

2022 - 23

Sustainability Report



Table Of Content

What we stand for

Who we are

B Corp journey

Our People

Our Environmental Impacts

Product / Travel for Good

Inspiring our Guest

What's next ?

Executive Summary

EXO Travel is a purpose-driven global destination management company. Since our founding in 1993, we have been empowering travellers to discover the world as it truly is, connecting with the people, cultures and landscapes that make destinations unique. This is Travel Made Real, a promise of authenticity imbued in everything we do.

The trust that our team has earned from travel agents and tour operators since our founding has allowed us to expand our vision of Travel Made Real to a growing portfolio of destinations. And, as a Certified B Corporation, EXO is demonstrably committed to sustainability and leveraging travel as a force for good in our communities.

1. What we stand for



Our Purpose

Expand horizons and create lasting positive impacts through travel.

Our Mission

To deliver
excellent
services for
our partners
and amazing
experiences for
our guests



2023 was transformative for EXO Travel and the EXO Foundation

With our B Corp certification, we've reached a major milestone and begun a journey of growth, reflection, and meaningful change. This recognition marks a commitment to higher standards of sustainability and social responsibility, guided by our purpose: "Expand horizons and create lasting positive impacts through travel."

This year, we focused on collecting data to refine our sustainability agenda, ensuring we create more positive than negative impacts in the destinations we explore and communities we engage with. Investments in technology have been key, advancing our sustainability goals while supporting team development and well-being.

Every employee plays a vital role in this mission, supported by sustainability specialists who ensure consistency across all destinations. Collaboration with experts and consultants keeps us on the right track, and plans for a Sustainability Board will further strengthen our efforts.

Reflecting on our progress, we're proud to have revived the full activities of the EXO Foundation, empowering us to support impactful projects. While the work continues, this year has highlighted our resilience and unwavering commitment to using travel as a force for good.

We strongly believe that each of our employees plays a crucial role in implementing our sustainability agenda, and we've made sure that this commitment is clearly understood across the organization. We've also brought in specialists in sustainability, whose talent and passion are helping us maintain consistency and drive our efforts across all destinations. More than ever, we collaborate with specialist organizations and consultants to ensure we are on the right path. Looking ahead, we are planning to create a Sustainability Board to strengthen our focus and accountability. . Reflecting on the past few years, we are incredibly proud of how far we have come.

After the challenges we faced, as soon as circumstances allowed, we revived the full range of activities of the EXO Foundation. Today, we stand ready and empowered to support outstanding projects, reinforcing our belief in tourism as a force for good. The work is far from over. But this year has reminded us of our resilience, our potential for impact, and our unwavering commitment to using travel as a powerful tool for positive change.





1

Purpose | Why do we exist?

Expand horizons and create lasting positive impacts through travel

2

Vision | What do we want to achieve?

To become a global DMC and always aim to be the very best in every EXO destination.

3

Mission | What do we do?

We deliver consistently excellent services and amazing experiences

4

Values | How will we succeed?

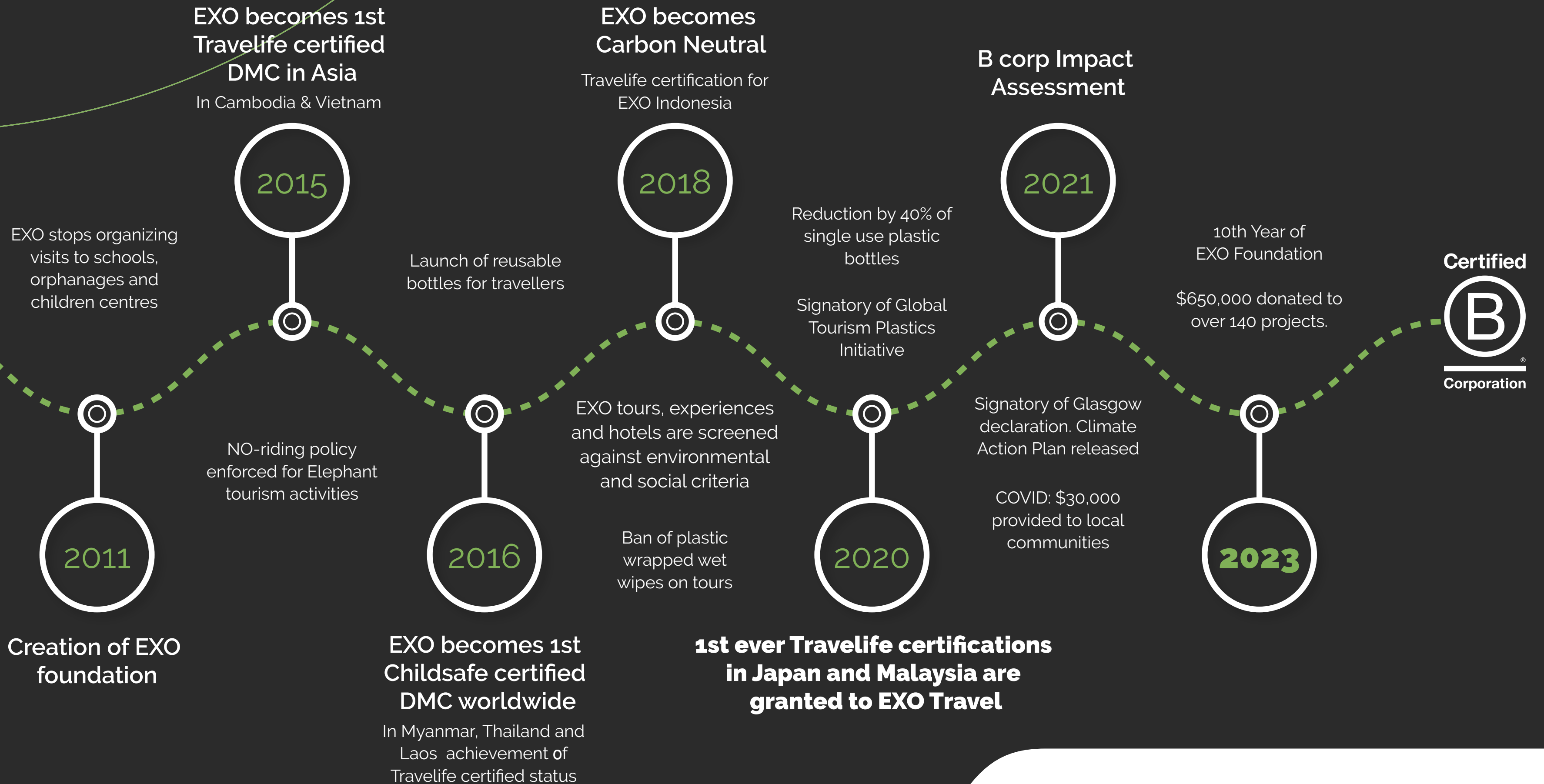
We care deeply, We inspire joy, We seek Excellence

5

Goals | How will we succeed?

1.People | 2.Sustainability | 3.Customer 4.Kaizen | 5.Technology | 6.Profit

2. Who we are



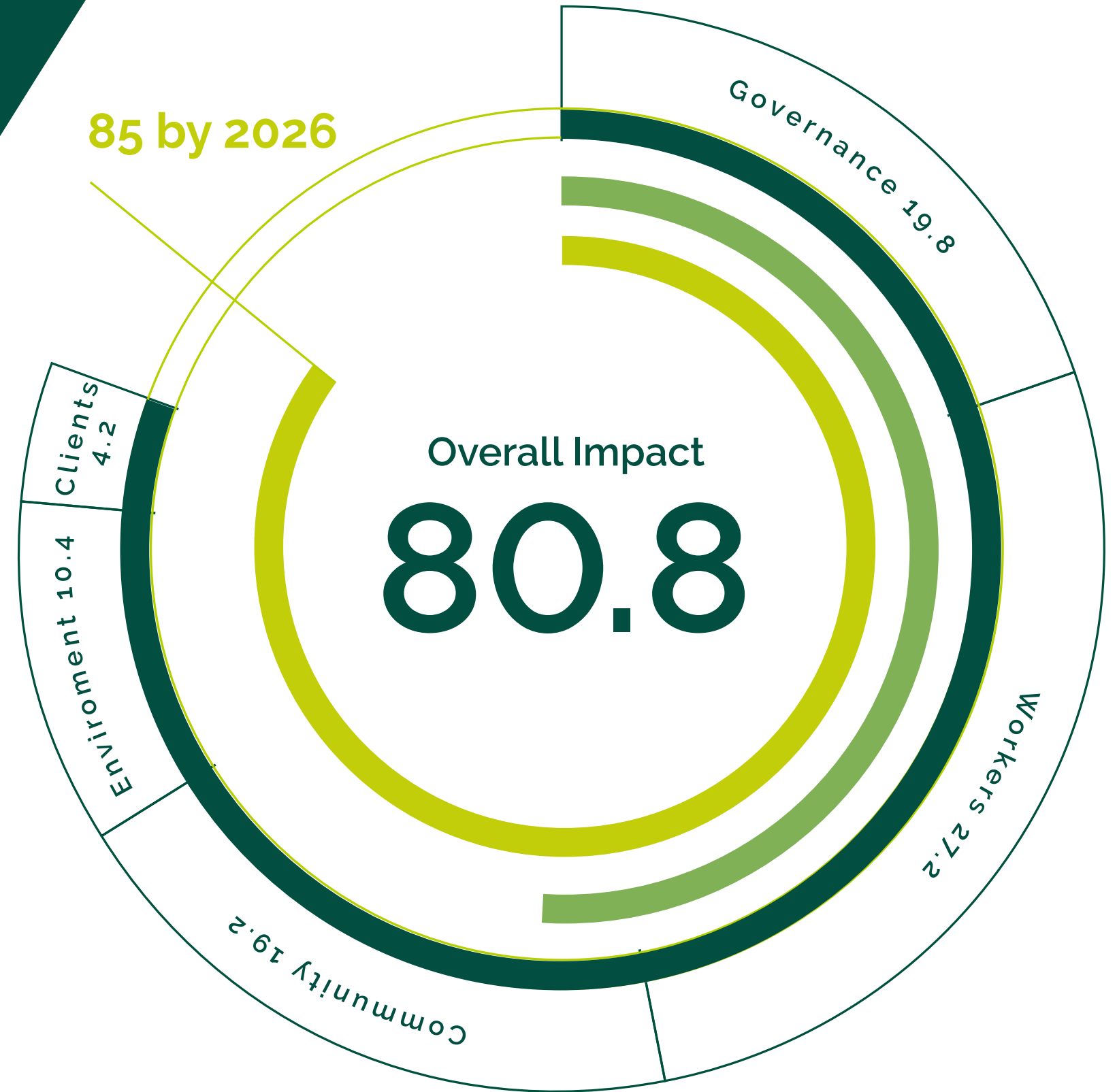
3. Our B Corp journey

To guide us along our path towards becoming the most responsible, purpose-driven destination management company possible have aligned our goals and vision with B Corp.

