

EXO Travel CAMBODIA

SUSTAINABILITY REPORT 2016

The following report summarizes EXO Cambodia’s efforts towards responsible tourism development in 2016, providing detailed information on the main actions implemented. The Travelife sections as mentioned above will function as a guidance throughout this report and action points will describe the progress, but also potential problems and setbacks. The 2016 sustainability report creates a better overview of EXO Cambodia’s current position, which will in return help to identify necessary steps for the coming year 2017.

EXO Travel Cambodia

Main Office Phnom Penh, Cambodia

Operational Offices: Siem Reap and Sihanoukville

Employees EXO Cambodia: 97	93 Khmer (96%)	4 Foreigners (4%)
Female/Male Ratio EXO Cambodia	51 Female (53%)	46 Male (47%)
Management EXO Cambodia: 13	11 Khmer (77%)	3 Foreign (23%)
Female/Male Ratio Management EXO Cambodia	4 Female (31%)	9 Male (69%)

Note: The inbound and the operations in Phnom Penh are the biggest departments and are managed by women.

Sustainability Team

Within EXO Cambodia, the Sustainability Team (STeam) was established in 2014 and meets approximately every month to discuss sustainability issues (it depends if it is the low/high season). The local STEam members are EXO’s sustainability ambassadors within the company. They support the SC in spreading the message, sharing information and coordinate certain implementations. The STEam also plays a crucial role by reporting some issues or bringing recommendations around the table.

- In December 2016, the local STEam had 22 members from each department in Phnom Penh (14) and in Siem Reap (7).
- In 2016, topics discussed, focused for example on how to improve the wellbeing in the office, green staff party, the Plastic Free July challenge, a cleaning event, the sustainability game. Minutes are reported after each meeting and shared amongst all staff (available on the server).

I. Internal management: Policy & human rights

A. Internal regulations /Employee Handbook

In 2016, the internal regulations, now called Employee Handbook have been reviewed and updated and is communicated to all employees. Changes are detailed below.

Maternity

Since 2016, EXO Cambodia is now in compliance with the labour law regarding maternity leave.

Weekend / Public Holiday Work Compensation

In 2016, this compensation policy has been reviewed in the Employee Handbook. From now on, employees can have a compensation in time if they work on none-working days. Before, it was possible to have a compensation in money. This is not compliant with the labour law: *Workers may be required to work on weekly rest days and public holidays. In such circumstances when employees have to work on official holidays, they are entitled to receive wages at a premium rate of 200% of the normal hourly wage rate. Workers working on weekly rest days are entitled to premium pay at the rate of 200% of the normal wage rate. Sources: §139 & 164 of the Labour Law, promulgated by Royal Order No. CS/RKM/0397/01 of 13 March 1997 (amended in 2007)*

Health and safety

- In June 2016, 30 EXO employees received a first aid training in Phnom Penh organized by the Sunrise Japan Hospital. The hospital also provides EXO with a first aid kit available at the reception.
- Each year, 2 firemen are coming to the office to check if fire extinguishers are working properly. It was done in 2016.

ACTION TO BE PLANNED: organize health trainings with DKSH for EXO employees during the low season.

Employee representatives

The company has 2 new employee representatives to support any staff to make representation to senior management about key employment issues. New elections were conducted in 2016 through EXO 24 anonymously.

Pension Scheme

The sustainability coordinator introduced the idea of offering pension scheme to employees to the General Manager who agreed.

ACTION PLAN: HR and sustainability coordinators should discuss with employees to estimate how many are interested. Then, with Accounting manager, they will be able to develop a proposal for Meng.

B. Trainings and personal development possibilities

The company ensures, at all levels of responsibility, the staff competencies and personal development of its employees by equally offering resources and opportunities for personal development through regular training, education or the nature and organization of the work (e.g. peer learning, is learning from each other).

Webinar Training: for sales and product employees, introduction of new products in EXO destinations.
 Tourplan training: techniques and procedures in using the software which is the most important tool for sales staff to work with.

- In 2016, a training & personal development manager has been hired at the group level. He is sharing many books and articles to improve staff productivity / develop management skills / favor personal development, etc on the intranet. Trainings will start in 2017.
- In August 2016, EXO Cambodia offered a productivity ninja training for a full day in Kep to all managers.
- From June to October 2016, 3 times per week, Spanish lessons were offered to employees on a voluntary basis in Phnom Penh office (50hours total).
- In 2016, annual staff inspection trips were organized for the inbound / product / adventure / operation and MICE departments to develop their knowledge about EXO products and suppliers and to inspire them. 30 employees from Sales, Product and Operations departments joined the inspections inside the country.
- The EXO mentor program has been launched lately in 2016, to help EXO employees to reach the top by getting inspired by others great co-workers and sharing best practices.
- Meditation sessions: 3 times per week since November 2016 gathering approximately 20 persons.
- In 2016, 30 EXO employees in Phnom Penh received a first aid training by the Sunrise japan hospital as mentioned above.

