

SUSTAINABILITY REPORT

- LAOS 2018 -



WE AIM TO BE RESPONSIBLE



Over the past year EXO Travel has made several exciting commitments toward sustainability. This year, we have worked towards continuous improvement in sustainability throughout all our operations.

2018 was a very exciting and successful year for us at EXO Laos, as we got our first Travelife recertification. We are still the only DMC in Laos being Travelife certified and we are proud for leading the way to more responsible tourism development in our destination. This achievement would not have been possible without a great team behind it, who is dedicated, hardworking and innovative to get us where we are today.

PRODUCT DEVELOPMENT - We have taken a great step towards the development and promotion of responsible products. In addition to the already available hotel assessment, our regional sustainability team has developed a thorough system to rate excursions and tours, which we now can easily highlight to our clients.

PLASTIC FREE TOURISM - We are very proud to be the first tour operator in Laos who has implemented refillable bottles for its clients. In 2018, we were able to engage more agents, improve our services and decrease the use of single-use plastic bottles drastically. Moreover, we have now stopped distributing wet towels, which have a long-term negative impact on our destination and our planet. Our teams are actively engaged - we organized a great event for the World Clean Up Day with almost everyone volunteering their time to collect waste.

CARBON OFFSET - In order to further reduce our carbon footprint, we have started to offset all our clients' flights. With this program we contribute to the Laos Improved Cookstove Program. The program supports local cook stove artisans who will receive training to make more efficient stoves. Their customers will then save on fuel costs, prepare meals more efficiently and breathe cleaner air.

We will continue to lead the way, engage our supply chain and educate staff, guides and partners in 2019.

Francois Guillot - 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.

TRAVELIFE RE-CERTIFICATION AUDIT



2ND TRAVELIFE AUDIT

"The audit went very well. It started with an introduction to both teams in Luang Prabang and in Vientiane through Skype connection allowing each manager to introduce what he/she was doing regarding sustainability.

EXO Travel Laos is showing many best practices in term of sustainability, the assessments systems with the partner companies (accommodations and excursions) is well prepared and monitored and even rewarding for the companies committing to sustainability.

EXO Travel Laos has also implemented a no plastic bottle policy and is successful in this difficult commitment to make it happen. It could not work without a good understanding from the team about the system, including all management levels, from driver to top management."

· Nicolas Dubrocard - Travelife Auditor

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

896 sheets/person/year
-23% decrease to 2017
-42% decrease since 2014



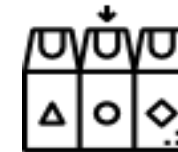
SAVING WATER

1.050 m3 water used / year
22 m3/person/year
167% increase since 2017



LOW ENERGY

1.322,5 kWh/person/year
+ 91% consumption in Vientiane due to the new server room
- 19% consumption in Luang Prabang
12.5 increase since 2015



GO RECYCLING

10,33 kg of waste /person/year
-62% decrease since 2017
3% of recyclable waste in Vientiane
16% of recyclable waste in Luang Prabang
538 kg of recycled waste since 2016



WE COMMIT TO OUR PEOPLE



ENGAGEMENT



8 Sustainability Team members
 1 Video ["Happiness at Work"](#)
 25 people involved in the **World Clean Up Day 2018**
EXO Fun Friday wildlife & animals
"Plastic free office": reusable cutlery, plates and cups. Snacks and food wrapped in banana leaves. We say NO to Plastic
 2 trainee students



AWARENESS

100% of staff trained on Sustainability
10 people interviewed during the Travelife Audit
4 Sustainability Newsletters



HAPPINESS AT WORK

17.8% Turnover rate of our human resources
 1 Survey on "Satisfaction at work"
 1 company team building
Daily lunch break exercise routine with all staff
New HR policies: Half Day off at your birthday & 6 days sick leave per year



CARBON OFFSET

OFFSETTING CARBON FOR CLIENTS & STAFF

This year, our sustainability efforts have taken a giant leap forward through a commitment to offset the carbon emissions of every domestic and regional flight our travellers and staff take in all our destinations. This will result in a massive ten-fold improvement from the already substantial 332 tonnes we've offset in these destinations since 2015.

In 2018, we offset **198 tonnes** of carbon through our partnership with Nexus for Development with carbon credits worth of **3.364 US\$**



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.



WE CARE ABOUT OUR CUSTOMER

THE REFILLABLE BOTTLE

is an initiative led to drastically reduce the consumption of plastic bottles in tourism industry by providing a refillable bottle to each traveler instead of single-use plastic ones.



7 travel agents participating to this initiative
3 new agents joined
65 excursion providers and hotels involved
5 car companies involved
85 tour guides leading the way!
60 public refill stations



314 refillable bottles given to travelers & tour guides
57% more bottles than 2017



1,743 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

12 Tour guides trained on Responsible Tourism & tips to travelers
349 Tips for Responsible Travelers booklets have been distributed to **367** travelers
Participation to Luang Prabang Hospitality Meetings with Hotels, NGOs, Vocational Training schools



COMMITMENT

92 Sustainability addendum signed by our suppliers

Our addendum includes:

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



HOTEL ASSESSMENT

23 hotels assessed on Sustainability criteria

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

23% of room nights at responsible hotels

1.639 travelers stayed in responsible hotels



RESPONSIBLE HOTELS IN LAOS

Maison Dalabua Luang Prabang



Luang Prabang View Luang Prabang



Maison Souvannaphoum Luang Prabang



Sofitel Luang Prabang



3 Nagas



IBIS Vientiane Nam Phu Vientiane



Parasol Blanc Luang Prabang



Victoria Xieng Thong



Villa Maly Luang Prabang



Salana Boutique



Settha Palace



Pakbeng Sanctuary



Sanctuary Luang Prabang





RESPONSIBLE PRODUCTS 2018

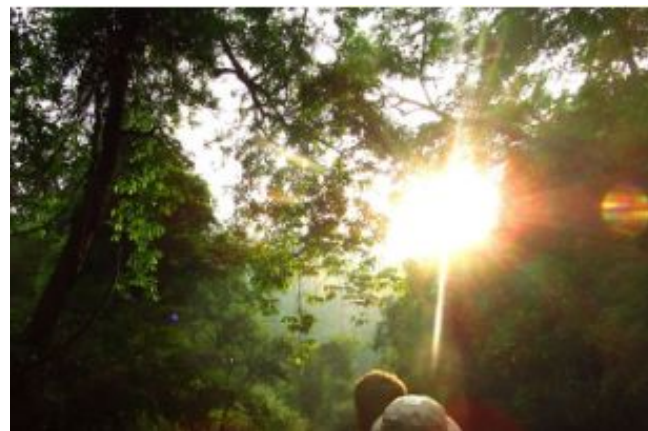
THE POTTERY HOUSE

Meet the Lamphet family and their genuine desire for you to experience the best that Ban Chan village has to offer. Their passion is to preserve the history and tradition of their village. Ban Chan Village has been making pottery for centuries but that way of life is slowly fading away. One of their goals is to use these tours to preserve the tradition and provide a sustainable way of life for families all the while showcasing to the world the special things that makes them proud to call Laos home.



NAM NERN NIGHT SAFARI

The Nam Nern Night Safari is a 24-hour, boat-based tour into the core of the Nam Et-Phou Louey National Protected Area. The highlight of the trip is the nighttime wildlife-spotlighting, when long-tail boats drift down the Nam Nern River looking for wild and endangered animals. The trip is designed to support alternative livelihoods for local people and generate community support for conservation of tigers and other wildlife.



THE LIVING LAND

Experience the life of the Lao people with an immersive visit to an organic farm. Connect with the land and the people while working in the rice paddies and vegetable gardens. Learn about traditional farming techniques and the efforts being made to promote organic farming throughout Laos. The Living Land is a community enterprise run by local people to support the children of poor farming families with their education and medical needs.



CHERRY TO CUP

Ever wondered how a beautifully brewed coffee gets to your cup? As a social or 'profit-for-purpose' business, Saffron Coffee profits are reinvested for the benefit of Lao people by helping every individual farming family produce more quality beans and providing access to a growing market for their beans. Visit the processing facility and learn more.



WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT



OTHER SUPPORTED PROJECTS

www.exofoundation.org
Facebook: EXOFoundation



MAINSTREAM RESPONSIBLE TOURISM IN OUR BUSINESS AND OPERATIONS

95% of our gifts are purchased from social organizations.

260 comic books
“Don’t waste your waste”
distributed by 2 staff to primary School Yangkham Village, primary school Naporktha and High school Yangkham Village together with a workshop on environmental problems, study technique, the effects of amphetamine use and the importance of education



MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

\$5,000 donated to Lone Buffalo providing English classes in rural areas.

\$1,000 donated to Laos Friends Hospital in Luang Prabang.

\$3,000 donated to Vientiane - Laos’ first film festival



EVENTS & PROJECTS

EXO & GIZ

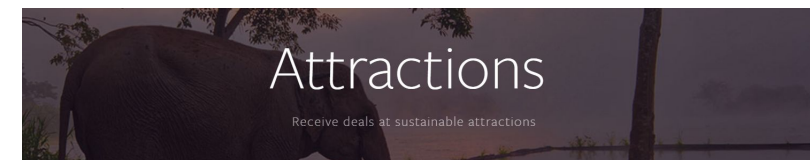
March 2018: Workshop on Plastic Free Excursions for Tour Operators
sharing the refillable bottle project with other DMCs, tour operators and transport companies

September 2018: Mainstreaming Responsible Tourism & Sustainable Tourism Solutions EXPO
sharing best practices with tourism and hospitality businesses, showcasing EXO as a leader in sustainability

SUSTAINABLE LAOS

Promoting responsible tourism to clients
- responsible travel kit rewards

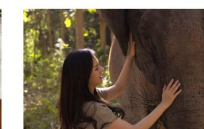
[Sustainable Laos](#)



REWARDS AT ATTRACTIONS



OCK POP TOK - LIVING CRAFTS CENTRE
Summary: Ock Pop Tok has been committed to supporting women weavers from across the country



ELEPHANT VILLAGE SANCTUARY AND RESORT
Summary: The goal of Elephant Village is to protect



EXO TRAVEL LAOS
Summary: EXO Travel has been crafting unforgettable tours of Asia for more than 25 years.

OUR TARGETS 2019



WE CARE ABOUT OUR ENVIRONMENT

- Monitor our use of natural resources & reduce your country's carbon footprint by 20%
- **Waste** - Reach below 10kg/people year
- **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
- Sustainability included in JD/KPI for employees engagement
- Sharing knowledge on sustainability (training, quiz, games, activities etc.)

WE INVOLVE OUR SUPPLY CHAIN

- Reduction of plastic in our Operations (bottes, tissues etc.)
- Refillable Bottle Project – at least 3 new agents, saving 5.000 single use plastic bottles
- 50% of our contracted suppliers commit to our NEW Sustainability Addendum
- 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

WE SUPPORT COMMUNITY DEVELOPMENT

- 30% of sustainable purchasing at least
Projects supported by Foundation and EXO People
EXO loves community: get staff involved in 1 community project & EXO Foundation Day

POLICY INFLUENCING - SOCIAL COLLABORATION

- Develop networking on sustainability
- Apply for relevant awards regarding CSR