



## **SUSTAINABILITY REPORT 2021**

*Time for Action*

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## ABOUT US

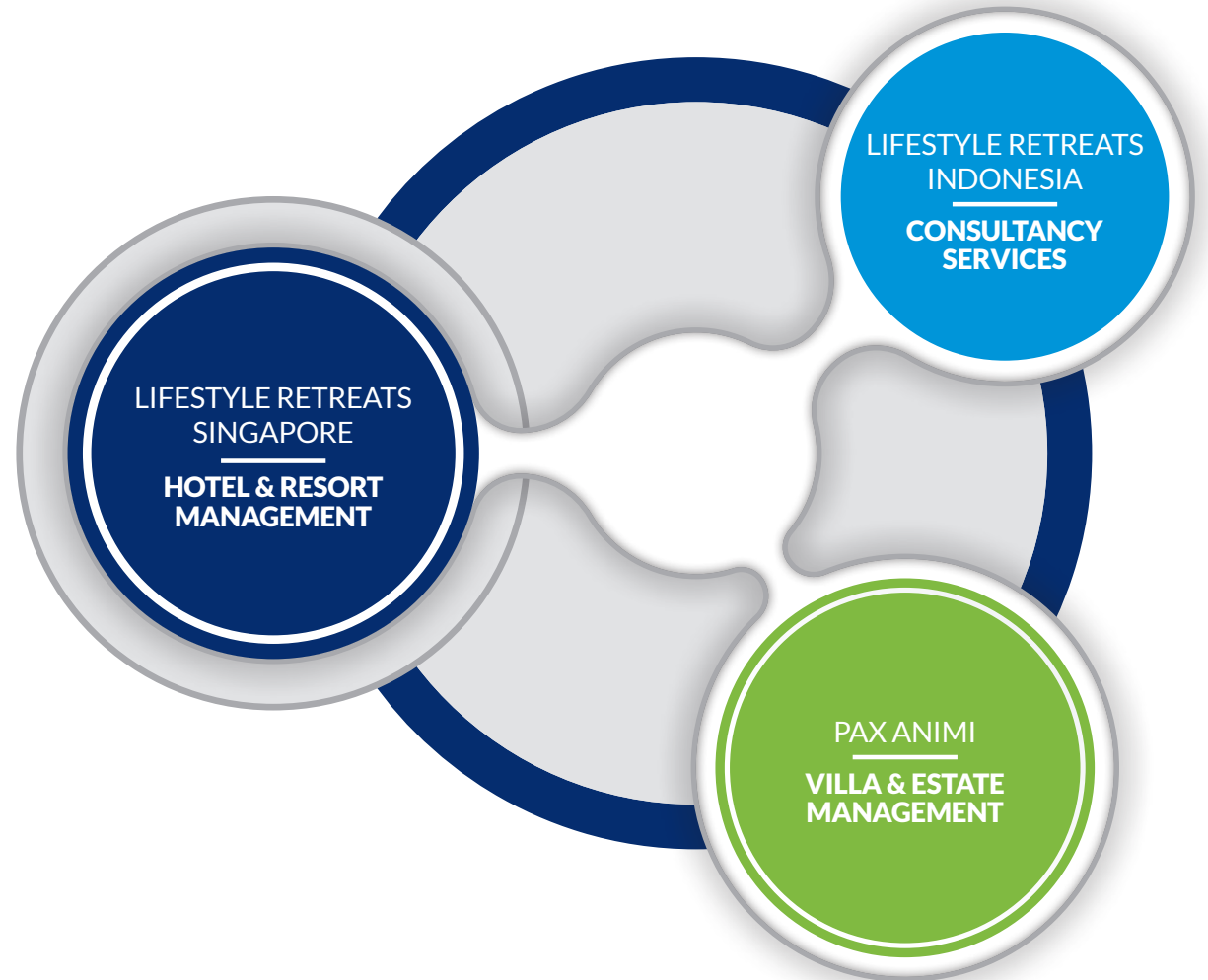
Lifestyle Retreats management company is a global family of dynamic and committed tourism professionals offering a unique approach to hospitality: an innovative, sustainable, ethical and holistic way to develop and manage hotels, resorts, villas and private estates.

