



SUSTAINABILITY REPORT

- MYANMAR 2 0 1 9 -

“ WE AIM TO BE
RESPONSIBLE ”



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 eight of EXO destinations (Cambodia, Malaysia, Indonesia, Laos, Thailand, Myanmar, Vietnam, and Japan), 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 funding 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

683 sheets/person/year
57 sheets/person/month
6.77% decrease since 2018



CARBON OFFSET

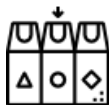
9 tons of carbon offset for staff flights compensated with the purchase of carbon credits supporting the Laos Improved Cookstove Programme



ENERGY & WATER

976.36 kWh/person/year
7.22% increase in energy consumption since 2018

9.98 m³/person/year
26.71% decrease in water consumption since 2018



WASTE REDUCTION

23.44 kg/person/year
7.57% decrease in total waste production



TEAM EFFORT

127 staff joined **Beat Air Pollution Video Challenge** on World Environment Day
5 Videos by department are filmed and shared to promote the awareness of air pollution



WE COMMIT TO OUR PEOPLE



ENGAGEMENT

20+ Sustainability Team members
2019 Year of Wildlife and Biodiversity .

- No Single-Use Plastic Challenge
- Trash packing activities on Global Trash packing Day
- Volunteering in Renovation of Ah-Latt-Chaung Clinic
- EXO Foundation Day



HAPPINESS AT WORK

Total no. of staff in 2019: **109**
16% Turnover rate of our human resources

1 Survey on "Satisfaction at work" with **74 %** of EXO Myanmar 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.

AWARENESS

36 Inbound staff trained on responsible products

8 newcomers trained on Sustainability

4 Sustainability Newsletters

5 Beat Air Pollution Videos





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 2019, **989** booklets were distributed to approx. **16** % of EXO Myanmar clients.



10 travel agents participating to this initiative
2 car companies involved!



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



278 refillable bottles given to travelers & tour guides in 2019



6,000 single-use plastic bottles saved in 2019

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.





CARBON OFFSET

OFFSETTING CARBON FOR CLIENTS

for every domestic and regional flights of our travelers in all our destinations starting in 2019.



Offsetting costs are invested in Asia only for projects run by **NEXUS for Development**: Access to clean water, improving local livelihoods and providing access to renewable energy.

625 tons of carbon offset for our clients flights in Myanmar worth \$10,625 supporting an improved cookstoves project.

OPT FOR CARBON NEUTRAL HOLIDAYS



TRANSPORT



TOURING



ACCOMMODATION



FLIGHTS

We believe that we all have a responsibility to fight climate change. As a company committed to environmental responsibility and leadership we are offsetting our carbon by supporting projects to reduce carbon emissions in Asia, such as planting trees and promoting greener energy.

We also want all of our travelers to play a role by offsetting the carbon emitted during their 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. We offer your guests the possibility to support projects that will positively impact our climate, while at the same time planting trees in Asia.

It only costs \$1.50 per person per day!

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

117 Tour guides and 5 drivers trained on Responsible Tourism & tips to travelers

HOTEL ASSESSMENT



25 hotels assessed on Sustainability criteria

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

COMMITMENT



32 Sustainability addendum signed by our suppliers
Our addendum includes:

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





RESPONSIBLE HOTELS IN MYANMAR

Rose Garden,
Yangon



Novotel Max,
Yangon



Sule Shangri La,
Yangon



Viewpoint Eco
Lodge, Inle



Sanctum, Inle



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. In Myanmar, we have total of 44 Responsible Experiences.

Carbon friendly



Cultural interaction



Social Impact



Making a Difference



Local Benefits



More information [here!](#)

MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

\$3,000 donated to Ah Lett Chaung Clinic & Maung Sway Library to continue the project from previous year.





NEW RESPONSIBLE PRODUCTS 2019

BAGAN FAMILY TREASURE HUNT



Explore the temples of Bagan in a way that's fun for the whole family. Ride around on e-scooters, find pieces of the puzzle and discover a prize at the end, like the famous 'Escape Rooms'. Discover hidden spots between the famous temples, meet interesting locals and let the children become artists of their own adventure.



