



SUSTAINABILITY REPORT

Indonesia 2019



**WE AIM TO BE
RESPONSIBLE**



In 2019 we have taken another step forward to lead our clients towards more sustainability by launching the carbon neutral holidays. We aim to work hands in hands with more and more agencies towards this path.

We have for this new carbon offsetting project partnered with two organizations in Indonesia. This will be a great way for us to support reforestation, conservation of the Indonesian forests as well as the communities relying on these ecosystems.

We have also together with our HR department strengthened the inclusion of sustainability in our missions and company culture. It was for example the first edition of the EXO Foundation Day, a time for the whole EXO team to be dedicated to a sustainable activity. We also reaffirmed our willingness to promote well being at work conducting our second employees satisfaction survey, offering wellness activities and languages classes over the year.

From the Foundation perspective, we have also supported new projects in Indonesia in Sumatra, Kalimantan, Sumba and Bali. Besides wildlife protection, we are proud to support small-scale innovative projects in the field of waste management to clean-up rivers in Bali or to recycle the plastics in areas where there was no waste collection yet.

We are also very happy to work with guides who are very committed in raising awareness about waste management in the island and leading sustainability events.

The EXO Travel team.

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](#)

WILDLIFE CODE OF CONDUCT

This year, a new code of conduct has been created and checklists per species were created for our policies to become more users-friendly.

In Indonesia and Malaysia, we have researched to strengthen our knowledge about primates and marine turtles

NEW Wildlife Code of Conducts





WE ARE AN ETHICAL COMPANY



AWARENESS



34 newcomers received a sustainability induction training
29 people attended 2 sessions tackling the topic of overtourism and discussed how it could be tackled in EXO Travel, especially regarding popular destinations in Indonesia

70 people attended a organized with Eco Bali, about the importance of waste reduction and recycling
Our **Travel Consultants** have been trained on our carbon neutral holidays option.



HAPPINESS AT WORK



1 Employee satisfaction questionnaire sent to our staff for the second time.
21,86% Human resources turnover rate (-20% compared to 2018)
33% of our Job descriptions and Key Performances Indicators included sustainability related criteria
1 EXO Academy training about Diversity awareness (Working in a multicultural environment, understanding each other...)

SUSTAINABILITY AT EXO INDONESIA



EXO FOUNDATION DAY

On September 27th, it was the first celebration of EXO Foundation day. 85 people within our Bali and Jogjakarta offices have been involved and participated to plant 1,000 mangrove trees on this day in South Bali and in Jogjakarta area.



MOST RESPONSIBLE EMPLOYEE

Eka Putri, Adventure manager

In 2018, Eka Putri was leading the women empowerment project aiming to train more female tour leaders that was internally awarded by EXO.

Our adventure manager has also been elected in 2019 as our most responsible employee for her personal and professional commitment inspiring both her relatives as her agents towards more responsible practices.



GUIDES KOMISARIA DAY

Our tour guides association which has in its ranks several environmentalists, has taken the lead to organize a rice-fields clean-up. They have also picked up trash along trekking routes together with local people.

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

656 sheets/person/year

1409 sheets/person/year, 117/person/month
556/ person per year, 46/person/month

-54% decrease



CARBON OFFSET

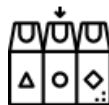
8.5 tonnes of carbon offset

145 US\$ worth of carbon credits,
supporting the Laos Improved
Cookstove Programme for staff flights



LOW ENERGY

1,165.4 kWh/person/year
1092.4/person/year in Yogyakarta
1177.3/person/year in Bali
- 14% decrease



WASTE REDUCTION

2.17 kg/person/month
2.43kg/person/month in Bali
0.72kg/person/month in Yogyakarta
+68% increase

EXO Indonesia:

Bali: 80 staff

Yogyakarta: 13 staff

CARBON NEUTRAL HOLIDAYS

2019 has been a key year for EXO in terms of carbon compensation. Step by step, over the last years we had been implementing carbon offsetting measures. First, offsetting our own flights, then the ones of our clients and finally all our internal carbon emissions.

The latest stage of this process is now to offer our clients to offset their entire trips by compensating the carbon emissions of their transport, activities and accommodations.