Lifestyle Retreats transforms dreams into financially successful and peaceful retreats, respecting local traditions and culture, working with the environment and supporting local communities.

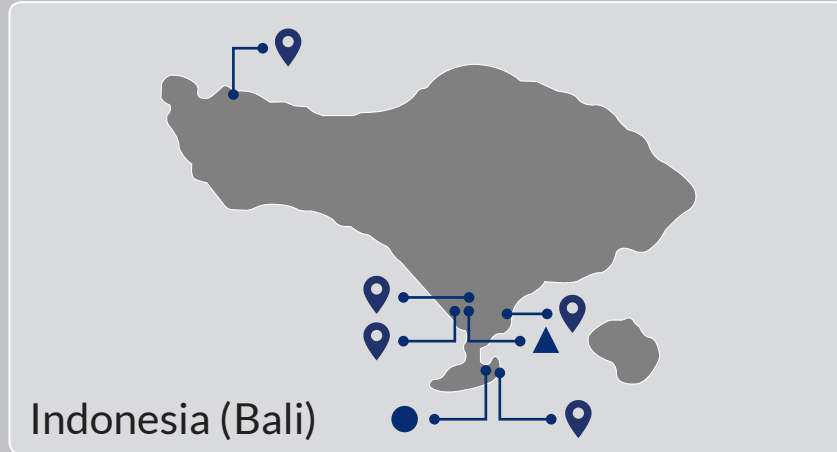
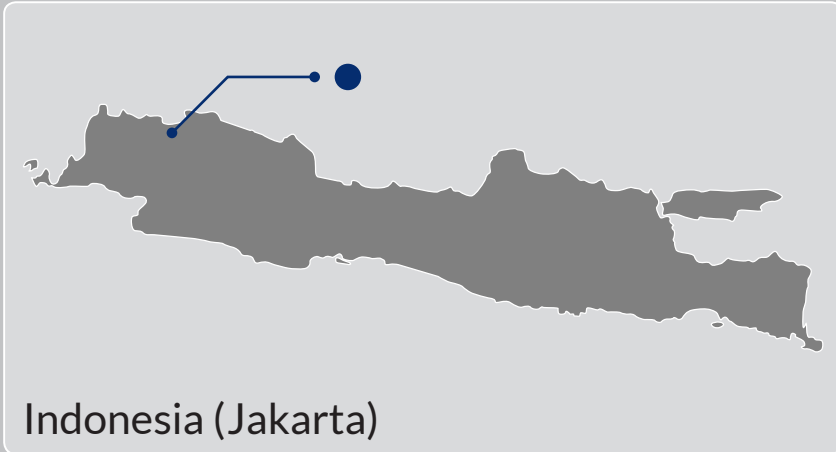
Wherever the project is located, the company focuses on developing the locals, nurturing them to work efficiently and happily, improving employee welfare and providing exemplary service. This approach helps create places of complete relaxation with deluxe accommodation and unparalleled, genuine and personalised service.

Everything is done with a genuine Passion for Life!

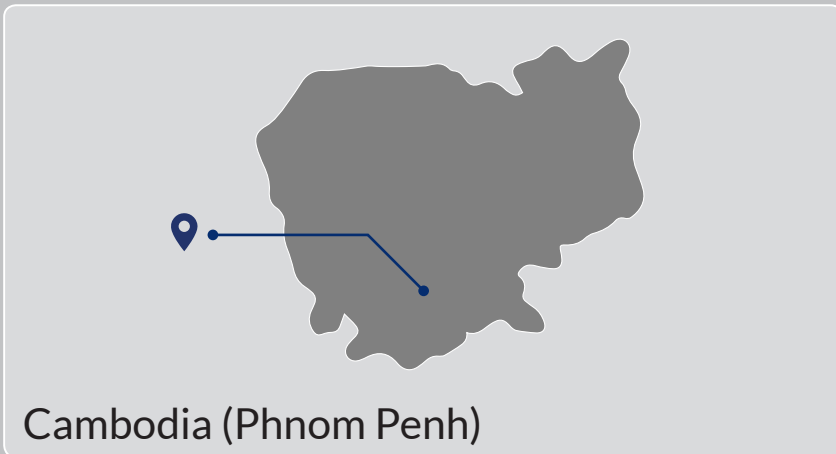
Lifestyle Retreats was founded in Singapore in 2005 and is comprised of a number of entities operating in Cambodia, Singapore and Indonesia. The group currently employs more than 300 enthusiastic team members known as our 'family'.

