



HANDARA  
GOLF & RESORT  
BALI



*The heart shaped symbolise our solidarity and support for the health workers, patients and their family in fighting with Covid-19. And the support to our employees and local community as a symbol of love and hope.*

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## SUSTAINABILITY PROGRESS REPORT 2020

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## INTRODUCTION



Para Pemegang Saham yang Terhormat,



Sebagai Presiden Direksi dari PT. Sarana Buana Handara, saya bertanggung jawab atas perencanaan, monitoring dan kontrol seluruh aspek operasional dan misi dan visi Handara serta program penghijauan kembali Handara yang dijalankan oleh Tim Handara.

Tahun 2020 telah menjadi salah satu periode yang paling menantang dan tidak mudah untuk tim perusahaan kami. Dunia telah dihancurkan oleh Pandemic Coronavirus COVID-19, dengan jutaan orang terkena dampaknya dan lebih dari setengah juta kematian pada saat laporan ini ditulis.

Dalam hal dampak ekonomi, industri pariwisata adalah satu sektor yang terkena dampak paling besar dengan pembatasan perjalanan global, pemberlakuan karantina dan keamanan yang menghalangi orang untuk *travelling* di masa mendatang. Pandemic Covid telah menciptakan tantangan yang belum pernah terjadi sebelumnya bagi industri perhotelan, dan kami telah merasakan dampaknya.

Pulau Bali termasuk yang paling terpuak oleh dampak ekonomi dari pandemi virus korona di Indonesia dengan **ditutupnya bandara internasional sejak Maret 2020**. Bali berada di peringkat terbawah dari 34 propinsi setelah ekonomi Bali menyusut 10.8 di kuartal kedua. Tingkat hunian hotel pada bulan Agustus mencapai titik terendah baru di hanya 3.68 % dibandingkan dengan 67 % pada bulan yang lalu.

### Prestasi dan Rekognisi di tahun 2020

Penghargaan - penghargaan ini merupakan prestasi dan rekognisi yang luar biasa untuk di rayakan pada tahun 2020 dimana tahun ini merupakan tahun yang sangat menantang untuk industri pariwisata. Hal ini memperlihatkan kualitas pelayanan kami dan komitmen tim kami dalam menjalankan visi misi Handara:

- Mencapai **Bintang 4 Certified Rating** (sebelumnya hotel Handara berada di Hotel Bintang 3);
- Mendapat **Sustainability Sertifikat International** dari Travelife di untuk **Certified for Accommodation Sustainability** (persiapan Tim Handara untuk mendapatkan sertifikasi ini dimulai dari tahun 2018);
- **Gapura Handara** telah dijadikan salah satu **Icon Bali** di berbagai liputan berita.
- Pemenang dari kategori **Indonesia Best Golf Hotel 2019/2020** by World Golf Award;
- **2020 Travelers Choice** by Trip Advisor;
- Diakui sebagai **TOP 100 Golf Course di dunia tahun 2020** by Golf Scape;
- **Mencapai nilai 100 % untuk Sertifikasi CHSE** (Clean, Health, Safety and Environment) untuk keduanya Hotel dan Golf Course.

Terlepas dari tingkat ketidakpastian yang tinggi dalam waktu dekat, filosofi dan nilai jangka panjang kami tetap teguh. Kami percaya bahwa kesuksesan sebuah perusahaan harus diukur lebih dari sekedar hasil finansial. Namun juga ditentukan oleh komitmennya terhadap lingkungan, kontribusi kepada masyarakat, dan kekuatan tata kelola dan terus memberikan contoh yang terbaik dalam memimpin perusahaan kami.

Saya percaya Handara & Golf Resort Bali dapat lebih memperkuat posisinya setelah keadaan telah kembali menjadi normal dengan berakhirnya Pandemic ini. Saya menantikan tahun-tahun mendatang saat kita menghadapi tantangan baru dengan semangat, kreativitas dan dedikasi yang sama.

Hormat saya,



Aliza Salviandra

## OUR VISION, 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>

## AWARDS AND RECOGNITION IN 2020

- Certified 4 Stars Hotel Rating by PT. Sertifindo Wisata Utama
- Certified for Accommodation Sustainability from Travelife.
- Winner of “Best Golf Hotel in Indonesia” in 2019 by the World Golf Award.
- 2020 Travelers Choice by Trip Advisor.
- TOP 100 Golf Course in the World by Golf Scape.
- 100 % CHSE Certification.



