

A person wearing a traditional conical hat is herding a group of water buffaloes in a lush green rice field. The background features rolling hills and mountains under a soft, hazy sky. The entire image is overlaid with a semi-transparent green filter.

RESPONSIBILITY
MADE REAL

OUR POSITIONING

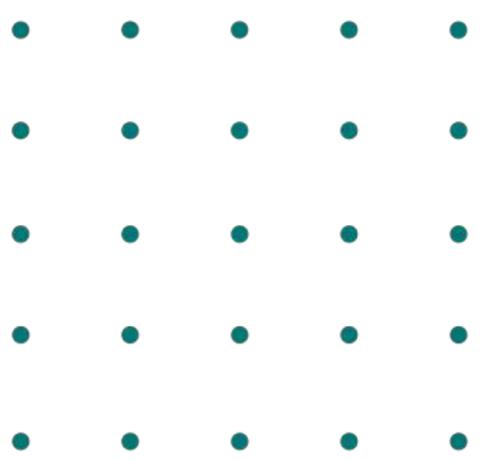


We provide travel services for tour operators, travel agents, event organisers and individuals from around the world.

EXO Travel in numbers :

- 153,207 travelers enjoyed world-class travel experiences during our record year
- More than 3,200 agents and partners, what makes EXO Travel one of the most trusted, professional and responsive names in travel
- Free Independent Travelers (FIT) : 70% & Group Inclusive Tour (GIT) : 30%
- Leisure : 93%, Business (Events) : 7%, Adventure : 5% & XML : 3%

The majority of our guests come from Britain, France, Germany and America, with many more hailing from other European countries, Latin America and Africa.



