

SUSTAINABILITY
SUSTAINABILITY

PROGRESS REPORT 2019



HANDARA
GOLF & RESORT

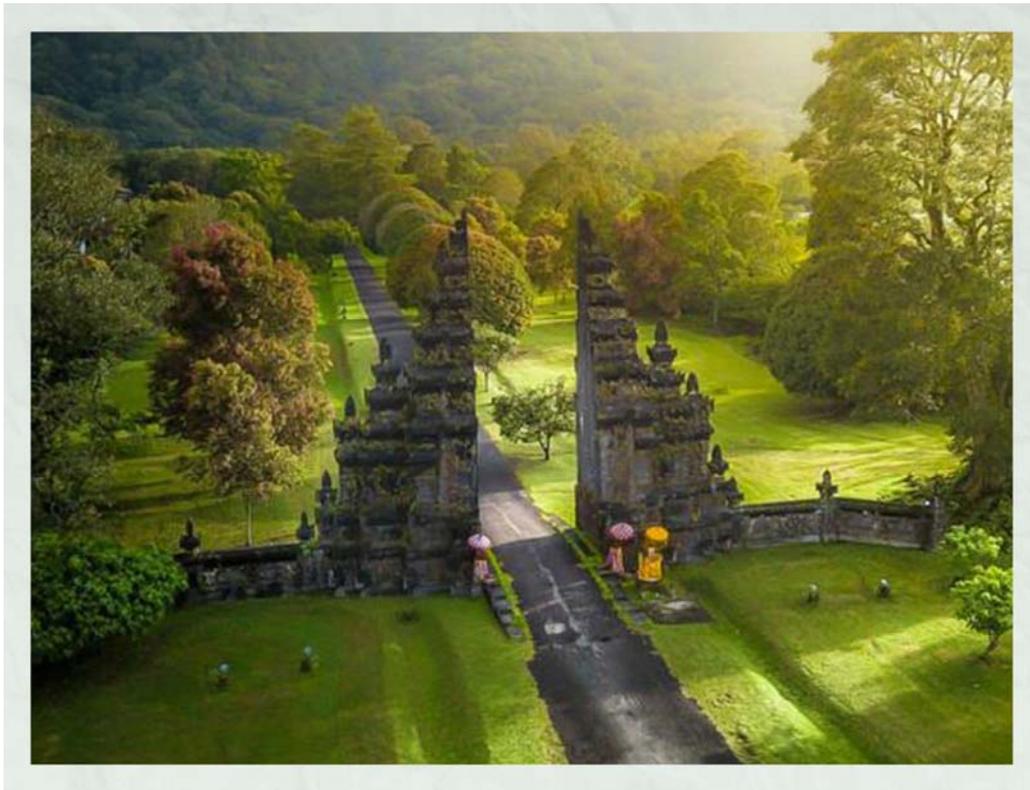


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1. Introduction

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 efforts 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.



2. Management Statement

Warmest Greetings from Handara Golf Resort .

In general this year 2019 we have continued working in the same line as the previous year, and we have achieved our objectives of reduction of energy, water and chemical consumption as well as the reduction of plastics in accordance with our 2018 Sustainability Policy. The policy has been the core foundation towards Handara Golf Resort Bali is a sustainability resort and we have progressed well with our staffs by teaching, training and monitoring on all the sustainability policy details.

Generally, we the staff of Handara are proud that this year 2019 we have achieved small achievements that motivate us to continue working hard to try to make our footprint on the planet. For the next 2020 we have proposed that the plastic disappear from our facilities as well as continue reducing the use of chemical products

On the corporate social responsibility (CSR) aspect, as always we have continued the mission our founder's where CSR is an important pillar in our company policy. In 2019, we have started Junior Golf Program for the local children from the age of 5 to 14. We are overwhelmed with the support we get from this program, at this moment we have almost 96 children for this program. Besides that, we continue helping the local people who live below the poverty line by providing basic food needs.

We believe the success of a company should be measured by more than financial results - it should also be defined by its commitment to the environment, its contributions to society, and the strength of its governance.

While we are encouraged by what we've been able to achieve so far, we know we are just getting started. I'm proud to be a part of a company that is committed to creating a better, more sustainable future for the planet and our fellow citizens around the world.