Sustainability Trainings

This is the core job of the Sustainability Coordinator to train all staff to empower them so they integrate sustainability principles in their daily activities at work and at home.

- Sustainability Team meetings: 1 per month according to availabilities, various issues about sustainability
- To train staff continuously about responsible tourism and sustainability we send regular messages, examples, case studies, announcements and best practices through various media: the Exo foundation Facebook, EXO24 (intranet system), presentations or posters.
- In 2016, newly recruited employees received a "responsible training" by the HR to introduce Travelife and all the best responsible practices a new employee should know when starting working with EXO.
- In 2016, EXO's Big Sustainability Game was occurring, with a monthly quiz and/or mission, played together with Vietnam, Thailand, Laos and Myanmar. This game addresses different issues, such as climate change, helping & promoting local communities, ChildSafe, biodiversity, EXO's Responsible Travel Policy... Over the year, in average, 18% of staff played every month and ethical prizes have been given to winners. In December 2016, the most responsible employees of the year were rewarded. The total number of players during the all game reached 73 persons over 93 employees. 46% of players played more than 3 times.
- During hotel inspections, EXO employees are now asking the 6 questions related to sustainability. It is a practical way to learn more about sustainability on the field. These questions can be asked on a voluntarily basis and the answers are collected by the inbound manager and then redistributed to the sustainability coordinator.
- In 2016, 5 EXO employees received a ChildSafe training. This low number is due to the fact that the majority of employees did the training in 2014 and 2015 and it is valid for 2 years.

- Presentation on why EXO banned Orphanage & school visits: As new employees are joining EXO along the year, the inbound manager and the sustainability coordinator organized a presentation about Why EXO Banned school and orphanage visits? to educate the new members to the EXO policy. We started the presentation by making 2 teams, then we watched 3 videos. Team members had to identify main arguments to explain why those visits are harmful for children. At the end, each team gave its main arguments and we had a great discussion. The presentation took place in May. 6 travel consultants over 8 came (1 was out of the office and 1 was busy).

ACTION PLAN: In 2017, ChildSafe trainings to be organized for at least 70% of EXO employees during the low season (June / July) both in Phnom Penh and Siem Reap.

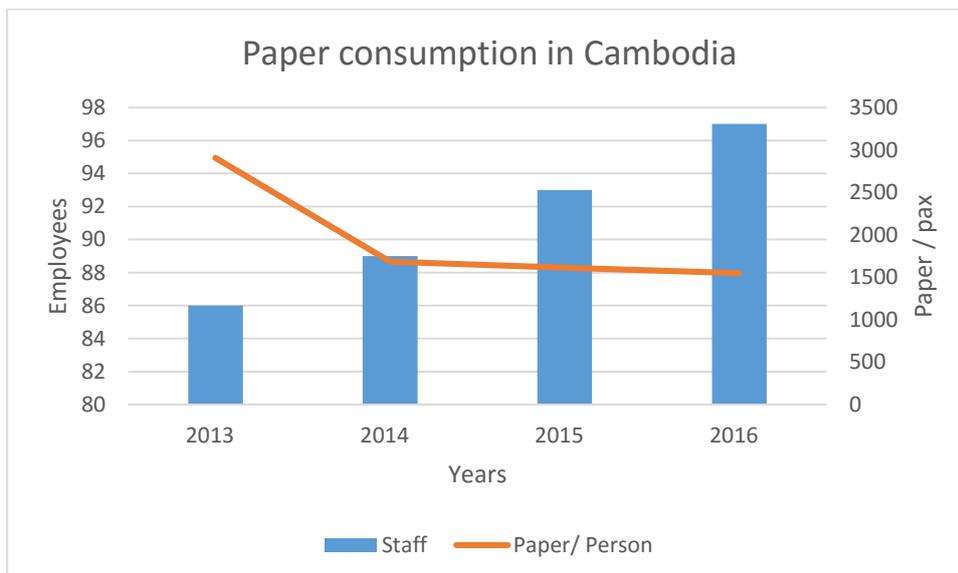
ACTION PLAN: a new poster about the responsible travel policy to be finalized will be spread in all offices.

TC trainings and inclusion of responsible activities in tours and promotion to clients?

