WE AIM TO BE RESPONSIBLE

Over the past year EXO Travel has made several exciting commitments toward sustainability. We aim to challenge ourselves and to continuously improve our contribution to responsible tourism.

TANGIBLE SUSTAINABILITY IMPACT
2019 was a record breaking year with numerous achievements that brought us closer to our sustainability goals. This year’s report will illustrate our tangible social and environmental impact through the work of our foundation and ambitious new initiatives.

TRAVELIFE CERTIFIED - EXCELLENCE IN SUSTAINABILITY
This year we are proud to have EXO Malaysia and Japan achieve certification for the first time and for EXO Vietnam and Cambodia to pass their 3rd audit. With 8 of our 9 destinations being certified by the industry’s most robust and internationally-recognised sustainability scheme, we are firmly committed to Excellence in Sustainability.

STRONGER TOGETHER
More than ever, we are collaborating with external partners, non profit organisations and tourism businesses through active involvement. To name a few there is Impact Vietnam, the Coalition for Ethical Wildlife Tourism, the International Tourism Plastic Pledge and more. This has created a positive ripple effect in promoting responsible tourism down the industry’s supply chain.

ADDRESSING THE CLIMATE CRISIS
In 2020, we started to fully offset our carbon footprint with the guidance from an internationally recognised body. Guests can opt for carbon neutral holidays by accepting a small fee based on the average carbon footprint of our travellers which then goes to the purchase of carbon credits which support environmental projects in Asia such as mangrove reforestation.

SCALING-UP OUR SUSTAINABILITY IMPACT
Not only have we refreshed the contents of our Responsible Travel Policy, Wildlife Code of Conducts and our Tips for Responsible Travellers, we’ve bolstered our offering of responsible experiences with more than 300 trips displayed on our website. To add, 50% of our travellers stayed in at least one responsible hotel during their trip, which meets our sustainability criteria.

Coupled with the work through our EXO Foundation, these achievements go towards supporting both our people, our planet and our magnificent destinations in Asia.

ALEXANDRA MICHAT
EXO Foundation
Director of Sustainability

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How Sustainability Works at EXO Travel
HOW SUSTAINABILITY WORKS AT EXO

SUSTAINABILITY GUIDELINES
Following the Travelife certification scheme, we have developed a set of guidelines, policies and tools and ensured that these are being properly implemented in our destinations to further our positive impact.

COORDINATORS
We have dedicated sustainability coordinators in eight of our EXO destinations: Vietnam, Thailand, Cambodia, Myanmar, Laos, Indonesia, Malaysia and Japan. They ensure that our Responsible Travel Policy is understood and well implemented. They are also the main representatives for our not for profit arm, EXO Foundation.

GIVING BACK
We support the sustainable human, social and economic development of local communities in Asia through financial funding and support.

PROMOTING RESPONSIBLE TOURISM
We foster initiatives that enable widespread responsible tourism principles and advise travel companies on how to become agents of positive change.

IDENTIFYING LOCAL PROJECTS
One of the main purposes of EXO Foundation is to identify and suggest meaningful and relevant projects to support in Asia, to address the rest of the region’s development challenges.
WE CARE ABOUT THE PLANET

EXO Travel is committed to minimising the negative environmental impacts of office operations and activities through careful management of energy and paper consumption, waste generation and carbon emissions.

LOW ENERGY
WE HAVE REDUCED OUR CONSUMPTION BY 14% IN OUR DESTINATIONS
1,017 Kwh/per person/year based on the average consumption per person per year excluding Singapore.

We implement various strategies to reduce our consumption, especially with regard to air conditioning with minimum and maximum air temperature controls, automatic switch-off policy, windows sunscreen filters and more.

TOWARDS ZERO PAPER
WE HAVE REDUCED OUR PAPER CONSUMPTION BY 30% IN OUR DESTINATIONS
Based on the average consumption per person per year excluding Singapore which is not included.

97 trees saved in a year!
Less than 100 sheets per month per person, our 2019 target set up last year is reached.

We reduce, reuse and recycle our paper and seek alternatives that allow us to reduce our consumption; especially through the development of software and new technologies in our daily work.

CARBON OFFSET FLIGHTS
135 TONNES OF CARBON EMISSIONS OFFSET
Through a partnership with Nexus for Development for EXO employees’ air travel, we have increased an offset of 21% compared to last year. It is directly linked to staff training, inspections and meetings in destinations. We will strive to reduce them next year by organising in-destination training with local teachers.

GO RECYCLING
17 KG/PERSON/YEAR
is the average waste generation in our destinations excluding Singapore.

This is exactly the same figure compared to last year. It is a topic that we are strongly tackling in our offices with many of them declaring to be ‘Plastic Free’ and enforcing financial penalties.

In 2019, we recycled around 2 tonnes of waste.
ZERO WASTE INITIATIVES

Japan launched its first initiative to reduce its office-wide use of single-use plastic! Introducing EXO’s boomerang bags that can be conveniently borrowed for staff running errands to the convenience store! Placed conveniently throughout our Tokyo and Kyoto office, staff can easily borrow and return them again for others to use.

This year, EXO Travel Vietnam became a single-use plastic free workplace. All staff now get an eco set which includes a personalised bamboo bottle, with a bag to carry it everywhere, a stainless steel straw and a brush to keep it clean!

This way, there is no room for excuse for single-use plastic! However, mistakes are allowed and that is why we have set up a basket for penalties. If one brings plastic accidentally into our office, they must pay a small fine. All funds go towards environmental causes!

YES, WE CARE!
WE TAKE ACTION FOR THE CLIMATE

For the first year, EXO Travel has offset its entire carbon footprint. Thanks to our teams and tools in place, we have become one of the first carbon neutral DMC in Asia.

