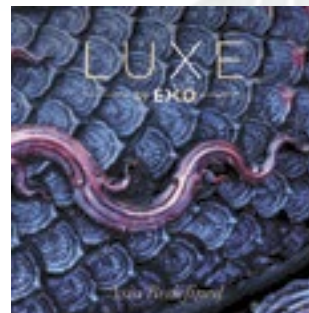


## CHECK OUT OUR BROCHURES



To learn more about the exciting products we have to offer, be sure to check out our Proguide brochure which highlights our classic EXO products, our Events brochure which showcases our MICE activities, our Adventure brochure which is all about off-the beaten-path travel and our LUXE brochure which is all about inimitable travel experiences to a specialist clientele. Either ask your sales managers to send you a hard copy, or more conveniently, check it out on our website by scanning the QR code here.



**EXO**  
TRAVEL

[www.exotravel.com](http://www.exotravel.com)

› VIETNAM THAILAND CAMBODIA LAOS MYANMAR INDONESIA JAPAN CHINA MALAYSIA SINGAPORE

THE SUSTAINABILITY GUIDE 2018 - 2019

EXPERIENCE OUR ASIA

**EXO**  
TRAVEL

# *Sustainability Guide*

2018-2019

**EXO**  
Foundation





# WE AIM TO BE RESPONSIBLE



Over the past year EXO Travel has made several exciting commitments toward sustainability. We aim to challenge ourselves and to continuously improve our contribution to responsible tourism.

Since achieving our first Travelife certification in 2015, EXO Travel has based its sustainability agenda on their requirements, which are officially accredited by the Global Sustainable Tourism Council (GSTC). Meeting the highest standards in the industry, this certification is a great recognition of our sustainability efforts.

In 2018, we completed four Travelife audits, with Indonesia becoming our 6th certified destination. It is our hope and expectation that 2019 will see the addition of two more Travelife-certified EXO destinations: Malaysia and Japan.

We are constantly developing solutions to ensure a greater positive impact on the destinations that we operate in. Some examples include an initiative to tackle plastic waste, further commitments to our ambitious carbon offsetting program and a new responsible travel rating system empowering agents to choose responsible experiences & short tours. Our team of dedicated sustainability coordinators help to ensure the full adoption of our Responsible Travel Policy across both

our company and our supply chain. This policy is defined by seven main pillars:

**WE COMMIT TO OUR PEOPLE**  
**WE CARE ABOUT THE ENVIRONMENT**  
**WE CARE ABOUT OUR GUESTS**  
**WE INVOLVE OUR SUPPLY CHAIN**  
**WE RESPECT HUMAN RIGHTS**  
**WE FIGHT AGAINST CORRUPTION**  
**WE SUPPORT COMMUNITY DEVELOPMENT & INVOLVEMENT**

To ensure consistent adoption of these pillars, they conduct training and awareness campaigns, identify responsible products and assess our suppliers for sustainability. They also further our efforts by collaborating with other tourism operators to push our sustainability agenda throughout the industry.

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# HOW SUSTAINABILITY WORKS AT EXO



## COORDINATORS

We have dedicated sustainability coordinators in six of our EXO destinations: Vietnam, Thailand, Cambodia, Myanmar, Laos and Indonesia. They ensure that our Responsible Travel Policy is understood and well implemented. They are also the main representatives for EXO Foundation.

## SUSTAINABILITY GUIDELINES

Following the Travelife certification scheme, we have developed a set of guidelines, policies and tools to ensure that Travelife certification criteria is properly implemented in our destinations in order to optimise our positive impacts.



## GIVING BACK

We support the sustainable human, social and economic development of local communities in Asia through financial funding and support.

## PROMOTING RESPONSIBLE TOURISM

We foster initiatives that enable widespread responsible tourism principles and advise travel companies on how to become agents of positive change.

## IDENTIFYING LOCAL PROJECTS

One of the main purposes of EXO Foundation is to identify and suggest meaningful and relevant projects to support in Asia, to address the rest of region's development challenges.



EXO  
Responsible  
Travel Policy



EXO Children  
Protection  
Policy



Wildlife  
Code of  
Conduct



Ethical  
Code and  
Addendum



Tips for  
Responsible  
Travellers





# OUR SUSTAINABILITY TEAM



**Alexandra Michat**

Sustainability &  
EXO Foundation Director

With Masters degrees in International Law, Development and Cooperation, Alex combines profound expertise in microfinancing and tourism with a deep passion for sustainability while driving EXO Foundation's mission forward.



**Coralie Baudet**

Cambodia Sustainability Coordinator

Having worked with a number of NGOs and social businesses supporting causes from education, arts and underprivileged youth, Coralie leads EXO Cambodia in responsible tourism initiatives.



**Nia Klatte**

Vietnam & Laos  
Sustainability Coordinator

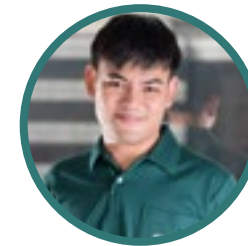
Nia's love for exploring the undiscovered coupled with her education in tourism and social anthropology gives her a deep understanding of the challenges involved with responsible tourism.



**Chloe Dumont**

Indonesia & Malaysia  
Sustainability Coordinator

Chloe first discovered Indonesia during her studies and returned in 2017 to join EXO Indonesia. Today, she is pioneering EXO Malaysia's path to its first Travelife certification.



**Passakorn Sukkasem**

Thailand Sustainability Coordinator

With a background in ecotourism and hospitality management topped with work experiences in NGOs, Passakorn drives all of EXO Thailand's responsible tourism initiatives.



