

SUSTAINABILITY SUMMARY REPORT

- CAMBODIA 2017 -



WE AIM TO BE RESPONSIBLE



Over the past year EXO Travel has made several exciting commitments toward sustainability. Our first main achievement has been the recertification in **Travelife**.

2017 has been a thrilling and exciting year for EXO Travel Cambodia. We are first and foremost extremely honored that our Travelife certification has been renewed for the next 2 years in November 2017. Going through the Audit process once more was very valuable for all the team as we have learned a lot.

We were able to see where we stand by and, along with our auditor, to determine key aspects of the business where great improvement could be done. We have also received the CSR Award from the French Chamber of Commerce for our Green River Project, a project that was launched by EXO and with the EXO team and Prek Leap National College of Agriculture, to go door to door along the communities and inform the people not to throw their waste in the river. EXO is the only company to be awarded twice, in 2016 and again in 2017, congrats to our great team!

EXO Cambodia has put continuous effort towards improving the refillable bottle initiative. In that frame, 2017 has been a tremendous year as we were able to save 20,052 plastic bottles from the landfill. Finally, we are putting constant efforts towards promoting sustainable options to our clients. Following our strategy to lead the industry to be more responsible, EXO Travel shares best practices, experiences, and sustainability expertise with other DMCs in Cambodia.

Pierre-André ROMANO

HOW SUSTAINABILITY WORKS AT EXO



SUSTAINABILITY GUIDELINES

Following Travelife certification scheme, we have developed a set of guidelines, policies and tools. We are ensuring that they are being properly implemented in our destinations to further our positive impacts

- [EXO Responsible Travel Policy](#)
- [EXO Children Protection policy](#)
- [Wildlife Code of conducts](#)
- [Ethical code & addendum](#)
- [Tips for responsible travelers](#)

COORDINATORS

In six of EXO destinations (Cambodia, Indonesia, Laos, Myanmar, Thailand and Vietnam), we have dedicated sustainability coordinators. They are ensuring that our Responsible Travel Policy is understood & well implemented. They also act as focal points for EXO Foundation.



GIVING BACK

Support sustainable human, social and economic development of local communities in Asia through financial fundings and support.

PROMOTING RESPONSIBLE TOURISM

Fostering initiatives that are enabling to wide spread responsible tourism principles and advising travel companies on how to become agent of positive change.

IDENTIFYING LOCAL PROJECTS

One of the main purpose of EXO Foundation is to identify meaningful and relevant projects to support in Asia, addressing the causes of real development challenges.

WE CARE ABOUT OUR ENVIRONMENT

EXO Travel is committed to minimize the negative environmental impacts of the office operation and activities including: energy and paper consumption, waste generation and carbon emission.



ZERO PAPER

1,697 sheets/person/year
- 53% over a year
(Phnom Penh: - 55.9% / Siem Reap: - 50%)
-72.5 % decrease since 2013



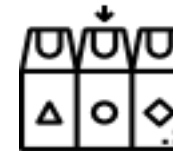
CARBON OFFSET

11.6 tons of Carbon emissions
offset through Nexus for Development
50.91 tons of carbon offset
since 2015



LOW ENERGY

789 kWh/person/year
- 2.32% consumption
Savings \$2,231.06
-25% decrease since 2013



GO RECYCLING

16.16 kg/person/year of waste
non recyclable
204.50 kg of recycled waste
since 2015



WE COMMIT TO OUR PEOPLE



ENGAGEMENT

20 Sustainability Team members
70 employees involved in our
Sustainability Month
3 trainee students,

Green River project co-organized
with **10 EXO people & 170**
students to raise awareness on
waste pollution to inhabitants
living along the River.



AWARENESS

100 involved in Travelife
Audit process
10 newcomers trained
on Sustainability
1 quiz about child
protection
1 Desk Wallpaper on
sustainability issues
1 Facebook Page created
for Green River Project



HAPPINESS AT WORK

8% Turnover rate of our human
resources
1 Survey on "Satisfaction at work"
1 company team building & movie
screening organized





CARBON OFFSET

OFFSETTING CARBON FOR CLIENTS

for every domestic and regional flights of our travelers in all our destinations starting in 2018.

This will result in a massive **ten-fold improvement** from the already substantial 69 tones we've offset for our employees flights in these destinations since 2015.

Offsetting costs are invested in Asia only for projects run by **NEXUS for Development**: Access to clean water, improving local livelihoods and providing access to renewable energy.