As we continue to progress on our journey, I remain mindful that there is much more to be done. It is with great pride that I thank our great team and our partners for their continued efforts to fulfill our Vision 2020 ambitions. I look forward to the years ahead as we face new challenges with the same passion, creativity, and dedication.

Shan Ramdas
General Manager





WE'RE A 'GREEN' BOUTIQUE RESORT

With environmental sustainability at the heart of our vision, we are dedicated to preserving Handara's beautiful environment, saving energy and supporting the local community, while providing healthy and pleasant experience for our guests.

WHAT YOU CAN DO TO HELP US SAVE THE ENVIRONMENT...



Conserve Energy

Help conserve energy by turning off the lights, TV, heater, and unplug your phone charger when leaving the room.



Re-use Your Towel and Sheets with Our Green Policy

Everyday gallons of water are used to wash towels and linens that have only been used once. Please reuse your towels and linens; it saves hundreds of pounds of detergent and water each year.



Be Water Wise

Please use water wisely. Turn off the tap when brushing your teeth and other water saving initiatives.



Connecting with Nature for a Healthier You

Spend time in Handara's nature and have a go at outdoor activities for a healthier and happier you. Let the magical mountain air rejuvenate your whole body.



Plant More Trees and Save Wildlife Animals

Help protect the birds, other animals and plants in our resort. Should you wish to participate in our green action, see our "Adopt a Tree" program.



Eat Local, Buy Local and See Local Culture

Support local producers, services and experience what Bedugul truly has to offer.



Get Involved with our CSR Program to Help Local Communities

See our CSR Program should you wish to join this good cause.

www.handaragolfresort.com

[@handaraecoressort](https://www.instagram.com/handaraecoressort)

[Handara Golf & Resort Bali](https://www.facebook.com/HandaraGolfResortBali)



+62 361 288944
+62 87 8888 36 888



sales@handaragolfresort.com



Desa Pancasari- Singaraja,
Bali Indonesia

3. Sustainability hospitality. Our Vision, Mission & Value

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

4. Continues Improvement of Handara

Our guest and clients are our utmost priority. We are open to receive any feedback in any shape or form. We continue to improve and expand our hotel and facilities in order to enhance our guest experience.

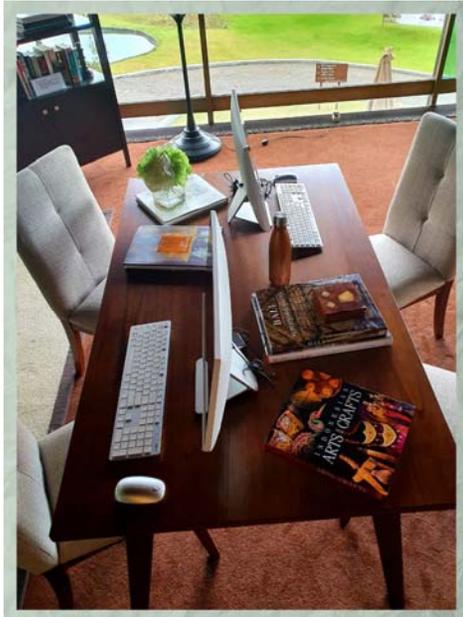
In 2019 we relocated and refreshed our lobby, meeting room, soyokaze restaurant and add facilities of business corner and kids/family corner.



(Lobby)



(Kids Corner)



(Business Corner)



(Green Actions Notification for our Guest in Lobby Area)

5. Awards & Recognitions in 2019

- Winner of 2019 Best Golf Hotel in Indonesia by World Golf Awards.
- 10 worlds most Eco Friendly golf courses by Golfscape.
<https://golfscape.com/blog/10-worlds-most-eco-friendly-golf-courses/>
- World Top 100 Golf Course by Golfscape.
- 10 Most Luxurious golf resort around the world by highworthcitizen.com
<https://highworthcitizen.com/the-10-most-luxurious-golf-resorts-around-the-world/>



