

SUSTAINABILITY REPORT

VIETNAM 2019



WE AIM TO BE RESPONSIBLE

Leading the way – 2019 was a year with many big achievements that we are very proud of. We continue to make outstanding advancements as a DMC in Sustainability, walking the talk in Vietnam's tourism industry and inviting many others to follow us. Our responsible efforts and actions were assessed by Travelife for the third time, with remarkable feedback and many great recommendations to continue being the front-runners in responsible tourism in Asia.

Plastic-Offset– EXO Vietnam is the 1st destination to step up with this great initiative. No more single-use plastics are welcomed into our offices, proving ourselves and the rest that **Yes, We Can!**

EXO Loves Communities – Vietnam's communities have their own unique character and charm and we love celebrating it. This year, EXO Foundation supported a big project that gives back to our communities: A Walk To Remember, a CBT project in Central Vietnam. The Sustainability team will continue to act as a helping hand to this community in Ky Anh and make this project visible to all our travelers!

Carbon Neutral Holidays - We continue to push our efforts when it comes to giving back to the planet. Now, we give others the opportunity to do so too by offsetting their holidays.

We look forward – Having revised our Responsible Travel Policy, reducing it from 7 to 5 pillars, will help us provide a stronger guidance to our responsible actions for the upcoming years. We are certain that we will overcome 2020 and the challenges that are ahead of us because we are a strong, dedicated **ONE EXO**.

EXO Travel Vietnam

SUSTAINABILITY IN ACTIONS AT EXO

SUSTAINABILITY COORDINATORS

In eight of EXO destinations (Cambodia, Indonesia, Laos, Myanmar, Thailand, Malaysia, 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.



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.

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](#)



Click [HERE](#) to learn more about our projects.



SUSTAINABILITY AT EXO VIETNAM



ON
EXO



ChildSafe Training

48 employees joined ChildSafe trainings in Da Nang, Hanoi and Saigon, with an average knowledge increase of 42% in comparison to before their training!

Now available:
[ChildSafe Online On-Boarding!](#)
And our **EXO Children Protection Policy** [here](#).



Most Responsible Employees 2019

Lorena Jimenez Vidal - Spanish Customer Care Representative
Pham Ha My - Tour Operator
Do Thi Diem Khanh - Sustainability Executive

All three winners...

Did not bring single-use plastics into our offices

Participated in all the responsible activities and awareness campaigns of 2019

Have mastered the skills of separating waste in our offices and home

Chose only responsible and eco-friendly gifts for our clients

Guided their teams to follow the responsible initiatives at EXO

EXO FOUNDATION DAY

27th September was a day in which all of our EXO offices celebrated EXO Foundation's work towards the environment and our communities. This is how our **212 employees** in EXO Vietnam celebrated:

Hanoi - Built a playground made out of recycled materials for the future generations to use, in partnership with **ThinkPlaygrounds**

Saigon - Listened to the Vietnamese unprivileged youth from **La Boulangerie Francaise**, vocational center, share their stories, and finish by doing art that creates awareness on wildlife through the help of **CHANGEVN**

Da Nang - Visited one of **Reform's Center** to learn about the many utilities of plastic waste and all we can do with it



WE COMMIT TO OUR PEOPLE



ENGAGEMENT



30+ Sustainability Team members
\$111 was collected from our **Plastic Offset** funds in our offices, resulting in a more responsible behavior from all of us when it comes to plastic consumption.
Hear Us Now - Sign Language Workshop + lunch served by visually impaired people
Team Cycling and visit Thien Duong cave at Van Long-Ninh Binh - EXO Hanoi
LP4Y - Company Visit to EXO Hanoi office where they learned about the many opportunities in the tourism industry.



AWARENESS



30 newcomers trained on Sustainability
113 Inbound staff trained on responsible products
4 Sustainability Newsletters shared on EXO24
4 Sharing knowledge sessions on:
- Benefits of vegetarian lifestyle
- Ethnic communities
- Preventive Healthcare
- Learning Sign Language
1 quiz about carbon footprint



HAPPINESS AT WORK

We surveyed our **employees satisfaction at work** and we have rolled out new exciting initiatives to further improve the work environment such as: One EXOVN, flexible working hours, flexible workplace, Thank God It's Friday Initiative!



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

1,262 sheets/person/year

105 sheets/person/month

-33% decrease = \$130 saved compared to 2018

1 tree saved!