**Pamela Ramirez**

Japan Sustainability Coordinator

Walking the walk when it comes to sustainability, Pamela joined EXO Japan's LUXE department in 2014 and is now working towards getting the destination successfully Travelife certified.

Vietnam and Laos Sustainability  
Coordinator



# WE CARE ABOUT THE ENVIRONMENT

EXO Travel is committed to minimising the negative environmental impacts of office operations and activities through careful management of energy and paper consumption, waste generation and carbon emissions.

## OUR CARBON FOOTPRINT

PAPER	83	TONS
ENERGY	471	TONS
WASTE	38	TONS
FLIGHTS (STAFF)	159	TONS

GLOBAL CARBON FOOTPRINT  
= 751 TONS



### ZERO PAPER = 207 TREES PER YEAR ON AVERAGE

are consumed across all our destinations.

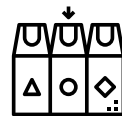
We reduce, reuse and recycle our paper and seek alternatives that allow us to reduce our consumption; especially through the development of software and new technologies in our daily work.



### LOW ENERGY 1,178 KWH/PERSON/YEAR

is the average consumption in all our destinations.

We implement various strategies to reduce our consumption, especially with regard to air conditioning, with minimum and maximum air temperature controls, automatic switch-off policy, windows sunscreen filters and more.



### GO RECYCLING 22 KG/PERSON/YEAR

is the average consumption in all our destinations.

We have sorting facilities in our offices and we encourage our employees to refuse, reuse and recycle. While we face significant challenges regarding the 'take away' habit of plastic bags in Asia, we are committed in reducing non-recyclable waste any way possible.



### CARBON OFFSET (EXO employees) 159 TONS OF CARBON EMISSIONS

offset through Nexus for Development in 2018 for EXO employees' air travel. We also support carbon compensation projects based in Asia that provide clean water filtration and improved cookstoves to locals.

514 tons of carbon offset since 2015



### 660 TREES PLANTED IN 2018

Including more than 200 trees planted within our EXO Travel Community Forest, part of a biosphere managed by **Gaia Nature Conservation** in Dong Nai, Vietnam. We also participated in the Bali Reforestation Festival and, through our partnership with them, will continue to monitor trees over a four year period.

### STOP WET WIPES DISTRIBUTION

In the past year, we've taken a bold step towards reducing our environmental footprint by committing to **stop the distribution of wet wipes during tours beginning in 2019.**

We have found that the **long-term negative impacts of wet tissues far outweigh their benefits** and that, ultimately, guest experiences and the environment as a whole are better off without them.

Wet wipes are not only **wrapped in plastic packaging**, they also contain plastic fibers which degrade into **microplastics** and pollute the environment.



### OUR PROTECTED LANDS

We recently renewed our partnership with **Wildlife Friends Foundation Thailand**. Through our partnership with them, we helped them to purchase land to facilitate the rescue of 7 elephants in 2017. Through the following year, we created one of the biggest elephant enclosures in the region at their refugee centre.

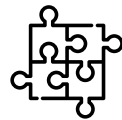
With **Friends of Sea Turtles Education & Research (FOSTER)** we adopted 100 sqm of land on Libaran Island, off the coast of Malaysian Borneo, where turtles can now safely lay their eggs.

We also facilitated the purchase of three hectares of land through our partner, **Kalaweit**, to create an expanded wildlife reserve in Supayang. Because the land is adjacent to an existing conservation center, the effective land area is maximised to preserve endangered species such as gibbons.





# WE COMMIT TO OUR PEOPLE



## ENGAGEMENT

**98** Sustainability team members engage in regular meetings and help to push our agenda. They are also involved in the organisation of team building workshops in the company. Sustainable-themed parties, celebrations, annual rewards, etc.

**263** employees took part in our Last Straw Challenge. EXO employees also create sustainability videos tackling topics such as work happiness, paper usage, waste management, lunch box challenges and also perform beach and city cleanup activities.

## HAPPINESS AT WORK

**13%** Staff turnover rate.

We conduct a 'Satisfaction at Work' survey for all destinations,

have team-building workshops, sustainable-themed parties, annual rewards and more.



## AWARENESS

**96** newcomers trained on Sustainability.

Eco-friendly workshops, quizzes, games and conferences organised throughout the year on:

- Wildlife and biodiversity
- Child protection
- Environmental protection (waste management, water crisis, etc.)

# WE CARE ABOUT OUR GUESTS

## THE REFILLABLE BOTTLE

is an initiative designed to drastically reduce the consumption of plastic bottles used in tourism by providing a refillable bottle to each traveller instead of single-use plastic ones.



**146,657** single-use plastic bottles saved in 2018. That's three times more than last year!



**5,446** refillable bottles given to travellers and tour guides. This figure has doubled from last year.



**28** travel agents are participating in this initiative. We provide refillable water bottles to their guests and ensure they are able to refill them with water throughout their travels.

**230** excursion providers, transport companies and hotels involved.

**260** tour guides leading the way!



We partnered with Refill My Bottle, a mobile app and website that shows nearby locations where guests can refill their water bottle for free or for a

minimum fee. Clients can fill up their bottles during tours and excursions at over 750 locations in 9 countries in Asia!

Additionally, the app allows guests to log their refills to know exactly how many bottles they refilled and how many single-use plastic bottles they saved. Refill My Bottle is also collaborating with other refill initiatives such as Refill Not Landfill and Luang Prabang Handle with Care to expand the network of refill stations available to travellers.







