



HANDARA  
GOLF & RESORT  
BALI



# FIRST SUSTAINABLE REPORT 2018

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Desa Pancasari- Singaraja,  
Bali Indonesia



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## Welcome Message from our General Manager

Warmest Greetings from Handara Golf & Resort Bali.

We are pleased to offer you our unique brand of hospitality and golfing experience in Bali. Our enchanting golf resort is akin to being surrounded by the warmth and simplicity of a second home that is close to your heart.

Our renowned 18 holes championship golf course was designed on an ancient volcano in the highlands of north Bali. An understated luxury that is inspired by Balinese simplicity central to our five core values: Hospitality, Integrity, Legacy, Respect and Innovation. We are devoted to delivering both golfing and lodging experience that is always sincere and authentic in meeting your expectations.

It's no surprise that our golf resort is gaining recognition as a sanctuary where discerning travelers retreat from the rest of the world to rejuvenate their senses. If you're searching for an exceptional blend of nature, heritage and Balinese culture, you've arrived at the perfect place! Be it admiring the kingdom's spectacular natural landscape golf course, soaking in the ambiance of serenity; you'll be impressed in more ways than you can imagine.

In 2018 we started to work on the frame work that aim Handara Golf Resort Bali as a sustainable tourism destination in Bedugul Bali. With this vision, Handara Golf Resort Resort continues to embrace the essential values of conservation and environmental preservation. We are committed to deepening our awareness of current practices and opportunities, and we are dedicated to implementing new initiatives to improve our stewardship of this place. For our resort community, our team members, our guests, and for our island community, we are committed to continuing the legacy of our founder, respecting the host culture and all that it represents, nurturing our environment and leading by example.

*We are committed to continuing the legacy of our founder, respecting the host culture and all that is represent, nurturing our environment and leading by example.*

**Shan Ramdas**



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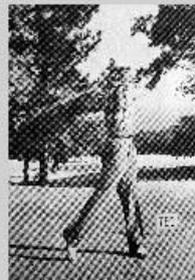
**Ibnu Sutowo**

# HANDARA HISTORY

Ibnu Sutowo, known as the Father of Golf in Indonesia build Handara Golf & Resort Bali in 1974 to spread his passion for golf to people in Indonesia and to support the local communities.

Handara is one of the oldest clubs in Bali that has seen many distinguished patrons and passionate golfers from around the world. The stunning 18 Holes Golf Course was designed by five times British Open Champion, Peter Thomson, with his design associates, Michael Wolveridge and Ronald Fream. Golf Magazine Selection Committee voted Bali Handara Country Club as one of the Top 50 Greatest Courses in The World.

The club sits at a higher altitude than most of Bali, so it offers milder temperatures and generally the dry season is longer. The course is surrounded by beautiful natural forest, which provides a serene backdrop for your round.



“WE WILL KEEP WORKING & LEARNING BECAUSE IT’S OUR RESPONSIBILITY TO INDONESIA”  
- Ibnu Sutowo -

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## OUR HOTEL & GOLF COURSE

### HANDARA GOLF & RESORT BALI

HANDARA GOLF & RESORT BALI is Bali's first golf course **built in the 1974 by Ibnu Sutowo while Bali's tourism industry was in its infancy**. The stunning 18 Hole Golf Course was designed by five times British Open Champion, Peter Thomson with his design associates, Michael Wolveridge and Ronald Fream.

Located away from the hustle and bustle of the busy tourist hub up in the mountain of Bedugul, Bali at the 1400m above sea level has made Handara Golf Resort Bali as scenic golf destination in Bali that offers a unique cool weather experience. The deep blue sky, the air fresh, clear and the temperature average between 14-20 Celsius degrees. It is the right comfortable golfing place in Bali and a perfect getaway to escape the heat. The 18 holes Golf course is one of the most challenging in Asia.

We also re-introduce the resort as a mountain getaway destination for our guest. We welcome **family or non-golfer** to unwind and experience Handara's natural wonderland featuring lush tropical forest, cool weather and breathtaking mountain scenery. Surrounded by breathtaking green scenery, our resorts provide our guest with the **experiences of being close to nature**.

*Sustainability hospitality. Our Vision,*



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## Mission & Value

Our Vision	Our Mission	Objective	Our Values
<ul style="list-style-type: none"> <li>To inspire healthier lifestyle by connecting people with nature and local community.</li> </ul>	<ul style="list-style-type: none"> <li>To develop sustainable business practice that will benefit future generation, both profitability and responsibility and leave a small environmental foot print to the earth</li> <li>To become of the best sustainable hotels in the area that offers a sustainability and quality services to our guest</li> <li>To continue the legacy of the memories that are made.</li> </ul>	<ul style="list-style-type: none"> <li>To establish sustainability policies in order to carry out good practices in environmental, social and economic fields and implementing good practices for continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li><b>Hospitality</b> : we are passionate to provide an unforgettable experience to our guest.</li> <li><b>Respect</b> : we honour the values of our guest, colleagues and all stakeholders.</li> <li><b>Integrity</b>: we are honest and straightforward in our interaction with everyone.</li> <li><b>Innovation</b>: we never stop learning to improve ourselves and the community we work in</li> </ul>

### CONTINUES IMPROVEMENT OF HANDARA



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It has been more than 40 years since Ibnu Sutowo built Handara Golf & Resort Bali. Handara has seen many distinguished patrons and passionate golfers from around the world. In its long history many memories were made and countless close relationships were forged. **Times change, but our dedication to provide an unforgettable experience to all our guests remains the same.**

With environmental sustainability at the heart of its vision, Handara is dedicated to preserving its stunning environment and historical architecture, saving energy, supporting local community and continue **to improve and expand our hotel and facilities in order to enhance our guest experience.** Below are some **renovations** that has been done in Handara Golf & Resort Bali **since 2015:**

- **A New Beginning**

We announced the launch of the new logo in 2015 as part of our new statement in the ongoing evolution of Bali Handara. Our business has grown and evolved and we felt it was time for a change. We have refreshed our logo to become Handara Golf & Resort Bali to reflect who we are today and to symbolize our dynamic future.

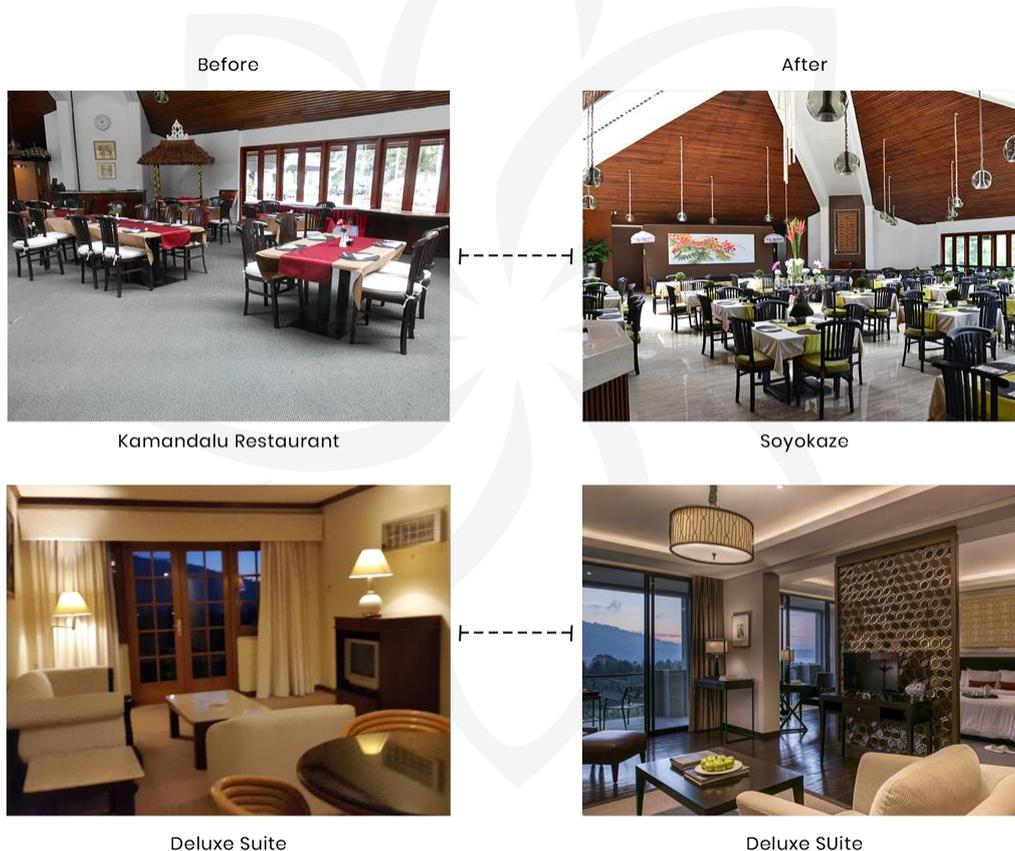


- **Completion of the Hotel Renovation Presenting a New Look to Bali's First Iconic Golf Resort.**



We have announced the completion of 1st year renovation of the Golf View Hotel rooms. Working together with interior designer **Sammy Hendramianto Syamsulhadi, associate of Grahacipta Hadiprana**, the hotel's newly completed renovations includes 14 rooms (Golf View Deluxe Rooms), the lobby and the restaurant. The renovated guestroom include new ceiling, new wall décor, balcony, new furniture, enhanced lighting which create the feeling of tranquillity. The rooms are decorated with modern fixtures with a touch of Indonesian accent. Each of the Suite Deluxe room is equipped with heaters for those cold mountain nights.

The lobby including the public rest room received a new floor, modern furniture with a touch of Indonesian accents. The floor to ceiling windows offer unhindered views of the stunning golf course and Lake Buyan



- **Refreshed Garden View Room**

As part of our commitment to continue enhanced our guest experience not only at the golf course but also in the areas of our resort we have refreshed **19** (out of 23) of our Garden View Hotel Rooms. The renovated guestroom includes new ceiling, new furniture and new bathroom. Each room is decorated with black and white photos of the history of golfers at Handara Golf & Resort Bali. Hence, our guest can enjoy nostalgic charm of our classic garden view rooms. Surrounded by lush tropical garden, our Garden View rooms are perfect for nature lovers. Wake up to the sounds of birds chirping cheerfully in the morning and end the day sitting in the terrace overlooking the tropical garden.

Before

After



Garden View Room



Garden View Room

- **Revamping the Tennis Court**

We have re-open our tennis court named Caldera Valley in 2016 which offers an amazing 360 degrees panorama over the spectacular mountain view of Bedugul Bali.