(Saigon: - 2% / Hanoi: - 8%)

66% decrease since 2013 in SGN

52% decrease since 2013 in HAN



CARBON OFFSET

625 tones of carbon offset for both our clients and staff.

- **30.20 tones** for staff
- **595 tones** for clients

14,396 US\$ worth of carbon credits, supporting the Laos Improved Cookstove Programme



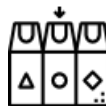
LOW ENERGY

1,227.6 kWh/person/year

+8% consumption in HAN

+3% consumption in SGN

7% decrease since 2014



WASTE REDUCTION

4,73 kg/person/year of non recyclable waste

Saigon: - **32%** = **5,14 kg/person/year**

Hanoi: **+20%** = **3.52 kg/person/year**

160kg of e-waste collected and donated to Vietnam Recycles

Target below 10 kg/person/year reached!

160kg of recycled waste



TEAM EFFORT

50 staff joined **The Noplasticvember Challenge**

33% of single-use plastic reduction per week!

CARBON NEUTRAL HOLIDAYS



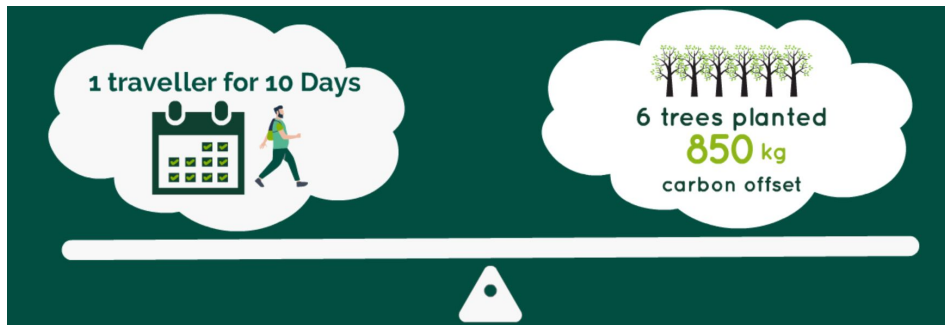
We believe that we all have a responsibility to fight climate change. We did our part by offsetting all our staffs' flights and clients' regional flights and now we invite all our travelers to play a role too by offsetting the carbon emitted during their holidays.

By partnering with experts in the carbon market, we have developed a measurement system to calculate the average carbon footprint of the activities that our travelers partake in during their holidays. Now, at the time of booking a trip, clients can choose to upgrade their holiday and go carbon neutral.

All funds will go to environmental projects in Asia that focus in reforestation, biodiversity protection, reef conservation, local empowerment and mangrove rehabilitation. We believe that together we can generate a positive impact in the region!

YES, WE CAN!

EXO MAKES A STEP FURTHER IN FIGHTING CLIMATE CHANGE BY PROMOTING CARBON NEUTRAL HOLIDAYS



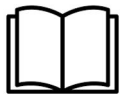
It only costs \$1.50 per person per day!

How is EXO calculating the carbon footprint?

By using these 4 indicators:

Transport - Touring - Accommodation - Flights

NEW LOOK: TIPS FOR RESPONSIBLE TRAVELS



Sharing Knowledge

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, Spanish, French and now Italian!

In 2019, **1265** booklets were distributed to EXO clients, which represents **2.71%** of travelers in Vietnam and additionally we have started to distribute online versions of our Tips.

ZERO WASTE VIETNAM



SINGLE-USE PLASTIC OFFSET OFFICE

This year, EXO Travel Vietnam became a **single-use plastic free workplace**.

All staff now get an eco set which includes a bamboo personalized bottle, with a bag to carry it everywhere, a stainless steel straw and a brush to keep it clean!

This way, there is no room for single-use plastic! However, mistakes are allowed and that is why we have a set up a basket for penalties. If one brings plastic accidentally into our office, they must pay a small fine. All funds go towards environmental causes!

YES, WE CARE!

WE CARE ABOUT OUR CUSTOMERS



THE REFILLABLE BOTTLE is an initiative led to drastically reduce the consumption of plastic bottles in the tourism industry by providing a refillable bottle to each traveler instead of single-use plastic ones.



17 travel agents participating to this initiative
132 excursion providers and hotels involved
13 car companies involved
Over 100 tour guides leading the way!