II. Internal Management: Environment and Community Relations

EXO Travel has implemented a monitoring tool within its intranet EXO24, because it is the company’s belief that “*only what is measured, can be improved!*” In this tool, EXO Cambodia monitors its paper, energy consumption, as well as waste production (recyclables and non-recyclables) and staff flights (CO2 emissions).

Monitoring tool Paper Consumption



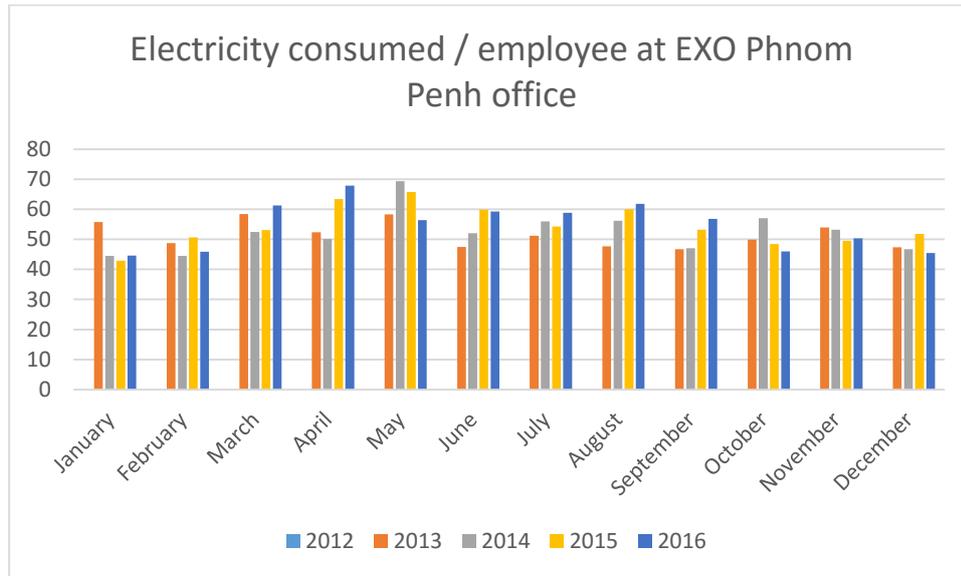
In 2016, 150 000 sheets of paper were consumed by EXO Travel Cambodia which represents 18 trees. The progression rate per person decreased by 4.12%. Please note that the number of employees working for EXO increased but the consumption of paper remains the same.

Since 2013, when paper saving program was started & EXO employees trained, a total of 35 trees were saved if compared to original consumption.

Energy Consumption

Over the last years, the consumption of energy has been increasing in Phnom Penh office., the HR manager and the sustainability coordinator have been looking for solutions To reduce it.

In Phnom Penh



In Phnom Penh, the electricity consumed in 2016 slightly increased (44493 kWt compared to 2015, 44392kWt), which is a variation of 0.23%. If the energy consumption is related to the number of employees (graph above), it is also higher than last year (654.32 kWt / pax), which is a variation of 0.23%.

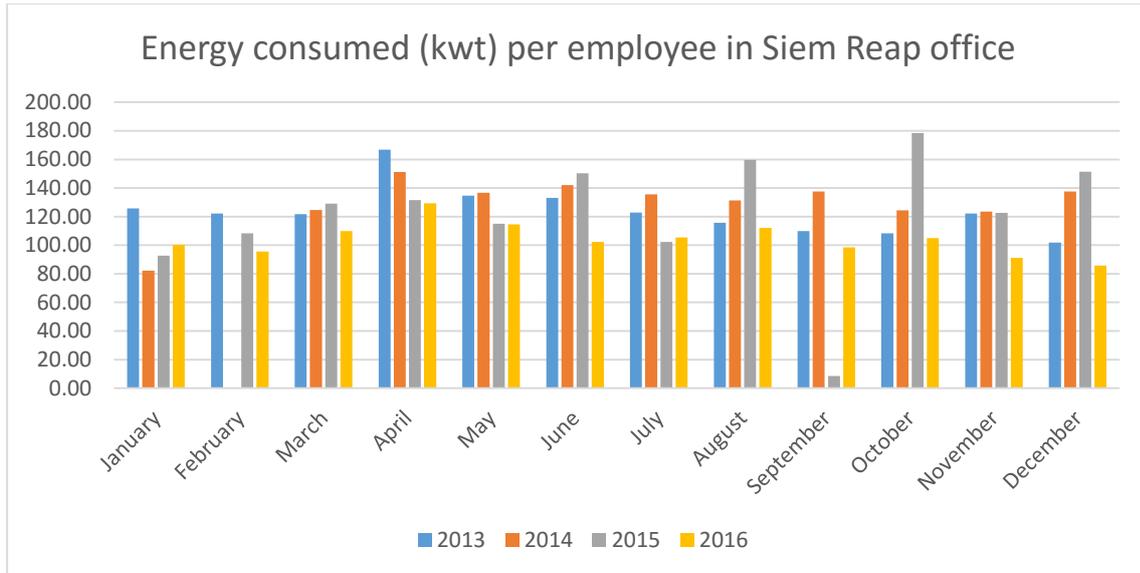
To reduce the energy consumption, the HR manager changed the air con in the inbound room at the end of April. Instead of one big and old air con, there are now 2 small ones and fans. It reduced the consumption in May but not for long.

