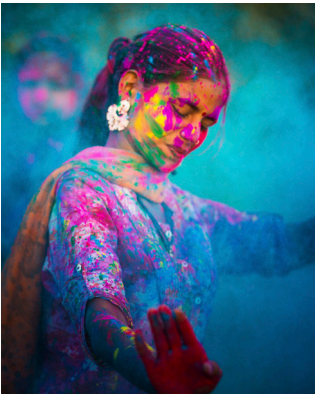


Albatros



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Statement from CEO

In the time of Covid-19

Albatros had been through a period of economic healthy growth for several years and was at its highest – with most employees and highest turnover, when COVID-19 hit last year. We experienced the repercussions immediately, even before the rest of Scandinavia, as we conduct a lot of tours to China where the pandemic started. So, before the government initiated the general lockdown of the country, we were already in crisis mode laying off 35 valued employees. This had a brutal impact both on the company spirit and our owners alike. This happened in March 2020, and on the April 1st, we sent the majority of our employees home on government salary support packages. Fortunately, due to our healthy economy, we have been able to get different help packages from the Danish government and extensive loans from the banks.

But we could not just send all employees home to get the benefit of full help packages. Even though, we did not have any sales some of our departments had extreme workloads, as we had to help and arrange for our customers return from around the world. It was completely chaotic and some departments for instance Flight worked overtime. We managed to get all our guest safely home although this wasn't our responsibility. Subsequently, when the first chaotic period of acute help and shut down was drying out, we suffered a massive load of cancellations. This kept our customer service department busy.

Unfortunately, the situation did not get better when we approached Autumn and had to let another 35 employees go. To keep as many of the remaining employees - within a travel business in a world of no travel, we decided to close off the office on Fridays, and take up a government initiative where our employees are on work division. The employees now work at Albatros three days a week and are on unemployment support two days a week.

By now (in time of writing March 2021), we have endured an entire year of negative revenue due to cancellations, but the widespread development and implementation of covid-vaccines has given us renewed hope and energy. The vaccines are being given in all the countries of our Nordic operations; Sweden, Norway, Finland, and Poland, and the health department in Denmark where our main office is situated expect to have vaccinated all adults in August.

But we still need the rest of the world to open. Hopefully, vaccine passports will bring the travel industry back to a more normal level in the near future. For now, we are focused on Europe to open first, and expect overseas travel to follow in the fall of 2021. We do feel our customers are now more positive in their outlook and expectations. Instead of cancelling trips, as we have seen in 2020, they are now more open to move their traveling date. Our customers still want to travel, and we are indeed ready for them.

Continued support and CSR strategi

Whit all this covid-19 pressure in mind, I am still pleased to confirm that Albatros Travel continues to support and implement the ten principles of the UN Global Compact with respect to all areas of concern. Albatros Travel will continue to make a clear statement of this commitment to our stakeholders and the general public.

I have been Chief Executive Officer (CEO) of Albatros Travel since the fall of 2014. My husband, Soeren Rasmussen founded Albatros Travel 35 years ago, and I have worked beside him for many years. Social responsibility has always been a priority for us. The first tours we offered were safari camping in Kenya, where we left only our footprints behind - what's now known as "eco-tourism". Today, our focus remains the same and our company slogan, translated from Danish states: *"Travel with heart, head and mind"*.

One Albatros Travel CSR strategy is to buy locally whenever possible, to support local economy, and to educate and share knowledge. Albatros Travel arranges package tours with tour leaders, so we have an opportunity to disseminate knowledge and awareness about cultural differences and the environment to our guests. We already have knowledgeable and experienced tour leaders, but we plan to strengthen our performance further by providing more training through a new tour leader app. The focus on CSR reaches beyond our own organization and also directs any philanthropic projects, such as the establishment of guest donation projects.

As a travel agency and tour operator, one of our most considerable adverse environmental impacts is the unavoidable carbon emissions associated with our travel itineraries. Substantial attention is given to greenhouse gas emissions and air travel, among other contributing factors, and ways to effectively climate compensate. Research estimates that flights account for 2% of the world's total greenhouse gas emissions and that the world's largest economies, namely China and the United States, account for more than half of this figure. While we cannot produce travel products without a carbon footprint with the currently available technology, we do strive to reduce our carbon footprint wherever possible. If any guest wishes to compensate for their flight-related carbon emissions, we help them find the climate compensation programs for the airline in question.

