

EXO Travel CAMBODIA

SUSTAINABILITY REPORT 2014/ 2015

EXO Travel has a very strong commitment to responsible tourism and sustainable development in all destinations. EXO and its people therefore strive constantly towards more responsible business practices and to increase the positive impacts on communities and environment, while decreasing the negatives ones.

In 2012, the EXO Foundation developed the first responsible travel policy for the group which was the starting point of EXO commitment, the focus was on improving the main negative impacts of travels and was addressing mainly actions along the value chain. The Group, realizing the complexity and the huge work of capacity building and sensitization required in house to achieve its sustainability goals, agreed to run for a certification process that would enable to address also internal management improvements, provide a clear and logical framework, and would as well act as a credible external evaluation and acknowledgement of our effort.

EXO Travel Group committed to Travelife in April 2014 under EXO Foundation supervision, which elaborated a strategy for its implementation across 5 countries. A sustainable coordinator was hired by the Foundation to initiate the program in the 5 countries, soon realizing that complying to 245 indicators required a stronger commitment, it was decided to hire one junior sustainability coordinator in each country who would be conducted and trained by the EXO Foundation to implement in country. Since December 2014, a sustainability coordinator for EXO Cambodia has been hired to achieve certification.

- In June 2015 EXO Travel Cambodia has been awarded with a Travelife certification for « Excellence in Sustainability in Tourism » and is the first DMC in Cambodia to be Travelife certified.



June 23, 2015, Bangkok – At a ceremony in PATA Headquarters, EXO Travel received the much coveted 'Travelife Certification' award recognizing their efforts as pioneers of sustainability and corporate, social and environmental responsibility.

The Travelife certification, is GSTC¹ accredited, and tackles in 245 criteria the internal management, the supply chain, the destination management and customer communication. The Travelife online platform functions as a log frame management tool. The Responsible Travel Policy was enriched in the light of Travelife requirements and served as our baseline engagement. The document is articulated around 7 main strategic goals:

1. We commit to our people
2. We fight against corruption
3. We respect human rights
4. We care about the environment
5. We involve our supply chain
6. We support community development and involvement
7. We care about our customers.

The following report summarizes EXO's Cambodia efforts towards responsible tourism development during 2014 and 2015, providing detailed information on the main actions implemented.

Memorandum: EXO main documents regarding sustainability

- **Responsible Travel Policy:** www.exotravel.com/images/exo-story/EXO-RTP-2015.pdf. This is our main document in terms of responsible tourism. Inside you will find all our EXO strategy to become a more responsible business.
- **Ethical code:** <http://www.exotravel.com/images/exo-story/EXO-Travel-Ethical-code.pdf>
- **Guidelines for wildlife viewing and protection** <http://www.exotravel.com/images/exo-story/Wildlife-EXO-codes-of-conduct.pdf>
- **TIPS for Responsible Travels booklet:** [http://www.exofoundation.org/wp-content/uploads/2014/01/Exocares EN 2014 demo-5.pdf](http://www.exofoundation.org/wp-content/uploads/2014/01/Exocares_EN_2014_demo-5.pdf)

1. Internal management: social policy & human rights

We commit to our people, this is the first commitment stated in our Responsible Travel Policy. This means we execute a social policy that ensures human rights and equal opportunities for all employees, as well as develop and expand training and educational materials.

Social Policy & Human Rights

Medical insurance

EXO Travel Cambodia has always been offering an accident insurance to its staff but since 2014, EXO added a Health Insurance with the usual Personal Accident insurance by Forte insurance, first class insurance for all employees. 100% of EXO employees are covered by the accident and health insurance package.

¹ GSTC stands for Global Sustainable Tourism Council

Working hours

The company decided in April 2014 to stop working on Saturdays morning. This measure has improved the well-being of employees as they can have more free time for their family, friends or personal projects.

Overtime

Since 2015, EXO Travel Cambodia has a clear overtime policy during working days written in the internal regulations. The employee working overtime on a normal working day shall benefit from compensation in time equivalent to time over employee worked. The procedure to require overtime is clearly described. It involves the line manager, the Human Resource Manager and in case, the employee disagrees with the final decision, he can refer to the General Manager.

Maternity & Paternity leave

Since 2015, EXO has started to offer paternity leave (5 days) and has improved maternity leave to support women with lower salaries more than what is required by the national law. A full-time female employee is entitled to one (1) month of paid maternity leave plus a bonus of \$300. The EXO maternity decision is more advantageous than the law for the company women who are paid (under) 600\$. If we follow the labor law, low paid women will get less and more paid women will get more. So EXO decided that following the labor law was not the fairest solution.

Gender Equity

EXO Travel Cambodia ensures that there is no discrimination of any kind at any level within the company. Employment decisions are merely made on quality and qualifications, not based on gender, age, race, origin, sexual orientation, marital and parental status or any other form of distinction. This aspect is addressed in the responsible travel policy.

- In 2015, EXO Travel Cambodia has a great balance regarding the number of women (49%) and men in the office (51%). Nevertheless at the management level, only 1 manager out of 4 is a woman (33%). We are planning to work on this with the HR manager to improve the balance.

Turnover and Internal Promotion

EXO Travel Cambodia is proud to have a small turnover. Some employees have even been working for the company since the beginning, 17 years ago.

