



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.

SUSTAINABILITY PROGRESS REPORT 2021

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INTRODUCTION

Salam Hangat dari Handara Golf & Resort Bali

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 – 2021 telah menjadi salah satu periode yang paling menantang dan tidak mudah untuk tim perusahaan kami. 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.

Prestasi di 2021

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:

- Pemenang dari kategori '**Indonesia Best Golf Hotel 2020/2021**'.
- Mendapatkan '**Travellers Review Awards**' dari booking.com
- Dinominasikan sebagai "**World Best Eco Friendly Golf Facility 2021**" oleh World Golf Award.

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,



salviandra

Aliza Salviandra

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

AWARDS AND RECOGNITION IN 2021

- Winner of 'Indonesia Best Golf Hotel 2020/2021' from World Golf Award;
- Received 'Travellers Review Awards' dari booking.com;
- Nominated as "World Best Eco Friendly Golf Facility 2021' from World golf Award.



STARS HOTEL RATING & CONTINUOUS IMPROVEMENT OF HANDARA

- 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 .

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 2021 we continue to improve our facilities as follow:

1. New Drop Off Area



2. New Renovated Rooms



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 - 2022
<p><u>Environmental</u></p> <ul style="list-style-type: none"> ▪ Update Policies and Procedure ▪ Creation of the Green Team ▪ Establish realistic Green Goal for each department ▪ Improvement in our Corporate Social Responsibility (CSR) Program ▪ Set Target on Energy and Water Reduction ▪ Create Budget for investment in new technology ▪ Seminar and Training for Staff in relation to optimum energy-efficiency and waste. ▪ Follow Principle by Travelife Sustainability in Tourism 	<p><u>Environmental</u></p> <ul style="list-style-type: none"> ▪ Meet all the relevant legislations ▪ Annual Sustainability Progress Report ▪ Continue to provide training and seminar to staff regarding sustainability practice ▪ Plan Waste Management System ▪ Improve our data system regarding waste, chemical, energy and water. ▪ Continue to set target on energy and water reduction ▪ Continue to follow the Sustainable Principle by Travelife 	<p><u>Environmental</u></p> <ul style="list-style-type: none"> ▪ Continue to update policies and procedures and relevant regulations (if necessary) ▪ Continue to improve our data system and conduct assessment regarding waste, chemical, energy and water. ▪ Annual Sustainability Progress Report ▪ Implement Waste Management System ▪ Continue to follow the Sustainable Principle by Travelife ▪ Aim to Achieve recognition in sustainability practice <ul style="list-style-type: none"> ▪ Travelife Certification ▪ Improve Measurement Goals
<p><u>Social</u></p> <ul style="list-style-type: none"> ▪ Continue the Donation (CSR Program) for causes and people in needs ▪ Encourage Guest and Club Member to donate ▪ Discuss with the local community for mutual benefit ▪ Respect the human rights ▪ Hire people without discrimination ▪ Guest satisfaction survey ▪ Update the Union labor Agreement ▪ Provide information through website and e- newsletter 	<p><u>Social</u></p> <ul style="list-style-type: none"> ▪ Continue training program for staff and team members ▪ Continue to communicate 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 	<p><u>Social</u></p> <ul style="list-style-type: none"> ▪ Continue training program for staff and team members. ▪ Continue to communicate 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
<p><u>Economic</u></p> <ul style="list-style-type: none"> ▪ Deliver quality products and service ▪ Maximize Sales ▪ Continue renovation and improvement to the hotel and clubhouse ▪ Efficiency and quality of work ▪ Equal employment opportunity 	<p><u>Economic</u></p> <ul style="list-style-type: none"> ▪ Continue to deliver quality products and service ▪ Maximize Sale ▪ Continue renovation and improvement to the hotel and clubhouse ▪ Continue to support the local tourism ▪ Improve the Service ▪ Continue Guest satisfaction survey to improve the service and product ▪ Engage local partners in the hotel and golf course activity ▪ Create more environment friendly activities for our guest 	<p><u>Economic</u></p> <ul style="list-style-type: none"> ▪ Continue renovation and improvement to the hotel and clubhouse ▪ New Target market opportunities ▪ Maximizing benefit for our stakeholders ▪ Be competitive in the market ▪ Rebrand Handara as sustainable tourism destination ▪ Strengthen the hotel's external marketing based on its solid sustainability profile.

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.	

2021 Performance (Highlight)

Sustainability in light of COVID-19 Pandemic situation

- Participate and certified in **CHSE** program which is a program of the Ministry of Tourism and Creative Economy in the form of implementing health protocols based on **Cleanliness, Health, Safety, and Environment Sustainability**.
- Provide the standard equipment for COVID-19 protocol including automatic thermal checks, hand wash stations, hand sanitizers at the public areas such as lobby, toilet, guest locker and restaurant.
- Participate in Government's **Peduli Lindungi** program which is an application developed to assist relevant government agencies in tracking to stop the spread of Coronavirus Disease (COVID-19). This application relies on community participation to share location data with each other while traveling so that contact history tracing with COVID-19 sufferers can be carried out. Users of this application will also get a notification if they are in a crowd or are in a red zone, namely an area or sub-district where it has been recorded that there are people who are infected with positive COVID-19 or there are patients under surveillance.
- Support COVID-19 vaccination for employees by coordinating with local medical center for the 1st, 2nd and booster vaccine.
- Provide and implement Standard Operating Procedure (SOP) relating with COVID-19 to protect staffs and also guests from COVID-19 transmission.
- Support employee's health by providing vitamins and medicine on regular basis.
- Video Campaign on Travelife Certification in Handara. See Link. (<https://www.youtube.com/watch?v=3Rzf90hiEsk>)
- Staff Campaign wearing the new 'HandaraKulture' Uniform (see picture below)
- Continue to review and train all staff regarding environmental sustainability and children protection
- More than 70 % LED lighting throughout the hotel areas
- Energy Waste Documentation
- 645 New Trees planted in our resort under the Adopt a Tree Program
- Expanding CSR Program
- Rebranding Handara as Sustainable Destination in Bedugul, Bali.