To save energy, ESS (Energy Saving Solutions) came to the PNH office to identify efficient ways to cut down our consumption. They recommended to use aircon savers to stabilize our air-cons temperatures, windows films to stop the heat and LED lights. We tested LED lights in the inbound department, it was not approved by staff facing the LED light feeling eye pain because of the light brightness.

ACTION PLAN: Management has reviewed the ESS proposal, but hasn't approved yet. They recommended to wait for 2017, with the new budget. We would like first to start with airco savers and later maybe, windows films. If it is working properly, we will implement it in REP too. To remind them and move forward.

ACTION PLAN: Get new curtains in the inbound and products departments to get more natural light without creating eye pain because of the light reflection on the screen.

In Siem Reap



In Siem Reap, the electricity consumed in 2016 slightly decreased (36,237 kWt compared to 2015, 36,256 kWt), which is a variation of -0.05%. If the energy consumption is related to the number of employees (graph above), the decrease is much more significant than last year (1,250 kWt / pax compared to 2015, 1,450kWt), which is a variation of -13.83%.

Water consumption

Regarding water consumption, EXO cannot access those data as in Phnom Penh the landlord is dividing the total per tenants and in Siem Reap, they are now pumping the water from the floor.

As tap water is not drinkable, EXO is using 20L bottles. Researches have been conducted to know if alkaline and ionized water, would be better for the health of EXO employees. The conclusion was that this kind of water is great in the short term for medical purpose but should not be drunken over the middle / long term.

ACTION PLAN: Buy a water counter for Siem Reap office to monitor their water consumption.

Waste consumption

Regarding waste, as data collected were wrong, the decision was made to stop recording before finding a better solution. As we couldn't find one and as other Travelife EXO countries are still collecting data properly, the cleaner started to regard the waste (recycle and none recycled) again, with the supervision of the HR assistant.

REP office now has one more bin for cans and plastic bottles. They are using new boxes for paper (draft and used) which are available in all rooms.

ACTION PLAN: Train the cleaner in Siem Reap to monitor the waste and 1 S.team member to follow up.

Carbon emission program

In 2016, EXO Siem Reap started again to use biodiesel made out of cooking oil by Naga Earth for its generator.

Sustainable cleaning products

In 2015, EXO Cambodia tried to use white vinegar, baking soda or rice vinegar but because of the price, local partner decided to stop for just saving a few dollars... Instead the cleaner has been trained to reduce by two the amount of chemical cleaning products used every day. For windows, the container has half water - half products instead of 100% products and for the floor, the cleaner is adding half of one plug in the bucket of water instead of 1 full plug. It is regrettable to move backwards and increase again our environmental footprint by using local chemicals that are particularly strong and toxic.

Moreover, to fight against mosquitos in REP office, they bought lemongrass plants. Unfortunately, they died quickly, not giving us time to see if it was really efficient or not.

Raising awareness about waste

Annual Staff Party

For the annual staff party in May 2016, some actions and events were organized to raise awareness and reduce our waste.

- 2 bins to recycle plastic bottles and cans
- Beach cleaning (100m): gathering 25 persons. 18 big bags of trash (mainly plastics on the beach, even toothbrushes and flip flops) were collected during 2 hours which may represent around 110 kg.
- Use metal cutleries and plates for all meals
- A picnic covered with lotus leaf
- Amazing and super creative fashion show made out of waste

Plastic Free July

In July, EXO Travel Cambodia joined the Plastic Free July Challenge happening worldwide (over 40,000 people, schools and organizations from 90 countries). It is a campaign to bring attention to plastic waste where participants attempt to use zero plastic packaging (water bottles, straws, plastic bags, takeaway cups and Styrofoam food boxes) during the whole month of July.



To make this challenge more fun, we organized different events:

- a photo contest per department in PNH (many pictures were shared and liked on Facebook),
- a craft workshop, making bracelets, flowers, baskets, etc out of plastic waste, and
- we joined an art exhibition featuring EXO handicraft at the Cloud bar.
- Finally, we celebrated the success of this challenge with a small party with winners' announcement in Phnom Penh.