6. Sustainability Progress & Performance in 2019

Environmental	Social	Economic
<ul style="list-style-type: none"> ▪ Meet all the relevant legislations in term of waste, energy and water treatment. ▪ Continue to provide training and seminar to staff regarding sustainability practice ▪ Improvement in Our Corporate Social Responsibility Program (CSR) ▪ Plan Waste Management System ▪ Continue to set target on energy and water reduction ▪ Continue to follow the Sustainable Principle by Travelife ▪ Annual Sustainability Progress Report. ▪ Becoming the Member of Travelife 	<ul style="list-style-type: none"> ▪ Training program for staff and team members ▪ Continue to communicate and create with local community and/or authority for mutual benefits ▪ Continue to encourage guest to donate and continue to create charity events ▪ More internal promotions ▪ Continue to partner up with non-profit organizations for charity ▪ Continue guest satisfaction survey ▪ Continue the Quarterly CSR Program ▪ Continue to provide information through website and e-newsletter ▪ Respect human rights and continue to hire people without discrimination 	<ul style="list-style-type: none"> ▪ Deliver quality service ▪ Maximize Sales ▪ Continue renovation and improvement to the hotel and clubhouse ▪ Efficiency and quality of work ▪ Equal employment opportunity ▪ Engage local partners in the hotel and golf course activity ▪ Create more environment friendly activities for our guest ▪ Continue the ongoing renovations to upgrade the pace and facilities.

2019 Progress Performance (Highlights)

- Training and seminar to staff regarding environmental sustainability and children protection.
- More than 70 % LED Lighting throughout the hotel areas.
- Energy consumption increased by 11 % with occupancy increased by 32 %.
- Installing Grey Water System (IPAL) for Kitchen.
- Chemical and Waste Documentation.
- 320 New Trees planted in our resort under the Adopt a Tree Program.
- Handara Balinese Entrance Gante has become a must see destination in Bali.
- Community Junior Sport Golf Program (CSR Program) and

Community Golf Day

- Local Community Balinese Dancing Practice in our Facilities
- Progress on Rebranding Handara as Sustainable Destination in Bedugul, Bali



(Installment Grey Water System)



(Plant a Tree Program)

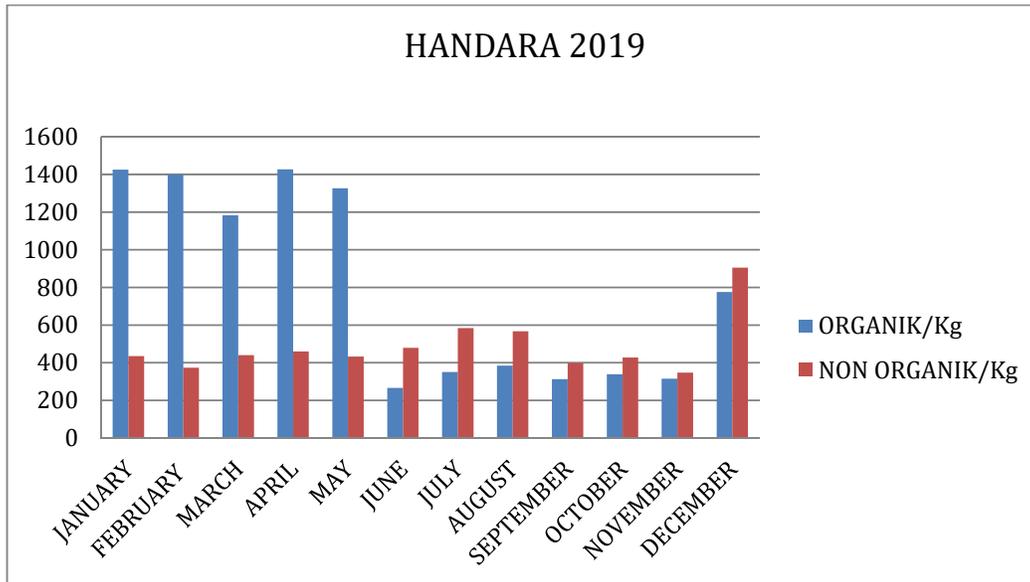
7. Waste Management

Our objective is to reduce, re-use, and recycle wherever possible. We have started the waste separation program in 2018. We have started the following program to reduce the waste in our hotel.

- Waste Separation in every department.
- Composting our organic waste.
- Eliminate non- recyclable plastic bottle and straw in our hotel.
- Micro Fibre Cloth for Cleaning.
- Waste Food given to the community managed by the Green Team.
- Sustainable hotel bathroom packaging refill shampoo and soap.
- Sign MOU with third party for Recycle Kitchen Oil.
- Recycle product whenever possible.