CYCLING SYRIAM



Explore the sleepy town of Syriam on the outskirts of Yangon by bicycle. After a morning of riding through the countryside stop at a traditional movie garden for a replenishing lunch break. Experience an exciting mix of road and off-road trails with the chance to meet locals making pottery and tofu before taking a boat to an island pagoda.



YANGON FARM TO TABLE



Escape from bustling Yangon to visit a small organic farm in the quiet suburban area of the city. Begin the tour with a walk around the farm with an organic farming expert and try some of the fresh produce. Then sit down at the farm's comfortable outdoor dining area for a delicious organic lunch cooked with ingredients from the farm.



TRAIN RIDE FROM THA YE ZAY TO MARBLE HILL



Go on a truly local sightseeing experience on the outskirts of Mandalay. Enjoy the gentle pace of travel while riding on the local slow train boarding at Tha Ye Zay station and alighting at Madaya, a lively township on the outskirts of Mandalay. Explore a remarkable marble stone carving village near Sakyin Hill and visit interesting local workshops to observe the unique carving process. .



RESPONSIBLE CSR ACTIVITIES

"Dermatology for All"



In 2019, this is the 4th journey of Bioderma Laboratory to Myanmar for the project "Dermatology for All". Since 2017, they have been offering free consultations and treatments in remote villages in Myanmar by collaboration with EXO Travel.

A total of over 2,800 patients from Inle, Taunggyi, Bagan and Pyin Oo Lwin got the dermatological care in December 2019. Scabies, ringworm, eczema and vitiligo were mostly found during the missions. EXO Myanmar involved arranging all logistics of the trip, permissions from different sectors, purchasing medicines, recruiting process of patients in each destination and presenting EXO staffs on sites to facilitate.

BIODERMA

LABORATOIRE DERMATOLOGIQUE

ABOUT

Bioderma is one of the main leading French dermo-cosmetic brands. Created in 1977, it is today among the top 10 worldwide brands in dermo-cosmetics and is present in over 100 countries. In Myanmar, Bioderma opened an affiliate structure under the name of Mintha Care Co., Ltd in Yangon in September 2017. Bioderma philosophy is as follows: Biology at the service of Dermatology.

POLICY INFLUENCING & SOCIAL COLLABORATION



BIODERMA
LABORATOIRE DERMATOLOGIQUE

ondersteuning

EXO
FOUNDATION



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

OUR TARGETS 2020



WE CARE ABOUT OUR ENVIRONMENT

- Paper - Focus on Mandalay and Bagan - Reach the same level as Yangon
- Waste - Reach below 10kg/people/year
- CO2- Ensure we offset 100% of our domestic and regional flights booked & our carbon friendly excursion

WE COMMIT TO OUR PEOPLE

- Satisfaction - At least 75% respondent to Myanmar satisfaction survey and 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

- Zero Plastic - Try to remove single-use plastic items in our operations and develop our refillable bottles initiative
- 70% of our contracted suppliers (hotels) commit to our Sustainability Addendum
- 80% of Travel Consultants know how to identify & sale sustainable options
- 100% training for guides on responsible tourism & tips for travelers
- Support top preferred hotels to become responsible

WE CARE ABOUT OUR CUSTOMERS

- 100% of Responsible options are highlighted
- Sustainability Inspections include Health & Safety standards
- Increase distribution of Tips for Responsible travels by 20%

WE SUPPORT COMMUNITY DEVELOPMENT

- 30% of sustainable purchasing at least
- Projects supported by Foundation and EXO People
- Give back - Implement activities for #EXOlovescommunities & EXO Foundation Day

POLICY INFLUENCING - SOCIAL COLLABORATION

- Develop networking on sustainability
- Certifications & awards - Apply at least one relevant award and re-certified for Travelife audit 2020