To spread the word and encourage more people to join, we added in our signature a sentence about the plastic free July challenge and we wrote a document for hotels and restaurants to reduce their plastic consumption.

- In July, EXO offered a tote bag to each employee (tote bags were made with reused khrama by our previous maid), bamboo straws for the most motivated and coffee and tea for both offices.

- In July, we produced 2 bags of plastic trash only for approximately 50 employees in PNH. It was a great achievement.
- One EXO employee (Sambo) won the photo contest organized at the national level by Plastic Free July Cambodia. Would be nice to show the pic here!!

To have a better understanding about the impact of this challenge, we conducted a Monkey Survey questionnaire, gathering 12 answers. Some interesting facts from this survey came up:

58% reduced their consumption of plastic at the office AND at home (not only at the office where the challenge was happening)

54% bought a thermos for their coffee to avoid consuming plastic cups and plastic straws.

58% brought their own reusable box when they wanted to buy some snacks.

67% have committed to encourage their friends and/ or family to reduce their plastic consumption

The Plastic Free July Challenge was a big success with an excellent participation and involvement from almost all employees (approximately 95%). It was encouraging to see many staff improving a lot by changing totally their habits. For example: cook from home and never buy take away food or drink coffee at the office and never bring plastic cups. Also, more than 10 persons bought a thermos for coffee to stop using plastic cups).



Unfortunately, after July, some bad habits came back and plastic re appeared with some people. The PFJ challenge has a great, fun, active and playful way to experiment solutions against plastic but we need to keep working on it as behaviors are not changing after only one month.

ACTION PLAN: Organize 2 plastic free challenges per year and extend the duration. Plus, keep using different means communication (posters, images on computer backgrounds, movies screening, workshops ...).

Movie screening

In November, “Before the Flood” documentary was screening in the office. +20 persons joined.

III. Product Department

New responsible products

- L’irresistible (Making jams with disabled people) – activity designed and visited by the SC and product manager
- Cocokhmer (organic and virgin coconut products factory tour) – possible to organize a visit sometimes with educational tours - visited by the SC and product manager
- Trailblazer (empowering disadvantaged people NGO tour) – brainstorming on activities (presentation / volunteering activities). New activities have been designed and introduced to sales and products departments
- This Life Cambodia (Empowering youth NGO tour) – brainstorming on a presentation / workshop (waiting now for a proposal from them)
- Baray Reach Dak community (tree nursery, village tour and small boat tour) – visit with the product manager, included in EXO tours now.

- IKTT (Feb) – possible to organize visits, great and inspiring place
- Childsafe (Feb) – Brainstorming on a more interactive childsafe presentation – ChildSafe workshops introduced to sales, product and MICE teams
- Saray at Osmose office (water hyacinth weaving class) – Introduced to Sales and Product department
- Create an “inspiring people” list: mainly Khmer young people working on social or environmental issues. The list has been communicated to the product department
- Kumae (banana paper factory tour): Visit with product and adventure departments
- Women development center (sewing and weaving workshops to empower women) – visit with a product dpt representative
- Egbok (Spoon restaurant): Gathered all responsible best practices, EXO now has a contract with them. The MICE, product and operation department tried it already.
- L'école du bois (training school for underprivileged young people) – Introduced to the French market manager and the product manager

ACTION PLAN: The product department is now working on developing picnics lunch in Khmer families' house. Guidance to make this activity responsible will be needed.

ACTION PLAN: Develop a partnership with three charity challenge organizations to arrange cycling or trekking challenges with the adventure department. These are low-impact itineraries which involve a high proportion of sustainable transport e.g. cycling or walking. Car or air transport is limited to the bare minimum and these trips regularly go through rural communities that experience economic benefits from meal and accommodation purchase. By partnering with such organizations we are also helping facilitate the fundraising done by participants to benefit global charities. (more info from Exo Myanmar)

Accommodation Suppliers

Sustainable suppliers

- 11 hotels received an EXO sustainability inspection.
- 22 hotels have been rated by the EXO Foundation.

