



WE AIM TO BE RESPONSIBLE



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

As EXO Travel is continuously striving to maintain its commitment towards more responsible tourism, we are audited on-site every two years by the honorable Travelife certification. For the third time in a row, the audit was a success and we are very proud to renew our certification.

EXO Team dares to innovate! Our creative people have collaborated with experts to design the Carbon Neutral Holidays package, offering the possibility for our travelers to offset the emissions generated into credits supporting reforestation program.

We have redesigned our sustainability feedback form to our hotels' partners who are receiving personalized comments and guidelines to improve their methods.

Because we like to stay in shape and steady, EXO refocused on its Responsible Tourism Policy within five strong pillars which will mainstream our practices for the upcoming years.

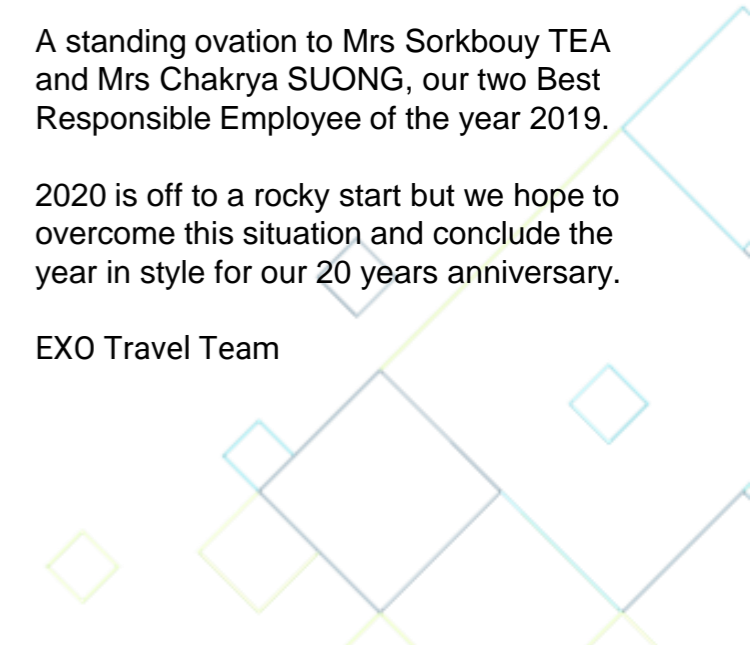
On the EXO Foundation part, we are pleased to see the Green River Project growing every year and extremely grateful to the EXO Sustainability Team dedication on this initiative.

We would like to thank Make My Day Better Foundation for supporting with us the "Coconut Switch Project" and Mrs. Sofia HOLT for her amazing drawings on our new Responsible TIPS.

A standing ovation to Mrs Sorkbouy TEA and Mrs Chakrya SUONG, our two Best Responsible Employee of the year 2019.

2020 is off to a rocky start but we hope to overcome this situation and conclude the year in style for our 20 years anniversary.

EXO Travel Team



WHAT STANDS FOR

EXO TRAVEL

- WE ARE AN ETHICAL COMPANY
- WE CARE ABOUT THE PLANET
- WE DRIVE POSITIVE CHANGE
- WE STRIVE FOR COMMUNITY BENEFITS
- WE INSPIRE OUR CUSTOMERS

EXO RESPONSIBLE TRAVEL POLICY



EXO FOUNDATION

Read more on exotravel.com



EXO CAMBODIA

(re)CERTIFIED since 2015



Bravo Team Phnom Penh



Bravo Team Siem Reap
For your first on site audit!



SUSTAINABILITY AT EXO CAMBODIA TEAM



EXO BEST Responsible Initiative 2019 for GREEN RIVER

The Green River Project was born in 2017 when, on a common ground, people from EXO Travel realized that the rivers were filled with wastes and plastic. Not only this was damaging the landscape, it was also harmful for people living nearby, because of the chemicals of burnt waste and plastic that they had to face on daily basis.

The Green River Story

We started our project in Phnom Penh within the partnership of Prek Leap National College of Agriculture (PNCA) and its 235 students. After receiving the training from EXO Travel, PNCA students went to talk to the neighbors living near by the university and knock on every doors to explain them the consequences of throwing garbage and plastic in the river.

In 2018 we have extended the project to Siem Reap, in collaboration with our long term partners, Sala Bai School and Artisans of Angkor to train their staff and students to adopt good waste management practices and raising awareness about the plastic effect on health. Through 4 workshops lead by our S. Team member in Khmer language, we have been able to reach more than 140 people.