Before

After



Tennis Court



Tennis Court

- **New Dining Experience in Bedugul: Breeze Terrace**



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chef whilst appreciating the serene ambiance provided by the stunning panorama.



- **Premium Chalet**

In 2018 we have renovated 3 (out of 8) of our chalets room. The new windows provide for a brighter look both from outside and in, while new interiors make for a more luxurious stay while retaining the existing charm of the original buildings.

Before

After



Premium Chalet



Premium Chalet

- **Refreshed Villa**

In 2018 we have also refreshed the villa for our guest to make their stay more memorable.



Before



Villa

After



Villa

- **Eco Kids Playground**

In 2018 we have created ECO Kids Playground. Designed for our guest with children, the playground helps to make Handara Golf & Resort a more complete resort by giving the young and young at heart somewhere to expand some energy and make adventure.



- **Handara Own Vegetable Garden**

In 2018 we have created our own vegetable garden where it is used for our restaurant and guests can also enjoy harvesting their own salad.





## AWARDS & RECOGNITION

- The “50 Golf Course in The World” by Golf Magazine in 1981
- Winner of “Best Golf Hotel in Indonesia” in 2015 by the World Golf Award
- Nominee “Best Golf Hotel in Indonesia Category” in 2016 by World Golf



Awards  
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- Nominee “Best Golf Hotel in Indonesia Category” in 2017 by World Golf Awards
- Nominee “Best Golf Hotel in Indonesia Category” in 2018 by World Golf Awards
- 18 Greatest Golf Resort 2018 by Golfscape.
- Winner of “Best Golf Resort Destination “ and “Best Wedding Golf Resort in 2019 by Asia Pacific Tourism Travel Awards



## ▪ CORPORATE GOVERNANCE

Handara Golf & Resort Bali is managed by the General Manager, Mr. Shan Ramdas together with the Board of Directors and the Management Team.

Human Resources Department lead by Mrs. Evy Krisna has the responsibility for managing the welfare and labor standards and for managing human rights. Human Resource Department together with the General Affair, Mrs. Wayan Jaseri, are also responsible for:

- Managing the operational report;
- Communicating and working with local
- Protecting local traditions and culture

Employees of Handara Golf & Resort Bali regularly report to Top Management on their areas of responsibility.

## LOCATION AND FACILITIES

### Location

Located away from the hustle and bustle of the busy tourist hub up in the mountain of Bedugul, Bali at the 1400m above sea level has made Handara



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Golf Resort Bali as scenic golf and mountain destination in Bali that offers a unique cool weather experience.

### Room Types

- Come and experience the natural wonderland featuring lush tropical gardens, cool weather, and breathtaking mountain scenery. You'll have one of those perfect gateway from the hustle and bustle.
- 47 family friendly guestrooms with the following categories:
  - Deluxe Golf View Room
  - Deluxe Suite Golf View Room
  - Premium Challet Room
  - Classic Challet Room
  - Garden View Room
  - Villa

### Facilities

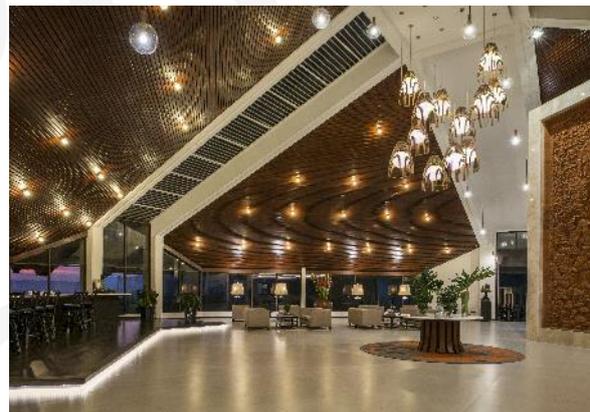
- Golf Course
- Driving Range
- Handara Iconic Gate
- Tennis Court & Outdoor Sport
- Pro Shop
- Lobby Area
- Sitting Lounge
- Lobby bar
- Breezy Terrace Restaurant
- Soyokaze Casual Japanese Restaurant
- TV- DVD Room
- Locker Rooms
- Golf Club Rental
- Kids Putting
- Eco Kids Outdoor Playground
- Vegetable Garden
- Bonfire
- Fireplace
- Balinese Temple

### ▪ Services

At Handara Golf & Resort Bali, the management and staff are on hand to make every moment of your stay memorable.



- Guest Relation
- Luggage Transportation
- Wake -Up Call service
- Room Dining
- In Room Bar
- Breakfast or lunch box upon request
- Complimentary Satelite TV services
- Laundry and pressing service
- Towel and Sheet change by request
- Golf Operator service include: 18 or 9 hole golf experience, sunset golf, fit eco golf, golf tournaments
- Guest Relation services include: golf lessons, massages treatments, car rental/excursions, airlines information, money exchange, credit cards, porter, golf lesson for kids, bicycling, jogging/trekking, harvest your own garden, picnic lunch, Balinese dance lesson, Balinese blessing.
- Children Service include extra baby cot on request and high chairs.
- Kids and Family Activities include: In-room camping, fish feeding, harvest your own salad, Balinese dancing and blessing eco tree house and bunny rabbits and variety of outdoor and indoor board games for family.
- Private Outdoor Barbeque bonfire, romantic indoor dinner/picnic diner.
- Eco Canoe, tracking, cycling, outdoor sport facilities (tennis, basketball, ping pong table).
- Yoga/Meditation, Balinese dancing, Balinese blessing.
- Nature Walk & Bird Watching.



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## SUSTAINABLE ACTION PLAN

**2018 ONWARDS: OUR COMMITMENT TO SUSTAINABILITY PRATICE**



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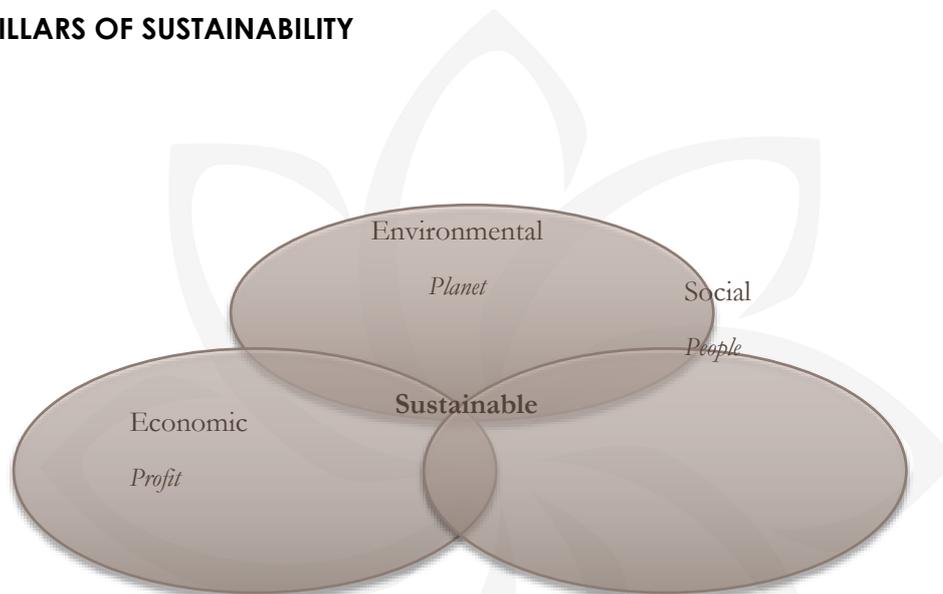
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In 2018, we took the first steps towards environmental protection and reduction of its impact to the environment. We conduct internal environmental reviews and annually assess our progress towards an improved environmental performance and revise as necessary. Our customers and guests are made aware of our sustainability policy and to give them the option to help us achieve them. To ensure our team of staff are aware, involved and encouraged to be proactive in wanting to work to and improve our environmental policies.

### THREE PILLARS OF SUSTAINABILITY



- **Environmental:** The activities to provide the benefit to the environment and to protect and minimizes any damage to the environment including plants, animals, energy use, water, soil, etc.
- **Social:** The activities that does not harm the social structure and culture of the community of Pancasari Village Bedugul.
- **Economic:** The activities that improve economic condition of the company.

### THE HANDARA GREEN TEAM

On a daily basis, we develop a working plan that is more responsible towards the environment and community. With this mission we have created the



“**Handara Green Team**” which will incorporate environmental Programme and commitment to the general Handara policies.

The Handara Green Team is responsible to create the required sustainability policies and to ensure the implementation of the environmental program for the hotel as required by the national or regional legislation.

- The Handara Green Team is headed by General Manager and supported by the Human Resource Department, the General Affair Manager and the rest of the Head Department. The Human Resource Department and the General Affair Manager will provide a regular reporting on the status of the implementation within the different part of the hotel and the golf course.
- The Handara Green Team is responsible for the proper implementation of the Environmental measurement and initiative and to be communicated to all staffs and guests.
- The Board of Director is committed to support sustainability program.
- The entire staff is responsible to support and implement the environmental program through their day-to-day work.

