



February 2025

Responsible Travel Policy



Our Vision

EXO Travel is a destination management company crafting one-of-a-kind travel experiences that excite, challenge, and educate. We specifically employ travel enthusiasts with extensive knowledge within the region we operate in. As strong believers in the ethos of responsible travel, we are increasingly committed to developing, operating and marketing tourism with a sustainable approach.

We are proud to work with a rich and diverse variety of business partners, therefore we have the responsibility to work in a mindful manner and encourage them to do so. Having operated in Asia for more than 28 years, we understand that "tourism is like fire; it can cook the rice or burn the house" thus we strive to maximize the positive effects of travel while minimizing its negative impacts. Our ultimate goal is to ensure that the cultures and natural environments of our destinations are protected and continue to flourish.


Hamish Keith - CEO

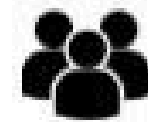


Our Drivers



Responsible

At the core of everything we do is a deep commitment to responsible travel



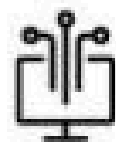
People

People are everything and EXO is committed to developing, training and keeping our people happy and healthy



Brands

Our brands convey a specialization, attention to detail and personalized service for each customer segment



Technology

From online tariffs, to instant booking systems, and sophisticated reservations software, advanced technology is key to delivering an efficient booking experience

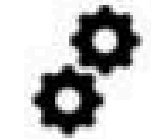


Purpose



EXO Travel aims to deliver happiness, meaningful experiences, and create a better world

Service Delivery



The customer is at the centre of everything we do and service delivery and client satisfaction is our top priority

Product Innovation



Innovative, extraordinary and often unique experiences that constantly surprise, delight, and give meaningful engagement with the local destination

In-Market Sales



We believe in relationships and our experienced in-market teams make sure it is always personal

Our Commitments

- # 1 We are an ethical company
- # 2 We care about the planet
- # 3 We drive positive change
- # 4 We strive for community benefits
- # 5 We inspire our guests



#1 We are an ethical company

Our Ethical code is guiding our business conduct and our people.

Our people are our main asset:

- We ensure equal opportunities and non-discriminative policies for all our employees
- We pay fair wages, respect labour laws including the refusal of any form of child labour and ensure good working conditions through paid maternity/paternity leave, medical insurance, paid holidays etc.
- We respect the rights of our employees to participate in trade unions and ensure their free expressions
- We develop and expand training and educational materials through our EXO Academy and offer internship opportunities to pass on our knowledge

Our partners share our values:

- We work against any form of corruption including extortion and bribery
- We communicate our anti-corruption policy to all our stakeholders and raise awareness with our employees and partners
- We take disciplinary measures or refuse to work with partners in cases where corruption is acknowledged

Our communities are respected:

- We ensure that we are not directly or indirectly complicit in any human rights abuse (including sexual exploitation, hindrance to civil & political rights etc.)
- We support our people's complete freedom to celebrate their local culture and practice their spirituality

EXO



#2 We care about the planet

Our Wildlife Code of conduct & Climate Action Plan are guiding us.

Our nature is protected:

- Whether implicitly or explicitly, we strive not to contribute to the endangerment or extinction of ecosystems.
- We ensure that animals in tourism are treated with respect and that our team and suppliers we work with do comply with our Animal Protection Code of Conduct.
- We encourage our guests to support conservation initiatives and give ideas on how to do so with our EXO Foundation.

Our carbon footprint is reduced:

- We are measuring our environmental impacts, setting yearly reduction targets and publicly reporting on our achievements. We are committed to raising awareness on environmental challenges and their consequences
- We are committed to using energy providers that harness renewable sources of energy as they become available in our destinations. We are incorporating remote working and using energy efficient technologies to work better from home
- We include sustainability-related criteria in our purchasing decisions. Whenever possible we purchase locally, with environmentally sound products and/or from certified companies, social enterprises etc.
- We promote low carbon mobility in our destinations and actively advocate for the development of sustainable transport. We assess the carbon footprint of our itineraries and find alternatives to lower them
- We are a signatory of the Global Tourism Plastics Initiative and therefore nurture a culture of eliminating, reusing and recycling waste in our company
- We include an automatic carbon compensation scheme for 100% of the services we provide to our clients, for every guest visiting our destinations, to fund only local projects towards conservation and regeneration



#3 We drive positive change

Our responsible practices are shared:

- We do not work with suppliers who are not complying with fundamental responsible requirements:
 - Respect basic human rights and national labour laws
 - Fight against child labour and sexual exploitation
 - No promotion of products containing threatened flora and fauna species (cf: IUCN red list), as well as historic and archaeological artefacts.
- We encourage them to adopt responsible practices such as implementing greater environmental, cultural, and social conduct and supporting their local communities and wildlife protection.

Our preferred partners are responsible:

- We communicate our policies, codes of conduct, requirements and sustainability objectives to our suppliers.
- We assess their level of sustainability through surveys, data collection and encourage them to become third-party certified (eg: GSTC accredited certifications).
- Responsible suppliers are highlighted in our communications and preferred in our purchasing strategy.

Our partners are trained:

- We collaborate with other organizations to provide educational materials and in-person training, to ensure that local community resources and biodiversity are respected, carbon footprints are decreased, children are protected, and fair employment and labour conditions are guaranteed.