When the pandemic hit, we were reminded of the fragility of nature, communities and the world. It was clear to us that we needed to take the next big step in our journey and formalise our commitment as a purpose-led business. After an intense 3-year process that dug into the inner workings of our organisation, EXO has achieved our proudest milestone to date: becoming a Certified B Corporation.

Although a score of 80.8 is at the lower end of the Certification threshold, it is nevertheless an accomplishment that we are incredibly proud of.

Being a B Corp is embarking on a journey of continuous improvement. With the framework of B Corp in place, we have a clear roadmap for that journey as we strive to become an even more positive influence in our destinations, the environment and all of our stakeholders.



What does it mean?

1 Settings clear company-wide goals and objectives



Including social and environmental performance and conduct 360 performance review, we focus on employees personal development and satisfaction.

2 Carbon Management and Climate Commitment:



- We measure carbon emissions scopes 1, 2 and 3 and work towards reducing them by 50% in targeted destinations.
- We support global efforts to halve emissions by 2030 and achieve Net Zero before 2050, including creating climate action plans and publicly reporting on progress towards interim and long-term goals.

3 Fostering Responsible Tourism:



By increasing sales for "Travel for Good" experiences that positively impact local communities and have lower environmental impacts.

4 Ensuring Supplier Compliance:



Ensure all suppliers adhere to local laws and regulations concerning social and environmental performance, using contracts, pricing, and other methods to incentivize better practices.

5 Reducing Plastics and Enhancing Recycling:



- We work with suppliers and clients to reduce single-use plastics, offering training to enhance social or environmental performance for at least 50% of suppliers. We also invest in improving plastic recycling and composting rates, with annual progress reports.



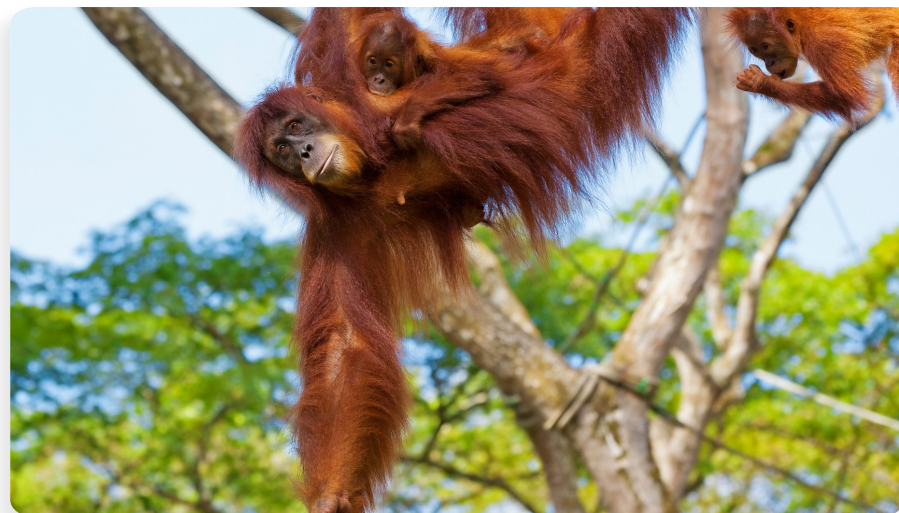
3.1 Our Governance

We consistently integrate social and environmental impact into our decision-making, recognising it as essential to the success and profitability of our business.

- We have amended our company constitution to enshrine our purpose: to create a positive impact on society and the environment through all business activities, aligned with our size and operations. The Board of Directors and leadership consider the impact of every action on employees, suppliers, clients, communities, and the environment, both locally and globally.
- We adhere to a strict Code of Ethics prohibiting all forms of bribery. A formal oversight policy monitors political contributions and advocacy involvement.

New employees receive thorough Code of Ethics training, with ongoing education for all staff to ensure compliance. Updates are promptly shared, and violations result in disciplinary actions, including termination of employment or business partnerships.

- Our anti-corruption program includes a robust whistle-blower policy ensuring confidentiality and anonymous reporting channels. Regular communication of these measures is provided to stakeholders, and annual training reinforces our commitment. These systems are continuously refined to uphold integrity and accountability across all operations.





We adhere to a strict Code of Ethics that unequivocally prohibits all forms of bribery. We have implemented a formal oversight policy to monitor direct and indirect political contributions as well as involvement with advocacy organisations.

New employees are thoroughly trained on our Code of Ethics upon joining, and both managers and non-managerial staff receive ongoing training to ensure continued awareness and compliance. Any updates to the Code are promptly communicated to all employees.

In cases of violations, detailed reports are submitted to our Board of Directors. Employees found in breach of the Code face disciplinary action, up to and including termination, and we terminate relationships with business partners who fail to comply.

Our anti-corruption program is continuously refined in response to these incidents.

Our efforts include a comprehensive whistleblower policy, which ensures confidentiality and is widely distributed among employees and business partners. We maintain regular communication of our anti-corruption measures to all relevant stakeholders, both internal and external. Annual training on our anti-corruption system is provided, along with anonymous channels for reporting concerns or grievances.



“*The B Corporation certification process has not only highlighted our existing strengths but has also identified areas where we can improve. Through open dialogue and shared experiences, our team has embraced the B Corp principles, integrating them into our daily work and interactions with local partners. As we continue our journey, we are confident that B Corp certification will further solidify our position as a responsible and sustainable travel company.*”

Andrea Vinsonneau

General Manager, EXO Travel Laos

3.2. Our Approach to Human rights

Our approach to human rights is comprehensive, deeply embedded in both our core operations and partnerships.



We prioritise adherence to fundamental human rights principles, ensuring full compliance with national laws and licensing requirements. As part of our commitment, we require all stakeholders to sign the EXO Sustainability Addendum, affirming their pledge to uphold these essential values.

We have implemented a rigorous supply chain assessment and verification process to ensure our partners meet these high standards. By joining the Roundtable on Human Rights in Tourism, we engage in global efforts to strengthen human rights protections within the industry.

A cornerstone of our strategy is achieving the ChildSafe 7 Stars Partnership, which underscores our dedication to protecting children's rights, combating child labour and preventing the sexual exploitation of children.

Through these actions, we reaffirm our unwavering commitment to human rights across our operations and supply chain, setting a powerful example for the tourism industry.

The importance of child protection in the tourism industry is paramount, not only as a matter of ethical business practice but as a crucial component of broader human rights advocacy. Tourism, by its very nature, has the power to influence communities globally, bringing economic opportunities but also potential risks to the most vulnerable, including children.



Our approach to human rights is comprehensive, deeply embedded in both our core operations and partnerships.

By prioritizing child protection, the tourism industry can play a vital role in fostering environments where children's rights are respected and upheld, demonstrating a commitment to ethical standards and the welfare of all community members.

This approach contributes to the creation of a safer, more responsible, and inclusive tourism sector that benefits everyone involved

In 2023, EXO Travel is working towards the Child Safe partnership program, which involves ChildSafe awareness training, designed to empower all employees with the necessary knowledge and skills to safeguard children both in their professional roles and daily lives. This training, integral to our commitment to child protection, was specifically tailored for key departments including Operations, Contracting, Products, and Travel Consultants, due to its direct relevance to their duties.

The training comprised three live session modules: The ChildSafe Movement, The Rights of the Child, and 7 Tips for Travelers, with impressive participation from 72 out of 75 members of our operations team across Vietnam, Malaysia, and Indonesia.

The 7-star achievement criteria include and highlighted are the ones we achieved

1. Empowering our staff and contractors through mandatory ChildSafe awareness training.

2. Encouraging our supply chain to adhere to ChildSafe standards.

3. Enforcing a ChildSafe code of conduct for all staff.

4. Adopting ChildSafe communication guidelines.

5. Ensuring all our products and services are ChildSafe through thorough reviews.

6. Promoting the ChildSafe message, including distributing the 7 Tips for Travelers within our supply chain.

7. Enhancing our corporate social responsibility efforts in collaboration with ChildSafe.

4 Our People

At EXO, fostering a workplace culture that prioritizes the well-being and growth of our employees is not just a goal, but a fundamental commitment.



4 Our People

At EXO, we are committed to making our workplace exceptional by prioritizing the well-being and growth of our people. We understand that a fulfilled, motivated team is key to our shared success.

We create an environment where employees can learn, grow, and thrive by offering training programs, mentorship, and professional development opportunities. Recognizing each individual's unique talents and aspirations, we actively support their personal and professional advancement.

Our management approach emphasizes openness, flexibility, and care. We foster a collaborative culture where every voice is valued, maintaining accessible communication channels through an open-door policy. We prioritize work-life balance by offering flexibility to meet diverse employee needs.

Above all, we aim to cultivate a workplace where employees feel supported, respected, and empowered to reach their potential. By upholding these principles, we strive to inspire excellence, innovation, and a sense of belonging, making EXO a place where everyone can succeed together.





“ The support I’ve received from my leaders, teammates, & countless colleagues has been invaluable. This culture of collaboration and encouragement inspires me to grow & contribute meaningfully to our mission. ”

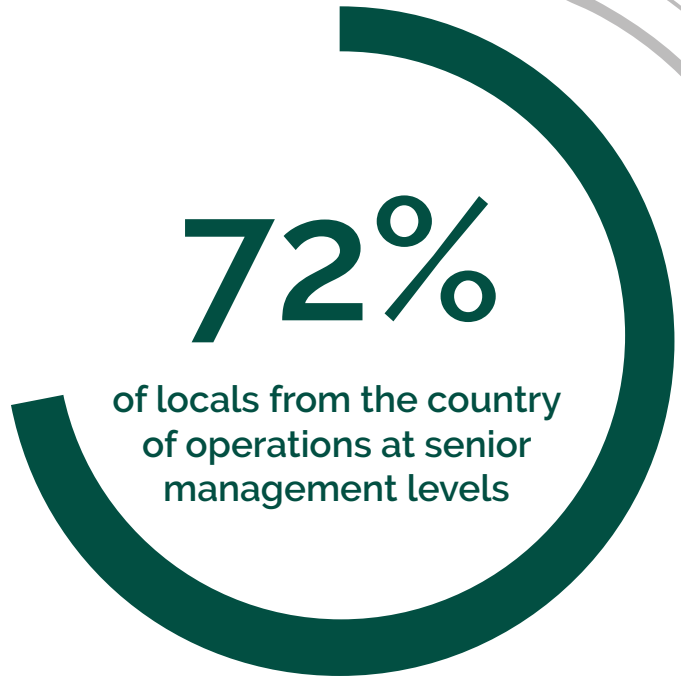
Le Thi Mivvnh Ta

Operations Executive (Hanoi), EXO Vietnam



Above all, we strive to cultivate an environment where individuals feel supported, respected, and empowered to reach their full potential. By upholding these values and principles, we aim to not only create a great place to work but also foster a sense of belonging and fulfillment among our team members. At EXO, our commitment to our people is unwavering, and we continuously endeavor to cultivate a workplace culture that inspires excellence, innovation, and mutual success.