HEALTH & SAFETY STANDARDS

CLIENTS SAFETY

is one of EXO's main responsibility. It is one of the most important aspects for our relationship with our partner hotels.

HEALTH & SAFETY QUESTIONNAIRE

has been developed by EXO to assess its suppliers. EXO is now working hands-in-hands with them to reduce risks and improve their knowledge both on Sustainability & Health/Safety.



WE CARE ABOUT OUR CUSTOMER

THE REFILLABLE BOTTLE

is an initiative led to drastically reduce the consumption of plastic bottles in tourism industry by providing a refillable bottle to each traveler instead of single-use plastic ones.



8 travel agents participating to this initiative
40 excursion providers and hotels involved
100+ tour guides leading the way!



Bottle bags designed exclusively by EXO, in order to set up water stations in vehicles



1,114 refillable bottles given to travelers & tour guides



20,052 single-use plastic bottles saved

WE INVOLVE OUR SUPPLY CHAIN

EXO Travel is being very cautious when looking for suppliers and activities for our customers. We strictly follow our Ethical code & we have implemented a Sustainability Suppliers Assessment Process, based on the following criteria. We also require them to sign our sustainability addendum and we encourage them to share with us their best practices.



KNOWLEDGE

77 Tour guides trained on Responsible Tourism & tips to travelers

2,525 Tips for responsible Travelers distributed - **increased by 25%** compared to 2016.



COMMITMENT

128 Sustainability addendum signed by our suppliers

Our addendum includes:

- anti-bribery/corruption
- children protection,
- sex tourism
- environmental & cultural protection
- local communities involvement



HOTEL ASSESSMENT

43 hotels assessed on Sustainability criteria

22 hotels identified as responsible according to EXO Standards: Eco-friendly and Socially Aware



RESPONSIBLE HOTELS IN CAMBODIA



Shinta Mani Shack

★★★

★★★

**Sofitel Phnom Penh
Phokeethra**



★★★



★★★

La Rose Suites



★★★

**iRoHa Garden
Hotel & Resort**



★★★

Shinta Mani Angkor

★★★

★★★

**Frangipani Royal
Palace Hotel & Spa**

★★★

★★★

Tara Angkor Hotel

★★★

Villa Langka

★★★

**Raffles Grand Hotel
d'Angkor**

★★★

★★★

Natura Resort

★★★

Phum Baitang

★★★

Sunway Hotel

★★★

Le Meridien Angkor

★★★

★★★

Sala Lodges

★★★

Park Hyatt

★★★

**Amanjaya
Pancam Suites**

★★★

Heritage Suites

★★★

★★★

**Borei Angkor
Resort & Spa**

★★★

HanumanAlaya Villa

★★★

**Frangipani Villa
Hotel & Spa**

★★★

Sofitel Angkor

★★★

★★★

**Belmond
La Résidence d'Angkor**

★★★

**HanumanAlaya
Angkor Boutique**

★★★

**Somadevi
Angkor Boutique**

★★★

Victoria Angkor

★★★

★★★

WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT



OTHER SUPPORTED PROJECTS

www.exofoundation.org
Facebook: EXOFoundation



MAINSTREAM RESPONSIBLE TOURISM IN OUR BUSINESS AND OPERATIONS

70% of our gifts are purchased
from social organizations.

Worked with Prek Leap National
College of Agriculture (PNCA), to
raise awareness on
environmental protection
through the **Green River Project**

4 Donations of clothes
organized by EXO people
to Pour un Sourire d'Enfants
beneficiaries.



MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

\$3,000 APLE to fight against sexual
exploitation of children

\$14,000 Buckhunger to give 1 free meal
to children per day (in partnership with
Herrod Foundation)

\$3,000 Friends international to protect
children from abuse linked to tourism.

\$2,500 Trailblazer Foundation for water
filters.