In 2019, EXO S.Team was pushing further its action!

Thanks to our fruitful collaboration, we have decided to renew 2 more sessions at Artisans Of Angkor to train more than 50 supervisors at the silk village and brainstorm on plastic free/less in their production process.

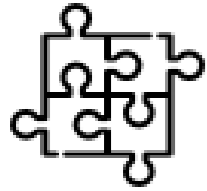
We have invited GAEA (waste collection company based in Siem Reap) to be part of the second Green River Project at Sala Bai School and trained together 150+ students. The day after, the trainees became the trainers. Sala Bai students shared their knowledge to 70 kids around 10 years old from the Wat Svay primary School before going all together along the Siem Reap River to collect 250 kgs of trashes in 1 hour only!

We were extremely happy with the results as more than 180 persons participated, even the chief district. All participants received the EXO Foundation comic book "Don't waste your waste" and more than 120 refillable bottles were given to the primary students.

We also started a collaboration with GIZ and Plastic Free Cambodia to reach 50 Khnar Po villagers, a community living by the river, EXO Foundation has sponsored a training helping them to prevent the pollution of their natural surroundings.



WE ARE AN ETHICAL COMPANY



ENGAGEMENT

- **7 Trainings conducted** about **waste management and plastic issues** thanks to our **Sustainability Team** and our partners, Sala Bai School and Artisans of Angkor.
- **170 Refillable Bottles Donated** to Sala Bai –Plastic Free Cambodia – Anjali House
- **Running for Angkor Children Hospital**– 15 EXO staffs running at Angkor Half Marathon



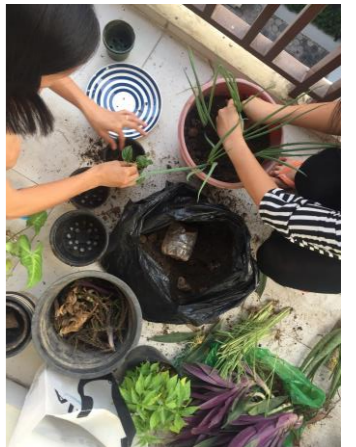
HAPPINESS AT WORK

- **Satisfaction at work** - 71% respondents to our survey to improve our Working Environment.
- **Best Responsible Employee Of the Year** – Mrs Sorkbuoy TEA in Phnom Penh & Mrs. Chakrya SUONG in Siem Reap
- **Move at work** - Ping Pong & Darts Tournament & Yoga class
- **Friday of the Month** – Dress code theme



AWARENESS


- 12 newcomers** trained on Sustainability
- 133 guides and employees** trained about “Overtourism”
- 28 people** attending **Composting & Gardening Workshop**
- Earth Hour** in EXO PNH Office & Numeric Waste Campaign
- 13 Sustainability Breaking News** letter on EXO24



WE CARE ABOUT THE PLANET

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.



 **100 EXO People**
70 in Phnom Penh
30 in Siem Reap



REDUCING PAPER

77 sheets/person/month

-54% decrease = \$577 saved compare to 2018

= 24 Trees saved

139 sheets/person/month in Siem Reap (-57%)

51 sheets/person/month in Phnom Penh (-45%)



Target Reached
Below 100 sheets/pers/month



CARBON OFFSET FOR STAFF FLIGHTS

3 tons of Carbon emissions in 2019

offset through Nexus for Development
to support improved cookstoves development in Laos.

30 tons of carbon offset since 2017



LOW ENERGY

1037 kWh/person/year

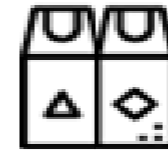
-10% decrease = \$909 saved compare to 2018

981 Kwh/person/year in Siem Reap (-21%)

1060 Kwh/person/year in Phnom Penh (-5%)



Target Reached
Below 100 Kwh/pers/month



REDUCING WASTE

21 kg/person/year of non recyclable waste

-5.5% decrease compare to 2018

- 31 Kg/person/year in Siem Reap (+3%)
- 17 Kg/person/year in Phnom Penh (-10%)



GO RECYCLING

1.2 kg/person/year of recycled waste

+22% increase compare to 2018

- 0.6 Kg/person/year in Siem Reap (-48%)
- 95.15Kg/person/year in Phnom Penh (+58%)

WE INSPIRE
OUR CUSTOMER



shows you on an interactive way the nearby locations where you can refill your bottle for free or a minimum fee.