Year 2019 is our first year to document our waste. Our 2019 waste data is as follow:



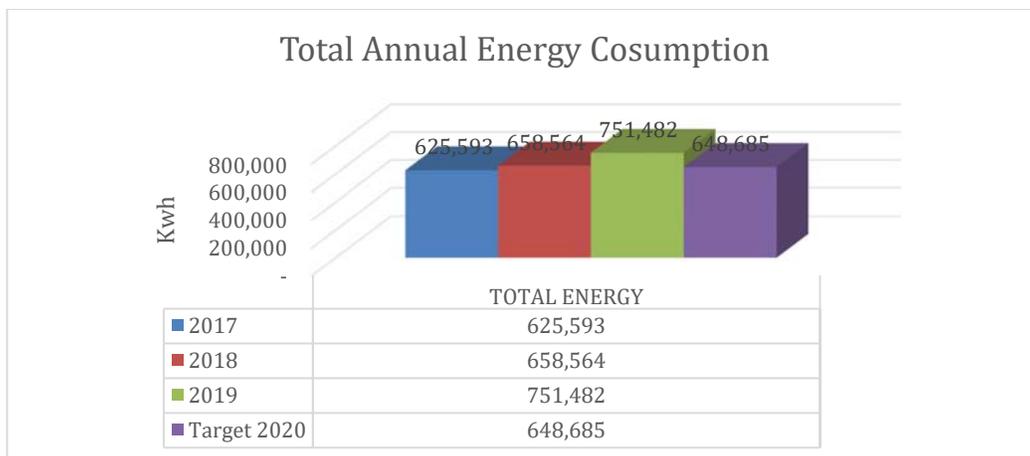
In 2020 - 2023 we aim to improve the documentation of our waste data and thus we have more accurate measurable goal to know the number of each waste category. We also continue to check some packaging waste that can be prevented and replace plastic bags with bio gradable product or reusable linen.



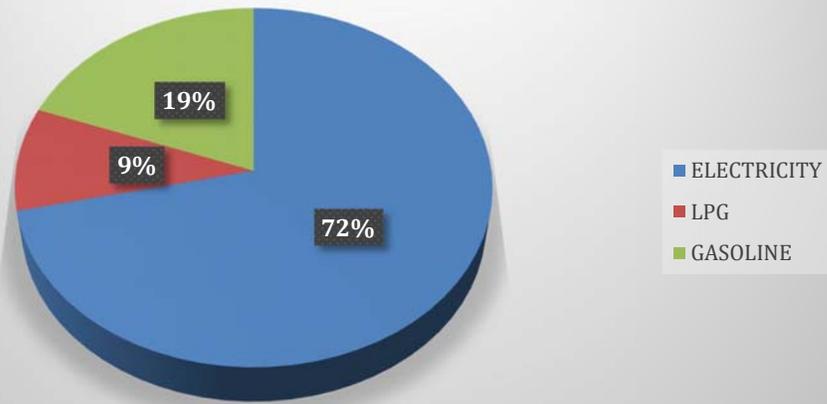
(Eco Friendly Christmas Tree)

8. Energy Saving

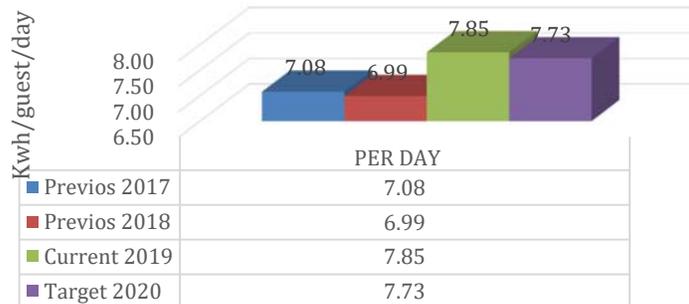
- At the moment in the hotel there are more than 70% of light bulbs in our hotel are Energy Saving Bulb. We aim to have 100% Energy Saving Bulb in 2020.
- During low occupancy, appropriate sections within our hotel are isolated so lighting can be turned off.
- Use daylight effectively within the building.
- 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.
- Fan and Hairdryer (some rooms) upon request.
- Aim to use high-efficiency equipment when replacing old equipment throughout the hotel.



