

2016 EXO Travel Thailand - Sustainability Report

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1. Introduction

Following EXO's first Responsible Travel Policy in 2012 and under guidance of EXO Foundation, 5 countries have achieved the Travelife Gold Certification for Excellence in Sustainability: Cambodia, Vietnam, Thailand, Laos and Myanmar. The main achievement for EXO Thailand in 2016 was to pass Travelife Certification after a thorough 3 days audit, it was rewarded officially during ITB in Berlin.



The Travelife certification, internationally recognized by the GSTC, tackles in 245 criteria covering the internal management, the supply chain, the destination management and customer communication. The Travelife online platform functions as a log frame. [The Responsible Travel Policy](#) was enriched in the light of Travelife requirements and served as the baseline engagement. The document is articulated around 7 main strategic goals:

- We commit to our people
- We fight against corruption
- We respect human rights
- We care about the environment
- We involve our supply chain
- We support community development and involvement
- We care about our customers



Complementary key guidelines were elaborated: [the EXO Travel Ethical Code](#), directing the way EXO Travel does business and providing guidance in the decisions making process to assure an ethical business environment.

[The Guidelines for Wildlife Viewing and Protection](#), developed upon review of several international organizations recommendations' (TRAFFIC, WCS, WWF, Elephant Asia, ABTA) addresses animal conservation and welfare issues and identifies best practice and those to avoid.



The [EXO Tips for Responsible Travels](#) is targeted directly at travelers, providing useful and necessary information about cultural aspects, ethical travel choices, consumer behavior, environmental issues and responsible options for shopping (list with fair trade/organic shops).

[TIPS for Responsible Travels](#)

In 2016 EXO Foundation also defined a unique [ChildSafe Policy](#) for a Tour operator that allowed EXO Group to become the first company worldwide to be ChildSafe certified by Friends International. It outlines EXO's position & actions towards the protection of children's privacy and basic human rights, which are still quite challenged in some of our destinations and increasingly confronted by tourist' "good will".

All of these documents can be found on EXO's responsible travel website:
<http://www.exotravel.com/exotravel/story/responsible-travel/>

2. Travelife Certification Audit

The Travelife audit took place between 3rd – 5th February 2016. Peter Richards was the auditor and spent 3 days in the BKK office, meeting with management, the Sustainability Team, and other staff. EXO Thailand has been rewarded the Travelife certification at the ITB in Berlin on Thursday 10th March 2016. The key findings were as follows:

Best practices:



- + Effective sustainability team, w/ strategic vision
- + Supportive management – impressive investment
- + Obviously motivated and working together well
- + Able to discuss sustainability issues intelligently
- + Know how to include sustainability in daily work
- + Internal management: env / community relations
- + Good policies in place regarding; Sustainable purchasing / catering / supplies

Recommendations

The auditor had a few thoughts about potential improvements and outlined what was done or is in the process of being implemented

- Corrective measures (1.19) – Put together a simple tool (already planned and designed by foundation to be implemented at country level)
- Job descriptions for all staff to include relevant sustainability tasks: similar information already shared with HR HQ by the Foundation, still to be implemented
- Communication to customers and facilitating questions from customers on sustainability: questions to travellers on sustainability designed by the Foundation waiting to be included in online questionnaire by HQ
- Giveaways / corporate gifts (3.9), finalised by the end of 2016
- Employee incentives for sustainable travel to work (3.51)
- Transport to airport: offer public transport (5.2)
- Sustainable transport (during excursions / activities) (5.6)

3. Internal management

EXO Travel Thailand shares the office with EXO Group HQ, therefore, all implementations/trainings in the office benefit also the HQ staff on a group level. Two Operational Offices are located in Chiang Mai with 7 staff and Phuket with 5 staff.

