EXO Travel is wholeheartedly committed towards being a responsible travel company who genuinely cares about how our business impacts the people and places it touches.

EXO Foundation was created by EXO in 2011 and its role is to:

- Accompany and guide EXO Travel and its clients through selecting sustainable options.
- Directly support projects which are contributing to the sustainable development of our destinations.

“We aim to be responsible” is one of EXO 7 core values. It means we want to respect our people, our company, our world. We do our best to not waste time or resources and whenever possible try to actively improve the world we live in!
EXO SUSTAINABLE POLICIES & GUIDELINES

- EXO TRAVEL ETHICAL CODE
- Wildlife EXO Codes Of Conduct
- EXO Responsible Travel Policy
- EXO ChildSafe Policy
- EXO Sustainability Guide
- Responsible Travel Tips Booklet
OUR TRAVELIFE CERTIFICATION

✔ Travelife is the travel industry's leading international sustainability certification. It covers all aspects of the tourism supply chain from environmental issues, biodiversity and human rights to labour relations.

✔ This certification provides industry-wide standards for sustainable management, providing best practices guidance recognized by GSTC.

✔ Independent non-profit organization – based in Europe

✔ Audits every 2 years by external Sustainable Tourism consultants

✔ Certified Status for EXO Travel Myanmar, Thailand, Laos, Vietnam, Indonesia, Cambodia, Japan and Malaysia offices

- Environmental management
- Human resources
- Transportation
- Accommodations
- Excursions
- Tour guides & Tour leaders
- Destination management
- Customers relationships
✔ Assessment on where you stand and trainings for the whole team
✔ International Audit at KL and KK office in March 2020
✔ In April 2020 we received our Excellence in Sustainability Certification- first DMC in whole Malaysia
Sustainability is a continuous process, not simply a one-off action
Travelife platform provides continuous trainings and certificates
INTERNAL AWARENESS

- Sustainability trainings for all and creation of a Sustainability team
• Awareness talk by WWF
INTERNAL AWARENESS

- EXO FOUNDATION DAY: Awareness talk by Upcycle Sabah
INTERNAL AWARENESS

• EXO Foundation Day
• Plastic free July
• Eco-bricks Xmas Tree and decorations made of recycled materials
INTERNAL AWARENESS

• Reduce office waste and emissions
• Most Responsible Employee of the Year
Throughout 2019 we provided 42 tour guides with Responsible Tourism, First Aid & Childsafe Trainings:

✔ All costs covered by EXO TRAVEL
✔ One training was in KK (also for Sarawakian guides) and one in KL
✔ Awareness event: Clean-up
The ChildSafe Movement - Protecting Children Together

ChildSafe works very closely with tourism businesses, travel professionals and travelers to educate them on harmful activities, provide alternatives that have real positive impacts on communities and teach businesses, guides and travelers on the right ways to react to children at risk or in danger.

ChildSafe also provides direct lifesaving social services, trains locals on issues they may face and runs hotlines to help children and families through a network of local NGO’s in South-East Asia.

Watch this video for more information on the ChildSafe Movement.

7 Tips for Travelers

While leading a tour, you will probably see children at risk - maybe begging on the road, selling postcards or fruit at tourist sites, or be asked by travelers to visit places against EXO Travel policy such as an orphanage or a school.
EXO Foundation

EXO Travel gives $1 per traveler to EXO Foundation in order to support projects related to:

- Women’s empowerment
  - Sonas in Cambodia

- Disabilities & equal opportunities
  - OSEDC in Vietnam

- Environmental protection & conservation
  - Kalaweit in Indonesia

- Vocational training for youth
  - HTCT in Thailand
2018

**Friends of Sea Turtles Education & Research**
Libaran Island, Sabah
We also offer it as a 2D1N experience to our guests

2019

**OrangUtan Appeal**
Sepilok, Sabah
We also offer an adoption scheme to our travelers
We distribute to our travelers a booklet called Tips for responsible travels. These ‘tips for trips’ allow to minimize negative impacts of tourism while improving their experience.