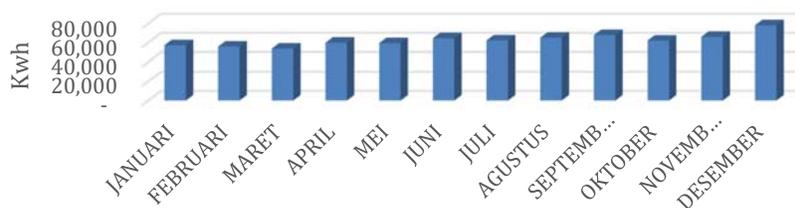
Energy Consumption per Source 2019 Kwh

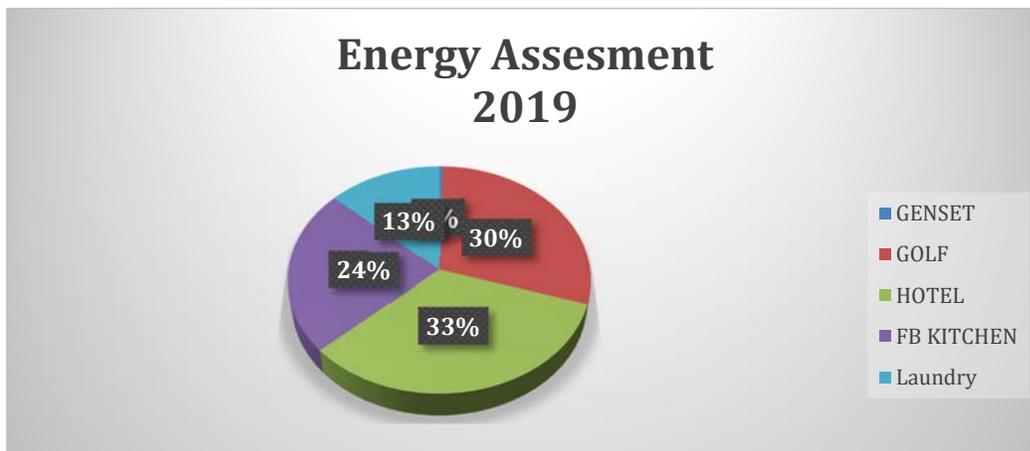
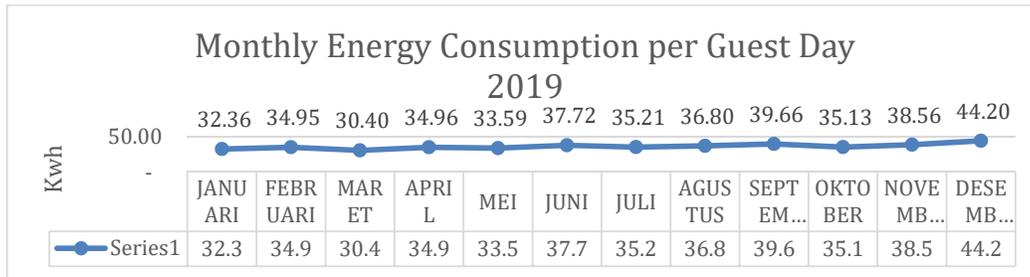