Be a mindful traveler, download the App!

REFILLABLE BOTTLE INITIATIVES

Since 2015, EXO Travel Cambodia is deeply involved to reduce its plastic bottles consumption.



2 637 refillable bottles given in 2019
(+84% compare to 2018)



105 480 plastic bottles saved in 2019
(+206% increased compared to 2018)

But still...

161, 047 single-use plastic bottles used.



+7 water bottle bags designed by EXO
for water stations in vehicles.
Total **30 bags** in use in Cambodia
(7 for 10L and 23 for 20L)

NEW TIPS FOR RESPONSIBLE TOURISM

Shining and mindful, our EXO Tips for Responsible Travels refresh up their style, update their contents and exist now in Italian - Mama Mia!
Each EXO destination provides them upon arrival and we also available online on [EXO Foundation website](#).



TIPS DISTRIBUTION

1108 distributed in 2019
8% of guest arriving in Cambodia

- Per market:
- 6% of English
 - 47% of French
 - 14% of Spanish
 - 7% of LUXURY
 - 0% TIPS for German– ADV – IS/BY



TIPS #12 Anti – Plastic Attitude

Design by: Sofia HOLT

English



Italian

Spanish



French



CARBON OFFSET

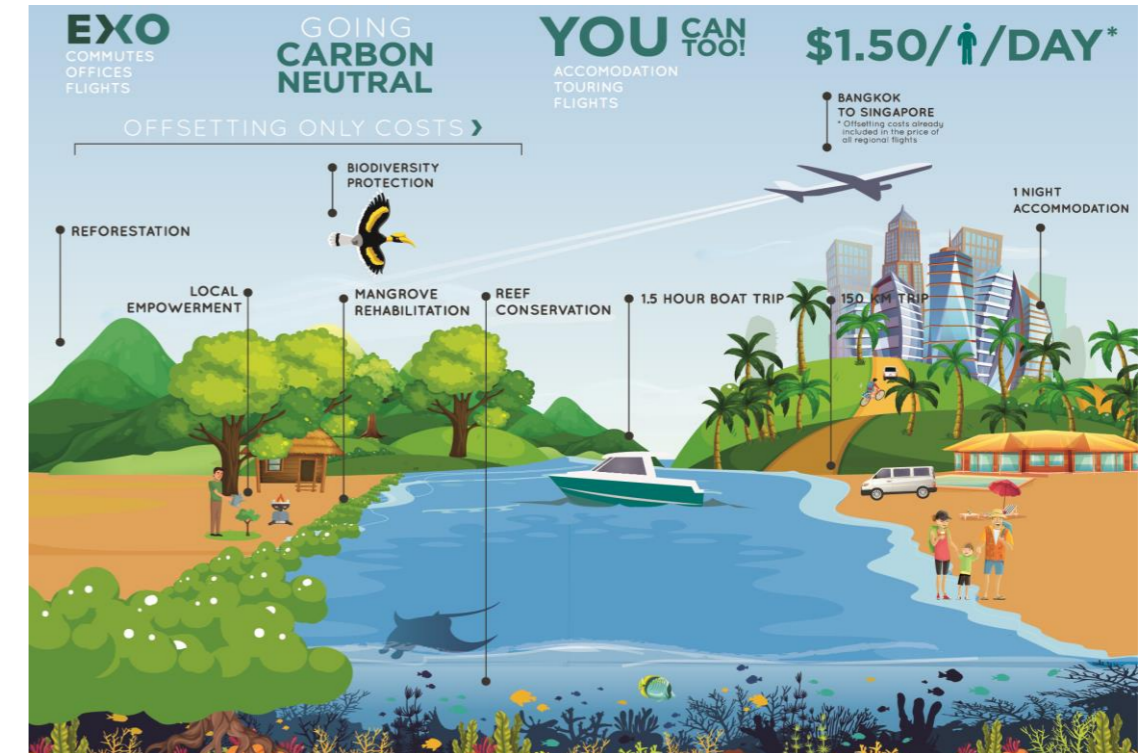
FOR CLIENTS' FLIGHTS

276.5 tons of carbon offset in Cambodia in 2019.

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.



CARBON NEUTRAL HOLIDAYS



We believe that together we can generate a positive impact in the region and help to reforest areas of land that need it most. All the time of booking your holidays, you can choose to upgrade your holiday and make it carbon neutral.

