



SUSTAINABILITY REPORT

- Malaysia 2019 -




**WE AIM TO BE
RESPONSIBLE**



Since a few years, we had already implemented recycling practices, done beach clean-up and also started to make eco-bricks at the office.

But 2019 has been a key year in terms of sustainability as it has been our year of engagement into Travelife certification process. We have built up a sustainability team who has mobilized us around many awareness events all year long and raised awareness about eco-habits. We have trained our whole team starting from the induction period about sustainability and responsible tourism principles. We have campaigned towards all our main hotel partners about sustainability commitment. At the company-wise, this year was also crucial with the launch of the carbon-neutral holidays programs offering our guests to offset their entire holidays through a forest conservation and mangrove reforestation projects. After our Travelife audit in February, the three main sustainability goals for 2020 will be to increase the use of reusable bottles for our travelers, to wider the range of responsible products that we offer by, among other, developing more products benefiting to local communities and to monitor the satisfaction of our clients regarding sustainability of their trips through our new e-feedback form. Looking forward to these new achievements!

- EXO Malaysia Team



HOW SUSTAINABILITY WORKS AT EXO



EXO Malaysia Sustainability Team



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, Indonesia, Laos, Myanmar, Thailand and Vietnam, Malaysia, 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 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 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.



ZERO PAPER

611 sheets/person/year in Malaysia

51.63 sheets/person/month in Kota Kinabalu office

73.5 sheets/person/month in Kuala Lumpur office



CARBON OFFSET

30.45 tonnes of carbon offset for the staff flights

517.63 US\$ worth of carbon credits

Base: 46 staff in Kota Kinabalu
17 in Kuala Lumpur



LOW ENERGY

957 kwh/person/year in Malaysia

1109.59 kwh/person/year in Kota Kinabalu

740.5 kwh/person/year in Kuala Lumpur office

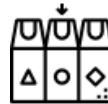


GO RECYCLING

2.14 kg/person/year in Malaysia

2.89 kg/person/year of recyclable waste in Kota Kinabalu

0.11 kg/person/year of recyclable waste in Kuala Lumpur



REDUCING WASTE

7.8 kg/person/year in Malaysia

7.58 kg/person/year of non recyclable waste in Kota Kinabalu

8.45 kg/person/year of non recyclable waste in Kuala Lumpur



WE ARE AN ETHICAL COMPANY



KNOWLEDGE

- 4 First aid trainers
- 3 trainee students
- 63 EXO Malaysia staff trained for Sustainability introduction
- 12 newcomers trained on Sustainability
- 4 Sustainability Newsletters issued
- 1 EXO Academy workshop about overtourism

Sustainability Board for latest sustainability issues & knowledge

HAPPINESS AT WORK



- 12% Turnover rate of our human resources
- 1 Survey on "Satisfaction at work"
- Improvement of the insurance system (advances by staff not needed anymore)
- One weekly dance with staff



WE ARE AN ETHICAL COMPANY



ENGAGEMENT

13 Sustainability Team members gathering regularly to brainstorm, engage their team members, organizing awareness talks, etc.

40 employees engaged in The **Plastic Free July**

All staff were given free reusable lunch boxes and were campaigning together with their departments against single-use plastics

2 Mangrove Cleaning with **Sabah Wetlands Society** including guides and EXO Malaysia staffs

EXO Foundation Day

- 1 talk in kota Kinabalu from Upcycle Sabah

- Massages for all staff in Kota Kinabalu and Kuala Lumpur by the therapists of the blind massages association

- Catering provided by an association of single mothers

WWF Awareness Talk regarding reforestation and wildlife poaching





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 recently translated to Italian by EXO Malaysia team.

DISTRIBUTION

Starting in early 2020, EXO Malaysia has officially started to distribute the booklets for their clients.



English



Spanish



French



Italian

WE INSPIRE OUR CUSTOMERS

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.



42 tour guides & drivers were trained regarding EXO's refillable bottle initiative



158 refillable bottles given to travelers specifically for FAM Trip, groups series, and Audley Travel FIT as of 2019
Vehicles are equipped with gallons of water using deposit system and water pumps for the guests to refill their bottles



3,160 single-use plastic bottles saved
But still 54,129 plastic bottles distributed

WE 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.



KNOWLEDGE

42 Tour guides trained on Responsible Tourism, First Aid & Childsafe Training



COMMITMENT

38 Sustainability addendum signed by our suppliers
Our addendum includes:

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



HOTEL ASSESSMENT

15 hotels assessed on Sustainability criteria

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

12% of room nights at responsible hotels



EXPERIENCES

19 experiences are listed as Responsible against our classification

- 5 Cultural Interaction
- 1 Social Impact
- 1 Make A Difference
- 1 Locals Benefit
- **13** Carbon Friendly



RESPONSIBLE HOTELS IN MALAYSIA

		
Sukau Rainforest Lodge	★★★	★★★
The Datai Langkawi	★★★	★★★
Traders Hotel	★★★	★★★
Pullman Kuala Lumpur	★★★	★★★
Gayana Marine Resort	★★★	★★★
Gaya Island Resort	★★★	★★★
Shangri-La Tg Aru	★★★	★★★

The Datai



Eco-Friendly

★★★



Socially Aware

★★★

Nestled in the heart of a 10-million-year-old rainforest, The Datai Langkawi is a captivating destination resort that blends into its natural surroundings. Their Datai Pledge programme with activities developed in conjunction with their NGO partners has been devised to benefit the welfare of the fauna, flora, natural ecosystems and communities within Langkawi.