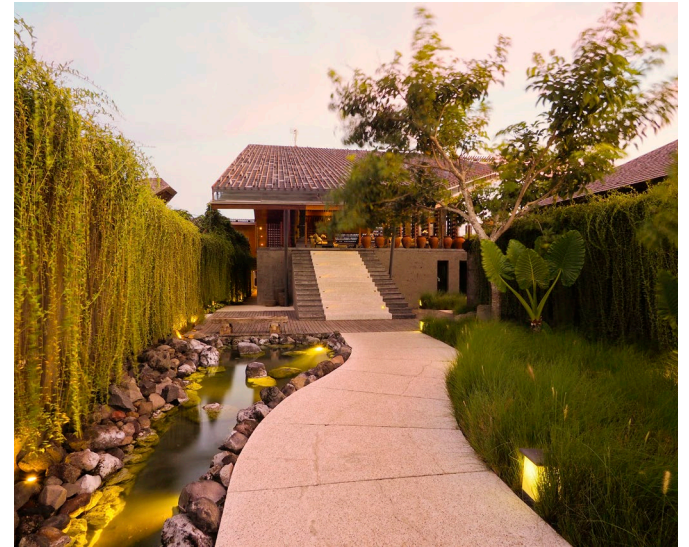


# ABOUT US



- Office ●
- Hotel/Resort 📍
- Villa ▲





## A MESSAGE FROM THE MANAGING DIRECTOR

As I turned 49 earlier this year, I took time to reflect and appreciate what life is all about, more than ever before due to the pandemic. What an amazing journey it is, despite of the obvious challenges. I came to the conclusion that there might be no bigger challenge than overcoming the potential consequences of global warming and unprecedented climate crisis we are all experiencing.

In line with our ongoing efforts to make a positive impact in everything we do, we decided to steer towards a more sustainable future with long-term values and a sustainable value chain, for us and for all. We are committed to minimising negative impacts on society and the environment while driving greater positive impacts wherever we set foot. Simply put, we see sustainability as our genuine care for the world, our stakeholders and ourselves for generations to come. A legacy that deserves everyone's focus and attention.

This is easier said than done. We have a lifelong journey to bridge the gap between our ambition and action. From focusing on economic and social sustainability, we move forward to environmental action. Understanding continuous improvement is at the heart of sustainability; we never stop identifying room for improvement and seeking the best possible solutions within our capabilities.

We take sustainability seriously and this report is an example of our honesty and transparency. We also want to express our appreciation to you for taking the time to read. We humbly acknowledge that there is still a lot more that we can do. I will personally appreciate any recommendation or feedback as every insight is meaningful for us to grow and create a better life for all.

Blessings,



Jose Luis Calle  
Founder & Managing Director



## ABOUT THIS REPORT

Lifestyle Retreats has prepared this report to present the company's social and environmental performance during the period from 1 January 2021 to 31 December 2021. This report covers the initiatives and actual performances of the companies listed in the table below.

Although we initiated our sustainability focus in 2019, 2021 is the first time we officially share our work and results with all stakeholders, especially the market and our customers. This is our current progress on this lifelong journey. Consequently, all social and environmental data of the year 2021 will be the baseline for the following year.

All data is continually collected, measured and internally audited. The initiatives follow international sustainability standards for hotel industry, Global Sustainable Tourism Council Criteria (GSTC) and United Nations Sustainable Development Goals (UN SDGs).

In this report we will showcase the links between our efforts and certain SDGs.