1. LABOR & HUMAN RIGHTS

As our aim to increase our Resort standard level of services, we have conducted trainings to all of our staffs regarding Service Excellence. While during this COVID-19 Pandemic situation we also create training and provide standard protocol for COVID-19 such as automatic thermal checks, hand wash stations, hand sanitizers at the public areas such as lobby, toilet, guest locker and restaurant to protect our staffs and guests from COVID-19 transmission. Herewith training programs that we have conducted:

1. Staffs training regarding protocol of COVID-19

Department / Section	Training Date	Trainer	Attendees
Food and Beverage	24 October 2020	Ketut Suastika (Village COVID task force)	3
Housekeeping			3
Golf Operation			5
Security			4
Hotel Manager (A&G)			1
Golf Course Maintenance			2
Human Resources			2
			Total

2. Staffs trainings regarding Service Excellence by Mrs. Josephine from Career Acceleration Academy

a. Training topic: Excellence Customer Service

Department	Training Date	Trainer	Attendees	% Attendance
Front Office	7 -9 Feb 2022 (3 days)	Mrs. Josephine	11	100%
Food and Beverage Service			17	100%
Food and Beverage Product			5	27%
Housekeeping			13	100%
Golf Operation			10	100%
Security			4	36%
Sales & Marketing			2	40%
			Total	61

b. Training topic: Turning Complain to Compliment

Department	Training Date	Trainer	Attendees	% Attendance
Front Office	14 - 16 Feb 2022 (3 days)	Mrs. Josephine	11	100%
Food and Beverage Service			17	100%
Food and Beverage Product			5	27%
Housekeeping			13	100%
Golf Operation			10	100%
Sales & Marketing			2	40%
			Total	58

c. Training topic: Hospitality Grooming & Telephone Courtesy

Department	Training Date	Trainer	Attendees	% Attendance
Front Office	21 - 23 Feb 2022 (3 days)	Mrs. Josephine	11	100%
Food and Beverage Service			17	100%
Food and Beverage Product			9	50%
Housekeeping			13	100%
Golf Operation			10	100%
Security			5	45%
			Total	58

3. To raise awareness of waste management to our staffs, we have created competition of “waste sorting competition” on May – July 2021 as below attachments:



2. STAFF DEPARTMENT TRAINING PROGRAM

As our aim to increase our Resort standard level of services, we have conducted training to all of our staffs regarding Standard Operational Procedure. While during this COVID-19 Pandemic situation we also create SOP and standard protocol for COVID-19 such as automatic thermal checks, hand wash stations, hand sanitizers at the public areas such as lobby, toilet, guest locker and restaurant. Herewith training program that we have conducted:

i. May 2019

Staffs training regarding protocol and Standard Operating Procedure (SOP) of COVID-19

Training held for departments:

1. Front Office
2. Food and beverage
3. Housekeeping
4. Golf Operation
5. Security

ii. June 2021

Refresher training regarding protocol and Standard Operating Procedure (SOP) of COVID-19

Training held for departments:

1. Front Office
2. Food and beverage
3. Housekeeping
4. Golf Operation
5. Security

iii. October 2021 – January 2022

Front Office Department training by Chandra – Hotel Manager (Reception, GRO and Golf Reception)

Training topics:

1. Standard operating Procedure (SOP) Reception check-in
2. Standard operating Procedure (SOP) Reception check-out
3. Standard operating Procedure (SOP) In room check-in for VIP guests
4. Standard operating Procedure (SOP) Card verification
5. Standard operating Procedure (SOP) Handling complaints for leaders
6. Standard operating Procedure (SOP) Valet parking
7. Standard operating Procedure (SOP) Pet Keeping
8. Standard operating Procedure (SOP) Lost and Found

iv. February – March 2022

Multiple department staff training by outsource Trainer – Bu Jossy from Career Acceleration Academy

Full day training for departments:

1. Front Office
2. Food and beverage
3. Finance
4. Sales and marketing
5. Housekeeping
6. Golf Operation
7. Security

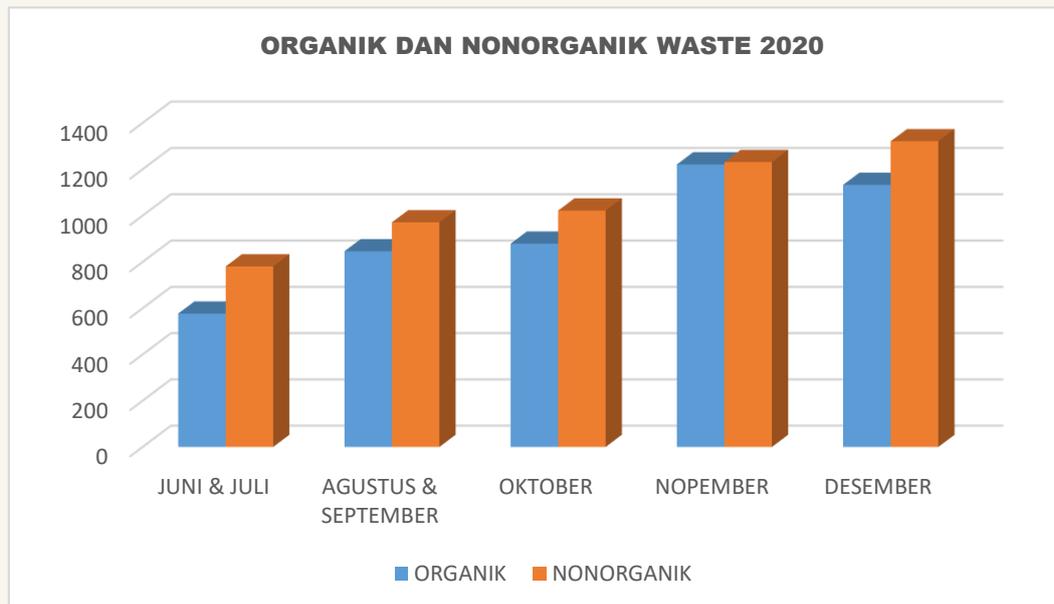
NO	TOPICS	PARTICIPANTS in Group	Duration
1	Excellence Customer Service	3 Groups @20 participants	Full Day Training
2	Turning Complaint into Compliment	3 Groups @20 participants	Full Day Training
3	Professional Hospitality Grooming	3 Groups @20 participants	Half Day Training
4	Telephone Courtesy	3 Groups @20 participants	Half Day Training
5	Train The Trainer	1 Group @ 14 participants	3 Full Days Training

3. 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.

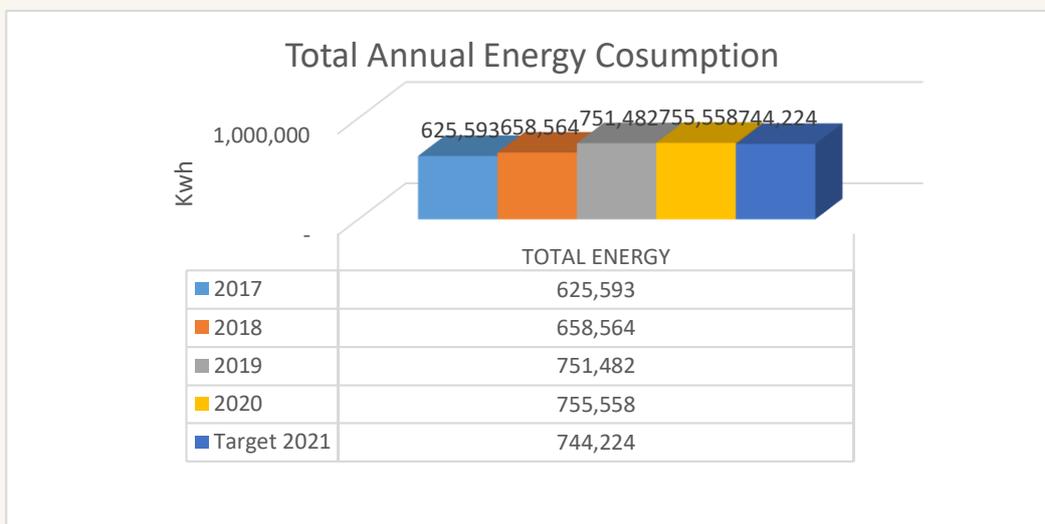
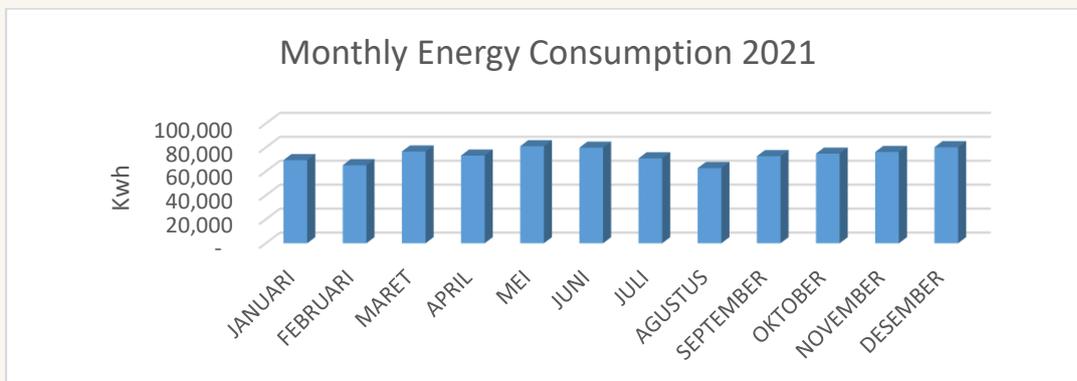
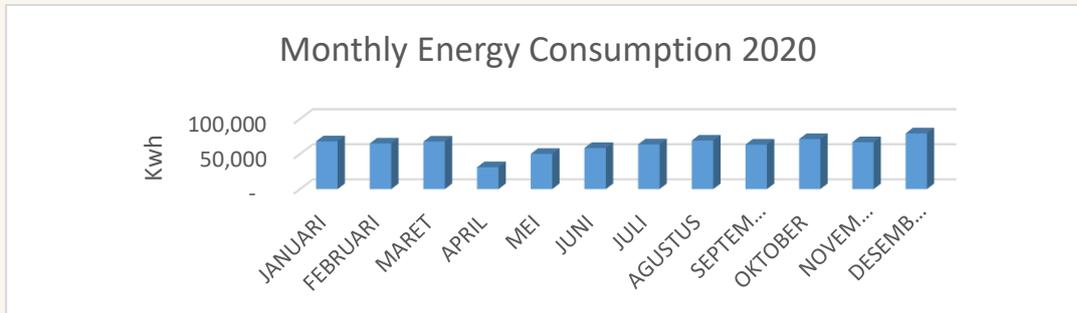
Our 2021 waste data is as follow:

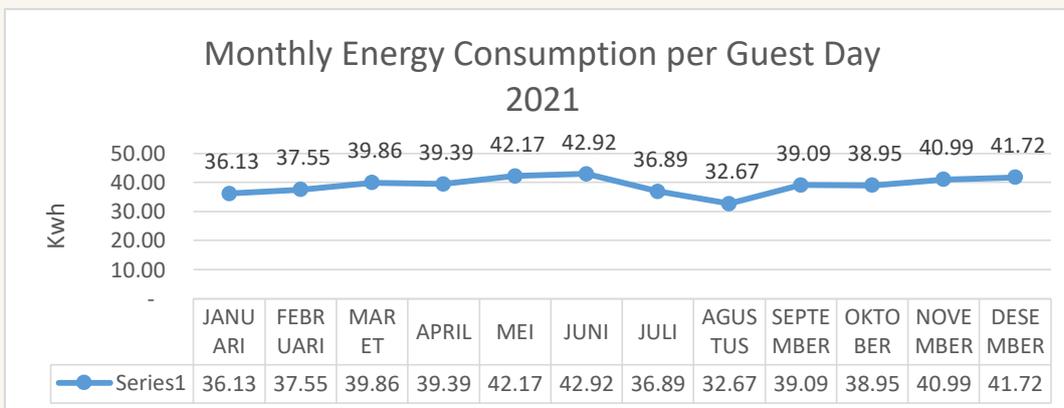
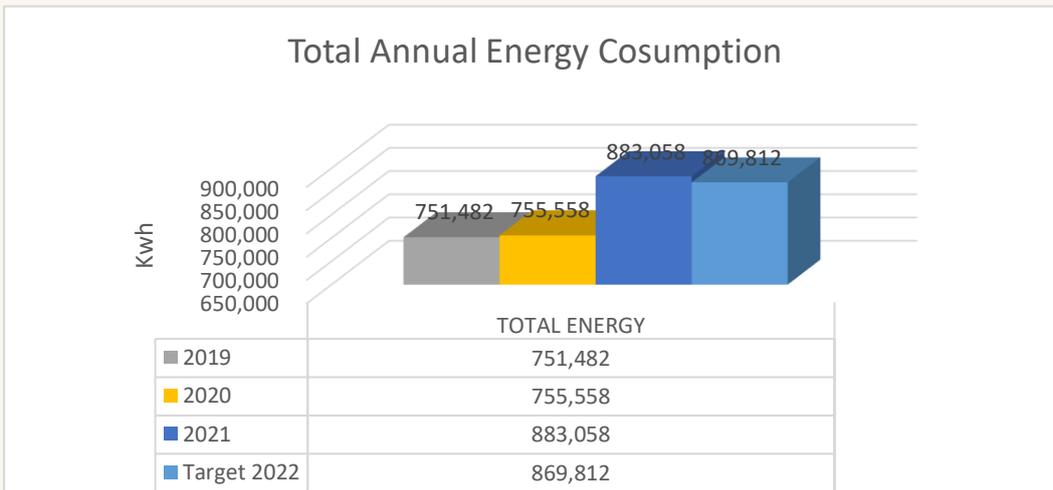
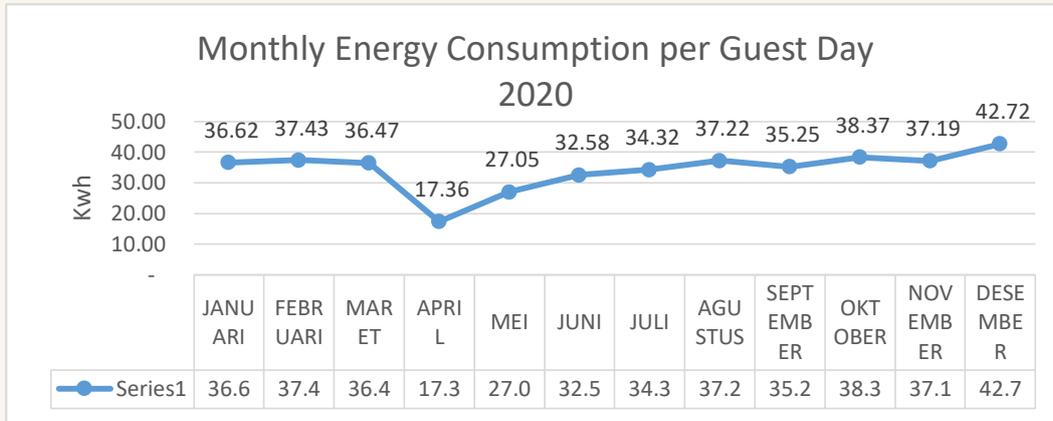


(Due to the beginning of the COVID 19 Pandemic – during the closing of our property we did not cover the waste data for the first quarter of 2020)

4. 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.
- Using solar panel lights along the road from Resort main gate until lobby and also along the road from kids' playground to security office which is saving more energy of electricity.
- 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



