

SUSTAINABILITY SUMMARY REPORT -THAILAND 2018-



**WE AIM TO BE
RESPONSIBLE**



EXO Thailand has been Travelife re-Certified in May 2018, recognizing our constant efforts to improve our sustainability.

Our refillable bottles initiative has been very successful with a dozen of agents signing up this first year for a total of 5,000 stainless steel bottles distributed to travelers.

We have also reduced significantly office waste, in particular with the implementation of a ban on plastic straw and styrofoam meal boxes.

Main objectives for 2019 will be a larger part of our sales to be composed of sustainable products. We are confident that thanks to a Sustainability team more motivated than ever, those will be achieved.

Looking forward to a greener future !

Jean-Baptiste Richard, 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

2,484 sheets/person/year

Bangkok: increased 8.3%

Chiang Mai: decreased 28.31%

Phuket: increased 113.98 %

27.58% Increase since 2017



CARBON OFFSET

52 tons for our staff flights & air travel

211.14 tons of carbon offset for our clients flights in Asia.

3,084 US\$ worth of carbon credits, supporting the Improved Cookstove Programme



LOW ENERGY

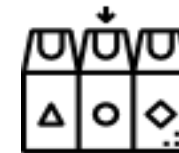
815.475kWh/person/year

+10.66% consumption in Bangkok

- **11.30%** in Chiang Mai

+ 87.81% in Phuket

5.89 % increase since 2017



GO RECYCLING

37.4 kg/person/year

919 kg of recycled waste **decrease** since 2017



TEAM EFFORT

146 staff joined

The Last Straw Challenge and

banned for plastic straw and foam container in EXO Thailand office.



WE COMMIT TO OUR PEOPLE



ENGAGEMENT

12 Sustainability Team members have been working on the following topics:

- Responsible gifts
- “Caring Week”
- Travelife Audit
- Responsible Hotel and Excursion
- Sustainability Action Plan
- Wildlife and Biodiversity
- Gift of Happiness Foundation
- World Environmental Day
- Sustainability for Foodies
- Bangkok Air Pollution



AWARENESS

28 newcomers trained on Sustainability
26 informative posts on sustainability on EXO 24
3 quiz about child protection



HAPPINESS AT WORK

19% Turnover rate of our human resources
“**Satisfaction at work**” survey, with 92.4 % of EXO Thailand staff participated, it enabled us to identify key areas of satisfaction mainly the relationships in the teams and where improvement were needed, especially regarding the working environment.
1 outing activity for “EXO 25 Celebration’ in Phuket.
10 welfare committee members



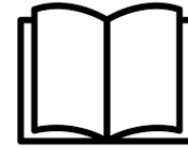
ZERO WASTE

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, **1,488 booklets** were distributed only to approx. **3%** of EXO clients.





11 travel agents participating to this initiative
20 excursion providers and hotels involved
4 car company involved
23 tour guides leading the way!



Bottle bags designed exclusively by EXO, in order to set up water stations in vehicles. In 2018, we started to implement with EXO Adventure Thailand for 3 bags.



981 refillable bottles given to travelers & tour guides



25,700 single-use plastic bottles saved
Vs
157,497 single use plastic bottles used

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.



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

135 Tour guides and **51 drivers** trained on Responsible Tourism & tips to travelers

1,488 Tips for Responsible travelers booklets distributed by our tour guides.



COMMITMENT

219 Sustainability addendum signed by our suppliers

Our addendum includes:

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



HOTEL ASSESSMENT

33 hotels assessed on Sustainability criteria

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



RESPONSIBLE HOTELS IN THAILAND

Anantara
Chiang Mai



Anantara Riverside
Bangkok Resort



Rati Lanna
Riverside



Shangri-La Hotel,
Bangkok



Tamarind Village
Chiang Mai



Anantara Mai Khao
Phuket Villas



Chatrium Riverside
Bangkok



The Slate, Phuket



Ramada Plaza
Bangkok Menam
Riverside



The Surin Phuket Resort



Rembrandt Hotel
Bangkok



Amari Phuket



Katathani Phuket Beach
Resort



Avani Riverside
Bangkok Hotel



137 Pillars House



So Sofitel Bangkok



Como Metropolitan
Bangkok



The Siam



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 interaction



Social Impact



Making a Difference



Local Benefits



More information [here!](#)



MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

\$5,000 donated to Wildlife Friends Foundation to support Thai Elephant refuge center.