Indonesia		Environmental and Social Performance				
		Policy	Energy	Waste	Water	Human Resources
	The Balé, Nusa Dua	✓	✓	✓	✓	✓
	The Menjangan, West Bali National Park	✓	✓	✓	✓	✓
Hotel	IZE Seminyak	✓	✓	✓	✓	✓
	The Santai, Umalas	✓	✓	✓	✓	✓
	The Samata, Sanur	✓	✓	✓	✓	✓

## THE OFFICE OF SUSTAINABILITY

The Office of Sustainability is managed by the Human Resources and Green Team who are responsible for the social and environmental sustainability of our business.

Each entity houses one Human Resources Executive and one Green Team Coordinator. They help and report to the Corporate Human Resources Manager and Sustainability Coordinator. The Office of Sustainability is under the direct guidance of the Managing Director to achieve the short- and long-term goals of the company.

We are proud that most of our team members are internally recruited. We believe that any existing family member could be promoted and trained to take on new challenges. They are the ones who have been with us throughout the years with a deep understanding of our operations.

Since the members are spread out over many locations, we have learned that effective communication is crucial to ensure everyone's commitment to our holistic approach to sustainability.





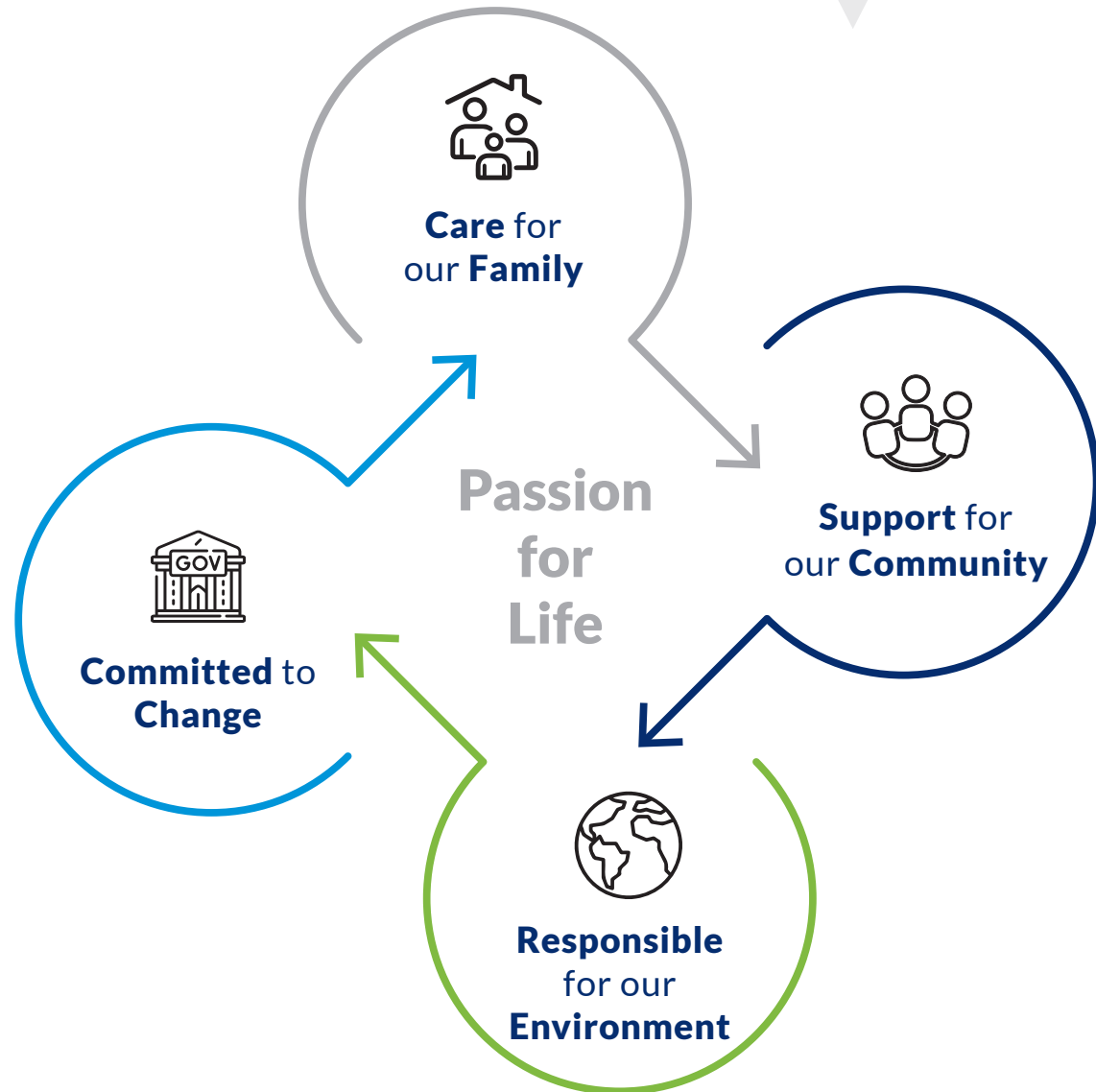
# OUR HOLISTIC APPROACH

## PASSION FOR LIFE

The company's tagline *Passion for life* has been deeply rooted and is now being taken to a deeper meaning which will help us strengthen our focus on sustainability.

Connecting with our core values of Quality, Care, and Commitment, we have formed a holistic approach to sustainability.

This model will be the basis of our thinking, planning and actions towards the vision of a sustainable future with long-term values and sustainable value chains, for us and for all.



# CARE FOR OUR FAMILY

Our family, which we call our employees, is one of our most important assets.

Wherever we set foot, we focus on developing the local people, nurturing them to work efficiently and happily, improving employee welfare and providing exemplary service.



# CARE FOR OUR FAMILY

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# CARE FOR OUR FAMILY



# OCCUPATIONAL HEALTH AND SAFETY



## SAFETY TRAINING

Safety and security training has been conducted for all staff family members for years but the frequency was more intense through the COVID-19 pandemic. We have carried this training so everyone can handle technical or emergency issues.

