



SUSTAINABILITY REPORT 2015

EXO TRAVEL LAOS

1. INTRODUCTION

EXO Travel truly believes that responsible tourism is the future of travel and the role of a destination management company like us is vital to secure this future. Our commitment towards sustainability was first marked by the establishment of EXO Foundation, an apolitical, secular and independent not-for-profit organization.

This commitment was then further formally structured and systematized by our adoption of Travelife, a comprehensive certification scheme which offers tour operators knowledge and tools to implement positive changes within our businesses and supply chain to reach sustainability. Travelife certification is consisted of 245 criteria recognized by the Global Sustainable Tourism Council (GSTC). These criteria cover all areas of a tourism business; internal management (human resources and social policy, and environment management), responsible product development, the supply chain (transport, accommodation, and activities), customer relations and cooperation with destinations. Therefore, it requires the involvement of all departments in the business. Importantly, Travelife certification acknowledges that sustainable tourism management is a gradual process, thus it helps to continuously improve the company's sustainability performance through a cycle of "plan, do and review".

EXO Foundation has designed a variety of policies regarding sustainability. First and foremost, a Responsible Travel Policy was outlined in 2013. It was then followed by a number of other policies such as Switching off policy, Saving paper policy, Waste management policy, Tips on responsible travel to be delivered to our customers, etc.

EXO Travel Laos has started implementing Travelife certification since early 2015. The company first recruited a Sustainability Coordinator whose major tasks are to facilitate the implementation of Travelife certification and develop responsible tourism products. A Sustainability Team (S-Team) was then created with volunteer members from every department of the company. This S-Team works together to educate, inspire and empower employees in relation to sustainability. After that, a baseline assessment was carried out to pinpoint strengths and weaknesses of our sustainability performance; thereby it helped us to identify an action plan with targets, actions, measures, responsibilities and time planning.

Priority was given to improve our internal management, including social policy and environmental management. After one year, we have achieved some major positive change within our operation such as improving our internal regulation, reducing by 25% our energy consumption, sorting and recycling waste, etc. We have also been communicating sustainability actions and involving our suppliers (accommodation and activities). Our customers are being informed and advised on how to travel more responsibly both before and during their holiday in Laos. We plan to have Travelife audit in April 2016, which will be our first milestone on this sustainability journey.

FACTS ABOUT EXO LAOS

Number of employee: 53

Offices:

- Head office: Vientiane, Laos
- Operation Offices: Luang Prabang and Pakse

2. INTERNAL MANAGEMENT: HUMAN RESOURCES AND SOCIAL POLICY

2.1. Overview

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.

In EXO Laos, 89% of our staff is local. Female employees account for 47% of total staff. This figure at management level is 61%. EXO prides itself to empower and promote local staff to management level. In 2015, we have promoted two Lao employees to key management positions, inbound manager and internet sales manager.

As a service and customer-focused business, our people are our most valuable asset. Therefore we invest in training to empower our people, to get the best out of them and to encourage them to achieve their full potential. We promote a culture of passion, innovation, sharing and caring, life-long learning in EXO Travel.

EXO Travel has always had a comprehensive and well-disseminated human resources policy across all countries in which we are operating. Some sessions of this policy, however, can vary from one to another country as we make sure that it also complies with local labour law as well as local culture.

In Laos, we have recently revised our Internal Regulations in compliance with the new Labour Law (officially approved in January 2014), which introduces a number of changes to the basic rules of employment. We plan to disseminate this revised internal regulation once all administrative requirements are completed (By end of February 2016)

- ***Freedom of association***

EXO Laos did not have a Trade Union or employee representatives. However, we are organizing an employee representative election in February 2016. Our employee will appoint 2 representatives, one in Vientiane office and one in Luang Prabang, to promote and protect the legitimate interests of all employees.

- ***Overtime***

Although overtime is generally not practiced in EXO Laos, we have reviewed and improved our overtime policy. Our people now get both time compensation and 150% payment for any hour working on weekend and/or public holiday.

- ***Medical Insurance and disability risks***

EXO Laos and its employees have been contributing to the National Social Security Fund to receive social security benefits which covers medical insurance, disability risks and retirement benefits. However, a part of our employees was not practicing this policy due to their lack of understanding of social security's benefits. Therefore, we are going to organize an information session by a professional from the National Social Security Fund in the first quarter of 2016. She/he will explain about this policy and answer all the questions of our staff. We aim to have 100% of our employees covered by social insurance in the first quarter of 2016.