This COP covers our parent company Albatros Travel, addressed at our headquarters in Copenhagen. Our cruise ship department have been separated from the parent company Albatros Travel and operates under the entity, Albatros Expeditions. This department will produce their own COP later this year.

We look forward to leaving Covid-19 behind us and for new good travel times ahead.



Berit Willumsgaard

CEO and owner, Albatros Travel

Organizational Profile

Albatros Travel A/S was established in 1986 by Søren Rasmussen, now chairman of the board. The company is still owned by Mr. Rasmussen and his family. Albatros provide travel packages for private guests primarily traveling out of the Danish, Swedish, Norwegian and Finnish markets, and recently also from Poland. The guests travel mainly in groups of 20-50 persons and are accompanied by a tour leader.

All Scandinavian operations are conducted from the company's headquarters in Copenhagen. In addition, small subsidiaries have been established in China, Greenland, Kenya, Tanzania and South Africa to handle local operations and destination management services, and we own several safari camps and small cruise ships, and a shop in Warsaw.

The company is headed by the Board of Directors, including the main shareholders of the company. The management team reports to the Board of Directors.

Our head office is divided into departments, each of which functions in relation to the types of tours and locations. Within the different work areas, there is a person with in-depth knowledge on the specific area. This ensures that our guests are being served with the best expertise available in the field. Because of Covid-19 we had to let go of many valued employees and the company is now less than half as many employees as a year ago. We currently employ 74 persons in our office in Copenhagen.

Our tour leaders are working on freelance terms, so a lot of them had to find temporary jobs elsewhere while waiting for the world to open again. Before Covid-19, we employed approximately 800 tour leaders with Danish, Swedish, Norwegian, Finnish and Polish backgrounds. They work with the local tour operators at the travel destinations.

Before Covid-19 we handled approximately 1,000 tours, serving more than 60,000 travellers, with net sales of approximately 800 million Danish Kroner (DKK) on an annual basis. Since Covid-19 almost all tours have been cancelled.

Contact information

Questions regarding the content of this COP report should be addressed to:

Cæcilie H. Willumsgaard, CSR Manager Albatros Travel, cw@albatros.dk

Policy commitment

Our CSR policy is publicly available on our websites. The policy commitment stipulates our human rights expectations of our personnel and business relations. The policy is formulated as a general CSR policy and includes environmental and anti-corruption commitments. We are updating our Ethical Requirements, which includes human rights, environmental and anti-corruption requirements, to also include more on travel safety and hygiene.

Safe travel

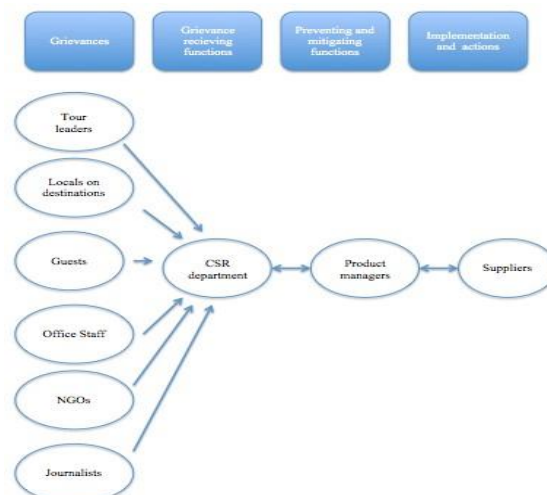
We now have a sharpened focus on hygiene in general, and we have set up extra processes and requirements for this. All our tour leaders are required to complete a hygiene training course made by WHO. We also demand high hygiene standards from our suppliers. Our partner in USA have made sure all the hotels we use perform contactless check-ins. We also demand extra cleaning and sanitizing in all the buses we use. We are editing our Ethical Requirements to include more hygiene requirements for our suppliers.