### Our Corporate Social Strategy



### SUSTAINABILITY ACTION PLAN

Our Effort Started in 2018	Target 2019	Target 2020

<p><b><u>Environmental</u></b></p> <ul style="list-style-type: none"> <li>▪ Update Policies and Procedure</li> <li>▪ Creation of the Green Team</li> <li>▪ Establish realistic Green Goal for each department</li> <li>▪ Improvement in our Corporate Social Responsibility (CSR) Program</li> <li>▪ Set Target on Energy and Water Reduction</li> <li>▪ Create Budget for investment in new technology</li> <li>▪ Seminar and Training for Staff in relation to optimum energy-efficiency and waste.</li> <li>▪ Follow Principle by Travelife Sustainability in Tourism</li> </ul>	<p><b><u>Environmental</u></b></p> <ul style="list-style-type: none"> <li>▪ Meet all the relevant legislations</li> <li>▪ Annual Sustainability Report</li> <li>▪ Continue to provide training and seminar to staff regarding sustainability practice</li> <li>▪ Plan Waste Management System</li> <li>▪ Continue to set target on energy and water reduction</li> <li>▪ Continue to follow the Sustainable Principle by Travelife</li> </ul>	<p><b><u>Environmental</u></b></p> <ul style="list-style-type: none"> <li>▪ Continue to update policies and procedures and relevant regulations</li> <li>▪ Annual Sustainability Report</li> <li>▪ Implement Waste Management System</li> <li>▪ Continue to follow the Sustainable Principle by Travelife</li> <li>▪ Aim to Achieve recognition in sustainability practice</li> </ul>
<p><b><u>Social</u></b></p> <ul style="list-style-type: none"> <li>▪ Continue the Donation (CSR Program) for causes and people in needs</li> <li>▪ Encourage Guest and Club Member to donate</li> <li>▪ Discuss with the local community for mutual benefit</li> <li>▪ Respect the human rights</li> <li>▪ Hire people without discrimination</li> <li>▪ Guest satisfaction survey</li> <li>▪ Update the Union labor Agreement</li> <li>▪ Provide information through website and e- newsletter</li> </ul>	<p><b><u>Social</u></b></p> <ul style="list-style-type: none"> <li>▪ Training program for staff and team members</li> <li>▪ Continue to communicate with local community and/or authority for mutual benefits</li> <li>▪ Continue to encourage guest to donate and continue to create charity events</li> <li>▪ More internal promotions</li> <li>▪ Continue to partner up with non-profit organizations for charity</li> <li>▪ Continue guest satisfaction survey</li> </ul>	<p><b><u>Social</u></b></p> <ul style="list-style-type: none"> <li>▪ Training program for staff and team members</li> <li>▪ Continue to communicate with local community and/or authority for mutual benefits</li> <li>▪ Continue to encourage guest to donate and continue to create charity events</li> <li>▪ More internal promotions</li> <li>▪ Continue to partner up with non-profit organizations for charity</li> <li>▪ Continue guest satisfaction survey</li> </ul>
<p><b><u>Economic</u></b></p> <ul style="list-style-type: none"> <li>▪ Deliver quality products and service</li> <li>▪ Maximize Sales</li> <li>▪ Continue renovation and improvement to the hotel and clubhouse</li> <li>▪ Efficiency and quality of work</li> <li>▪ Equal employment opportunity</li> </ul>	<p><b><u>Economic</u></b></p> <ul style="list-style-type: none"> <li>▪ Continue to deliver quality products and service</li> <li>▪ Maximize Sale</li> <li>▪ Continue renovation and improvement to the hotel and clubhouse</li> <li>▪ Continue to support the local tourism</li> <li>▪ Improve the Service</li> <li>▪ Continue Guest satisfaction survey to improve the service and product</li> <li>▪ Engage local partners in the hotel and golf course activity</li> <li>▪ Create more environment friendly activities for our guest</li> </ul>	<p><b><u>Economic</u></b></p> <ul style="list-style-type: none"> <li>▪ Continue renovation and improvement to the hotel and clubhouse</li> <li>▪ New Target market opportunities</li> <li>▪ Maximizing benefit for our stakeholders</li> <li>▪ Be competitive in the market</li> </ul>

## 2018 SUSTAINABILITY PERFORMANCE

We are the role model of Sustainable Golf Course in Bali

More than 50% LED Lighting Throughout the Hotel

Continuous improvement CSR Program

Energy Consumption increased by 0.15 % in 2018 with occupancy increased by 65 %

No Air Conditioning  
in the Hotel Rooms

New Hotel Wings has  
a Key Entry System  
which automatically  
turn off the power

Training and Seminar  
to Staff regarding  
Environmental  
Sustainability

During low  
occupancy,  
appropriate sections  
within the hotel  
lightings are turn off

No use of straw and  
plastic bottle in the  
Hotel Area  
(Less Plastic)

Composting garden  
since 2018

Increased Guest  
Rating Satisfaction in  
2018

Guest and Staff  
Contribution to help  
saving the  
environment

3

## ECONOMIC: PERFORMANCE IN GOLF & HOTEL



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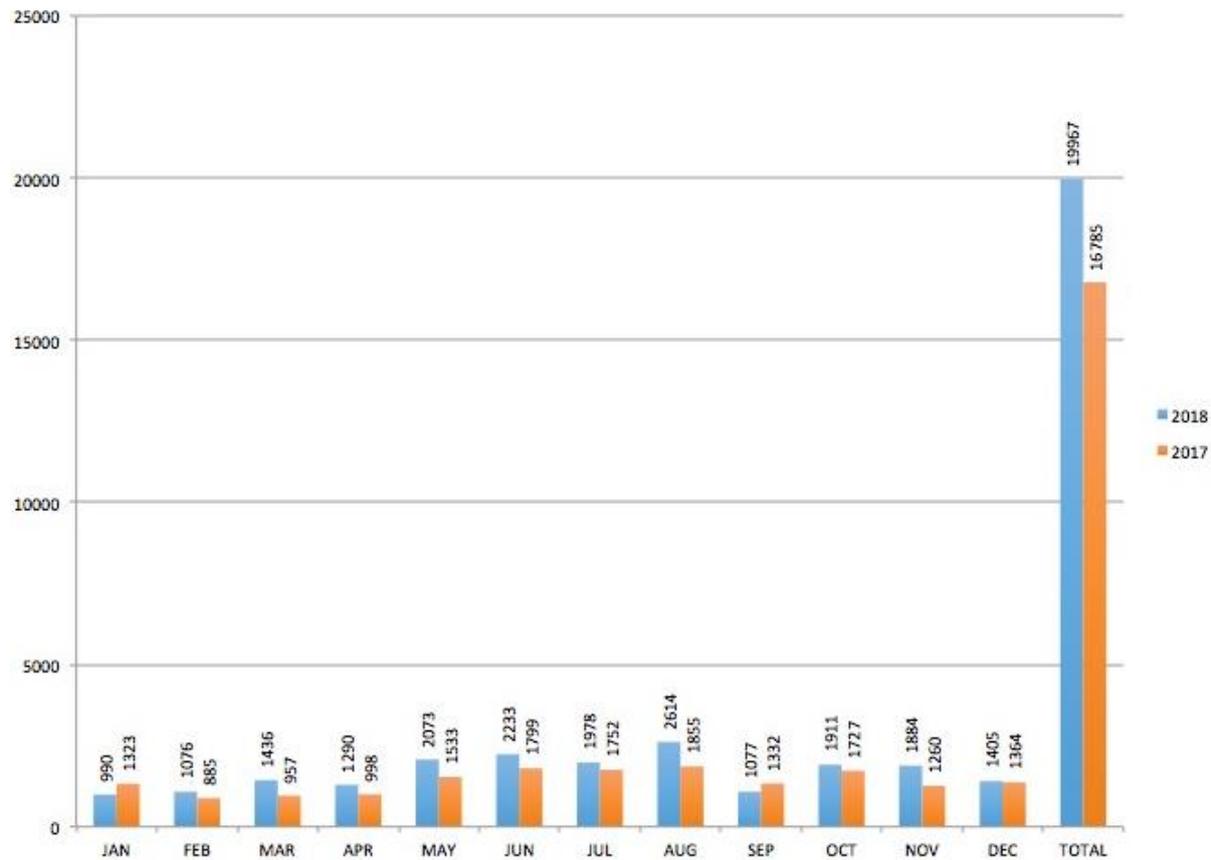
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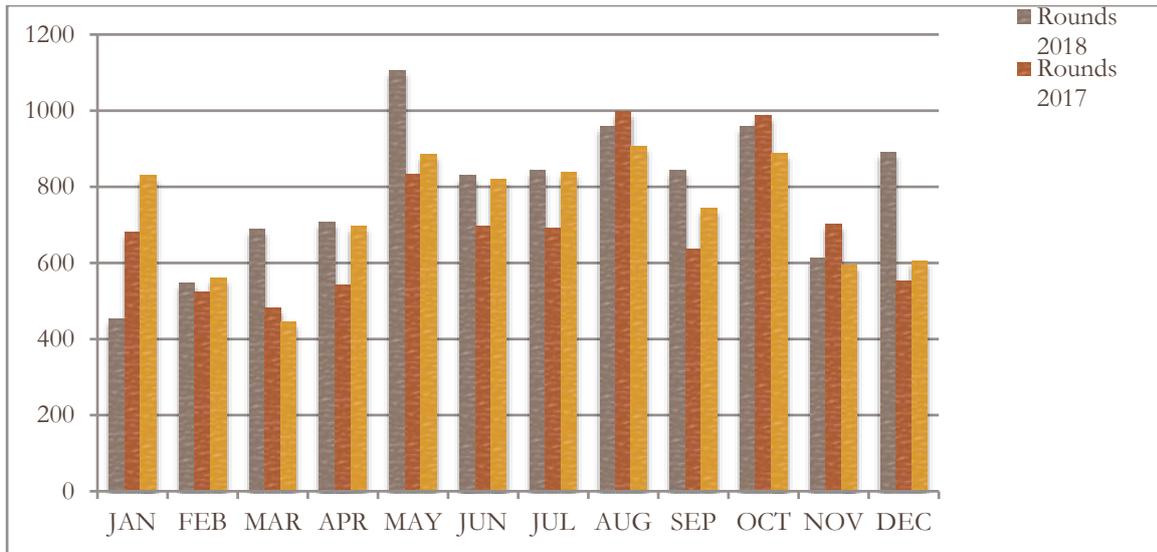
We have used our economic stability for continuous improvement in our resort. As provided in the previous section, Handara Golf & Resort Bali has continuously improves its business with a sustainability profile to enhance the experience of our guest.

### Comparison of No. of Guest 2018 vs 2017

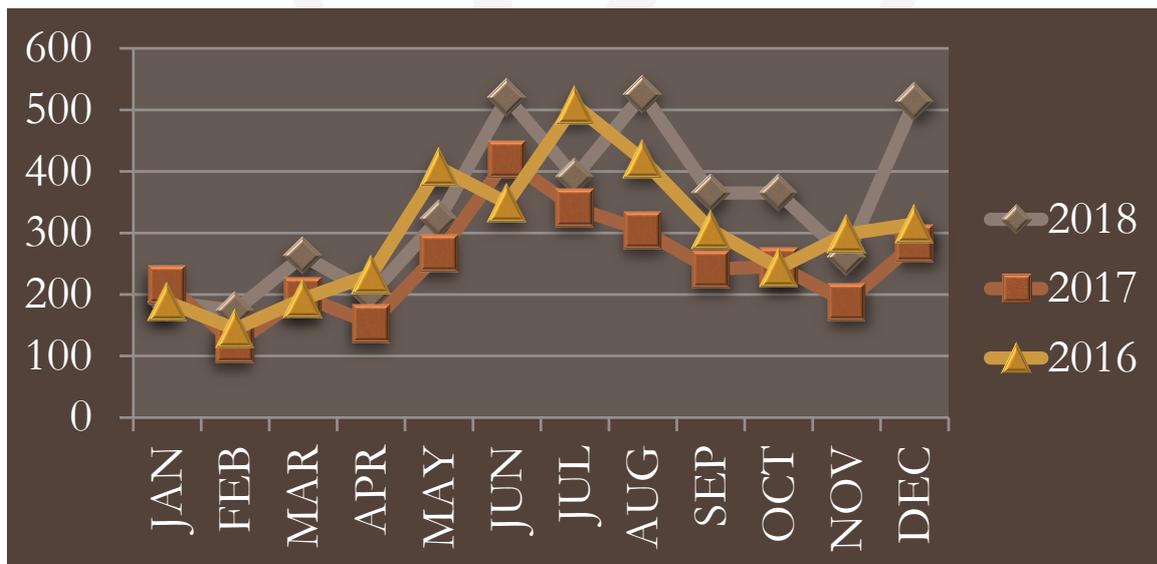


### Comparison of No. of Golf Round 2018 vs 2017





Number of Rooms Sold in the last 3 years



### Our Guest Survey and Online Rating

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All of our guests receive questionnaire to fill in so they can give their feedback regarding their stay at our resort. These questionnaires are used to constantly improve our services.