- ***Maternity leave***

We have updated our maternity leave policy in accordance with the revised labor law.

Our female employees now have 105 day leave. During the period of up to 1 year after giving birth, they are entitled to rest 1 hour per day or have the right to leave to take their child for vaccination.

Our male employees are offered paternity leave of less than 3 days.

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• **Health and Safety**

We want to offer a workplace where our people are healthy and happy.

In 2015, we have provided an information session on health and wellbeing at work.

We made an office makeover day in which everybody is encouraged to re-arrange and/or clean up their own desks; live plants were put in the office to improve indoor air quality.

In addition, our employees now take turn to lead a 3-5 minute physical exercises/ stretching at 15:00 every day.

In September 2015, a professional First Aid Training was provided to our adventure tour guides and adventure manager who is based in our Luang Prabang office.



First Aid Training for Adventure Tour Guides

In 2016, given the success of these sessions, we will have a small office gym. And we are going to continuously improve our workplace by offering a professional First Aid training to our tour guides and Vientiane office staff in the first quarter of 2016 and a fire emergency training. We will then also appoint one person to be in charge of health and safety issues.

2.2. Training and education

We have been working with Mekong Train Coaching Agency to organize our annual training program, EXO Academy for the last four years. Training is customized every year on various topics, teamwork, time management, planning, productivity, etc. Sustainability has now become a training subject requested by participants.

We also organize staff familiarization trips every year to help our people understand better and/or get updated about our destinations and products. Responsible practices and sustainability aspects are now being integrated within inspection check lists so that it becomes an essential part of product selection.

2.3. 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 concern in our company. We encourage our people to be involved, to suggest improvements, and we celebrate our successes together.

Early 2015, a Sustainability Team (S-Team) was created with volunteer members at all levels and from all department of our company. This way, we can widely enhance employee engagement and have an efficient communication across our organization, our S-Team also benefits from the variety of its members' experiences and expertise. We now have a team of 10 committed, creative and communicative members. People are proud of being part of something bigger and part of a meaningful movement. We meet every

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two weeks to discuss one particular subject and brainstorm ways to do it better and more sustainably. We set targets, assign responsibilities, define timeframe, and review our implementation.



Sustainability Team in Vientiane Office

In September 2015, the EXO Foundation launched a monthly sustainability game now played by the 5 countries running for travelife certification to improve staff knowledge on sustainability. The game includes a quiz and/or a mission with a specific theme, such as: responsible tourism, environmental management in the office, local communities, climate change, etc. Questions are specifically relevant to tourism and EXO Travel. Winners are rewarded with “responsible” gifts. EXO Laos has started joining this game since November and is the most active participant with a ratio of 42% to 51% of our employees playing.

In November, S-Team Laos also launched the monthly internal sustainability newsletter which is named “Yes we can”. This newsletter highlights what we have improved and/or achieved in the month, communicates our targets, shares best practices as well as contributes to the knowledge dissemination. This newsletter is published on our intranet, EXO24, which is a great platform that has been helping us communicate more widely, more efficiently, and...with more fun also.

Sustainability training and awareness raising plans for 2016

- In cooperation with Green Vientiane (a local environmental initiative) to organize an internal communication event on plastic issue in the end of February. The event will include a presentation by Green Vientiane, documentary screening and announcement of EXO Travel campaign on this issue.

EXO Foundation has released a comic strip now in Khmer and an animation VDO to sensitize locals



about plastic waste issues, we are planning to have this comic strip translated into Lao and will show the animation VDO during this session as well. Integrate a sustainability session in our new employee orientation procedures from March.

- Childsafe training by the Childsafe Movement for our guides and office staff on 24th March
- Responsible Tourism training for our guide on 24th March
- Sales training on Responsible Tourism products and customer communication in March
- Driver training on Responsible Tourism in April/May
- By the end of February, 100% managers pass Travelife online training which aims to enhance understanding of sustainable tourism.

3. INTERNAL MANAGEMENT: ENVIRONMENT

We believe if we want to advance a convincing sustainability policy towards our suppliers, we must first be a genuinely responsible business and avoid any green washing, in that regard we are very cautious and the EXO Foundations acts as our watchdog advising us of best practices. This includes a responsible social policy which we have explained above and a commitment 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.

“Setting an example is not the main means of influencing others; it is the only means.”

- Albert Einstein

At EXO Travel Laos, we have been making efforts to reduce our energy, water and paper consumption as well as our waste generation. Moreover, we now also purchase goods and services in a more responsible way.