Our office is open for sales and contact by physical attendance, although since Covid-19 has required a prebooked appointment. These appointments are conducted with appropriate distance.

Due diligence process

Traveling always involves the risk of accidents, especially in less developed countries with poor infrastructure and lack of traffic regulations. Albatros Travel demands high safety standards from suppliers, which is also included in our Ethical Requirements. In case of an accident involving clients of Albatros Travel, the company has an emergency contingency plan in place. The contingency plan delegates responsibilities between our staff for dealing with the emergency situation in the best way. Tour leaders can always contact the Copenhagen office through a 24-hour emergency phone service, where our experienced staff provides support.

Information on adverse impact is in most cases sent directly to the CSR manager. But some of the information flow, identified by guests or tour leaders, flows through the quality department or tour leader coordination first. They redirect it to the CSR manager if they find it necessary (see the figure below). The CSR manager, then contacts the product manager to take action through the supply chain. We believe we will get the best results from letting the product managers who have the daily contact with the suppliers be the key implementing agents of mitigation throughout the supply chain. Internally, we have an elected work environment committee, who together with our human resources department takes care of the function of collecting and reporting any accidents and staff grievances, thus identifying trends and initiating mitigating actions.



People in the centre

At Albatros Travel, we are aware that our operations have an impact on many people's lives and our impact on people is at the heart of our concern. We recognize the right of everyone to work in an environment where individual dignity is respected and will not condone any form of discrimination or harassment. Albatros has had a positive growth for several years before Covid-19.

Office demography

Albatros Travel aims for a diversity in our workforce including equal rights for men and women. A head count on Marts 1st, 2021 showed that we have a total of 74 employees at our head office in Copenhagen. The average age of the staff is 46 and there are more female employees than male, which has been the case for many years. Presently, the CEO is a woman.

Demographic	Employees	Average age	Gender distribution all employees
2014	162	39	63% women
2015	145	40	64% women
2016	160	40	65% Women
2017	131	42	60% women
2018	146	40	62% Women
2019	168	42	64% Women
2021	74	46	61% Women

The table above provides a snapshot of our staff at our head office in Copenhagen from 2014 to 2021. It clearly shows the dramatical reduction in employees due to the Covid-19 situation. To minimize the risk of more employee redundancies, we are currently using a government initiative where employees are only employed 3 days a week at Albatros and are on unemployment support the remaining two days (60/40).

We also employ six people in Poland. Here, they were also on reduced worktime the first month of covid-19. However, since August 2020, we put all Polish sales employees (5) back on full time, since the salaries in Poland are very low compared to Denmark, and the board of directors decided this was the right thing to do. The manager of Poland is still on reduced time.

As for the 2019 numbers, it should be noted, the total number of employees in 2019 cannot be compared to other years, due to the fact, that we in this year established Albatros Expeditions (12 employees). Also in comparison with the the 2021 numbers it is important to mention that 22 of the 168 employees in 2019 were students and board members, who work on hourly employment.

Not all employees work on a full-time basis. We do offer part-time jobs for those who need less working hours to juggle family life and work life and flexible job arrangements due to illnesses. The total of 168 employees in 2019 corresponded to 139 full-time employees.

Employee well-being

Albatros Travel strives to be an attractive workplace, where we focus on employee health and overall wellbeing. Since Covid-19 hit Denmark in March 2020, we have allowed employees who are in risk or who have family members in risk to work from home. When the situation accumulated, we closed the office and send everyone home to work from there. Since the summer of 2020 we reopened for those who were not able to work from home or wished to come into the office. We have set up rules for social gatherings in the office and distance in the workspace, and we always follow the present government guidelines. We set up sanitizers at every entrance plus in kitchens and bathrooms. It is a requirement that all meetings are attainable by the use of online platforms. The numbers of employees in the office has varied greatly over the last year.

We have an intranet forum where all employees have a profile and access to an employee handbook. In this handbook, all of our employee policies are available, including an office noise policy, a stress policy as well as a focus on bullying/chicanery. We conducted mandatory preventive stress courses for all employees in the spring of 2019. Additionally, all managers have completed a two days leadership course focusing on respect and results.