## STARS HOTEL RATING AND TRAVELIFE CERTIFICATION

- CERTIFICATION BY PT. SERTIFINDO WISATA UTAMA (4 STARS HOTEL RATING)

in the 1st quarter of 2020, we were being audited by PT. Sertifindo Wisata Utama and Travelife.

Hotel rating classification system are widely used in the hotel tourism industry as means of providing an indicator to both consumer and intermediaries on the standard to be found on the accommodation. The rating classification can be provide usefully marketing and also serve as a platform for hotels to promote the quality of their offer.

At first we have done our own self-assessment of compliance with the PT. Sertifindo Wisata Utama's accreditation standards criteria are completed by qualified inspectors/auditors who nominate the star rating for the hotel.

In this section we will restate again the improvement and upgrade of our facilities since 2016 and new programs in order to achieved the 4 Stars Hotel Rating.

- Lobby



*Before*



*After*

- Deluxe Suite



*Before*



*After*

- Garden View Room



*Before*



*After*

- Premium Chalet



*Before*



*After*

- Refreshed Villa



*Before*



*After*

- Tennis Court



*Before*



*After*

- Breeze Terrace



*Before*



*After*



*Before*



*After*

- Soyokaze



*Before*



*After*

- Men's Locker



*Before*



*After*

- Meeting Room



*Before*



*After*

NEW FACILITIES / NEW PRODUCT

- Business Corner



- Kids Corner



- Kitchen



- Green Corner



- Wedding



- Afternoon Tea



- Picnic Lunch



- Plant a Tree Program



- Cycling





## HANDARA SUSTAINABILITY PROGRESS

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.



## HANDARA GREEN ACTION PLAN

Our Effort Started in 2018	Target 2019	Target 2020 - 2021
<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 Progress Report</li> <li>▪ Continue to provide training and seminar to staff regarding sustainability practice</li> <li>▪ Plan Waste Management System</li> <li>▪ Improve our data system regarding waste, chemical, energy and water.</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 (if necessary)</li> <li>▪ Continue to improve our data system and conduct assessment regarding waste, chemical, energy and water.</li> <li>▪ Annual Sustainability Progress 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> <li>▪ Travelife Certification</li> <li>▪ Improve Measurement Goals</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>▪ Continue 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>▪ Continue 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> <li>▪ Rebrand Handara as sustainable tourism destination</li> <li>▪ Strengthen the hotel's external marketing based on its solid sustainability profile.</li> </ul>

## 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 resort area
Training staff for energy efficiency	Training staff for water efficiency	Compose our organic waste	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.	

## 2020 Performance (Highlight)

- Continue to review and train all staff regarding environmental sustainability and children protection
- More than 70 % LED lighting throughout the hotel areas
- Grey Water System for Kitchen
- Chemical and Waste Documentation
- 340 New Trees planted in our resort under the Adopt a Tree Program
- Handara Entrance Gate has become one of the Bali Icon.
- Expanding CSR Program
- Rebranding Handara as Sustainable Destination in Bedugul, Bali.