21 EXO bottle bags were distributed in Vietnam among our transportation suppliers in order to set up water stations in vehicles



4,631 refillable bottles given to travelers & tour guides - Increase of **91%** compared to 2018



231,550 single-use plastic bottles saved,
228,410 plastic bottles still used but **.50%** reduction since the beginning of the initiative's implementation!

WE INVOLVE OUR SUPPLY CHAIN

EXO Travel is being very careful when seeking for suppliers and experiences 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

107 Tour guides trained on Responsible Tourism & tips to travelers and the refillable bottle project.

Regular updates to hotels and excursion suppliers about Travelife trainings, World Clean Up Day, Sustainability Workshop by IMPACT Vietnam/EXO.



COMMITMENT

183 Sustainability addendum signed by our suppliers, **80%** of our **top 20 selling** hotels signed.

Our addendum includes:

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



HOTEL ASSESSMENT

96 hotels assessed on Sustainability criteria since 2016.

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

32% of room nights at responsible hotels.

29,318 travelers stayed in responsible hotels, more than double **increase** since 2018!



EXPERIENCES

76 sustainable products in Vietnam:

- **56** Cultural Interaction
- **7** Social Impact
- **5** Make A Difference
- **27** Locals Benefit
- **28** Carbon Friendly

2020 Product Focus: Going Green Hoi An, Reaching Out to the Community, An Farm Hoi An, Da Nang Wildlife Experience, Cycling to Explore Local Life Along Thu Bon River.



NEW RESPONSIBLE PRODUCTS 2019

SAIGON COFFEE CULTURE & FOOD SCENE

Explore the buzzing local residential everyday lives of the locals in Saigon, and join their routines by ordering a typical Vietnamese dish and then walk around the area to observe the street eats scene. Finish by discovering an 80-year local coffee shop and warehouse to get to know the unique way of making coffee.



EXPLORE COCONUT HOMELAND IN MEKONG DELTA

Experience the many uses of coconut along the Mekong Delta where long standing cottages flourish. Cycle the backroads of the villages, meet and interact with locals and make your own coconut product.

HUE'S INNOVATIVE ART OF BAMBOO

A visit to a less-known village named Bao La where locals still keep the traditional craft from bamboo for generations. It is a perfect tour for those who seek to fully understand the heart of the Vietnamese community. It is a village regarded for the basketry weaving, and to encourage a cooperative spirit, each hamlet of the village specializes in one kind of basket weaving.











































AN FARM HOI AN

A hidden organic farm established by a nutritionist and his team. This experience is about exploring the lifestyle of farming in Hoi An, picking fresh and organic ingredients for the cooking class and learning about the Vietnamese cuisine while at the same supporting the education of local farmers.



NEW RESPONSIBLE HOTELS IN VIETNAM

Almanity Resort	 	Hilton Hanoi Opera	
Anantara Hoi An	 	Hyatt Regency	 
Anantara Mui Ne		InterContinental West Lake	 
Blue Ocean Resort		Melia Hotel	
De L'Opera M Gallery		Movenpick Hanoi	 
Four Seasons Nam Ha	 	Mia Mui Ne (Sailing Club)	 
Furama Da Nang	 	Naman Retreat	 
Fusion Maia Da Nang			

Palm Garden	
Park Hyatt Saigon	 
Pullman Da Nang	
Pullman Saigon	 
Silk Path Hotel	
Silk Sense	 
Sofitel Legend Metropole	 
The Reverie Saigon	
Victoria Hoi An	 
Victoria Mui Ne	 

WE STRIVE FOR COMMUNITY BENEFITS

CHECK OUT ALL THE
PROJECTS SUPPORTED:
www.exofoundation.org
Facebook: EXOFoundation



EXO **EXO**
TRAVEL Foundation



MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

\$500 donated to CHANGE Vietnam, environmental
NGO fighting Wildlife Crime

\$1,075 donated to An Farm Hoi An, eco organic
farming tour

\$1,900 donated to Think Playgrounds, building
public playgrounds out of recycled materials

\$5,000 donated to Ky Anh Tunnels - CBT project,
Evergreen Labs

\$459 donated to Va Va Cu Chi - supporting victims
of Agent Orange

\$20,000 donated to IECD - supporting projects in
Vietnam, Myanmar, and Thailand

\$108 donated to La Boulangerie Francaise -
vocational training center

+300 books 'Don't Waste Your Waste' donated to
local organizations focusing on environmental
awareness and education

WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT



GIVING BACK



86% of gifts for clients were purchased from social businesses or were eco-friendly produced

EXO Travel is the **#1 partner DMC** of KOTO Vocational Training Restaurants in HCMC and Hanoi



DONATIONS

114.9kg of old calendars donated to Mekong Quilt, Nguyen Dinh Chieu School, and Eye Hospital Hanoi
7 PCs, 8 screens, 2 printers, 2 scanners and 2 fax donated to Teach for Vietnam.