4.1 Our People in numbers



641 EXO People



4.2 Benefits & compensation



641 EXO People



4.3. Learning & Development



“EXO feels like my second home, we learn and grow together, we support each other even though we haven’t met each other before, which I felt during the trip to Laos. EXO is making a positive impact for the future of responsible business, which is not just about profit but about creating long-term value for society and the environment.”

Dani Darmolina

Inbound Supervisor, EXO Indonesia



Our employees have annual performance reviews conducted with a **360 review process** promoting comprehensive feedback, self-awareness, and fostering a culture of open communication and accountability.



We developed a new onboarding process enabling our **300 newcomers** to learn about our company culture and core policies including : ethics, diversity awareness, child protection and our main sustainability policies such as Animal welfare, Climate Action.



We have invested in a Learning Management System, providing all our employees with access to over 90 e-learning modules, along with a robust monitoring and feedback process.

The goal of this program is to boost internal promotions and enhance leadership skills across the team. On average, 80 users engage with the platform each month, dedicating about 3 hours to learning. This year, we also conducted in person training and management retreats on the topic of Building Trusting Teams, the EXO Leadership way and our core behaviors.

4.4 Engagement & Well being

Our strengths -----



- Clear purpose and expectations:**
Employees understand their roles and the company's mission.
- Adequate resources and support:**
Access to necessary tools and coworker assistance.
- Respectful and trustworthy environment:**
Mutual respect among colleagues and management.
- Valued contribution and openness:**
Work is seen as valuable, opinions are freely expressed.
- Clarity and pride:**
Responsibilities are well-defined, and there's pride in being part of the organization.



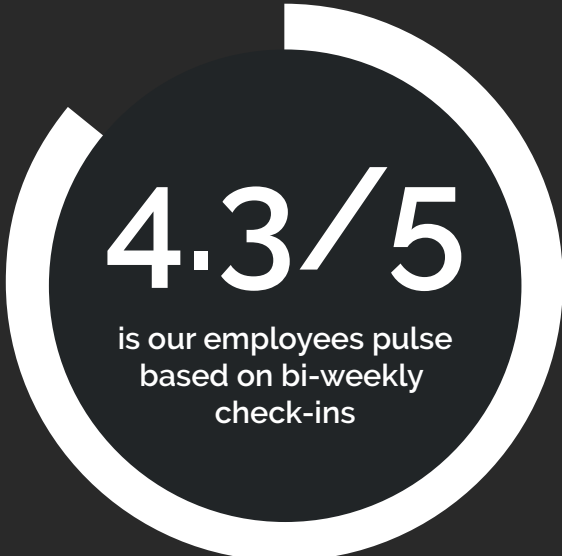
Because our employees engagement and well being matters, we conduct a yearly survey to measure their satisfaction at work and give the opportunity for honest feedback.



In each of our destinations, our management teams are responsible for implementing dedicated action plans to improve our people's engagement.

4.4 Engagement & Well being

Areas of improvements -----



- Maintaining Work-Life Balance:**
especially after heavy work periods (seasons), and interference of work in personal life with new technologies, time zones etc.
- Ensuring Fair Compensation:**
through ongoing assessments and internal promotions opportunities.
- Continuous Professional Development:**
through both soft skills and on-the-job training.
- Energy Management:**
Having enough energy for personal life post-work and ensuring that work does not become so demanding as to deplete our teams energy.



5. Environmental impacts

Our dedication to environmental sustainability extends beyond carbon emissions reduction



5. Environmental impacts

As proud signatories to the Global Tourism Plastic Initiative, we are actively engaged in efforts to minimize single-use plastic throughout our operations

By implementing initiatives such as promoting reusable alternatives, we are committed to reducing plastic waste and safeguarding the health of our planet's ecosystems.

Furthermore, our commitment to responsible tourism encompasses animal welfare as a core priority. We uphold stringent standards to ensure the ethical treatment of animals in all aspects of our operations, from wildlife encounters to animal-related activities. Through partnerships with reputable conservation organizations and adherence to established guidelines, we prioritize the well-being of animals and strive to promote sustainable practices within the tourism industry.

In line with these principles, our environmental sustainability efforts are integrated into our overarching goal of reducing carbon emissions. Aligned with the IPCC's recommendation to

reduce global carbon emissions by 55% below 2017 levels by 2030 to limit global warming to 1.5 degrees Celsius, we are steadfast in our commitment to achieving Net Zero emissions.

To realize this goal, we recognize the imperative of refining our measurement techniques and implementing robust strategies, particularly in relation to reducing the carbon footprint of our scope 3 emissions, which encompass services procured by our clients.

By continuously refining our approach and leveraging precise carbon reporting per client, we empower our Products and Operations teams to enact meaningful reductions in emissions. Through these concerted efforts, we are steadfast in our pursuit of environmental stewardship and our commitment to building a sustainable future for generations to come.

ecollective

Path Net Zero
CARBON OFFSET SOLUTIONS

EXO
TRAVEL

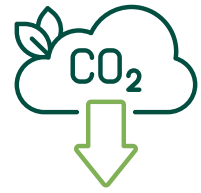
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“ *Measuring the carbon footprint of a travel company is incredibly hard but it is the important first step towards taking action. It is a step EXO has been doing for a few years and these carbon measurements inform the team where their actions can have the biggest impact. EXO are a great team to work with and we are excited by the potential influence they can have on the tourism industry by not just influencing travellers but tour operators based elsewhere.* ”

Charlie Cotton
Founder, ecollective





5.1. Our carbon footprint

90%
from 2022 to 2023
Scope 3

Scope 3 : 82.9%

Scope 2 : 15.9%

Scope 1 : 1.1 %



7,587
tons of CO₂e

-63%
from
2022 to 2023
Scope 1 & 2

Over the past year, we made remarkable strides in cutting our Scope 1 and 2 emissions by an impressive 63%, amounting to 84 tonnes of Co₂e. This feat was made possible by a significant overhaul of our organizational structure and operations. We've embraced flexibility, downsized our offices, relinquished company-owned vehicles, and adopted collaborative workspaces.

However, amidst our success in reducing Scope 1 and 2 emissions, there's been a concerning surge in our Scope 3 emissions, which have spiked by 90% during the same period. This increase can be attributed to the resurgence of our business operations and a substantial rise in the number of travelers we've welcomed to our destinations. While this growth signals a positive recovery for our business, it also brings about a significant rise in indirect emissions.

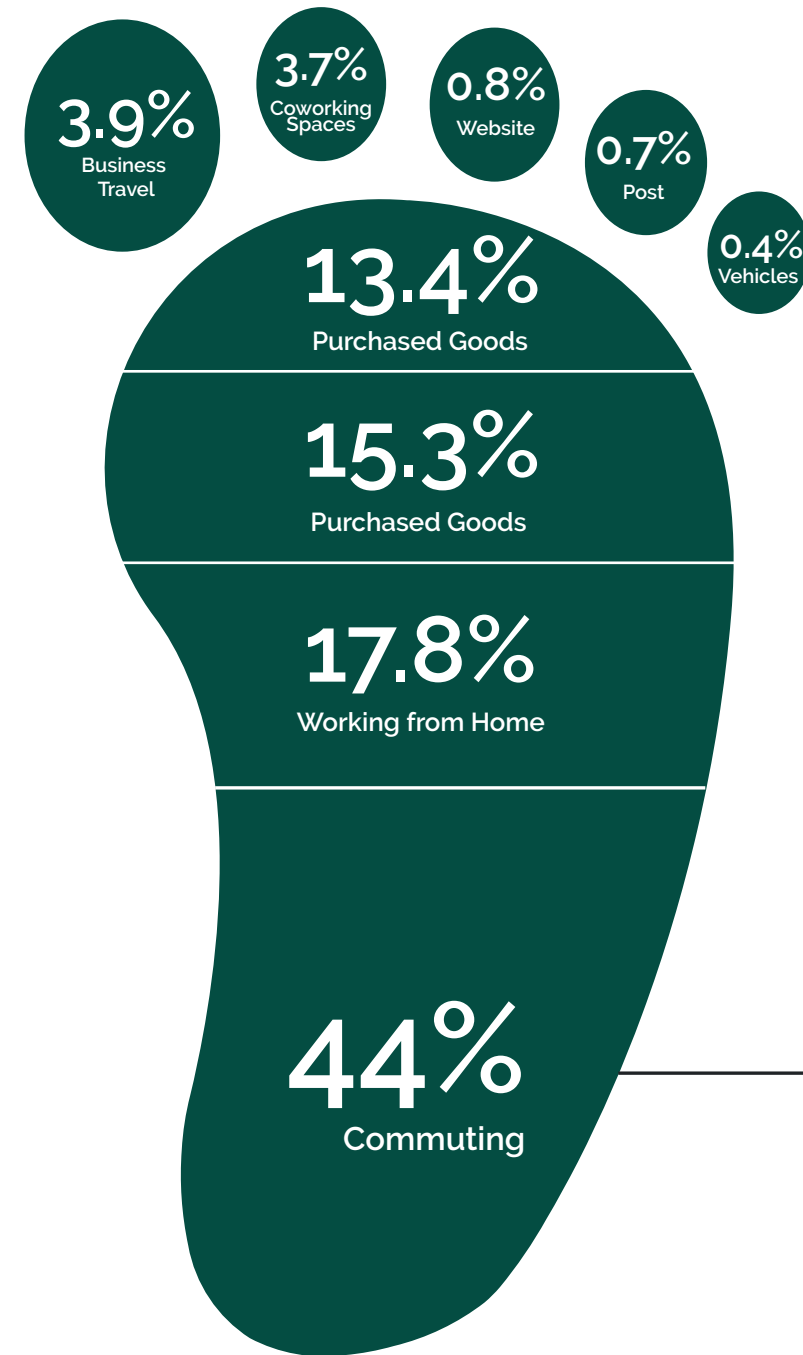
The doubling of travelers to our destinations reflects a rebound in our core operations, indicating a return to pre-pandemic levels of activity. As more people travel the associated emissions from transportation, accommodation, and other activities also escalate. While this uptick in business activity is a testament to our resilience and recovery, it underscores the urgent need to address Scope 3 emissions as a crucial aspect of our sustainability endeavors.