## CARBON OFFSET

### OUR LATEST ACHIEVEMENTS

In partnership with **Nexus For Development**, we now compensate for the unavoidable carbon emissions of all domestic and regional flights by guests during their travels with us.

With this bold step, we managed to offset **2,486 tonnes of carbon** in our destinations in 2018.

To accomplish this, we funded the purchase of **10,570 efficiency-improved cookstoves** supporting **57,077 people** and **avoided 73 hectares of deforestation**.



## KNOWLEDGE SHARING

### NEW LOOK FOR EXO'S RESPONSIBLE TRAVEL BOOKLET

Available in English, French and Spanish, this booklet is given for free to guests and is our best tool for promoting responsible tourism through advice and information. The booklet includes information on cultural differences, ethical issues, consumer behaviour practices, environmental guidelines and a selection of responsible restaurants and shops they can visit.

In 2018, our Tips for Responsible Travellers booklets were distributed to approximately 12% of guests handled in our six travelife certified destinations.



ENGLISH



FRENCH



SPANISH

# WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT



## OTHER SUPPORTED PROJECTS

[www.exofoundation.org](http://www.exofoundation.org)

Facebook: @EXOFoundation



## RESPONSIBLE TOURISM IN OUR BUSINESS AND OPERATIONS

An average of **63% of our gifts** are purchased from social organisations in our destinations. We also purchase widely from family-owned businesses and/or locally-made handicrafts.

We work with a vast network of non-profit organisations, both in support of our sustainability initiative and in creating responsible experiences that provide regular income to locals while allowing guests to enjoy fun, authentic activities.

Further, whenever possible, we include meals at vocational training restaurants to support not-for-profit programs and facilities.



## RESPONSIBLE ACTIVITIES FOR GROUPS

**6 responsible CSR activities** organised for incentive groups.

**634 clients involved.**

**30 bicycles** worth 3,000 USD donated to the Blue Dragon Children's Foundation, Vietnam.

**2 villages** in Sapa, Vietnam received medical support services.

**8 water filters and 2 houses** worth 7,000 USD built in rural areas in Hanoi, Vietnam.

**5 cattle** worth 2,500 USD were provided for disadvantaged families in rural Vietnam.

**24 students** partnered with Trailblazer Foundation to build 4 water wells in Siem Reap, Cambodia.



# WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT

We contribute to sustainable development goals through our responsible travel policy and our support of a wide network of non-profit organisations. With the lead of EXO Foundation in coordinating these projects, we would like to encourage our clients to join us and create an even greater positive impact.



## MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

In 2018, EXO Travel contributed  
**164,530 USD to EXO Foundation**

Additionally, EXO Group paid for EXO Foundation expenses including staff salaries, travel expenses, insurance, communications and more.

**34 different projects** have been supported through our EXO Foundation fund, accounting for 135,000 USD in contributions. We have counted on the support of other external donors to leverage our impact towards certain projects.

In each Travelife-certified country, a full-time sustainability coordinator closely monitors selected projects which can then be supported by clients looking to make a difference. To help maintain these partnerships we also offer reporting assistance.

## PROJECTS SUPPORTED BY EXO FOUNDATION



35% Climate Change  
& Conservation



30% Education  
& Training



12% Emergency  
& Health



11% Children  
Protection



8% Community-Based  
Tourism



3% Arts  
& Culture

# WE INVOLVE OUR SUPPLY CHAIN

EXO Travel carefully vets suppliers and activities for our guests. We follow our Ethical Code strictly and implement a Sustainability Suppliers Assessment Process based on the criteria below. Before working with us, we also require them to sign our Sustainability Addendum.



## COMMITMENT

**704** sustainability addendums signed by our suppliers.

Our addendum includes:

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



## HOTEL ASSESSMENT

**234** hotels assessed on sustainability criteria

**101** hotels identified as responsible according to our standards for two categories: Eco-friendly and Socially Aware.



## KNOWLEDGE

**402** tour guides trained on Responsible Tourism and Tips.

**131** people trained on first aid and Childsafe policies for guest safety and children protection in tourism.

We launched a new Eco-Guide for hospitality businesses and schools in collaboration with ASSET (Association of Southeast Asian Social Enterprises for Training in Hospitality & Catering), a network that brings together vocational training centres with a common social mission.

The new Eco-Guide provides practical, ready-to-use solutions for both hospitality businesses and training schools. The guide is available as a free PDF shared among our suppliers in order to promote responsible tourism development in all our destinations. It includes topics such as:

- What lighting is the best to save energy?
- What AC is the most environmentally friendly and saves costs at the same time?
- How to save water in the housekeeping sector?
- How to avoid soil and water pollution?
- How can I compost my food waste?

There are many more questions that get answered!



After conducting an online survey and on-site inspection focusing on sustainability, we scored hotels based on their environmental and social performance. Through these assessments, two icons (with 3 star levels) are used to highlight responsible properties on our website and in our communications.



**34% OF GUESTS STAY AT RESPONSIBLE HOTELS**



**30% OF OUR TOP 20 HOTELS ARE RESPONSIBLE**



**18% ROOM NIGHTS SPENT IN RESPONSIBLE HOTELS**



# RESPONSIBLE EXPERIENCES & TOURS

Our sustainability team has created a brand new and easy way for agents to choose and book responsible travel experiences and tours through a comprehensive and transparent rating system. There five categories help to ensure your guests' travels will leave the lightest footprints and the most positive impacts possible.

Scan and Watch me!



## CARBON FRIENDLY

These tours typically use alternatives forms of transport such as walking, trekking, hiking and cycling.

Unavoidable CO2 emission, such as when private motorised vehicles are required, are compensated for.



