

SUSTAINABILITY SUMMARY REPORT - INDONESIA 2017 -



WE AIM TO BE RESPONSIBLE

Over the past year EXO Travel has made several exciting commitments toward sustainability. This year, we have worked towards Travelife certification for Excellence in Sustainability.



After one year of engagement regarding Travelife. We already achieved progresses regarding environmental behaviours at the office and growing awareness of our supply chain by creating new tools and networks.

We built collaboration here with suppliers as well as competitors to commit as many stakeholders as possible working together.

2017 was the international year of Tourism for Development and by doing this, we hope we can lead the way to make tourism playing a key role for the sustainability of the development of our destinations.

This year, we aim to go further being a great place to work, fighting the plastic pledge in Indonesia and keep on engaging and working with the whole supply chain to improve impacts of tourism.

EXO Travel Indonesia

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

1,284 sheets/person/year
(Bali: 82 500 / Java: 16 000)
6 % decrease since 2016



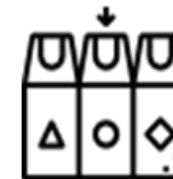
CARBON OFFSET

11.48 tons of Carbon emissions
offset through Nexus for Development
25 tons of carbon offset
since **2016**



LOW ENERGY

1,562 kWh/person/year
5,5% decrease since
2016



GO RECYCLING

39 kg/person/year

Recycling facilities
implemented in Bali in
partnership with Eco-Bali &
in Yogyakarta



WE COMMIT TO OUR PEOPLE



ENGAGEMENT

18 Sustainability Team members
14 participants to our Sustainability Videos
11 sustainability meetings (waste, energy-savings, responsible accomodations, catering, awareness raising, catering, EXO Warmth)
Participation to a Beach clean up in Bali



AWARENESS

53% of participation to our
5 Sustainability games
1 conference about Water crisis in Bali
1 conference about waste in Yogyakarta office
Sustainability induction & trainings for all staff
1 training on child protection
16 Sustainability news released on EXO 24



HAPPINESS AT WORK

1 Survey on "Satisfaction at work"
1 Annual staff party & team building
2 Dance classes 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.



200 excursion providers & hotels encouraged to join this initiative to reduce plastic waste.
65 tour guides leading the way!



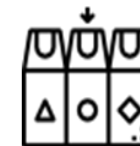
Bottle bags designed exclusively by EXO, in order to set up water stations in vehicles (to be implemented in 2018).



262 refillable bottles given to travelers & tour guides



7,860 single-use plastic bottles saved



30 recycling bags put in our cars

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

65 Tour guides trained on Responsible Tourism & tips to travelers

Tips for responsible Travelers distributed to our clients



COMMITMENT

64 Sustainability addendum signed by our suppliers

Our addendum includes:

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



HOTEL ASSESSMENT

30 hotels assessed on Sustainability criteria

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



RESPONSIBLE HOTELS IN INDONESIA

Alila Villas Uluwatu



Alila Seminyak



The Samaya Seminyak



Intercontinental Bali



The Oberoi Bali



The Legian Bali



The Phoenix Jogjakarta



The Melia Bali



Bhuwana Ubud



Alaya Resorts Ubud



Fairmont Sanur



Melia Jogjakarta



The Pavilions



WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT



OTHER SUPPORTED PROJECTS

www.exofoundation.org
Facebook: EXOFoundation



MAINSTREAM RESPONSIBLE TOURISM IN OUR BUSINESS AND OPERATIONS

Identification of **6 responsible shops** (to implement our Sustainable purchasing policy) also promoted in our Tips for responsible travelers.

We have sourced many products from responsible companies or more eco-friendly alternatives for our purchasing (eg: paper, cleaning office, electronic waste...)



MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

\$5,000 have been given to Bali Water Protection Program led by IDEP Foundation in order to fight against water scarcity in Bali. In partnership with the University, they are mapping existing aquifers and identifying locations to drill recharge water wells.

\$10,000 have been donated to East Bali Poverty Project, in order to support these 16 remotely located villages to improve their living conditions especially regarding Health & Education. They also set up projects such as making bamboo bikes etc.



RESPONSIBLE PRODUCTS

EXCHANGE FOR CHANGE

Enjoy a half day workshop in South of Bali with an organization aiming to empower people: you will experiment soap recycling activities, making drinks of traditional medicine, traditional techniques of weaving and visiting a permaculture center.



CORALS RESTORATION PROJECT

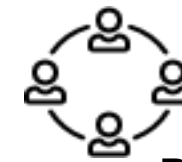
In the North West of Bali island, take a boat or a scuba to learn about coral reefs conservation by experimenting the Biorock transplanting techniques.

You can even adopt a coral at the end of the day.



POLICY INFLUENCING SOCIAL COLLABORATION

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



NETWORKS

RefillMyBottle

We joined the RefillmyBottle network and we hope we can facilitate the use of reusable bottles in Bali by doing this. People can localise our office through the app and come to refill their bottles for free. We promote also this initiative towards our suppliers.

Networking activities with:

Leading a project with 7 other travel agencies to launch a message encouraging hotels to stop providing plastic bottles and to set up water stations instead.

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