POSITIVE
CHANGE



EMPOWERING
COMMUNITIES

OUR CORE POLICIES

ETHICAL
COMPANY



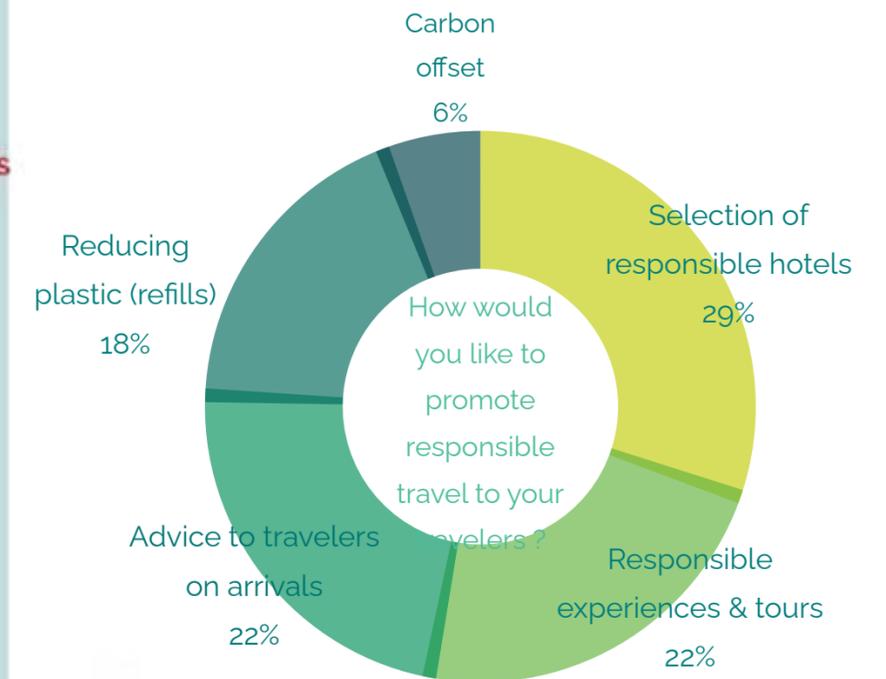
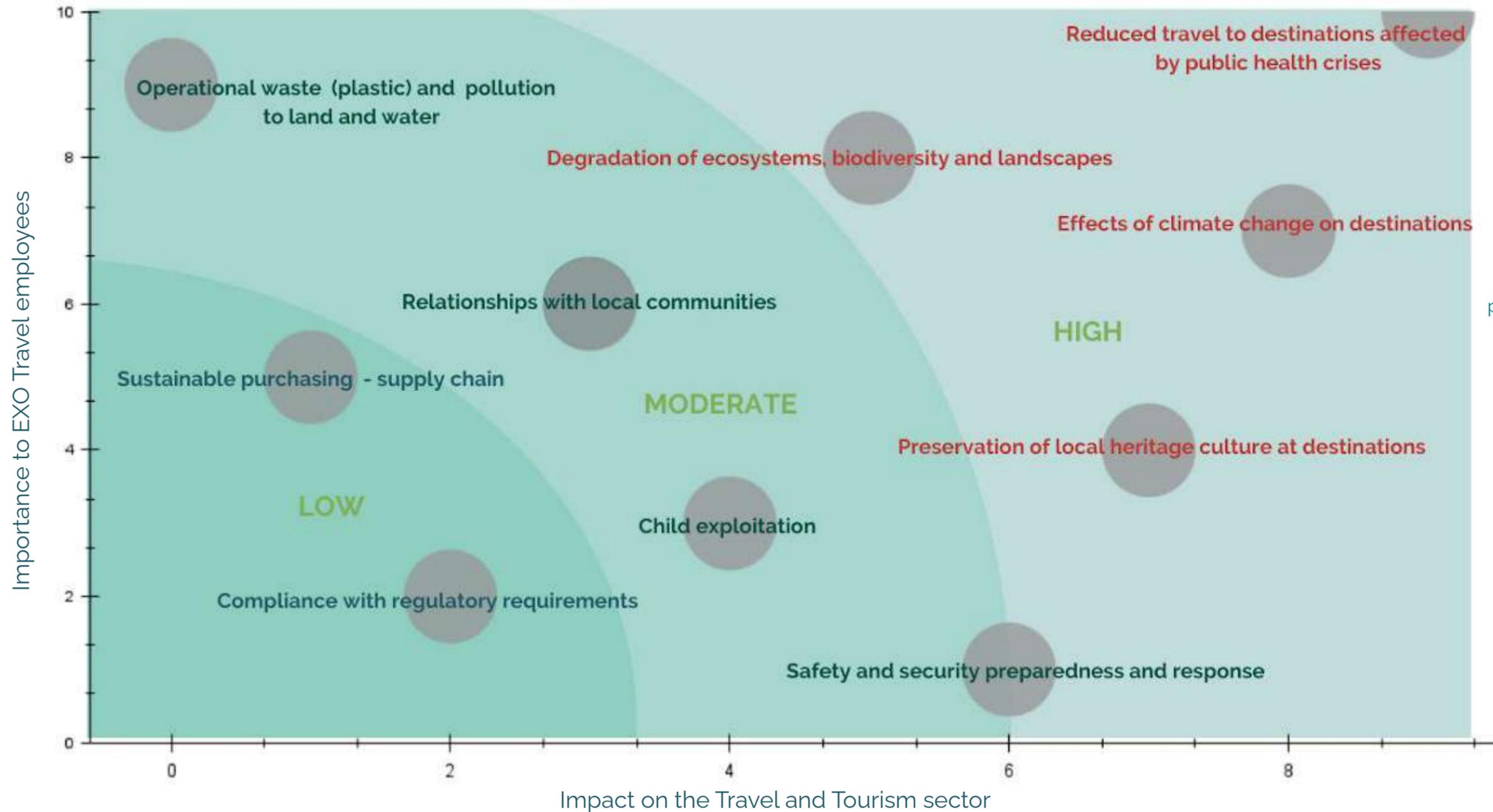
INSPIRING
OUR GUESTS