All our employees have health insurance, which gives them the opportunity to get treatment at a private hospital and bypass the public waiting list. The children of our employees are also insured, and in situations of critical sickness our employees are guaranteed 80% of their salaries. We provide computer glasses for employees in need of special eyewear, and all employees have the opportunity to contact an ergonomist to evaluate their individual workspace. We provide sparkling water, tea and coffee. All of the coffee is fair-trade and organic and we have a large coffee machine, where all employees can make their coffee according to their own individual preferences. Because of Covid-19 lockdown periods and due to the fact that many employees are still working from home, we have temporarily cancelled our lunch scheme.

Normally, we have several extra staff offers and services at the head office, including a certified masseuse, yoga classes, a choir with a professional singer and table tennis facilities. We believe that a good social environment is very important to employee well-being, so we encourage all employees to get together at our social events. These normally include several Friday bars, a summer party, a Christmas party and now also an Easter party. Unfortunately, we haven't been able to conduct such gatherings for a year now. But every Wednesday morning we have an online employee meeting where information and updates are provided. Hopefully it helps everyone's affiliation with the company even though we are physically apart.

We are used to having a huge Christmas event party every year. This wasn't possible in 2020, but we still managed to celebrate. Every Tuesday in December 2020 our Adventure Marathon department hosted an online Christmas lottery and entertainment and every employee at the office got a small gift bag with delicacies for Christmas.

All employees have the opportunity to buy trips at good prices for themselves and their families, and we regularly send out special in-house offers when we have some last-minute cancellations.

It wasn't only in Copenhagen, we had to send employees home during the Covid-19 lockdown. In fact, we had to send employees home all around the world. This was especially hard on employees located in development countries. The government in South Africa provided a salary support to those who were sent home from our camps, but each employee had to seek the support themselves, and this was a difficult and time-consuming process. Our HR department provided help in the application process, and while employees were waiting for the government support, we handed out food vouchers for all who needed this. On our cruise ships, we have given interest free loans to all staff who didn't get their salaries due to cancelled operations.

Locals at our destinations

Regarding the ethical dimensions of travel, a priority is treating people with equality and respect. This applies to both the people we work with in other parts of the world (as well as in Denmark) and the people whose country, neighbourhood and homes we are visiting.

Albatros Travel wishes to be precautionary and we have included our standpoint on child labour in our Ethical Requirements. We demand that suppliers not only assure us that they respect our views against child labour but also the respective country's labour laws with special emphasis on minimum wages, working hours and union participation.

One of our important CSR strategies is to generate local cash flow. We want to contribute to the local economy, make sure that the right people benefit from our presence and create job opportunities for locals. To achieve this, we collaborate with small local businesses wherever it is possible. We work with local agents, small hotel, local restaurants and use local guides. At our own safari camps, we employ local staff.

To further strengthen these strategies for locals, we initiated a collaboration with the Fairtrade brand in 2016. Fairtrade is an internationally recognised brand and is "about better prices, decent working conditions, and fair terms of trade for farmers and workers". We are trying to incorporate visits on Fairtrade plantations on some of our tours. In this way, we support those places that have good working conditions for their workers and we can tell our guests their story. On those tours where we already visit plantations, we try to encourage the farmers to become certified by Fairtrade, and in this way, help the community set higher standards.

Facilitation of our guests' access to knowledge about other people's cultural life is an important part of our business. All of our tours are conducted with experienced tour leaders who generally speak the local languages and have a special insight into local conditions. In doing so, we can ensure good working conditions locally and we are able to make sure that all cultural encounters are done in the right spirit so that there

is no negative impact on local societies. Furthermore, we always seek counselling and consent from locals before visiting their communities and we continue to have a dialogue on the form and frequency of visits. In this way, responsible tourism creates the opportunity for indigenous people to continue their traditional lifestyles in relatively remote areas with only little adaptation to modern economy and culture.

Guest experience and satisfaction

We have developed a new training app for our tour leaders. The app makes sure that all relevant training is completed, and that all important information is read. The app will help us create a higher level of quality assurance.

As a special Covid-19 initiative, we have made “open booking security” possible for guest. It allows the guest to get all their deposit money back, if they regret their booking within two months. This is possible until 75 days before departure. Normally customers get four days to change their mind after the booking.