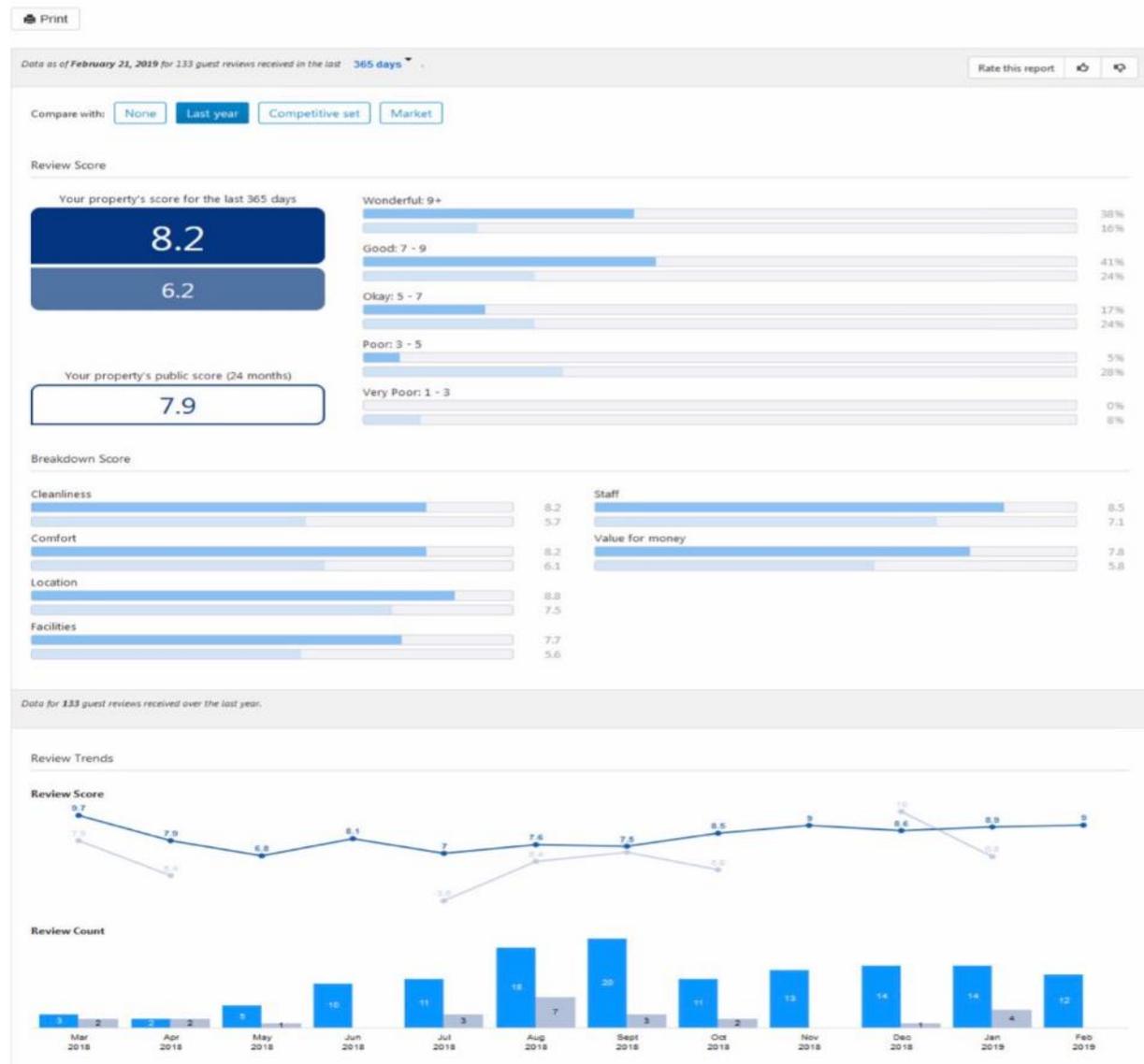
Our online ratings such as from Trip Advisor and Booking.com has shown an increase since 2018. We continue to use our guest satisfaction survey and guest comments to improve our services and products.

### Facts & Figure

**Handara Golf Course** score on Tripadvisor is 4 out of 5 and on Booking.com score is 4 out of 5.

### Guest Review Scores

See how guests rate their experience at your property.



### Guest Comments on Trip

#### Advisor

Date of experience: February 2019

*"Beautiful Resort..*

*Stayed there months ago and had such a memorable stay. Beautiful property, and super stunning view. Met gilar the marketing guy. he really have knowledge about the area and gave us very valuable tips about where to go around the area. he even took us around the golf course and it was a very stunning golf course in the middle of a mountain (even though we were not golfing). Highly reccomend this place!"*

### Guest Comments on Booking.com

Date of experience: February 12, 2019

*"This resort is a dream come true.*

*We were upgraded to a Premium Chalet Suite and we enjoyed the room a lot. It is very big and offers an amazing view. The bed was big and really comfortable. The bathroom is spacious and light, it's very relaxing to take a hot bath after a long day. Everything is really clean, not only the room but also the restaurants and lobby.*

*The properties are huge and away from the main street, so it's quiet and you can hear birds singing everywhere. It's a good place to relax and enjoy nature.*

*The staff makes you feel very precious at this resort.*

*Everyone is good at English and no matter where you go, they will always greet you and ask about your well-being. If you have any problems, questions or wishes, just go to the lobby or call them, they are pleased to help you immedeatly.*

*The staff at the restaurants was really amazing too. Very friendly and polite, they even remembered our favorite breakfast choice.*

*The breakfast was delicious, you can choose between 4 different menus or order a la card. I loved the authentic japanese breakfast set the most, I've never had such a yummy japanese breakfast outside of Japan! Snacks and Dinner are a must too, it's too good to skip it! Plus, you can enjoy an amazing view while eating/drinking.*

*Even if you don't play golf, you will love this resort. It's high quality in every aspect. Just going for a walk on the property is amazing enough. (if you have kids, there is a very nice and fun looking playground, they even have an bunny house!)*

*We really enjoyed staying here and getting some rest after busy days exploring Bali."*



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 **50.6% of reviews have improved your review score**

High-performing categories according to these reviews:

All (55)	Cleanliness (5)	Comfort (1)	Location (14)	Facilities (1)	Value for money (1)	Staff (12)
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Very friendly staff and knowledgeable

Like golf lesson, tennis, morning yoga and also their amazing kids tree house

Nice view of the golf course, very stunning

The hotel staff were very accommodating from the front desk, the room service and the concierge

Japanese chicken curry rice was really great, surprisingly they have new Japanese restaurant on site, must visit

Beautiful scenery from the Breeze Terrace deck was by far my favourite thing

Staff were so friendly and nice, i was definitely impressed by the customer service

Loved enjoying the golf view and their tree house for the kids was really a great idea

Facilities is awesome

Staffs are friendly and quick response

From the fresh air point of view, the track for jogging around the golf court was well enjoyed as well

Yes the bedding is very comfortable with the view near the forest in great tranquility

The Mountain View is excellent

The smile of the staff is sweet

A little bit improvement of the staff's service is better and needed

The staff is really kind and friendly

La posizione, Il golf, the surroundings is fabulous, the villa with the fire place is super suggestive

Golf was great and we had a really enjoyable holiday

I recently stayed in the new renovated room at Handara, where my room was beautifully appointed, spotlessly clean and cool

Staff at Handara Resort were polite, attentive and very efficient

A perfect location to spend time reading, chilling and enjoying time with friends

The view from the restaurant and deck area is quite spectacular

Tried their free golf lesson and start to loving it

views were nice

golf course must be stunning

Hotel good for stay whilst in the area visiting the surrounding sights or a pit stop during travel, or indeed if you play golf

We just stopped for the night, and it provided a clean and comfortable bed for the night

Golf course was in amazing condition and staff nice

Nice views, personal and rooms

## 4

### ENVIRONMENT

#### We plan, we implement and we monitor...

We have recognized the importance the protection of the environmental elements in the tourism sustainable development. We have start development environmental management procedures in our golf course and hotel that aim to reduce, minimize and manage its environmental impact. The Management is committed to the following:

- Comply with the law, rules and regulations related to the activities that have impact on the environment.
- Evaluate the golf and hotel activities that have harmful effects to the environment.
- Investigate all complaints and non-compliances.
- Make action plan to minimize or eliminate harmful effect by the golf and hotel activities.
- Reporting monthly and annually on environmental performance.
- Continuous improvement of environmental practices.
- Make action plan to minimize or eliminate harmful effect by the golf and hotel activities.
- Reporting monthly and annually on environmental performance.
- Continuous improvement of environmental practices.

In this sustainability report, we divide our own eco-editing into two different sections namely (1) Golf Course and (2) Hotel.



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## I. GOLF COURSE

### Why we need to be a Sustainable Golf Course

Most of the golf courses around the world facing difficulty due to the high maintenance cost and lack of interest from the millennial towards golf.

Couple of researches from the PGA, Bloomberg shows every year almost an average on 150 courses has been shut down due to this reasons. Due the reasons every golf club around world has taken huge step moving towards to be sustainable golf course.

Handara Golf Resort Bali as the oldest golf course in Bali unknowingly already a sustainable golf course since we still going strong as we are now in our 45 years of operations. There are few steps has been taken in last 20 years in order to be a sustainable golf course in Bali and Indonesia.