What is and how to respect Asian etiquette? How can I be an eco-friendly traveler? How can I support local people & communities?

The booklet contain information on cultural differences, ethical issues, consumer behavior, environmental guidelines, and a selection of responsible restaurants and shops.

It is an attractive and convenient pocket size publication that will be received as a useful & nice gift by your clients. Free of charge this small guide will reveal itself a precious holiday companion for all. (digital versions are also available now)
CARBON OFFSETTING

Since 2018, EXO Travel offsets all the regional flights of the clients. Each year, through this program we contribute to fight against climate change.

In 2019, we launched the CARBON NEUTRAL HOLIDAYS PROGRAM (since 2021 also for hotel and transfers only at 0.50 USD/night)

For All EXISTING files traveling in 2021 will be carbon offset by EXO to show our commitment and contribute to get agents buy-in for the future!
CARBON OFFSETTING
How it is calculated

THE FUNDS WILL GO TOWARDS SUPPORTING SUSTAINABILITY PROJECTS ACROSS ASIA

HOW MUCH DOES IT COST?

OFFSETTING ONLY COSTS

- REFORESTATION
- BIODIVERSITY PROTECTION
- LOCAL EMPOWERMENT
- MANGROVE REHABILITATION
- REEF CONSERVATION

$1.50/\text{person}/\text{day}^*$

- BANGKOK TO SINGAPORE
- 150 KM TRIP
- 1 NIGHT ACCOMMODATION
- 1.5 HOUR BOAT TRIP

Nexa
for development
CARBON OFFSETTING
Purchasing Carbon Credits

Helping local households in remote areas to access clean & safe drinking water in Laos & Cambodia.

Environmentally friendly cooking solutions in Laos

Protecting forests & empowering local communities in Indonesia

Protecting biodiversity & lands in Vietnam

Planting trees in Dong Nai Community Forest (Vietnam)
Since **2016**, EXO Travel is offsetting its employees’ air travel emissions.

In **2019**, EXO Travel has become carbon neutral by offsetting the carbon footprint of its offices.

- ✔ We record all staff work trips by air and land
- ✔ We record hotel room nights for staff inspection
- ✔ We record our solid not recyclable waste at the office
- ✔ We record our electricity and water consumption at the office
- ✔ We record our office paper consumption at the office
- ✔ We record our team commuting time and distance from home to the office
RESPONSIBLE EXPERIENCES

What you can also do is minimise the carbon footprint of their holiday as much as possible.

- Booking carbon friendly activities like cycling or walking tours
- Use a train/public transport to get from city to city instead of a plane
- Take a reusable water bottle with you and use our free refill stations, so you don’t use unnecessary plastic bottles
- Book activities like planting mangrove forests

As EXO TRAVEL, we currently feature a total of 359 responsible experiences throughout our destinations of which 21 in Malaysia
RESPONSIBLE EXPERIENCES

Carbon Friendly
- Best alternatives available for transport are chosen to operate walking, trekking, hiking and cycling tours.
- CO2 compensation when private motorised vehicles are used during the tour.

Cultural Interaction
- Respectful interaction with locals such opportunities for genuine discussion between locals and travellers.
- Learning experience with a local expert (non-guided) where there is direct revenue given in exchange to families and/or individuals.
- At least one cultural trait/know-how how is shared with travellers.

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 needs.

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/community
- Part of the price of the tour goes to an activity/workshop educating travellers on sustainability related issues such as organic farming practices and more.

Local 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.
**EXO MALAYSIA**

Examples of responsible experiences

**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, Baram, 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 SONGET WEAVERING**
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.
We are strongly committed to reducing plastic waste, in order to protect our beautiful destinations. EXO Travel aim to reduce the amount of plastic consumed by travelers by 70% in 3 years.

Every traveler use in average 4 single-use plastic water bottles per day during a trip. For a 10 days trip it is at least 40 bottles per traveler and not less than 4,000 bottles for a single group of 100 people.

We want to create a responsible tourism environment and to encourage our suppliers to join us in this sustainable initiative!