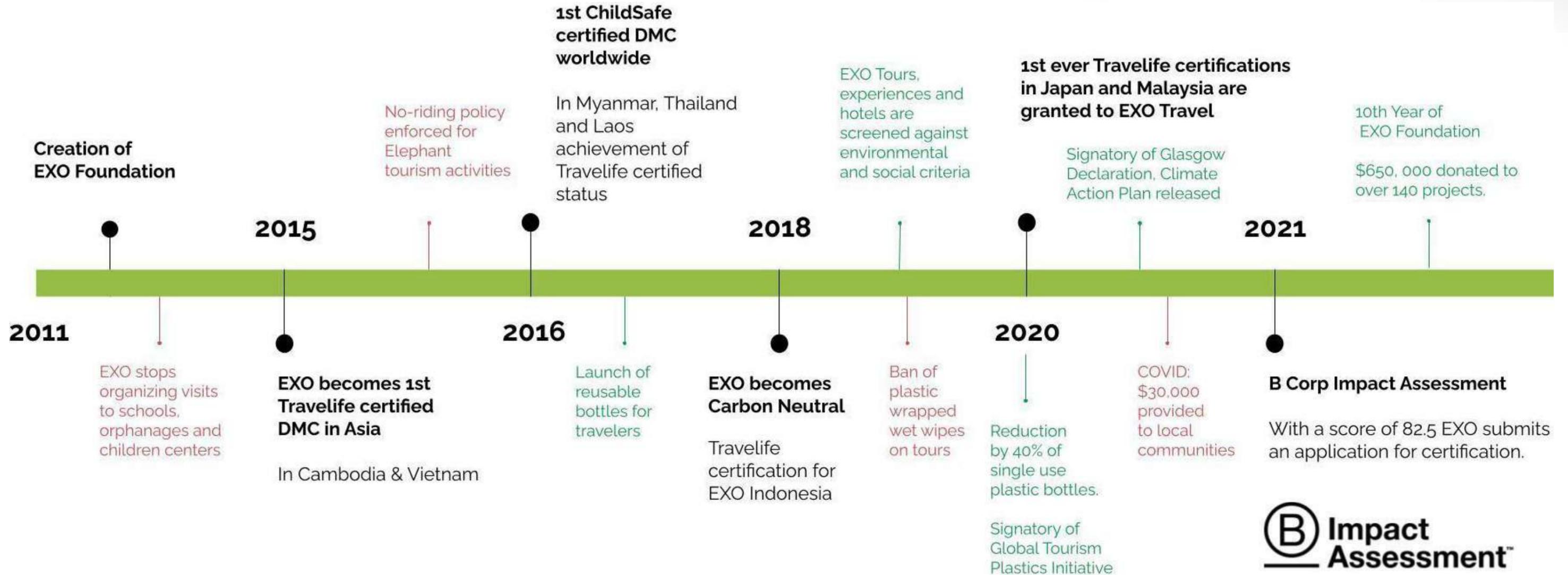
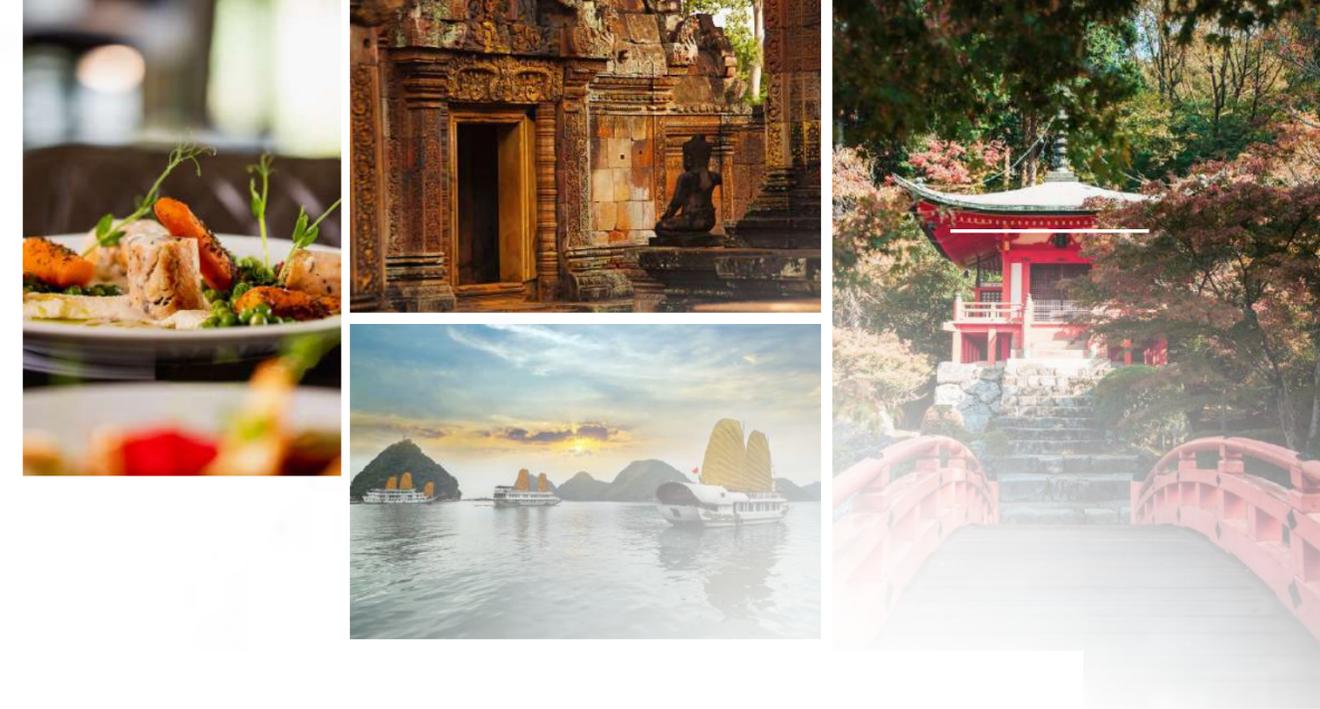
PROTECTING
THE PLANET



