

EXO

T R A V E L

SUSTAINABILITY

OUR SUSTAINABLE COMMITMENTS



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

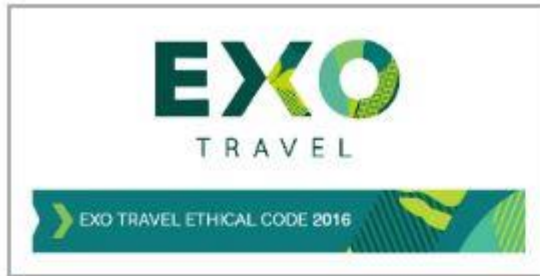
EXO Foundation was created by EXO in 2011 and its role is to:



- 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

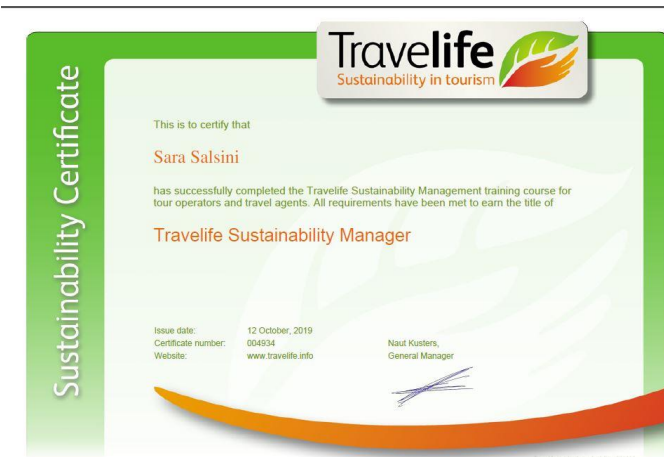
Destination
management

Customers
relationships

EXO MALAYSIA CERTIFICATION



- ✓ 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

Travelife for Tour Operators and x

travelife.info/learning/index.php?lang=en

Sara Salsini Logout

English

Travelife Sustainability in tourism

Online Courses

TRAVELIFE HOME > ONLINE COURSES

Overview

- Learning monitor
- My certificates

Learning platform

I. Training

The training is divided in different sections, which are also reflected in the exam:

- ✓ **Challenges:** introduction to the most relevant impacts of a travel agency.
- ✓ **Solutions:** tips, measures and solutions from the travel agent perspective.
- ✓ **Quiz:** when you've read the theme you can do the trial-exam to test your knowledge.
- ✓ **Exam:** when you've read all themes you can do the final exam. Once you score over 80% you will be awarded with a personal diploma.

II. More information

The background information will help to draft an action plan, divided in the following sections:

- ✓ **Best Practices:** Examples of companies that have executed the indicated solutions. For each solution there are some 'Best Practices'
- ✓ **Instruments:** Documents with more information and practical tips
- ✓ **Further information:** Links to relevant organisations

You can browse through the themes regularly because the contents are updated continuously. Moreover, you can send us your own 'best practices', and if you developed a practical tool yourself we'd also be delighted to hear more about it.

Important!

Each module must be concluded by an exam. Thus you can test your knowledge and read the 'hint' when not answered correctly. The 'trial exam' can be done an unlimited number of times, until you answer them all correct and a green tick appears. When all themes are concluded you can do the final exam, awarded with the personal Travelife diploma.