## SOCIAL IMPACT

Part of the price of the tour goes to a social business such as vocational training centers and local associations, or, given to a community based initiative.

These social enterprises/ businesses must contribute directly to address a social community need.



## MAKE A DIFFERENCE

A donation to a non-profit organisation is included in the price of the tour.

This donation supports:

- Wildlife and biodiversity conservation
- Arts and culture protection
- Disadvantaged people/ communities

Part of the price of the tour goes to an activity/workshop educating travellers on sustainability-related issues.



## CULTURAL INTERACTION

These tours involve the respectful interaction between guests and locals for a unique and authentic form of cultural experience that is mutually beneficial.

Learning experiences with a local expert (non-guides) provide direct revenue to families and/or individuals involved.

At least one cultural trait or know-how is shared with travellers



## LOCALS BENEFITS

At least 30% of the cost of the tour goes back to local people (excluding transport and guides). This follows the simple criteria of a 30-70% ratio.

Only EXO self-operated experiences are included, as the exact amount to accrue back to the locals is known. Third party suppliers are NOT included.



# TOP RESPONSIBLE PRODUCTS



## REACHING OUT TO THE COMMUNITY

Support a good cause while creating unique, handmade souvenirs. Spend a morning at the Reaching Out Workshop meeting with special artisans who are teach traditional arts in order to improve their lives. Join a crafting workshop and a tea ceremony session while gaining a better understanding of local culture and the life of a disabled person.



## DANANG WILDLIFE EXPERIENCE

Explore the wildlife of the Son Tra Peninsula under the guidance of wildlife conservation experts from Green Viet. Walking on the less-travelled back roads, soak up the area's stunning local flora and fauna before the top of the mountain where a stunning landscape is unveiled.



## GOING GREEN IN HOI AN

Discover Triem Tay Village, a peaceful, well-preserved village just a stone's throw away from Hoi An. Home to nearly 150 families whose livelihoods still revolve around heritage activities such as farming and weaving, this village presents the perfect opportunity to explore Vietnam's traditional side. Visit an organic farming project created by a group of volunteers to improve the standards of living of locals.



## SAIGON HISTORIC LANDMARKS AND HIDDEN CHARMS

Learn about Vietnam's cultural past from older Saigonese residents and follow up by exploring some colonial buildings and hidden corners that exemplify the local culture and the city's colourful heritage. Sit down with a local resident to hear their stories from the past. As this is a walking tour, it is carbon-neutral as well!





# TOP RESPONSIBLE PRODUCTS



## KAYAKING BANGKOK'S OLD KLONGS

Explore the hidden klongs of Bangkok by kayak and learn why Bangkok is sometimes referred to as the 'Venice of the East'. Enjoy a delicious local lunch and then embark on a leisurely paddle to visit old communities and see little-changed sides of the rapidly-developing city.



## THE MONSOON TEAHOUSE WORKSHOP

This half-day discovery program unveils the story of how aromatic and sustainable tea is grown in northern areas of Thailand. With a visit to Monsoon Teahouse, learn how the concept of 'tea grown in harmony with the forest' is integrated into their original and sustainable concept of tea production.



## A TASTE OF NATURE AND CULTURE IN DOI INTANON

Learn the secrets of Thai cuisine with a hands-on cooking class. Travel in a retro vehicle to a chef's home, don an apron and head into the kitchen. Use family recipes to prepare traditional Thai dishes and learn about the country's culinary culture while chatting to the friendly chef.



## CLASSIC CYCLING PHANGAN

Take a relaxing cycling tour of Koh Phangan to discover the livelihoods of locals. Visit coconut and rubber plantations and learn about their role in the villager's lives. Refresh with local snacks, visit a temple and learn about local herbs and their uses.





# TOP RESPONSIBLE PRODUCTS



## EASTERN CAMBODIA EXPLORER

Explore a lesser-travelled province of eastern Cambodia. From a visit to the responsible Elephant Valley Project in Monduliri and discovering the lifestyles of rural tribes in Ratanakiri to ziplining in Bousra Ecopark and giving back by planting a tree, this tour covers everything from cultural experiences to adrenaline-pumping adventure!



## REHASH TRASH WORKSHOP

A group of mothers of former street kids are making incredible and colourful products made from plastic trash! This social business is fighting two massive issues in Cambodia, the circle of poverty and plastic waste. Join these wonderful women to learn how to make a personal upcycled souvenir.



## LOCAL VILLAGE COMMUNITIES

Get a taste of rural Cambodian life. Travel by ox cart to a remote village, stopping to browse colourful markets and join farming activities. Share a meal with friendly locals and be blessed in a traditional Buddhist ceremony. Explore Tonle Sap Lake and learn about residents' unique lifestyle.



## PHNOM PENH: FROM DESPAIR TO HOPE

In only a few decades, Cambodia has risen from the depths of deep despair. While Cambodians continue to struggle under the economic repercussions of its destructive recent past, there are many signs of hope embodied by the efforts of various social enterprises and NGOs to give opportunities to disadvantaged Cambodians.





# TOP RESPONSIBLE PRODUCTS



## THE POTTERY HOUSE

Meet the Lamphet family and experience Ban Chan Village through their eyes. With a storied pottery tradition dating back centuries, the traditional way of life in Ban Chan Village is slowly fading over time. One of the goals of this tour is to help preserve this tradition by providing sustainable income to local families who teach visitors about their unique method of pottery-making in a feel-good experience that everybody benefits from.