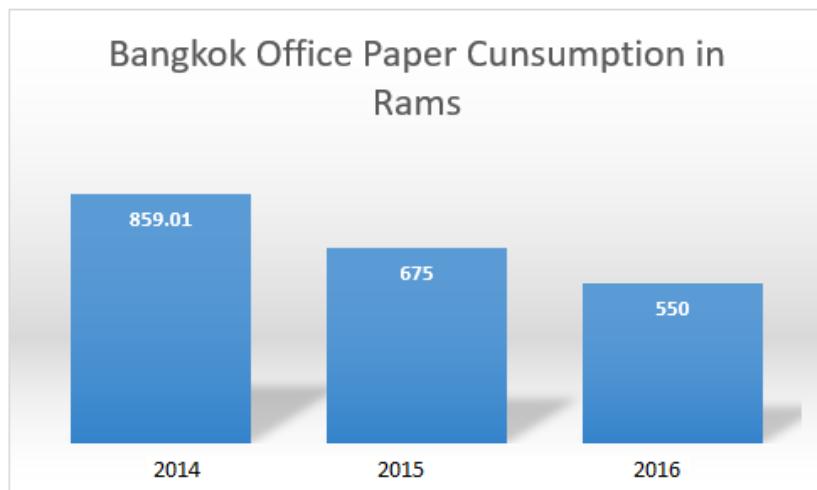
	Male	Female	Thai/Foreign
Employees EXO Thailand: 100	10 Male (10%)	90 Female (84%)	93 Thai (93%)/7 Foreign (7%)
Management EXO Thailand: 11	5 Male (45%)	6 Female (55%)	6 Thai (55%) /5 Foreign (45%)
Employees EXO Group: 42	22 Male (52%)	20 Female (48%)	24 Thai (57%)/18 Foreign (43%)

Management EXO HQ: 11	9 Male (82%)	2 Female (18%)	0 Thai (0%) / 11 Foreign (100%)
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3.1 Environmental Management

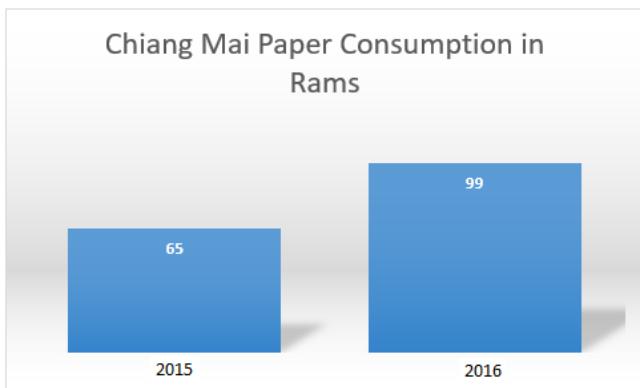
❖ Paper Consumption

EXO Travel TH is currently using 100% recycled paper, produced in Thailand from Theppattana Paper, 70mg per sheet. EXO Printing Policy is implemented and communicated through poster with 5 paper tips.



Between 2014 and 2016, the Bangkok office was able to save 309.1 Rams.

In 2015, the BKK office used 675 Rams ($=500 \times 675 =$ sheets). In comparison, only 550 Rams were used in 2016, saving 125 Rams last year. That represents about 3.125 sheets per person per year on average. 1 Ram is about 6% of a tree, therefore EXO BKK was able to save 7.5 trees in 2016! (Sources: <http://conservatree.org/learn/EnviroIssues/TreeStats.shtml>, <http://www.papersizes.org/reams-quires.htm>). Due to less paper use, 170.25\$ could be saved in 2016.



which needs to be addressed with the Chiang Mai team.

“ So far EXO Thailand & EXO Group BKK print 35,000 pages a month
This is 10 pages per person per day and 2.3 tons of paper a year
This is equivalent to 4 trees per month; 48 a year, so an entire forest
in just a few years ”

5 PAPER TIPS:

1. Always print on both sides
2. Go digital – read, send and store documents digitally
3. Use scrap paper for personal notes
4. Use font-type Garamont or Calibri, size 11 and reduce margins
5. Recycle

Print less!