OUR MATERIAL TOPICS



OUR MILESTONES



REPORTING EXPECTATIONS



- GHG MEASUREMENT
- PLASTIC POLLUTION
- SUSTAINABLE PURCHASING
- ANIMAL WELFARE / CONSERVATION

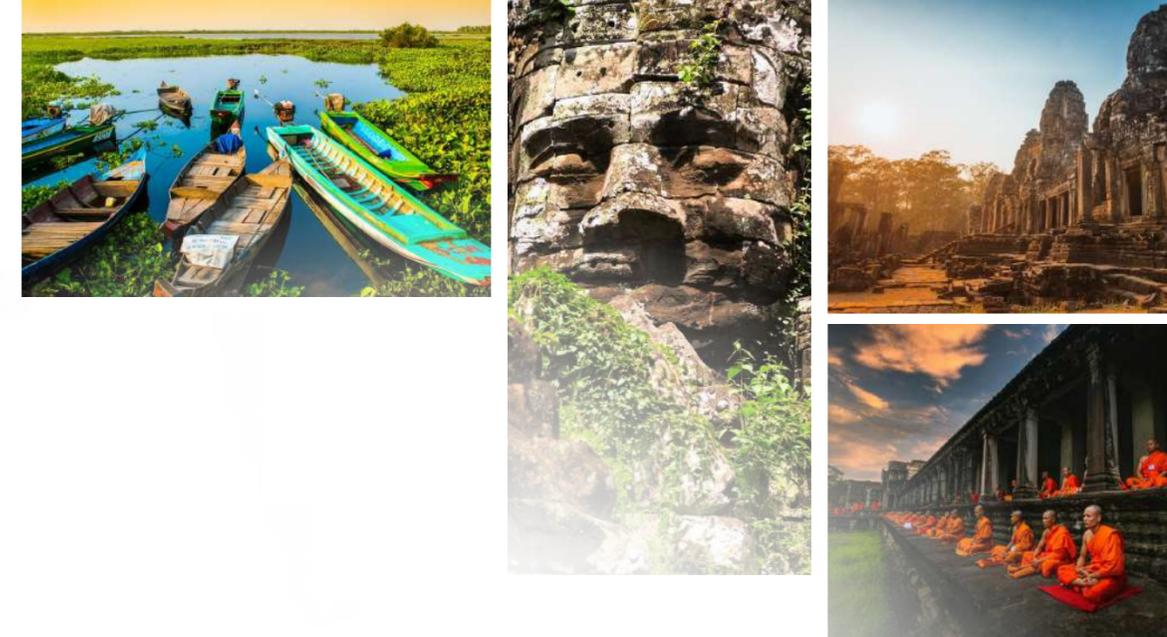


- DIRECT LOCAL INCOME
- HERITAGE PROTECTION
- ACCESSIBILITY
- PHILANTHROPY / COMMUNITY CARE



- TRAINING
- BEST PRACTICE SHARING
- COMMUNICATION
- EMPLOYEES BENEFITS

SUSTAINABILITY REPORTING CHAIN



CERTIFICATION BODIES / INVESTORS



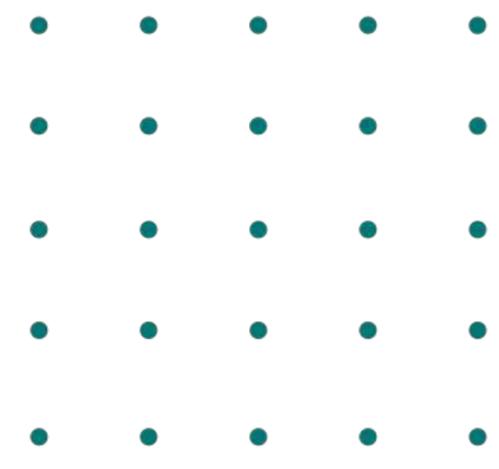
TRAVELERS

TRAVEL AGENTS / TOUR OPERATORS

DESTINATION MANAGEMENT COMPANIES

LOCAL SUPPLIERS





CHALLENGES IN REPORTING



1

SPEAKING THE SAME LANGUAGE

Need for understanding/ and following the same reporting standards, especially challenging in destinations where certifications are not yet implemented.