## NAM NERN NIGHT SAFARI

The Nam Nern Night Safari is a 24-hour, boat-based tour into the core of the Nam Et-Phou Louey National Protected Area. The highlight of the trip is the nighttime wildlife-spotlighting, when long-tail boats drift down the Nam Nern River looking for wild and endangered animals. The trip is designed to support alternative livelihoods for local people and generate community support for conservation of tigers and other wildlife.



## THE LIVING LAND

Experience the life of the Lao people with an immersive visit to an organic farm. Connect with the land and the people while working in the rice paddies and vegetable gardens. Learn about traditional farming techniques and the efforts being made to promote organic farming throughout Laos. The Living Land is a community enterprise run by local people to support the children of poor farming families with their education and medical needs.



## SAFFRON RESPONSIBLE COFFEE EXCURSION

Follow a local specialist from Saffron Coffee into the world of responsible coffee in Luang Prabang. Learn all about the ways in which this 'profit-for-purpose' business reinvests its revenue to benefit Lao people. Support their work with a donation that will go into planting coffee trees and doing more good.





# TOP RESPONSIBLE PRODUCTS

# MYANMAR



## MAKE A DIFFERENCE IN YANGON

Explore Yangon's up-and-coming social enterprise scene organised by entrepreneurs committed to businesses that create positive social impacts. Discover several of the city's diverse townships on a tour that represents Yangon's many faces and benefits Myanmar's communities and culture.



## VILLAGE LIFE ON THE IRRAWADDY

Explore the outskirts of Mandalay on a journey to Hsith Village. Travel by local boat and observe a range of migratory birds and daily life along the Irrawaddy River. Learn to fish like the locals and go on a walking tour to see the unique and untouched environment of the local community.



## BAGAN BLESSINGS AND SUNSET YOGA

Get spiritual in Bagan during this afternoon tour. Participate in a traditional monk's blessing ceremony and experience first-hand an integral part of many people's lives in Myanmar. Enjoy a yoga class on a river island offering a wonderful alternative view of the temples.



## COOKING WITH CATS

Experience authentic Intha culture with a hands-on cooking class to prepare delicious dishes from Inle Lake's indigenous people. Learn about the efforts being made to preserve Intha's rich traditions and get to know rare Burmese cats, all the while supporting a vocational training centre.





# TOP RESPONSIBLE PRODUCTS



## CORAL FARMING WITH A FISHERMAN

In the Northwest of Bali, meet with a local fisherman to learn about coral reef conservation by experimenting with the biorock transplantation techniques. Learn about various coral species and the challenges now being faced in many marine ecosystems. There is also a chance to 'adopt a coral' at the end of the day and help ensure its future care.



## VILLAGES OF JOGJAKARTA

Head out on a Yogyakarta village cycling and walking tour and spend the day being immersed in the storied traditions of Java's past. Stop to admire classic Javanese architecture and meet with local artisans. Gain a better understanding of the rich cultural fabric that makes Java so incredibly unique.



## PEMUTERAN AND THE NORTH COAST

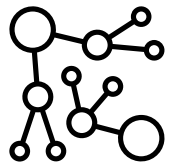
Escape from the beaten track with an insightful day tour on Bali's less touristy, more authentic north coast. Visit traditional pearl and salt farms, explore a unique Buddhist monastery and plunge underwater to see an incredible marine conservation project before wrapping up the day with a soak in sacred springs.



## BALI ECO DISCOVERY

Spend a day experiencing the remarkable wave of sustainable tourism that has swept through Bali. See incredible eco-friendly architecture, dine on delicious organic cuisine and watch students partaking in nature-based learning during this inspirational and informative Bali ecotourism day tour.





# POLICY INFLUENCING AND SOCIAL COLLABORATION

EXO Travel is involved in various organisations dedicated to tourism and sustainability.



## AWARDS



**TRAVELIFE EXCELLENCE IN SUSTAINABILITY**  
Cambodia, Vietnam, Thailand, Myanmar and Laos  
are all Travelife certified

**First certification for Indonesia**

**Virtuoso Nominee** - Nominated for the Sustainable Leadership Award

**TTG Award** - Most Sustainable Travel Company



## NETWORKS

**PATA** - CSR working group

**Travelife Elephant Camp Assessment** working group

**IMPACT Vietnam**, a network for sustainable tourism

**ASSET H&T** - network of hospitality schools in Southeast Asia

**Community Based Tourism and Myanmar Sustainable Tourism Operator Network**

**BookGreener, RefillMyBottle and DMCs Network** in Bali

**CCIFV CSR Committee** and **European Chamber of Commerce (Eurocham)** network in Vietnam and Cambodia



[illegible]

**CO2** - Ensure we offset 100% of our domestic and regional flights, as well as our carbon friendly excursions

**Satisfaction** - A response rate of at least 70% to the satisfaction survey and one lead action per destination taken to improve well being at work.

**Engage** - Include KPIs related to sustainability in all departments

**Zero plastic** - Try to remove single-use plastic items from our operations and develop our refillable bottles initiative

**Committed** - New sustainability addendum signed by 70% of our supply chain

**Expertise** - Train 100% of our Travel Consultants on our sustainability ranking system

**Knowledge** - Inspect preferred hotels and provide support on them to pass our sustainability assessment requirements

Train tour guides on responsible tourism, including ChildSafe, RefillMybottle App and more

Develop guidelines for boat assessments and sensitive excursions

Have over 80% of guests receive our EXO Responsible Travelling Tips Booklet

**Give twice** – Monitor and ensure that at least 70% of gifts are sustainably purchased

**Give back** - Implement activities for #EXOlovescommunities & EXO Foundation Day

**Certifications & awards** - Apply to sustainability-related awards and comply with Travelife certification requirements

