



SUSTAINABILITY SUMMARY REPORT

-2018-



WE AIM TO BE RESPONSIBLE

Over the past year EXO Travel has made several exciting commitments toward sustainability.



As you may know, the Cambodian Ministry of Tourism has recognized EXO Travel Cambodia as “The Most Prolific Tour Operator”, and we aim to leverage this leadership position by introducing more responsible practices to the Cambodian tourism industry.

In an effort to do so, EXO Travel has stepped up its commitment to responsible tourism by extending its carbon offset program to all regional & domestic flights booked by our clients from 2018.

We strive to implement responsible practices in our own products, as well as those of our partners, through the efforts of our Sustainability Team, who is always motivated to share their expertise in raising awareness of the methods to preserve our environment from the scourge of plastic waste.

EXO Travel has contributed to the writing of ECO guidelines for both hospitality businesses and schools because we care about getting actively involved in local initiatives and events that focus on promoting sustainability.

We love to celebrate inspiring people, including our internal “Best Responsible Employee of the Year”, and inspiring projects, such as #RefillMyBottle mobile application which was sponsored by our EXO Foundation.

To that end, EXO Cambodia has put forth continuous effort towards improving the refillable bottle initiative and its service providers. In 2018, we were proud to have saved 34,488 plastic bottles from local landfills, an increased of 72% from the previous year.

Harold DE MARTIMPREY

HOW SUSTAINABILITY WORKS AT EXO



SUSTAINABILITY GUIDELINES

Following Travelife certification scheme, we have developed a set of guidelines, policies and tools.

- [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

2,000 sheets/person/year

- 60 % decrease = **4,030 USD saved** since 2013



CARBON OFFSET on STAFF FLIGHTS

15 tons of Carbon emissions in 2018

offset through Nexus for Development

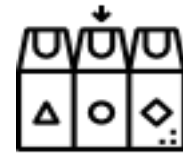
26.8 tons of carbon offset since 2017



LOW ENERGY

789 kWh/person/year

- 7% consumption over a year - **savings \$2,239**



GO RECYCLING

33 kg/person/year of waste non recyclable

296.20 kg of recycled waste since **2015**

2020
i CARE



ENGAGEMENT

19 active Sustainability Team members leading:

4 workshops about waste management and plastic issue to our partners Sala Bai and Artisans of Angkor.

1 ceremony event and certificate distribution to Green River students

20 projects supported through donations as below:

1860,50 USD

210 Kg of clothes

70 Kg of equipment

65 bikes landed

40 mangroves planted

120 refillable bottles to our EXO staff



WE COMMIT TO OUR PEOPLE



HAPPINESS AT WORK

23% Turnover rate of our human resources

Best Responsible Employee Of the Year
WoW your colleagues with cards

77% respondents to our Satisfaction at Work Survey conclude to improve our **Working Environment** with Kids club – Library – Sport Club - Canteen – parking and office extension.

2 people sponsored for German class and
2 trainees from university welcomed



AWARENESS

21 newcomers trained on Sustainability

49 people trained about child protection

22 people trained on First Aid

+ 2 guides from Soksabike sponsored by EXO Foundation.

1 Wildlife Awareness Campaign

1 Paper Reduction Campaign

47 posts tackling sustainability on our intranet



CARBON OFFSET FOR CLIENTS' FLIGHTS

1,058 tons offset in Cambodia.

Under the umbrella of **NEXUS for Development**, we are reinvesting our carbon cost into projects delivering improved cook stoves and access to renewable energy which result in thousands of hectares of natural forest being preserved in Asia.



ZERO WASTE STOP WET WIPES ON EXO TOURS

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

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 +500 years and may even end up back in the food chain.

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



WE CARE ABOUT OUR CUSTOMER

ALWAYS WITH MY BOTTLE !

Proudly sponsored by EXO Foundation, REFILL MY BOTTLE mobile application shows you on an interactive map the nearby locations where you can refill your bottle for free or a minimum fee.

Be a mindful traveler, download the app!



10 travel agents participating to this initiative
100+ tour guides leading the way!
#RefillMyBottle is in Cambodia!



19 new Bottle bags designed exclusively by EXO, in order to set up water stations in vehicles.
Total **23 bags** in use in Cambodia



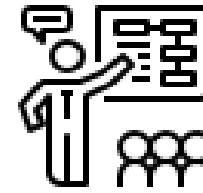
1,437 refillable bottles
given to travelers & tour guides in 2018



34,488 single-use plastic bottles saved in 2018
But still...
51,465 single-use plastic bottles used.

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

38 Tour guides trained on Responsible Tourism, EXO tools and special highlight on Wildlife policy.
22 Tour guides, staff and driver trained on First Aid.
47 staff & guides trained on Childsafe.