Hotel	Hotel's Location	Inspection done	Addendum signed
Tara Angkor Hotel	Siem Reap	yes feb 2015 + jan 2016	yes 2016
Somadevi Angkor Hotel & Spa	Siem Reap	yes Feb 2016	yes 2016
Sofitel Angkor Phokeethra Golf & Spa Resort	Siem Reap	yes 2015	yes 2015
Steung Siem Reap Hotel	Siem Reap	no	yes 2016
Victoria Angkor Resort & Spa	Siem Reap	yes 2016	yes 2015
Shinta Mani Resort	Siem Reap	yes 2015	yes 2015
Borei Angkor Resort & Spa	Siem Reap	yes 2015	yes 2016
The Frangipani Royal Palace Hotel & Spa	Phnom Penh	yes 2015	yes 2016
Villa Langka hotel	Phnom Penh	yes 2016	yes 2015 2016
Sokha Angkor Hotel	Siem Reap	no	yes 2016
Royal Angkor Resort	Siem Reap	no	yes 2016
Sunway Hotel	Phnom Penh	yes 2015	yes 2016

Amanjaya Pancam Hotel	Phnom Penh	yes 2016	yes 2016
Sokha Beach Resort	Sihanoukville	no	yes 2015
La Residence Blanc D'Angkor	Siem Reap	yes 2016	yes 2016
Shinta Mani Club	Siem Reap	yes 2015	yes 2015
Raffles Hotel le Royal	Phnom Penh	no	yes 2015
HanumanAlaya Angkor Boutique Residence	Siem Reap	yes Feb 2016	yes 2015
Raffles Grand Hotel d'Angkor	Siem Reap	yes 2015	?
Phum Baitang	Siem Reap	no	?
Viroth's Hotel	Siem Reap	no	?
Samsara villa	Phnom Penh	yes May 2016	yes 2016
Sunway Hotel	Phnom Penh	yes 2015	yes 2016
Park Hyatt	Siem Reap	yes 2015	?
Sala Lodge	Siem Reap	yes 2016	yes 2016
Belmond	Siem Reap	yes 2015	?
Heritages Suites	Siem Reap	yes 2016	?
Natura resort	Siem Reap	yes 2016	yes 2016
Meridien	Siem Reap	yes 2016	?

Share best practices

- EXO sent +200 invitations to EXO hotel suppliers for the Green business forum 2016 organized by Eurocham <http://eurocham-cambodia.org/event/23/Green-Business-Forum>
- EXO sent 24 invitations to EXO hotels involved in sustainability for the Beach Cleaning (Make Holidays Greener event) organized by the Travel Foundation and Travelife <http://www.makeholidaysgreener.org.uk/industry/get-involved/>
- A “Best practice” document has been created, gathering all best practices identified in the 20+ hotels which were assessed on their sustainability.

ACTION PLAN: complete the « best practice » document by reorganizing by themes, by making it easier and nicer to read.

Green transportation

In 2016, EXO started a contract with Blue Mobility which have electric cars in Siem Reap to include them in our tours. Blue Mobility has a solar farm and cars are 100% recyclable.

Volunteering in Cambodia

In 2016, EXO Cambodia has identified existing responsible volunteering experiences. Moreover, a template EXO group letter for clients was communicated to the sales team. The letter introduces the issues related to volunteering and responsible volunteering experiences recommended by EXO Cambodia.

In 2016, EXO tried to develop a tree planting activity. Meetings with different kinds of actors (NGOs, Ministry of the environment, private initiatives, pagodas) but unfortunately, nothing came up.

ACTION PLAN: Keep working on a tree planting activity by following up with actors met previously and brainstorm with OP and adventure departments in Siem Reap and other countries sustainability coordinators to get more ideas.

IV. Operations Department

The refillable bottle initiative

To cut down the consumption of plastic bottles in Cambodia by the travel industry, EXO took the decision to provide refillable bottles to its travelers.

A strategy was defined with the EXO Foundation,, a bottle's supplier identified.

Four selected travel agents Clients agreed to join this pilot project, which represent approximately 1,300 travelers per year.

EXO has been contacting and convincing partner hotels and restaurants to join the movement by providing water stations for the guests.

106 guides were trained to present the initiative to travelers and encourage them to refill their bottles during their trip.

The initiative started on October 1st, 2016.

In December 31st, 2016:

- 89 hotels have been invited to join this initiative. 50 agreed, 3 disagreed and 25 are pending.
- 26 restaurants were contacted. 15 agreed, 4 disagreed and 7 approvals are pending. Restaurants which agreed to refill are highlighted with a "refill" logo in EXO restaurants booklet.
- 96 aluminum bottles have been distributed.
- +1,000 plastic bottles have been saved from the landfill.

In 2016, EXO tried to develop water fountains in touristic areas by discussing with different partners (Smart CSR department, UNESCO (discussion with the EXO Foundation), other travel agents, the refill not landfill movement in REP) but nothing came up yet.

ACTION PLAN: Follow up on the implementation of 1.5L bottles in Siem Reap for clients with a refillable bottle.

ACTION PLAN: Join initiatives to do lobbying to get public fountains on tourism sites and develop partnerships with some restaurants in this area.

