

SUSTAINABILITY SUMMARY REPORT - MYANMAR 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 implementation of our refillable bottles initiative.

EXO Myanmar has become Travelife certified since August 2016 and as from the date, we worked even harder to strengthen sustainability practices. We are extremely proud to receive Best Responsible Tour Operator Award 2017 awarded by Myanmar Responsible Tourism Institute.

However, 2017 was a challenging year for Sustainable Tourism in our Myanmar. The 'One Myanmar' -slogan is often used; all people living together in harmony. A safe destination.

However, the world still thinks differently. Travelers stay away and sustaining is hard especially for some of the smaller and new suppliers we work with. Bear with us in 2018!

Inside our company we did better. We have implemented re-usable water bottles for several series, a

protect-the-endangered-Myanmar-Star turtle-project and 'personal chopsticks' for all, another step to battle disposables in our pantry.

At the same time we continue vitals such as waste management, creating more green touring and adding a fire escape for the Yangon office.

On behalf of the S-team and all other green-minded members of EXO Myanmar, I wish each and every EXO Travel member a very successful Anniversary Year!"

Sandor Leinwand recte Rein

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

1,458 sheets/person/year
+ 15.6% over a year
42% decrease since 2014



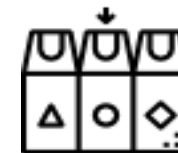
CARBON OFFSET

5 tons of Carbon emissions
offset through Nexus for Development
49 tons of carbon emissions
offset since **2015**



LOW ENERGY

929 kWh/person/year
+ 3.39% consumption in Yangon
+ 21.75% in Mandalay
+ 59.97% in Bagan
35.5% increase since 2014



GO RECYCLING

26 kg/person/year
increased by 15.6% in 2017
1.17% of recycled waste
109 kg of recycled waste since 2015

Our dedicated housekeepers, Aunty Htay and Aunty Nwet helped us implement a new waste disposable method in the office. Now, we only have 3 different waste bins on each floor to dispose different types of waste.



WE COMMIT TO OUR PEOPLE



ENGAGEMENT

- 24** Sustainability Team member
- *Garden created at the staff rooftop tea shop
- *Monthly meetings to discuss key actions for improvement
- *Old calendars upcycled to make 2017 New Year cards
- 20** employees involved in our **city clean-up initiative (2 times)**



HAPPINESS AT WORK

- 11%** Turnover rate of our human resources
- 1** Survey on "Satisfaction at work"
- 1** company team building
- English, German, French, Spanish conversation classes.**



AWARENESS

- 14** newcomers trained on Sustainability
- 2** Sustainability Newsletters
- 1** quiz about child protection
- Weekly Friday Fun Fact** on sustainability shared on EXO 24



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.



2 travel agents participating to this initiative
16 excursion providers and hotels involved
3 car companies involved
4 tour guides leading the way!



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



110 refillable bottles given to travelers & tour guides



1,198 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

101 Tour guides trained on Responsible Tourism & tips to travelers

820 Tips for responsible travelers booklet distributed, representing 7% of our guests.



COMMITMENT

32 Sustainability addendum signed by our suppliers

Our addendum includes:

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



HOTEL ASSESSMENT

23 hotels assessed on Sustainability criteria

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



RESPONSIBLE HOTELS IN MYANMAR

Rose Garden,
Yangon



Novotel Max,
Yangon



Sule Shangri La,
Yangon



Viewpoint Eco
Lodge, Inle



Sanctum, Inle



WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT



OTHER SUPPORTED PROJECTS

www.exofoundation.org
Facebook: EXOFoundation



MAINSTREAM RESPONSIBLE TOURISM IN OUR BUSINESS AND OPERATIONS

5% of our gifts are purchased from social organizations, **95%** are sourced from family owned business and locally made.,

2 new responsible experiences organized in partnership with social organizations: Harrison Institute and Turtle Survival Alliance/Wildlife Conservation Society

2 Corporate Social Responsibility activities organized for our clients at Green Hands Community Forest & Ah Lett Chaung Village



MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

\$2,000 donated to Myanmar Responsible Tourism Institute to organize a workshop on how to develop Community Based Tourism initiatives in Myanmar.

\$4,800 donated to the Bakery and Pastry house being built in Yangon, in order to disadvantaged young Burmese girls and boys during 16 to 20 months, to pastry & bakery skills.

\$2,700 donated to Ah Lett Chaung village for the clinic and for Maung Shwe Lay Library.



NEW RESPONSIBLE PRODUCTS 2017

BURMESE STAR TORTOISE CONSERVATION CENTRE

Visit the Burmese Star Tortoise Conservation Centre at Minzontaung Wildlife Sanctuary. This species is classified as highly endangered and the visit helps with their conservation.



COLONIAL KALAW TO INLE LAKE BY TRAIN

The local guide for the walking tour is from the town of Kalaw itself. Most travellers journey between Kalaw and Inle Lake by private car but this experience by local train reduces the environmental impact and creates opportunities to interact with local people.



YANGON CROSS-RIVER CYCLING ADVENTURE

Discover the unknown Yangon across the river by the only means possible - a bicycle. Many travelers visit well-known Dhala, but this tour explores the unbeaten paths of Kanaungto River Island.



BACK TO NATURE ON BOULDER ISLAND

Travel by slow boat to a forested island getaway where fantastic coral reefs and sustainably constructed lodges await. Guests can learn about the resort's conservation efforts from the on-site marine biologist.



POLICY INFLUENCING SOCIAL COLLABORATION

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



AWARD

**BEST RESPONSIBLE TOURISM
OPERATOR IN MYANMAR**
by Myanmar Responsible Tourism
Institute in 2017



NETWORKS

Participation to activities &
meetings organized from:
- **Community Based Tourism
Network**
- **Myanmar Sustainable Tour
Operators Network**



PUBLICATION

EXO Travel Best Responsible
Tourism operator Award



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