\$4,500 for Shanti Town,

\$3,000 for Epic Arts,

\$5,000 for ICS Parenting Skills



RESPONSIBLE PRODUCTS 2017

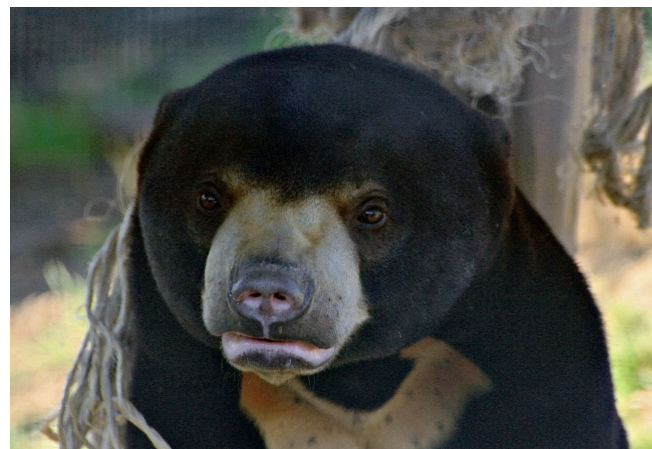
FOLLOW THE PATH

Uncover the history and culture of Phnom Penh through its architecture. Join a local expert and explore the capital, stopping at buildings from various eras in Cambodian history. Each façade tells a story, from elegant French-colonial structures to funky, retro 1950s edifices.



FREE THE BEARS

A perfect day for animal lovers! Get up close with Cambodia's exotic wildlife at the Phnom Tamao Wildlife Rescue Centre. See Asiatic and Black Bears as well as gibbons and elephants rescued from poachers. Meet with the passionate staff and learn about their efforts to end wildlife trafficking in Cambodia.



BIRD WATCHING

Grab a pair of binoculars! Spend a day tracking down Cambodia's diverse bird life. Along with a local bird-watching guide, venture to a protected wetland deep in the countryside. Scan the skies for Sarus Cranes and other endemic birds, including 18 threatened species.



REAM NATIONAL PARK

Explore Southern Cambodia's natural wonders. Hop on a motorboat to cruise the waters of Ream National Park. See ancient mangrove forests teeming with wildlife. Seek out rare species such as spot-billed pelicans, pangolins and freshwater dolphins. Cap off the adventure with a barbeque lunch on a pristine natural beach



POLICY INFLUENCING SOCIAL COLLABORATION

EXO Travel Cambodia is involved in various organizations dedicated to tourism and sustainability.



AWARDS

TRAVELIFE EXCELLENCE IN SUSTAINABILITY

re-certified in November 2017

1st Price CSR Award from CCIFV
Green River Project



NETWORKS

ASSET-H&C conference in Siem Reap on "Innovative Solutions for Eco-responsible Hospitality & Tourism" Guest speaker

EUROCHAM Committee
- Active member



PUBLICATION

Khmer National TV – KH – [TVK report](#)
French Embassy - FR – [CSR Award](#)





ABOUT

Green River Project was born when, on a common ground, people from EXO Travel realized that the rivers were filled with wastes and plastic. The project then decided to go door to door and explain the consequences of waste to the persons living nearby the river.

10 employees from EXO Travel have been engaged in this project!



LAUNCHING

In partnership with Prek Leap National College of Agriculture (PNCA), in order to find together the solution to address this matter.

Approximately 600 people were reached: 370 houses and restaurant visited and 235 students trained



BUDGET

\$3,500

Funded by EXO Travel Cambodia, EXO Foundation, Sokha Hotel.

OUR TARGETS 2018



WE CARE ABOUT OUR ENVIRONMENT

- Paper - Reach level below 1,200 sheet/people/year
- **Waste** - Reach below 10kg/people year
- **CO2** - "Carbon offset program" offered to clients

WE COMMIT TO OUR PEOPLE

- Satisfaction survey for EXO people
- Sustainability included in JD/KPI for employees engagement
- Sharing knowledge on sustainability (training, quiz, games, activities etc.)

WE INVOLVE OUR SUPPLY CHAIN

- 70% reduction of plastic in our Operations (bottles, tissues etc.)
- 70% of our contracted suppliers commit to our Sustainability Addendum
- 80% of Travel Consultants know how to identify & sale sustainable options
- 10 experiences include sustainable elements
- 100% training for guides on responsible tourism & tips for travelers

WE CARE ABOUT OUR CUSTOMERS

- 100% of Responsible options are highlighted
- Sustainability Inspections include Health & Safety standards
- Increase distribution of Tips for Responsible travels by 20%

WE SUPPORT COMMUNITY DEVELOPMENT

- 30% of sustainable purchasing at least
- Projects supported by Foundation and EXO People

POLICY INFLUENCING - SOCIAL COLLABORATION

- Develop networking on sustainability
- Apply for relevant awards regarding CSR