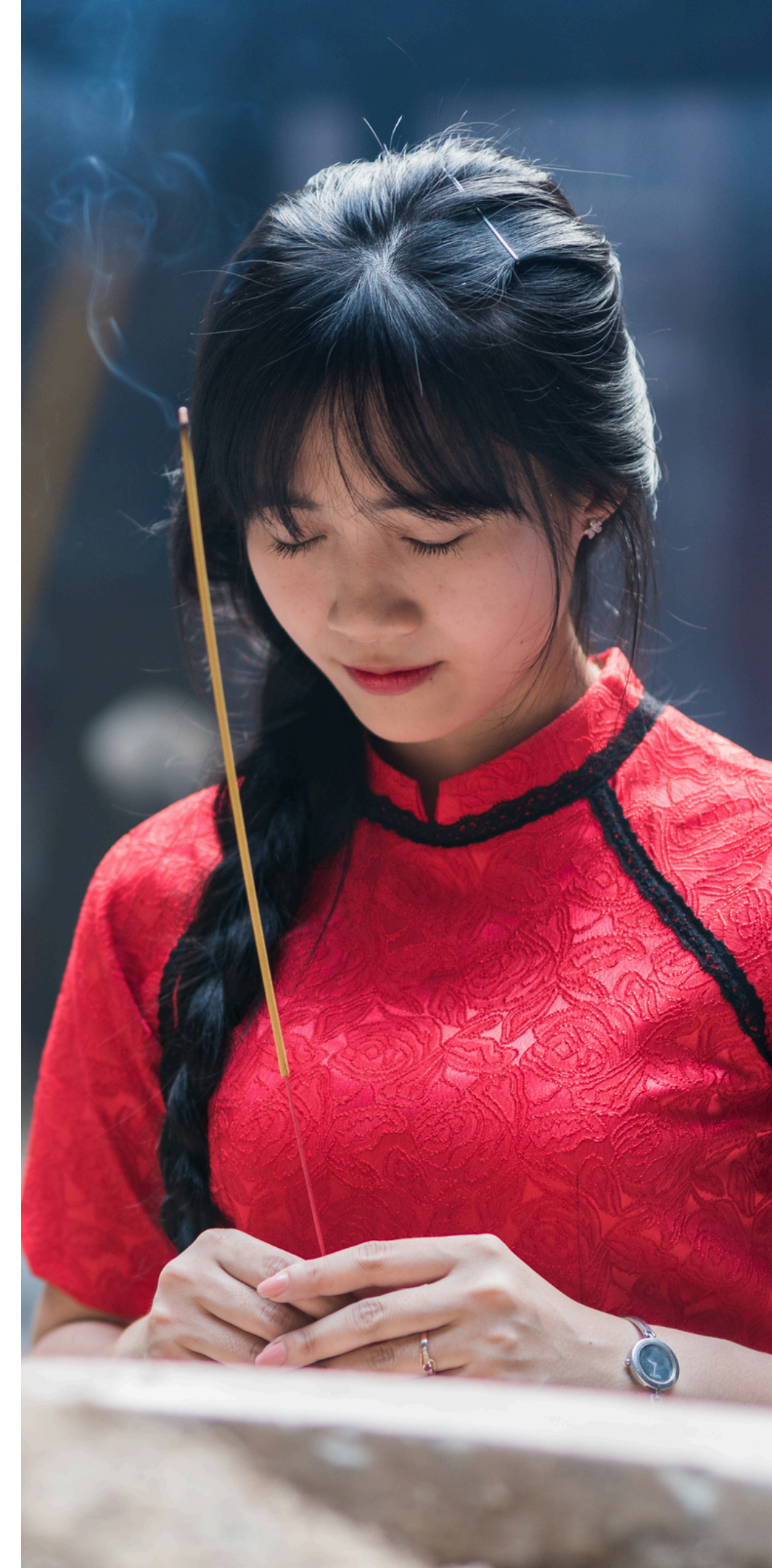
#4 We strive for community benefits

Our Child Safety Code of Conduct and EXO Foundation are guiding us.

Our communities are empowered :

- We develop tourism products with a positive impact for locals, working mostly with locally-owned businesses and bringing additional revenue to local families and individuals involved in our itineraries and services
- We actively cooperate with not-for-profit organisations to create tourism experiences helping to address social and environmental challenges in our destinations

- We fund or undertake in local initiatives aiming to support the most vulnerable and protect the environment in our destinations
- Children protection is a strong commitment of ours and we are an active member of The Code. Very early on, we adopted a policy to cease all school and orphanage visits and developed Children Safety training for our people and tour guides
- We raise awareness within our communities on sustainable development principles and we collaborate with like-minded organisations
- We consider sustainable aspects when selecting a new destination and strive to respect its carrying capacity. We consult with locals and seek their advice when creating a new experience



#5 We inspire our guests

Our Tips for responsible travelers are guiding us.

Our guests are engaged :

- We provide our clients with relevant information and knowledge about destinations and trips (including safety, health & security)
- We promote sustainable offers available in our destinations, especially responsible hotels, experiences and sustainable transport options.
- We provide information on best practices while travelling (codes of conduct to respect local culture, customs and the environment / guidelines for sensitive excursions or activities)
- We share information about unsustainable issues such as illegal souvenirs, sexual exploitation, protection of children, environmental issues and animal welfare
- We inform our customers about our sustainable commitments and our certifications
- We promote the EXO Foundation and use it to advise our guests on the best ways to support local social, human and economic development
- We have an efficient and reactive Customer Relation Management System which protects customer privacy
- We provide our guests with a 24h reachable contacts and guidelines in case of emergency situations
- We take into account clients' satisfaction and complaints





We are
accountable

We closely monitor and publicly report our achievements.