WE DECLARED A CLIMATE EMERGENCY

Climate change is a reality and we started to take serious action at least 3 years to minimise our environmental impact. This is because we believe that we can only improve what is measured. We have worked with independent third party organisations to calculate our carbon footprint. With this approach, we are confident that we will manage to set up reachable targets and smart objectives. In order to achieve our goals, we have taken into consideration the following measurements:

SCOPE 1:
- Fuel consumption (from our owned cars)
- Air conditioning usage

SCOPE 2:
- Grid electricity

SCOPE 3:
- Water consumption
- Transmission & Distribution Loss (electricity)
- Paper & brochures
- Solid Waste management
- Business travels (air/ hotels/ road/ employees commute)

Overall we have managed to reduce our carbon footprint by 8%. We have based our calculations on data collected with our online resource monitoring tool from each office location that is Travelife certified. In 2020, we will also be able to publish data for Japan and Malaysia as they are newly Travelife Certified for sustainability and have monitored their consumption for a year.

Because we want to find solutions now to mitigate our emissions and to have a positive impact on our planet, we have offset our carbon footprint with Gold Standard certified credits. We have given back $17,646 from our profits to support the development of improved cookstoves in Laos.

<table>
<thead>
<tr>
<th>CARBON FOOTPRINT</th>
<th>2018</th>
<th>2019</th>
<th>IMPROVEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAMBODIA</td>
<td>112</td>
<td>92</td>
<td>-18%</td>
</tr>
<tr>
<td>INDONESIA</td>
<td>164</td>
<td>145</td>
<td>-11%</td>
</tr>
<tr>
<td>LAOS</td>
<td>76</td>
<td>60</td>
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<td>MYANMAR</td>
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<td>VIETNAM</td>
<td>358</td>
<td>337</td>
<td>-6%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1038</td>
<td>950</td>
<td>-8%</td>
</tr>
</tbody>
</table>

OUR CARBON FOOTPRINT

WE ARE CARBON NEUTRAL
Around 400 Travel Consultants have received at least one sustainability related training. This is related to his/her personal goal within our company. For example, Travel Consultants can learn how to better promote responsible experiences and/or learn how to introduce Carbon Neutral Holidays to their clients.

8 Sustainability Teams in our destinations with representatives from each department engaged in regular meetings and help to run projects and raise awareness.

135 newcomers trained with a our sustainability onboarding modules.

78% of our employees declare to be Happy at Work!

Employee satisfaction is one of our utmost priorities. For the second year, we have anonymously surveyed our employees to find out more about their main satisfaction and dissatisfaction working for us. With answers from 85% of our employees, we have analysed country by country results with our top management and have worked on action plans accordingly. These include, improving office spaces, distributing more financial and non-financial recognition awards, arranging for more technical training to use EXO tools and more. In several destinations last year, we have worked towards improving our social & medical insurance coverage scheme and implemented flexible working hours.
EMPLOYEE ENGAGEMENT

MOST RESPONSIBLE EMPLOYEE

Since 2018, we have been recognising our most responsible employees in each of our destinations and awarding them at our year-end parties. The process is simple, employees are encouraged to nominate their colleagues based on the below list of criteria, then a poll is open online to vote for the best nominees.

- Always comes to the office well prepared with his/her reusable straw/cup/bag/food container and tries to minimise his/her waste as much as possible
- She/he has mastered the skills of separating waste, always switch off the electronic devices and print double-sided
- She/he inspires clients, agents, or suppliers with his/her knowledge and commitment about sustainability
- She/he is a role model for our guides and suppliers and inform them about our sustainability policies
- She/he chooses only responsible gifts for our clients
- She/he supports charity/social project(s) outside of work
- She/he above all inspires you by his/her knowledge and commitment!

MOST RESPONSIBLE EMPLOYEE
Suthanee Hongyont
Senior Travel Consultant - EXO Thailand

Suthanee always shares her knowledge about sustainability with her colleagues. She monitors her team’s progress in a shared and transparent manner. She frequently participates in events/activities relating to sustainability and she is very committed to reducing single use plastic. At lunch time you will always find her using her reusable meal containers!

BEST RESPONSIBLE INITIATIVE - GREEN RIVER

Every year, at our Annual General Management meeting, we reward in-destinations initiatives that involve EXO employees, including the Best Responsible Initiative. Introduced since 2017, it encourages our people to be innovative and to engage themselves in sustainable projects.

In 2019, the Green River Project from Cambodia was awarded. Started in 2017, this project has enabled EXO Travel teams and its non-profit partners to train nearly 1,000 people on single-use plastic reduction. The project targets hospitality students, staff from local companies working in tourism and local people living along the river, in both Phnom Penh and Siem Reap.
This is an initiative that drastically reduced the consumption of plastic bottles used in the tourism industry by providing a refillable bottle to each traveller when they arrive for their holiday.

400,617 single-use plastic bottles saved in 2019. That’s three times more from last year and in 3 years of time we have managed to reduce our distribution of single-use plastic bottles by 40%.

12,645 refillable bottles given to travellers and tour guides. This figure has doubled from last year.

We took a major step in this initiative to train our tour guides. More than 800 of them have received a dedicated training (versus 260 last year) and we hope it will help to take this project to the next level.

Last year, we financially supported Refill My Bottle with $6,000 to help them launch their mobile application enabling travellers and guides to find nearby water stations. In a year, they enlisted a staggering +114% of refill stations. There are now more than 2,733 refill stations enlisted on Refill My Bottle application.

We communicate this initiative with our tour guides and have branded refillable bottles directly with the QR code to download the App. They have now 33,871 downloads and we will continue to help them expand their network.

This booklet is given for free to guests and is our best tool in promoting responsible tourism through advice and information. The booklet includes information on cultural differences, ethical issues, consumer behaviour practices, environmental guidelines and more.

In 2019, we reviewed its format and included illustrations designed by Sofia Holt, making it easier and more attractive to catch essential tips.

15,000 booklets were distributed to approximately 26% of total guests handled by EXO Travel in 2019.

Available in English, French, Spanish and Italian.
OPT FOR CARBON NEUTRAL HOLIDAYS

In our latest efforts to reduce our carbon footprint, we now offer our clients an option for a carbon neutral holiday by compensating the carbon emissions of their transport, activities and accommodation during their entire stay in Asia. To do so, we have worked with carbon experts such as BookDifferent and Nexus, to calculate and determine the offsetting cost of our trips.

It costs $1.50 per person per day to offset a trip in Asia (including local transport, hotels and activities).

