

SUSTAINABILITY REPORT

- VIETNAM 2018 -



WE AIM TO BE
RESPONSIBLE



We are Leaders - 2018 was a very successful year for us, our progress got recognized by TGG Asia; we won the Award for the Most Sustainable Travel Company. This is a great starting point to get ready for 2019 and our third Travelife audit. We want to continue to be the leaders in responsible tourism in Vietnam and set examples for the tourism industry to follow. And we do; our pro-active Sustainability Coordinator Nia gets invited as expert and guest speaker regularly, with great feedback.

Refill My Bottle - We are very proud to have funded the development of a new app – Refill My Bottle – and to represent this initiative in Vietnam. The app offers a wide network of water refill stations available for locals and tourists alike to reduce single use plastic bottles. Within the first few months, we were able to sign up more than 130 refill stations. We strongly believe in this project and hope to encourage more stations to sign up, as well as motivate users to say NO to plastic bottled water.

We have also further developed the refillable bottle project for EXO clients and were able to save 75,666 plastic water bottles in 2018. This is a great achievement and together with our new policy to stop the distribution of all wet wipes on our tours, a great step towards becoming plastic free.

Wildlife & Biodiversity – Our environment plays a very important role for us here in Vietnam. Not just from a product perspective, but also to improve the livelihoods in our destinations. We not only had a variety of activities and events in the office to educate and engage staff with this topic, we also started fostering our own EXO Community Forest in the Dong Nai World Biosphere Reserve with more than 500 trees planted.

Product – We've taken another step towards recognizing and promoting responsible products. Clients can now not only find eco-friendly and socially responsible hotels on our website, but also excursions which benefit the people, the environment and our destination in a whole. Our next step, also following Travelife, is to help our suppliers improve and meet the sustainable requirements.

Vietnam moves forward - We see more and more focus from the Vietnamese people on health and safety. This shift in attitude means that sustainable initiatives can find fertile ground quicker and grow up. As a frontrunner, EXO Travel shall play an active role in this, also in 2019. If we all commit to small things like refusing straws, plastic bags and take-away cups, we make a big impact together! **Yes We Can!**

Sandor Leinwand recte Rein - 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

1,894.5 sheets/person/year

158 sheets/person/month

1 tree saved!

(Saigon: - 0,4 % / Hanoi: - 4.5%)

60.73% decrease since 2013 in SGN

35.84 % decrease since 2013 in HAN



CARBON OFFSET

276 tones of carbon offset

4,696 US\$ worth of carbon credits,

supporting the Laos Improved
Cookstove Programme



LOW ENERGY

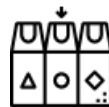
1,127.5 kWh/person/year

- **4.8%** consumption in HAN

- **0.15 %** consumption in SGN

Savings **\$539**

7.35% decrease since 2014



GO RECYCLING

6 kg/person/year

Saigon: - **38%**

8 kg/person/year

Hanoi: - **20%**

4 kg/person/year

Target below 10kg/person/year reached!

921,54 kg of recycled waste since
2015



TEAM EFFORT

47 staff joined **The Last Straw
Challenge**

420 plastic straws saved per
week!



WE COMMIT TO OUR PEOPLE



ENGAGEMENT

- 20+ Sustainability Team members
- 1 Most Responsible Staff 2018
- 2018 Year of Wildlife and Biodiversity
- Over 500 trees planted at the EXO Community Forest
- 47 employees engaged in The Last Straw Challenge
- 35 trainee students, 3 employed permanently
- World Clean Up Day – 16 staff & 28kg of waste collected
- 1 staff joining Halong Bay Clean Up



AWARENESS

- 35 newcomers trained on Sustainability
- 57 Inbound staff trained on responsible products
- 4 Sustainability Newsletters
- 3 sharing knowledge sessions (workshops)
- 1 quiz about wildlife & biodiversity
- 12 Desk Wallpapers on sustainability issues



HAPPINESS AT WORK

- 12% Turnover rate of our human resources
- 1 Survey on "Satisfaction at work"
- New HR policies: Half Day off at your birthday & work from home
- EXO Funday animals & wildlife



ZERO WASTE

NO WET WIPES ON EXO TOURS

From January 2019 onwards, EXO Travel will remove the distribution of wet wipes on all our tours.

Wet wipes are not only wrapped in plastic packaging, they also contain plastic fibers that are not biodegradable and instead turn into micro plastics that do not break down over time and may even end up back in the food chain.

After EXO's first initiative to offer reusable bottles to travelers since 2015, this is EXO latest step in reducing single-use plastic waste.

