

SUSTAINABILITY SUMMARY REPORT -VIETNAM 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 recertification by **Travelife** for Excellence in Sustainability.

This was a big learning experience for us as we reassess our achievements so far, adapt and develop our strategy, and lead our industry into a more sustainable future. We are working on several exciting projects we believe will make a big difference and here I'd like to highlight just a few:

WATER BOTTLE INITIATIVE

In an effort to drastically reduce our plastic consumption EXO has expanded our agent participation and gained a lot of momentum this past year with over 600 guests signed up.

IMPACT

EXO has partnered with fellow Travelife graduate, Khiri Travel, and signed up a variety of other DMCs in Saigon to meet on a regular basis to share ideas and discuss best practices toward sustainability.

PRODUCT

Our product department is

working closely with our sustainability team to assess and develop new responsible products and tours, touching on community based tourism, supporting local enterprises and leaving a light impact.

COMMUNITY SUPPORT

We are also very proud of the work we have been doing to support local community initiatives around Vietnam. These include Economic Development, Environmental Conservation, Education & Vocational Training, Health & Sanitation, Community Development, and Humanitarian Aid & Disaster Relief.

Anton Jurgen - 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

1,960 sheets/person/year

+ 17% over a year

(Saigon: + 23% / Hanoi: - 17%)

69.5% decrease since 2014



CARBON OFFSET

52.1 tons of Carbon emissions

offset through Nexus for Development

100 tons of carbon offset

since **2015**



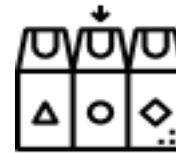
LOW ENERGY

1,174 kWh/person/year

- 35% consumption

Savings **\$4.483**

6% decrease since 2014



GO RECYCLING

8.7 kg/person/year

Saigon: + 33,8%

12.1 kg/person/year

Hanoi: - 9%

4.58 kg/pers/year

762 kg of recycled waste
since **2015**



WE COMMIT TO OUR PEOPLE



ENGAGEMENT

- 20 Sustainability Team members
- 100 employees involved in our Sustainability Month
- 5 employees engaged in Sustainability Videos
- 35 trainee students, 5 employed permanently
- 3 programs funded towards community services



AWARENESS

- 200 involved in Travelife Audit process
- 30 newcomers trained on Sustainability
- 5 Sustainability Newsletters
- 4 sharing knowledge sessions (workshops)
- 1 quiz about child protection
- 9 Desk Wallpapers on sustainability issues



HAPPINESS AT WORK

- 16% Turnover rate of our human resources
- 1 Survey on "Satisfaction at work"
- 1 company team building & movie screening organized
- 2 Eco-friendly workshops & a new Open Library



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.



8 travel agents participating to this initiative
67 excursion providers and hotels involved
11 car companies involved
30 tour guides leading the way!



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



700 refillable bottles given to travelers & tour guides



12,000 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

110 Tour guides trained on Responsible Tourism & tips to travelers

“Energy efficiency & reduction” workshop organized for our partners hotels in partnership with Artelia.



COMMITMENT

202 Sustainability addendum signed by our suppliers

Our addendum includes:

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



HOTEL ASSESSMENT

80 hotels assessed on Sustainability criteria

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



RESPONSIBLE HOTELS IN VIETNAM

Mango Bay



The Island Lodge



Rex



Victoria Can Tho



Novotel Phu Quoc



Mia Mui Ne



Victoria Mui Ne



Mekong Riverside



Blue Ocean



Topas eco-lodge



Salinda Phu Quoc



Chensea



La Veranda



Evason Ana Mandara



Caravelle



Pandanus resort



An Lam Ninh Van Bay



Cassia cottage



Victoria Sapa



Six Senses Ninh Van Bay



WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT



OTHER SUPPORTED PROJECTS

www.exofoundation.org
Facebook: EXOFoundation



MAINSTREAM RESPONSIBLE TOURISM IN OUR BUSINESS AND OPERATIONS

73% of our gifts are purchased from social organizations, increased by 48%

4 new responsible experiences organized in partnership with social organization: Peaceful Bamboo House, Thien Tam Huong, Green Viet and Mekong +

\$3,300 collected by EXO people for donations to VAVA Cu Chi & Nha Chong Lu

10 computers donated to 10 non profit organizations



MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

\$2,250 donated to Association of Victims of Agent Orange (VAVA Cu Chi)

\$5,000 donated to Houses Against Flooding

\$2,075 donated to LA VIE VU LINH - CBT project

\$4,500 donated to Hy Vong School for impaired students

\$5,000 donated to Street vendors training by IECD

\$4,500 donated to Endangered Asian Species Trust to protect wildlife.



NEW RESPONSIBLE PRODUCTS 2017

HANDICRAFT EMPOWERING PEOPLE

Enjoy a half day in Ho Chi Minh City while partaking in great family-friendly activities with hands-on practicing paper folding while learning about the disable living their life at Thien Tam Huong Vocational Training Center



HUE, YES WE CARE!

Spend a day at a vocational training center located in the peaceful countryside surrounding Hue. Enhance your skills in a traditional lacquer painting workshop and improve your knowledge in biodynamic gardening. Share a delicious vegetarian lunch and take some time to relax in the peaceful garden



DA NANG WILDLIFE EXPERIENCE

Explore the wildlife of Son Tra Peninsula under the guidance of a wildlife conservation experts from Green Viet – a NGO working nature conservation. Take a walk on the less travelled back roads to embrace the natural beauty of the fauna and flora. Reach the top of the mountain and soak in the incredible landscape around you. .



CYCLING DAY TRIP TO MEKONG DELTA

Delve deep into the heart of southern Vietnam on two wheels. Once arrive in Long My, travelers could visit different families working on handicraft products or poor family working on farming supported the NGO named Mekong Plus. Truly experience the life of local and support kindness at that same time.



POLICY INFLUENCING SOCIAL COLLABORATION

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



AWARD

TRAVELIFE EXCELLENCE IN SUSTAINABILITY

re-certified in November 2017



NETWORKS

IMPACT Vietnam

A network for sustainable tourism -
Co-founder

LIN Network of nonprofits

- guest speaker at conferences

CCIFV CSR Committee

- Active member



PUBLICATION

IMPACT VIETNAM OPENING
PUBLISHED ON





ABOUT

IMPACT Vietnam:

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

Mission

To share, support and innovate for responsible and sustainable tourism in Vietnam



LAUNCHING

1st Networking Event

30th November 2017

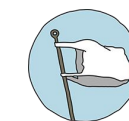
Members:

EXO Travel, Khiri Travel, Images Travel, Asia Senses, EXO Travel, Tropical Journeys, EASIA Travel, Hai Venu Tours, Peak DMC, Vidotour, Asia DMC, Handspan

INITIATIVES

Committees

Working on 3 initiatives:
Refill My Bottle, Precious Plastic, Best Practices



PRECIOUS
PLASTIC

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 (bottes, 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