5.2. Reducing our footprint

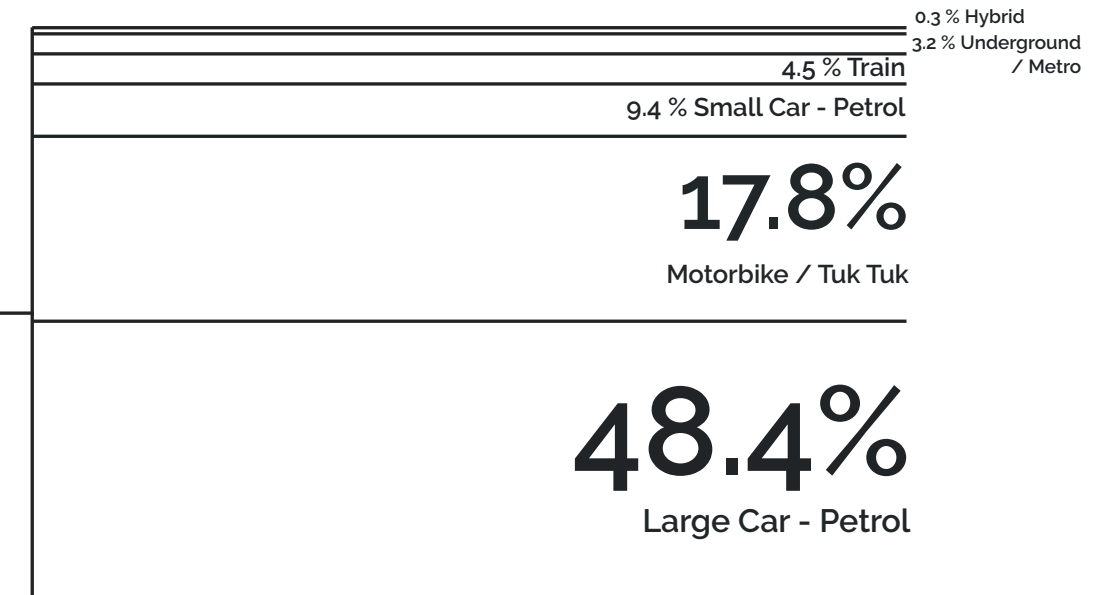
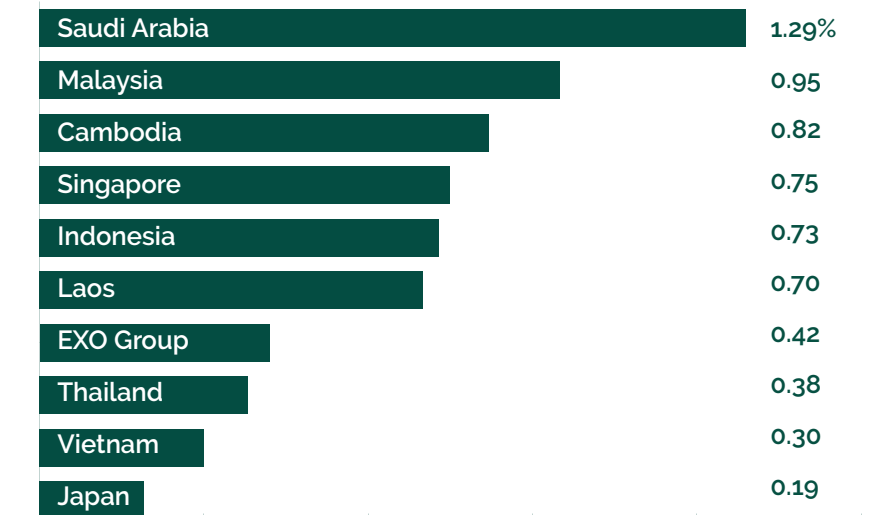
However, based on our carbon footprint analysis and yearly survey on commuting, we can see that our employees commutes represents a significant number of our carbon footprint on which we can have a more direct impact.

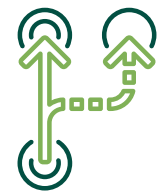
Therefore, we will continue to incentivize our employees to opt for low-emission transportation options for their commutes or explore remote work arrangements to minimize the need for travel altogether. Furthermore, we strongly believe that harnessing technology will reduce our emissions across all scopes, adopting digital solutions can significantly lower our carbon footprint while enhancing operational efficiency.

Our strategy to address Scope 3 emissions involves optimizing our supply chain to reduce transportation-related emissions and promoting sustainable practices among our partners and suppliers.



Commuting footprint per destinations (per employee)





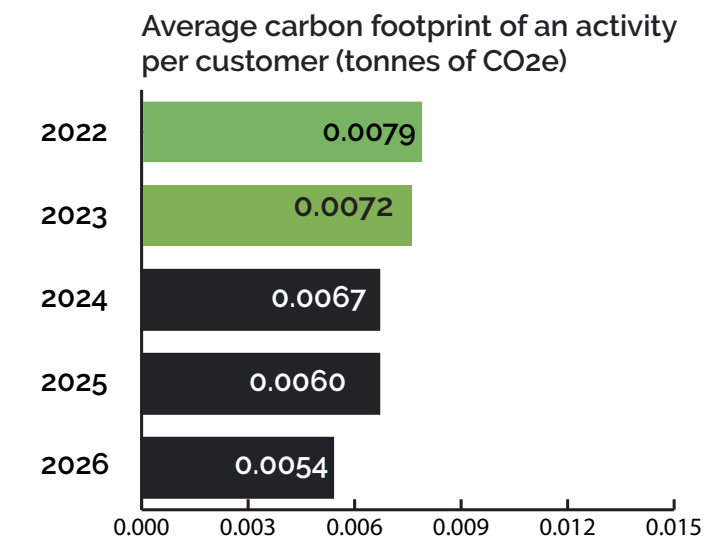
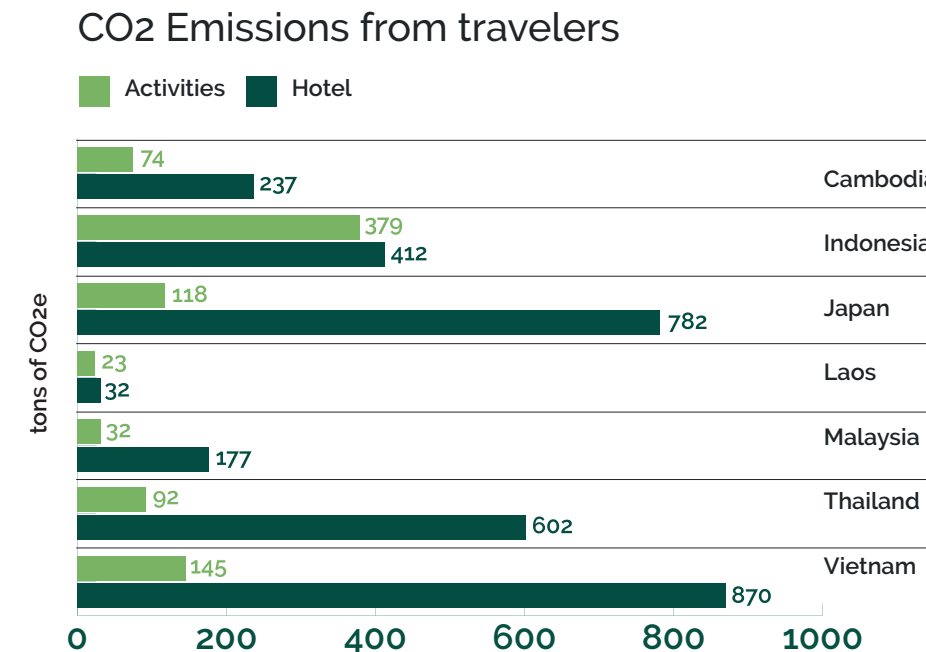
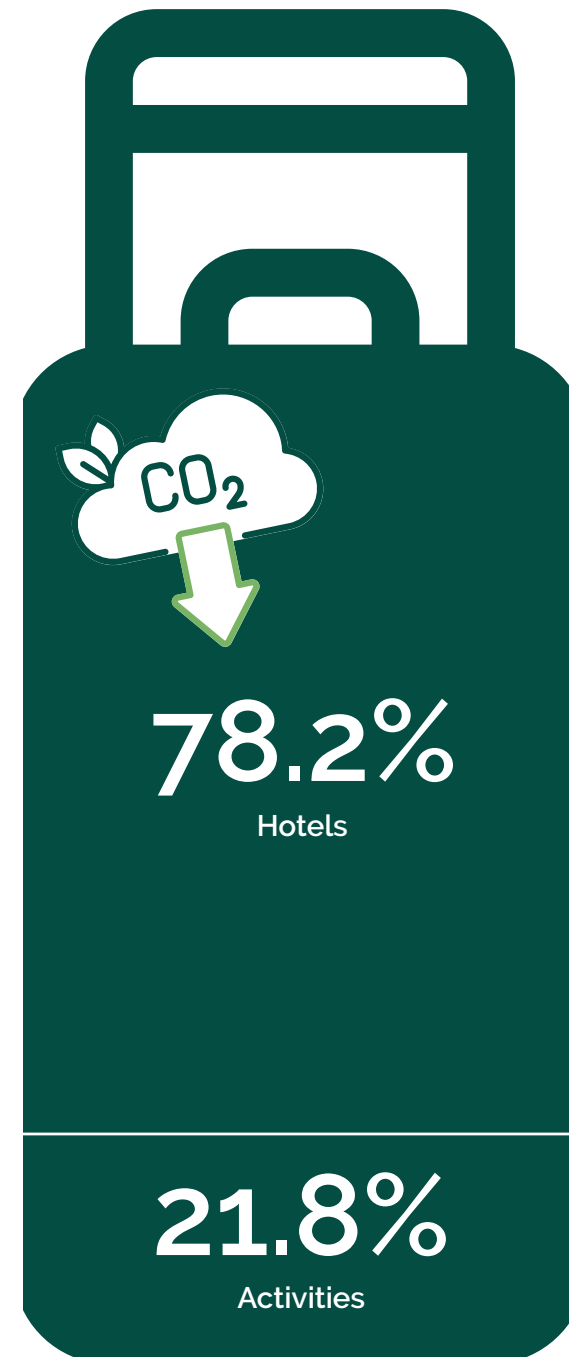
5.3. Travelers related emissions

Our strategy to address Scope 3 emissions involves optimizing our supply chain to reduce transportation-related emissions and promoting sustainable practices among our partners and suppliers.

We currently utilize average data per country for hotels emissions, tailoring it to the type of hotels we work with based on their star ratings and style. This approach provides a generalized understanding of emissions associated with accommodation, enabling us to gauge environmental impact across different regions and hotel categories.