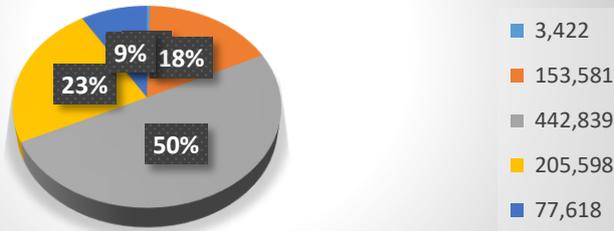
Energy Assesment 2020



Energy Consumption per Source 2021 Kwh



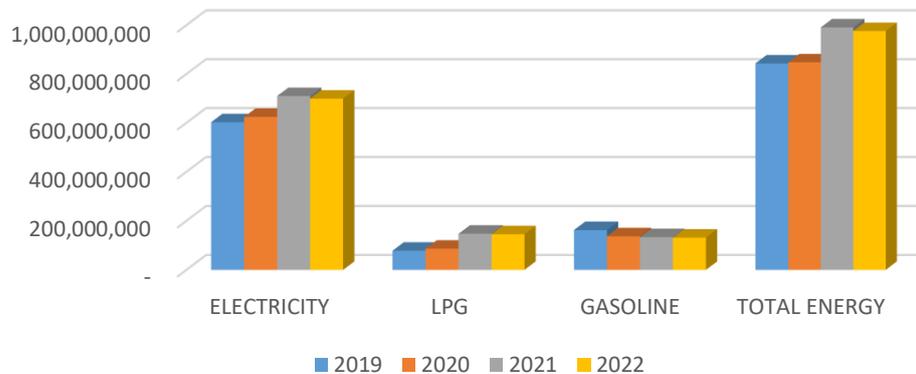
Energy Assesment 2021



Energy consumption period 2017 - 2020 expectation 2021

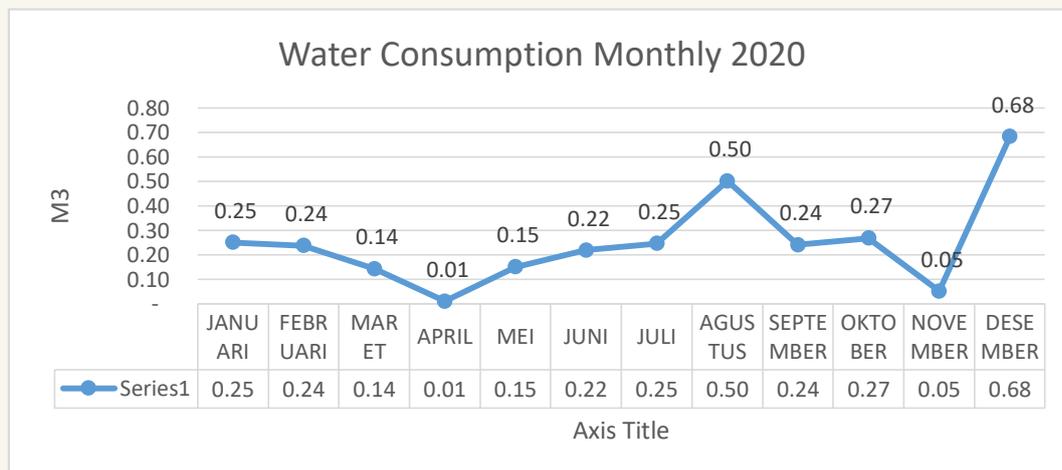


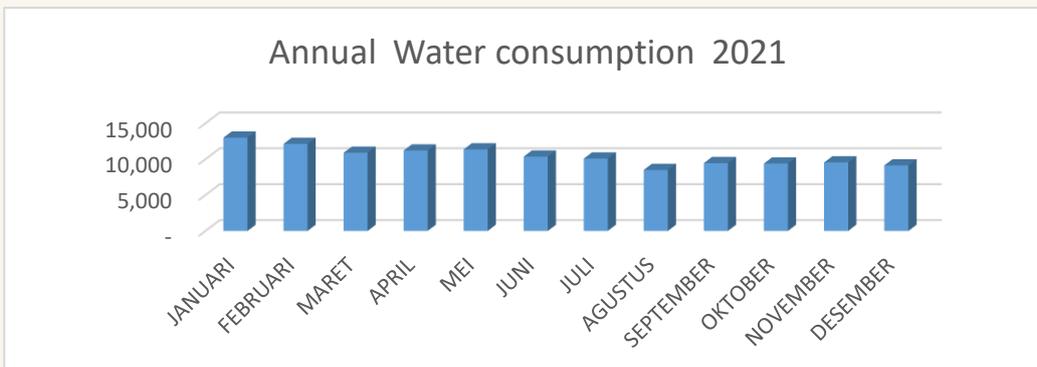
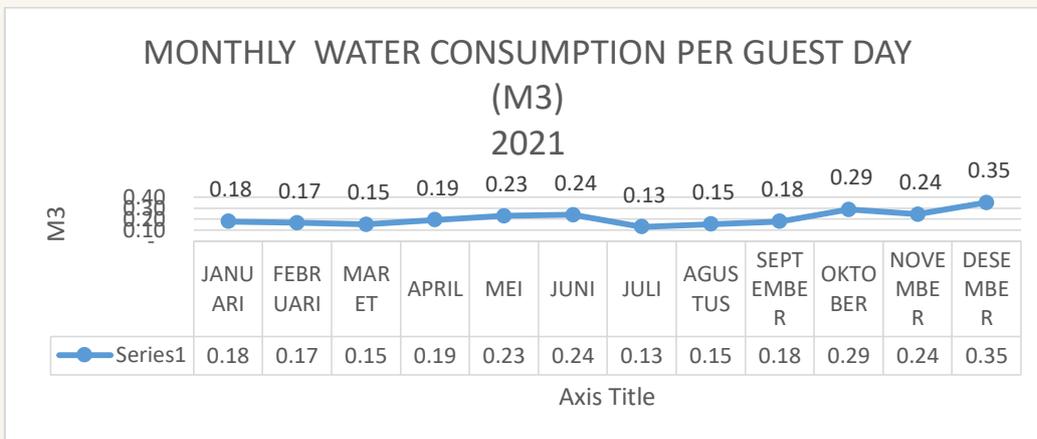
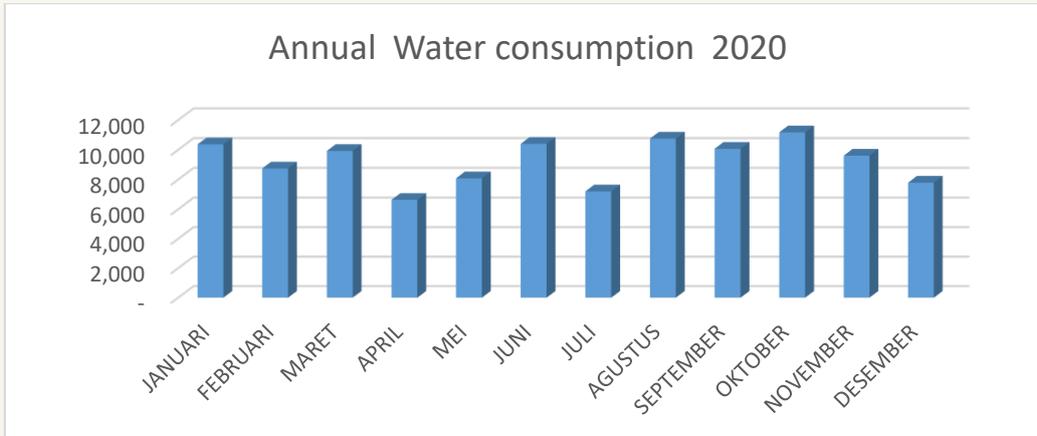
Energy consumption period 2019 - 2021 expectation 2022