1,672 TIPS for Responsible Travelers distributed about **26%** of our guest in Cambodia.



COMMITMENT

107 Sustainability addendum signed by our suppliers



HOTEL ASSESSMENT

47 hotels assessed on Sustainability criteria



EXCURSION ASSESSMENT

29 experiences & **11** multi days tours are considered responsible in our Product offer in Cambodia.



RESPONSIBLE HOTELS IN CAMBODIA



Shinta Mani Shack

★★★

★★★

**Sofitel Phnom Penh
Phokeethra**

★★★

★★★

Shinta Mani Angkor

★★★

★★★

**Frangipani Royal
Palace Hotel & Spa**

★★★

★★★

**Raffles Grand Hotel
d'Angkor**

★★★

★★★

La Rose Suites

★★★

Heritage Suites

★★★

★★★

Sala Lodges

★★★★

Sofitel Angkor

★★★

★★★

**Borei Angkor
Resort & Spa**

★★★

Victoria Angkor

★★★

★★★

Villa Langka

★★★

FOCUS ON

BABY ELEPHANT



Eco-Friendly

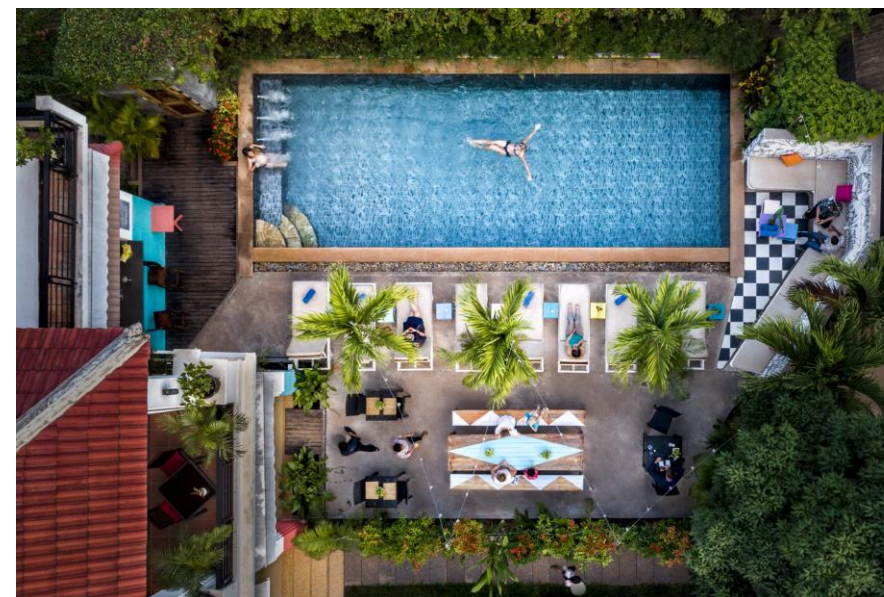
★★★★



Socially Aware

★★★★

Baby Elephant has taken its responsible approach very seriously, working with experts to minimize every aspect of its activity, no pesticide used in the garden, organic soap and shampoo for amenities and even banning 100% single use plastic. For Mrs. Ilana, the owner, everything coming from this hotel must have a positive impact. Congratulations Baby Elephant, you are outstanding!





MAINSTREAM RESPONSIBLE TOURISM IN OUR BUSINESS AND OPERATIONS

100% of our gifts are purchased from social organizations.

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.

[See our experiences and tours here](#)



Carbon friendly

- Best alternatives available for transport are chosen to operate walking, trekking, hiking and cycling tours.
- CO2 compensation when private motorized vehicles are used during the tour.



Cultural Interaction

- Respectful interaction with locals such opportunities for genuine discussion between locals and travelers.
- Learning experience with a local expert (non-guides) where there is direct revenue given in exchange to families and/or individuals.
- At least one cultural trait/know-how how is shared with travelers



Social Impact

- Part of the price of the tour goes to a social business such as vocational training centers and local associations, or, given to a community based initiative.
- These social enterprises/businesses must contribute directly to address a social community need



Make a Difference

- A donation to a non-profit organization is included in the price of the tour. This donation supports: Wildlife and biodiversity conservation - Arts and culture protection - Disadvantaged people/community
- Part of the price of the tour goes to an activity/workshop educating travelers on sustainability related issues.



Local Benefits

- At least 30% of the cost of the tour goes back to local people (excluding transport and guides). This follows the simple criteria of a 30-70% ratio.
- Only EXO self-operated experiences are included as the exact amount to accrue back to the locals is known. Third party suppliers are NOT included.



