

Policy on Sexual Exploitation and Harassment of children

At Balkan Pearls Tour Operator, we are deeply committed to ensuring the safety and well-being of all individuals, especially children and adolescents. We have a zero-tolerance policy towards any form of exploitation or harassment. Our goal is to create a safe and respectful environment for everyone involved in our tours and activities.

Key Policy Points:

1. **Zero Tolerance:** We have a strict zero-tolerance policy towards any form of commercial, sexual, or other exploitation and harassment. This includes, but is not limited to, the exploitation and harassment of children and adolescents.
2. **Awareness:** All our staff members are thoroughly aware to recognize and respond to signs of exploitation and harassment.
3. **Clear Reporting Mechanisms:** We provide clear and accessible channels for reporting any suspected cases of exploitation or harassment. Customers, staff, and partners are encouraged to report any concerns immediately.
4. **Collaboration with Authorities:** We cooperate fully with local and international authorities to prevent and address any instances of exploitation or harassment. We report any suspected cases to the relevant authorities without delay.

Informing Our Clients

To ensure our customers are well-informed about our policy and their role in maintaining a safe environment, we take the following steps:

1. **Pre-Travel Information:** via email
2. **On-Arrival Briefing:** Upon arrival, all clients receive a briefing that includes information on our zero-tolerance policy and how to report any concerns. This briefing is conducted by the guide.
3. **Dedicated Helpline:** We maintain a dedicated helpline for reporting any instances of exploitation or harassment. This number is provided to all clients and is available 24/7.
4. **Regular Reminders:** During the course of their tour, clients receive regular reminders about our policy and the importance of vigilance in preventing exploitation and harassment from the guide.

Reporting Mechanism

Clients can report any concerns through the following channels:

- **24/7 Helpline:** <https://childhelplineinternational.org/alo-116-111/> or 112, 129
- **In-Person:** Report directly to any of our staff members

What We Are Doing to Prevent Exploitation and Harassment

Policy Review: We regularly review and update our policies to ensure they meet the highest standards of protection and prevention.

At Balkan Perls Tour Operator, we are dedicated to creating a safe, respectful, and enjoyable experience for all our clients. Your cooperation and vigilance are vital in helping us maintain this commitment. If you have any questions or concerns, please do not hesitate to contact us.

Thank you for choosing Balkan Perls Tour Operator. Together, we can help prevent exploitation and harassment and ensure a safer world for everyone.

Signed by
VILMA META