In comparison to the BKK office, paper use has drastically increased in the CNX Office: in 2015, 65 reams were used, whereas in 2016, 99 reams were used, which is an increase from around 4,643 sheets to 7,072 sheets per person per year. This also means increased costs with approximately 84\$ more. This increase can be explained by the fact that a new law requires tour guides to carry the original job order by the company, and the TAT job order form. If not complying with this new rule, a fee of 10.000THB (approx. 290\$) needs to be paid. Paper consumption is still an issue

Also paper use in the HKT has increased by almost 9% from 56 reams to 61 reams, which is around 6.100 sheets per person per year. The reason for the increase can at current moment not be explained and needs to be discussed with the Phuket team.

Monitoring paper consumption in both Chiang Mai and Phuket only started mid-2014, hence meaningful comparison can only be made between 2015 and 2016.

Phuket Office Paper Consumption in Rams



So far, EXO Travel Thailand was able to save 269.1 Rams since the beginning of monitoring the consumption in 2014 and 2017. This amount is equivalent to 16.15 trees.

The BKK office was able to save 24.5 trees since the beginning of monitoring. Due to increased paper use in both Phuket and Chiang Mai office, the total is reduced to 16.15 trees saved since the beginning of monitoring the paper use.



ACTION PLAN: By the end of 2017, EXO Travel Thailand is planning to reduce printing by another 10% in the BKK office and 30% in both CNX and HKT offices. This will be achieved through the new filing system and training amongst staff.

❖ Electricity Consumption

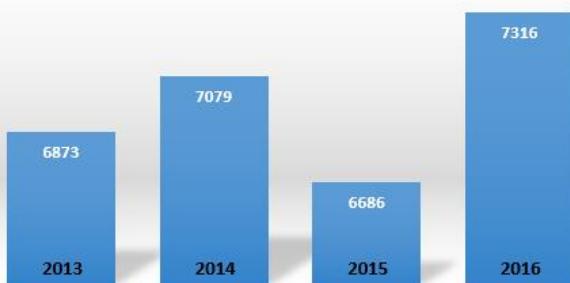
In the last year, EXO Travel Thailand has been trying to save energy by implementing various actions, such as information of staff (trainings, desktop background information...), an automatic switch off system for the PCs and screens in all offices, or purchasing of low energy equipment.

- In BKK office Electricity consumption has decreased by 1.2% in 2016 from 109,654 kWh to 107,899 kWh, meaning that each person has used 829.99 kWh per year.
- In Chiang Mai the energy use has slightly increased from 6,686 kWh to 7,316 kWh between 2015 and 2016. This increase can be explained by the additional room, which is now being used for tour guides before and after trips. This room was not used in the past, but now, with its additional Aircon, explains the increase in energy consumption. The usage per staff per year amounts to 1,045 kWh.
- In Phuket energy consumption has also increased: from 7,685 kWh in 2015 to 8,350 kWh in 2016, representing 1,670 kWh per staff per year in average. The reasons for such increase are unclear and need to be addressed with the Phuket office team.

Electricity Use in kWh BKK Office



Electricity Use in kWh CNX Office



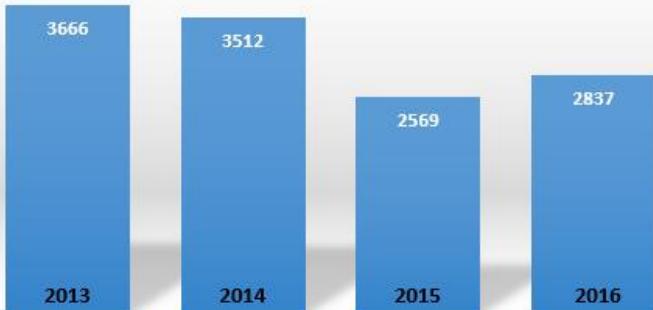
Electricity Use in kWh HKT



ACTION PLAN: EXO Travel Thailand will reduce its energy consumption by 5% in 2017. This will be done by additional energy saving IT equipment, education and training for staff and collaboration with the building management.