WE WORK ALONGSIDE OUR SUPPLIERS TO DRIVE POSITIVE CHANGE

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.



SUSTAINABILITY ASSESSMENT

31 hotels assessed on Sustainability criteria **in 2019**

17 preferred in Phnom Penh – 53% both cat. & 82% one cat.
 34 preferred in Siem Reap – 35% both cat. & 76% one cat.
 20 preferred in South mainland – 20% both cat. & none cat.
 6 preferred in South islands – only 1 both cat.
 1 preferred in Kampong Chhang - Responsible

HOTELS



HEALTH & SAFETY ASSESSMENT

27 hotels assessed on Health & Safety criteria in 2019

17 in Phnom Penh
 7 in Siem Reap
 2 in Kampot
 1 in Kampong Chhnang

COMMITMENT



23 Sustainability addendum signed in 2019

15 in Phnom Penh
 7 in Siem Reap
 1 in Kampot

EXCURSIONS





ASSESSMENT

65 experiences & multi days tours assessed with Responsible criteria available on our Website

20 Carbon Friendly
 49 Cultural Interaction
 29 Social Impact
 15 Make A Difference
 15 Locals Benefits





TOP RESPONSIBLE HOTELS IN PHNOM PENH

		
Sofitel Phnom Penh Phokeethra	★★★☆☆	★★★☆☆
Raffles Hotel Le Royal	★★★★	★★★★
The Balé	★★★☆☆	★★★☆☆
Amanjaya Pancam	★★★★	★★★☆☆
Villa Langka	★★★☆☆	★★★☆☆
Sun & Moon Urban Hotel	★★★☆☆	★★★☆☆
Cardamom Hotel	★★★☆☆	★★★☆☆
Kravan Hotel	★★★☆☆	★★★☆☆
SUN Way Hotel	★★★★	★★★★

FOCUS ON

The Balé

**Eco-Friendly**★★★☆☆

**Socially Aware**★★★☆☆

As a delicious invitation to rest along the Megonk River, discover The Bale Resort, a peaceful property surrounded by nature, not far from the turbulent capital. In a minimalist style, the property is extremely proactive in terms of waste reduction and alternatives. The Balé also promotes a new generation of artist to personalize each room. A promising property which has just opened his doors not long time ago.





CHILD FRIENDLY STREET FOOD DISCOVERY

Experience

The Cambodian culinary experience can be a fun, exotic, and incredibly unique, especially if you know where to go. All of our venues have been carefully selected so as to give visitors to Cambodia with the assistance of a local expert

Cultural Interaction



Social Impact



Locals Benefit



TRAVEL CAMBODIA THE SUSTAINABLE WAY

Multi-Days

Enjoy Cambodia's nature, history and culture in a sustainable way. Encounter authentic ways of life through community-run activities. Develop a better understanding of the country's past and help ensure a better future for its people.

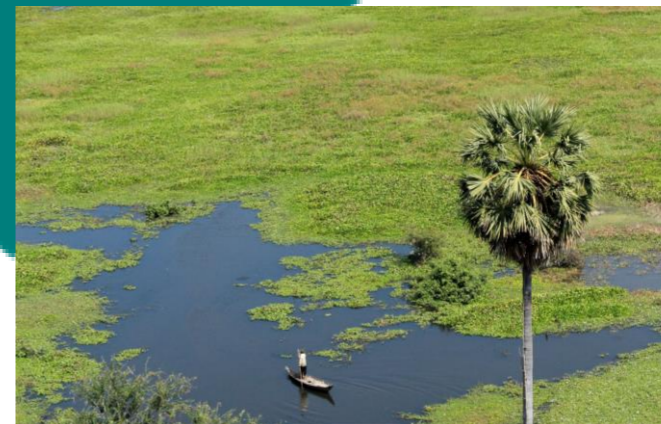
Cultural Interaction



Social Impact



Make a difference



MIGHTY MEKONG ASIAS LIFEBLOOD

Multi-Days

See why the Mekong River is known as Asia's lifeblood with this epic adventure. Trace the mighty River as it meanders through big cities and countryside towns through five countries. From the Myanmar hills to Vietnam's delta, this tour covers a lot of ground- and water!

Cultural Interaction



Social Impact



Make a difference



JUNGLE, WILDLIFE AND TEMPLES

Multi-Days

On an unforgettable adventure that's equal-parts 'Indiana Jones' and 'David Attenborough', step into the wonderfully mysterious world of the Khmer Empire. Explore the jungle-clad ruins Angkor and Preah Vihear, then venture off the beaten path to observe exotic wildlife. This tour was designed specifically to satisfy the needs of aspiring explorers.