Annual Energy Consumption per Guest Day



Monthly Energy Consumption 2019



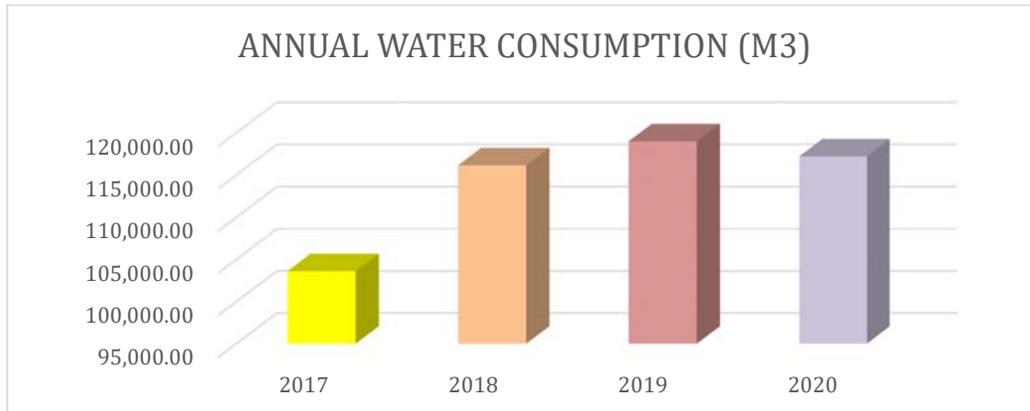


9. Water Saving

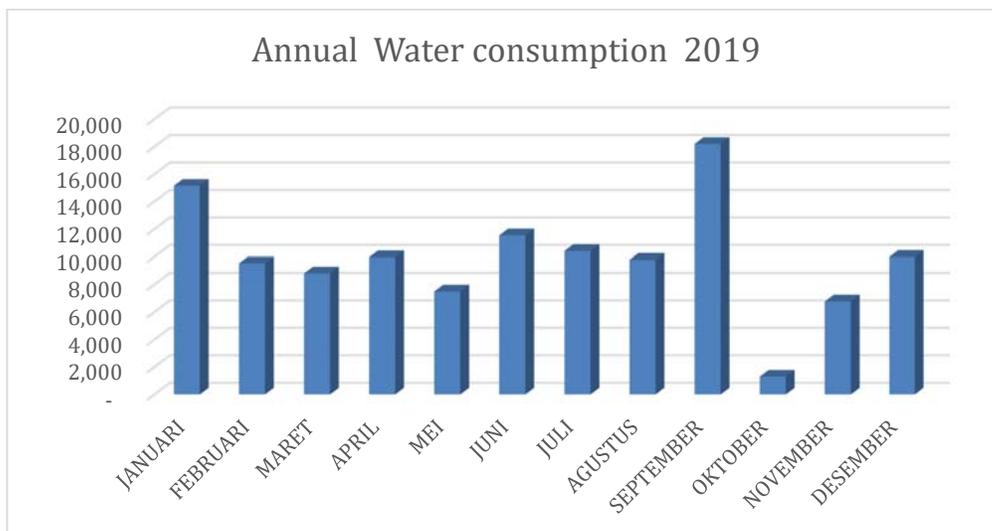
- Install Grey Water system (IPAL) for the Main kitchen.
- Evaluating and gradually fixing leaked pipes and facets.
- Engineering Maintenance for leaking taps.
- Check the water flow in every tap.
- Aim to have bio-waste water treatment in hotel area.
- Aim to replace the toilet to the Eco Friendly Bathroom Toilet.
- 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.

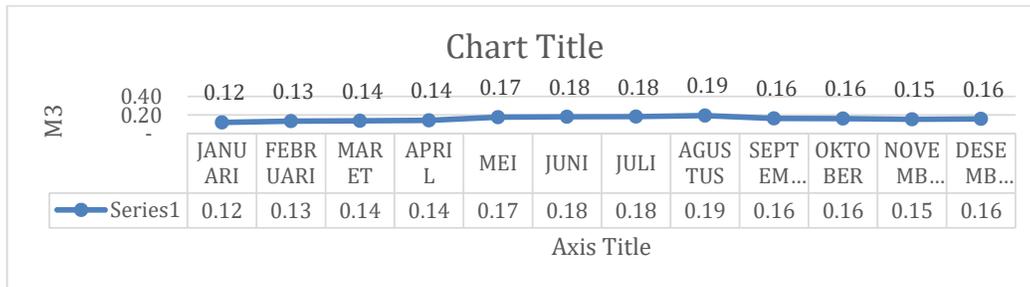
- Continue to renovate the Hotel Bathroom and water pipe.





** 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.*





10. Chemical , Pollution Control & Prevention

HAZARDOUS WASTE

We have constituted hazardous waste procedure in our resort. Firstly, we save the environment against hazardous waste. Thanks to this procedure we are taking hazardous waste with a proper condition, we tag them, and we are delivering the hazardous waste material with legal compliance to a registered company.

Our central kitchen has a reservoir about oil trap and oil skimmer. These will stop the mixing of waste oil through the sewage system. The waste oil and frying oil, which is accumulative at the oil holder, The wastes of cooking oils are accumulating at the storehouse then collected by certified waste collection company weekly.