### Focus Area on Handara Golf Course

#### 1. Habitat and Biodiversity

We are very fortunate to have diversity of habitats in our course and continue to look for ways to increase the total amount of biodiversity and habitat in Handara.

We have managed our course landscape for biodiversity by:

- Plant native species of plants varying in sizes and structure.
- Connects the habitats on the golf course to surrounding habitats where is possible.

#### 2. Pollution Prevention in our Golf Course

Our staffs are trained to pay close attention in handling potential and hazardous materials and chemicals. We have strict safety work policies, processes and safeguards in place to minimize work safety risk.

What we do to reduce the potential pollution is by practicing the following:

- Maintain mowing buffer zones around water bodies.
- Maintain mowing buffer zones around ecologically sensitive areas.
- Maintain spraying and spreading buffer zones around ecologically sensitive area and water bodies.
- Irrigate lightly after fertilizer application.

\* We aim to have annual chemical use records by the end 2019.

### 3. Turfgrass Management

Our priority is that we manage grasses that are **best adapted to the local climate and soil** – giving them just the right amount of irrigation and fertilize to ensure they are strong and healthy.

Consideration for Turfgrass species	Consideration for fertilizers application rates	Identify and monitor pest pressure
<ul style="list-style-type: none"> <li>• Low Temperature (12c-24c stress tolerance)</li> <li>• Shade tolerance</li> <li>• Wear tolerance</li> </ul>	<ul style="list-style-type: none"> <li>• Temperature</li> <li>• Sunlight hours</li> <li>• Height of cut</li> <li>• Stress caused by foot traffic</li> <li>• Customized growth curve</li> <li>• Soils test</li> </ul>	<ul style="list-style-type: none"> <li>• Diagnoses for pest and disease identifications</li> <li>• Map and Track disease for hotspots</li> <li>• Quantify pest pressure by the are of the Scout the course specially for disease</li> <li>• Perform multiple golf course</li> </ul>

### 4. Water Management

Our primary aim is to minimize the amount of irrigated turf on the course to ensure all turf is as drought tolerance as possible and to look for re cycled water. We also encourage our golfers to appreciate the natural tone and texture of our golf course.

Considerations for Irrigation Scheduling	Water Saving Practice
<ul style="list-style-type: none"> <li>• Weather forecast</li> <li>• Onsite microclimates</li> </ul>	<ul style="list-style-type: none"> <li>• Review water bills frequently and look for irregularities</li> <li>• Categories and track the water consumption</li> </ul>

### 5. Golfers and Employees

As our core objective being an affordable golf course in Bali and at the same time promoting healthy lifestyle through golfing. We are committed to maximizing the health, well-being and economic value we generate from the provision golf and employment – seeking to be fair and inclusive in all we do.

### **Handara Sustainable Golf Programs**

<b>Promote 'FIT (Green)' Golf</b>	<b>Junior Golf Academy and Free lessons for Juniors</b>	<b>Fair and Safe Employment</b>
<ul style="list-style-type: none"> <li>• Encourage golfers to walk as we provide golf trolleys</li> <li>• Visibly promote (internally and externally) the health benefit of being a walking golfer</li> <li>• Future aim to provide 'bicycle golf'</li> </ul>	<ul style="list-style-type: none"> <li>• To expand the golf game interest with community grassroots program to children in the local community</li> </ul>	<ul style="list-style-type: none"> <li>• Adopt an equal opportunity recruitment and hiring policy</li> <li>• Follow all relevant legislation and best practice for worker safety</li> </ul>

### **Comparison of Sustainability Practice within the Golf Industry**

<b>Less Sustainable</b>	<b>More Sustainable</b>	<b>New Kuta Golf Bali</b>	<b>Handara Golf Bali</b>
40 acres of fairways	20 acres of fairways	40 acres of fairways	30 acres of fairways
40 acres of rough	20 acres of rough	40 acres of rough	30 acres of rough
Domestic Irrigation	Recycled irrigation	Both Irrigation	Both Irrigation
Mow 6 days / week	Mow 3 days / week	Mow 7 days / week	Mow 5 days / week
Remove clippings	Return clippings	Remove clippings	Return clippings
Weed Free	Some weeds	70 % Weed Free	Some weeds
Disease Free	Some Disease	50 % Disease Free	Some Disease
Insect Free	Some insect	Some Insect	Some Insect
Dark Green Color	Brow is beautiful	Dark Green Color	Natural Green Color
25 crew member	12 crew members	80 Crew members	35 Crew members
High Budget	Low Budget	Rp 350 million per month	Rp 80 million per month



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High Expectation    Mid Expectation    High Expectation    Mid Expectation

## II. HOTEL

We have done our own eco-auditing in our hotel and facilities. For this, our Sustainability Program Focus on:

Energy Saving Measures

Water Saving Measures

Reducing Waste/Recycle/Reuse

Outdoor Air Quality

Responsible Purchasing

Guest Contribution

Environmental Awareness

Based on our findings, we have made the following sustainability practices at Handara Golf & Resort Bali:

### 1. Energy Saving Measures

- At the moment in the hotel there are more than 50% of light bulbs in our hotel are Energy Saving Bulb. We aim to have 100% Energy Saving Bulb in 2020.
- During low occupancy, appropriate sections within our hotel are isolated so lighting can be turned off.
- Use daylight effectively within the building.
- Ensure staff (housekeeping) to unplug all appliances with electricity when rooms are not booked out.
- Ensure staff (housekeeping) to allow natural sunlight and air into the room.
- Renovated Hotel Wing has a key entry card system which automatically turns off the power when the room is not occupied.
- Encourage a "switch off policy" with our guests and staff by providing sticker and guest brochure.
- Aim to replace all equipment to energy efficient equipment.
- Ensure staffs are aware of requirement to turn down off radiators when rooms are not booked out.
- Regular boiler checks.
- Use natural airflow within the premise.



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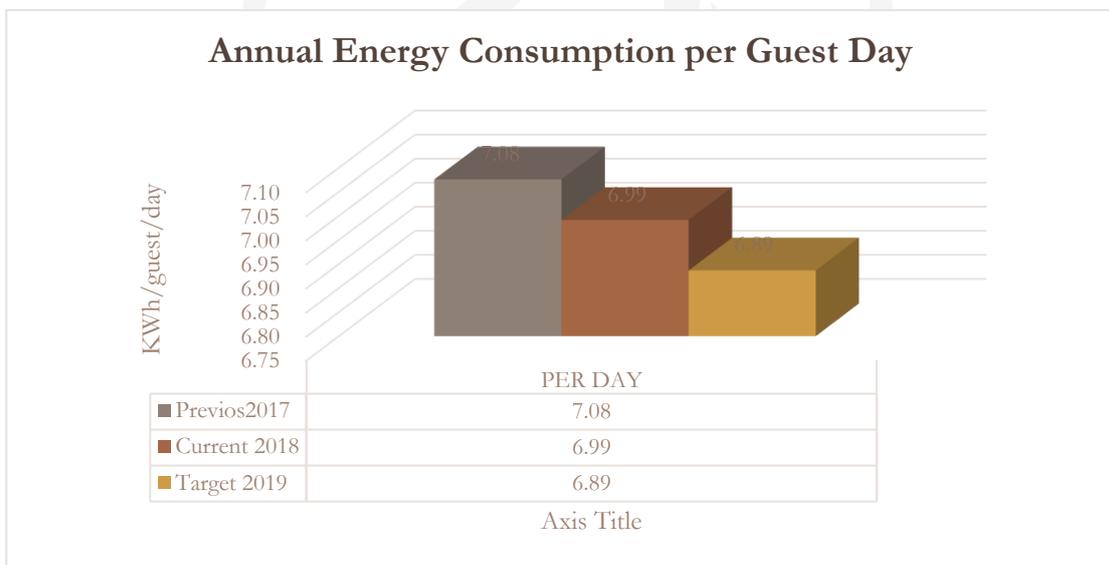
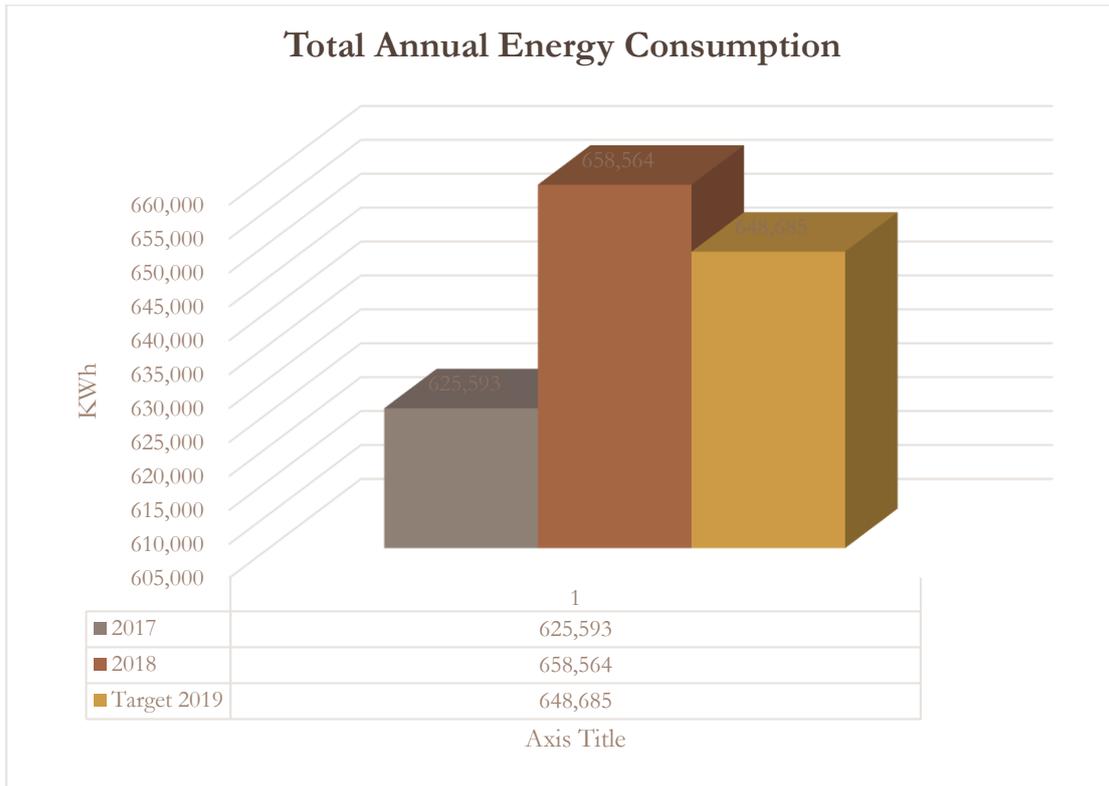
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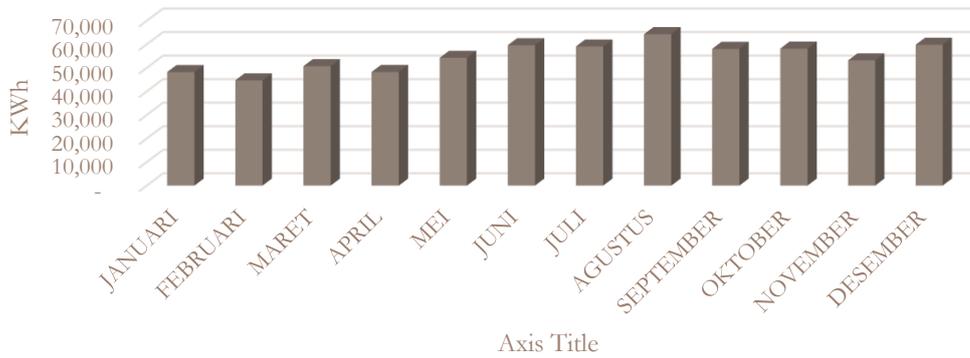
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- Fan and Hairdryer (some rooms) upon request
- Aim to use high-efficiency equipment when replacing old equipment throughout the hotel.