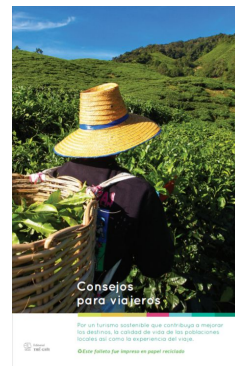
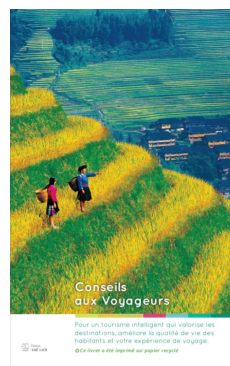


KNOWLEDGE SHARING TIPS FOR RESPONSIBLE TRAVELS

NEW LOOK

The EXO Tips for Responsible Travel Booklet has a new look. With information on cultural differences, ethical issues, consumer behavior, environmental guidelines, and a selection of responsible restaurants and shops. Available in English, French and Spanish

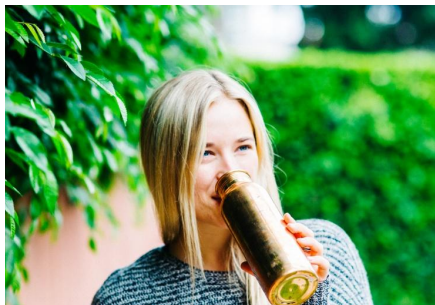
In 2018, **1102** booklets were distributed to approx. 5% of EXO clients.



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.



17 travel agents participating to this initiative
122 excursion providers and hotels involved
14 car companies involved
Over 50 tour guides leading the way!



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



2,419 refillable bottles given to travelers & tour guides
Increase of 40% compared to 2017



75,666 single-use plastic bottles saved
63,666 bottles more than in 2017

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

97 Tour guides trained on Responsible Tourism & tips to travelers and the refillable bottle project

Regular updates to hotels and excursion suppliers about Travelife trainings, World Clean Up Day, Sustainability Workshop by IMPACT Vietnam/EXO...



COMMITMENT

212 Sustainability addendum signed by our suppliers

Our addendum includes:

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



HOTEL ASSESSMENT

93 hotels assessed on Sustainability criteria

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

16% of room nights at responsible hotels

13.861 travelers stayed in responsible hotels



RESPONSIBLE HOTELS IN VIETNAM

Alya Ninh Van Bay		Lak Tented camp	
Blue Ocean Mui Ne		Liberty Central Saigon	
Caravelle Saigon		Mai Chau Eco-lodge	
Cassia Cottage Phu Quoc		Majestic	
Chau Long Sapa		Mango Bay	
Chen Sea Phu Quoc		Mekong Riverside	
Evason Ana Mandara		Mia Mui Ne	
Fusion Maia		Mia Nha Trang	
Fusion Resort Nha Trang		Nam Cang Riverside	
Hotels des Arts	 	Novotel Nha Trang	
Intercontinental Nha Trang		Novotel Phu Quoc	
La Veranda	 	Novotel Saigon Centre	

Pan Pacific Hotel	
Pandanus Resort	
Pilgrimage village	
Renaissance	
Rex Saigon	
Salinda Phu Quoc	
Six Senses Ninh Van Bay	
Sol Bungalow	
The Island Lodge	
Topas Eco-lodge	
Victoria Can Tho	
Victoria Mui Ne	
Victoria Sapa	

WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT



OTHER SUPPORTED PROJECTS

www.exofoundation.org
Facebook: EXOFoundation



MAINSTREAM RESPONSIBLE TOURISM IN OUR BUSINESS AND OPERATIONS

Responsible experiences

A comprehensive rating scheme has been created by the EXO Sustainability Team to evaluate the sustainability practices of the travel experiences and tours that we operate.

Carbon friendly

Cultural Interactions

Social Impact

Make a Difference

Local Benefits

More information
<https://www.exotravel.com/responsible-travel-rating-system>



MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

\$500 donated to Viet Youth on Sustainable Tourism (VYST)

\$2,000 donated to SJ Vietnam – rural development project

\$2,000 donated to LA VIE VU LINH - CBT project

\$3,030 donated to Nha Chu Long – flood prevention

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

\$2,350 donated to Va Va Cu Chi – support for agent orange victims

\$4,075 donated to Gaia & EXO Community Forest

\$5,000 donated to ReForm - upcycling plastic waste



WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT



GIVING BACK

71% of gifts for clients were purchased from social businesses or were eco-friendly produced

EXO Travel is the #1 partner DMC of KOTO Vocational Training Restaurants in HCMC and Hanoi



RESPONSIBLE CSR ACTIVITIES

5 Responsible CSR Activities organized for incentive groups

610 clients involved

30 bicycles worth 3000 US\$ donated Blue Dragon Foundation

Medical services for 2 villages in Sapa

8 water filters & 2 houses worth 7000 US\$ built in rural areas in Hanoi

5 cattle worth 2.500 US\$ for disadvantaged families in rural Vietnam



DONATIONS

30kg of old calendars donated to Mekong Quilt

7 PCs, 8 screens, 2 printers, 2 scanners and 2 fax donated to Teach for Vietnam



NEW RESPONSIBLE PRODUCTS 2018

REACHING OUT TO THE COMMUNITY

Support a good cause while creating unique, handmade souvenirs. Spend a morning at the Reaching Out Workshop, meeting with “special artisans” who are teaching traditional arts in order to improve their lives. Join a crafting workshop and a tea ceremony session while gaining a better understanding of local culture and disabilities’ life.