**Networking events** - Create and be involved with networks that help tackle sustainability issues and to share best practices in sustainability



# RESPONSIBLE HOTELS BEST PRACTICES



## BLUE OCEAN RESORT, MUI NE - VIETNAM

Blue Ocean Resort prides itself on being a beautiful oasis in bustling Mui Ne. As such, the property's beach and gardens are kept beautifully clean. For this to happen, the resort strives to find solutions to environmental pollution. As the founders and driving force behind the Keep Mui Ne Nice initiative Blue Ocean Resort organises daily clean-ups on the beautiful beach and larger monthly clean-up's in the town to keep the bay clean. On top of this, they are working to reduce trash by joining the RefillMyBottle program and were the first resort in Mui Ne to switch from single use plastic water bottles to refillable glass bottles in their guest rooms. These steps are just a few of the many environmentally friendly initiatives this responsible resort has undertaken to drive sustainable tourism.



## MIA RESORT, NHA TRANG - VIETNAM

Nestled between a secluded, private beach and the breathtaking cliffs of Nha Trang this luxury five-star resort is a mere 20 minutes drive from Cam Ranh Airport or Nha Trang City. Designed with ecofriendly principles with ultimate luxury and comfort in mind the resort is a blend of contemporary living that guarantees top service in a relaxing setting.

From the Condos, Garden Villa, Beachfront or Cliff Villas to the stunning 5 bedroom Beachfront Villas, guests enjoy outstanding comfort in a setting that integrates perfectly with the natural environment. The resort actively practices sustainability with the use of a water treatment facility that reuses 100% of all waste water, an adequate waste management procedure and implements energy efficient rules. In addition, they actively participate in community clean-ups and support a number of local charities and programmes.



## CARAVELLE HOTEL, SAIGON - VIETNAM

Caravelle Saigon opened its doors in late 1959 as Saigon's first international hotel combining French and Vietnamese architecture. Today, this iconic heritage property continues to welcome visitors from across the globe.

The property's Opera Wing, built to compliment the original structure offers fantastic views over the city. Caravelle is situated across from the historic Opera House in the heart of Saigon's business, shopping and entertainment districts.

There are 335 well-appointed, non-smoking rooms and suites with complimentary Wi-Fi throughout the hotel. The hotel also has superb wine and dine venues that cater to all tastes including Nineteen Buffet Restaurant, Café de l'Opera and the historic Saigon Saigon Rooftop Bar.

In addition to its premium hospitality service, Caravelle is also an advocate of sustainable practices – it was the first hotel in Vietnam to achieve the EarthCheck Gold Certification.



## SALINDA, PHU QUOC - VIETNAM

Ever wondered why the colour of Salinda's logo is purple? Besides the vibrant yet elegant colour of summer sunsets, purple also represents the colour of sustainable economy and promotes cultural potential of goods and services. Salinda's ethos is Purple Purpose – to drive the idea that the community we live in is measured by the compassionate actions of its members.

From the sustainable design and architecture to daily operations such as saying no to plastic straws or using seed pens to replant into hummingbird trees are some examples of Salinda's sustainability efforts. In addition, every month the hotel staff will come together to clean up trash and waste around the neighbourhood. With Purple Purpose, Salinda strives to help the local community, cherish culture, and promote diversity as well as preserve the natural environment on Phu Quoc Island.







# RESPONSIBLE HOTELS BEST PRACTICES



## WHALE ISLAND RESORT, VAN PHONG BAY - VIETNAM

An idyllic tropical paradise on a small island in stunning Van Phong Bay, Whale Island is a low-key, intimate resort offering a private island experience.

Nestled among swaying coconut palms and a pristine sand beach, each of the 35 traditional-style bamboo thatched bungalows were built with the environment in mind. The rooms are non-air-condition with mosquito nets, fan and an ensuite bathroom to welcome travellers.

Guests can partake in responsible tourism activities such as snorkelling, windsurfing, kayaking, sailing and trekking on marked paths. Discover the diversity of marine life or admire the forest and mangroves and spot flora and fauna specimens from a 360-degree viewpoint. Recover the mind and soul at the onsite massage facility with our highly experienced staff in a natural environment.



## SHINTA MANI HOTELS, SIEM REAP - CAMBODIA

Shinta Mani Hotels, Cambodia's leading luxury boutique hotel group, have 3 unique Bill Bensley designed boutique properties located in the leafy French Quarter of Siem Reap between the Royal Gardens and the Old Market area, just footsteps from the river and 15 minutes from the magnificent UNESCO World Heritage Temples of Angkor Wat.

With a culture of "Open Doors, Open Hearts", Shinta Mani via its not-for-profit arm, Shinta Mani Foundation, is committed to responsible tourism through the education and development of young adults, improvement of healthcare, microfinance opportunities, sustainable farming and provision of direct assistance to the surrounding communities. A proportion of the room revenue of all Shinta Mani Hotels is donated to the Foundation to support their activities.



## BABY ELEPHANT BOUTIQUE HOTEL, SIEM REAP - CAMBODIA

Just a stone's throw away from downtown Siem Reap and Angkor Wat, Baby Elephant Boutique Hotel is an urban oasis in a truly local setting. A top-rated ethical and eco-friendly property the hotel has 25 comfortable rooms, an organic spa, tropical garden, saltwater pool, bar, and an exceptional restaurant with local and Western fare serving up an extensive range of organic vegan and wellness options. This is a perfect accommodation for groups and family travel.