❖ Water Consumption

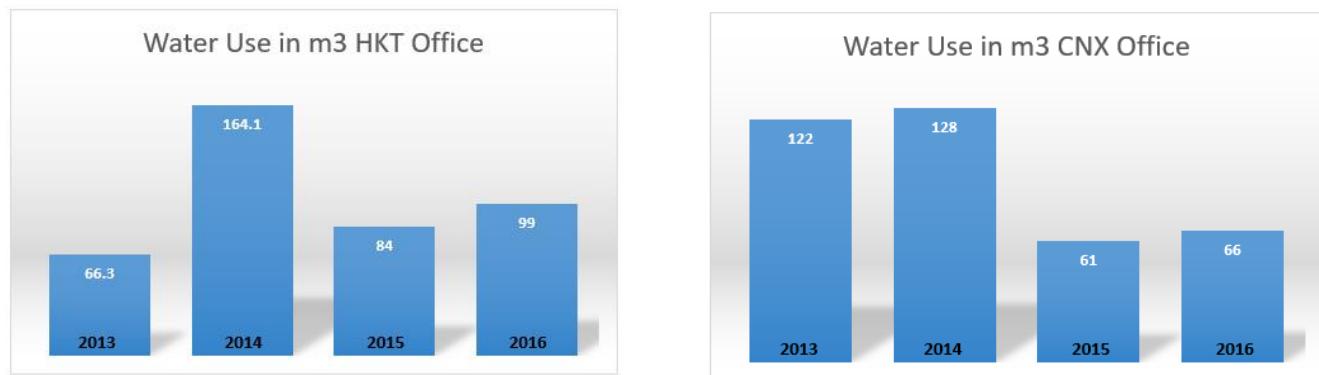
Water Use in m³ BKK Office



EXO Travel Thailand has repeatedly tried to communicate with the building management to improve water consumption for the BKK office by installing percussion taps, flow restrictors, dual flushes, or aerators. The building management refused to cover any expense and, more importantly, all new water saving installations would have to be replaced by original installations when terminating the rental contract.

- In the BKK office Water consumption has increased by 9% from 2,569m³ to 2,837m³. However, the number of staff has also increased by 8%.

- In the CNX office, water use has also increased slightly, from 61m³ to 66m³, which represents 8%. The reason for this increase could be explained by the fact that the Chiang Mai office now has purchased a number of bikes, which need to be washed after every trip.
- At the HKT office, water use has increased by 18% from 84m³ to 99m³. The reasons for such increase are unclear and need to be addressed with the EXO Phuket office.



The graphs clearly show there was a significant decrease in 2015 in all offices, after the first year of implementation of our water-saving tips, which proved to be endorsed by staff. Slight increase in 2016 needs to be further monitored and corrected.

ACTION PLAN: In order to reduce the water use in the Phuket office, a meeting will be held in Q1 2017 to determine the reason for such increase. Solutions and procedures will be developed accordingly.

❖ Waste management

EXO Travel Thailand is separating recyclable and non-recyclable waste, paper/cardboard boxes, glass and plastic bottles, batteries and soda can tabs. Recyclables are collected by the maid and sold at her benefit as an incentive to the informal street waste collector.

Recyclables BKK 2016: 853.1kg (2015: 1063.6 kg; decrease by 19%)

Non- Recyclables BKK 2016: 5551.5kg (2015: 4158.1 kg; increase by 33%)

RECYCLING BIN	NON-RECYCLING BIN
<ul style="list-style-type: none"> Drinking Cans Glass Bottles Plastic Bottles Hard Plastic (Yoghurt jar, hard plastic food containers), PET plastic Plastic with  and dry 	<ul style="list-style-type: none"> Plastic bags Soft Plastic (food containers, plastic bags for sauces/drinks/food) Wet Plastic (juice box, food packaging...) Styrofoam Food Scraps

This fact is worrying and alarming. During 2016, various actions, such as a zero-waste workshop or a game within the office, creating awareness about waste have been held, which makes the strong increase of non-recyclables and the decrease of recyclables quite difficult to understand. This issue definitely needs to be addressed more frequently or the way messages are conveyed needs to be re-evaluated. Observation nevertheless leaves the general impression actually more and more staff bring their own, reusable cups and lunch boxes, however the data shows otherwise.