Monitoring tool

On our intranet EXO24, we keep records of our water, paper, energy consumption to keep track on our progress as well as to have corrective measures. Moreover, we also record our business flights for our carbon compensation plan.

“We can only improve what is measured.”

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.

3.1. Energy

What did we do?

EXO Travel switch off policy is well communicated to our employees. Stickers and poster are placed around our office to remind everyone. We set a humble target of 5% energy reduction when we started.

Our employees have developed the habit of shutting down their computer after work, turn off the lights and air conditioners when not in use. Our air conditioner is fixed from 24 - 26 degrees Celsius.

The office printers are set in energy saving mode by default.

As a result, we have reduced our energy consumption in 2015 by **25%** which 5 times exceeded our target.

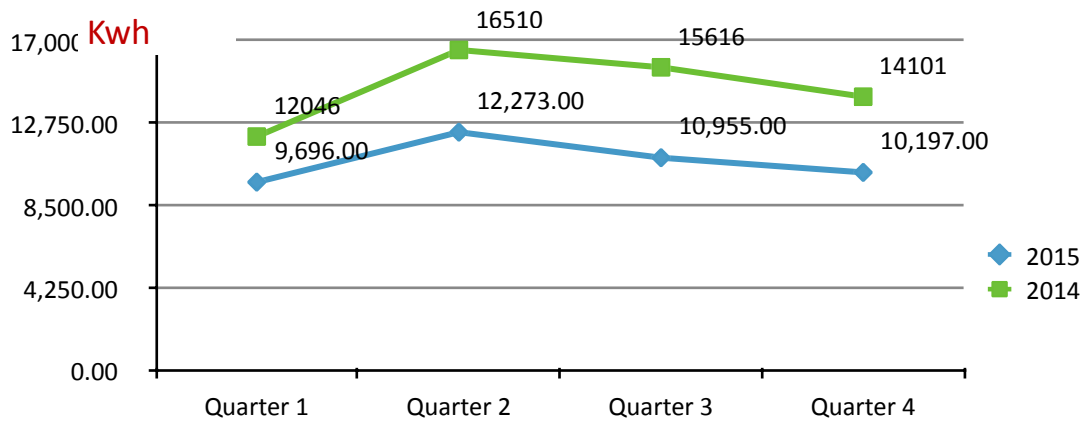


Chart 1: Vientiane Office Energy Performance in 2014 and 2015

What will we do?

We will give preference to low energy equipment whenever a new purchasing or replacement is required. We are also working on a plan to unplug all equipment in the weekends and holiday.

2016 Target: Reduce energy consumption by 5%

3.2. Water

We reviewed our water system and fixed all the leakages in October 2015. Our staff is aware to report any new leakage for immediate maintenance. All of our water taps were equipped with aerators. Especially, all office single-flush toilets were set to water saving mode (3-3.5 litres/ flush)

We expected to see a remarkable reduction in our water bills. However, we received an increased bill. It is commonly said that the state water management company in Vientiane often does not do a proper job on recording monthly water consumption. In 2016, one of our custody staff will supervise the water meter recording to make sure it is done properly.

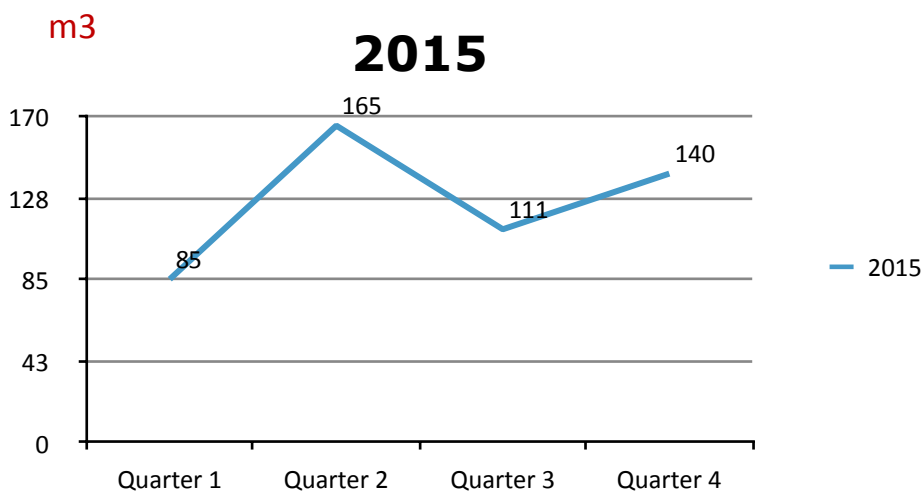


Chart 2: Vientiane Office Water Consumption 2015

2016 Target: Cut our water consumption by 15%

3.3. Waste

What did we do?