Our carbon neutral journey began in 2018 when we started to offset carbon on all domestic and regional flights of our clients. This has resulted in an offset of 5,196 tons of carbon in our main destinations over 2 years.

Offsetting costs for air travel are invested in Asia for projects that are Gold Standard Certified and run by NEXUS for Development. We're currently funding improved cookstoves in Laos.

CONTRIBUTIONS FROM CARBON OFFSETTING FUNDS

The funds given by travellers ($1.50/day/person) will help to plant mangrove trees and to offset carbon emissions (equivalent to 85kg of CO2 per day) to protect forests in Indonesia.

PLANTING MANGROVES IN NORTHERN SUMATRA

Mangroves are amazing carbon sinks and we are working with a local partner to plant trees and reforest mangroves in northern Sumatra. Our partner organisation is also working closely with the local communities to develop sustainable sources of income for the villagers.

CARBON CREDITS RETIREMENTS

We are supporting the Bujang Raba community in the area of Jambi in Sumatra. This forest community conservation project involves 5 villages which are responsible for the management and the protection of the forest. The project has since drastically reduced illegal logging.
WE DRIVE POSITIVE CHANGE

EXO Travel is very cautious when vetting suppliers and activities for our customers. We strictly follow our Ethical Code and implement a Sustainability Suppliers Assessment Process.

SUSTAINABILITY ADDENDUM

When we contract suppliers, we ask them to sign our sustainability addendum. It includes our main requirements regarding sustainability (both ethics & environmental protection) & health/safety. It is signed by 619 of our hotels.

In 2019, we have released a new version that includes a request for hotels to set-up refillable water stations for guests.

HOTEL ASSESSMENT

215 hotels identified as responsible according to our standards for two categories: Eco-friendly and Socially Aware.

The number has doubled from last year even though our requirements remain demanding.

KNOWLEDGE

817 tour guides were trained on Responsible Tourism and Tips. The number has doubled from last year. Every year, we aim to organise at least one guide training in each destination. Sustainability is now always included with a specific focus on topics such as wildlife, child protection, refillable bottles and more.

ONLINE TRAINING CHILD PROTECTION

Together with Childsafe Movement and Friends International, we have designed an online training that is easily accessible to our guides and employees.

After an initial adjustment phase, it will become compulsory for them to take this when they start working with us. While this will not replace an actual training with a ChildSafe certified trainer, it will help us ensure that all our tour guides have been trained on the basics of Child Protection.

The online training includes the 7 tips for travellers and 3 online quizzes to check participants knowledge. After successfully finishing the training, they will be rewarded with an individual certificate.
FOCUS: BEST PRACTICES

SINGLE USE PLASTIC CAMPAIGN

This year, we have launched a campaign in Indonesia targeting our preferred 50 partner restaurants. Through this initiative, we invited them to ban all the single-used plastic items from their operations (non environmentally friendly lunch boxes, plastic bags, plastic straws, etc.) and set-up a refill station and to join the Refill My Bottle network. We have also been promoting specific tools and partner organizations fighting against food waste on Bali’s island.

WILDLIFE CODE OF CONDUCTS

Because we care about animal welfare, we have worked with specialists to review our wildlife code of conduct originally released in 2016. Together, we have designed it into 3 sections: general requirements, product development & guiding tips.

We also continued to assess elephants camps. In Indonesia, the elephant camps that were assessed two years ago were re-assessed this year in order to check the progresses that have been made and if the commitments for improvement were respected. Assessment of elephant camps in Sumatra and Phuket were also conducted and we are happy to offer a new elephant friendly experiences contributing to elephants conservation!

We are now working closely with ACES and Elephant Friendly Initiative to help us assessing elephant camps and determining whether or not they comply with our requirements and willingness to support elephant conservation & welfare.

Finally, we have launched a partnership with Reef World and campaigned to all our snorkelling suppliers for them join the network and implement the Green Fins Code of Conduct, best practices to preserve our marine environment.
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.
Our partner hotels carbon footprint is included in the calculation of our Carbon Neutral Holidays travel option.
RESPONSIBLE EXPERIENCES & TOURS

Our sustainability team has created a brand new and easy way for agents to choose and book responsible travel experiences and tours through a comprehensive and transparent rating system. There are five categories to help ensure your guest’s travels will leave the lightest footprints and the most positive impacts possible.

MAINSTREAM RESPONSIBLE TOURISM IN OUR BUSINESS AND OPERATIONS

Responsible experiences
A comprehensive rating scheme has been created by the EXO Sustainability Team to evaluate the sustainability practices of the travel experiences and tours that we operate. We have total of 421 experiences listed as responsible on our website.

- **$547,756** benefiting directly to non-profit organizations, social enterprises and family owned businesses
- **$140,000** donated directly to EXO Foundation for local non profit organizations from our profits, equivalent to $1 per traveler.
- **90%** of our gifts for travellers purchased from social organisations in all our destinations. We also purchase widely from family owned businesses and/or locally made handicrafts.

This year, and for the first time, we have been able to start analyzing our the financial impact of the tours we list as responsible.

CARBON FRIENDLY
We are promoting Carbon Friendly Experiences in line with our global strategy to fight against climate change. The activities offered are walking tours, short hiking, cycling and trekking.

CULTURAL INTERACTION
For Cultural interaction, our emphasis is to promote local cultures and meaningful interactions between locals & travelers, thus we haven’t evaluated their net financial impact for locals sharing their stories, knowledge etc.

SOCIAL IMPACT
For Social Impact, our experiences are allowing social enterprises, community based tourism organizations etc. to benefit from direct income. We have counted them in and are proud to help supporting these projects.

LOCALS BENEFIT
For Locals Benefit, only EXO self-operated tours are listed because these are the only ones that we can be fully transparent about costs with. At least 30% of the profit from these tours go to small local businesses or families. We have included these benefits in our calculations.

MAKE A DIFFERENCE
For Making a Difference, a financial donation is included in the price of the tour and is given back to non-profit organisations, wildlife conservation etc. It is counted in.
WE STRIVE FOR COMMUNITY BENEFITS

EXO FOUNDATION DAY

In September 2019, EXO Travel teams celebrated EXO Foundation Day. This was a great opportunity to learn about the projects supported in each destination and to meet with project leaders and beneficiaries. We also invited EXO people to express their wishes for the Foundation. Festive events were organised across all our destinations for the very reasonable budget of $6,000. These activities included things like tree planting, building a playground for locals, supporting local enterprises and more.