We are controlling waste hazardous as much as possible if it contains a hazardous material we make sure it is disposed of appropriately. In that situation, we are trying to raise awareness of our staff and employees on this issue.

Our aims for 2020 - 2021, to minimize and reduce the amount of use of hazardous waste materials in whichever area that is possible in our resort.

USING CHEMICAL

Chemical substances are substances that we employ in many areas in our lives that make our lives easier but can also cause negative consequences with harmful effects. Chemical uses in maintenance, repair activities and cleaning activities are involved in our company.

To do the cleaning with caring for the environment, which means having a little negative impact on health and the environment as

possible. Damage to the environment can be minimized, not only by using environmentally coherent cleaning products but also by using these products efficiently and by adjusting its dosage well

All chemicals, which we have used are, approved labelled and in appropriate packaging. Our staffs are given training and information on the usage and methods and personal safety equipment's requirements.

Chemical storage is done within accordance with the type of chemical, the manufacturer's storage instructions and regulations.

In 2020 – 2021, we will try to get concentrated products and small packaged products that provide useful and long-term use by developing methods to reduce large packaged or waste production.

We are going to continue consciousness-raising to our staff about using the chemical materials with staff training.

CARBON EMISSION

These are some of the ways we reduce emission;

- We aim to reduce the energy consumed by using high energy-efficient machine and tools, in this way we will reduce emissions.
- Recycling, we aim to increase recycling efficiency by increasing staff awareness training of waste, such as glass, paper and metal inside our hotels. If the waste is accumulated or recycling, emission reduction is supplied, because the energy which produces raw material from the beginning this is less than necessary to regain.
- Plant a tree, for providing to emission reductions, we already planted 320 trees through our "Adopt A Tree Program "in 2019, and we will continue the program in 2020.
- We prefer to use low carbon emissions products and services.
- We have replaced most of our old kitchen chillers and storage fridge with new, environmentally friendly.

11. Support Local Economy

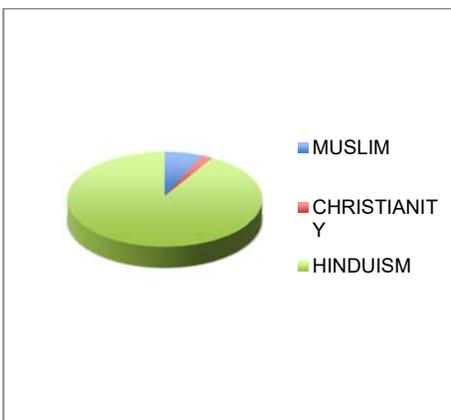
Our commitment is to support the local community by hiring local employees. We aim to nurture their career as well as assist with daily life matters. In 2019, our resort employs a total of 155 employees (including trainees) and collaborates with the local communities in terms of Golf Caddies. Our efforts aim to train our staff to act as the ambassadors of the resort and the Balinese culture. We provide our employees with legal contracts upon employment as required by law.

The vast majority 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 regions.

Local vs Non Local Employee



Employee Based on Religion



Foreign Employee	Employee from the Pancasari Village, Bedugul Bali	Employee from Bali (not including Pancasari)	Employee from outside Bali
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

(not including Trainee, Daily Worker and Outsourced staff)

Benefit of Our Employee

- Free lodging accommodation is provided for our employee in need of lodging.
- Transportation and Lunch are provided.
- Retirement Scheme for our permanent employee.
- Health Insurance as required by the law and regulations (BPJS).
- Service Charge given to employees as required by law and regulations.
- Provide employee with annual religion in the form of 1 month salary bonus.

Community Involvement

We consider the participation of the community as an essential part of our Company. We support by way of donations and cooperations and training to local schools. Annually we also 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.



(the Local Practicing Balinese Dancing at our Resort)



(Training Local School)



Our commitment is to support the local community especially the poor, the needy and the orphan community.

**Special Mention CSRs in 2019*

Special Kids Expo (Spekix)

On 24-25 August 2019, Handara Team representatives went to Jakarta to volunteer in a Special Kids Expo at Jakarta Convention Center. This event was held for special need kids such as Autism, ADHD, ADD and other learning difficulties. The aim is to help them and their families maximize these kids potential and solving their learning problems, helping them with their diet etc. There are a lot different seminars that parents can join, also booths of food, snacks, schools, and activities the kids can have. Handara Team offered a free mini golf activity and we were delighted that over 60 kids were excited to try.