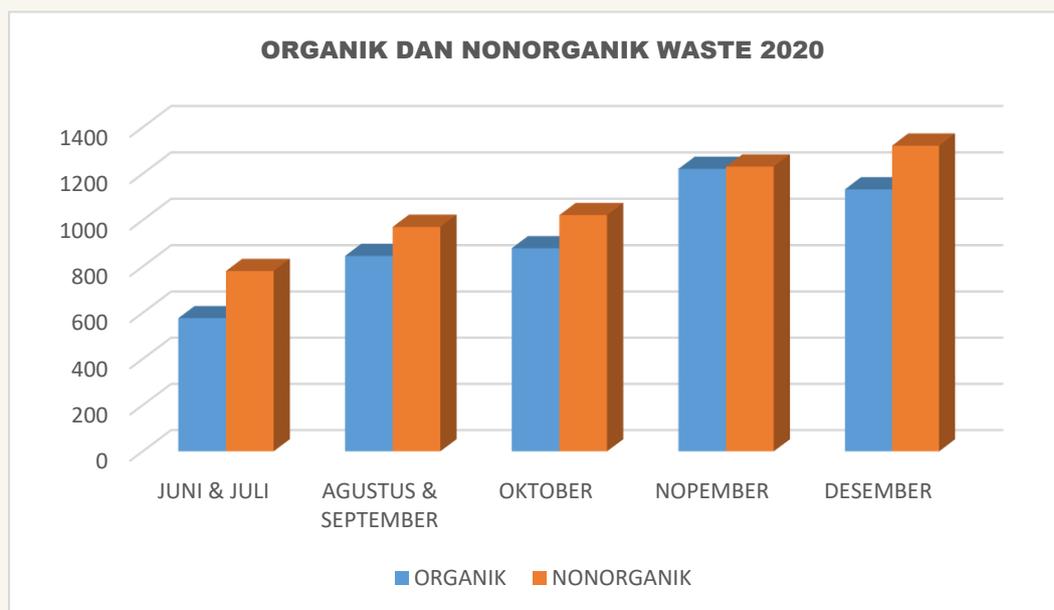


## 1. WASTE MANAGMENT

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.

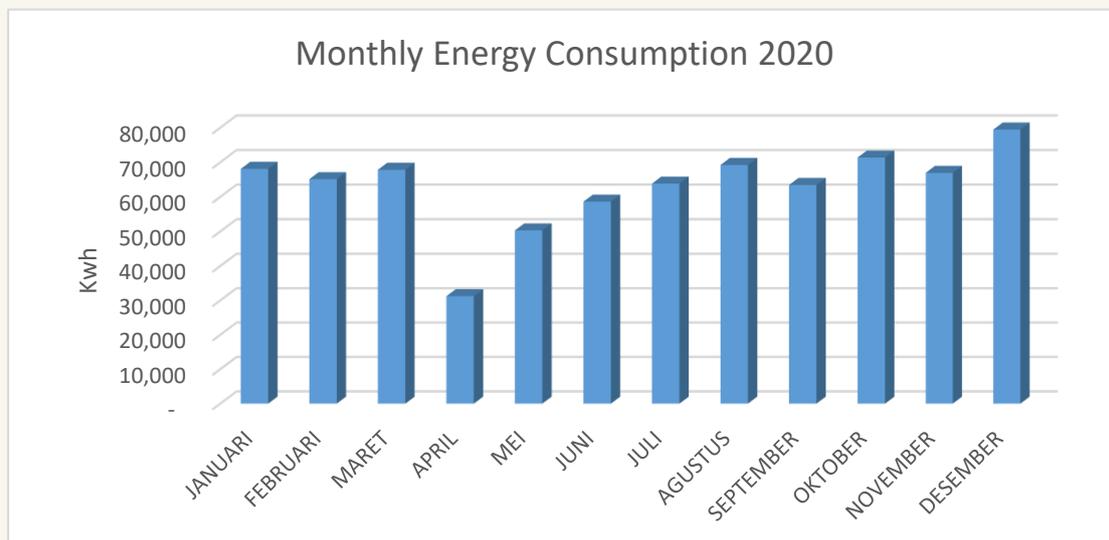
Our 2020 waste data is as follow:

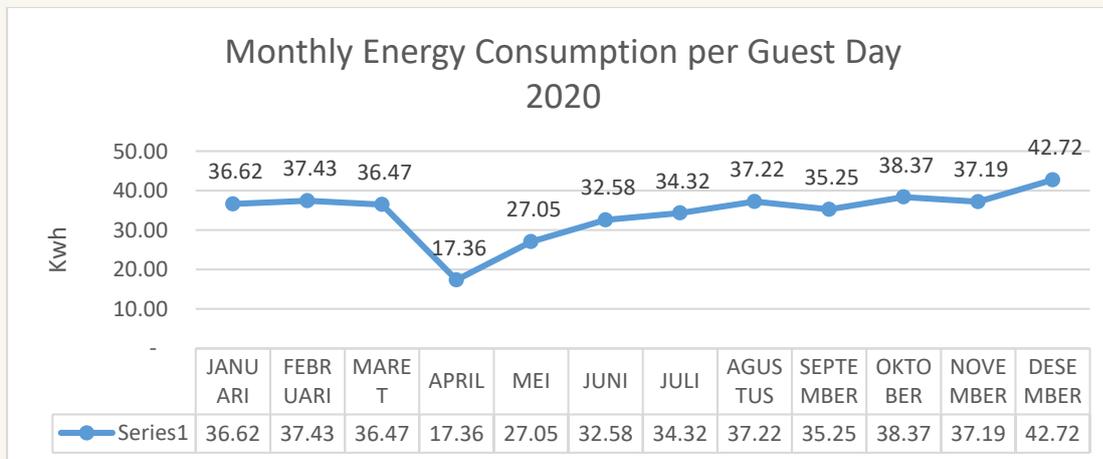
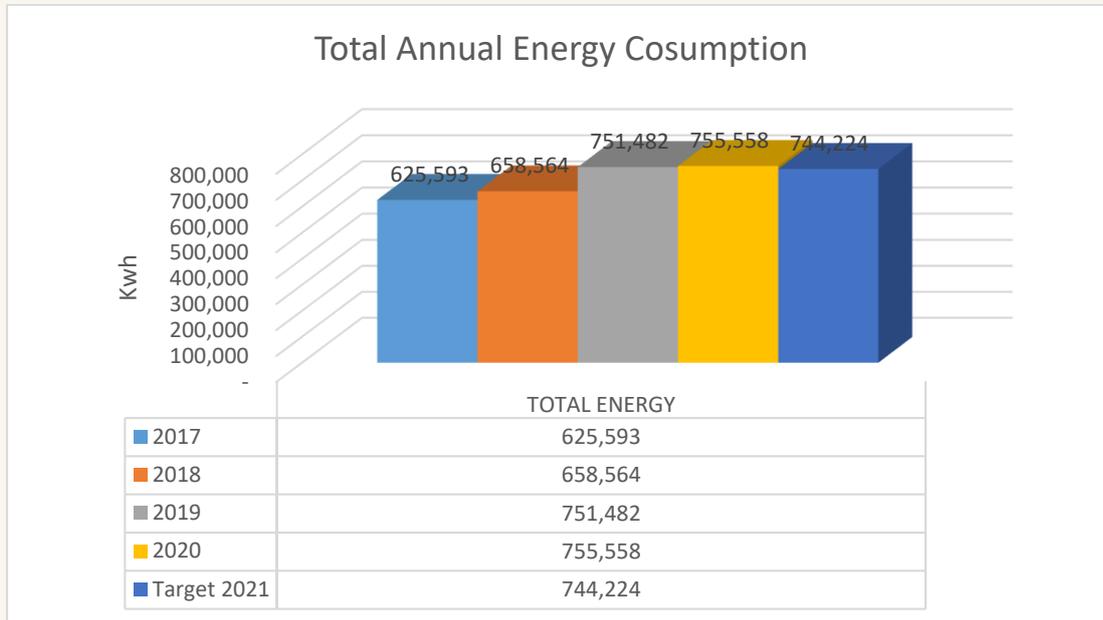


(Due to the beginning of the COVID 19 Pandemic – during the closing of our property we did not cover the waste data for the first quarter of 2020)

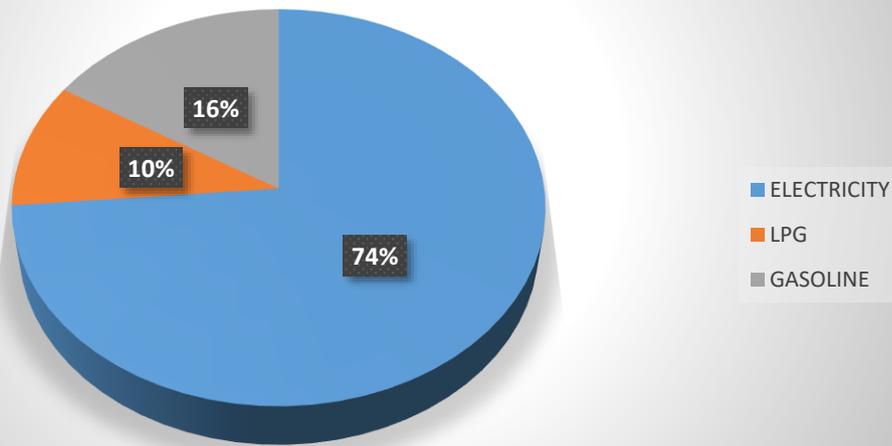
## 2. ENERGY SAVING

- At the moment in the hotel there are more than 70 % of light bulbs in our hotel are Energy Saving Bulb. Due to the Pandemic in 2020 and 2021, we have to reduce our cost and thus our original plan to aim 100 % Energy Saving Bulb in 2020 is being postponed.
- During low occupancy, appropriate sections within our hotel are isolated so lighting can be turned off.
- Use daylight effectively within the building
- Ensure staff to unplug all appliances with electricity when rooms are not booked out.
- Ensure staff 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.