EASTERN CAMBODIA EXPLORER

Multi Days Kratie – Mondulkiri - Rattanakiri

Explore the lesser-traversed eastern provinces of Cambodia. From visiting responsible Elephant Valley Project in Mondulkiri, discovering the traditional lifestyles of rural tribes in Ratanakiri, ziplining in Bousra Ecopark and giving back by planting a tree – this tour covers all grounds from cultural experiences to adrenaline-pumping adventure!



REHASH TRASH WORKSHOP

Half Day - Siem Reap

A group of mothers of former street kids are making incredible and colorful products made from plastic trash! This social business is fighting two massive issue in this country, the circle of poverty and plastic waste. Join these wonderful women to learn how to make your own upcycled souvenir!



LOCAL VILLAGE COMMUNITIES

Full Day - Siem Reap Area

Get a taste of rural Cambodian life. Travel by ox cart to a remote village, stopping to browse colourful markets and join farming activities. Share a meal with friendly locals and be blessed in a traditional Buddhist ceremony. Explore Tonle Sap Lake and the residents' unique lifestyle.



FROM DESPAIR TO HOPE

Half / Full Day - Phnom Penh

In only a few decades, Cambodia has risen from the depths of almost insurmountable despair. And while many Cambodians continue to struggle under the economic repercussions of it's destructive recent past, there are many signs of hope, embodied by the efforts of various social enterprises and NGOs to give opportunities to disadvantaged Cambodians.



POLICY INFLUENCING SOCIAL COLLABORATION

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



AWARDS

Most Prolific Tour Operator (Inbound Specialist) -
Ministry of Tourism
**Certificate of Appreciation for outstanding
travel company** - Ministry of Tourism



NETWORKS

- **EUROCHAM** Green Business Committee - CSR Vice Chairman.
- **GoGreen Cambodia** Community
- **Konrad Adenauer Stiftung** – ConfEX The Future of Waste Management
- **Sala Bai School**
 - **Hospitality Forum: The Opportunity for Future Leaders**
 - **Jury Evaluation Member**
- **Farm To Table** – 5 ways to make your compost



PUBLICATION

[EXO Travel promoting Sustainable Tourism](#) **SEA Globe**– EN
[ECO guide for hospitality businesses and school](#) - **ASSET-H&C**



WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT



OTHER SUPPORTED PROJECTS

www.EXOFoundation.org

Facebook: EXOFoundation



**MAKE DESTINATIONS BETTER PLACES
TO LIVE IN AND TO VISIT**

\$5,000 GAEA - Glass to sand recycling project - Siem Reap.

\$3,800 Soksabike - Bicycle Tourism Social Enterprise - Battambang.

\$3,000 CAMconscious - Cultural tourism within Tampuan Community
- Rattanakiri.

\$3,500 Shanty Town – Support to families living in Phnom Penh slums

\$3,500 ICS Parenting Skills - Positive parenting support and trainings
- all around Cambodia.

\$15,660 Buckhunger - give 1 free meal to children per day in Phnom Penh.
(in partnership with Herrod Foundation)

+500 books “Don’t waste your waste” produced by EXO Foundation in Khmer and English donated to more than ten organizations.

OUR TARGETS 2019



WE CARE ABOUT OUR ENVIRONMENT

- **Paper:** 100 sheets/pers/month
- **Energy:** 100kWh/pers/month
- **Waste:** 10kg/pers/month
- **CO2** - Reduce our carbon footprint by 20%

WE COMMIT TO OUR PEOPLE

- **Satisfaction survey:** target 70% respondent in 2019 & improve well being at work
- **Champions:** conduct problem solving workshop
- **Sustainability KPIs & JD** are promoted and monitored.
- **Sharing knowledge** on sustainability: EXO LOVES COMMUNITIES agenda.

WE INVOLVE OUR SUPPLY CHAIN

- - 30% of plastic bottles consumed on all the operations.
- 80% of our hotel suppliers commit to our Sustainability Addendum (EN-KH)
- 100% of Travel Consultants know how to identify & sale sustainable options
- Increase by 10% sustainable product sales
- 90 % preferred hotels assessed
- 20% excursions labelled with at least 1 responsible criteria.
- First aid representative at office & Childsafe for all guides.

WE CARE ABOUT OUR CUSTOMERS

- 5 new responsible products.
- Over 80% guest receive our EXO Tips booklet
- Develop guidelines for boat assessment

WE SUPPORT COMMUNITY DEVELOPMENT

- Support 2 community projects
- Celebrate EXO Foundation Day at office
- Increase responsible gift sales by 8%

POLICY INFLUENCING - SOCIAL COLLABORATION

- Develop networking and community about sustainability
- Apply for at least 1 relevant awards regarding CSR