The compressed towels initiative

EXO took the decision to reduce drastically the use of wet towels with a plastic cover and is now providing for small groups of travelers compressed towels without any cover. First, a social business in Cambodia working with disabled people, Cambolac, has made special boxes to store the towels but also to water them easily. EXO has trained 106 guides to be able to present the initiative to travelers. Drivers have been trained one by one, face to face by the operation team when providing the towels to the guests.

- 164 boxes have been designed and made by Cambolac (social business) to store the towels
- 12,000 compressed towels have been delivered
- 5,000 compressed towels have been distributed to travelers allowing us to save 5,000 plastic wrappings and 5,000 wet towels full of chemicals from the landfill.

ACTION PLAN: Work closer with the operation department in Phnom Penh to make this initiative as successful as in Siem Reap, where it is well and systematically implementing.

Tips for responsible travelers booklet (previously EXO Cares)

An updated version of the EXO Cares renamed Tips for Responsible Travel for branding issues was done by the EXO Foundation. A proper mailing asking all key travel agents for their approval received a large positive feedback as a result more agents are now receiving the booklet. 7 new agents accept to distribute the new version booklet to their travelers. 6 still disagreed to distribute it. Tips for responsible travelers are now included in itineraries by travel consultants and tourplan is generating a report to follow up on the booklet distribution.

Distribution of Tips for Responsible Travels 2016

Number of TIPS booklet distributed in 2016: **2365**

# English version distributed in 2016	1729
# French version distributed in 2016	361
# Spanish version distributed in 2016	275
# TIPS distributed in REP	1824
# TIPS distributed in PNH	541

Tours Guides

Trainings about sustainability

In September in Phnom Penh and Siem Reap, EXO organized full day training to 106 EXO Guides. 1h.30hours was dedicated to responsible tourism and in particular introduced the refillable bottle and compressed towel initiatives

ChildSafe trainings

In 2016, EXO Travel has been certified “ChildSafe movement”. This is a huge achievement for us, highlighting the strong work that has been done for the past few years, training EXO staff, guides and reporting about child exploitation in the tourism industry (apsara dance, kids in floating villages).

In 2016, 6 guides only received a ChildSafe training. This low number may be due to the fact that the majority of guides did the training in 2014 and 2015 and it is valid for 2 years.

ACTION PLAN: In 2017, massive ChildSafe trainings to be organized for almost all EXO employees during the low season (June / July) both in Phnom Penh and Siem Reap.

Transportation

Green transportations

In 2016, EXO started to explore the idea of using the biodiesel made out of cooking oil by Naga Earth in its vehicles. Unfortunately, as vehicles are not owned by EXO, it is much more complicated to engage the transportation companies because of the price. EXO could have given a bonus for the ones using it but managing and following it up was too complicated. We tried to find a good compromise and easy to implement but we couldn’t identify an optimum solution.

ACTION PLAN: Assess possible alternative transport options for our Top 20 Cambodia Tours

Responsible tips in cars

They have been designed for the travelers to raise awareness on basic responsible tips (children, waste, pollution, etc) and incite them to help us reduce negative impacts generated by tourism.

ACTION PLAN: Coordinate with the operation departments in REP and PNH for the dissemination of those tips in all EXO vehicles' when validated.

Carbon emission program for clients

Main flights roads used by travelers have been identified and carbon emissions calculated for each of them.

ACTION PLAN: add up cost of CO 2 emissions from domestic & regional flights to invoices and Communicate about NEXUS compensation program to clients when approved by HQ and technically developed by IT.

V. Inbound Department

Sales training on sustainability

In 2016, the Inbound and Internet sales departments (27 attendants) received a sustainability training to be able to identify responsible products and include them more consistently and systematically in EXO packages.

The inbound and internet sales departments (25 attendants) received another training on sustainability to introduce the new letter about volunteering and remind them about the letters on schools/ orphanages visits and elephant camps for clients.

Finally, the sustainability coordinator introduced new documents gathering all responsible activities and restaurants with official description to copy paste directly in clients' itinerary.

ACTION PLAN: Invite responsible suppliers to the office to present their responsible best practices and products. Golden Silk came in January 2017.

ACTION PLAN: to continually update the lists of responsible suppliers and include, when ready, the list of responsible hotels. Moreover, to make this document easy to use for travel consultant, the sustainability coordinator will include tourplan references for the different suppliers (request from the IB department).

ACTION PLAN: Plan visit to responsible hotels with the inbound team to see on site best responsible practices in hotels.