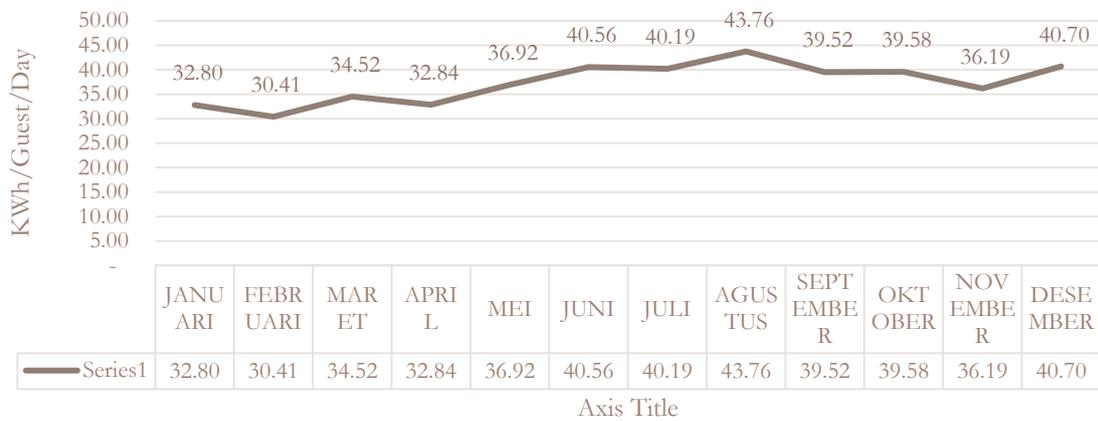
### ENERGY INDICATOR



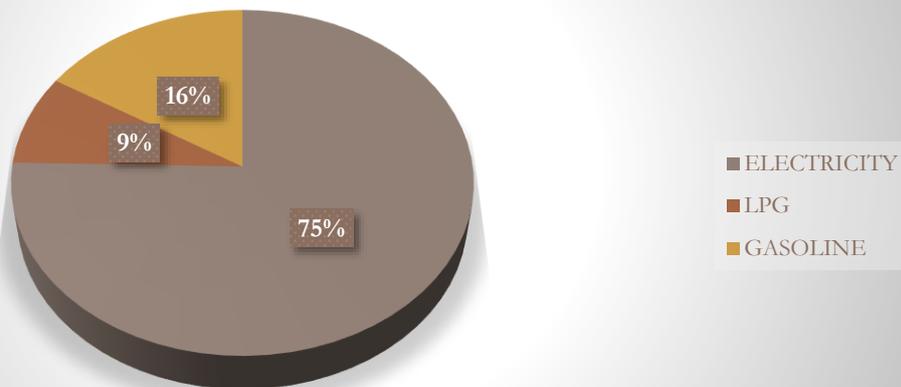
### Monthly Energy Consumption 2018



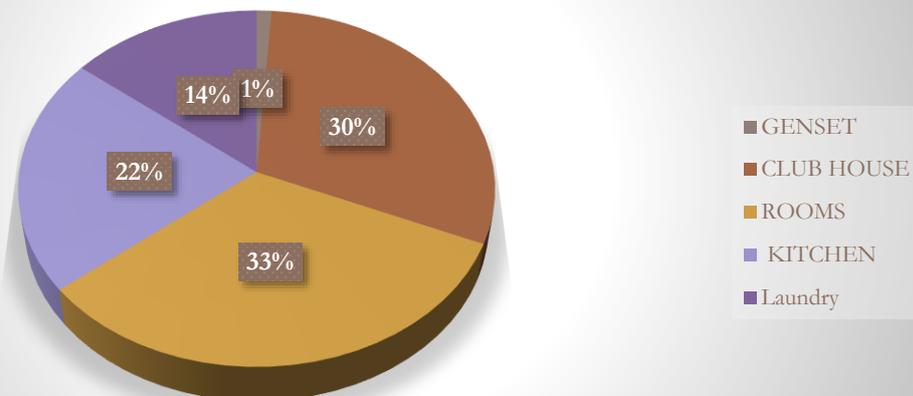
### Monthly Energy Consumption per Guest Day 2018



## SOURCE ENERGY CONSUMPTION 2018



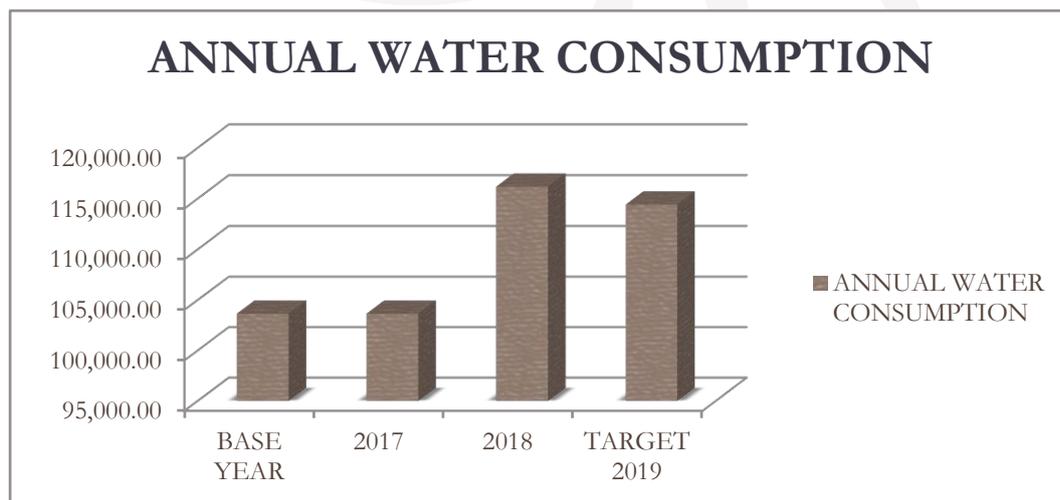
## ENERGY ASSESMENT

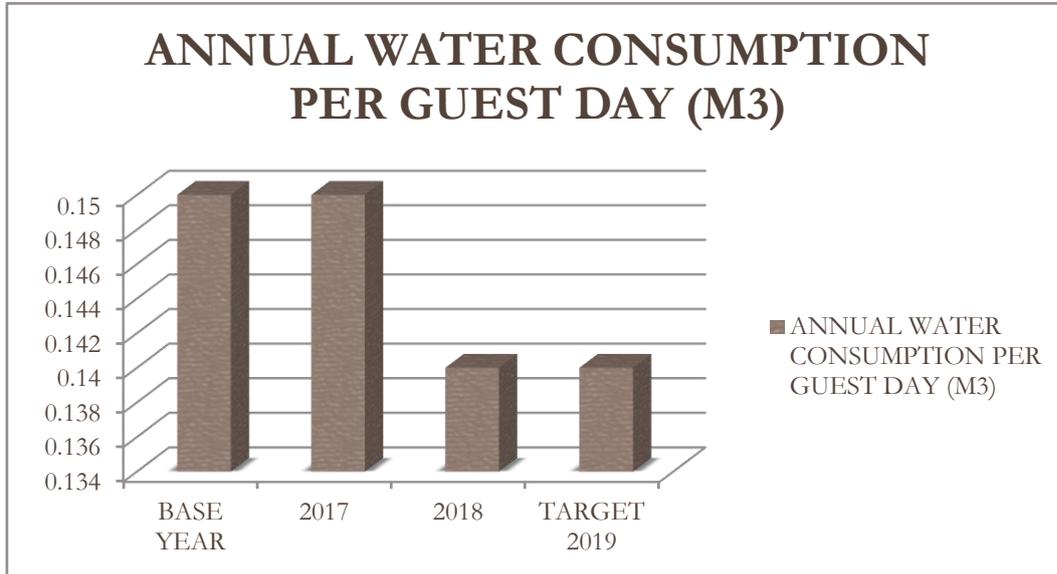


## 2. Water Saving Measures

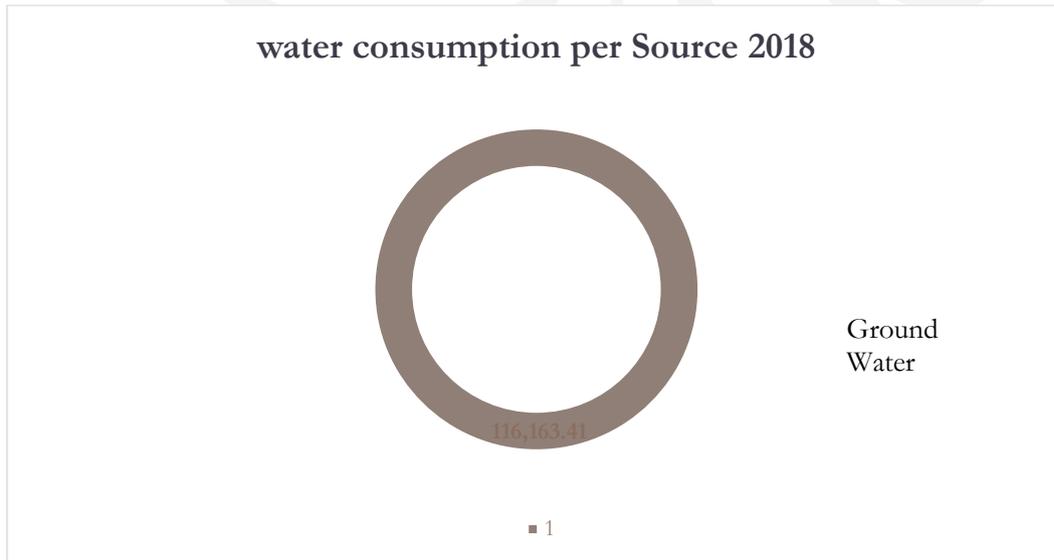
- Evaluating and gradually fixing leaked pipes and facets.
- Engineering Maintenance for leaking taps.
- Check the water flow in every tap.
- Aim to have bio-waste water treatment by 2020/2021.
- Inform and encourage our guest and staff to be water wises
- Reducing the quantity of washing the towels.
- The New Hotel Wing has replaced the bathtub to shower. Bathtub only available in 10 (out of 47) of our guest rooms.
- Full loads when using washing machines and/or dishwasher.
- Ensure and train staff on how they can use water use.
- Minimize water use during room cleaning by housekeeping (i.e flush the toilet only necessary, turn of the tab during cleaning if not being used).
- Housekeeping report to Engineering concerning leaking faucets, showerhead and running toilets or any other issues.
- Continue to renovate the Hotel Bathroom and water pipe.