One explanation might be that collection records is not reliable or was done more thoroughly this year compared to last year.

- It is not possible to collect food/organic waste, due to a lack of facilities
- Coffee grounds are used to fertilize plants within the office
- Paper/cardboard is collected individually and also recycled
- Batteries are also collected and disposed every 2-3 months in the nearby shopping mall Silom Complex, Central Department store.
- EXO Travel Thailand is now using 100% biodegradable garbage bags, paper cups/plates for staff parties and reusable breakfast boxes for staff.

It was not possible to reduce waste as planned according to Action Plan 2016. More training specifically regarding waste will be organized in beginning of 2017. Closer supervision of waste monitoring is required.

ACTION PLAN: During 2017, EXO Travel Thailand is planning to reduce non-recycle waste by 15%. This will be achieved through continuing training and information for staff and motivating all staff to use reusable bags/cups/bottles.

❖ Carbon Offset

EXO Travel Group has signed an agreement with NEXUS, a carbon offset program, to compensate carbon emissions for all staff air travel.

In 2016, EXO Travel Thailand staff flights generated 19.15 tons of CO2 (-81% compared to 2015 with 34.71 tons), with 132,677.2 km travelled. The reason for such decrease cannot be explained at the moment, however it can be speculated that staff book flights privately, hence bypass the ticketing department who is responsible for monitoring staff air travel.

ACTION PLAN: For 2017, it needs to be communicated with all staff that when flights booked independently, to either inform the ticketing department or add the flight to the monitoring tool.

3.2 Trainings and Staff Engagement

❖ STeam

Following the STeam Meeting about waste on 26th May 2016, the STeam has decided to start a number of sustainability activities in the office in order to increase awareness.

The first game was held on 29th July 2016. Theme: Build something for mother's day out of waste! Teams: Per department. The game was a great success! All EXO TH departments participated, joined by Accounting Group. The winning teams, MICE and Accounting Thailand have received Thai sweets wrapped in banana leaves as a prize.

Please watch the video here: https://www.youtube.com/watch?v=YTK-xJ_oPaw&feature=youtu.be

Zero Waste and Healthy Eating Workshops



Madeleine Recknagel, Thailand's first Zero-Waste Blogger visited our Exo Office in Bangkok on June 29th to give an interactive presentation about waste, especially plastic waste to Exo staff. The presentation was very well-received and lots of people joined.

On Friday, 19th August, Stella Bella, a Nutritional Advisory/ Consultant visited us at the office to share some interesting ideas about healthy eating and gave some tips on how to improve our habits.

Responsible Hotel Presentations

Two Travelife certified hotels presented their sustainability initiatives to Exo staff:

1. Paradise at Koh Yao Noi came to visit the office on 27th July
2. The Shore at Katathani presented on August 9th.

The content of both presentations was very interesting and gave a good overview over what hotels can do to improve their impacts. Due to the large amount of hotel presentations and the busy schedule of most staff, both presentations were unfortunately not as well-attended as hoped for.

Sustainability Game

In 2016 we continued our Sustainability Game a small core of players maintained the momentum, but the overall participation remains disappointing.

TOPIC	NUMBER OF PLAYERS	WINNERS
January – Mission :Most responsible New Year's resolution	1 (1%)	Suthanee Hongyont
March – Quiz Theme: Exo Foundation	12 (9%)	Suthanee 'Tukta' Hongyont, Ewan Cluckie and Reena Sandhu
May – Quiz Theme: Ecosystems	17 (18%)	Thanyalak 'Yim' Kruawara
June – Quiz Theme: Plastic Waste Impacts	13 (10%)	Thita Sukpitaksakul
August – Quiz Theme: How to be a Responsible Hotel	10 (8%)	Suthanee Hongyont

Overall Winners:

Most Responsible Employees: Thanyalak Kruawara & Suthanee Hongyont

Most Committed Employee: Ansaya Yoocharoen

Prize: "All-Natural Beauty Products Workshop", organized by Madeleine Recknagel, the very first Zero-Waste Blogger in South East Asia



ChidSafe Training

During 3 ChildSafe Trainings in 2016, one in Chiang Mai and two in Bangkok, additional EXO staff has received trainings. In Chiang Mai, 6 staff, including the Assistant Operations Manager attended the half-day course. 21 staff, including EXO TH's GM, HR manager and Sales managers joined the training in Bangkok. Other staff specifically from Inbound, Product and Operations departments joined.