OTHER SUPPORTED PROJECTS
https://exofoundation.org/projects/
WE SUPPORT COMMUNITY INVOLVEMENT & DEVELOPMENT

We contribute to the Sustainable Development Goals through our Responsible Travel Policy and our support to a wide network of non-profit organisations. With the lead of EXO Foundation in coordinating the projects we would like to encourage our clients to join us and create an even greater positive impact.

MAKE DESTINATIONS BETTER PLACES TO LIVE IN AND TO VISIT

In 2019, EXO Travel contributed USD 140,000 to EXO Foundation which gave back $145,000 to non-profit organisations.

Additionally, EXO Group paid for EXO Foundation expenses including staff salaries, travel expenses, insurance, communications and more.

28 different projects have been supported through our EXO Foundation fund.

In each Travelife certified country, a full-time sustainability coordinator is following up closely on our selected projects.

PROJECTS SUPPORTED BY EXO FOUNDATION

PLANET

PEOPLE

$69,748.14

$75,889

31% Climate Action

32% Education & poverty alleviation

11% Preservation & awareness

16% Community Empowerment

8% Animal protection

1% Local cultures
POLICY INFLUENCING SOCIAL COLLABORATION

EXO Travel is involved in various organisations dedicated to tourism and sustainability.

IMPACT is a network co-founded by EXO Travel in Vietnam aiming to strengthen responsible tourism among the tourism industry in Vietnam and create best practices sharing events, common projects and initiatives with like minded businesses.

AWARDS

Travelife Excellence In Sustainability
Cambodia, Vietnam, Thailand, Myanmar, Laos, Indonesia are all Travelife certified.

First certification for Japan
We are the 1st Travelife certified DMC in this country.

First certification for Malaysia
We are the 1st Travelife certified DMC in this country.

Pure Awards - Nominated for Sustainability

NETWORKS

PATA - CSR working group

Travelife Elephant Assessment Working Group & Coalition for Wildlife Ethical Tourism

IMPACT Vietnam
A network for sustainable tourism - Co-founder

ASSET H&T - network of hospitality schools in South East Asia.

CBT & Myanmar Sustainable Tourism Operator Network
RESPONSIBLE PRODUCTS - VIETNAM

SAIGON COFFEE
CULTURE & FOOD SCENE

Explore the buzzing local residential everyday lives of the locals in Saigon, and join their routines by ordering a typical Vietnamese dish and then walk around the area to observe the street eats scene. Finish by discovering an 80-year local coffee shop and warehouse to get to know the unique way of making coffee.

EXPLORE COCONUT
HOME LAND IN MEKONG DELTA

Experience the many uses of coconut along the Mekong Delta where long standing cottages flourish. Cycle the backroads of the villages, meet and interact with locals and make your own coconut product.

HUE’S INNOVATIVE
ART OF BAMBOO

A visit to a less-known village named Bao La where locals still keep the traditional craft from bamboo for generations. It is a perfect tour for those who seek to fully understand the heart of the Vietnamese community. It is a village regarded for the basketry weaving, and to encourage a cooperative spirit, each hamlet of the village specializes in one kind of basket weaving.

AN FARM HOI AN

A hidden organic farm established by a nutritionist and his team. This experience is about exploring the lifestyle of farming in Hoi An, picking fresh and organic ingredients for the cooking class and learning about the Vietnamese cuisine while at the same supporting the education of local farmers.
**RESponsible Products - Thailand**

**LOCAL FOODIE KOH PHANGAN**

Go on a half day tour to see the softer side of Koh Phangan and experience the simple way of life on an island. Travel by songtaew to visit a local market, get to know the locals and local produce and end the day with a hands-on cooking experience.

**DISCOVER JUNGLE MEDICINE PLANTS**

Spend a day exploring the incredible forest of Koh Phangan with an indigenous jungle escort. With the national park covering more than half the island and filled with medicinal plants such as turmeric, galangal, pandan, and eurycoma longifolia, you’ll learn about the health properties of the local flora, as well as how people have survived in the jungle for hundreds of years.

**A TASTE OF NATURE AND CULTURE IN DOI INTHANON**

Venture off the hills of Chiang Mai to Doi Inthanon National Park and spend a day in nature, tasting authentic food and getting to know local life and culture. Learn about the royal projects of King Rama IX that help create sustainable agriculture for the local communities.

**TREASURE HUNT & THE GOLDEN MOUNTAIN**

Get to know bustling Bangkok in a different way on a treasure hunt through the city’s historical sites and neighborhoods. Search for objects, crack codes and complete missions while visiting the Golden Mountain and local communities.
The Cambodian culinary experience can be a fun, exotic, and incredibly unique, especially if you know where to go. All of our venues have been carefully selected so as to give visitors to Cambodia with the assistance of a local expert.

Enjoy Cambodia’s nature, history and culture in a sustainable way. Encounter authentic ways of life through community-run activities. Develop a better understanding of the country’s past and help ensure a better future for its people.

See why the Mekong River is known as Asia’s lifeblood with this epic adventure. Trace the mighty River as it meanders through big cities and countryside towns through five countries. From the Myanmar hills to Vietnam’s delta, this tour covers a lot of ground- and water!

On an unforgettable adventure that’s equal-parts ‘Indiana Jones’ and ‘David Attenborough’, step into the wonderfully mysterious world of the Khmer Empire. Explore the jungle-clad ruins Angkor and Preah Vihear, then venture off the beaten path to observe exotic wildlife. This tour was designed specifically to satisfy the needs of aspiring explorers.
RESPONSIBLE PRODUCTS - INDONESIA

SUMBA NATURE DELIGHT
Explore Sumba’s pristine beaches and take the chance to enjoy water activities with amazing views. Learn all about the unique architecture of Sumbanese homes and be part of a Sumba Hospitality project. Foundation, a vocational school that train young Sumbanese people to hospitality jobs for free.