Travelife and the Travelife logo are Trade Marks of Travelife Ltd

ENG 1:32 PM
US 13-Apr-21

INTERNAL AWARENESS



- Sustainability trainings for all and creation of a Sustainability team



INTERNAL AWARENESS



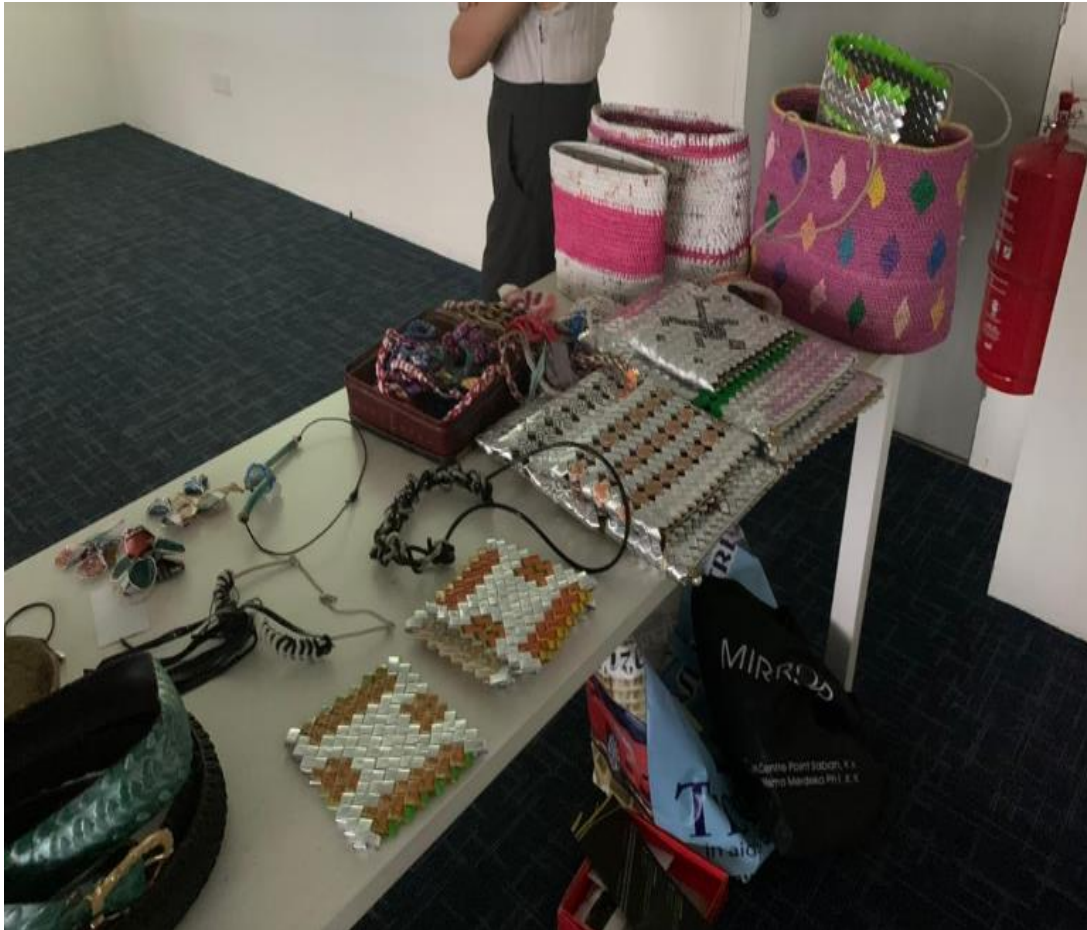
- Awareness talk by WWF



INTERNAL AWARENESS



- EXO FOUNDATION DAY: Awareness talk by Upcycle Sabah



INTERNAL AWARENESS



- EXO Foundation Day



INTERNAL AWARENESS



- Plastic free July



#Day4#Noplasticlunchbox



#exofinancemy



INTERNAL AWARENESS



- Eco-bricks Xmas Tree and decorations made of recycled materials



INTERNAL AWARENESS



- Reduce office waste and emissions
- Most Responsible Employee of the Year



GUIDES TRAINING



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



CHILDSAFE TRAINING



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

Environmental protection & conservation



Kalaweit in Indonesia

Disabilities & equal opportunities



OSEDC in Vietnam

Vocational training for youth



HTCT in Thailand

EXO Foundation- MALAYSIA PROJECTS



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



TIPS FOR RESPONSIBLE 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)



English



Spanish



French



Italian

CARBON OFFSETTING clients



\$1,50
PER PERSON
PER DAY

It only costs US \$1.50 per person per day to offset the cost of their holiday.

A graphic with a light blue background. The text "\$1,50 PER PERSON PER DAY" is written in a large, bold, blue font with a textured, slightly distressed appearance. Below it, in a smaller, plain black font, is the sentence "It only costs US \$1.50 per person per day to offset the cost of their holiday."

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!