Albatros Travel’s main customer group is senior couples (60+), often retired and well-travelled. The group is, as a whole, more interested in experiencing culture and nature than relaxation. We have designed our online and offline experiences to suit our main customers, by having a website that is simple, easy to navigate and search. We have always strived for high customer satisfaction and a high percentage of returning customers. We have an experienced quality assurance team that takes care of all customer feedback and customer complaints.

Normally we hold travel fairs and many travel lectures at our office to inspire both existing and potential guests. As our target group is at risk of Covid-19, we have created a platform for online travel lectures. Instead of hosting a lecture with many people gathering, we have been able to conduct these lectures from our homes around the world where several hundred potential guests have listened in the safety of their own homes.

We are focused on satisfaction, transparency and ease of use in our customer experience. We have an automated customer communication flow that ensures that the customer gets relevant information at the relevant time and has knowledge of what is going to happen next through the flow of this process. We use a review system that allows us to publish authentic customer reviews directly on our website. We have partnered up with Bazaarvoice and have fulfilled the requirements of the Bazaarvoice authentic reviews trustmark. Trusted online reviews give our customers unprecedented transparency. Furthermore, on an internal level we use the reviews actively to follow up on customer complaints and to improve and develop our products.

We have a loyalty program “Royal Albatros” with perks and discounts for our loyal customers (+1 trips with Albatros). We have more than 35,000 members of Royal Albatros now in the five countries combined (DK, SE, NO, FI, PL). We have just finished developing a personalised client environment named “My Albatros”. Our aim is to make everything even easier for the customers. In this platform the customer can see

all past and future travel documents and information, and their loyalty status. In the coming years, we will expand this solution to provide even more services for our guests.

We have a state-of-the-art IP-telephony system, with improved sound quality and customer recognition, and in 2018 we initiated the implementation of a new and improved FAQ that will help our customers help themselves and greatly reduce waiting time for our customers.

Our customers' privacy is very important to us, and that is why General Data Protection Regulation (GDPR) has been applied to every step where personal data is handled inside our company. We are continuously improving our processes in order to ensure our privacy policy is 100% GDPR-compliant, and that all personal data hosted and handled within the company is secure.

Environment and climate

As a service provider, Albatros Travel only has a small, direct environmental impact, but a more significant indirect footprint from our supply chains. Our most significant environmental impacts are those from the use of flights and cruise ships, which we mainly cause through our suppliers. We have little opportunity to affect the environmental performance of these suppliers, but have included several environmental demands in our Ethical Requirements.

Many airlines offer climate compensation options. As stated by our CEO in her opening statement, we refer those guests, who want to offset their flight-related carbon emissions, to the airline's climate compensation programs. "Compensation" refers to the guest's option to pay an extra amount corresponding to their climate impact. The money is then contributed to a project that helps to neutralize the guest's consumption, so that one's overall climate impact after a flight is zero. Some airlines, such as Scandinavian Airlines (SAS), offer to pay for their customer's climate impact, if the guest is a member of their loyalty program. Recently, we started selling bus tours, which in some cases, yield less pollution than flight-based travel.

We are focused on improving environmental performance in our offices and raising our guests' awareness of and adherence to "environmental best practices" such as utilizing the towel saving programs offered by hotels, using less plastic while traveling and leaving nothing but footprints in fragile environments. We have written a list of 10 travel guidelines for our guests, which also highlights the importance of ethical behaviour when meeting other cultures.

Plastic is a growing problem in the world and a big concern for us. We have launched several initiatives to reduce our plastic waste. We have stopped using plastic bottles for water on our camps in South Africa. Instead, our guests are given a reusable metal bottle to fill with fresh water every day. At the camps, we also use refillable bottles for all bathroom products. In Vietnam, we have also started giving our guests reusable bottles, but because guests visiting Vietnam have expressed hygiene

concerns, this is still on a trial base. We hope to continue with this initiative and replicate the same strategy in other places.