WE STRIVE FOR COMMUNITY BENEFITS



GIVING BACK

100% of our gifts are:

Either sourced from local communities or single mothers association

And/or organic products

Or reusable products aiming to reduce waste.



RESPONSIBLE CSR ACTIVITIES

A French MICE group of 30 people did a mangrove tour followed by an awareness talk and a beach clean up.

This project was led in collaboration with Trash Heroes Langkawi, an NGO very active in organizing clean-up and in campaigning against plastic waste in South East Asia.

The group even sponsored extra workforce as well as the rent of a boat for one more day to finish collecting and bringing back the trash!

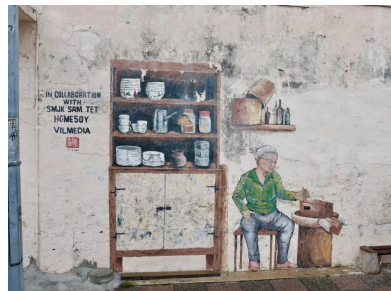


NEW RESPONSIBLE PRODUCTS 2019

IPOH HERITAGE WALK



Leisurely stroll around the compact and historic old town area of Ipoh. The walk is about 4 miles long but you can extend or shorten it depending on your energy levels and will take in several notable historical landmarks around the city. Finish the walking trail at the vibrant concubine lane which is home to the best antiques in Ipoh and fantastic architecture.



SUKAU RIVER HOMESTAY



Run by locals since 1998 and centred in Sukau, Bam, was the Programme-Coordinator of Hutan-Kinabatangan Orangutan Conservation Programme and his homestay has grown holistically alongside his passion for wildlife and environmental issues. This is reflected in the programmes offered which will ingrain your participation in conservation and expand your knowledge of the local community.



KINABALU VILLAGE CYCLING



Experience a more authentic side of Borneo with a guided bike tour. Cross over hanging suspension bridges used by the locals to travel from village to village. Take a rest in a local house inhabited by the Dusun people. Enjoy a light snack while hearing about their traditional culture and ways of life. Learn about the processes of traditional rubber tapping.



ANCIENT ART OF SONGKET WEAVING



Tanoti is a community of women weavers dedicated towards the preservation of the heritage craft of songket weaving. At Tanoti, they strive to ensure that songket survives as a symbol of heritage, culture and identity. All Tanoti pieces are produced by hand using the ancient technique of songket or supplementary weft weaving by artisans at Tanoti House in Kuching.



POLICY INFLUENCING & SOCIAL COLLABORATION

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



TALKS & SEMINARS

GSTC Conference - Sustainability at EXO Travel Malaysia

BORNEO TOURISM INSTITUTE - Workshop on sustainability tourism with GSTC & AEN



COLLABORATIONS & NETWORKS

Trash Hero Annual Meeting

Agreement about Belum Temenggor Project 2020
To implement a waste collection in Belum area

Training about Sustainable Tourism by our Adventure Manager for CBT Projects in Tamparuli in collaboration with Sabah Tourism Board and Universiti Malaysia Sabah

OUR TARGETS 2020



WE CARE ABOUT THE PLANET

- Paper - Maintain below 700 sheet/people/year
- Reduce waste by 10%
- Improve toxic waste collection
- Engage EXO Malaysia staff for most sustainable practices
- Sharing knowledge on sustainability (training, quiz, games, activities etc.)

WE ARE AN ETHICAL COMPANY

- Improve staffs well being
- More effective sustainability news to EXO Malaysia people
- HR encourage proactively the employment of disabled people
- Organize more sustainability activities for KUL office

WE DRIVE POSITIVE CHANGE

- Refillable Bottle Project – at least 3 more agents engaged, saving 10,000 single use plastic bottles
- 100% of Travel Consultants know how to identify & sale sustainable options and Carbon Neutral Holidays
- 70% of our Top 50 Hotels has been assessed based on sustainability criteria
- 70% of our hotels are committed to EXO sustainability addendum
- Our top small hotels are invited to our sustainability workshop
- Guides start providing sustainability feedback through questionnaire

WE INSPIRE OUR CUSTOMERS

- Ensure the distribution of Tips for Responsible travels to clients
- We analyze the sustainability feedback of our clients and take corrective measures
- Guides are trained and able to share about sustainability information and EXO Responsible Travel Policy

WE STRIVE FOR COMMUNITY BENEFITS

- Increase of the number of responsible products especially local benefits, social impact and make a difference tours and activities
- Responsible tours and experiences are assessed relevantly

POLICY INFLUENCING - SOCIAL COLLABORATION

- Collaborate with competitors and relevant local bodies to improve sustainability practices