However, recognizing the limitations of this method, we're actively enhancing our dataset and collaborating with our partner hotels to obtain precise carbon data reflective of their operations.

Regarding activities, our consulting partner, Ecollective, has undertaken a comprehensive analysis of our sales data to estimate the carbon footprint associated with each activity offered. By examining the nature of these activities, including transportation methods, energy usage, and resource consumption,





5.3. Travelers related emissions

\$197,000 equivalent
to 11,500 tons of CO₂e

This carbon fund is directly managed by EXO Foundation and goes towards the purchase of Gold Standard Verified credits and a micro-loan mechanisms for SMEs in tourism for the reduction of their emissions.

Our Offsetting efforts

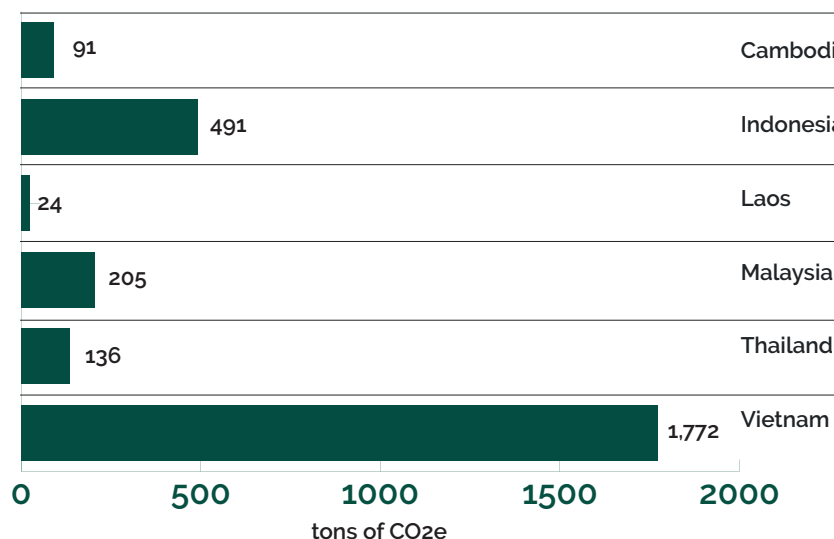
Ecollective has developed a methodology to calculate the environmental impact of each experience. This approach allows us to attribute emissions to specific activities based on their characteristics and scale.

Moreover, by tracking the number of travelers participating in each activity throughout the year, we gain insights into the cumulative environmental impact associated with our offerings. This data-driven approach not only helps us quantify emissions but also informs strategic decisions aimed at minimizing our carbon footprint while maximizing the sustainability of our offerings.

Regarding flights, we have incorporated carbon units into our systems, which are based on flight routes (e.g., BKK - SGN). Consequently, we automatically include a carbon contribution for all flight services booked through our teams. The following graphic illustrates the current footprint of the flights (both domestic and regional) booked with us and the corresponding carbon emissions they represent.



Flights offset per Destination

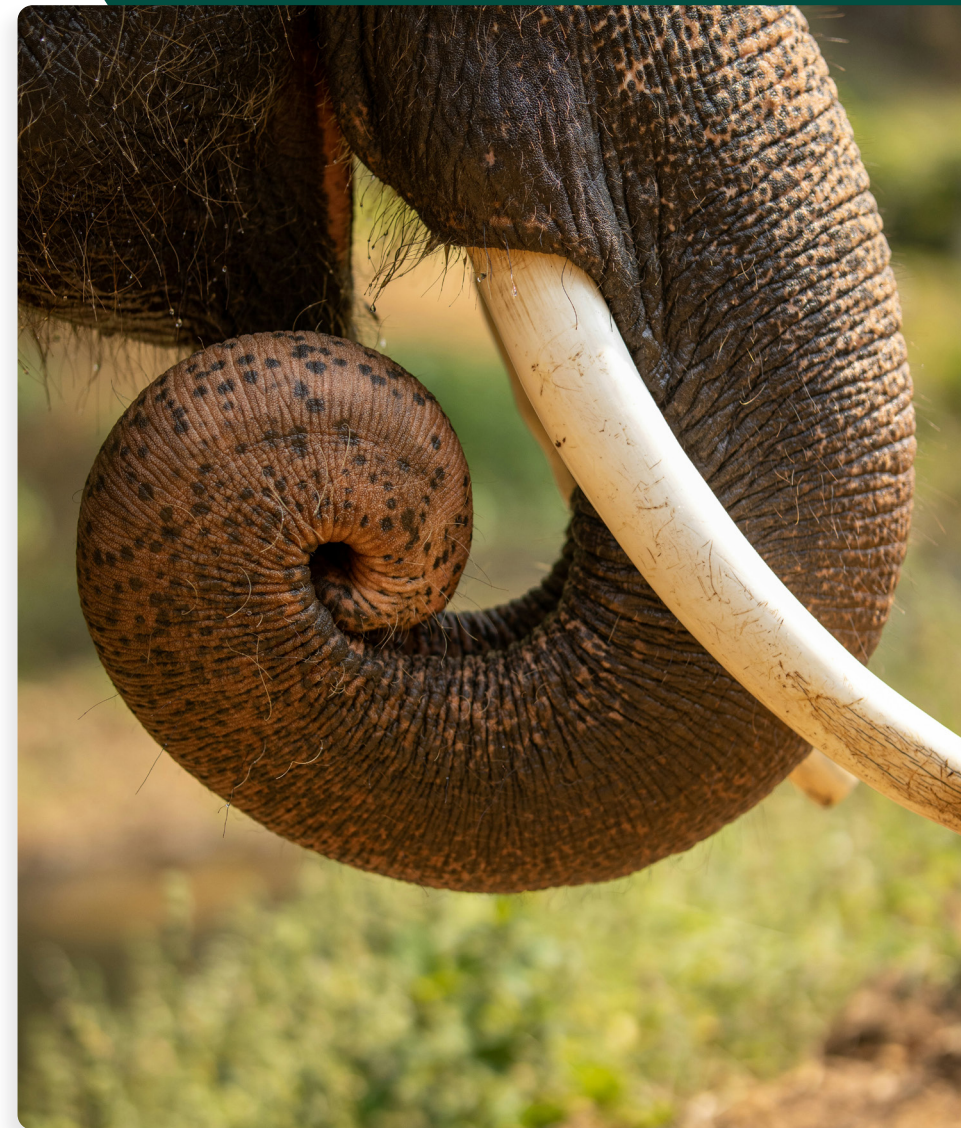




5.4 Animal Welfare

At EXO Travel, our commitment to animal welfare is multifaceted. In 2021, we undertook a thorough review of our Wildlife Code of Conduct, and in 2024, with the assistance of Animondial, we are slated to update this document to further enhance our standards.

As a proud signatory of the Nature Positive Vision launched by WTTC, we are dedicated to continually elevating our practices and adhering to industry guidelines.



“ *Through our creativity aligning with the sustainability concept, we have been developing a wide range of unique experiences around various types of Travel for Good, aiming at exceeding customers' expectations while building positive impacts towards the community.* ”

Wantipa “Fang” Patumanon
Product Manager, EXO Thailand



Our commitments :

- 1 100% no harm for animals in our product
- 2 Fight illegal wildlife trade
- 3 Ban use or promotion of endangered species
- 4 Identification of reliable Conservation organizations in our destinations
- 5 Required auditing for sensitive excursions



Since 2016, we have actively collaborated with other DMCs and partners to establish and implement standards for elephant-related activities. We have developed comprehensive guidelines for our employees to ensure that we only endorse products that adhere to existing certifications and internationally recognized standards.


Under the expert guidance of Asian Captive Elephant Standards (ACES), the leaders in elephant camp accreditation in Asia, EXO Travel and Klook have provided financial support and assessment tools for three elephant camps in Thailand. Through this process, EXO Travel and Klook have helped to kick-start the projects' path to ACES certification by clearing financial hurdles and providing a framework by which to improve ethical standards.

Although, we are committed not to offer any elephant-riding activity. We chose to offer elephant camp visits to support the overall wellbeing of elephants and mahouts and we intend to drive the sales towards more responsible choices (certified camps), by taking action we are able to contribute to other camps in hopes they will, eventually, reach the ACES certification level

5.5 Single Use Plastic

This year, we have placed emphasis on encouraging our clients to engage with travelers before their departure, urging them to bring their own refillable bottles.

ENGAGE WITH TRAVELLERS PRE-DEPARTURE EXO



We recommend you to ask them to:

- bring their own refillable bottles
- customize it, so that they will always recognize it!

REFILL, REFRESH, REPEAT

Starting June 2023, our teams will resume working with our partner hotels towards setting up water stations for convenient and safe refills.

A cooler will be at their disposal in their transportation enabling them to keep their bottles fresh throughout the day.



EXO

SUSTAINABLE SIPS ON THE GO

To prevent water waste, we will only provide water stations in transportation for groups.

For individual travelers, we'll provide backup water bottles in different sizes in our vehicles, available on request.

Rest assured, we are working with our transport suppliers to ensure every PET bottle will be collected and properly recycled in all destinations.



EXO PET

OUR THOUGHTFUL GIFTS EXO

Upon request, we can include destination-sourced reusable bottles as welcome gifts.

[Click here to read more about our commitment](#)



Global Tourism Plastics Initiative

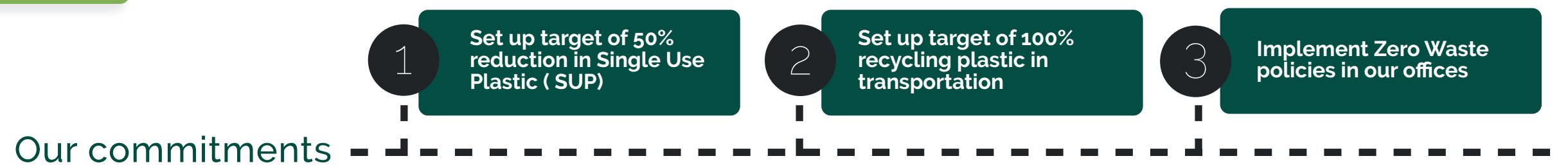
Thanks to our dedication to the Global Tourism Plastic Initiative, we received bilateral support from Jo Hendrickx. Her expertise has been instrumental in establishing a framework to guide our team in making informed decisions aimed at reducing single-use plastic. With her assistance, we have been empowered to implement effective strategies that contribute to our commitment to environmental sustainability and plastic waste reduction.

In the office, we recycle and reuse materials with clearly-marked bins for use. We regularly monitor and record waste production and use this to set specific reduction targets relative to previous performance.

Although, we strongly focus on finding alternatives to reduce single use plastic waste in our operations, because it clearly has the most significant environmental impact.