4. Improving the responsibility of our supply Chain and Product Line

In 2014, EXO Foundation has designed a strategy called "Sustainability in Action" to communicate, assess and promote sustainability within our supply chain we work with. It includes several steps:

1. Communicate our March towards sustainability;
 - a. by sharing our RTP and core commitments and,
 - b. Requesting hotels to respect basic ethical, social & environmental clauses through and addendum to contract.
2. Assess level of sustainability of our main suppliers through specific questionnaire for each type of supplier (Accommodation, Activities & excursions, elephant camps) and follow up inspections to identify the responsible ones and those interested to implement best practices
3. Review, rate (following specific rating scheme or system for each kind of supplier) and validation by the EXO Foundation
4. Qualify in our internal booking database those suppliers qualified as responsible
5. Offer an informed choice to clients highlighting On website, brochures, Tour description, with dedicated icons and brief description of these responsible suppliers
6. Train sales staff to sell these product better and integrate them in tours
7. Monitor our performance in selling responsible suppliers thanks to Tourplan records
8. Share best practices with hotels willing to improve their performance

EXO Thailand has started to implement this process in 2016 with a strong focus on elephant camps as it is specific hot issue in Thailand.

4.1 Accommodation Suppliers

Responsible Contract Addendum

The Responsible Contract Addendum is send to all suppliers and required to be signed. It covers basic requirements regarding business ethics, environment & biodiversity and cultural heritage.

By December 2016, 45%, 179 hotels out of 397 have signed the contract addendum. It is sent to all new suppliers and every two years to existing suppliers.

Hotel Assessment

- ◆ 41 hotels have filled in the online sustainability survey (valid answers) till the end of 2016
- ◆ 18 hotels have been inspected and sustainability ratings were validated by EXO Foundation

The hotel assessment process requires to be closely followed up, as our questionnaire is quite thorough it is hardly well answered and needs to be completed further during an inspection. Recommendations given by the EXO Foundation is that as our focus is to identify the responsible hotels, to concentrate on those who are truly responsible and usually are most prone to answer as they are willing and proud to share their efforts. Inspection then to be done only but systematically to those who are foreseen as responsible.

ACTION PLAN: The process of accommodation assessments will continue on a regular basis with more inspections planned in Phuket and Chiang Mai in January 2017. At least the Top 20 hotels will be assessed and validated by end of March 2017. A brief description promoting their most outstanding and attractive sustainability characteristics will be written by end of March. All other responsible hotels by end of 2017. Goal to reach at least 60% of contracted hotels to sign the EXO contract addendum for basic sustainable requirements.

4.2 Excursion Suppliers

Similar to accommodation suppliers, EXO Travel also wants to engage with all excursions suppliers and ground handlers in terms of sustainability.

Responsible Contract Addendum: So far, 24 (33%) out of 72 (70% of top suppliers) have signed the contract addendum. Whenever new suppliers join EXO or if existing partners renew their contracts, the addendum will be send (on a biennial basis).

Excursion Assessment: Until December 2016, 4 excursions have been inspected, which were considered as 'responsible' due to their strong focus on community/social aspects.

ACTION PLAN: The process of excursion assessments will continue on a regular basis. Top 20 excursions to be assessed by end of 2017. Goal to reach at least 50% of contracted activity providers to sign the EXO contract addendum for basic sustainable requirements.

4.4 Elephant Camps

EXO has been committed to ban Elephant camps not respecting welfare of animals and staff since 2015. The foundation set up its own process and guidelines to assess camps as so far as there is no standards or clear guidelines available. All elephant camps, EXO is working with are being assessed according to EXO's guidelines and the questionnaire we have developed upon advice from various NGOs. It is focusing on animal welfare issues, but also on internal management and staff working conditions, environmental impact and benefits for local communities.