1 ton of CO2 offset
=
7 trees planted
↓
Eg: 4 trees planted
per week per traveler



85kg of CO2 offset per
traveler per day
=
85kg of carbon credits
retired from a Plan Vivo
certified carbon project

CARBON OFFSETTING

How it is calculated

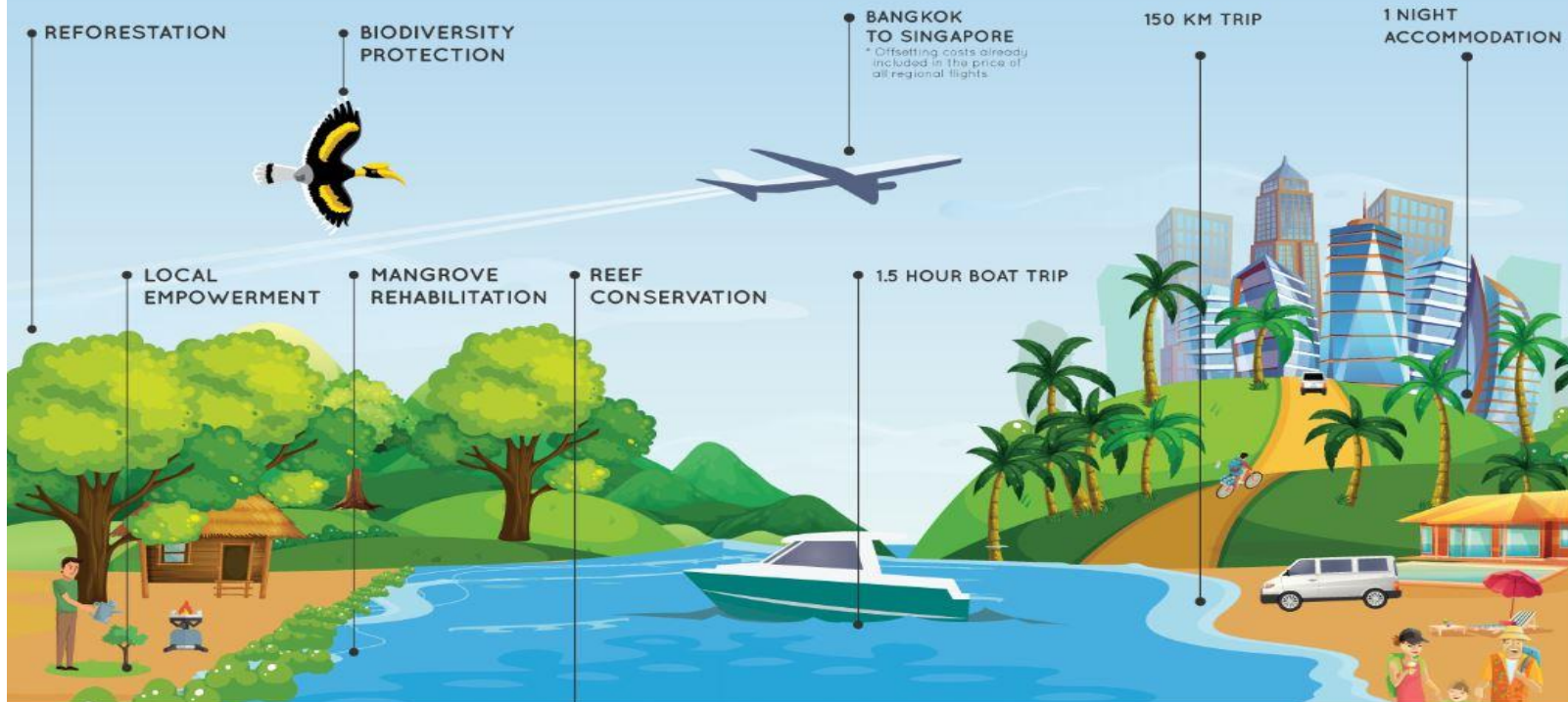


THE FUNDS WILL GO TOWARDS SUPPORTING SUSTAINABILITY PROJECTS ACROSS ASIA

HOW MUCH DOES IT COST?

OFFSETTING ONLY COSTS >

\$1.50/i/DAY*



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)