Over 300kg of clothing, school supplies, winter items donated to **Tu Van Chu School** in Lao Cai Province

RESPONSIBLE CSR ACTIVITIES



3 Responsible CSR Activities organized for incentive groups

50 clients involved

Medical services by 39 doctors for 2 villages in Sapa (Sin Chai and Ta Giang Phinh) for **400** people

School supplies donations to 150 students in Thao Hong Den

Plastic Fishing - Cleaning the rivers of Saigon by removing the plastic waste



EVENTS, PROJECTS & COLLABORATIONS



INNOVATING A CLEANER VIETNAM

Invited by WWF Vietnam, EXO VN General Manager Sandor Leinwand recte Rein, shared best practice examples of how to be a responsible innovative Travel company.

RMIT - Educate and share knowledgeable practices that support environmental causes in the tourism industry.

VITM- Leading Travel Fair in Vietnam invited EXO to present and discuss about the sustainability actions.



Pandanus Resort Training - EXO was invited to Pandanus Resort to communicate on the sustainable practices and actions that hotels can partake to become responsible hospitality leaders



REFILL MY BOTTLE

In 2019, more than **200** refill stations joined the App in Vietnam, that is a **54%** growth compared to 2018.
2 of our EXO offices being a part of it!



Where do we want to go?
IMPACT is currently aiming to strengthen the ChildSafe movement among the tourism industry in Vietnam further, develop sustainable standards for the cruise industry, and create more awareness on carbon offsetting possibilities.

[Stay tuned for updates and upcoming events by following us on social media!](#)

IMPACT VIETNAM 2019 EVENTS

Empowering Women

In collaboration with ASSET, a presentation to share about inspiring women in the workforce.

Sustainable Packaging in Hotels

Workshop to hotels to communicate on the sustainable and eco-friendly alternatives to hospitality packaging.

Overtourism

In collaboration with Oxalis Adventure to share about their story in being leaders of sustainable tourism.

Impact & KOTO

IMPACT invited 15 people to KOTO for a vegetarian dinner with Jimmy Pham, the founder.

ChildSafe

IMPACT came together to collaborate with ChildSafe and conduct trainings at all our offices for our staff. Moreover, we have worked towards awareness on the certification.



VIETNAM'S VISION 2020



WE CARE ABOUT OUR ENVIRONMENT

- Plastic Free Office – to be monitored monthly, funds donated to environmental NGOs twice per year.
- CO2 - “Carbon Neutral Holidays” offered to 100% of all clients
- Work with our transportation suppliers to make sure they are 100% trained with Sustainability guidelines

WE COMMIT TO OUR PEOPLE

- Sustainability Workshop organized for all departments to fully understand and apply the revised **Responsible Travel Policy** with their daily tasks
- Satisfaction survey for EXO people & at least one action to improve satisfaction and happiness
- Sustainability included in JD/KPI for employees engagement

WE INVOLVE OUR SUPPLY CHAIN

- 100% of Travel Consultants know how to implement our Carbon Neutral Holiday initiative
- Develop specific training for all responsible products (including presentations of responsible suppliers), one training for each sustainable product
- Support all preferred hotels and tour excursions to become responsible

WE CARE ABOUT OUR CUSTOMERS

- 100% of Responsible inspected options are highlighted and promoted
- Develop sustainability guidelines for cruises & boats
- Invite 100% of our current and new products to join as water stations through Refill My Bottle Initiative

WE SUPPORT COMMUNITY DEVELOPMENT

- 50% of sustainable purchasing at least
- Projects supported by Foundation and EXO People
- EXO fights single-use plastic: internally & externally
- Product focus on

POLICY INFLUENCING - SOCIAL COLLABORATION

- New Projects represented by IMPACT Vietnam:
 - Sustainability in Cruises
 - ChildSafe and RMB reinforcement