Office environmental awareness

In our offices, we strive to lower our energy consumption. We have energy saving light bulbs and LED bulbs, and a timer on our ventilation system to ensure that it only runs during office hours. We buy all of our electricity at our head office in Copenhagen from Oerstad, who is Denmark's biggest supplier of wind power. All our electricity is renewable energy produced by Danish windmills at sea.

In our Copenhagen office, we have reduced our paper usage significantly by printing on both sides. This is done automatically by all computers in the office. We have also reduced paper usage by continuing to upgrade our IT system so that we now send a lot of our letters by email. We only use recycled paper for all purposes. We sort paper, cardboard, glass and aluminium from the conventional waste. Our fruits and warm drinks are organic and fair-trade. All of our bathroom products are allergen-free and paraben-free. Where possible our tour leader uniforms are made from organic cotton and under good conditions in factories certified by Fairtrade.

Nature conservation

Nature conservation is of paramount importance to us, as the company was built on the foundation of nature experiences on tented safari tours in Kenya. Over the years, we have been involved in several nature conservation projects, especially in Africa. One of these was a big elephant research project in Kenya, conducted in collaboration with a renowned scientist and Copenhagen University.

Now most of our conservation efforts are initiated in South Africa, where we own several camps. One camp is situated in Entabeni game reserve. Entabeni lies in an area of high density of cattle and crop farms, where most wild animals aren't welcome. For instance, leopards have been shot by farmers for many years, because they hunt the cattle. Entabeni game reserve - and its tourists - provide a safe haven for the animals and focus on wildlife conservation. The goal of the reserve is to become a nature park, with the capacity to house a self-sustainable animal population. This is done by continuously expanding the reserve area and regulating the animals until the balance is restored. The reserve also focuses on endangered animal species. In a special enclosure, they have some breeding programs for rare antelopes. Some of these animals are released in the reserve and some are sold to other nature reserves.

At Entabeni reserve, we are reintroducing cheetahs to the area and hopefully getting them to breed. Cheetahs are endangered in nature. Getting cheetahs to settle in a new area is a difficult task as well as a time-consuming process. They start in small enclosures on the land and are slowly released into bigger and bigger enclosures, as they get used to the new environment. Entabeni game management have successfully introduced two brothers and have recently released a female cheetah.

Rhinos are also becoming more and more endangered with high numbers being poached daily. At Albatros, we are active in the protection of rhinos around all our camps. We finance extra ranger patrolling, and we have given one of our guides a pilot certificate so he can contribute in the surveillance from the air. We are co-founders of the first rhino orphanage where baby rhinos, whose mothers have been poached, are being cared for. When the young rhinos are old enough to care for themselves, we release them in pairs in Entabeni. We collect data on the released orphans, which is the first research done on nature released hand raised rhinos. Albatros has also bought a male black rhino and released him in Entabeni, where there was a lonely female black rhino. The black rhinos are especially endangered, and we hope this initiative can help enrich the world with some new black rhino babies.

Other Albatros camps are Khoka Moya and Mantobeni on the edge of Kruger National Park. In the future, we hope this can be a sustainability project on par with our endeavours in Kenya back in 2006 with the Karen Blixen Camp. We have initiated several environmental actions at Khoka Moya and Mantobeni, including cost/benefit analysis on solar panels. We have implemented small solar panels on pathways. The camps have made some boreholes for the animals to find alternative water resources, because of some extremely dry winters. The staff at Khoka Moya and Mantobeni organize field trips for local village children, where the children learn about the nature and how important it is to protect it.

Albatros Travel's cruise ships

As mentioned above, most of our flights and cruises are provided by suppliers, but we own a few ships ourselves. We recently had a new environmentally friendly ship build. The new ship - Ocean Victory, has the lowest carbon emission per passenger in the Expedition Cruise industry. On our own ships, we plan the sailing routes and we do that with a big focus on fuel consumption. Fuel is a growing financial burden, meaning that any reduction in its consumption leads to an improvement in both the environmental and financial bottom lines.

As stated by our CEO, our cruise ship operations have been separated from Albatros Travel into a new entity, Albatros Expeditions. Albatros Expeditions is a fully paying member of the Association of Arctic Expedition Cruise Operators (AECO) and International Association of Antarctica Tour Operators (IAATO). These associations represent the concerns and views of expedition operators and are dedicated to managing responsible, environmentally friendly and safe tourism. Albatros Expeditions is also an active supporter of the UNGC initiative and will have their own COP report.