UBUD WELLNESS JOURNEY
Retreat to health and relaxation in Ubud, Bali’s wellness capital. Start the day with a morning yoga class to centre the mind and soul before discovering an organic garden at Mambal Village. Learn how to cook traditional Balinese dishes using these organic ingredients before completing this wellness journey with a 60-minute massage.

ELEPHANTS SANCTUARY IN SUMATRA
Visit an elephant sanctuary in Sumatra and learn all about these gentle giants. Discover the plants and the wildlife of this undiscovered area. There is also a chance to extend the visit to a 3-day stay for those passionate about wildlife.

MANGROVE PLANTING IN SOUTH BALI
Escape on a few hours of mangrove planting in South Bali. Meet with a small local organisation that works in mangrove reforestation and learn about these amazing plants and their role in protecting the environment.
HIDA CYCLING TOUR

Take a scenic cycling tour around the mountain village of Hida. Get a closer look at Japan’s alpine culture and traditions. Pedal past rice paddies, rural villages and clear rivers.

LAKE BIWA MOCHI-MAKING AND FARM VISIT

Experience rural Japan far off the beaten tracks to Lake Biwa and marvel at the rural landscape that has been shaped through traditional agriculture for centuries. Get a glimpse of the daily life of farmers and gain an intimate insight as you will be welcomed into a Japanese family home.

FOOD AND CULTURE WALK

Uncover the charm and traditions of Takayama. Take an insightful guided walking tour through the old town and market, exploring the melange of Alpine architecture, historic buildings and incredible customs that make Takayama unique. After all of that walking, refuel with regional specialties washed down with a glass of locally-brewed sake.

RESPONSIBLE PRODUCTS - JAPAN
RESPONSIBLE
PRODUCTS - LAOS

FREE
THE BEARS

Learn all about the efforts of Free The Bears sanctuary in Kuang Si Waterfall National Protected area in Luang Prabang and be part of this amazing responsible experience. Go behind the scenes and learn about how these bears are taken care of, get hands-on in making a snack for them and observe their social behaviour. A second sanctuary is to be opened up very soon to face the raising numbers of rescued bears.

A second sanctuary is to be opened up very soon to face the raising numbers of rescued bears.

BUFFALO
DAIRY FARM

Participate in a private and exclusive tour of social enterprise Laos Buffalo Dairy Farm that gives back to the local community. Learn all about how to care for buffaloes, tastes a variety of delicious cheeses and take part in a mozzarella-making session with an international renowned chef.

TREK & HILL
TRIBES DISCOVERY

This carbon friendly tour will take you through vibrant landscapes of jungle and rice paddies and will lead you to discover the Hmong and Kamu customs with two stops in traditional ethnic villages. Those two tribes have very different lives while living quite close to each other. You will finish the day with a visit to the unmissable Traditional Arts & Ethnology Centre (TAEC).

SAFFRON COFFEE EXPERIENCE

Saffron Coffee passionately supports Lao hill tribes, protects the environment, and produces specialty coffee which is directly traded and sustainably sourced from the micro coffee plots of Khmu, Hmong, Mien and Gasak hill tribe families. Learn all about the ways in which this ‘profit-for-purpose’ business reinvests its revenue to benefit Lao people. Support their work with a donation that will go into planting coffee trees and doing more good.
Depending on physical capabilities and interests, take a leisurely stroll around the compact and historic old town of Ipoh. Take in several notable historical landmarks around the city and finish the walking trail at the vibrant concubine lane which is home to the best antiques and architecture in Ipoh.

Experience a truly meaningful village life homestay in Sukau. With direct benefits to the local communities, learn all about wildlife conservation efforts, make local handicrafts from coconut husks and learn all about sustainable fishing and seeding for a truly memorable stay along the Kinabatangan River.

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.

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.
RESPONSIBLE PRODUCTS - MYANMAR

CYCLING SYRIAM
Explore the sleepy town of Syriam on the outskirts of Yangon by bicycle. After a morning of riding through the countryside stop at a traditional movie garden for a replenishing lunch break. Experience an exciting mix of road and off-road trails with the chance to meet locals making pottery and tofu before taking a boat to an island pagoda.

BAGAN FAMILY TREASURE HUNT
Explore the temples of Bagan in a way that’s fun for the whole family. Ride around on e-scooters, find pieces of the puzzle and discover a prize at the end, like the famous ‘Escape Rooms’. Discover hidden spots between the famous temples, meet interesting locals and let the children become artists of their own adventure.

YANGON FARM TO TABLE
Escape from bustling Yangon to visit a small organic farm in the quiet suburban area of the city. Begin the tour with a walk around the farm with an organic farming expert and try some of the fresh produce. Then sit down at the farm’s comfortable outdoor dining area for a delicious organic lunch cooked with ingredients from the farm.

TRAIN RIDE FROM THA YE ZAY TO MARBLE HILL
Go on a truly local sightseeing experience on the outskirts of Mandalay. Enjoy the gentle pace of travel while riding on the local slow train boarding at Tha Ye Zay station and alighting at Madaya, a lively township on the outskirts of Mandalay. Explore a remarkable marble stone carving village near Sakyin Hill and visit interesting local workshops to observe the unique
WE ARE AN ETHICAL COMPANY

Satisfaction at work improvements for our staff & understanding of our responsible travel policy to close the gaps between our policy and job descriptions

Sustainability addendum to contracts signed and respected by our suppliers

WE DRIVE POSITIVE CHANGE

Engage our partner agencies to report and run sustainability projects relevant to their destinations

Inspire our hotels to be more responsible

All our sales teams are trained about sustainability and the carbon neutral holidays option

Continue inspecting hotels based on sustainability criteria

WE INSPIRE OUR CUSTOMER

Offer automatically responsible travel choices to at least 50% of our clients (hotels, experiences, carbon offsetting, donations to local projects)

Continue to support & promote responsible tourism organizations through EXO Foundation

Create an e-version of our Tips for Responsible Travelers to be distributed to all travelers coming to our destinations

WE STRIVE FOR COMMUNITY BENEFITS

Develop more products that have a social impact or local benefits

Increase the sales of our responsible products

Edit and distribute the book ‘Don’t waste my waste’

WE CARE ABOUT THE PLANET

Reduce the waste at the office

Protect wildlife & flora through our tours/experiences by ensuring our suppliers follow our guidelines and monitoring closely our donations towards conservation
CARAVELLE HOTEL, SAIGON - VIETNAM

Since its opening in 1959, Caravelle Saigon has gained a great reputation in the heart of the city. With its historic façade, its 333 non-smoking rooms and suites are modern and luxurious, making it the ideal place to create memorable moments in one of the most enchanting cities in the world. Caravelle Saigon is the first ever hotel in Vietnam to be EarthCheck Certified, and now is EarthCheck Gold Certified since 2015. Living up to being one of the leading eco-friendly hotels, Caravelle used a recent major renovation to bring in new green initiatives. These include LED lighting, a waste water treatment system, biodegradable bathroom amenities and the first hotel in the city to initiate a refillable glass water bottle system which significantly reduced the plastic waste of the hotel every year.