This year, we have placed emphasis on encouraging our clients to engage with travelers before their departure, urging them to bring their own refillable bottles. We believe that it's increasingly prudent for individuals to travel with their own bottles rather than receiving new ones as gifts..

Moreover, through EXO Foundation, we provide financial support to organizations working to repurpose and recycle plastic: such as PatiHoub Laos and Reform Vietnam.



This year, we have placed emphasis on encouraging our clients to engage with travelers before their departure, urging them to bring their own refillable bottles.



New water coolers in Thailand

We invested in 10 refillable water coolers that have a large capacity and can be conveniently placed in our vehicles, enabling guests to refill their bottles and have access to cool water all day long.



Replacing plastic

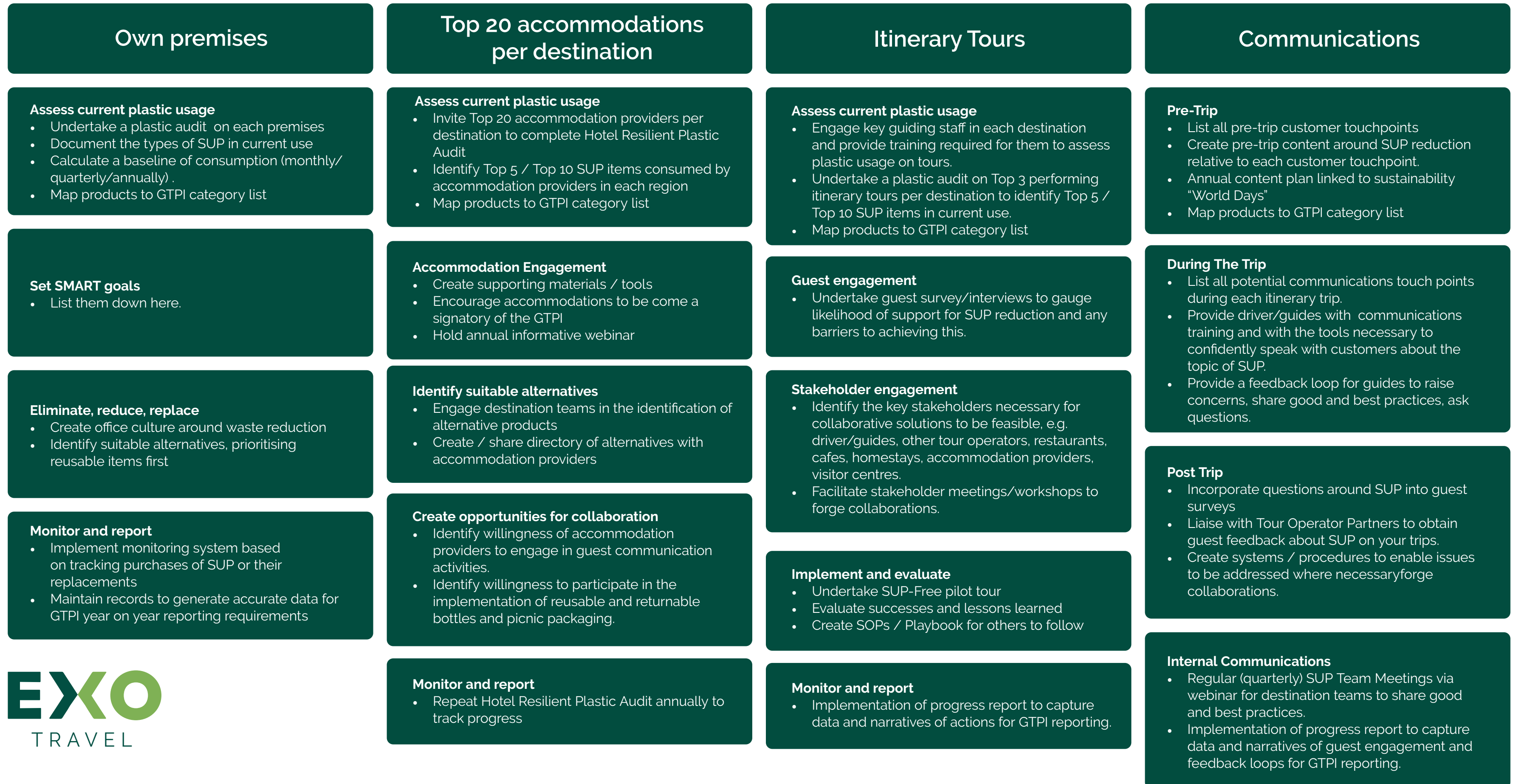
In Vietnam, we are working with a social enterprises to replace single use plastic bottles by returnable glass bottles. In order to make it happen, we invested in the purchase of 10,000 glass bottles that will be distributed in the Center and South Vietnam from 2024.



Incentives for recycling in Thailand

Our teams worked with our main suppliers to deliver training to drivers and tour guides, to implement a recycling program. The suppliers, send us a proof of recycling and travelers can scan a QR code to see where the bottles will go and be given a second life

SUP Reduction Framework



6. Travel for good

At EXO,
we believe
that Travel is a
force for good.
When done right,
positive impacts
experiences
provide better,
more enjoyable
experiences for
guests.

6. Travel for good

Enter 'Travel for Good', an initiative borne of the knowledge that, when communities and environments are supported and uplifted through tourism, travellers also benefit. By analysing our tours and experiences to identify benefits and themes, we've created an array of options allowing guests to have experiences of a lifetime while making a positive impact on the places they visit.

Community Based Tourism

Products that are run by proper CBT organisations, with community funds that help to spread out the revenue from tourism to a whole community, so people from the community can benefit from tourism.

Cultural Diversity

Products promoting ethnic groups, minorities, shared know-how, and stories.

Ethical Wildlife Tourism

Products that include animal encounters or wildlife discovery with organisations that are accredited with valid certifications or that are run by NGO or that we can vouch for with proper and shareable assessments.

Nature Conservation

Products with entrance fees that are being used to protect these areas, such as national parks which are not suffering from Mass Tourism.

Homestay

What better way to experience the soul of a destination than through the eyes of its people? It's the best form of cultural immersion.

Philanthropy

Experiences that include donations to programs, organizations or charities included in the tour or that use services from non profits organizations such as vocational training restaurants.

Organic Lifestyle

Products that include only vegetarian/vegan meals, farm to table activities, organic farming, or workshops to create natural products

Low Carbon

Products where the main form of transport is walking, trekking, hiking, cycling, or taking public transport.

Arts, Food & Creativity

Products including cultural shows and performances, visits to galleries, handicrafts workshops, and food experiences that showcase the cultural heritage of the destination.

Heritage Protection

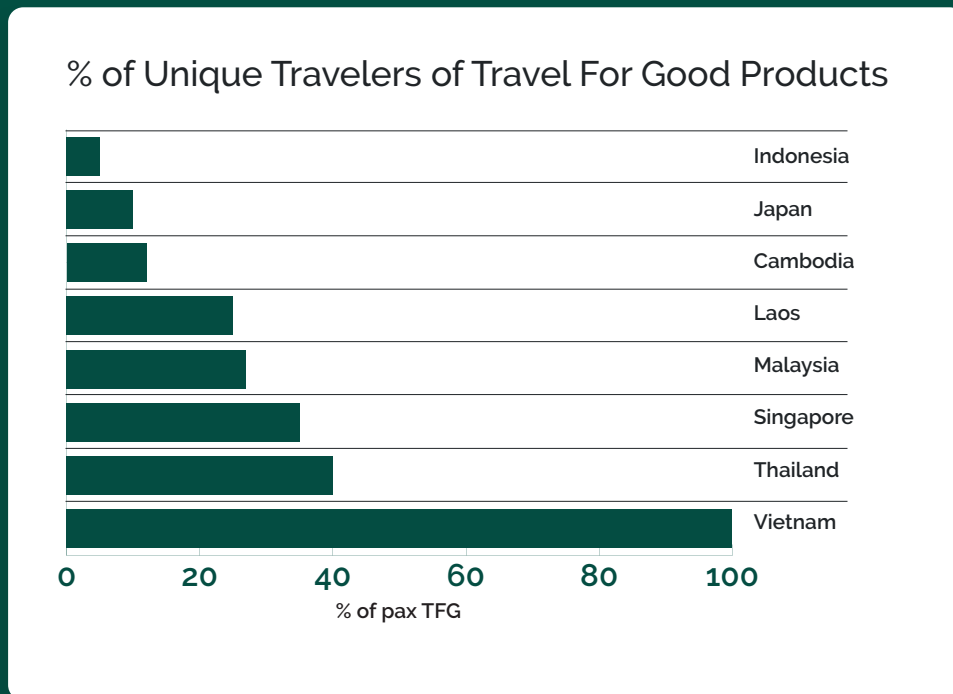
Experiences that help protect cultural heritage sites: UNESCO sites, or less visited sites, that do not suffer from mass tourism.

Off The Beaten Track

Products promoting remote areas, and less mainstream destinations.