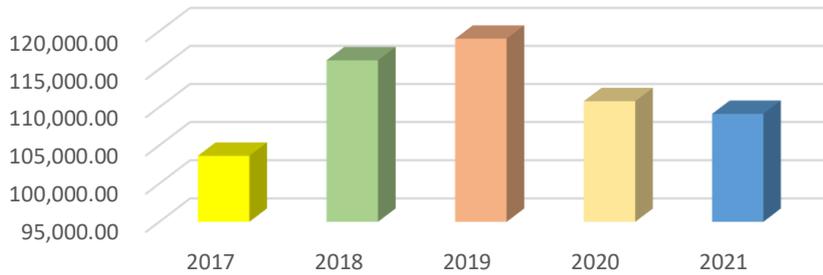
5. WATER SAVING

- 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.





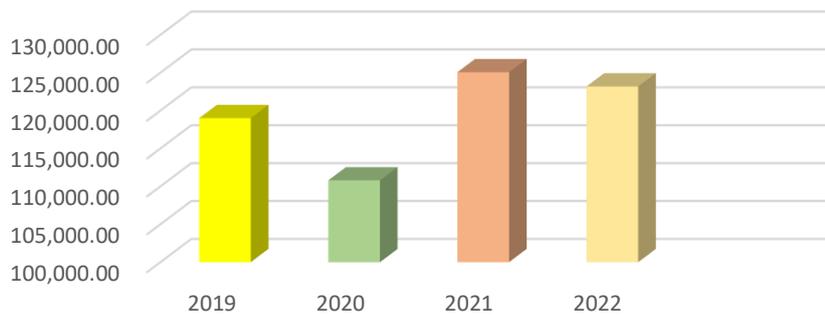
ANNUAL WATER CONSUMPTION (M3)

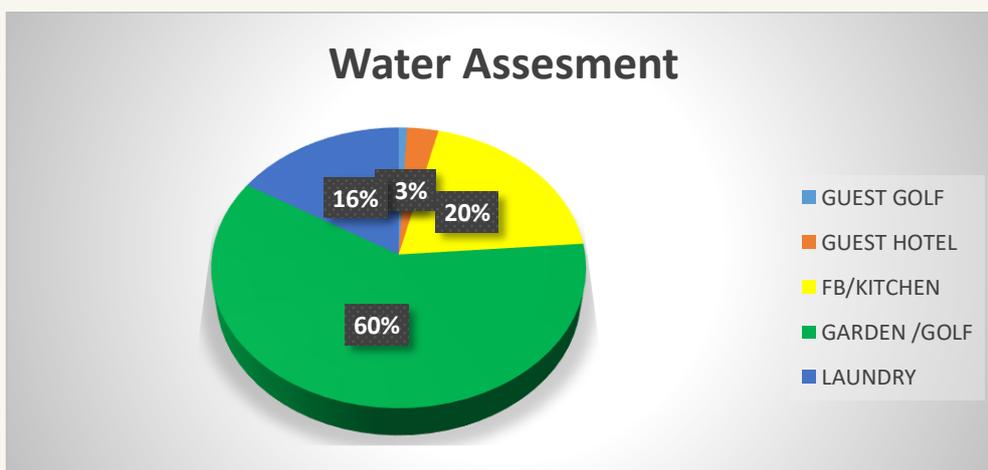
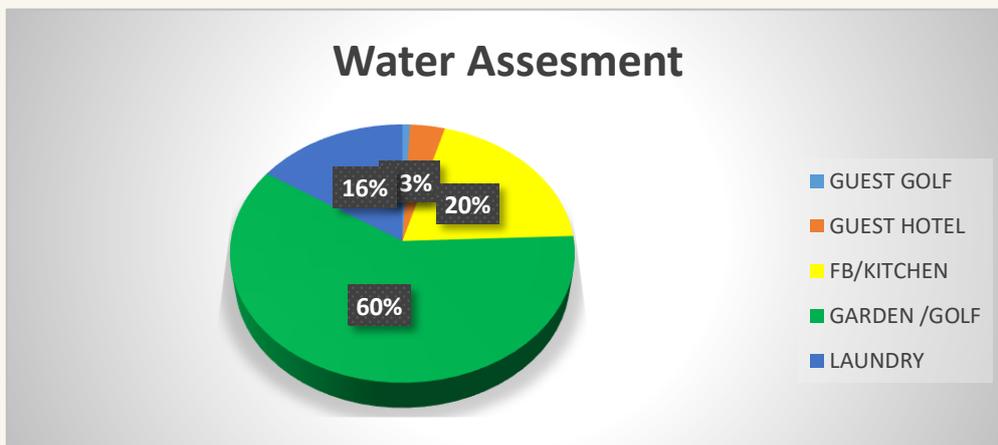