- 20 camps have been informed about EXO's RTP, sustainability and the elephant camp questionnaire through telephone conversations and email.
- 2 of those camps have answered the questionnaire,
- 15 camps have been inspected. Inspections are announced and conducted by the SC.

All camp assessments have been validated by EXO Foundation.

At the same time, EXO has communicated to its clients on the issue to discourage buying rides and trained travel consultants as to how to answer client's requests. New camps have been selected as more elephant friendly and offered in priority to clients. Exo's goal is to progressively cease elephant rides and support programs facilitating conversion of camps to more elephant friendly activities. As such with the Foundation, EXO is part of a working Group set up by World Animal Protection gathering major tourism players such as TUI, Thomas COOK, ABTA, G Adventure and Travelife. We have been instrumental in including as well consideration of mahout and staff welfare in standards being designed.

The strategy proved successful as we can see in the following table comparing the sales of elephant camps at EXO Travel Thailand between 2014 and 2016. In total, sales of elephant excursions have decreased by 24%, whereas traditional rides with seats have decreased and alternative products, such as "mahout experiences" or without any forms of riding, have increased.

	2014	2015	2016
Number of customers buying elephant rides (traditional ride with seat)	2.007	1.438 (-28%)	1.108 (-23%)
Number of customers buying 'be a mahout' experience (including bareback riding)	207	419 (+102%)	446 (+6%)
Number of customers buying bathing/feeding/viewing elephants with no riding	271	278 (+3%)	343 (+23%)
Total	2.485	2.135 (-14%)	1.897 (-11%)

ACTION PLAN: More inspections of camps in the south are planned for January 2017.

4.3 Promoting our responsible product suppliers

Part of our process of engaging suppliers in our March to Sustainability is to offer them incentives when they are responsible partners, promoting them ahead to our clients. We have designed special icons for the purpose of highlighting responsible suppliers in all our communications. There are two labels, one for environmental / Eco – friendly best practices and one for socio-cultural best practices. These will be adorned from 1 up to 3 stars according to their level of commitment in each area separately.



Once a hotel's commitment to sustainability is recognized following assessment and reviewed by EXO Foundation, it will be labeled in our information system. Our employees, especially our travel consultants have been informed about EXO's Responsible Travel Policy, as well as our sustainability assessment along our value chain.

The process of working with our suppliers is a long one and it has to be if we wish to create a long-term positive impact. The first step of this process was to work with our accommodation suppliers due to the more straightforward nature of communication with them. We are now in a position to start working with our excursion suppliers and this will be a priority during 2017. As a DMC, the products we are able to offer define our business and that is why there will be closer cooperation between the Sustainability Coordinator and Product team in 2017.

5. Operations Department

5.1 Tours Guides and Training

All EXO guides are licensed guides and have followed specific training provided by the government. No written contracts are in place for guides, all being hired on a freelance basis. Guides generally come to the EXO office to pick up a 'job order', providing information about guide fee, expenses, time/date, TAT guide report and EXO guide report. During low season, trainings for guides are regularly organized: EXO Training (polices, products, values & rules, sustainability issues), first aid trainings, field trips for new products.

- ❖ During 2016, 66 guides were trained on sustainability aspects and specifically on elephant camps.
- ❖ In September 2016, two ChildSafe trainings were held in Bangkok and one in Chiang Mai with a total of 59 guides were trained. This training will be repeated for more guides during low season 2017.

ACTION PLAN: During low season 2017, more trainings with specific focus on responsible tourism will be organized. Furthermore, more ChildSafe trainings will take place, inviting another approx. 50 guides to join. In order to follow up on trainings, and recognize potential lacks/issues/shortcomings, questionnaires will be distributed before/after trainings. Through specific surveys, EXO will be able to understand certain issues and adapt/change future trainings. Trainings on refillable bottles will be conducted.