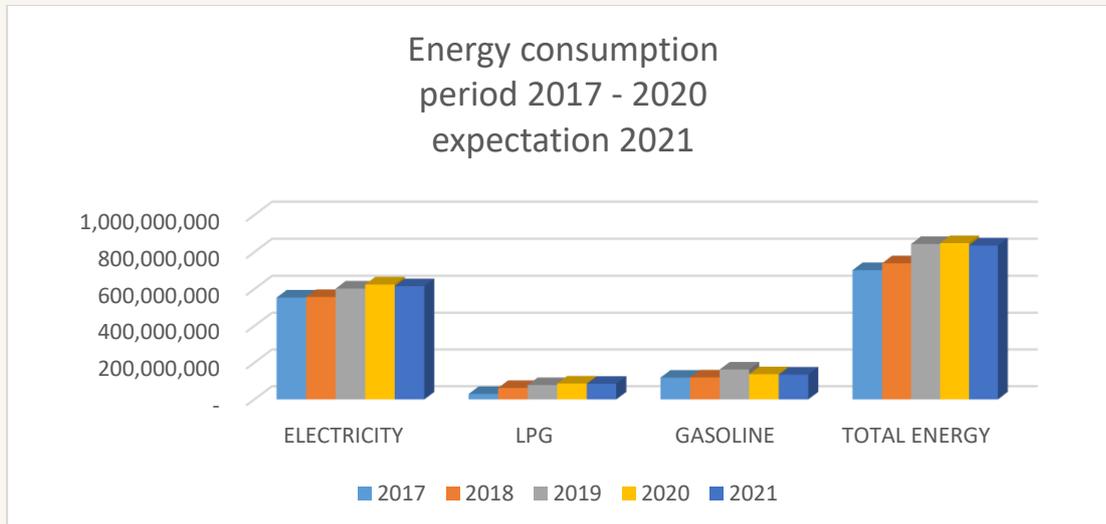


### Energy Consumption per Source 2020 Kwh



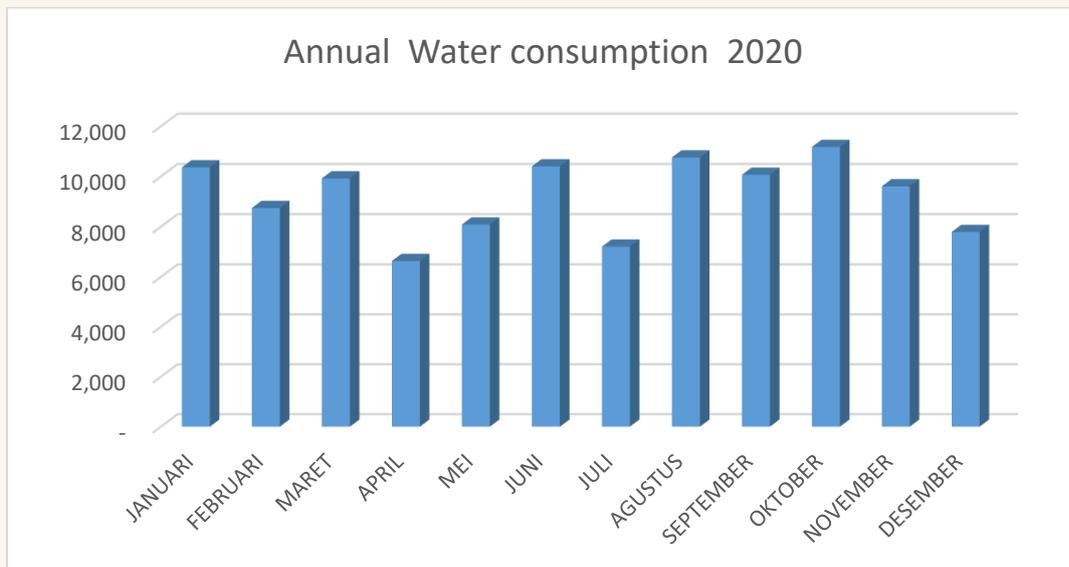