Since 2018, we partner and support RefillMyBottle mobile application.

MALAYSIA NUMBERS IN 2019

- 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
RESPONSIBLE GIFTS

We have readily available a selection of gifts that give twice!

Carefully chosen by our teams, these gifts are either hand-made and/or locally produced, with eco-friendly materials.
The services or suppliers benefiting of these logos have been evaluated against our environmental criteria and/or against our social responsibility criteria and awarded a positive rating.

A comprehensive rating scheme has been created by the EXO Sustainability Team to evaluate the sustainability practices of hotels and resorts that we work with.
EXO MALAYSIA
Sustainable hotels

The mystical, beautiful island of Langkawi is located in the northern part of Peninsular Malaysia, where the Strait of Malacca meets the vast Indian Ocean. Situated 39 kilometres off the coast of Kedah, Langkawi.

Kuching

The LimeTree Hotel, a 5-storey building, is located in Kuching city centre and situated adjacent to Chinatown (Tingapore) and by the crossroads of Jalan Abel.

Kinabatangan

Sukau Rainforest Lodge was built in 1895 perched on the bank of the Kinabatangan River in Borneo, one of Asia’s most important waterways. Malaysian Borneo’s Kinabatangan River basin, filling jungle waterways and nourishing the...
EXO MALAYSIA
Sustainable hotels

Langkawi

The mystical, beautiful island of Langkawi is located in the northern part of peninsular Malaysia, where the Strait of Malacca meets the vast Indian Ocean. Situated 30 kilometers off the coast of Kuah, Langkawi.

Kota Kinabalu

Situated on an island within the protected Tun Isu Abdul Rahman Marine Park, discover a sanctuary nested in the hillsides of an ancient rainforest, with a stunning outline of Mount Kinabalu on the horizon.

Kuala Lumpur

Traders Hotel Kuala Lumpur by Shangri-La is perfectly located in the heart of Kuala Lumpur City Centre (KLCC) and offers the best panoramic view of the Petronas Twin Towers, KLCC Park and the city...

Kuching

The LimeTree Hotel, a 5-storey building, is located in Kuching city centre and situated adjacent to Chinatown (Sarawak Street) and the crossroads of Jalan Abell...

Kinabatangan

Sukau Rainforest Lodge was built in 1995, perched on the bank of the Kinabatangan River, Borneo, one of Asia's most important waterways. Malaysian Borneo's Kinabatangan River basin, filling jungle waterways and nourishing the...

Kuala Lumpur

Located in Kuala Lumpur's vibrant shopping, entertainment and central business district is The Pullman Kuala Lumpur City Centre Hotel & Residences. Building two distinctive towers that house 456 rooms and suites as well as 157 residences...

Kota Kinabalu

Located on Gaya Island’s crescent Masohi Bay off the coast of Sabah, Malaysia Borneo, Gayana Marine Resort is a picturesque destination. That straddles a balance between eco-luxury and indulgent luxury, easily accessible from the...
COVID-19 & Sustainability

CHALLENGES

- **Sharing vehicles** to reduce emissions is less attractive
- **Refillable bottles** during tours are less requested
- Use of **not-reusable masks** during tours and transfers create more waste
- **Physical distance** requirements challenges hands-on local interaction experiences
- **Less money** to sustain local projects (Operators have to survive first)
- Sharing offices challenges **sustainable practices** implementation
COVID-19 & Sustainability

**OPPORTUNITIES**

- Avoidance of over-crowded indoor places can help to **promote rural and community-based tourism**
- Time to work on **upgrading the above new trends** and on new sustainable products
- Time for **training on sustainability**
- Work on **sustainable practices** to also save money
- Rethink your **company structure** (remote work: less emissions)
- Physical distance requirements should **limit Over-Tourism**

...and you can always be generous...
We are still here...and we are responsible!

After being obliged to say goodbye to some colleagues to survive, in July 2020 we organized a computer donation for schools in remote areas of Sabah. A total of 85 pupils have been able to use some of our former PCs with basic software installed.
Thank you!