Animal welfare

Back in 2014, we partnered with the organization World Animal Protection, to get help with evaluating the living conditions of animals in places where our guests are in close contact with them. This resulted in some changes in our trips, especially in Thailand where we visited some elephant camps that didn't live up to the standards that these big and highly social animals require.

Albatros Travel does not offer trips where wild animals are used for commercial entertainment, including the notorious elephant rides. We believe that all wild animals should be viewed in nature. Unfortunately, that is not always possible, but we don't want to contribute to an industry that captures wild animals for commercial use and we don't want animals in captivity to be forced to perform for tourists. We will continue to support the locals whose livelihood depends on the tourist industry and who treat the animals well. For Thailand this means we send our guests to those places where elephants are kept in their natural environment in the nature and where they have the opportunity to be social with other elephants.

Business ethics and anti-corruption

Albatros Travel has identified no major adverse impacts on anti-corruption. However, as a travel agent that provides services all over the world, we operate in countries where there are significant risks of unregistered workers, local ticket sharks and corrupt border police. Much of these relate to informal practices that are hard to change and require a long-term industry initiative to do so.

We are able to show data on income and expenditure for the last six years, available upon request, and maintain accurate books and records, available for inspection. These properly and fairly document all financial transactions. We do not maintain off-the-books accounts, and any contribution to bribery and corruption is unacceptable. Internal controls are in place in order to prevent this.

Albatros Travel has chosen to register their main organization in Denmark, where most of the operations work is done from the head office. This means that we pay most of our taxes in Denmark, in line with Danish law. We collaborate with Danish tax authorities, when we hire new suppliers for our head office, to ensure that we do not support any illegal work or moonlighting.

Anti-corruption training

The implementation of our Ethical Requirements will continuously be followed up by training of relevant employees. The primary target groups for this training are the product managers, who handle the supply chains and our tour leaders, who may have confrontations with corrupt institutions in the countries in which they operate.

We do not include tips in our prices, because we want the guest to have influence on the gratuity amount. In the written itinerary, we provide recommended amounts and, on most of our tours, the tour leaders are expected to handle gratuities. To minimize the risk of the tour leader ending in an uncomfortable situation where some guests might assume that he/she didn't pass on all the money to the rightful receiver, we have made a tip history sheet. On the sheet, the tour leader writes the collected amounts from all guests and then writes all receivers and amounts. The tip sheet is then sent to our tour leader coordination team in the Copenhagen head office where it is checked and filed.

Albatros Travel projects

We have been aware of our responsibility since day one, and we will continue in this way. Our approach is to focus on the areas where we can make the greatest positive impact. We have chosen projects on locations where we are present, which allows us to oversee these projects. In return, we also receive goodwill from the community. We are not philanthropists, but we are dedicated to making a small difference. In this spirit, we have chosen some projects that are most meaningful for us.

We give our guests the chance to make financial contributions to some of our local projects, where we have assessed the use of funds to ensure all donated money has the intended effect. All work by Albatros Travel in this area will always be funded by the company and never by external sources. From time to time, we collect clothes and toys, and then send them around the world. Donations are primarily made by our employees, but sometimes our guests as well. We have sent clothes and toys to Greenland, Kenya, South Africa and Syria. We have donated toys to a kindergarten in Cape Town, where both Albatros and employees contributed financially.

Most of our donations go to developing countries, where we do business. Sometimes, however, we help smaller organizations, who need financial assistance to fight disease or help struggling populations in other ways. Through the Danish, volunteer-based organization, World Children (Verdens Børn), we donated a solar panel to a school in Uganda and in 2018, we helped this organization with a donation of 100,000 dkr. We have collaborated with the Red Cross on several different occasions, as well as Børns Vilkår, a Danish organization dedicated to ensuring no child is abandoned by their family, caretaker or community.