- Out of 94 employees, 16 of them have been working for EXO Travel Cambodia for 10 years+ and 41 have been working 5 years+ for EXO.

Moreover, the company strongly encourages internal promotions. For example, our HR manager started in the company as a messenger in 2013, then he has been working for the accounting department, and was promoted to Account Receivable Accountant for two years. After that, he has been promoted to HR & Admin officer in 2009 then as Senior HR & Admin and currently as HR & Admin manager.

Training and capacity building

- Yearly EXO Academy Trainings: Every year, all employees join this training organized by external and professional trainers. For managers and supervisors, the training last 4 days. For “normal” employee, it is a 1 day training.

Subjects which are discussed are about: the company vision, mission, values, habits and culture. But as well about: inspiration, motivation, time management, negotiation, performance management, effective decision making, travel consulting training, customer care, etc.

- Webinar Training: For sales and product employees, introduction of new products in EXO destinations.
- Tourplan training: Techniques and procedures in using the software which is the most important tool for sales staff to work with.
- Monthly Manager Meetings: Exchange and sharing of experience, current issues and innovations among managers and key staff.
- Yearly FAM trips are organized to make staff from the inbound, product and operation departments aware about EXO products and to inspire them. Additionally, one day inspection trips are organized.

Additional benefits

- 13th month bonus for all local employees.
- Incentive scheme: Sales and non-sales teams receive additionally a quarterly share of the gross profit.
- Best Employee of the Year: 3 best employees/year. The first receives a trip to oversea + 500\$ + 1 award certificate. The second receives 300\$ and the third gets 200\$ + certificate.
- In 2014, Spanish lessons were offered by EXO at the office for 4 employees working closely with Spanish clients (1hour per week during few months).
- During 2 to 3 months in 2015 (before the EXO Travel Cambodia 15th anniversary celebration in July 2015), EXO offered traditional dances lessons with professors from art and dancing schools to EXO volunteers. 30 staffs were trained and have performed during the 15 years anniversary night event like professionals.
- During the low season in 2015, yoga lessons were organized at the Phnom Penh office.

Sustainability training and awareness raising

At EXO Travel, we believe that real sustainability is only achieved when this journey is driven by our employees. Sustainability is everybody's business. We encourage our people to be involved, to suggest improvements, and we celebrate our successes together.

In 2014, EXO Travel Cambodia has created a Sustainability team ("S.Team") with volunteer members from every department of the company so then they convey their knowledge within their teams.

- The objective is to empower staff and make them familiar with sustainability concepts, so they become actors of change within the company and so we create a snowball effect throughout the company and then to clients and travelers;
- Meetings are organized once or twice per month, to brainstorm on subjects that needs to be considered in a more sustainable way. Solutions are proposed, implemented and communicated by the S.team.
- Today, it is gathering 21 active members.



The EXO Travel Cambodia Sustainability team in December 2015

Trainings about Responsible Tourism

- Trainings on sustainability and responsible tourism have been conducted since 2012 by the EXO Foundation, but these were accelerated once the full time sustainability coordinator has been recruited on December 2014. The trainings are progressing with understanding of staff and are becoming more and more specific with time. In August 2014 and January 2015, EXO Foundation and the sustainability coordinator did two presentations in Siem Reap and Phnom Penh two times to the entire staff about responsible tourism and how EXO is getting involved into Travelife. In May 2015, EXO did a presentation about responsible improvements (what we have achieved and responsible roles of each department) to the entire staff.
- In 2014 and 2015, 12 EXO Travel Cambodia managers (100%) passed the Travelife training and 4 none managers' employees passed it as well.
- Since 2015, when new comers join the company, they are trained by the HR manager during their first week about what is responsible tourism and Travelife. They are introduced to the EXO Responsible Travel Policy and the recommendations to reduce the consumption of energy, paper and to reduce, reuse, recycle their waste. Finally, they learn about the EXO Foundation missions. In the internal regulations communicated to them, there is also one chapter dedicated to sustainability.

Childsafe trainings

- In 2014 and 2015, 65 EXO staff have received a "Child Safe training" aiming to spread information and best practices to prevent any form of exploitation of children. They are officially certified for two years by Friends International ChildSafe movement.
- In 2014, 7 EXO staff in Siem Reap and 36 in Phnom Penh received the ChildSafe training.
- In 2015, 12 EXO staff in Siem Reap and 10 in Phnom Penh received the ChildSafe training.

Pedagogic Materials dedicated to sustainability

- In 2014 and 2015, more pedagogic materials dedicated to sustainability have been spread in EXO offices and through the intranet. For example: EXO Responsible Tips, the switching off policy, the saving paper policy and the waste management policy, the responsible Travel Policy, etc. Our CSR program & responsible travel policy are widely communicated online and inside the office and each new employee receives an introduction training about it. At all levels of responsibility, EXO equally offers resources and opportunities through regular trainings to improve staff

competencies and favor personal development. To share knowledge about sustainable development, the sustainability coordinator and the director of the EXO Foundation are constantly sharing information on the intranet, on the white board at reception, EXO newsletters and the EXO Foundation website.