Each of our employees used to have a personal bin next to their desk. Then we agreed to remove all of them and centralize only one waste station. We separate recyclable and non-recyclable waste. Recyclable waste in Laos includes paper, cardboard, glass, plastic bottles and aluminum. Apart from plastic, most of the recycling waste is sent to Vietnam. We give this waste to local waste picker who will then sell it to recycling factories.

Our custody staff was trained to weigh our waste every Friday and record the figures. She has been doing this since June 2015.

Office supplies are purchased in bulk to minimize the waste.



EXO Travel Waste Policy

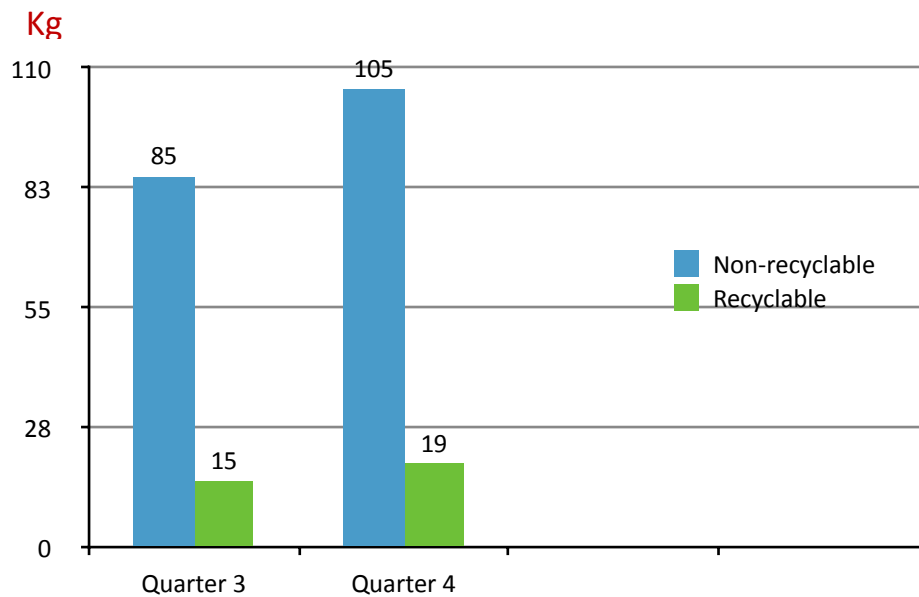


Chart 3: Vientiane Office Waste Generation in the last two quarters 2015

What will we do?

- Making extra efforts to reduce plastic waste (especially plastic bags) in our office. We will organize a communication event in February see section 2.3.
- Composting organic waste from March 2016.

2016 Target: Reduce our waste by 20%

3.5. Paper/ Printing

What did we do?

In December 2015, we changed our office paper type to DoubleA Khanna which is a sustainable paper in many aspects. It utilizes the "KHAN-NA" or the vacant spaces around and in between Thai farmer's rice fields for planting trees, bringing the best value out of these empty spaces that would otherwise be unused. Paper from KHAN-NA is an exemplary model that serves as a unique source of quality materials for paper production that no single pulp is obtained from natural forest. This model also creates extra income for the farmers and contributes to reduce global warming.

Our printers are set to double-sided printing as default.

We also print on one side printed paper for internal used documents. Recently, we organize training on responsible printing for all of our staff, department by department.

In 2014 and 2015, the monthly average paper consumption in our office was 1900 sheets (3.8 reams). We aim to reduce this figure by 30% in 2016.



A poster from our internal print less campaign

2016 Target: Reduce our paper consumption by 30%

3.7. Carbon Offsetting

In 2015, total distance of our business flight is 63.346 km. This translates into a CO2 emissions of 12.67 tons. In 2016, EXO Travel Group is going to reach a partnership agreement with NEXUS, a carbon offset program, to compensate our carbon emissions from staff's business flights.