### WATER INDICATOR

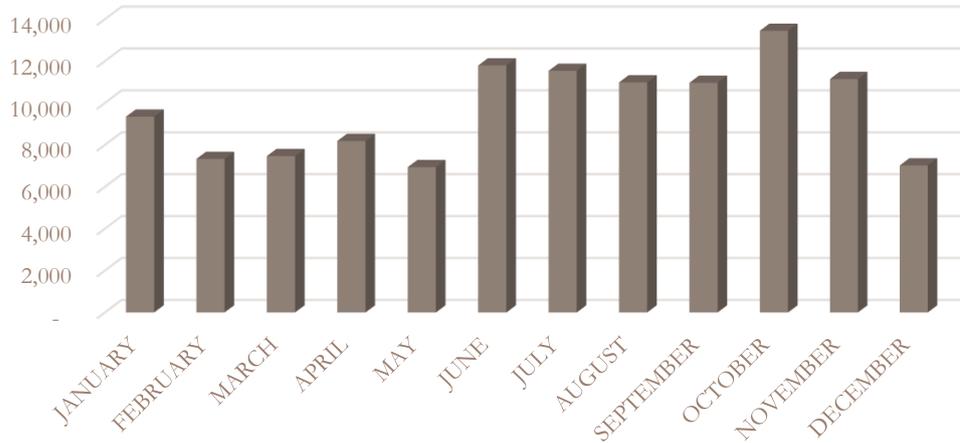




\* Calculating the water used per guest per night by dividing the total water consumed in guest rooms by the number of guests for that month.



### Annual Water consumption 2018



### MONTHLY WATER CONSUMPTION PER GUEST DAY (M3) 2018



### WATER ASSESMENT



### 3. Chemical Use

- We keeps a list of all hazardous substance used (i.e hazardous materials, chemicals, batteries, bulb, ink/toner cartridges).
- All hazardous substance are used and store safely.
- We aim to meet the national standards in term of storing hazardous substance in 2019.
- We aim to have annual chemical use records by the end of 2019.

### 4. Reducing Waste Recycle/ Reuse

- Waste Management (separating organic and non organic waste).
- Composting our organic waste.
- Eliminate plastic bottle and straw in our hotel.
- Refill water in branded re-useable glass bottle.
- Future aim to use recycled product whenever possible.
- Future aim to use Use Mirco Fibre cloths for cleaning.
- Recycle Kitchen Oil.
- Waste foods are given to the community managed by the Green Team.
- Continue to check some packaging waste can be prevented.
- Becoming part of the solution to reduce bottle plastic waste by becoming the member of "Refill by Bottle" and encourage our guest to bring/buy our own tumbler.
- Sustainable hotel bathroom packaging such as refill shampoo, soap and body lotion.
- We aim to have annual waste recycling records by the end of 2019.

### 5. Outdoor Air Quality

- Aim to continue to plant tree and flowers.
- Program "adopt a tree" for our guest and staff.
- Car and Motorcycle are only allwoed at the parking space and drop of area (exception to this rule applies during maintenance period).
- Encourage guest and staff to use environemntal friendly transportation such as bicycle or walking.

### 6. Responsible Purchasing



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- Ensure to consider all environmental aspects and cost of product when buying a product or services.
- 85% use local products.
- Created our own vegetable garden.
- Aim to provide chicken farm for our own egg supply.
- Develop responsible purchasing method by using suppliers that maintain ethical practice..

### **7. Promote Guest Contribution**

- Guest are informed about our Green actions and they are welcome to participate.
- Restaurant guests are welcome to take home any leftovers, therefore reducing waste.
- We are open to any suggestions from guests that will aid our sustainability practice.
- Encourage guest to participate our CSR Program.

### **8. Promote Employees Participation/Awareness**

- SOP, Training, and Communication with staff for the best sustainability practice.
- Asking them to share ideas and take leadership thus ensuring staff to feel invested and responsible for reaching of green goals.

### **9. Environmental Awareness**

- Providing information (i.e brochure) to our guest and partners and community consisting environmental awareness.



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HANDARA ENVIRONMENTAL PROGRAM AND TARGET			
ENERGY	WATER	WASTE/RECYCLING	CHEMICAL
Total Energy consumption (source) target reduction in consumption (1-2 % per year)	Total Water consumption (source) target reduction in consumption (1-2% per year)	Training staff and for waste management responsibilities	Stablize the use of chemical consumption in the golf course and record the use of chemical consumption in 2019
Training staff for energy efficiency	Training staff for water efficiency	Compose our our kitchen and garden	Stablize the use of chemical consumption in the cleaning supply.
Assess and review energy saving method	Gradually change the washing machine & equipments to more environmentally friendly equipments.	Research on the use of recycled products or other enviromentally friendly products	Research on more environemntal friendly chemicals
Gradually replace light bulb and equipment to more energy saving equipment	Gradually replace leaked pipes and tabs throughout the hotel.	Research on reuse of packaging parts	Send our sustainability policy to all suppliers.
Assesment of gas and boiler efficiency	Send our sustainability policy to all suppliers.	MOU with third party for our waste management	
Send our sustainability policy to all suppliers.		Send our sustainability policy to all suppliers.	

## SOSIAL

### OUR EMPLOYEES

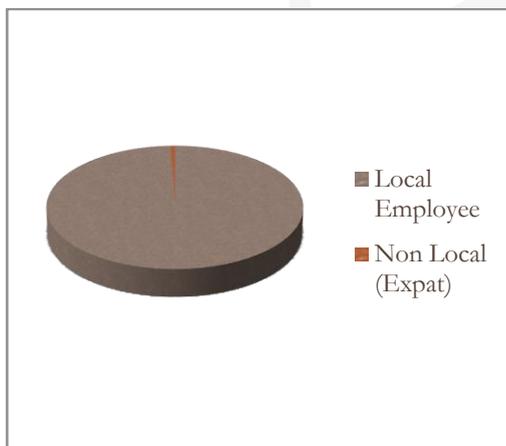
Our commitment is to support the local community by hiring local employees. We aim to nurture their career as well as assist for daily life matters. Our resort employs in total 139 employees (including trainees) and collaborate with the local communities in term of Golf Caddies. Our effort aims to train our staff to act as the ambassador of the resort and the Balinese culture. We provide our employees with legal contract upon employment as required by law.

We are committed to:

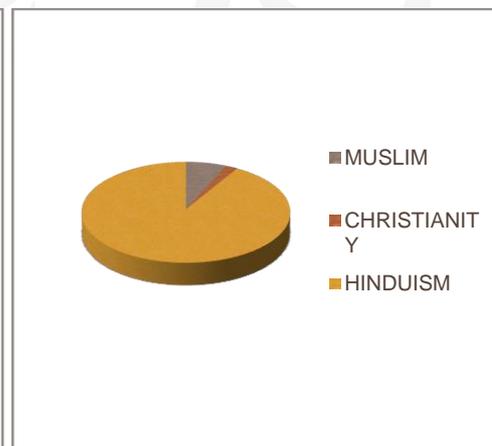
- Comply with applicable laws and regulations in regards to working condition and human rights.
- Not hiring employee under 18 years old.
- Treating all employees as equal (gender & equal opportunity).
- Respecting our employees and their right.
- Respecting and including employee's ideas and inputs.
- Respecting employee's right to freedom.
- Working on training and development of our employees.
- Register all employees for National Health Insurance Fund (BPJS).
- Pension Scheme for Permanent Employee.

The vast of our employees are local Balinese (90%) and Indonesian Nationals and 1 (one) Expat. The following table shows the background of our employees as well as the number of employees coming from different region.

Local vs Non Local Employee



Employee Based on Religion



Foreign Employee



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Employee from the Pancasari Village, Bedugul Bali



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Employee from Bali (not including Pancasari)

Employee from outside Bali



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1

137

6

6

### Statistic Equality of Women

Department	Male	Female
Admin & General	1	1
Accounting	5	3
Sales & Marketing	2	4
HRD		2
Front Office	7	3
Housekeeping	8	5
Golf Maintenance	21	4
Golf Operation	6	4
Security	8	
F&B Service	6	8
F&B Product	10	3
Engineering	8	
Trainee	10	10
Total	92	47

### Community Involvement

We consider the participation of the community as an essential part of our Company. We support by way of donations and cooperations. Annually we support the religious event such as giving food during Ramadhan, donate funds for hinduism ceremonies and giving every employees religious allowances as required by laws.

We also aim to support the protection to the local enviroemntal by participating in planting trees in school and public areas and provide kids golf lesson to the local community.