The hotel is also dedicated to empowering Cambodia's emerging hospitality professionals through training and skills development opportunities and as well as supporting local artisans and artists. This mission ensures that the hotel is constantly evolving through actively supporting and featuring the work of local and regionally-based artists, artisans and musicians.



## ANANTARA ANGKOR RESORT, SIEM REAP - CAMBODIA

Anantara Angkor Resort offers boutique luxury and a gateway into the heart of Cambodia's ancient Khmer Empire. A mere five-minute drive from Siem Reap International Airport, the resort can be reached by land from Thailand, Laos or Vietnam, as well as via the Mekong River. The resort is a sanctuary for the senses and pays tribute to Khmer culture in thoughtful ways. The collection of 39 exquisite suites unfold in eight categories of between 48 and 235 square metres are designed in contemporary Cambodian style.

Their Dollar for Deeds program, where they raise funds each year for different causes, has seen Anantara Angkor Resort partner with different organisations in Cambodia to work towards – assisting rural schools, fight against sex trafficking, rehabilitation of endangered animals and providing food to the less privileged.







# RESPONSIBLE HOTELS BEST PRACTICES



## ANANTARA CHIANG MAI SERVICED SUITES - THAILAND

The best way to explore Chiang Mai's temple-filled old city, ancient Lanna Kingdom heritage, artisan villages and mountain hill tribes is from this contemporary urban living residences.

Anantara practices a strong environmental policy with regard to staff training, child protection, health and safety practices. Through their 'Dollars For Deeds' programme, the hotel matches guests donations dollarfordollar that help support foundations across Thailand. To add, the hotel has projects in place that work with local NGOs supporting the surrounding communities and has a dedicated environment team that keeps regular checks and balances in place to ensure the hotel upholds its sustainable tourism efforts.



## LUANG PRABANG VIEW HOTEL - LAOS

Over the past 6 years, Luang Prabang View Hotel has been working hard to create one of the most sustainable hotels in Laos. Its Som View Restaurant serves up a menu that is purely from its onsite garden or sourced from organic and locally grown produce. Cared for by the hotel's chief gardener, Mr. Somkiet, guests are welcome to visit the garden and learn about local herbs and vegetables.

The hotel also makes a conscious effort to use recyclables and have stopped the use of plastic bottles with refillable glass bottles. Wet waste from the kitchen is used as swine or to create compost. For example, fruit peelings are combined with molasses to create Effective Micro-Organisms that can be used to nourish the soil and used as a natural cleaning product.



## THE OBEROI BEACH RESORT, LOMBOK - INDONESIA

Just east of Bali, The Oberoi Lombok is situated on a beautiful stretch of beach overlooking Medana Bay and the spectacular Gili Islands. Its thatched-roof villas, most with private swimming pools within walled courtyards provide a sanctuary of tropical ambience that blend seamlessly with the surrounding tropical environment.

The Oberoi, Lombok balances comfort and refinement with robust sustainability practices that help to reduce the use of fresh water for gardening and creates a positive impact on the environment. Apart from that, the hotel also participates in the soap-upcycling initiative, 'Soap for Hope' to address social and environmental issues in the community. The resort's herb garden supplies fresh ingredients for the kitchen and at the same time invite guests on an enhancing experience to learn about the local produce.



## THE OBEROI BEACH RESORT, BALI - INDONESIA

The Oberoi Bali is a beautifully landscaped beachfront resort located in Bali's charming yet well-connected Seminyak. Each villa is protected by walled courtyard, most with private swimming pool, to provide a refined, private experience for the guests. Replete with a homegrown garden supplying on-site Kura Kura Restaurant and Frangipani Café with fresh, local vegetable.

The hotel is a model for sustainability. It offers engaging cultural and religious performances and provides guests with opportunities to contribute to local projects and social organisations by donating funds or purchasing locally produced handcrafted souvenirs. The hotel is proud to play a role in the legacy of turtle conservation on the island of Bali. It helps to safeguard the endangered olive ridley turtle eggs from predators by relocating the nests to a patch of sand within the hotel premises. During the annual season, they invite guests to participate in releasing the baby turtles to the sea.







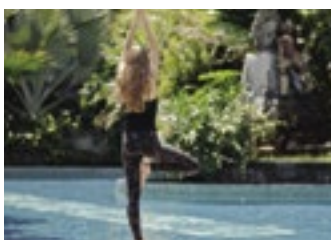
# RESPONSIBLE HOTELS BEST PRACTICES



## BHUWANA UBUD HOTEL & SPA INDONESIA

Located in the enchanting Pengosekan region of Ubud, the Bhuwana Ubud Hotel is a peaceful atmosphere, integrated with nature. Surrounded by tropical gardens, green and golden rice fields, palm trees and the soothing sound of flowing waters make a stay here truly a memorable one.

With the hotel's unique vision on living a healthy lifestyle, its wellness centre is full of fresh vegetable, fruit and even a medicinal herb garden offering guests the opportunity to discover a lifestyle inspired by local wisdom. To stay true to its vision, the hotel has several policies and green efforts including soil and water conservation, waste management, energy saving, indoor air quality, building infrastructure, land use that are based on ecological principles and a community outreach program.



## MELIA BALI - INDONESIA

Located on the shores of Nusa Dua, this beachfront resort is a unique sanctuary of exotic beauty for those who seek comfort and relaxation. The contemporary tropical architecture, bold decor and spacious gardens express the essence of Bali.

The hotel has an engaging HR policy for staff to support local charity programs and proactively communicates their environmental commitments to guests. As the first hotel in Asia to be Earthcheck Master certified, the hotel uses sustainable wood for furniture and is

involved in reducing the amount of plastic waste - the latest being a 'say 'no' to plastic straws' campaign, where they actively encourage guests to politely refuse straws.