5.2 Operations & Logistics Procedures

❖ Water Bottles

During the last quarter of 2016, EXO Travel Thailand has started to work on the replacement of plastic water bottles. A supplier has been sourced in China, providing stainless steel bottles.

Vans will carry a big water tank (Sprinkle), which guests can use to refill their own bottles. The tanks will then be exchanged for fresh ones in following locations along the way: Bangkok, Kanchanaburi, Ayutthaya, Lampang, Korat, Phitsanulok, Sukhothai, Chiang Mai, Chiang Rai. The detailed logistics and process has not been validated yet.

ACTION PLAN: During the first quarter 2017, EXO TH will order to first batch of bottles and provide the stainless steel option to customers. The detailed process and quantitative objectives will be set early 2017, after considering the most appropriate way forward. Damuir, Friendy Planet, Audley, Trailfinders, A&E and Backyard have agreed so far to take part in this initiative.

❖ EXO Tips for Responsible Travels

In 2016, 3,624 Tips for Responsible Travels Booklets were handed out by the operations team to 9,516 client parties, which is around 40% of all clients. Not every individual client receives one booklet, but each party, e.g. 2 – 6 pax. Only if groups are bigger, e.g. 12 pax, the group receives more copies.

In comparison, 12,880 client groups have received the booklet in 2015, around 53% of all clients. The decrease cannot be explained at this moment. To ensure the continuing distribution to all eligible clients, the Operations Team will be informed once again about distribution process and agencies, who agreed to dissemination.

	English	French	Spanish	Total
January	341	99	24	464
February	439	114	29	582
March	329	54	26	409
April	166	31	16	213
May	116	13	17	146
June	84	16	19	119
July	150	40	28	218
August	106	37	17	159
September	108	3	16	127
October	203	45	55	303
November	302	66	52	420
December	346	73	45	464
TOTAL	2,690	591	344	3,624

6. MICE

Responsible CSR Activities

A list with responsible CSR activities in North/Central/South Thailand has been developed such as the samples below:

- ❖ Support The Poorest Families In Thailand: Donate School Uniforms And Educational Kits (combined with a Gala dinner)
- ❖ Enjoy A Unique Gala Dinner With A Private Concert By The Bangkok Charity Orchestra - And Support The Charity Of Your Choice
- ❖ Enjoy A Very Special Gala Dinner, Organized And Hosted By The Passport Of HCTC in Mae Sot
- ❖ Protect The Elephant, Thailand's Sacred Animal: Take Care Of These Majestic Creatures And Secure Their Most Important Source Of Life: Food.
- ❖ Build An Intelligent Playground For A School In Northern Thailand
- ❖ Spend A Half Or Full Day In The Baan Pong Huay Lan Village And Share The Local Life
- ❖ Plant mangroves - Help To Restore The Damaged Environment In Ban Bang La, A Small Village
- ❖ Save The Pristine Beaches Of Thailand And Clean Up

Souvenirs and Give-aways A list with responsible souvenirs and gifts have been developed. This is a working document and we are hoping to add more products in the future.

7. CSR

- ❖ EXO Thailand made a donation of THB 8,448. - (approx. 240\$) to Urban Light Chiang Mai.
- ❖ EXO Foundation supported following projects:
 - Gift of Happiness: 3,000\$
Positive sustainable development through educational comedy show productions and monthly aid giving projects that provide essential supplies to needy families, schools, medical centres and orphaned children in Thailand. <http://www.gohappiness.org/>
In July, EXO Travel and EXO Foundation handed over a check over 3.000\$ and a huge amount of donated clothes, shoes, towels, ... to the Gift of Happiness. <http://www.gohappiness.org/latest-news--pictures/bangkok-charity-receives-imminence-amounts-of-happiness>
 - HCTC, Hospitality & Catering Training Centre: 5,000\$
Support for its special efforts for sustainable development in rural areas and the empowerment of underprivileged people. A non-profit hospitality vocational school based in Mae Sot, Thailand, providing education to underprivileged young adults in order to create opportunities for them to have better lives. <http://thehctc.org/>