EXPLORE LAGOON LIFE NEAR HUE

Experience a slice of local life and meet with fishermen in a charming village, witnessing their daily activities and sampling fresh fish caught from the nearby lagoon. Discover cultural highlights and breathtaking views hidden in a rural corner of Vietnam rarely visited by tourists.



GOING GREEN HOI AN

Discover Triem Tay Village, a preserved and peaceful village just a stone’s throw away from Hoi An on Cam Kim Island. Home to nearly 150 families whose livelihoods still revolve around heritage activities such as farming & weaving, this village presents the perfect opportunity to explore Vietnam’s traditional side. Visit an organic farming project created by a group of volunteers to improve the standards of living of locals.



SAIGON HIDDEN CHARMS

Learn of Vietnam’s cultural past from older Saigonese residents and follow up by exploring some colonial buildings and hidden corners that exemplify the local culture and the city’s colorful heritage. Sit down with a local resident to hear their stories from the past. Be sure this tour is carbon neutral as all you need is your feet carrying you.



POLICY INFLUENCING & SOCIAL COLLABORATION

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



AWARD

**TTG ASIA AWARD 2018 FOR THE
MOST SUSTAINABLE TRAVEL
COMPANY**

Finalist Virtuoso Sustainable Tourism
Leadership Awards

PUBLICATIONS



ECO-GUIDE FOR HOSPITALITY BUSINESSES & SCHOOL

In collaboration with Asset H&C
World Environment Day 2018



REFILL MY BOTTLE

In [Nhịp Cầu Đầu Tư](#)

In [Hot Table Asia](#)

In L'Echo des Rizieres (print)



IMPACT VIETNAM
[Asia Life Magazine](#)





REFILL MY BOTTLE

Over 130 refill stations in Vietnam

App launched in December 2018

In collaboration with the Responsible Travel Club Hanoi and Evergreen Labs Danang

IMPACT VIETNAM EVENTS

Waste Management and the role of tourism businesses

In collaboration with Clean Up Vietnam, Keep Vietnam Clean & Green and Fab Lab

Community Support in Tourism – Responsible Giving
in collaboration with LIN

Tourism and Wildlife
in collaboration with Gaia

Refill My Bottle Launch Event

IMPACT Vietnam 1st Birthday – Looking back on one successful year

EVENTS, PROJECTS & COLLABORATIONS

EVENTS

World Environment Day 2018

Launch ECO-Guide for Hospitality Businesses in collaboration with Asset H&C

How Doing Good is Good for Business 2018

invited by LIN Center, sharing best practice examples of how to create meaningful CSR activities

Best Practice Workshop –

Sustainability in the hospitality industry in collaboration with IMPACT Vietnam, Asset H&C, Caravelle Hotel, Green Footprint Solutions, Natural Rendezvous, The Organik House and Refill My Bottle

CCIFV Social Commitment Day

Beach Clean Up and Sustainability Workshops

ReThink Plastic in collaboration with the Dutch Business Association

VYST Seminar on Responsible Tourism

with 50 university students

IECD conference on Women in Hospitality



REFORM

Connecting transport companies with ReForm Vietnam

ReForm aims to transform the plastic waste challenges in Vietnam through a scalable social franchise model by collecting low-grade plastics and processing them directly into valuable, usable and tradable products.

OUR TARGETS 2019



WE CARE ABOUT OUR ENVIRONMENT

- Paper - Rach level below 1,200 sheet/people/year
- Plastic Free Office – reduce waste by 10%
- CO2 - “Carbon offset program” offered to 100% of all clients
- Carbon Offset for cruises and boats

WE COMMIT TO OUR PEOPLE

- Satisfaction survey for EXO people & at least one action to improve satisfaction
- Sustainability included in JD/KPI for employees engagement
- Sharing knowledge on sustainability (training, quiz, games, activities etc.)

WE INVOLVE OUR SUPPLY CHAIN

- 50% of our contracted suppliers commit to our NEW Sustainability Addendum, incl. water refill stations
- Refillable Bottle Project – at least 3 new agents, saving 100.000 single use plastic bottles
- 100% of Travel Consultants know how to identify & sale sustainable options
- Assess 100% of preferred excursions and consider EXO policies on child protection and wildlife
- Support all preferred hotels to become responsible

WE CARE ABOUT OUR CUSTOMERS

- 100% of Responsible options are highlighted
- Increase distribution of Tips for Responsible travels by 50%
- Development sustainability guidelines for boats & cruises
- Develop programs for disabled/wheelchair users - identified our products that are accessible

WE SUPPORT COMMUNITY DEVELOPMENT

- 30% of sustainable purchasing at least
- Projects supported by Foundation and EXO People
- EXO loves community: get staff involved in 3 community projects & EXO Foundation Day

POLICY INFLUENCING - SOCIAL COLLABORATION

- 2 new projects represented by IMPACT Vietnam: Introducing ChildSafe Vietnam & national hotel sustainability assessment
- Workshops and presentations for suppliers
- Apply for relevant awards regarding CSR