## ST REGIS BALI RESORT - INDONESIA

Located on the pristine beach of Nusa Dua, The St. Regis Bali Resort is nestled in the heart of the Garden of Bali. Exuding beachfront elegance and understated Balinese-inspired living, the resort offers infinite panoramic ocean views and boasts a generous 9 hectares of lush gardens and a crystal blue lagoon to complement its guestrooms. The beautifully appointed 124 suites and villas welcome guests with all the comforts of a contemporary refined Balinese home with striking interiors. The resort promises culinary excellence, blissful treatments at Iridium Spa and a Children's Learning Center featuring fun-filled activities for young connoisseurs.

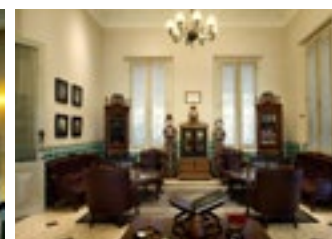
The pursuit of sustainability is important to the resort. The resort is able to reduce energy and water consumption for up to 3 – 5% annually and these sustainable efforts have been recognised and certified by many awards such as Green Hotel Awards, Earth Check Certification and many more environmental certifications.



## THE PHOENIX HOTEL, YOGYAKARTA - INDONESIA

The Phoenix Hotel Yogyakarta – MGallery by Sofitel is elegantly situated in downtown Yogyakarta where Malioboro Street is just nearby, while the world heritage Borobudur and Prambanan temples are only an hour drive. Yogyakarta's cultural heritage and picturesque settings emit a distinctive charm that seldom fails its visitor.

A private estate built in 1918, the restored property implements a number of eco-friendly policies. They have eliminated plastic water bottles and straws and have used various tools to improve water conservation and energy consumption through collecting rain water and applying energy efficient lights. In addition, they encourage guests to save energy with friendly signs all around the hotel and are constantly working towards a better sustainable future.







# RESPONSIBLE HOTELS BEST PRACTICES



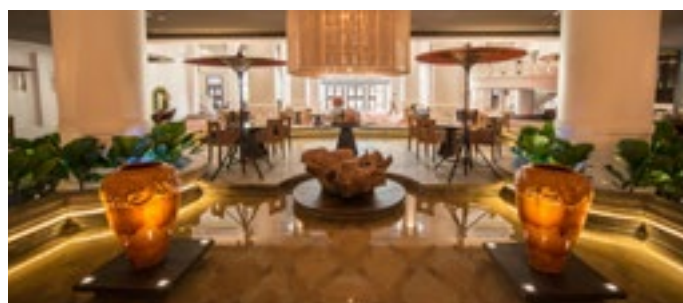
## GREEN HILL VALLEY ELEPHANT CARE CAMP, KALAW - MYANMAR

Green Hill Valley is a family run private care camp in Myanmar and it is actually a place for retired timber elephants who are no longer fit to work in timber industry. Founded in 2011 with a history of working with elephants in Myanmar Timber Enterprise (MTE) the camp operates educational and informative daily care programs for local and foreign visitors. The income provided by visitors goes directly back to the care for the elephants while at the same time ensuring an ethical approach to elephant tourism in Myanmar. The camp is also involved in a forest recovery program.



## SANCTUM INLE RESORT - MYANMAR

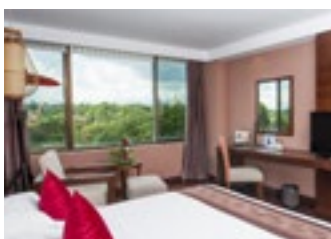
Sanctum Inle Resort inspires contemplation through its off-the-beaten-path location and architectural flourishes that invoke monastic traditions, such as Spanish-style arches and minimalist but modern room designs. With regular staff training, the hotel is dedicated in practicing and supporting projects that help preserve the natural resources of Inle Lake and displaying their strict recycling policy. The hotel has a strong focus on the use of local products, and educating the local people on the importance of natural resources and sustainable farming methods - adding a delicious local touch to Guests' meals and a stay that gives back like none other.



## ROSE GARDEN, YANGON - MYANMAR

This unique luxury property offers authentic Myanmar style along with the latest international-standard facilities and services. The Rose Garden Hotel features an elegant lobby, three restaurants, a stylish bar, five floors of exceptionally well equipped, beautifully decorated guestrooms and one of the best pools in Yangon. The hotel is located near the scenic Kandawgyi Lake and is within walking distance of the magnificent Shwedagon Pagoda.

The hotel has taken a pledge to battle plastic pollution, encouraging guests to refill water bottles at their complimentary refillable water stations, banned plastic straws and foam take-away boxes and more. The light throughout the hotel is LED-based to reduce energy usage. With a state of the art heating / cooling system which moves waste heat through boilers to pre-heat the water, and extensive recyclable plumbing, the property is one of the greenest hotels in Yangon.



## SAVOY HOTEL, YANGON - MYANMAR

Founded in 1995, the Savoy Hotel is one of Yangon's most beautiful heritage boutique hotels. The Savoy is perfectly situated, just moments from the awe inspiring Shwedagon Pagoda and the nearby Peoples Park, in a quiet and leafy residential area of Yangon, making it the perfect base for a relaxing stay or business meetings.

At the Savoy, the hotel is committed to do their part in creating a more sustainable future in the tourism industry in Myanmar. Some projects that they have implemented include the Refill Not Landfill and RecyGlo Myanmar. Employees of the hotel are also consciously reducing waste, saving electricity and offering only local products to guests.