CARBON OFFSETTING

office and team

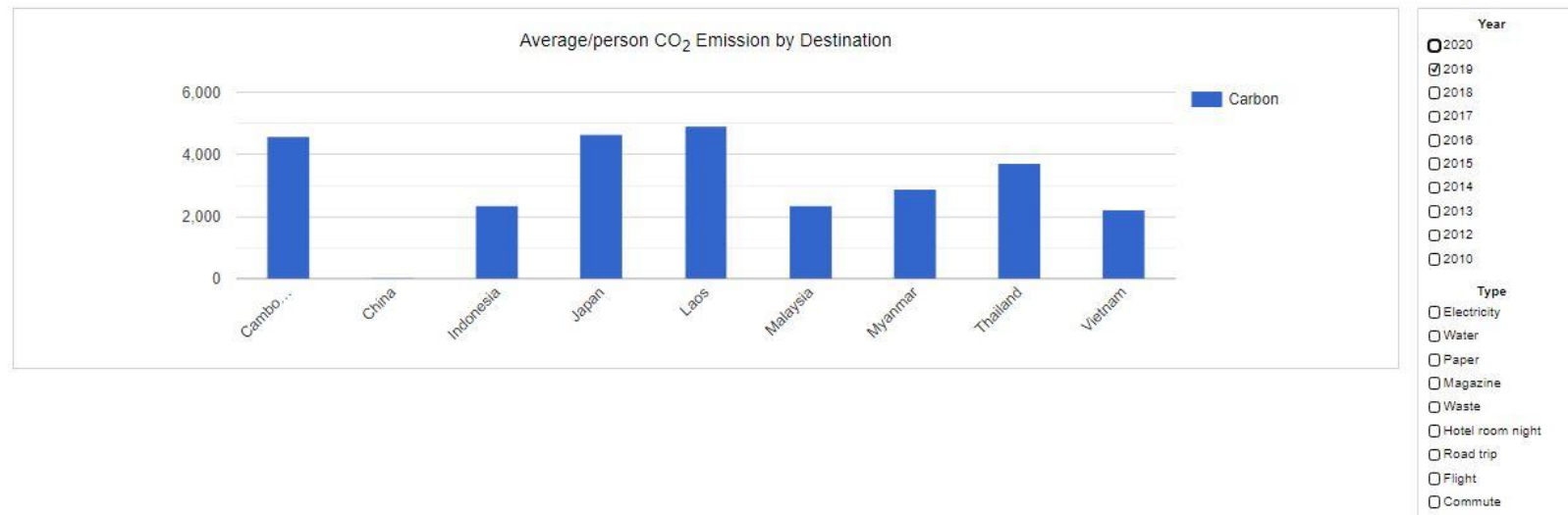


Since 2016, EXO Travel is offsetting its employees' air travel emissions.

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

OVERVIEW



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-guides) where there is direct revenue given in exchange to families and/or individuals.
- At least one cultural trait/know-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 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/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, Bam, was the Programme-Coordinator of Hutan-Kinabatangan Orangutan Conservation Programme and his homestay has grown holistically alongside his passion for wildlife and environmental issues. This is reflected in the programmes offered which will ingrain your participation in conservation and expand your knowledge of the local community.



KINABALU VILLAGE CYCLING



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



ANCIENT ART OF SONGKET WEAVING



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



REFILLABLE BOTTLES



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.



OUR SUSTAINABLE HOTELS



Socially aware



Eco-friendly

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 Datai

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 kilometres off the coast of Kedah, Langkawi.

[VIEW HOTEL](#)

[VIEW GALLERY](#)



LimeTree Hotel

Kuching



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

[VIEW HOTEL](#)

[VIEW GALLERY](#)



Sukau Rainforest Lodge

Kinabatangan



Sukau Rainforest lodge was built in 1995, 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 ...

[VIEW HOTEL](#)

[VIEW GALLERY](#)



Socially aware

EXO MALAYSIA Sustainable hotels



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[VIEW HOTEL](#)

[VIEW GALLERY](#)



Kota Kinabalu



Set on an island within the protected Tunku Abdul Rahman Marine Park, discover a sanctuary nestled in the hillside of an ancient rainforest with a stunning outline of Mount Kinabalu on the horizon.

[VIEW HOTEL](#)

[VIEW GALLERY](#)



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's ...

[VIEW HOTEL](#)

[VIEW GALLERY](#)



Eco-friendly



Kuching



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Kinabatangan



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[VIEW HOTEL](#)

[VIEW GALLERY](#)



Kuala Lumpur



Located in Kuala Lumpur's vibrant shopping, entertainment and central business district is The Pullman Kuala Lumpur City Centre Hotel & Residences. Boasting two distinctive towers that house 460 rooms and suites as well as 157 residences ...

[VIEW HOTEL](#)

[VIEW GALLERY](#)



Kota Kinabalu



Nestled on Gaya Island's crescent Malohom Bay off the coast of Sabah, Malaysia Borneo, Gayana Marine Resort is a picturesque destination. That strikes a balance between ecology and indulgent luxury. Easily accessible from the ...

[VIEW HOTEL](#)

[VIEW GALLERY](#)

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...

EXO MALAYSIA Donation during the Pandemic



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.





TERIMA KASIH!

EXO
TRAVEL