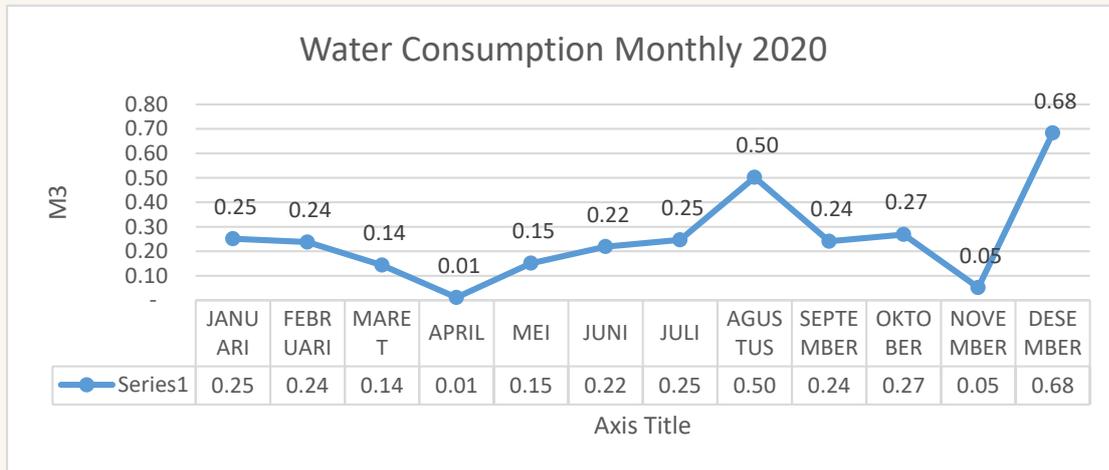
### Energy Assesment 2020

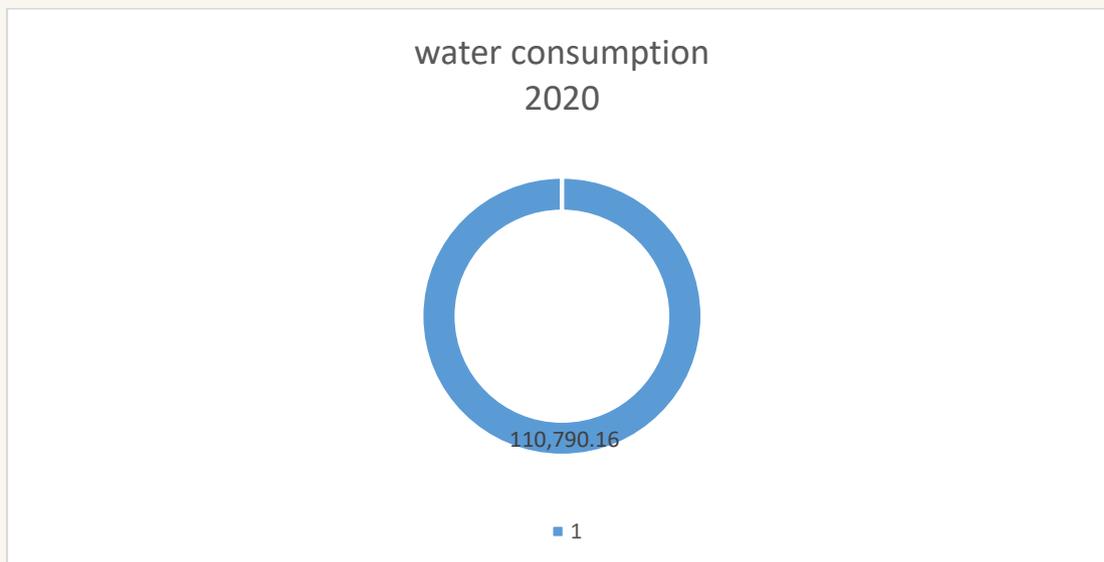
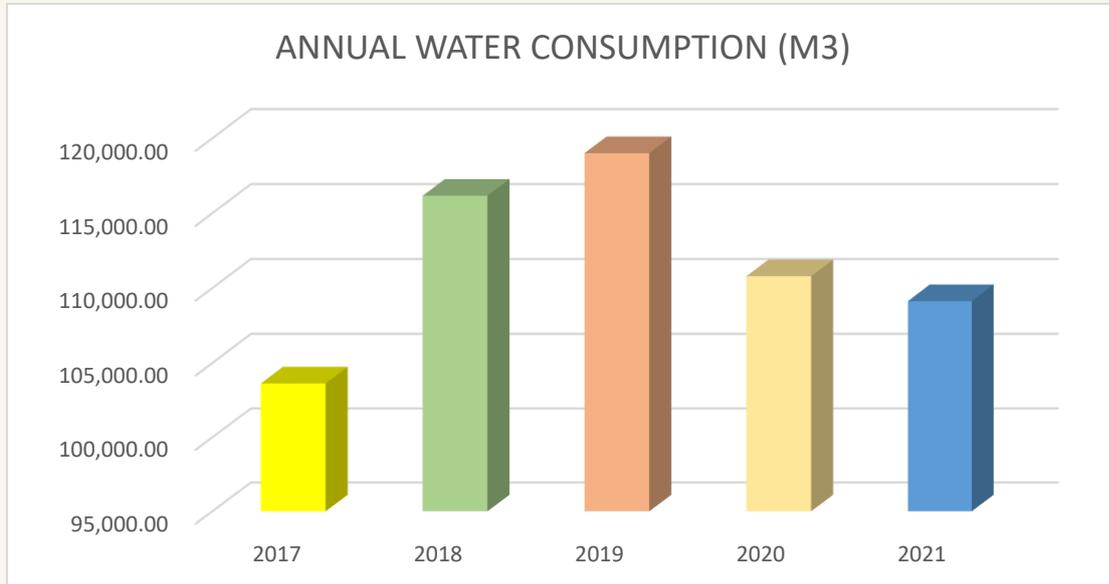