To do so, we have worked with carbon experts to calculate and determine the offsetting cost of our trips. Besides our partnership with Nexus for development, we have also set up a new partnership with Planvivo, an accreditation body for the offsetting projects.

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

1 traveller for 10 Days




6 trees planted
850 kg
carbon offset

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

PLANTING MANGROVE IN NORTHERN SUMATRA

We are working with a local partner to plant trees and reforest mangroves in northern Sumatra. Mangroves are amazing carbon sinks. Our partner organization is also working closely with the local communities to develop sustainable sources of incomes for the villages.

CARBON CREDITS PURCHASE & RETIREMENTS

We are supporting the Bujang Raba community in the area of Jambi in Sumatra. This forest community conservation project involves 5 villages who are responsible for the management and the protection of the forest. The project has contributed to reduce drastically illegal logging.



WE INSPIRE 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.



3 leisure agents participating to this initiative
6 adventure agents participating



1,270 refillable bottles given to travelers & tour guides -
Increase of **330%** compared to 2018



29,210 single-use plastic bottles saved

But 95435 plastic bottles distributed...

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, 56% of EXO clients received the Tips for responsible travels.



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.



COMMUNICATING OUR SUSTAINABILITY COMMITMENTS

When we contract an hotel, we advise them about our expectations in terms of responsibility. We have mandatory standards in terms of safety and sustainability that are introduced to our partners by the contracting team. This year, **45 new hotels** were briefed and committed about responsible aspects.



HOTEL ASSESSMENT

67 hotels assessed on Sustainability criteria

38 hotels identified as responsible according to EXO Standards:
37 Eco-friendly and 29 Socially Aware.

21% of room nights at responsible hotels.

6,653 travelers accomodated in responsible hotels for at least one night:



KNOWLEDGE

1 tour guide training in Lombok including responsible tourism and refillable bottles project
11 guides trained



EXPERIENCES

71 experiences are listed as Responsible against our classification

- 42 Cultural Interaction
- 11 Social Impact
- 6 Make A Difference
- 22 Locals Benefit
- **20** Carbon Friendly

WE DRIVE POSITIVE CHANGE



TOGETHER
AGAINST
PLASTIC
WASTE !



RESTAURANTS & SUSTAINABILITY

SINGLE USE PLASTIC CAMPAIGN FOR OUR RESTAURANTS

This year we launched a campaign towards our **Top 50 restaurants** partners. Through this initiative, we invited them to **ban all the single-used plastic items** from their operations (non environmentally friendly lunch boxes, plastic bags, plastic straws, etc.) and set-up a refill station and to join the **Refill My Bottle** network that we have been supporting over a few years. We have also been promoting some tools and partner organization fighting against food waste in the island of Bali.

ANIMALS AND SENSITIVE ACTIVITIES

Because we care about animals welfare, we have this year released checklists in a **new wildlife code of conduct** and worked with conservation NGOs to learn more about animals conservation and updated our conservation guidelines for turtles for example.

Besides this, our sustainability team have conducted inspections of all our **horse riding activities in Bali** to make sure all animal welfare standards are respected.

We also keep on assessing **elephants** camps. The elephant camps that were assessed two years ago were re-assessed this year in order to check the progresses that were made and if the commitments for improvement were respected. Assessment of elephant camps in Sumatra were also conducted and we are happy to offer you a **new elephants experience** contributing in elephants conservation!



Finally, we have developed a partnership with **Reef World** and campaigned to all our **diving and snorkeling suppliers** for them join the network and implement the **Green Fins Code of Conduct**, best practices to preserve our marine environment.



NEW RESPONSIBLE PRODUCTS 2019



ELEPHANTS SANCTUARY IN SUMATRA



Visit an elephant sanctuary in Sumatra. You will be able to see in the morning together with the team to go and walk with the elephants. You will also be able to discover all the plants and the wildlife of the area. The place is not very touristy. If you are very passionate about animals and keen to give up comfort for a very authentic experience, we invite you to spend 3 days there!

