



SUSTAINABILITY REPORT -THAILAND 2019-



WE AIM TO BE
RESPONSIBLE



Since 2018, our refillable bottles initiative has been very successful with a dozen of agents signing up and more than 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.

While we still have space for improvement on single-use plastic (bubble tea!), the main objectives for 2020 will be our Travelife re-Certification, as well as an increased number of sustainable products in our portfolio. 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 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 COMMIT TO OUR PEOPLE



ENGAGEMENT

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

- Responsible gifts
- "Caring Week"
- Responsible Hotel and Excursion
- Sustainability Action Plan
- Wildlife and Biodiversity
- World Environmental Day
- EXO Foundation Day
- Sustainability for Foodies
- Bangkok Air Pollution
- Bangkok Marathon 2019
- World Cleanup Day (Bangkok)
- ChildSafe Training

AWARENESS



27 newcomers trained on Sustainability
24 informative posts on sustainability on EXO 24
2 quiz about child protection

HAPPINESS AT WORK



No. of staff in 2019: **150**
19.97% Turnover rate of our human resources
"Satisfaction at work" survey, with **98 %** 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 at Khao Yai
10 welfare committee members



Best Responsible Employees



for EXO Thailand

Tim always creates sustainability awareness in his department, through taking very practical steps such as reducing single use plastic and replacing plastic wrapped towels with washable ones. He comes to work by walking, and he is never seen using plastic bag or any kind of plastic in his daily life.



Tim Upchurch, Event Manager



**Suthanee Hongyont
Senior Travel Consultant**

Suthanee always shares her knowledge about sustainability with her colleagues, she is a great support to monitor our progresses and keep data record available to us. She participates very frequently to events/activities on sustainability and she is very committed to not using single use plastic, at lunch time you will always find her using her refillable meal set!



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, Spanish and Italian.

In 2019, **more than 7,000 booklets** were distributed only to approx. **60%** of EXO Thailand clients.

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

1,935 sheets/person/year

Bangkok: decreased 20.29%

Chiang Mai: decreased 20.19%

Phuket: decreased 44.44%

21.64% decrease compare to 2018



CARBON OFFSET

174 tons for our staff air travel

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

4,472 US\$ worth of carbon credits, supporting the Improved Cook stove Programme



ENERGY & WATER

801.34 kWh/person/year

+0.67% consumption in Bangkok

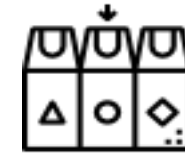
- 4.28% consumption in Chiang Mai

+ 14.27% consumption in Phuket

1.13 % decrease compare to 2018

29.85 m³/person/year

11.27% increase in water consumption compare to 2018



WASTE REDUCTION & RECYCLING

33.37 kg of waste/person/year

807.5 kg of recycled waste collected, contribute to 16.13% of all waste



TEAM EFFORT

150 staff joined

The Last Straw Challenge and banned for plastic straw and foam container in EXO Thailand office.



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.



3,296 refillable bottles given to travelers & tour guides in 2019

Glass bottles are also used to reduce the number of plastic bottles consumption in our transportation



In 2019, the number of refillable bottle distribution increased by 3 times compared to 2018