- In September 2015, EXO launched a sustainability game at group level to increase knowledge on sustainability issues during all year round. Every month a quiz and / or a mission is proposed to staff who play on a voluntary basis. Every month is focusing on a different theme: responsible tourism, environment, helping the local community, climate change, etc. Questions are always linked to tourism and EXO. Every month best players are awarded with a small 'sustainable gift'. At the end of the year, the overall most responsible employee will be designated and rewarded according to its game's score along the year as well as creative ideas/ initiatives to improve the sustainability of our company. More than 50% of EXO Travel Cambodia has joined the game since we started it in September 2015.



Trainee places

In 2014 and 2015, EXO received and trained 2 trainees in first year from Passerelles Numeriques Cambodia, an NGO offering IT education to young adults coming from disadvantaged backgrounds.

2. Internal Management: environment and community relations

We believe if we want to advance a convincing sustainability policy towards our suppliers, we must first be a genuinely responsible business. In 2012-2013, EXO Travel Cambodia (Phnom Penh office) entered the Earthcheck scheme, a certification for travel and tourism to improve its impact on the environment. Moreover, with Travelife, we keep working strongly on this subject. In our Responsible Travel Policy, we commit to minimize the negative environmental impacts of the office operation and activities. In other words, we must be an example for both our staff and suppliers.

Monitoring tool

In 2014, the EXO Foundation has created a monitoring tool to monitor EXO consumption of water, energy, paper, waste and record staff flights. EXO Phnom Penh and EXO Siem Reap are monitoring their consumption so the company is able to improve its recommendations and trainings: "We can only improve what is measured".

Policies

Policies were designed at Group level and have been implemented quite thoroughly:

- Paper policy
- Energy policy
- Waste management policy
- Sustainable purchasing policy

Reducing paper use

In 2014 and 2015, EXO travel Cambodia has continued the work started by the EXO Foundation (paper policy and trainings) since 2013. The paper policy includes:

1. Think twice before you print:

Do you really need to print? If the purpose of printing is....:

comparing or copy parts of two documents:

display them both on your PC at once and work on them electronically.

following up a booking or a tour:

use Tour Plan ☺ and hyperlinks in booking notes to store relevant information / file on EXO server.

passing it to another department:

you can scan it or save it on your computer and send it by email (*ask IT department for guidelines*)

2. Always use Calibri, font size 11

3. Print on both sides/ draft

4. Reduce margins (narrow)

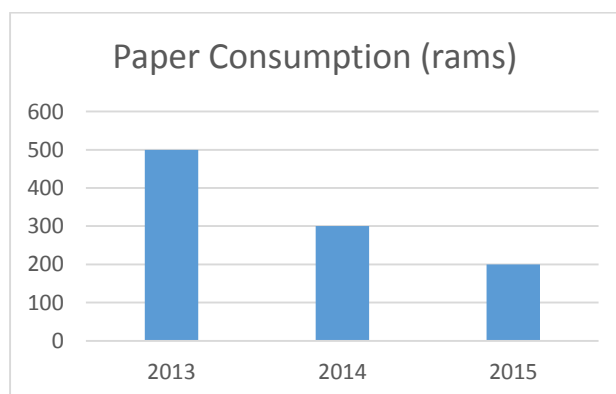
- Moreover, EXO is setting by default Copy and printing machines to double-sided printing and saving modes whenever it is possible.

- EXO employees are trained and reminded to use printed paper as draft paper & to save documents in our server and data base instead of printing all travel documents.

- EXO is using a sustainable source of paper; "Supreme" 70gm paper. It is certified ISO 9001 and ISO 14001, 100% plantation fiber.

- In the toilets, we do not use paper towel to dry hands but cloth towels.

In the graph below, we can see that the results are outstanding. Measures to reduce paper consumption allowed us to reduce to 40% our paper consumption in 2014 (compared to 2013) and to decrease by 33% in 2015 (compared to 2014). In 2016, the objective is to keep reducing the consumption of paper by 15%.



- In 2014, EXO saved 12 trees² by reducing its consumption from 3000 sheets of paper per employee in 2013 to 1700 pages per person in 2014.
- In 2015, EXO saved 6 trees comparing to 2014 by reducing its consumption from 1700 sheets of paper per employee in 2014 to 1000 pages per person in 2015.

² A single tree can produce about 8,333 sheets of paper according to Tom Soder's study and reported in Claudia Thompson's book Recycled Papers: The Essential Guide, Cambridge: The MIT Press, 1992.

Energy consumption

In 2014 and 2015, EXO travel Cambodia has continued the work started by the EXO Foundation (energy policy and trainings) since 2013. The energy policy includes:

Lights

- Turn off the lights, when you leave
- Use daylight, when sunny outside!