water consumption 2020



ANNUAL WATER CONSUMPTION (M3)





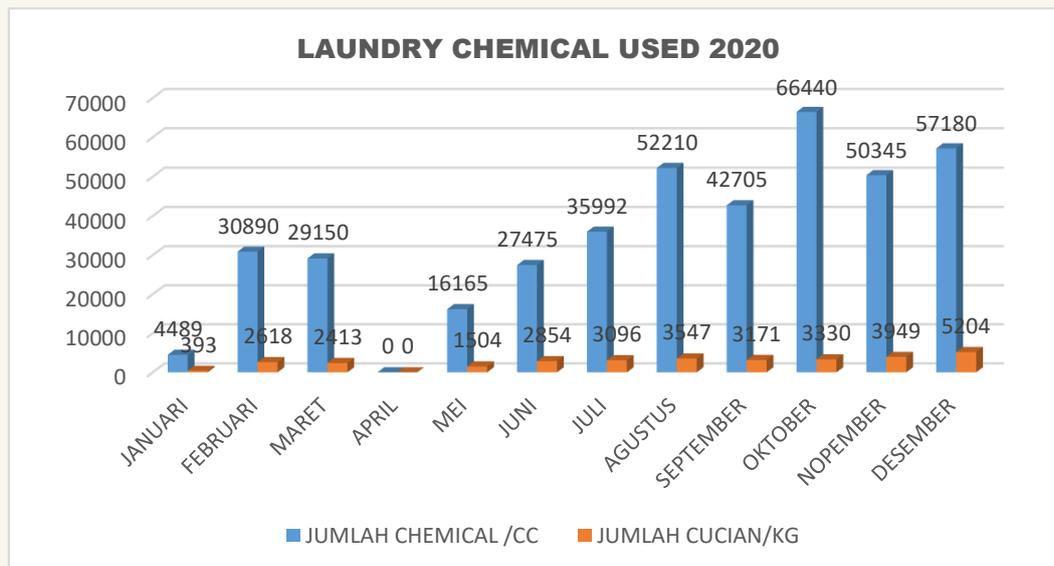
6. CHEMICAL, POLLUTION CONTROL AND PREVENTION

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.