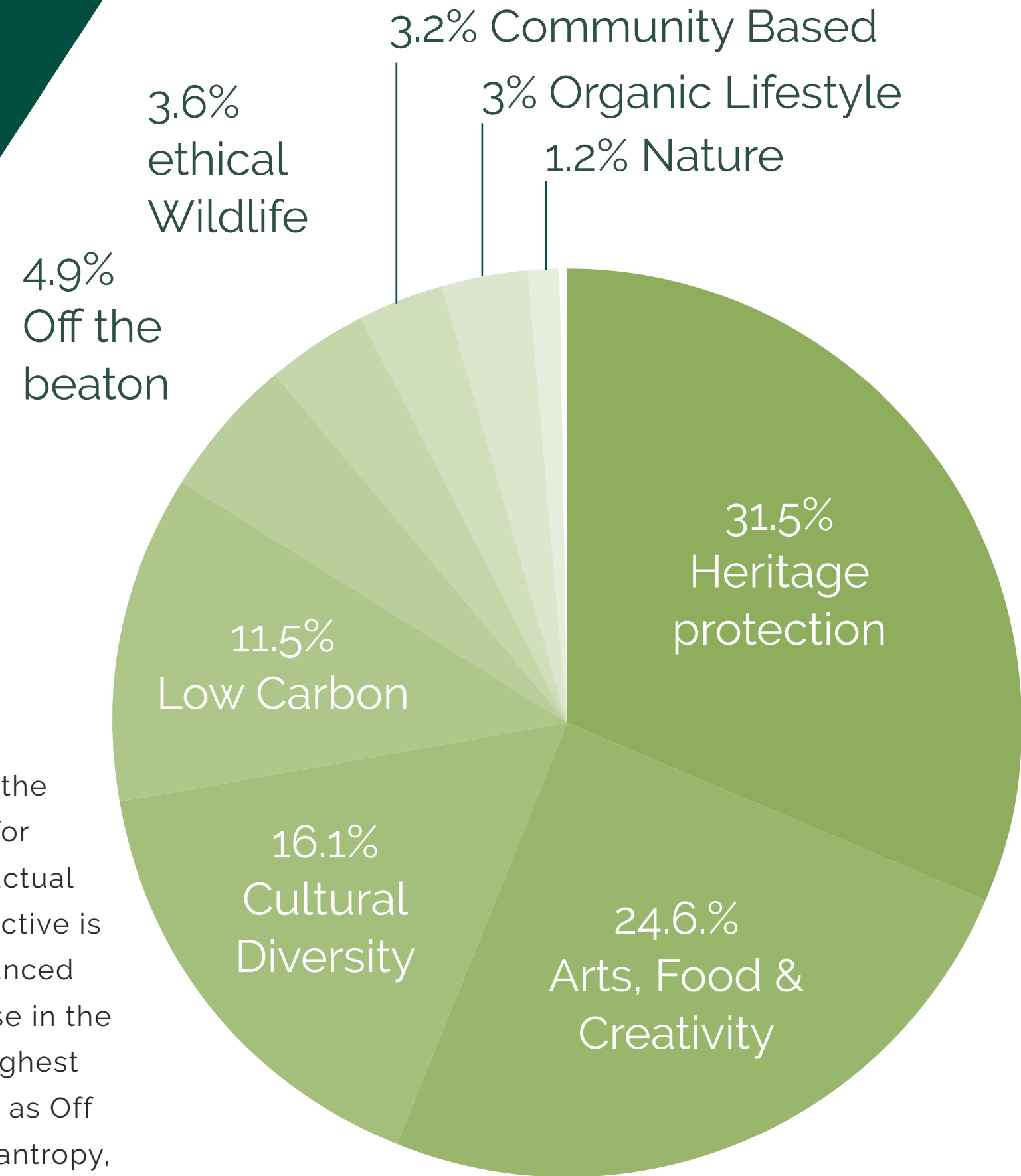
6. Travel for good

This initiative enables us to measure the positive impacts of our products and conduct more precise analyses of the extent to which we deliver meaningful experiences contributing to societal and environmental well-being. In 2023, 41% of our travelers experienced at least one Travel for Good product. However, given the recent implementation of this initiative, there may be instances where our products are not accurately labeled. We are committed to rectifying this by ensuring that all labeled products strictly adhere to the criteria outlined on the previous page.



This graphic shows the percentage of travelers that experienced a Travel For Good product during their trip, with a comparison per destination.

This table represents the distribution of Travel for Good product in our actual portfolio and our objective is to ensure a more balanced spread and an increase in the categories with the highest positive impacts such as Off the beaten track, Philanthropy, Nature Conservation etc.



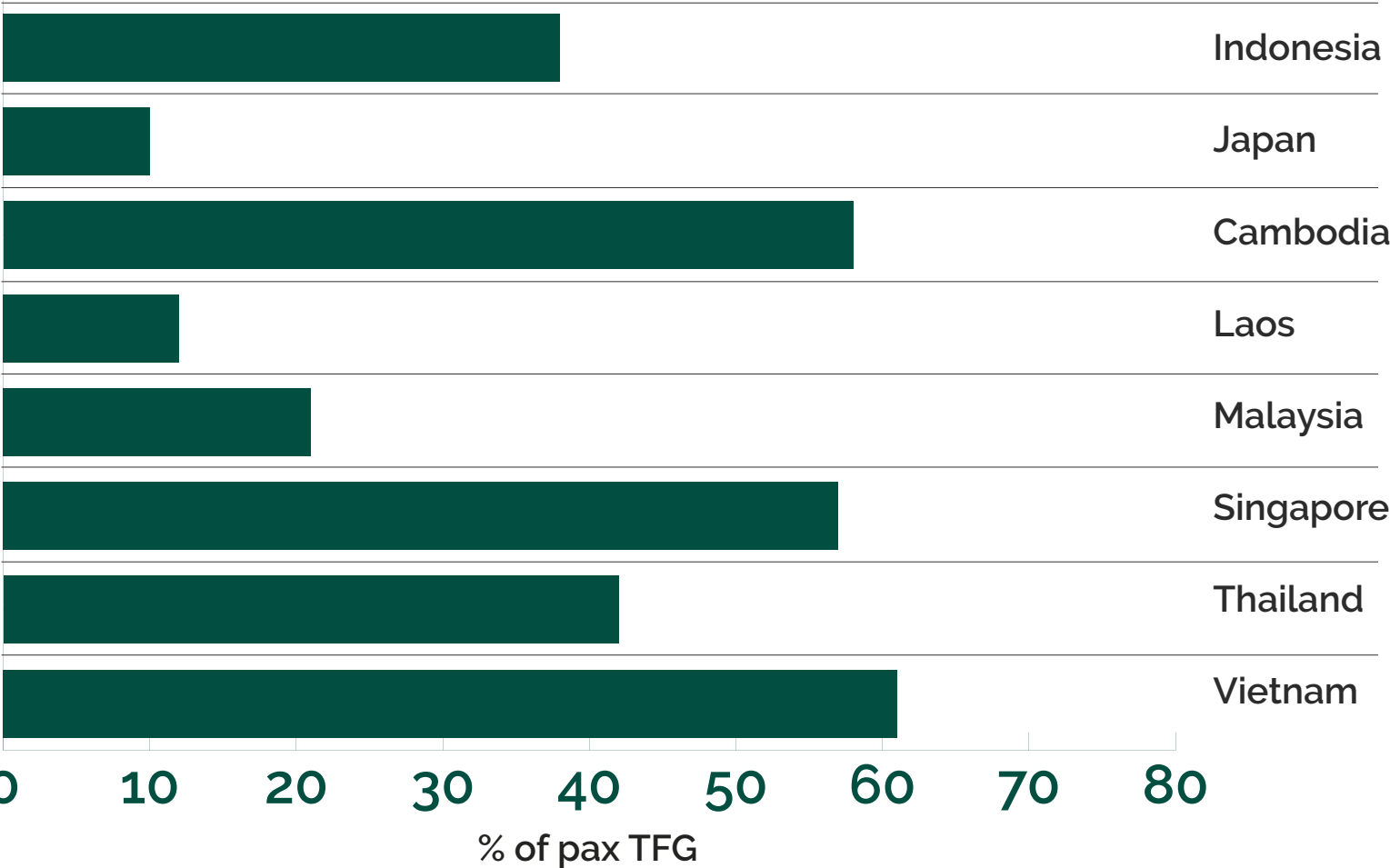
6.1. Locally owned businesses

With B Corp, we've adopted a new perspective on our business operations, emphasizing our commitment to analyzing our contributions to the local economy and minimizing tourism leakages. In alignment with B Corp standards, we've utilized an indicator that assesses the percentage of the company's expenses (excluding labor) allocated to independent suppliers located within our destinations and **in 2023 it represents 38% of our spending.**

While B Corp's criteria stipulates accounting for suppliers within an 80-kilometer radius of our offices, we hold firm to the belief that tourism's positive impact hinges on revenue distribution across destinations, rather than being confined to major cities and tourist hubs. As such, we have chosen not to include distance as a criterion in our analysis.

Nevertheless, we adhere to the principle that suppliers must meet specific criteria: they cannot be majority-owned subsidiaries of other companies or publicly-traded entities. Instead, they must be independently owned and operated. Independent suppliers are privately owned, not part of a franchise, and not wholly or majority-owned subsidiaries of other companies. Through this approach, we aim to prioritize partnerships with businesses deeply rooted in local communities, fostering economic sustainability and resilience across our destinations.

% of purchase to Locally Owned Suppliers



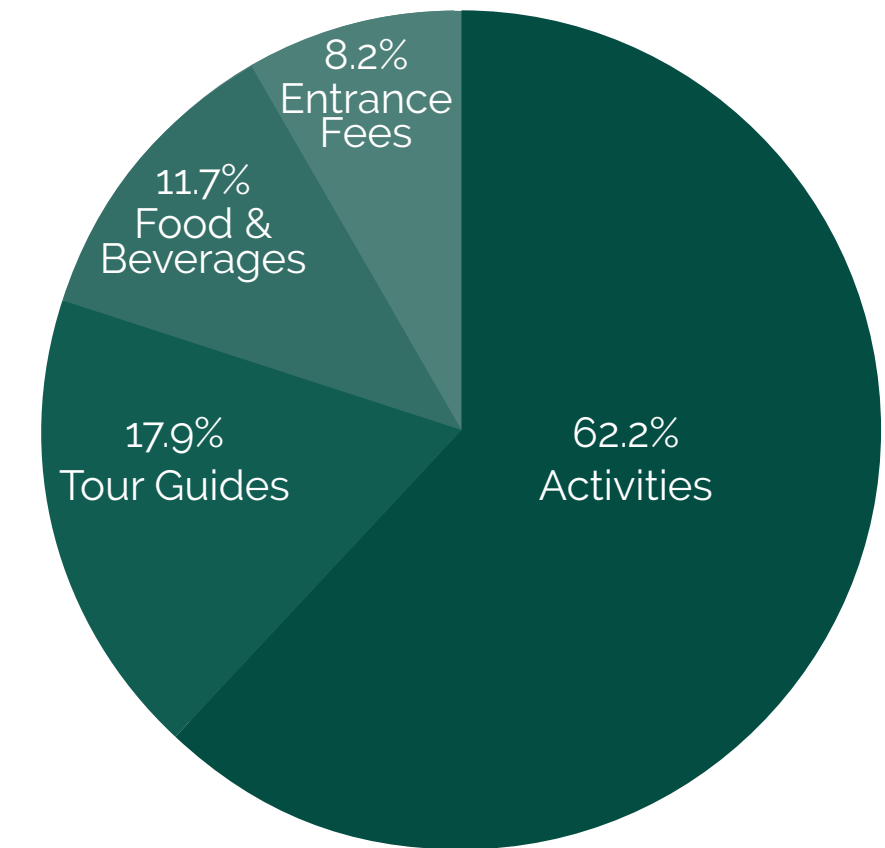
Our analysis on spending for locally owned suppliers encompasses several key components integral to understanding our economic impact on the communities we engage with.

Primarily, it focuses on expenditures related to hotels, activities, local transport, entrance fees, and tour guides. Among these, the lion's share of our financial resources is directed towards accommodations, activities, and ground transport, reflecting the significant role these services play in facilitating immersive and enriching experiences for our clientele.

However, it's crucial to acknowledge that while we strive to support local businesses, there are instances where our spending on entrance fees may inadvertently contribute to government-related organizations tasked with preserving local heritage. Although precise data extraction regarding these fees remains a challenge, we recognize the importance of transparency and accuracy in our analyses. Moving forward, we are committed to refining our methodologies to capture more granular data.