Air-conditioning

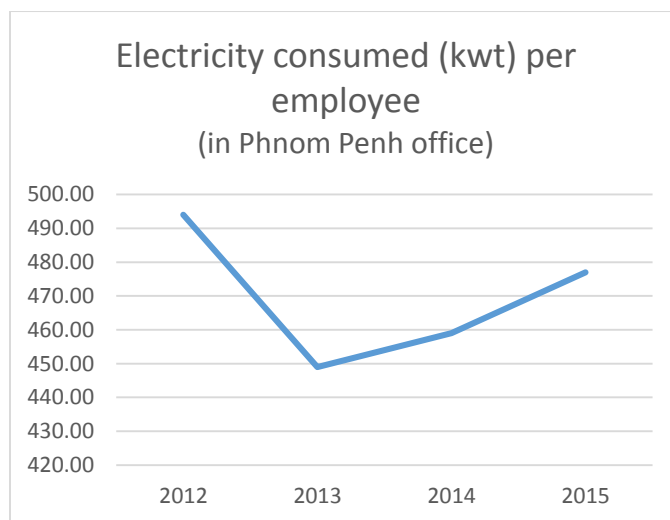
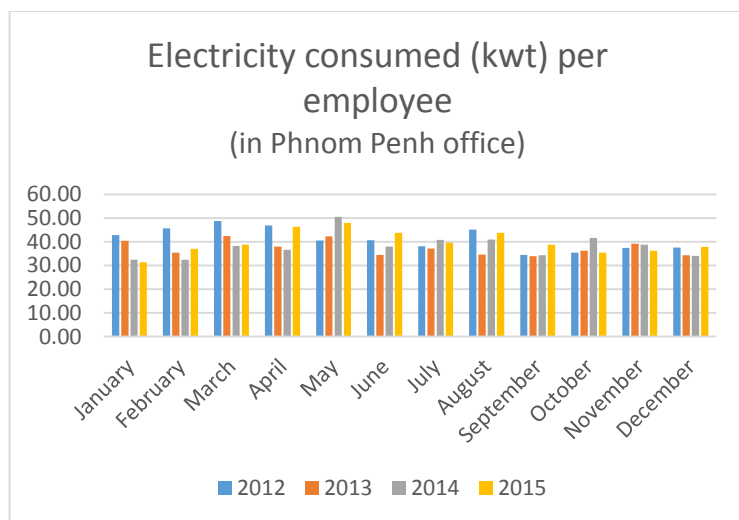
- Close doors/windows when air-conditioning is switch on
- Use recommendation directly on remote or Air-conditioning device
- Feeling too hot?!! Require a fan ☺

Computer

- Switch off when you leave our work station.
- Unplug all electrical appliances for week-ends and holidays.

- EXO Travel Cambodia employees have been trained and are now used to switch-off their computer, screen, air-con, lights when they are living the office.
- The copy machine and printers are set by default in the energy saving mode.
- When we purchase, preference is given to low energy consumption equipment whenever possible. A guideline is written and has been communicated to the IT department in charge of purchasing electronic equipment.
- Stickers and posters are placed in the office

In the graphs below, we can see that since 2014 the electricity consumption per employee is increasing slowly.



- In 2014, the electricity consumption per employee increased by 2% (compared to 2013).
- In 2015, the electricity consumption per employee increased by 4% (compared to 2014)

Since 2014, the consumption of electricity is increasing even if everybody is now well turning all electronic devices off at the end of the day. The HR manager has been investigating about the causes (since we have a nice terrace for employees to eat at the office, the air con is always full on during lunch time as they go back to the office after

eating to relax, 2014 and 2015 have been hot years too). The sustainability coordinator and the HR are working closely together to reduce the consumption. In 2016, the objective is to reduce by 10% the electricity consumption.

Waste management

In 2014 and 2015, EXO travel Cambodia has continued the work started by the EXO Foundation (waste policy and trainings) since 2013. The waste policy includes:



Reducing plastic consumption

Raising awareness

- In 2014 and 2015, to raise awareness about the negative effects plastic has on the environment and on people health and bring solutions, the sustainability teams in Phnom Penh and Siem Reap organized presentations at the office, with all employees to explain as well which waste could be sorted and recycled.
- In 2015, recommendations were communicated through the EXO responsible tips document.
- In 2015, a poster “Say NO to plastics” has been designed and is posted in offices.

Acting

- Since 2014, EXO employees have developed a partnership with restaurants which delivers food at the office in reusable boxes to reduce the use of Styrofoam.
- Since 2015, EXO bought metal plates and cutleries for staff parties in Phnom Penh. Our parties are now almost plastic free. In 2015 also, a documentary about waste “Trash – The Movie” has been watched by almost all employees during working hours in June 2015. After the movie, EXO Travel Cambodia organized an event “I bet I can go plastic free during one week” and people has signed to commit, gathering more than 20 signatures. After one week, participants met all together and shared the techniques they used to reduce their plastic consumption.
- Since 2014, EXO banned plastic bottles in our meeting rooms and is using glasses and a carafe. Moreover, in 2015, EXO banned plastic bottles during the guide trainings and management trainings, asking hotels to serve water in carafes and glasses (EXO saved more than 200 plastic bottles with this simple gesture).