3.8. Sustainable Purchasing

- **Welcome Gifts to clients**

EXO Travel Laos is supporting local not-for-profit organizations, social enterprises or local ethical businesses by purchasing from them gifts for our clients. 80% of our gifts were purchased from:

- *Kop Noi*: is offering handmade products from natural materials and respect fair trade principles and equitable development
- *Matesai*: is a social and cultural enterprise selling handmade items from all over Laos, supporting village artisans.
- *Ock Pop Tok*: an initiative produces and designs textile handicrafts. It is established in partnership with the Lao Women's Union and rural artisan communities, to advance the artistic, cultural and social development of Lao artisans and their textile traditions while adhering to fair trade principles. Ock Pop Tok now provides livelihoods for nearly 200 people both in Luang Prabang and six Northern provinces.

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- *T' Shop Lai Gallery*: Selling natural products from Les Artisans Laos, a project provides apprenticeship training in the production of original handicraft made from recycled wood and non-timber forest products such as coconut and bamboo.



Gift basket from Ma Te Sai



Natural Products of Les Artisans Lao

In 2016, we will look to support more responsible projects and/or businesses which are less popular.

- **Cleaning materials**

We have been making our own cleaning mix for floor, toilet and glass from white vinegar, baking soda and locally produced essential oil.

We are also using locally produced organic soap for hand washing.

Many of our staff is now applying our natural cleaning mix at home also.

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

EXO Travel Purchasing Policy

Target 2016: 80% of office purchasing is sustainable

4. DEVELOPING RESPONSIBLE PRODUCTS

4.1. Transportation in the destination

4.1.1. Sustainable transports

Apart from a variety of cycling tours, EXO Travel Laos has been offering E-bike tours in Luang Prabang. Our product department is working on contract with an electric tuk tuk supplier in Luang Prabang. We plan to offer this sustainable alternative to our clients in 2016.

4.1.2. Code of conducts for drivers

We have developed a code of conduct for drivers. In 2016, we will print small posters (without our logos so car companies can maintain it when renting the cars to other tour companies) to place inside cars.

4.1.3. GHG / Carbon emission level

In 2016 we plan to compensate travel emissions by travellers for domestic and regional flights booked with us and directly include it inside the invoice.

4.2. Accommodations

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

- Communicate our March towards sustainability by sharing our RTP 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 offer an informed choice to clients with special icons
- Monitoring our performance in selling responsible suppliers

In January 2015, EXO Travel Laos sent a communication named “Sustainability in Action” to inform 110 hotel suppliers (91% of our hotel suppliers in total) about EXO Responsible Travel Policy and our commitment towards this sustainability journey. This communication included a questionnaire¹ detailing main best practices a hotel could implement. In addition, the hotel suppliers were invited to sign a Responsible addendum to our Contract².

As this represents a tremendous follow up work (including inspections on site to check and complete answers) to obtain answers from such a long questionnaire from hotels we prioritized in 2015 the evaluation of our top 25 hotels representing 70% of our bookings.

- 68% of our top 25 suppliers have completed the questionnaire.
- Sustainability inspections have been made in 64% of them.
- 36% of top 25 hotel partners signed the Responsible Contract Clauses.

What will we do?

- Contract request for new season has been sent with the Responsible Contract Clauses. We expect to get it signed by 100% hotel partners.
- Finalize sustainability assessment of our top 20 hotel partners and other hotels considered as potentially responsible in Laos.
- Integrate in all inspections done by other staff (so far all has been done by Lao Sustainability coordinator, inspection staff will be trained) a short check list of 6-19 key aspects to investigate when going on inspection, upon reports of good practices the SC will then complete a more thorough evaluation.

¹Hotel assessment questionnaire

This questionnaire comprises of 35 questions on 4 activity areas: Internal HR, & 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.

²Responsible Contract Clauses

This document covers basic requirements regarding business ethics, environment, & biodiversity, cultural heritage.

This document now is a compulsory part of any contract renewed in 2016.

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- 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.

4.3. Excursion and activity suppliers

4.3.1. Excursion and activity suppliers' communication

There are various steps are similar to the strategy used for hotels. We apply a slightly different process to assess our excursion suppliers. It is much more complex to assess excursions than hotels as it includes various elements and, as well because many providers are non English speakers and may not understand the questions. Finally 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. So the evaluation check list ³ is sent only to suppliers we foresee as responsible (or claiming to be) and who can speak good English. For others the SC and other staff in the mid term will directly go on inspection.

We prioritize the communication and follow-up to top 10 suppliers (out of the total of 30 suppliers). So far five (05) excursion suppliers have signed the Responsible Contract Clauses, five (05) have signed the contract addendum and, 2 sustainability inspections have been conducted.