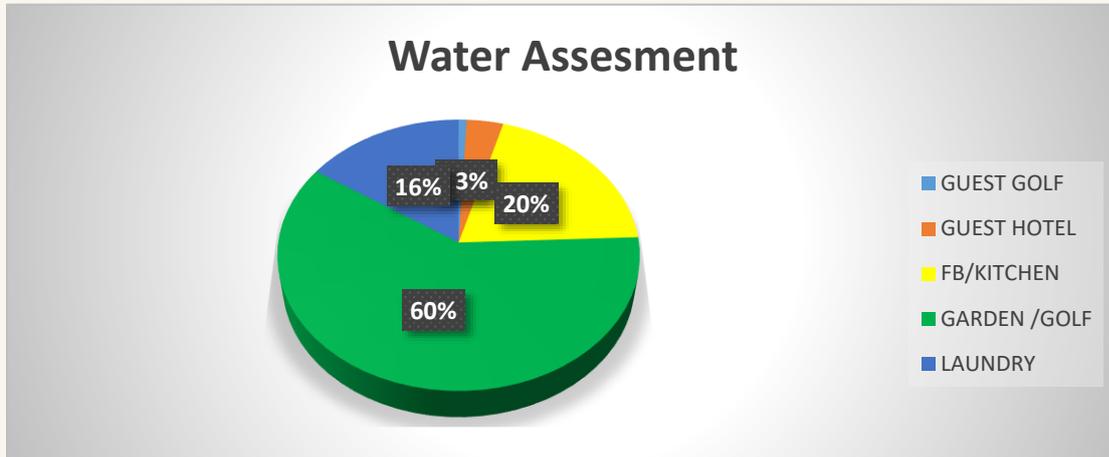


### 3. WATER SAVING

- Install Grey Water system (IPAL) for the Main kitchen in 2019.
- 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.