Responsible gifts

For several years, EXO has been offering silk scarfs and small Jayavarman head made from stones. Since 2016, EXO is offering souvenirs made by responsible suppliers (NGOs or social enterprises) in Cambodia. Responsible suppliers and some of their products have been selected. All Inbound, MICE, Adventure, Backyard and Internet Sales departments have been informed about EXO new ethical gifts. A catalogue and factsheets for each product have been created and are available on both servers (REP and PNH). All gifts are included in Tourplan and Tourplan has created a report to monitor gifts' order. From mid-2016 to December 31st, 123 ethical gifts were ordered. Finally, a poster with all gifts is posted in the inbound department and on Tourplan background (November and December 2016).

VI. MICE

CSR activities

A document gathering CSR activities for MICE groups has been created and communicated. A new half day activity with ACRA, to raise awareness about plastic in Cambodia and to fight against it, has been created.

ACTION PLAN: Keep improving the CSR activities documents for MICE by adding more options (PPS shows in the temples, workshops by Friends international, building a plastic bottle house or visiting COMPED plastic bottle house, visiting Dorsu (fair fashion), etc) and include inside more information about how to make this trip more responsible : The tips for responsible travelers, the refillable bottle initiative, responsible hotels, ethical gifts.

Ethical gifts

As mentioned previously, EXO is now providing souvenirs made by responsible suppliers (NGOs or social enterprises) in Cambodia. The MICE department has been consulted before making this list and is now informed about it.

ACTION PLAN: For the MICE market, the ethical gift list should be developed. They need more options for more expensive gifts, all should have the option to be personalized. Moreover, an ethical krama supplier should be identified. We tried to work with the Women development center but it was too expensive.

VII. DESTINATION

ChildSafe

In 2016, EXO contacted ChildSafe about kids working with tourists in floating villages around Siem Reap (especially in Kampong Phluk). To fight against it, the operation department in Siem Reap briefed guides to use only boats with adults.

ACTION PLAN: Develop a document to raise awareness about children dancing (apsara shows, etc) for hotels and restaurants with ChildSafe.

Meeting plastic free actors

To share experiences, knowledge and find solutions to reduce the consumption of plastic in Cambodia, the sustainability coordinator and sometimes some members of the S.team have joined meetings with plastic-free actors (Plastic Free Cambodia, Young Eco Ambassadors, Cleanbodia, Green consortium)

Spreading best practices

EXO Travel Cambodia has introduced its CSR strategy during some events:

- Green Business Forum: EXO travel Cambodia and its general manager have been invited to join the Green Business forum 2016, organized by Eurocham to discuss about "how environmental and social Responsibility makes economic sense"?
- Table ronde sur l'environnement "2^e Edition des jeunes expatriés Français au Cambodge" at the institut Français du Cambodge, PNH (May 24)
- CCIFC RSE table ronde at the institut Français du Cambodge (September 27)

Attending Trainings & Conferences:

- Energies renouvelables et Efficacité énergétique au Cambodge (R. Deau) – Confluences May 5
- Mekong Tourism Forum – Sihanoukville, Jul 16
- How to Scale Up Sustainable Tourism Sales Webinar Training Aid – Aug 11 delivered by CJ
- Productivity Ninja training – Kep, Aug 19
- Convention eco tourism by CATA – Sept 2016
- Green consortium
- Green drinks (December 1st)
- Meeting RUPP (December 30th)

Awards

CSR award

In March 2016, EXO Travel Cambodia won the Environmental award of the CCIFC1 Corporate Social Responsibility Awards 2016.

Eco biz award

In March, EXO applied to the Samdech Techo Prime Minister's Competition for Eco-Business Awards in Tourism, in the 3R category.

Donations

Staff' donation

In April, EXO organized a clothing donation. 3 big bags of clothes (especially for kids) were given to Buckhunger and 3 other were given at PSE.

Clients' donation

- EXO connected clients who wanted to make a donation with Friends International. FI received 50 bags.

EXOs' donation

- \$400 for Cycling for Cambodia "The 3rd Charity Cycling for Angkor Hospital for Children", August 14, 2016
- EXO Travel Cambodia bought 7 khmer paintings for the office. All benefits (\$160) goes to SIPAR and Seameitrey School (Tonle Bati).
- \$400 for Chaktomuk Short Film Festival and 2 hotels vouchers (2 nights for 2 persons x2) and 2 city tours (1 tour for 2 persons x2), September 2016
- In September 2016, EXO Cambodia joined the friendly football competition with 5 other companies. Each of them made a donation of \$300 (total: \$1800) to cover some expenses related to football match but as well to donate school materials to Banteay Chen Primary School in a remote and poor area in Siem Reap province.

Thanks for reading
Marine

¹ CCIFC stands for Chambre du Commerce et de l'Industrie Francaise au Cambodge.