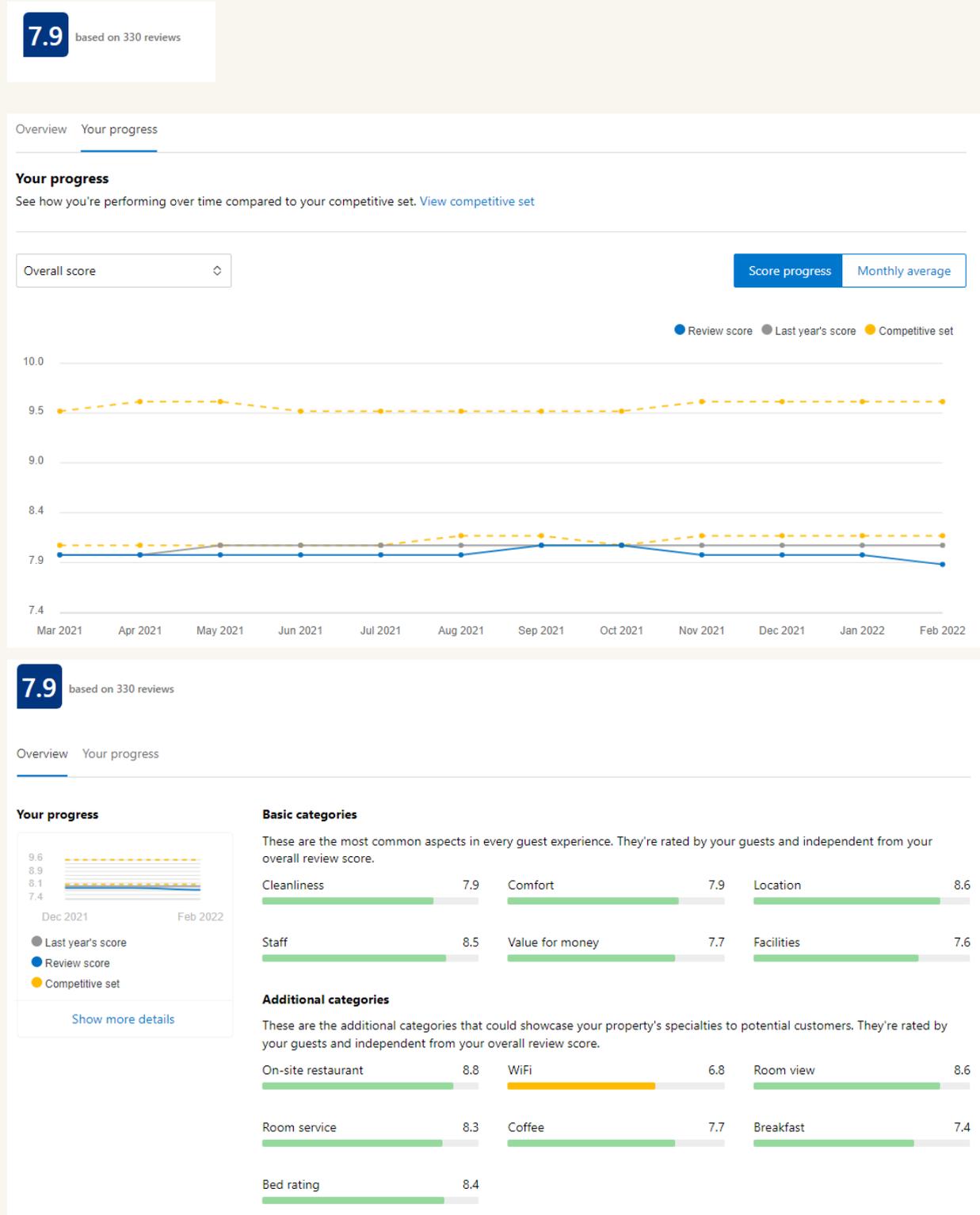
CARBON EMISSION

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.
- Using on-site electric vehicles (buggy cars) for golf and also for hotel guests & staffs transportation that the power is using electrical which has no carbon emission.
- We do not use AC for room cooling in all of our rooms and public area, but we use the natural air breeze, therefore reducing gas emission.
- 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 645 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 ^{ref}fridge with new, environmentally friendly.

7. GUEST SATISFACTION

We take the reviews report from booking.com as our online partner who provide guest reviews in detail according to categories as below figures:



booking.com Reviews Analysis and Action plan

- Based on the score categories, **highest** score reviews are:
 1. On site Restaurant (8.8)
 2. Location & Room view (8.6)
 3. Staff (8.5)

- **Lowest** score reviews are:

1. **WIFI (6.8)**

Action plan:

Create user login for our current WIFI provider so that we can limit the usage of the WIFI (on progress by IT).

2. **Breakfast (7.4)**

Action plan:

1. Coordinate with Chef and F&B team that we need to add variety on the Breakfast menu.
2. Coordinate with Chef and F&B team that we need to change the equipment such as Chafing Dish to make breakfast more attractive.

3. **Facilities (7.6)**

Action plan:

We upgrade booking.com Guests who stay at Garden views to Deluxe rooms or if it is not possible then allocate at renovated Garden Views to minimize comment on “dated property” or “need renovation”. This plan has been done, need to monitor the impact on the guest reviews.

8. CSR REPORT – HANDARA Give Back Programs

**SPECIAL MENTIONED FOR ‘HANDARA GIVE BACK’S PROGRAM IN 2021’*

1. Lend A Helping hand to assist the Community during the Pandemic

The world is facing an unprecedented challenge with communities and economies everywhere affected by the COVID-19 Pandemic. There are several cases of COVID-19 in the surrounding villages and to protect the safety and health of our guest and employees, we have decided to temporarily close our property until further notice. We are committed to support all staff at much as possible during the uncertain and challenging times. We also support economic return to community by hiring local Pancasari people as most of the labors for the Hotel and also Golf Course.

In response to the above, the Handara Give Back Program lend a helping hand to assist the community during the pandemic. Together we will provide essential medical and non-medical supplies to rural families and medical facility in the village in North Bali.

The team also went to the street in the center city of Denpasar, Bali to distribute food to the people in need during the emergency lock down (pkpm) in Bali.



2. Swap your plastic Waste to Food

With 105,000 jobs lost and NGOs have said thousand of people on the island of Bali are going hungry, Handara Give Back Team came forward to help erase their burden during this covid pandemic by distributing 'Sembako'. At the same time, we educating the people about waste on the island and help clean the island from plastic waste.



3. 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 2021 the collaboration has resulted in feeding more than 4000 number orphanages and underprivilege children and giving daily necessities to more than 50 orphanage houses.



4. 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 2021

We help more than 1500 Families in year 2021 by providing them food, 'sembako' and vitamin and medicine and more than 4000 number orphanages and underprivilage children and giving daily necessities to more than 50 orphanage houses.

No	Date	Program	Description
1	January 25	Collaboration with Yayasan of Kasih Anak Kanker Bali	Distribute Sembako and feeding unfortunate and sick children (cancer) in Bali
2	February 23 – May 1	Swap your Plastic Waste for Food in several rural areas	Distribute Sembako and food in exchanged for clean plastic waste.
3	February 28	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
4	April 19 – April 23	Collaboration with Komunitas Kasih Sayang	Sent Help and Relief Nusa Tenggara Timur (NTT)
5	July 27	Distribute Food to the street during the Emergency Lock Down (PKPM)	Distribute food to the street to people in need during the Emergency PKPM in Bali.
6	July 27	Idul Adha	Distribution of Qurbani meats that reached 375 families
7	August 16 - August 17	Lend A Helping hand to assist the Community	Provide essential medial and non-medical supplies to rural families and medical facility in the village in North Bali total of 242 Families and 820 Medical Workers
8	August 21	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
9	September 24	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
10	October 26	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali

No	Date	Program	Description
11	November 27	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali
12	December 10	Collaboration with Yayasan Madya Nurus Salam	Provide sent help and relief to the victim of Mt. Sumeru Eruption in East Java.
13	December 18	The Elderly in Bali & Kintamani	The team visited total of 60 families and shared their company and donated groerries and food.
14	December 21	Collaboration with Bagi for Bali	Distribute Sembako and feeding unfortunate and orphan children in Bali