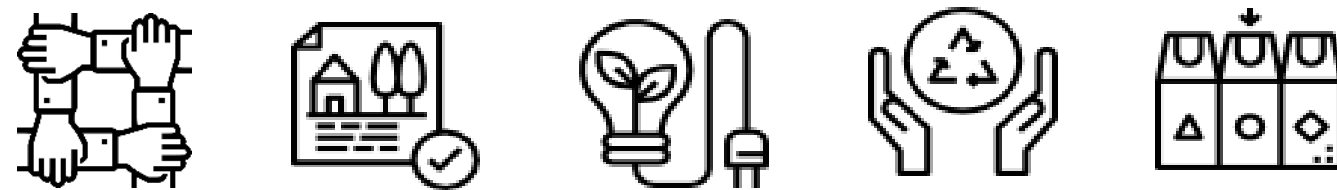
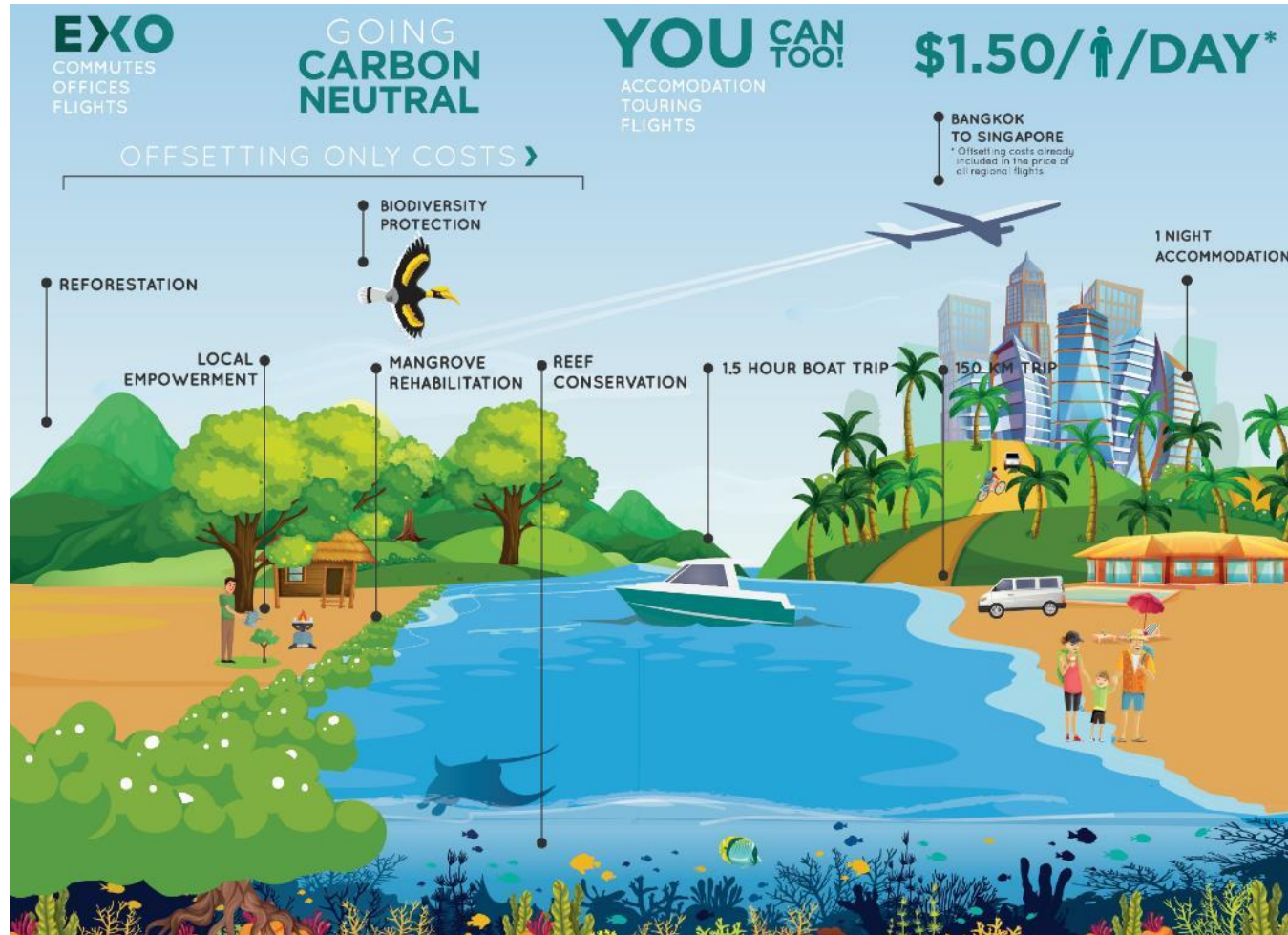
23,397 single-use plastic bottles saved
Vs
149,117 single use plastic bottles used