Handara – Jester Junior Golf Program

In Mid September 2019, Handara CSR Program received help from the Jester Group, our most loyal repeating group who have returned twice a year for the last 35 years. Each year they come, they have always helped the Handara CSR Program through a donation. This time, together we created “The Jesters Handara Junior Golf Program”. 108 kids from age 5 to 12 years old from Pancasari Village enroll in this program which runs for 6 weeks. People and sponsors behind this program are: Handara Golf & Resort Bali, Jagorawi Jesters, and the Buyan 88 Restaurant. We undertake a Golf Program such as the basic golf swing, putting, chipping and pitching. We also teaching some basic English in a fun environment

We plan to have another Junior Golf Program twice in 2020.



PRIMARY SCHOOL AND ORPHANAGES IN FLORES

In November 2019, Handara CSR Team went to the island of Flores to visit local orphanages home and local school. We visited and shared our company and donated books, food, school supplies, bedding. We hope to improve their daily lives.



List of Handara Gives Back Activities in 2019

No	Date	Target	Description
1	May	Orphan House for Underprivildge Children	<p>Packages of daily necessities and toys and education tool were distributed to the following:</p> <ul style="list-style-type: none"> - Yayasan Assalam; - Yayasan Nusantara Jembrana - Yayasan At Taqvim - Yayasan Al Karomah Jembrana - Yayasan Pondok Pesantren Miftahul Ulum - Pondok Tahfis Hidayatulah
2	24 May	Ramadhan Donation to Pancasari Village	Package of daily nessasities (food and groceries) were distributed.
3	24 May	Metta Mamma & Maggha Foundation	Our love for abandoned children has continued our journey to this lovely foundation, Metta, Mama & Maggha Foundation, who share their kindness and caring for 17 little children and babies. Handara CSR Team came on 24 May 2019 to share some love and donated cash for these cute babies.
8	24 – 25 August	Special Need Children Convention	Handara Team representatives went to Jakarta to volunteer in a Special Kids Expo at Jakarta Convention Center. This event was held for special need kids such as Autism, ADHD, ADD and other learning difficulties. The aim is to help them and their families maximize these kids potential and solving their learning problems and one of the activties is Handara Kids Golf.
9	15 September	Jester Handara Junior Golf	108 kids from age 5 to 12 years old from Pancasari Village enroll in this program which runs for 6 weeks. We undertake a Golf Program such as the basic golf swing, putting, chipping and pitching. We also teaching some basic English in a fun environment.
10	20 September	Senyum Bali Foundation	Supporting the medical needs for children with cleft lip.
11	30 October	Orphanages around Bali	Partnering with Nurul Quran Foundation to help the needs of orphanges children in bali which include Yayasan Assalam Nusantara Negara, Yayasan Al Karomah Melaya, Yayasan Miftahul Ulum, andYayasan Al Islam Hidayatulah Denpasar.

12	October	The Elderly In Tabanan	Handara CSR Team visited the elderly in the Kerambitan area of Tabanan. 4 old people, aged over 70 live all by themselves without family or children. Some of them suffered glaucoma and are blind, others are sick and they all live in very poor conditions. For daily survival they depend on their neighbors since no one takes care of them. We visited and shared our company and donated groceries, food, towels and bedding and help to clean their houses.
13	November	Orphan Children and Primary School in Flores.	In November 2019, Handara CSR Team went to the island of Flores to visit local orphanages home and local school.

13. FUTURE PLANS

What we will do from 2020 to 2023:

- Continue our own eco audit to identify areas of improvement in our resort together with guidelines and recommendation from Travelife;
- Continue to improve our integrated sustainable guidelines into daily operation in each department;
- Continue consciousness raising our staff and guest in practicing sustainable development/tourism.
- Improved local products use and promotion.
- Improved in-house marketing.
- Improve measurement goal regarding water, energy saving and recycling.
- Improve hazardous substance record and monitoring system.
- Explore and review of sustainable dining menu program.
- Rebranding Handara as an eco friendly/ sustainable destination in Bedugul (including Sustainable Golf Destination).
- Strengthen Handara Brand based on its solid sustainable profile.