Recently our contract request for next season was sent with the Responsible Contract Clauses as well as the checklist for excursions. We expect to get the Clauses signed by 100% of our excursion partners and the checklist answered by 80% of our top 10 partners in 2016.

³ 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.

4.3.2. 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 activities for our customers.

We have developed policy and codes of conduct for sensitive activities such as "Guidelines for Wildlife viewing and protection" and/or the alms giving in Luang Prabang.

We progressively ban (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.

School, orphanage and children center visits

EXO Travel has made the decision to cease visits to schools, orphanages and other children's 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.

Elephant camps

We stopped using one elephant camp in Southern Laos due to their bad treatment of elephants.

We are currently carefully assessing all elephant camps we work with and developed a specific evaluation check list for this to select only those respecting animal welfare.

4.4. Tour guides

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

As people who are in direct contact with both clients and suppliers in the destination, our tour guides have a remarkable influence 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.

In 2015, a session on sustainability was included in the training. Our objective is to equip our tour guides with general knowledge of responsible tourism as well as specific issues such as child protection, wildlife and animal welfare, etc.

What will we do?

- In march 2016: A special training on child protection issues by Child Safe Movement Specialists and one on some key aspects of responsible tourism. We will also train them to help us access our suppliers' sustainability performance.
- We plan to keep a regular communication with guides on sustainability by creating a guide information corner in our operation department where they can be informed whenever they come to get tour programs.

4.5. Promotion and communication of responsible products



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 EXO Responsible Travel Policy, as well as our sustainability assessment along our value chain. We now need to organize thorough trainings for our sales team on two major tasks:

- To incorporate sustainability in the supplier evaluation done on their inspection / FAM trips.
- To promote and communicate responsible suppliers to our clients.

The sales training is planned in March, 2016

5. COMMUNICATION

The booklet « Tips for Responsible Travelers » in English, French, or Spanish is given to travellers 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.

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- 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. is clearly mentioned in this booklet.

6. CSR/DONATION BY EXO LAOS

Stated as one of our 7 core values, “Yes we care” represents our willingness to give back to the communities. Apart from the financial support which EXO Foundation is giving to a number of social and environmental projects in Laos, EXO Travel Laos has also been active in supporting community development.

In April 2015, on the occasion of Lao New Year, we raised USD 200 among our staff for Vientiane Rescue, a 100% volunteer emergency service for accidents in Vientiane.

In November, we supported the traditional boat racing festival in Vientiane with an amount of USD 250

In the same month, we offered a sponsorship of USD 550 to the Elephant Caravan, which was organized to educate young generation and raise awareness about protection of elephant as well as fauna and flora in general.

Apart from monetary donation, we also incorporate visits to social and environmental projects in our tours. We believe that it is a meaningful way to help our tourists learn more about the country’s history and its present. Our tourists can also make a personal donation on their visits if they wish to.

Projects in Vientiane:

- **Lao Disabled Women Development Center:** provides disabled women in Laos with the support, knowledge and skills they need to be self –sufficient, productive members of the community.
- **COPE** (Cooperative Orthotic and Prosthetic Enterprise): provides training and support for local staff and ensures that any mobility device is provided free to people who cannot afford to pay. COPE serves people injured by unexploded ordnance (UXO) as well as traffic and other accidents.
- **MAG Center (Mines Advisory Group):** MAG is a humanitarian organization clearing the remnants of conflict the benefit of local communities worldwide. MAG Visitor Information Centre tell visitors the complete UXO story



Project in Luang Prabang

- **Free the Bears:** established by Free The Bears Fund Inc. in 2003, providing care for bears that have been confiscated by the Lao authorities. Most of the bears at the center are Asiatic Black Bears (Moon Bears) that were illegally captured from the wild as young cubs – it is likely that they were destined for use in the traditional medicine trade.



In 2016, we target to be more involved and supportive to community development projects and activities. This mission will be delivered in the various such as incorporating in our tour products, our staff’s direct involvement as fund raising, or volunteer and financial support. For example, 20 staff have signed up the Vientiane International Half Marathon organized in March 2016 to raise fund to local charitable projects.

7. CONCLUSION

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We strongly believe that sustainability can only be achieved when it is integrated into the core of our business. It is not an “add-on”. It must be part of our decision making process. This means that we will commit to a continuous improvement in all aspects of our business regarding sustainability.

The adoption of sustainability in our business has especially sharpened our culture. It enhances team spirit and collaboration among departments across our organisation. Our employees are proud of being part of a meaningful movement, of a higher purpose.

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