Global spending - Locally Owned Suppliers



Our commitments :

- Purchase above 30% from locally owned suppliers
- Improve the measurements of our Travel for Good Products to show their positive financial impacts
- Give back at least \$1,Million to locals through our Travel for Good Products.

6.2. Our Tour Guides

Training tour guides on responsible tourism is crucial for several reasons. First and foremost, tour guides play a pivotal role in shaping the travel experiences of visitors. As frontline ambassadors for destinations, they have the unique opportunity to influence travelers' behaviors and perceptions. By equipping tour guides with the knowledge and skills to promote responsible tourism practices, we empower them to serve as catalysts for positive change within the industry.

Furthermore, tour guides often possess intimate knowledge of local cultures, ecosystems, and community dynamics. As such, they are well-positioned to convey messages about the importance of sustainable practices and the need to preserve natural and cultural heritage. Engaging tour guides as stakeholders in responsible tourism efforts also enhances their sense of ownership and accountability. By involving them in decision-making processes and providing opportunities for professional development, we demonstrate our commitment to their well-being and professional growth. This, in turn, fosters a culture of mutual respect and collaboration, wherein tour guides are motivated to uphold ethical standards and act as ambassadors for sustainable tourism.

Moreover, training tour guides on responsible tourism serves to enhance the overall quality of the visitor experience. Responsible tourism practices, such as minimizing environmental impact, respecting local cultures, and supporting community-based initiatives, contribute to more authentic and enriching travel experiences. By imparting these values to tour guides, we ensure that travelers receive accurate information, meaningful insights, and memorable encounters that align with their desire for responsible travel.

We have been recognising our most responsible tour guides in each of our destinations and awarding them at our year-end parties, we also provided the following training opportunities:

673

Tour Guides trained on Responsible Tourism and Tips. Focused on reducing single-use plastic on tours

191

Driver trained on Responsible Tourism and Tips.

23

Transportation Tour+ Transfer company on Responsible Tourism and Tips.



7. Inspiring
our Guests:

we aim to
empower
travelers with
the knowledge
to respect and
preserve the
destinations they
visit

7. Inspiring our Guests:

Since 2016, we are distributing Tips for Responsible Travelers. These useful Tips for trips are now distributed through a QR code in a welcome letter upon arrival. With these QR codes, we will be able to track more precisely the distribution of our Tips and to ensure travelers have been well informed about the Do's and Don'ts to follow in our destinations.

Alternatively, we are using a customer feedback questionnaire which shows that on average 55% of travelers declare having received the Tips and among them 80% found the Tips to be useful.

From our feedback survey, we can see that travelers rated on key sustainability measures as follows, the rating is from 1 to 10 and we accounted for points from 8 to 10 points :

Supporting locally owned businesses 83%

Staying at responsible hotels 78%

Adopting eco-friendly travel habits 64%



In our feedback survey, we ask travelers to share with us the unsustainable practices they have witnessed during their trips and here is an analysis of their answers by order of importance and most prevalent answers.

1. Plastic Pollution

- "Pollution is everywhere."
- "Lots of plastic rubbish in streets and rice fields."
- "The washed up plastics and rubbish everywhere in Halong Bay was disturbing."
- "Plastic in abundance"

2. Waste Management

- "Garbage dumped in many streets, at riverside."
- "The disposal of bottled water and continual use of new ones was very unsustainable"
- "Waste collection needs to be improved (e.g. plastics lying around)"

3. Overcrowding and Environmental Impact of Tourism

- "Heavy pollution in Halong Bay which was shocking to see."
- "The environmental impact of tourism especially in Bali is enormous."
- "Halong bay is much too crowded"

4. Animal Welfare

- "Animals at risk"
- "Large number of caged wild birds"

5. Local Community and Social Issues

- "Obvious poverty against a lot of local wealth"
- "Do all staff at hotels get paid a good wage?"
- "We would like to help children other than by buying them souvenirs because it encourages child labor"

High Priority

- Tackle Plastic Pollution: by promoting reusable alternatives, and supporting recycling initiatives in our destinations.
- Mitigate Environmental Impact: by promoting better our eco-friendly business partners and ensuring travelers are informed about the responsible sustainable practices they can adopt to minimize resource consumption.
- Improve Waste Management: by enhancing waste collection, promoting recycling and waste reduction at destinations levels, not only in our operations.

Medium Priority

- Enhance Animal Welfare: by ensuring ethical treatments in our experiences, supporting animal welfare organizations, and educating travelers about adequate behaviors.
- Address Air and Water Pollution: by promoting clean transportation options, supporting pollution reduction initiatives, and helping our suppliers to invest in greener technologies.
- Prevent Deforestation and Littering: by supporting reforestation projects and helping our partners to enforce anti-littering regulations.

Low Priority

- Ensure Fair Labor Practices: by verifying fair wages and working conditions for our business partners employees.
- Protect Children: by implementing measures to prevent child exploitation, collaborating with our business partners, and educating tourists on adapted behaviors.
- Manage Overcrowding: Promoting alternative destinations and supporting local communities in affected areas to increase the direct benefits they receive from tourism activities.
- Enhance Food Quality and Sustainability: by partnering with local restaurants committed to sustainability, reducing food waste, and offering a diverse culinary experiences.

Based on travelers feedback, we created a prioritized action plan to address their concerns.

7.1 Hotel Resilient

The negative impacts of travel on the environment has increased the demand for sustainable accommodations. But data is lacking on what hotels are actually doing to justify their sustainable claims. Until now, there was no efficient way to collect such hotel data and share it with travel partners. Hotel Resilient and EXO Travel partnered to create an online platform to collect, verify and share hotel data to justify sustainability claims.

The hotel's sustainable data is automatically shared with a network of travel partners, which saves work for all, and increases trust and transparency. The platform has resulted in collaborations between multiple Destination Management Companies and Tour Operators, who are using the platform to collect, verify, and for the first time, share hotel data with each other. This increases access to verified sustainable hotel data for all travel partners. Through this platform, in less than a year, we have already collected data and assessed a total of 104 hotels.



The screenshot shows the top section of the Hotel Resilient website. It features a green navigation bar with links for Home, Destinations, Audits, About, and Login. The main heading is "Building Resilience in tourism" with a subtext: "Hotel Resilient helps you to learn and master resilience and sustainability for your hotel." Below this are three feature cards: "Explore" (Search Travel destinations, understand risks and find resilience to make your next stay safer and more viable.), "Enhance" (Use our free audits, trainings and tools to get prepared for climate change, pandemics and more.), and "Inspire" (Join our community, share experience and showcase your excellence in resilience and sustainability). The background of the header is an aerial view of a boat on a body of water.

The screenshot shows a map interface on the Hotel Resilient platform. At the top, there is a search bar with the placeholder text "Where to?". The map displays a world map with a color gradient from blue to red, indicating different levels of risk or sustainability. Numerous red location pins are scattered across the map, primarily concentrated in Southeast Asia and the Pacific region. The map includes standard navigation controls like a zoom-in (+) and zoom-out (-) button in the bottom right corner. At the bottom, there is a small copyright notice: "Leaflet | Tiles © Esri — Source: Esri, i-cubed, USDA, USGS, AEX, GeoEye, Getmapping, Aerogrid, IGN, IGP, UPR-EGP, and the GIS User Community | Layers © Risklayer — Source: ACLED, IPCC, EMSC, Copernicus".

How does it work?

Internally, we created a clear process to ensure that we consistently collect sustainability data from our partner hotels. Our teams have specific targets to reach and more precisely, we are committed to evaluate the sustainability performance of our Top 20 hotels per destinations and then to expand it to the hotels that represent more than 70% of our business. Here is how it is implemented to ensure that data are not only collected but verified in a trustworthy way.

Contracting teams : require hotels complete the survey on Hotel Resilient and are accountable for achieving our objectives of completion.

Sustainability leader (EXO group) : verifies the hotels answers and sustainability scores, she/he will do it for all destinations and share the list of responsible hotels to our Product teams.

Product teams :ensure we identify clearly responsible hotels in our systems (tourplan, website, agent hub etc.) and promote them internally to our Travel Consultants and to our clients in our newsletters etc.

Travel Consultants teams : include responsible hotels in quotations and suggest them to our clients as the preferred option.



Our goal is to encourage hotels to take action by undergoing an advanced sustainability audit.

Hotels must achieve a minimum score of 70 points on this audit in order to be considered as responsible, under two distinct categories : eco-friendly and/or socially aware. We also conduct a single-use plastic (SUP) audit, as it effectively showcases the benefits for hotels in promoting and contributing to significant environmental impact reduction.

For both audits, hotels must complete a series of around 60 questions on topics such as Human Resources management, sustainability, waste, energy, water management, environmental actions, local community support and so on.

Here are some examples of these questions:

- Does your property have a GSTC accredited sustainability certification (e.g. Travelife, Green Globe, etc.) or are you in the process of obtaining one?
- Do you have written policies which describe the following? Labour and human rights policy, Health and safety policy, Environmental management policy, Risk management procedures, Ethics, anti-bribery and corruption policies (evidence based).
- What is the percentage of employees from the local community?
- Do you offer employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways?
- Do you communicate on sustainable tourism to your guests?

8. Our Objectives



People

- 15% internal promotions to empower our teams and ensure we provide career development opportunities for our teams
- 70% of our employees with individual training plans, to provide them skills and knowledge helping them to V+90% of engagement score to ensure we are a great place to work
- 8% attrition rate, achieved through increased benefits, especially travel related, flexible and supportive working environment, paid leaves and private health insurance to provide excellent working conditions for our employees.



Planet

- 50% of Plastic reduction in our operations, to reduce the plastic load in our destinations generated by tourism
- Improved measurements for carbon emissions and reduction target of 8% year on year for scopes 1 & 2 and reduction of 10% for activities (scope 3) to play an active role in climate action.
- Improved waste management measurement in the office and year on year reduction of 10%, while increasing of recycling rate to 50% and working towards zero waste offices, to take responsibility and ensure of our employees commitments to promoting a sustainable future
- 70% of our hotels suppliers assessed on Hotel Resilient to ensure we promote the most responsible options and drive positive change in our supply chain.



Communities

- Measurement of our social impact and direct contribution to increasing local communities generated income from tourism, in order to set specific targets for the future and work towards increasing the positive impacts of tourism.
- Investment in social and environmental projects that tackle local challenges in all the destinations we work in, to contribute to a more sustainable future of our destinations and for the local communities.
- Compliance with recognized standards relating to human rights and child protection, to be accountable for the negative impacts that tourism can have on a destination.
- Donations to EXO Foundation up to 1\$ per traveler and contributions towards the carbon fund, for giving back directly in our destinations and supporting partnerships, civil society initiatives and development.