2

CONSISTENCY IN DATA MEASUREMENT

Challenge of choosing the right indicators helping to set the relevant targets over time.
We can only improve what is measured.

3

IMPORTANCE OF TOOLS & TECHNOLOGIES

Improve efficiency in measurement, reduce manpower need for reporting and help standardizing data. Using existing tools rather than implementing new ones that will double the workload.

4

TRANSPARENCY

Share reporting not only on successes, but on what needs to be improved/ adjusted.

5

COLLABORATION

Interdependence, how to be more efficient in sharing data / open-source ?.



FROM VISION TO ACTION

TRAVEL FOR GOOD



35%

Written policy

declare having a written environmental policy shared among their employees. However, only very few uploaded it on the survey and shared it.



75%

Automatic metering

have installed automatic metering and sub-metering of water/energy/temperature in their property and are following a regular monitoring of their use of natural resources.



50%

Conservation

have participated to beach/city/jungle clean-up or tree planting activity at least once per year with the neighboring community. 22% go further and directly support (minimum 2) and/or organize conservation project by themselves.

WATER CONSERVATION



60%

60% Have small signs in rooms about changing linen & towels (place card on bed, in bathroom etc.)

50%

50% Water garden only in the morning or use sprinklers
45% Use dual-flush working for toilets and/or small capacity (> 3 liters)

40%

40% Reuse by default bed linens for stays longer than 1 night
40% are equipped with flow restrictors for faucets

50%

35% Re-use treated waste water for gardening
25% Collect & reuse rain water

30%



80%

Endangered species

refuse to serve endangered species or wild meat in their restaurant (eg: shark fin, red tuna, animal from wild etc.)



25%

Awards & certificates

are environmentally certified or have received an environmental award. Additionally, 8% have declared being in the process of being certified/awarded.



70%

Training

declare training their employees on environmental protection & conservation issues. Among which 37% all their employees on a regular basis and 35% said that they do it only once per year.

PLASTIC REDUCTION



65%

70% Refill soaps & shampoo containers
60% avoid or do not use plastic bags for shopping and/or deliveries

55%

55% offer a reusable non plastic laundry bag in room
55% do not use plastic straws for welcome drink

35%

35% do not use plastic straws for All drinks
35% use biodegradable/paper boxes and bags for picnic & take away

25%

30% ban plastic bottles (eg: glass bottles/water stations)
20% ban individually packaged food/products & disposable tableware/cutlery



100%

Legal compliance

declare being compliant with national labor laws, providing written contracts to their staff, national insurance scheme. However, only 40% of them state that they have signed our sustainability addendum to contracts.



65%

Equal opportunities

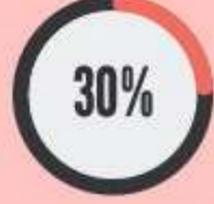
recruit and/or train disadvantaged people (eg: people with disabilities, from ethnic groups, from poor communities in the area or vocational schools etc.)



55%

Local food & handicrafts

declare purchasing from local suppliers either organic food and/or locally made handicrafts. 40% say that it accounts for 50% of their purchasing need, around 10% buy souvenirs from charities and 2% buy only from supermarkets & city stores.



30%

Social care & insurance

claim that they are providing provide official state insurance, plus an additional coverage from private insurance companies.



25%

Paid internship

offer internship opportunities including meals & transportation compensation, plus an additional living allowance. Only 10% of surveyed hotels don't offer internship opportunities for various reasons.



85%

Charitable donations

contribute to at least 1 local project supporting disadvantaged people, education, cultural heritage etc. 35% go further by organizing 1 or 2 projects per year with a charitable purpose. 15% do not donate to any social/cultural organization.

