

SUSTAINABILITY SUMMARY REPORT -THAILAND 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 Thailand has been Travelife Certified in March 2016. Since then we have strengthen our efforts and worked even harder to improve our sustainability.

2017 has been an important year for EXO Travel Thailand with a new Sustainability Coordinator, Mr Passakorn, who has helped coordinating the launch of our refillable bottles initiative.

At first a challenge in terms of logistics, it is now bearing its fruits with already 1,500 stainless steel bottles produced for various western tour operators.

Main targets for 2018 will be the renewal of our Travelife Certification, as well as a reduction of our paper usage. We are confident that thanks to a Sustainability team more motivated than ever, those will be achieved.

Looking forward to a greener future !

Jean-Baptiste Richard, General Manager

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

2,572 sheets/person/year

Bangkok: increased 12.7%
Chiang Mai: increased 20.1%
Phuket: decreased 23 %

9% increase since 2016



CARBON OFFSET

24.71 tons of Carbon emissions

offset through Nexus for Development

53.86 tons of carbon offset
since 2015

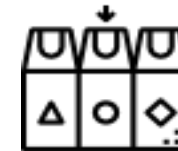


LOW ENERGY

820.7kWh/person/year

+ 0.5% consumption in Bangkok
+ 2.2% in Chiang Mai
+ 14.6% in Phuket

1% increase since 2016



GO RECYCLING

7.8 kg/person/year

837.5kg of recycled
waste decrease since
2016

Recently in February 2018, EXO Thailand remove all garbage bins under the desk and set only one station which will be in the kitchen. Also, we will have boxes located at different spots for recycle paper and bottles only. We hope this will help make easier to separate wastes and encourage them to source of waste. For now, we are currently to keep track record about waste and aim to reduce office's general reach below 5kg/people per year



WE COMMIT TO OUR PEOPLE



ENGAGEMENT

8 Sustainability Team members have been working on the following topics:

- Happy Work Place
- 3Rs month (Refuse, reuse, recycle)
- Un-used Stationery
- Sustainable lunch boxes
- SCA and PATA inspection
- Earth Hour 2017



AWARENESS

37 newcomers trained on Sustainability
12 informative posts on sustainability on EXO 24
1 quiz about child protection



HAPPINESS AT WORK

19% Turnover rate of our human resources
1 Survey on "Satisfaction at work"
1 company team building
10 welfare committee members





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.



7 travel agents participating to this initiative
4 excursion providers and hotels involved
1 car company involved
21 tour guides leading the way!



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



75 refillable bottles given to travelers & tour guides



824 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

52 Tour guides trained on Responsible Tourism & tips to travelers

7,900 Tips for Responsible travelers booklets distributed by our tour guides.



COMMITMENT

172 Sustainability addendum signed by our suppliers

Our addendum includes:

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



HOTEL ASSESSMENT

24 hotels assessed on Sustainability criteria

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



RESPONSIBLE HOTELS IN THAILAND

Anantara
Chiang Mai



Anantara Riverside
Bangkok Resort



Rati Lanna
Riverside



Shangri-La Hotel,
Bangkok



Tamarind Village
Chiang Mai



Anantara Mai Khao
Phuket Villas



Chatrium Riverside
Bangkok



The Slate, Phuket



Ramada Plaza
Bangkok Menam
Riverside



The Surin Phuket Resort



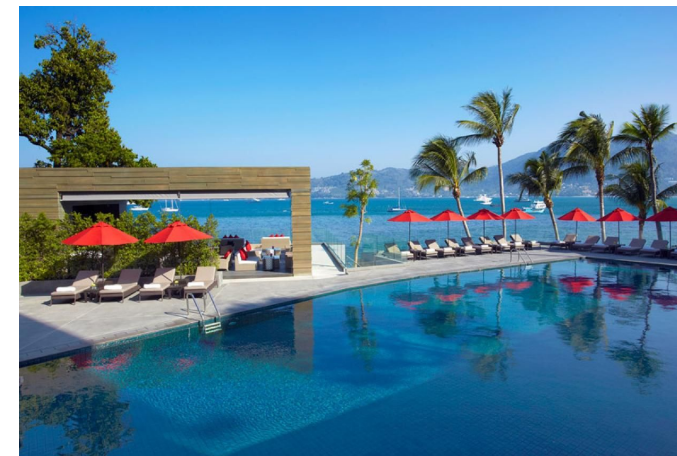
Rembrandt Hotel
Bangkok



Amari Phuket



Katathani Phuket Beach
Resort



WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT



OTHER SUPPORTED PROJECTS

www.exofoundation.org
Facebook: EXOFoundation



MAINSTREAM RESPONSIBLE TOURISM IN OUR BUSINESS AND OPERATIONS

Responsible gifts - purchase of welcome purses made from H'mong people in Huay Pu Tong - Chiang Mai (around 192 units)

Responsible products - created in partnership with LocalAlike, a social enterprise.

THB 6,050 donated by EXO people to Kao KoLa Kao project by "Toon Bodyslam". A charity run for hospitals.

THB 13,566 & 603 second-hand items donated by EXO People to Yuvabadhana foundation



MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

\$4,000 donated to Gift of Happiness, to support most disadvantages ones and children.

\$4,800 donated to Wildlife Friends Foundation to support Thai Elephant refuge center.

\$5,000 donated to Mae Sot Hospitality training school for disadvantaged young motivated Thai Karen.

POLICY INFLUENCING SOCIAL COLLABORATION

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



NETWORKS

PATA - CSR Working Group

PWDG - Elephant-Friendly Venue Business Plan

TravelLife - Elephant camp assessment working group

National initiatives:

Pollution Control Department - Green Procurement

Ministry of Tourism and Sports - Strategic planning for Green Tourism

Tourism Authority of Thailand - "CBT" Tourism



PUBLICATION

["Walking on Eggs with Elephants"](#)



ABOUT

PATA CSR Working Group

A network of committed tourism operators working for the promotion of sustainable tourism in Asia

Mission

To share, support and innovate for responsible and sustainable tourism.



"Bangkok - Thailand, 24-25 August 2017, Sustainability for Tour Operators & Travel Agents"

ACTIVITIES

Participation to events/networking:

TUESDAY, 12 DECEMBER 2017

- **COMMUNITY-BASED/ HILL TRIBE TOURISM THAILAND**

THURSDAY, 5 OCTOBER, 2017

- **HOUSEKEEPING**

Members:

- EXO Travel, Khiri Travel,
- Easia Travel Thailand
- Diethelm Travel
- Destination Services
- Royal Silk Holidays
- Destination Asia

FOCUS: Travelife Elephants assessment training

Participation to this training organized in Chiang Mai, Thailand, 30 August - 1 September, 2017. For advisor and auditors or Elephant camps in Thailand.



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