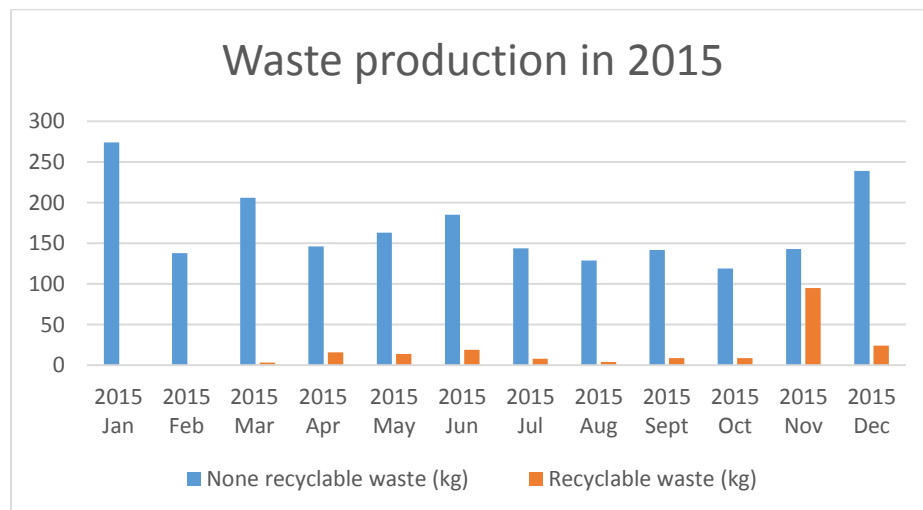


Pic1: restaurants deliver food in reusable boxes; Pic2: Poster “Say No to Plastic”; Pic3: Plastic-Free trainings

EXO is sorting its waste

- EXO has recycled bins in the office: for papers (normal paper, magazines, newspaper, biscuits cardboard boxes, calendars, brochures...), plastic and aluminum (plastic bottles, plastic glasses, cans) and batteries. Plastic bottles, plastic glasses, cans, cardboards are sold by the cleaner to waste pickers. She keeps the benefits.
- Stickers are placed respectively.
- Magazines are given to Friends international, so they can recycle them by making souvenirs. Moreover, we plan to give our paper to Krousar Thmey, a Cambodian NGO focused on integrating underprivileged children into Cambodian society and especially blind or deaf children, so they can use it to make braille printed papers.
- Batteries are collected as well and EXO keeps them until finding a recycling program in Cambodia.

In the graph below, we can see that slowly, waste are more and more sorted. In 2015, EXO office produced 2028 kg of waste and was able to sort 201kg of recyclable waste.



*On the graph, the big increase in November of recyclable waste is caused by magazines we have been collecting in the office before giving them to Friend international organization able to reuse them.

- In 2015, in Phnom Penh office, each employee created 32kg of waste.
- People are improving their practices in terms of sorting waste.
- Even if EXO employees are doing an effort and habits are changing, EXO has to keep working strongly on its waste.

Carbon offsetting

EXO Travel Group is about to conclude a partnership with NEXUS, a carbon offset program, to compensate carbon emissions of staff air travel. In 2016, EXO Travel is planning to offset clients' domestic / regional flights.

- In 2015, EXO Travel Cambodia staff flights have generated 17.91 tons of CO2, with 129 992 km travelled.

Sustainable purchasing

Sustainable purchasing is a process that evaluates more than cost used to buy goods and services.

- Buy from suppliers with valid licenses
- Buy product produced locally
- Buy in bulk, avoid small packages
- Buy from social enterprises/NGOs
- Buy natural/organic/fair trade
- Check certifications and logos (*ask your Sustainability Coordinator*)
- Avoid disposable products (plastic spoons, plates etc..) or recycle them carefully!
- Rent instead of buying when possible

Gifts

- In 2014, a Sustainability Checklist for Giveaways Suppliers has been written by the EXO Foundation and implemented in Cambodia. Consequently, we are able to identify clearly ethical shops and the positive impacts they have on the communities and/ or on the environment.

- EXO is supporting some local Non-Profit Organization, social enterprise or ethical businesses by purchasing from them the gifts for clients as well as supplies for EXO people. For instance, EXO bought gifts from Starling farm (organic pepper), Watthan (worker-run cooperative of Cambodian artisans with disabilities), Artisans D'Angkor, Soeries du Mekong, etc.

- Moreover, in 2015 EXO Travel Cambodia bought more than 100 poloshirts to TONLE Design, a social business offering fair conditions to the workers and implementing a zero waste policy in Cambodia. The TONLE Design team came to EXO Phnom Penh office in June 2015 to do a presentation about what is fair fashion and how to implement a zero waste policy in the garment industry. All employees were welcomed to join; 25% came (18 joined the presentation out of 68).

Cleaning materials

EXO is making its own recipe with white vinegar, baking soda and essential oil to clean the soil, glasses and toilets. EXO Travel Cambodia strives to use eco-friendly alternatives such as triclosan free soap.

The cleaner has been trained to do it.

The cleaner is also trained to weigh waste every day and keep records since October 2014 so we are able to monitor our consumption of waste and recyclable waste.

3. Developing responsible products

Transportation in the destination

Sustainable transports

EXO Travel Cambodia is offering a variety of cycling tours, thanks to its adventure department. Moreover, we offer cyclo tours in Phnom Penh, which have a social positive impact as well as they are supporting poor people and a no-smoke policy. To visit Angkor temples in Siem Reap, you can find electric bikes and cars. The product department is now investigating to offer those transportation modes to our visitors.

Code of conduct for drivers

EXO has elaborated code of conducts for drivers with sustainable practices to respect. Moreover, at the group level they are designing responsible tips for travelers to place inside cars. There are 3 tips: regulate the use of air-con, don't leave plastic waste in rural areas, and reduce the consumption of wet towels.