Cultural Interaction



Social Impact



Make a difference



WE STRIVE FOR COMMUNITY BENEFITS

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



AWARDS

EUROCHAM CSR AWARD – Nominee cat. SME for Carbon Offset Program.



COLLABORATIONS & NETWORKS

- **EUROCHAM** - CSR Vice Chairman at Green Business Committee
- **CAMconscious** – Digital Economy Workshop – Impact Explorer Launching Event
- **IGES & UN** – Plastic Reduction Research



TALKS & PUBLICATIONS

Cambodia DMCs Network – Going plastic free in your operations

Breakfast Talk EUROCHAM _ The Plastic Challenge and its solutions

Pour un Sourire d'Enfant (PSE) Business School _ Lecture about Responsible Tourism

Royal University of Law and Economics (RULE) _ Lecture about CSR in Tourism Industry

Khmer Times _ Minimizing negatives & maximizing positives

Adventure Travel Trade Association (ATTA) _ Developing Tourism Experience with Indigenous community

French Chamber of Commerce and Industry (CCIFC) _ Entreprendre au Cambodge

AP Television _ Cambodian Responsible Tourism

AFAR Travel _ The 2019 Travel AFAR Travel Vanguard

EXO Foundation

GIVING BACK

1 traveler = 1 \$ for the EXO Foundation

PROMOTING RESPONSIBLE TOURISM

Our vision is to make destinations better places to live in and to visit.

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.

EXO FOUNDATION DAY

We decided to support our long term partner, The Childsafe program and invited our Team to experience the new Chidsafe Academy facilities.

STAY TUNED

www.EXOFoundation.org

Facebook: EXOFoundation





PROJECTS SUPPORTED IN 2019

\$4,100 Khmer Green Charcoal (KGC) – Coconut Switch– Kampong Speu
Establish a sustainable business recycling of biomass wastes to produce Eco-Friendly charcoal briquettes (in partnership with Make My Day Better Foundation)

\$3,000 Naga Earth – Jungle Clean-up – Siem Reap
Cycling clean ups in Angkor area.

\$3,000 Child Helpline – End Child Marriage and abuse– Ratanakiri
Counselling to authorities and training to locals about Child Marriage

\$2,000 AZIZA's Place - Everywhere Bus – Phnom Penh
Founded the replacement of the existing dated minivan to collect kids.

\$1,000 GAEA - Glass To Sand – Siem Reap
Finance the promotional video for the launch.

\$35,390
Donated in 2019

\$19,700
From Other Donors

\$15,690
From EXO Foundation



\$990 Bousra Eco-park - Plastic Revolution - Monduliri
Offered reusable crockery to food seller around the park to switch all single use plastic tableware.

\$500 Green River Project - Awareness campaign – Siem Reap.
EXO Sustainability Team conducting workshops and clean ups.

\$200 Pour un Sourire d'Enfant (PSE) – Eco- Warriors – Phnom Penh.
Supported the “Zero Waste Kit” for students in hospitality attending environmental course.

\$15,600 Buckhunger - give 1 free meal to children per day – Phnom Penh
(in partnership with Herrod Foundation)

\$5,000 SUNx- Climate Change Program for Green Growth

+1,400 books “Don't waste your waste” produced by EXO Foundation in Khmer and English donated to local organizations enhancing literacy and environmental education.

- Satisfaction at work improvements for our staff & understanding of our responsible travel policy to close the gaps between our policy and job descriptions
- Sustainability addendum to contracts signed and respected by our suppliers

- Campaign for carbon footprint reduction to our supply chain through communication materials, workshops and incentives (energy efficiency, waste management, sustainable transport etc.)
- Launch innovative initiatives to remove single use plastic in our operations

- Advise at least 80% of our travelers on how to be responsible in Asia
- Offer automatically responsible travel choices to our clients (hotels, experiences, carbon offsetting, donations to local projects)

- Identify, support and measure our positive impact for community based initiatives
- Run interdepartmental projects that aims to create products that will benefit poverty alleviation in all our destinations

- Reduction of our carbon footprint below 1,000 tones of CO2 and engage our clients in carbon offsetting programs
- Protect wildlife & flora through our tours/experiences by ensuring our suppliers follow our guidelines and monitoring closely our donations towards conservation