SUMBA NATURE DELIGHT



Explore many of Sumba's pristine beaches and take the chance to enjoy water activities and the amazing views. Visit the many different types of Sumbanese homes and learn all about the unique architecture. Support sustainable tourism. Be part of a project Sumba Hospitality Foundation, a vocational school that train young Sumbanese people to hospitality jobs for free.



MANGROVE PLANTING IN SOUTH BALI



Take a few hours for a mangrove planting experience in South Bali. You will meet with a small local organization that works for mangrove planting and restoration. Learn also about these plants that are amazing carbon sinks.



UBUD WELLNESS JOURNEY


























































Retreat to health and relaxation in Ubud, Bali's wellness capital. Start the day with a morning yoga class to centre the mind and soul before discovering an organic garden at Mambal Village. Learn how to cook traditional Balinese dishes using these organic ingredients before completing this wellness journey with a 60-minute massage.



NEW RESPONSIBLE HOTELS IN INDONESIA

21% of our Room Nights are in responsible hotels

The Phoenix hotel Jogjakata	  ★★	Sanak Retreat Bali	  ★★★	The Samaya Seminyak	  ★★
SwissBel Resort Watu Jimbar	  ★	Belmond Jimbaran Puri	 ★★	Fairmont Sanur	  ★★
Bhuwana Ubud Hotel	 ★★	Alila Villas Uluwatu	  ★★★	Plataran Menjangan Resort and Spa	  ★★★
Melia Bali	  ★★	Alila Seminyak	  ★★★★	Blue Karma Ubud	 ★
Intercontinental Bali Resort	  ★★	Alila Ubud	  ★★★★	Munduk Modling Plantation	  ★★★
The Pavilions sanur	  ★★	Mahamaya Boutique Resort	 ★	Four Seasons Jimbaran	 ★
The Lovina Bali	  ★★	Alaya Resort Ubud	  ★	St Regis Bali	 ★★
Wapa Di Ume	  ★	The Menjangan	  ★★★★	Novotel Bali Benoa	  ★
Waka Gangga	  ★★	The Oberoi Bali	  ★★	Sens Hotel Resorts and Spa Ubud	  ★★
Puri Dajuma	  ★★★★	Naya Gawana	  ★	Tugu Lombok	 ★
Menjangan Dynasty	 ★	Puri Lumbung	  ★	Bali taman Lovina	 ★
				Nusabay Menjangan	 ★★
				Mana Earth Ubud	  ★★★★

WE STRIVE FOR COMMUNITY BENEFITS

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



EXO TRAVEL **EXO** Foundation



MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

5,000\$ allocated to Ocean Kita project with Green School

For a trawl to be installed in the river to catch the waste debris and to run an educational school around this project. By the Green school to their students and surrounding local schools. By us towards our hotels.

5,000\$ allocated to Sumba Bisa

To buy a shredder machine and renovate a building. It was the start of a project aiming to collect plastic waste and to recycle into roads.

5,000\$ allocated to Kalaweit

For them to convert 3 hectares of lands of Kalimantan into a forest reserve

One baby One Tree

For each baby born at EXO, we plant one tree in partnership with Bali Hijau Lestari

Sidemen local Clean-up with the Guides Komisariat

EXO Foundation Day organization of several activities for EXO people.



OUR TARGETS 2020



WE ARE AN ETHICAL COMPANY

- 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

WE DRIVE POSITIVE CHANGE

- Engage our partner agencies to report and run sustainability projects relevant to their destinations
- Inspire our hotels to be more responsible
- All our sales teams are trained about sustainability and the carbon neutral holidays option
- Continue inspecting hotels based on sustainability criteria

WE INSPIRE OUR CUSTOMERS

- Offer automatically responsible travel choices to at least 50% of our clients (hotels, experiences, carbon offsetting, donations to local projects)
- Engage 2 more agents in refillable bottles

WE STRIVE FOR COMMUNITY BENEFITS

- Develop more products that have a social impact or local benefits
- Increase the sales of our responsible products
- Edit and distribute the book 'Don't waste my waste'

WE CARE ABOUT THE PLANET

- Reduce the waste at the office
- Protect wildlife & flora through our tours/experiences by ensuring our suppliers follow our guidelines and monitoring closely our donations towards conservation