As stated in the section “Locals at our destinations”, we try to incorporate visits into the local communities as part of our travel itineraries. During one such visit guest are invited to a school in a rural area of Colombia. Albatros saw that the school were in need of repairment. We build them a new staircase and are now setting aside money for each guest that travels with us to Colombia towards future projects benefiting this school.



One the left, we are sailing clothes and toys to a small settlement in Greenland. The image on the right shows the new, cement staircase with sheltering roof in Colombia.

Supporting orphaned children in Delhi

Albatros Travel supports the organization Karm Marg, which operates an orphanage in Faridabad outside Delhi. We purchase their handmade fabric bags as a special gift for all of our guests traveling to India. Our guests do not visit the orphanage, but they are informed about the organization and have the opportunity to support it by donating their remaining rupees after the tour.

Karm Marg was established in 1997 and started by teaching children at the local train station how to sell bags they made from used newspapers that they found in the trains. Today, Karm Marg's Orphanage shelters 60 children from the ages of 4 to 18. The orphanage provides food, medical care, education, recreation and counselling.

Karm Marg means the way of action, and in line with this name, the organization places great emphasis on the children becoming self-reliant. The organization finances about half of its expenses by producing and selling environmentally friendly Jugaad products mainly made from recycled materials like newspapers. The production is done by around 100 women from the neighbourhood, who come in and teach the oldest children how to sew.

Over the last couple of years, we have also supported the orphanage in other ways. For example, one year, we bought specially made travel pouches for all our partners as Christmas gifts. We have also bought newspaper bags to hold catalogues, which are distributed at travel fairs, and toiletry pouches for other business purposes. We sent the children on their first field trip to see Taj Mahal and dine in a restaurant. We repaired their monsoon wall to provide better protection. Recently, we initiated a new project, where we purchase their handmade keychains to sell at our adventure marathons.

For a number of years, we have given the children Christmas gifts. All our employees have the opportunity to participate in this effort by buying red hearts that adorn the office Christmas tree. Each heart represents one present for a child at the orphanage. By the end of each December, the tree has been filled with hearts through employee contributions. Albatros has matched the collected money and thereby ensuring that all the children and the staff received a present and were given a Christmas party. We did not ask our employees to participate in a donation in 2020, but Albatros still send the organization money for presents.



The Christmas heart tree and two women helping with the production.

Projects in South Africa

Wolverdiend is a small village in the Kruger area of South Africa with about 12,000 inhabitants. It is located close to Albatros Travel's two safari camps, Khoka Moya and Mantobeni.

To support the community, we hire workforce from the village and train them in the hospitality business. More than 80% of Albatros Travel staff at our safari camps comes from Wolverdiend. We send our guest on a prepaid tour of the village every week.

Albatros Travel has frequently donated money to the village – primary to the schools. The village has a kindergarten and five schools, three from 1st to 7th grade, a high school from 8th to 12th grade, and a school for the mentally disabled. One school purchased new books for the library and bought a new television and a DVD machine for teaching from our donations. At another school, we built a new school building with two rooms; one for a library and one for a computer science room. We are initiating a process, whereby the guests of these two Albatros Travel safari camps can purchase educational books for the schools in Wolverdiend and personally deliver them to a school during their village tour.

Sadly, rhinos have a fragile status due to poaching. Accordingly, as mentioned, we dedicate considerable focus and resources on the protection and conservation of these animals through several projects in South Africa. These include extra ranger patrolling; breeding programs for both white and black rhinos, and we are cofounders of the first rhino orphanage.

We have a large property with three small lodges near Johannesburg – Zebra Lodge. On the premises, we have established a reptile center. We want to minimize the conflict between humans and snakes by educating both guests and locals. We are going to bring in local school children for snake lectures and wildlife education every week. Snakes are by nature afraid of humans and will most often try to escape and get away. Most of the snake bites in South Africa are incidents where humans with no experience try to handle snakes. Luckily, because of the good infrastructure and health system very few incidents lead to permanent injury there. But in less developed African countries snakebites are unfortunately a bigger threat. In 2019, Albatros donated the production of a documentary film for the work of Doctors Without Borders to set focus on this silent threat.

For each Albatros guest that stays at any of our camps in South Africa, we put aside money for different community projects.