- In 2015, EXO Phnom Penh invited all drivers to a training, 18 drivers out of 32 joined and have been trained, which represents 55% of them.
- In Siem Reap, drivers did not receive an official training but the regular practice is to always switch off the engine when no tourists are inside and to have a bin. They have not been trained yet to recycle waste.
- The objective is to train 70% of our drivers in 2016.

GHG / Carbon emission level

EXO Travel is an inbound Destination Management Company and is not handling international flights. Nevertheless it is in the process of setting up a partnership with NEXUS, a carbon offset program. In 2016, EXO Travel plans to inform its client about it so they can choose to compensate on a voluntary basis for their domestic / regional flights.

Accommodation Suppliers

In 2015, EXO Foundation has designed a strategy to communicate, assess and promote sustainability within accommodations and excursion suppliers we work with. It includes 6 steps:

- Communicate our March Towards Sustainability by sharing our Responsible Travel Policy and core - commitments
- Assess level of sustainability of our main suppliers to identify the responsible ones and those interested to implement best practices
- Review and validation by the EXO Foundation of responsible suppliers
- Qualify in our internal booking database suppliers identified as responsible
- Highlight these responsible suppliers to our clients with special icons so they can make an informed choice
- Monitoring our performance in selling responsible suppliers

Favoring responsible tourism

In January 2015 and February 2015, EXO Travel Cambodia has sent and resent a communication named "[Sustainability in Action](#)" to inform 100% of its partners hotels (129 hotels) on its new [Responsible Travel policy](#) and on its commitments towards this sustainability journey. This communication included a [questionnaire](#)³ detailing main best practices a hotel could implement. EXO Travel Cambodia has also announced that it will favor them in their relationships, if they also commit to responsible tourism.

Moreover, since 2015, EXO Travel is sending the [responsible contract clauses addendum](#)⁴ to its partner suppliers and require them to sign it.

First results

As this represents a tremendous follow up work (including inspections on site to check and complete answers) to obtain answers from this long and detailed questionnaire, we prioritized in 2015 the evaluation of our top 20 hotels representing 70% of our bookings.

- 24 hotels have completed the questionnaire.
- Sustainability inspections have been made in 16 hotels.
- 131 hotels have signed the Responsible Contract Clauses.

Sustainability is now part of hotel inspection trips for everyone

Since 2015, EXO Travel and the EXO Foundation have created 6 questions about responsible tourism, to ask on hotel inspections, for everybody on inspection trip. This lighter version (only 6 questions) of the responsible questionnaire (35 questions above) provides to EXO employees more knowledge about sustainability in hotels, allows hotels to share their best practices and highlight quickly new hotels with responsible practices to the sustainability coordinator. Those questions are related to the environment and people (waste management, energy and water saving, trainings for employees, etc).

³ ***Hotel assessment questionnaire***

This questionnaire comprises of 35 questions on 4 activity areas: Internal Human Resources, & socio-economic benefits toward the community, environment; communication to guests and heritage conservation. This set of question is designed to help EXO Travel acknowledge better the level of commitment of our hotel partners. Moreover, it also intends to suggest initial guidelines to suppliers who wish to engage, so they see how sustainability can be integrated in their daily operations.

⁴ ***Responsible Contract Clauses***

This document covers basic requirements regarding social & ethics, environment, captive animals, biodiversity and culture heritages. It is now a compulsory part of any contract renewed since 2015.

What's next?

- We expect to get the Responsible Contract Clauses addendum signed by 100% hotel partners.
- We will finalize sustainability assessment of our top 20 hotel partners and other hotels considered as potentially responsible.
- We are aiming for a more collaborative approach to stimulate our current suppliers towards more sustainability, such as partnership with non-governmental organizations (NGO), education institutes and/or other tour operators to facilitate workshops on sustainability to raise awareness as well as share knowledge and best practices.

Excursion and activity suppliers

For excursion and activities suppliers, we apply a slightly different strategy as it is more complex to assess excursions than hotels. First because it includes various elements, second because many providers are non-English speakers and may not understand the questions. Third, it is difficult to have one check list which fits all types of excursions. A diving trip cannot be assessed the same way as a homestay. Consequently, the evaluation check list⁵ is sent only to suppliers we foresee as responsible (or claiming to be) and who can speak good English. For others, the Sustainability Coordinator and other staff in the mid-term will directly go on inspection.

- In April 2015, EXO Travel Cambodia sent out the “[Sustainability in Action](#)” campaign to 30 over 40 contracted excursion suppliers. The content was the same as for hotels except that EXO Travel was requiring them to sign the [responsible contract clauses addendum](#)⁶.
- 4 contracted excursion suppliers have signed the responsible contract clauses addendum.
- Only 1 excursion supplier has been inspected.

What's next?

- We expect to get the Addendum signed by 100% of our excursion partners.
- We will finalize sustainability assessment of 100% of our top contracted partners considered as potentially responsible in 2016.

⁵ ***Checklist for excursions***

A document comprises of 62 questions covering various aspects which may be included in a tour: transport, food & drink, shopping, child policy, social empowerment, social, cultural and economic benefits/impacts for the visited communities, conservation & environmental impacts.

⁶ ***Responsible Contract Clauses***

This document covers basic requirements regarding social & ethics, environment, captive animals, biodiversity and culture heritages. This document now is a compulsory part of any contract renewed since 2015.