SALINDA RESORT, PHU QUOC - VIETNAM

Salinda Resort has long prioritised sustainability as part of the hotel’s core values. In order to make great strides in sustainability Salinda introduced elements throughout the design and architecture, which would use less energy, be more durable and create a sustainable resort. In 2019 Salinda became the official partner for WWF-Vietnam for Plastic Reducing Management on Phu Quoc Island. Further to replacing plastic room keys with wood, shampoo containers with ceramic and introducing bamboo toothbrushes. Guests also get to take home a CM Seed Pen containing a seed of the hummingbird tree which they can plant and grow at home.

Boasting over 100 types of trees and flowers on the grounds and a natural salt-filtered swimming pool, Salinda is proud to offer guests a durable, stylish and sustainable accommodation for those looking to travel to a beautiful location knowing that the resort supports all things eco-friendly.

CHAU LONG SAPA HOTEL - VIETNAM

Located in the heart of Sapa town, Chau Long Sapa Hotel is uniquely designed with red stone features. Home to many colourful native hilltribes and only a short walk away to Sapa market and the local church, the hotel offers guests magnificent views of Hoang Lien mountain range.

The international 4-star hotel has 65 rooms and suites with balconies looking out to spectacular views of Fansipan Mountain and Muong Hoa Valley. Many kinds of flowers are decorated all over the hotel including the balconies. Each room will guarantee a home-like atmosphere away from the hustle and bustle of city life. Facilities include an indoor swimming pool on the second floor.

SILK SENSE, HOI AN - VIETNAM

SILK SENSE HOI AN RIVER RESORT is located 10 minutes from Hoi An Ancient Town and 35 minute-drive from Da Nang Airport. Silk Sense resort is a blend of Orient and Western in architecture, this contemporary boutique Resort provides very comfort stay with refreshing experience by the serene Co Co riverbank.

Silk Sense is impressive with the peaceful resort space in all shades of green. We offer a wide range of features & benefits that come with 82 rooms and villas. In particular, the ozone-treated infinity swimming pool and 3,500 m2 organic garden which provides organic greens for the resort’s daily need are other important highlights of the resort.

The resort is also known as a pioneer in the field of operation without plastic waste and towards the environmental preservation. Throughout the years, we are continuously working to improve our environmental performance in many areas including energy efficiency, say no to plastic, renewable energy use, water conservation, waste minimization & sustainable procurement.
BLUE OCEAN RESORT, MUI NE - VIETNAM

Blue Ocean Resort prides itself on being a beautiful oasis in bustling Mui Ne. As such, the property’s beach and gardens are kept beautifully clean. For this to happen, the resort strives to find solutions to environmental pollution. As the founders and driving force behind the Keep Mui Ne Nice initiative Blue Ocean Resort organises daily clean-ups on the beautiful beach and larger monthly clean-ups in the town to keep the bay clean. On top of this, they are working to reduce trash by joining the RefillMyBottle program and were the first resort in Mui Ne to switch from single use plastic water bottles to refillable glass bottles in their guest rooms. These steps are just a few of the many environmentally friendly initiatives this responsible resort has undertaken to drive sustainable tourism.

SONG SAA PRIVATE ISLAND KOH RONG - CAMBODIA

Song Saa Private Island is a haven of sustainable luxury nestled in the undiscovered beauty of Cambodia’s Koh Rong Archipelago. With unique cuisine, breathtaking sunsets and an array of spa and wellness treatments, Song Saa offers the ultimate indulgence for mind, body and soul.

Best of all, Song Saa’s commitment to environmental and community programs means guests will be treading lightly on this special piece of paradise. Harmony, sustainability and barefoot luxury are the core principles that underpin the design of Song Saa which includes energy-efficient thatched roofing, sandstone reclaimed from the Villa foundation, recycled timber from disused fishing boats, furniture made from driftwood collected from local beaches and coves etc... All furniture’s hand-crafted by local artisans and artwork sourced from provincial markets or local artists.

SOFITEL ANGKOR PHOKEETHRA GOLF & SPA RESORT, SIEM REAP - CAMBODIA

Situated in the cultural heart of Cambodia, Sofitel Angkor Phokeethra Golf & Spa Resort is 5 minutes from the center of Siem Reap and the world heritage site of Angkor Wat. In a peaceful garden sanctuary, the 238 rooms offer inspiring views of the pool, tropical gardens or lagoon. Golfers will be in heaven when taking on the challenging 18-hole Championship course at the Phokeethra Country Club.

Consistently ranked as one of the Top 50 resorts in Asia by Conde Nast Traveler’s Readers’ Choice Awards, the property offers a truly indulgent escape. Stunning relaxing treatments using L’occitane products are offered in Sofitel Spa while the Resort’s four restaurants and bars offer a variety of dishes to satisfy every taste.

MAISON SOUVANNAPHOUM HOTEL, LUANG PRABANG - LAOS

Nestled in the cultural centre of Luang Prabang, Maison Souvannaphoum Hotel is a heritage building that was once the former residence of a Laotian Prince. With a sprawling garden, courtyard, swimming pool and 25 rooms across two wings, the hotel is just 15 minutes from Luang Prabang Airport and within walking distance to the UNESCO World Heritage town.