WE CARE ABOUT OUR CUSTOMER

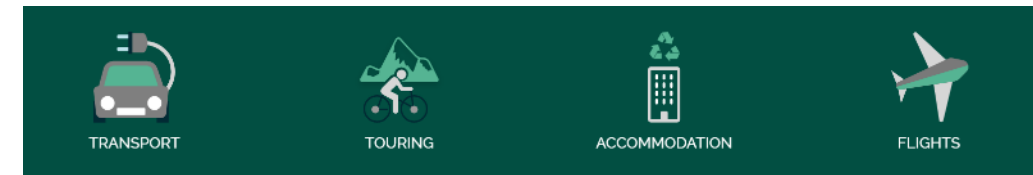
THE REFILLABLE BOTTLE

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.





CARBON NEUTRAL HOLIDAYS



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



KNOWLEDGE

132 Tour guides
and **51 drivers**
trained on
Responsible
Tourism,
ChildSafe & tips
to travelers

HOTEL ASSESSMENT



33 hotels assessed on
Sustainability criteria

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

18.38% of total room nights are
Responsible Hotels in 2019

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.

COMMITMENT



219 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 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



Akyra Tas
Sukhumvit
Bangkok



Katathani Phuket Beach
Resort



Avani+ Riverside
Bangkok Hotel



137 Pillars House



SO/ Bangkok



Como Metropolitan
Bangkok



The Siam



AETAS Lumpini



Ibis Bangkok
Riverside Hotel



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 Thailand, we have total of 58 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

\$5,000 donated to Childsafe Thailand for disseminating childsafe advice in communities in Chiang Mai, apply the tips & convey the message to tourists. Involve & train local people.

\$2,765 donated to Let the music flow Project to support the purchase of local instruments and cost of teachers. To promote local culture of ethnic minorities in Northern Thailand

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 2019

Discover Jungle Medicine Plants



Spend a day exploring the incredible forest of Koh Phangan with an indigenous jungle escort. With the national park covering more than half the island and filled with medicinal plants such as tumeric, galangal, pandan, and eurycome longifolia, you'll learn about the health properties of the local flora, as well as how people have survived in the jungle for hundreds of years.



Local Foodie Koh Phangan



Go on a half day tour to see the softer side of Koh Phangan and experience the simple way of life on an island. Travel by songtaew to visit a local market, get to know the locals and local produce and end the day with a hands-on cooking experience.

Treasure Hunt & The Golden Mountain



Get to know bustling Bangkok in a different way on a treasure hunt through the city's historical sites and neighborhoods. Search for objects, crack codes and complete missions while visiting the Golden Mountain and local communities.



A Taste of Nature and Culture in Doi Inthanon



Venture off the hills of Chiang Mai to Doi Inthanon National Park and spend a day in nature, tasting authentic food and getting to know local life and culture. Learn about the royal projects of King Rama IX that help create sustainable agriculture for the local communities.

POLICY INFLUENCING SOCIAL COLLABORATION

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



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.



PUBLICATION

"CHILDSAFE in Community-based Tourism associations"



OUR TARGETS 2020



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.
- **Sustainability workshop** conduct to all staffs to ensure their understanding and able to comply the New Responsible Travel Policy with their tasks
- **Knowledge sharing** on Sustainability (EXO24, Training, Games, Quiz, Activities)

WE CARE ABOUT OUR ENVIRONMENT

- **Paper** - Monitoring Consumption per Department
- **CO2** - Ensure we offset 100% of our domestic & regional flights booked & our carbon friendly excursions

WE INVOLVE OUR SUPPLY CHAIN

- **Zero Plastic** - Try to remove single-use plastic items in our operations and develop our refillable bottles initiative
- **Be Responsible** - Support top preferred hotels to become responsible, and increase the number of responsible hotel
- **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.
- Over 70% 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 re-certified for Travelife audit 2020
- **Networking/ events** - Create at least 1 project with PATA working group