Develop new responsible products (including educational tours and MICE)

Cambodia is rich of many good projects supporting local development and poverty reduction. EXO Travel Cambodia already offers and includes a large number of responsible excursions for our clients ranging from culturally and social responsible tours (performances by Cambodian Living Arts and Phare Circus), to social responsible organizations (Landmine museum, butterfly farm and golden silk farm in Siem Reap), or including excursions supporting biodiversity conservation projects (Phnom Tamao Wildlife Rescue Centre, bird watching with Sam Veasna, exploring Chi Phat in the Cardamom with Wildlife alliance, The Elephant Valley Project in Monduliri).

- In 2015, we designed a list of responsible activities for educational tours.
- Currently, EXO Travel Cambodia is trying to create 3 tours with local social businesses.

Identifying sensitive excursions & activities

We are aware that some excursions and local activities have more or less hidden negative social, environmental and economic impacts on the destinations. Therefore we are being very cautious when looking for activities for our customers.

We have developed policy and codes of conduct for sensitive activities such as [“Guidelines for Wildlife viewing and protection”](#).

We progressively banned (and try to encourage our clients not to get involved in such activities, explaining them why it is detrimental and offer alternatives) all activities or visits which are not acceptable according to our values and ethics.

EXO banned school, orphanage and children center visits

EXO Travel has made the decision to cease visits to schools, orphanages and other children centers following reports on the numerous unseen negative impacts of such visits from child welfare organizations such as Friends International, Save the Children, UNICEF, which work closely with disadvantaged children and families.



Elephants: EXO chooses camps according to the way elephants are treated

The EXO Foundation have created guidelines to assess all our suppliers and will conduct inspections in the future. EXO is not, as some other tour companies, willing to cease all elephant rides abruptly as this means a serious loss of revenue for some local communities whose livelihoods depend on it. Its responsibility also lies towards these local communities and instead of stopping it all we prefer to raise the issue and continue working with those who treat their elephant properly only. We have been informally collaborating with Louise Rogerson from EARS in order to gain more knowledge and we commit to only choose elephant camps according to the well-being of elephants.

List of sensitive excursions

In 2015, the EXO Foundation and EXO Travel have created a list of sensitive excursions areas in Cambodia. Moreover, a list of no-go excursions will be designed with Travelife and other tour-operators in the region.

Guides

All of our tour guides are locals and we offer them fair employment conditions. They are large majority freelance.

As our tour guides are in direct contact with both clients and suppliers in the destination, they have a remarkable impact on our clients' experience as well as our efforts to achieve sustainability in all areas. Therefore we invest in guide training to continuously improve their knowledge and skills.

Qualification and training on responsible tourism

Sustainability knowledge

- EXO Travel shares with visitors and tour guides best practices on responsible tourism through our Responsible Tips for Travels booklet.
- EXO Travel has also elaborated a Guide Hand Book for guides with sustainable practices to respect (distribute the Responsible Tips for travels booklet, do not facilitate purchasing of wildlife parts, do not take guests to visit schools or orphanages, use of air conditioning is regulated, etc.). It is studied and discussed during guide trainings.

In June 2015, EXO Travel provided full day trainings for guides. All EXO guides were invited. Contents of the training were based on:

- How to be an excellence guide: how to get excellent feedbacks, how to exceed expectations, etc.
- Responsible tourism: what is the EXO Responsible Travel Policy, our policy to cease school and orphanage visits, how to protect children, do and don't, etc and how to inform clients on relevant sustainability matters in the destination (waste management, illegal souvenirs, ethical shopping recommendations, donations, children begging, etc).

- 77 guides have been trained in Siem Reap (which represents 67%⁷ of EXO guides in Siem Reap).
- 48 guides have been trained in Phnom Penh (which represents 67% of EXO guides in Phnom Penh).



Guides trainings in Siem Reap and in Phnom Penh, June 2015

⁷ To calculate this percentage, we have compared the number of training participants' to the number of guides who have been working with EXO in 2015 at least 5 times.

Sexual exploitation of children: staff training

Since 2014, 152 EXO staff and guides have received a “Child Safe training” aiming to spread information and best practices to prevent any form of exploitation of children. They are officially certified for two years by Friends International Child Safe movement.

- In 2014, 8 guides in Siem Reap did the ChildSafe training.
- In 2015, 50 guides in Siem Reap and 21 in Phnom Penh received the ChildSafe training.

First Aid training

- In 2014, 10 adventure guides received 1.5 days first aid training by the Red Cross.
 - In 2015, 13 adventure guides received 1.5 days first aid training by the Red Cross.
- All guides working with the EXO Adventure department received a first aid training in 2014 and 2015.

Promotion and communication of responsible products



Responsible partner visual
identification



Part of our engagement towards our suppliers is to offer responsible partners promotional advantages. We have designed icons to highlight responsible suppliers in all our communications.

There are two labels, one for the environment best practices and one for the social best practices. We will implement this in the second quarter of 2016. Once a hotel's commitment to sustainability is recognized, it will be labeled in our information system.

Our employees, especially our travel consultants, have been informed about the EXO Responsible Travel Policy, as well as our process of supplier engagement in sustainability.

What's next?

- Organize thorough trainings for our sales team in May/June 2016 to promote and communicate responsible suppliers to our clients.