\$5,000 donated to Mae Sot Hospitality training school for disadvantaged young motivated Thai Karen.

THB 5,000 donated by EXO people to Bangkok Marathon A charity run for hospitals

Responsible gifts -EXO Thailand created new 3 responsible gift in collaboration with ThaiCraft Fair Trade Co., Ltd. and Thai Union Mall Company to support local community





NEW RESPONSIBLE PRODUCTS 2018

Kayaking Bangkok's Old Klongs

Explore the hidden klongs of Bangkok by kayak and understand why Bangkok got its nickname 'Venice of the East'. Freshen up and enjoy a delicious local lunch and take a relaxing paddle to visit old communities and see little-changed side of the rapidly developing city



The Monsoon Teahouse Workshop

This half day program is a discovery of story between aromatic and sustainable tea grown in the northern area of Thailand. A visit to Monsoon Teahouse, a comfortable teahouse and restaurant which focuses on originality, freshness, and sustainability, around the concept of 'tea grown in harmony with the forest'.



A Taste of Nature and Culture

Learn the secrets of Thai cuisine with a hands-on cooking class. Travel in a retro vehicle to a chef's home, don an apron and head into the kitchen. Use family recipes to prepare traditional Thai dishes and learn about the country's culinary culture while chatting to the friendly chef.



Classic Cycling Phangan

Take a relaxing cycling tour of Koh Phangan to discover the livelihoods of the locals. Visit coconut and rubber plantation and learn about its role in the villagers lives. Refresh with local snack, visit a temple and learn about local herbs and their uses.



POLICY INFLUENCING SOCIAL COLLABORATION

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



NETWORKS

PATA - CSR Working Group

TravelLife - Elephant camp assessment working group

Stenden University – Community Based Tourism project

Fairtourism - Kayan villages project

Khiri Travel - Share experience about how to use Nazava drink also knowledge about refillable bottle

National initiatives:

Tourism Authority of Thailand - “CBT” Tourism in topic “Taste of Thailand”



PUBLICATION

[“Walking on Eggs with Elephants”](#)





Second audit for Travelife certified (2018)



ACTIVITIES

5 June 2018

Event – World Environmental Day

Members participant:

AccorHotels

Amari Watgate Bangkok

Bangkok University

Centara Grand at Central World

Green Footprint Solutions

Green World Education Foundation

International Organization for Migration

Khiri Travel

LightBlue Environmental Consulting

Mekong Tourism Coordinating Office

IECD/ HCTC

ABOUT

PATA CSR Working Group

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

Mission

To share, support and innovate for responsible and sustainable tourism.



OUR TARGETS 2019



WE CARE ABOUT OUR ENVIRONMENT

- **Paper** - Focus on Chiang Mai & Phuket - reach same level as BKK
- **CO2** - Ensure we offset 100% of our domestic & regional flights booked & our carbon friendly excursions

WE COMMIT TO OUR PEOPLE

- **Satisfaction** - At least 70% respondent to your country's satisfaction survey and 1 lead action taken to improve well being at work.
- **Champions** - ban styrofoam in the office and plastic bags
- **Engage** - 1 department per 1 KPI for sustainability.

WE INVOLVE OUR SUPPLY CHAIN

- **Zero Plastic** - Try to remove single-use plastic items in our operations and develop our refillable bottles initiative
- **Committed** - New sustainability addendum signed by 70% of our business (contracted)
- **Expertise** - train 100% of our TCs on our Sustainability ranking system
- **Knowledge** - Sustainability inspections for hotels at least 3 hotels per month.

WE CARE ABOUT OUR CUSTOMERS

- Train tour guides on responsible tourism, including ChildSafe. RefillMybottle App etc.
- Develop guidelines for boat assessment
- Over 80% of travelers receive our EXO Tips booklet

WE SUPPORT COMMUNITY DEVELOPMENT

- **Give twice** - monitor and reach at least 70% of sustainable purchasing for gifts
- **Give back** - Implement activities for #EXOlovescommunities & EXO Foundation Day

POLICY INFLUENCING - SOCIAL COLLABORATION

- **Certifications & awards** - Apply at least one relevant award and prepare for Travelife audit 2020
- **Networking/ events** - Create at least 1 project with PATA working group