As part of our commitment to support the local community especially the poor, the needy and the orphan community, below are the list of Corporate Social Responsibility ("CSR") activities that have been conducted from year 2015:

#### List of our CSR from 2015-2018

No	Year	Target	Description
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			Desa Pancasari- Singaraja, Bali Indonesia

1	2015	Local people from 8 villages around the resort	Packages of daily necessities were distributed to more than 200 people whose living below national poverty line.
2	2015	5 Local school and kindergartens	Supporting students going back to school by distributing notebooks and stationery to the students.
3	2015	400 Babies and Toddler	Deliver baby goods (i.e milk, pampers, and babies necessities)
	2015	130 Handara Caddies	Joint Program with Yak Magazine Bali, package of daily necessity were distributed to 130 caddies and families.
4	2016	402 Families in Karang Asam Bali.	Packages of daily necessities were distributed to more than 402 whose living below national poverty line.
5	2016	Orphan House for Underprivildge Children and Special Needs Children.	Packages of daily necessities and toys and education tool were distributed to the following:
			<ul style="list-style-type: none"> <li>- Yayasan Widya Guna WINS Foundation;</li> <li>- Rumah Singgah Yatim dan Dhuafa Pelangi Anak Negeri Denpasar</li> <li>- Yayasan Panti Asuhan Gianyar</li> <li>- Yayasan Panti Asuhan Tunas Bangsa Denpasar</li> <li>- ZIS Miftahul Falah Sanur Denpasar</li> <li>- Panti Asuhan Yayasan Yatim Piatu Singaraja</li> <li>- Panti Asuhan Yappenatim (yayasan Penolong Pendidikan Anak Yatim dan Miskin) Denpasar</li> </ul>
6	2016	Underprivildge Cancer Children (Yayasan Kasih Anak Kanker Bali)	Supporting 14 kids with cancer between the age of 3 to 11 year's old who are diagnosed with leukemia, skin and kidney cancer (cash donation)
7	2017	Supporting Safety Riding Program	Joint cause with our member by educating kids in TK Candimas Pancasari (Candimas Kindergarten) on the importance of wearing helmets when they are riding motorcycles. A total of 85 helmets were donated.
8	2017	Elderly People	Partnering with our local partner to help 16 elderly people.
9	2017	Yayasan Senyum Bali	Supporting the medical needs for children with cleft lip.
10	2017	Orphan and special need children (Yayasan Sayangi Bali)	Supporting the daily necessities, medical, and toys for the children.
11	2017	Orphan Children (Nurul Quran Foundation)	Partnering with Nurul Quran Foundation to help the needs of orphanages children in bali.
12	2017	Mount Agung Refugee	Support to several evacuation tents.



<b>13</b>	2017	Orphan Children in Lombok and Bali (Nurul Quran Foundation)	Partnering with Nurul Quran Foundation to help the needs of orphanages children in Bali and Lombok including: <ul style="list-style-type: none"> <li>- Yatim Piatu Hidayatulla</li> <li>- Panti Asuhan Assalam Nusantara</li> <li>- Panti Asuhan Miftahul Ulum</li> <li>- Yayasan Al Ikhlas Ampanan Lombok Panti Asuhan Pondok Tahfiz</li> </ul>
<b>14</b>	2018	Nutritional Care Healthy Program	Partnering with Baitul Maal Hidayatullah
<b>15</b>	2018	Recyclers at Bali Sidakarya	Providing daily necessities to 40 families
<b>16</b>	2018	Orphan Children (Nurul Quran Foundation)	Partnering with Nurul Quran Foundation to help the needs of orphanages children in Bali including: <ul style="list-style-type: none"> <li>- Yayasan Al Itihad Rasyid Wa Habib</li> <li>- Pondok Pesantren Tahfidzal-Quran Hidayatullah Denpasar</li> <li>- Yayasan Pelangi Anak Negeri Denpasar</li> <li>- Yayasan Assalam</li> <li>- Nusantara Jembrana <ul style="list-style-type: none"> <li>- Yayasan Nurul Iklas Jembrana</li> <li>- Yayasan Al Karomah Jembrana</li> <li>- Yayasan Pondok Pesantren Miftahul Ulum</li> </ul> </li> <li>- Panti Abdillah Sayuthi (Al-Manshur)</li> <li>- Panti Asuhan Nurul Jadid Singaraja.</li> </ul>
<b>17</b>	2018	Orphan and special need children (Yayasan Sayangi Bali)	Supporting the daily necessities, medical, and toys for the children.
	2018	25 Families in Karang Asem	Daily necessities for the family including food, clothes, vitamins, medicine, mattress, fan, cabinet and toys for the children.
		Pancasari Village	Packages of daily necessities were distributed to more than 90 families whose living below national poverty line.
		Victims of Lombok Earthquake	Donate money to help the victims of Lombok Earthquake
		Victim of Palu and Donggala (SSMS Medic)	Participate to help the victims of Palu through SSMS Medic Jakarta.
		Underprivileged Cancer Children (Yayasan Kasih Anak Kanker Bali)	Supporting 14 kids with cancer between the age of 3 to 11 year's old who are diagnosed with leukemia, skin and kidney cancer (cash donation)



## ENVIRONMENTAL POLICY

Handara Golf & Resort Bali recognizes the impact of our operational on the environment and commit to the implementation of measures to ensure environmental sustainability. We have committed to do the following:

- Comply with the law, rules and regulations related to the activities that have impact on the environment.
- Evaluate the hotel activities that have harmful effects to the environment.
- Conduct internal environmental reviews and annually assess our progress towards an improved environmental performance and revise as necessary.
- Investigate all complaints and non-compliances.
- Make action plan to minimize or eliminate harmful effect by the hotel activities.
- Reporting monthly and annually on environmental performance.
- Continuous improvement of environmental practices.
- Continue to set target on energy and water reduction.
- Continue to update policies and procedures and relevant regulations on sustainability.
- Energy, Water and Waste Saving Programs.
- Aim to use biodegradable product.
- Training for staff in relation to optimum energy-efficiency waste.
- Training for staff in relation to recycling and waste management.
- Invite guest to be part of water and energy saving program and our green actions.
- Providing information to our guest and partners and community consisting environmental awareness.
- Awareness to our guest and customer in relation to our sustainability policy and to give them the option to help us achieve them.
- Continues improvement in recycling programs.
- Participate in reforestation within the resorts and the community.
- Protect the wild animals and plants.
- Encourage guest to visit local communities.

## SOCIAL RESPONSIBILITY POLICY



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Handara Golf & Resort Bali recognizes our duty to act responsible toward our guest and employees, as well as to the local community. Our social and community commitment including the following fields:

### **Corporate Social Responsibility**

- Continues learning and improvement to the CSR Program.
- Support donation and charity the local community especially the poor, the needy and the orphan community.
- Promote responsible and sustainable tourism by participating in local community events.
- Promote and support the local cultural activities.
- Promote, support and respect the need of the local community.
- Respect the local culture and traditions.
- Communication with local communities for mutual benefits.
- Encourage our guest to participate in our CSR Program.

### **Human Rights & Equal Opportunities**

- Adhere to the protection of internationally proclaimed human rights.
- Provide equal opportunities to all employees.
- Non-discrimination practice towards employee and job applicants.
- Preference to hire people from the community without discrimination.

### **Business Conducts**

- Conduct ethical business practice.
- The management and employee relations will be in accordance with the relevant laws and regulations.
- Preference to hire people from the community to promote local economy without distinction of gender, ethnicity, religion or political preference.
- Fair treatment to all employees and clients.
- Importance to health and safety in the working environment.
- Training for employee to improve their way to treat customers and colleagues in empathetic and positive manner.
- Training for employee in customer service to improve their way to treat customer to achieve customer's satisfaction.

### **Child Protection**

- Respect and Promote Human Right and defend and protect the right of children as regulated under the UN Convention of the Rights of the Children.
- Establish a clear policy and procedures to stop the sexual exploitation of children.
- We do not promote child labor.



We ensure that we do not employ staff under the age of 18 years old.  
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- We condemn any illegal activity and we protect children and adolescents against sexual and commercial exploitation.
- Work together with the local Police to ensure the safety of our guest and employees.
- Training for employees regarding the Code of Conduct for the Protection of Children and Adolescents against Commercial Sexual Exploitation in Travel and Tourism.
- Training for employee to prevent sexual exploitation.
- All types of sexual tourism and child exploitation will be reported to the competent authorities.
- We support and cooperate with an organization in fighting the sexual exploitation in children.

## **PURCHASING POLICY**

Handara Golf & Resort Bali is moving toward local products to promote the development of regional economy and preserving the environment from long transport processes.

Our new approach towards purchasing criteria:

- We will consider all environmental aspects and cost of product when buying a product or service.
- We will consider the least environmentally damaging materials.
- Supporting local suppliers: Our percentage is about 80 % of our products and services are from local suppliers.
- Responsible purchasing. We select and encourage our suppliers for taking into account the principle of sustainability.
- We will provide awareness to our supplier regarding saving the environment and ask their sustainability commitment.
- Reusable preference. We aim to have reusable and recycled and returnable goods available.
- Necessary Purchase: every purchase must cover a real need of the golf course and the hotel.
- Eliminate the use of plastic straw and plastic bottle in the hotel and restaurant
- We purchase in bulk to reduce both the cost and packaging waste rather than in many small portion.
- Where possible, we will give preference to green supplier.
- Own Vegetable Garden: we grow our own vegetables and herbs as an effective purchasing alternative.
- Aim to replace old equipment to more efficient products (energy saving and water saving tools and equipment)

Purchasing priority will be given to product from local market in accordance with the need and requirement of the company.

## CHILD PROTECTION POLICY

At Handara Golf & Resort Bali, we are committed to create and maintain the safest possible environment for children. We are very sensitive to all matter that concerns the safety and protection the right of children. We strongly believe that children (defined as a person under the age of 18 under the UN Convention of the Right of the Child (CRC)) should be safe from harm and protected from any form of abuse that occur in tourism industry.

We denounce any illegal activity and we are committed to protect children and adolescents against sexual and commercial exploitation, who may have been persuaded by an adult to come and stay at our hotel.

It is our responsibility to protect the children and young people from all of the aforementioned and we do this by:

- Having zero tolerance policy regarding child pornography, trafficking, sexual abuse, and prostitution in our hotel.
- Informing and training our staff about the importance of the safety and protection the right of children.
- Ensuring that it is every staff responsibility to protect the children within the area of our hotel.
- Training our staff to be alert to identify possible cases where children may be in danger or where child abuse or exploitation might occur.
- The staff will be encouraged and expected to report any form of child abuse to the management.
- The management is committed to follow up all report and refer the case to the relevant competent authority.
- Actively displays the child protection campaign to ensure that customer knows our position.
- Support and cooperate with an organization in fighting the sexual exploitation in children.

This policy is communicated to all employees and any third party interested.

Kind regards,  
On behalf of the whole team at Handara Golf & Resort Bali

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Aliza Salviandra. President Director of Handara Golf &  
Resort Bali