Winner of TripAdvisor Traveller’s Choice Hotel category in 2016, 2015 and 2011, the hotel offers an exquisite dining experience at Elephant Blanc Restaurant that serves up Laotian cuisine in a 10 dish degustation menu, holistic treatments at Angsana Spa along with the usual warm and genuine touch of Laotian hospitality.
VICTORIA XIENGTHONG PALACE, LUANG PRABANG - LAOS

Located in the heart of Luang Prabang, surrounded by the golden spires of the town’s famous Buddhist temples is Victoria Xiengthong Palace, the last residence of the Laos Royal Family. The 28 elegantly-appointed rooms and suites capture the essence of Laos’ unique culture and style, with local materials and fabrics used throughout for a sophisticated yet comfortable stay.

Promising a distinctive experience about stories to tell, memorable moments of a lifetime, the hotel has an array of dining choices as well as spa and wellness treatments along with a complimentary bamboo bicycle rental to explore the UNESCO World Heritage town in an eco-friendly manner.

SILVER NAGA HOTEL, VANG VIENG - LAOS

Ideally located on the banks of the Nam Song River in Vang Vieng, Silver Naga Hotel welcomes guests to experience magnificent views of the lime karst mountain range and warm hospitality.

With a focus on ethical tourism and sustainable measures to minimise environmental impact the hotel offers a variety of facilities, amenities and services designed and sourced locally. The hotel also has an outdoor swimming pool, a restaurant and added services such as laundry and currency exchange.

THE OBEROI BEACH RESORT, BALI - INDONESIA

The Oberoi Bali is a beautifully landscaped beachfront resort located in Bali’s charming yet well-connected Seminyak. Each villa is protected by walled courtyard, most with private swimming pool, to provide a refined, private experience for the guests. Replete with a homegrown garden supplying on-site Kura Kura Restaurant and Frangipani Café with fresh, local vegetable.

The hotel is a model for sustainability. It offers engaging cultural and religious performances and provides guests with opportunities to contribute to local projects and social organisations by donating funds or purchasing locally produced handcrafted souvenirs. The hotel is proud to play a role in the legacy of turtle conservation on the island of Bali. It helps to safeguard the endangered olive ridley turtle eggs from predators by relocating the nests to a patch of sand within the hotel premises. During the annual season, they invite guests to participate in releasing the baby turtles to the sea.

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THE OBEROI BEACH RESORT, LOMBOK - INDONESIA

Just east of Bali, The Oberoi Lombok is situated on a beautiful stretch of beach overlooking Medana Bay and the spectacular Gili Islands. Its thatched-roof villas, most with private swimming pools within walled courtyards provide a sanctuary of tropical ambience that blend seamlessly with the surrounding tropical environment.

The Oberoi, Lombok balances comfort and refinement with robust sustainability practices that help to reduce the use of fresh water for gardening and creates a positive impact on the environment. Apart from that, the hotel also participates in the soap-upcycling initiative, “Soap for Hope” to address social and environmental issues in the community. The resort’s herb garden supplies fresh ingredients for the kitchen and at the same time invite guests on an enhancing experience to learn about the local produce.
BHUWANA UBUD HOTEL & SPA
INDONESIA

Located in the enchanting Pengosekan region of Ubud, the Bhuwana Ubud Hotel is a peaceful atmosphere, integrated with nature. Surrounded by tropical gardens, green and golden rice fields, palm trees and the soothing sound of flowing waters make a stay here truly a memorable one.

With the hotel’s unique vision on living a healthy lifestyle, its wellness centre is full of fresh vegetable, fruit and even a medicinal herb garden offering guests the opportunity to discover a lifestyle inspired by local wisdom. To stay true to its vision, the hotel has several policies and green efforts including soil and water conservation, waste management, energy saving, indoor air quality, building infrastructure, land use that are based on ecological principles and a community outreach program.

NUSABAY MENJANGAN BY WHM, BALI - INDONESIA

Located on Kotal Beach within the protected West Bali National Park, the Nusabaya Menjangan by WHM, with its deserted white sand beaches, crystal clear waters, and coral-laden ocean, is a boutique beach resort that speaks of sun-filled days and enchanted evenings, surrounded by pristine natural beauty.

The resort’s Lanai Cottages and Villas are uniquely designed to exist in harmony with the jungle landscape. The accommodation is a perfect blend of contemporary yet beautifully-crafted modern design and the elegantly artistic traditional Balinese architecture. Enjoy spectacular sunrise and ocean views throughout the day. The restaurant also offers an all-day dining menu consisting of Western, Pan-Asian and traditional Indonesian cuisine.

WAKAGANGGA, BALI - INDONESIA

Set in Tabanan on Bali’s south-west coast, amidst sloping rice terraces and framed by the black sand of Gangga Beach, WakaGangga is an oceanfront resort featuring just 21 villas, most with their own private swimming pool. This tropical retreat truly embodies the magical spirit of Bali and the island’s traditions are a major feature throughout - from the design and environment to the Balinese cultural performances held at the resort’s Amphitheatre.

The Waka Bar & Restaurant is located on the beachfront and offers stunning 180-degree panoramic ocean views and serves a wide variety of Indonesian, pan-Asian and International dishes prepared and presented home-style. Atmospheric and fragrant, the Waka Spa offers holistic treatments with elements of the earth, sand and sea.

THE SAMAYA SEMINYAK, BALI - INDONESIA

The Samaya Seminyak offers a prime beach front location of Seminyak which is also known as the vibrant playground of choice for Bali’s trendy crowd.

With spectacular, unobstructed ocean views and arguably the finest view of the town’s famous sunset, the resort is the natural choice for couples and honeymooners. Escape the hustle and bustle of city life into a romantic getaway while also remaining in walking distance to the area’s famous boutiques, restaurants and bars.
The prestigious Yangon Excelsior is a luxurious hotel that had been painstakingly refurbished from a heritage building. Steeped in history as the headquarters of Steel Brothers Limited Company in the early 19th century, the hotel evokes a nostalgic atmosphere drawing from the glorious British colonial epoch. With 74 modern and comfortable rooms, an executive lounge, a cafe/deli bar, the Newsroom, a bar and grill restaurant, gym and spa and two meeting rooms, the Yangon Excelsior Hotel is the perfect base from which to explore the city.