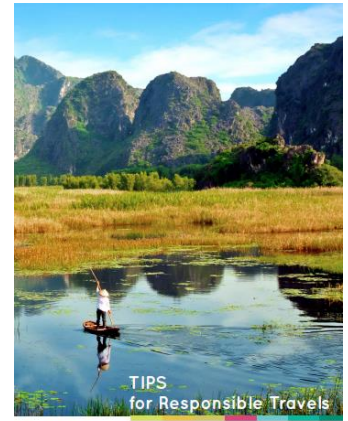
4. Communication to travelers

TIPS for Responsible Travels booklet

The booklet « [Tips for Responsible Travelers](#) » in English, French, or Spanish is given to travelers upon arrival. It provides advice to maximize their positive impacts and minimize the negative ones.

- The first part gathers cultural tips explaining specific aspects of Asian etiquette and culture and advice on ethical behavior to ensure travelers have rewarding cultural exchanges
- The second part addresses environmental best practices to minimize our footprint and contribute to biodiversity conservation.
- Last but not least, it provides guidelines on how travel can significantly benefit local communities and contribute to poverty alleviation.

Moreover, information about sex tourism and child exploitation, illegal souvenirs, etc. are clearly mentioned in this booklet.



Not all tour operators EXO is working with have accepted to spread the booklet to their clients (only 5 of them refused). Consequently, EXO Travel Cambodia is training its guides on responsible tourism so they are able to inform the clients on environmental, social, cultural and economic issues.

Refillable bottles

In 2015, EXO Travel Cambodia has committed to reduce the consumption of travelers' plastic bottles. To do so, the company has designed a procedure to offer refillable bottles to travelers, guides & drivers and is working closely with hotels and restaurants to make sure clean and fresh water will be available all day long. During the next guide and driver annual training (probably in July/August 2016), EXO will train its guides and drivers to this new practice. Moreover, 3 tour operators already agreed to provide refillable bottles to their clients. Consequently, it is planned in 2016 to start this program just after the annual guide training and then extend it to more and more visitors.

5. CSR/Donations by EXO Travel Cambodia

Sustainability Awards

Travelife Certified – Excellence in Sustainability

EXO Travel Cambodia has been awarded with a Travelife certification for « Excellence in Sustainability in Tourism » in June 2015 and is the first Destination Management Company in Cambodia to be Travelife certified. Article [here](#).

Childsafe Certified

In 2014 and 2015, EXO Travel Cambodia has been certified by Childsafe.

Best working place Award

EXO Travel Cambodia was awarded the “Eco-Business - Best Work Place” award by the Ministry of Tourism (MOT) in September 2015. MOT has recognized our best practices in terms of human resources management and social policy; our paternity & maternity leave which is supporting women with lower salaries better than what is required by the national law, personal accident, health insurance, etc.

Policy influencing

Sharing experience

EXO Travel Cambodia is involved in various organizations dedicated to tourism and sustainability and is an active member of the following groups:

- CATA (Cambodian Association of Travel Agents),
- The [tourism group](#) by EuroCham (European Chamber of Commerce in Cambodia),
- The green business committee of EuroCham,
- The GPSF Tourism (Government-Private Sector Forum) conducted by the ministry of Tourism, EXO Travel Cambodia General Manager is in the Research & Development workgroup (statistics, private and public strategy, market analysis, visa, etc) meeting every 2 weeks,
- The CCBEN (Cambodia Community Based Ecotourism Network) when it was active,
- Since 2015, EXO Travel Cambodia is developing partnerships with environmental organizations and businesses (Eco-Sense, Plastic free Cambodia, Quicksand, and Young Eco Ambassadors soon) to work on waste management in Cambodia.
- Since 2015, EXO is also working closely with hotels, restaurants, guides and drivers in order to reduce the consumption of travelers’ plastic bottles. Hotels and restaurants are contacted and strongly encouraged to provide water for the visitors and guides & drivers will be trained during the low season 2016 to introduce smoothly the visitor to this new practice (Procedure explained page 17).
- The sustainability coordinator for Cambodia attended the UNESCO/UNWTO conference about culture and Tourism in Siem Reap in February 2015.

Donations

- In 2014, EXO Travel Cambodia has donated \$200 to Angkor Hospital for Children, \$170 for the Charity Gala Dinner at the Victoria and \$20 for the water festival.
- In 2015, EXO Travel Cambodia has donated \$400 to Angkor hospital and \$70 for the water festival. After the earthquake in Nepal, EXO Travel Cambodia employees gave \$517. Moreover, the family of one EXO employee in Siem Reap got a terrible car accident. EXO Travel Cambodia and employees have donated \$1000 and if we add as well donations from all EXO countries and the EXO foundation, this person received \$8921.

- In November 2015, EXO Phnom Penh has given 34kg of magazines and newspapers to FRIENDS INTERNATIONAL to make beautiful bracelets, necklaces, bags, wallets, etc⁸.

Conclusion

We commit to a continuous improvement in all aspects of our business regarding sustainability.

As one of the first tour operators committing to sustainability in Cambodia, we hope to better promote responsible tourism and to potentially influence perspectives on sustainable development of tourism.

⁸ To create those items, parents from a poor background are employed and trained. With the income received from product sales, the families are able to provide for themselves and their children.