FROM VISION TO ACTION

TRAVEL FOR GOOD



RESPONSIBLE HOTELS



We use these two icons, with 3 star levels, to highlight the properties that we consider responsible on our website and other communication material. After conducting an online survey and on-site inspections focusing on sustainability, we scored hotels based on their environmental and social performance.

50% OF OUR GUESTS STAY AT RESPONSIBLE HOTELS

If we look at the total number of guests that have travelled with us - in our Travelife certified destinations - an average of 50% or 61,900 guests have spent at least one night in a hotel that we consider as responsible. It is 47% more than last year.

50% of our Top 20 hotels are considered as responsible for at least one category with 1 star or more, compared to only 20% in 2018!

35% ROOM NIGHTS SPENT IN RESPONSIBLE HOTELS

In 2019, we have sold 74,520 room nights which represents 60% more than the previous year.



50% OF GUESTS STAY AT RESPONSIBLE HOTELS

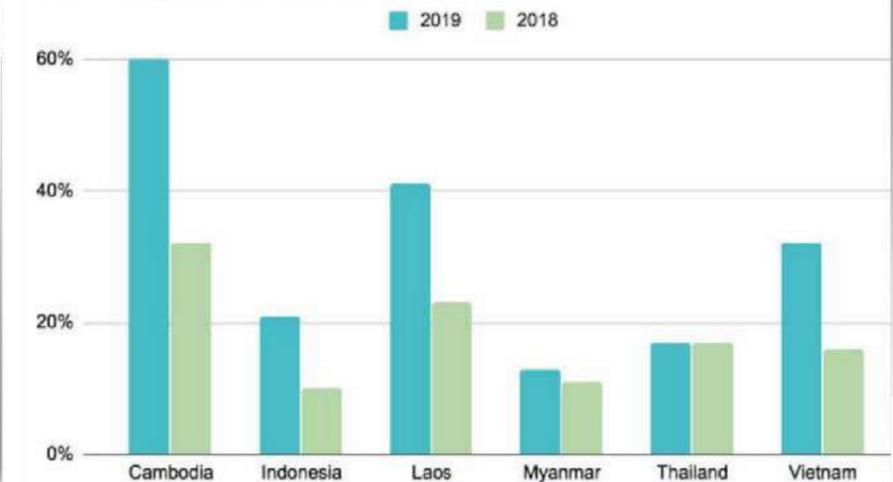


50% OF OUR TOP 20 HOTELS ARE RESPONSIBLE



35% ROOM NIGHTS SPENT IN RESPONSIBLE HOTELS

Room Nights in Responsible Hotels





FROM VISION TO ACTION

TRAVEL FOR GOOD



Since 2016, we have been screening our partner hotels against sustainability criteria. By the end of 2022, we will be using **Hotel Resilient platform** to collect and make data on their social and environmental performances accessible.

We've worked for over two years on the creation of this free self-assessment tool, easy to use and comprehensive, based on the Global Tourism Sustainable Council criteria for hotels.

On this platform, each hotel will display their certifications such Earth Check, Travelife for Hotels, Green Globe etc. and sustainability score.

The self-assessment tool for hotels displays sections such as :

- **Hotel features**
- **Employees general information**
- **Child labor and Child Safe policy**
- **Social contribution**
- **Guest awareness**
- **Environmental management**
- **Water and Energy use**
- **Waste reduction**
- **Buying local & supply chain**
- **Disaster preparedness response**



FROM VISION TO ACTION

TRAVEL FOR GOOD

Efficient Sustainability Reporting helps to us provide a deeper understanding of our travel experiences and how they are beneficial to our destinations.

CARBON FRIENDLY



MAKE A DIFFERENCE



CULTURAL INTERACTION



LOCAL BENEFITS



SOCIAL IMPACT



NATURE POSITIVE

- Slow travel
- Nature conservation
- Ethical Wildlife tourism
- Vegetarian option
- Organic life

CULTURAL HERITAGE

- Protected heritage
- Arts and creativity
- Cultural diversity
- Off-the-beaten track

COMMUNITY EMPOWERMENT

- Philanthropy
- Local immersion
- Social inclusion
- Community-Based Tourism



We create travel experiences that are :

Nature positive

Empowering communities

Enhancing cultural heritage



We prefer responsible suppliers based:

Screening based on environmental and social criteria

Training and best practices sharing



GET IN TOUCH

To reach out, just scan our QR code.



ALEXANDRA MICHAT

CHIEF PURPOSE OFFICER

EXO TRAVEL GROUP