The hotel is also 100% plastic free with glass water bottles available in each room and at F&B outlets. Recycled paper is used throughout the property and the hotel tries its best to buy local products.

Sanctum Inle Resort inspires contemplation through its off-the-beaten-path location and architectural flourishes that invoke monastic traditions, such as Spanish-style arches and minimalist but modern room designs. With regular staff training, the hotel is dedicated in practicing and supporting projects that help preserve the natural resources of Inle Lake and displaying their strict recycling policy. The hotel has a strong focus on the use of local products, and educating the local people on the importance of natural resources and sustainable farming methods - adding a delicious local touch to Guests’ meals and a stay that gives back like none other.

Well-known as the heritage house in the heart of Yangon, Savoy Hotel was founded in 1995. The boutique hotel is just moments from the awe-inspiring Shwedagon Pagoda and the nearby People’s Park but located in a quiet and leafy residential area of Yangon, making it the perfect base for exploring the city or enjoying a relaxing stay.

All 30 deluxe rooms (45sqm), including our six suites (85sqm), effortlessly combine traditional heritage features with exquisite Myanmar antiques, locally woven fabrics and teak furniture. Each room is designed for optimal comfort and well equipped with modern amenities including free high speed Wi-Fi, while the recently modernised bathrooms are spacious and luxurious. Our courtyard pool and lounge area are protected from the afternoon sun and outside noise by lush and verdant trees, making the Savoy Hotel a silent oasis.

Far from the urban concentration of Bali’s south, Puri Dajuma Beach Eco-Resort & Spa has been welcoming guests who search for a different side of Bali for almost 20 years. There are 18 roomy and comfortable cottages, two stylish suites and five luxurious villas by the sea that are all harmoniously integrated into the landscape with beautiful surrounding sceneries. Gourmets will appreciate the three restaurants including a Japanese Teppanyaki table grill served alongside panoramic ocean views. Whether guests are looking for the calm and serenity of this place for a relaxing holiday or fun-filled activities, the hotel has many amenities including spa massages or outdoor fun such as trekking, diving, sailing and visits to farms and temples.

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The award-winning luxurious 30 suite boutique hotel built around a colonial teak homestead from the late 1800’s, is located in a leafy residential enclave near the historical Wat Gate Temple, Ping River and boutique shopping area.

The hotel has many environmentally friendly initiatives including recycling, composting of organic waste, providing reusable woven bags for produce delivery, using recyclable glass water bottles rather than plastic and elimination of plastic straws.

One of several energy saving initiatives is an intelligent AC system that automatically turns off the air-conditioning in suites when patio doors are opened. An environmentally friendly chemical free mosquito control programme is also in place. Guests can be assured they are staying at a hotel that is strongly committed to the environment and sustainability.

A home away from home, the premier residence in Chiang Mai offers superior lifestyle comforts. Choose from one, two and three bedroom suites – each allowing guests to cook, dine, work and lounge in exceptional luxury.

With only 25 suites spread over seven storeys, Anantara Chiang Mai Serviced Suites offers an exclusive base from which to take in the sights of the Lanna capital. Wander to the nearby night bazaar, cycle around the old city moats and explore the alleys teeming with hip cafés, modern art galleries and golden temples. Guests also get to enjoy full access to the spa and recreational facilities of this riverside resort that is located directly opposite and accessed via an overhead walkway.

Nestled along a 600-metre beachfront at the exquisite Emerald Bay, experience a tropical beach hideaway of an idyllic ocean village. The luxury Phuket hotel features innovative architecture with subtle Thai influences blending organically into a lush natural landscape, while sun-weathered shores and glistening, crystalline waters help celebrate luxury island living.

Tranquillity and refinement are captured in all 71 pavilions and villas, with minimum areas of 130 square meters, including private pool and sun terrace. An array of culinary journeys is envisioned through four distinct outlets – a rustic chic Thai seafood restaurant, contemporary Italian bistro, relaxed poolside seafood eatery and pool lounge bar. Resting within 43.5 acres of verdant beachfront gardens, a carefully curated selection of recreational pursuits comprises an integrated wellness concept, fitness center, children’s Explorers Club, events space and beachside pools for an authentic sense of place.

Set on 3 acres of verdant frontage along the Chao Praya River, The Siam features 39 of Bangkok’s most spacious suites and private pool villas as well as a unique historical Thai House, Connie’s Cottage.

Designed by internationally acclaimed architect Bill Bensley, the Art Deco inspired and Thai antique infused masterpiece is the kingdom’s premier urban resort in the royal Dusit district. Guests have an array of superlative amenities at their fingertips such as restaurants, cooking school, bar, café, spa, gym, yoga terrace, Muay Thai boxing ring, beauty salon, library/cinema, infinity pool, gift/antiques gallery, conservatory and traditional Thai houses. For an unforgettable unique experience, relish the exclusivity of staying in one of the Orient’s most distinctive destinations.

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RESPONSIBLE HOTELS
BEST PRACTICES

THE DATAI LANGKAWI - MALAYSIA

Fully renovated in 2018, The Datai Langkawi in Malaysia is located in a 10 million year old rainforest and its bay has been awarded one of the Top 10 Beaches worldwide by National Geographic. Appointed as one of Time Magazine’s 2019 World’s 100 Greatest Places, it enchants with mesmerising nature, visionary architecture and Malaysian culture.

The refreshed look and feel of the resort offers guests nature and culture-based experiences, such as nature activities that are guided by its five resident naturalists and marine biologists. Whether it’s kayaking in the mangrove, discovering the new Canopy Walk there is a chance to learn about all the resort’s sustainability initiatives.

NEW LOOK FOR EXO’S RESPONSIBLE TRAVEL BOOKLET

Available in English, French and Spanish, this booklet is given for free to guests and is our best tool for promoting responsible tourism through advice and information. The booklet includes information on cultural differences, ethical issues, consumer behaviour practices, environmental guidelines and a selection of responsible restaurants and shops they can visit.

ENGLISH  FRENCH  SPANISH  ITALIAN

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KNOWLEDGE SHARING

TIPS for Responsible Travels
Making destinations better places for people to visit and for nature to exist.
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