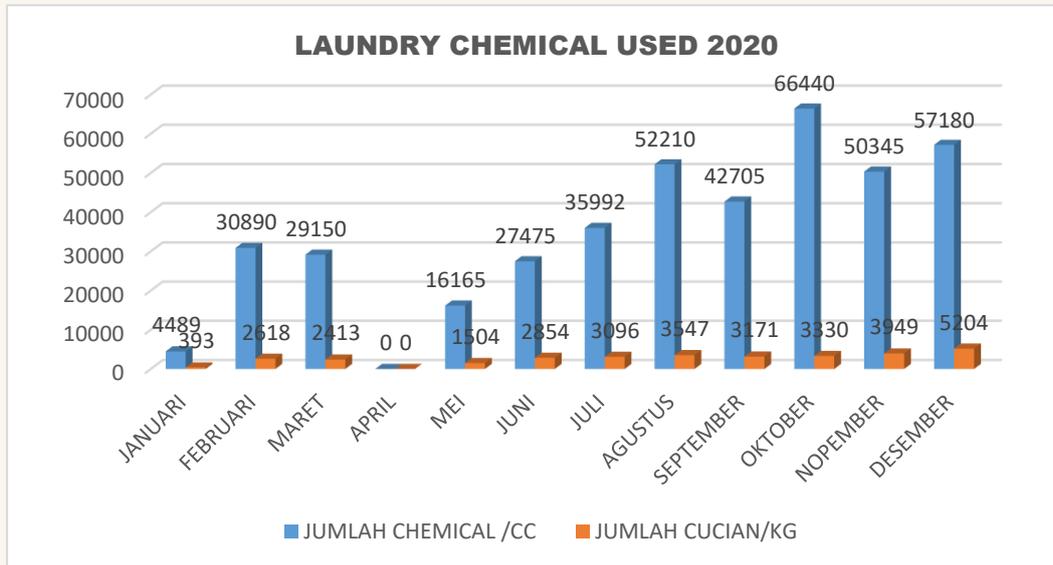
#### 4. CHEMICAL, POLLUTION CONTROL AND PREVENTION

##### *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.



### 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 more then 320 trees through our "Adopt A Tree Program "in 2019, and we will continue the program.
- We prefer to use low carbon emissions products and services.
- We have replaced most of our old kitchen chillers and storage refrigerator with new, environmentally friendly.

## CSR REPORT – HANDARA Give Back Programs

*\*SPECIAL MENTIONED FOR 'HANDARA GIVE BACK'S PROGRAM IN 2020'*

- Supporting the Front Line Health Care for COVID-19

The world is facing an unprecedented challenge with communities and economies everywhere affected by the COVID-19 Pandemic. On March 19th and April 1<sup>st</sup> Handara Give Back Team visited the Sanglah hospital and brought donation for the medical team in isolated room whose taking care of the Covid 19 patients.

We donated vitamins, fruits, energy drinks and Face Shield for Personal Protective Equipment (PPE).

To all healthcare professionals, thank you for working so tirelessly on the front line. You are an inspiration to all of us.



- BAGI for Bali, the Generous Life

An Ethical brand founded by Aliza Salviandra and Suhaila Nordin with mission to feed orphanaged and underprivileged children in Bali. Handara Give Back collaborated with the brand starting March 2020. In 2020 the collaboration has resulted in feeding 1302 number orphanages and underprivilage children and giving daily necessities to more than 30 orphanage houses.



- Handara – Jester Junior Golf Program

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



## List of HANDARA Give Back Program in 2020

No	Date	Program	Description
1	March 19	Collaboration with Bagi for Bali	Feeding unfortunate children in charity School of Trihita Alam.
2	March 31	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
3	April 1	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
4	May 23	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
5	June 3	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
6	June 12	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
7	June 12	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
8	June 13	Provide Sembako to Handara Staff and Caddies	To ease the burden of the staff , caddies and their families, our program distributed 225 sembakos.
9	July 11	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
10	July 31	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
11	August 1	Idul Adha	Distribution of Qurbani meats that reached 375 families
12	September 1	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
13	September 8	Provide Sembako to Handara Staff	To ease the burden of the staff and their families, our program distributed 135 sembakos
14	October 4	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
15	November 9	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali

No	Date	Program	Description
16	December 1	Provide Sembako to Handara Staff	To ease the burden of the staff and their families, our program distributed 135 sembakos
17	December 11	People in Need in local community	Distribute blanket for people in need in the local community
18	December 11	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
19	December 11	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
20	December 12	Collaboration with Buleleng Charity Community	Distribute Sembako and feeding unfortunate and sick children in Bali