They included fire alarm and fire extinguisher trainings, for example.

# OCCUPATIONAL HEALTH AND SAFETY

## WELLBEING PROGRAM

We formulated and launched a wellbeing program across all properties in Bali from April to November 2021 to boost the morale and motivation of our team members who had been directly impacted by the pandemic.

The program focused on four specific areas: mental health, skill development, motivational training and physical health. The program was conceptualised based on the survey conducted across the group.

The employees were encouraged to share any feedback or advice to the management on how to assist them in any possible way during such challenging period.

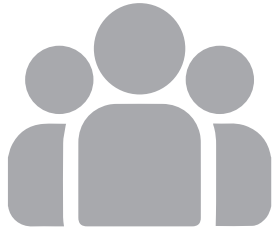
Our creativity turned into concrete actions, for example:

- Motivation booster: sessions in mindfulness, stress release and confidence boosting conducted by experienced yoga instructors and doctors.
- Energy lift: Zumba and laughter yoga sessions.
- Mind detox: quality time with resort General Managers with whom team members had one-on-one sharing sessions to seek personal and professional advice and guidance.
- Skill development: 12 workshops carried out from September to November by both internal and external trainers helping our team member to learn new skills that could potentially turn into additional streams of income.



# OCCUPATIONAL HEALTH AND SAFETY

## WELLBEING PROGRAM HIGHLIGHTS



**231**

participants



**16**

sessions  
completed



**14**

different  
topics



**9**

Family  
members  
became  
trainers




**5**

LR properties  
became event  
venues

# WELLBEING PROGRAM ACTIVITIES

• Laughter Yoga • Zumba



Energy lift

• Mindfulness • Stress Release



Motivation booster

• Quality time with Managers



Mind detox

• 12 Skill Workshops



Skill development



## PAY EQUITY

Despite the unavoidable challenges during the pandemic, we remained committed to providing equitable and competitive compensation, honouring respective employment contracts.

However, given the severe effects of the pandemic, we were compelled to adjust the working days to business demands but not lower than government regulations.



# RAISING AWARENESS OF GLOBAL ISSUES

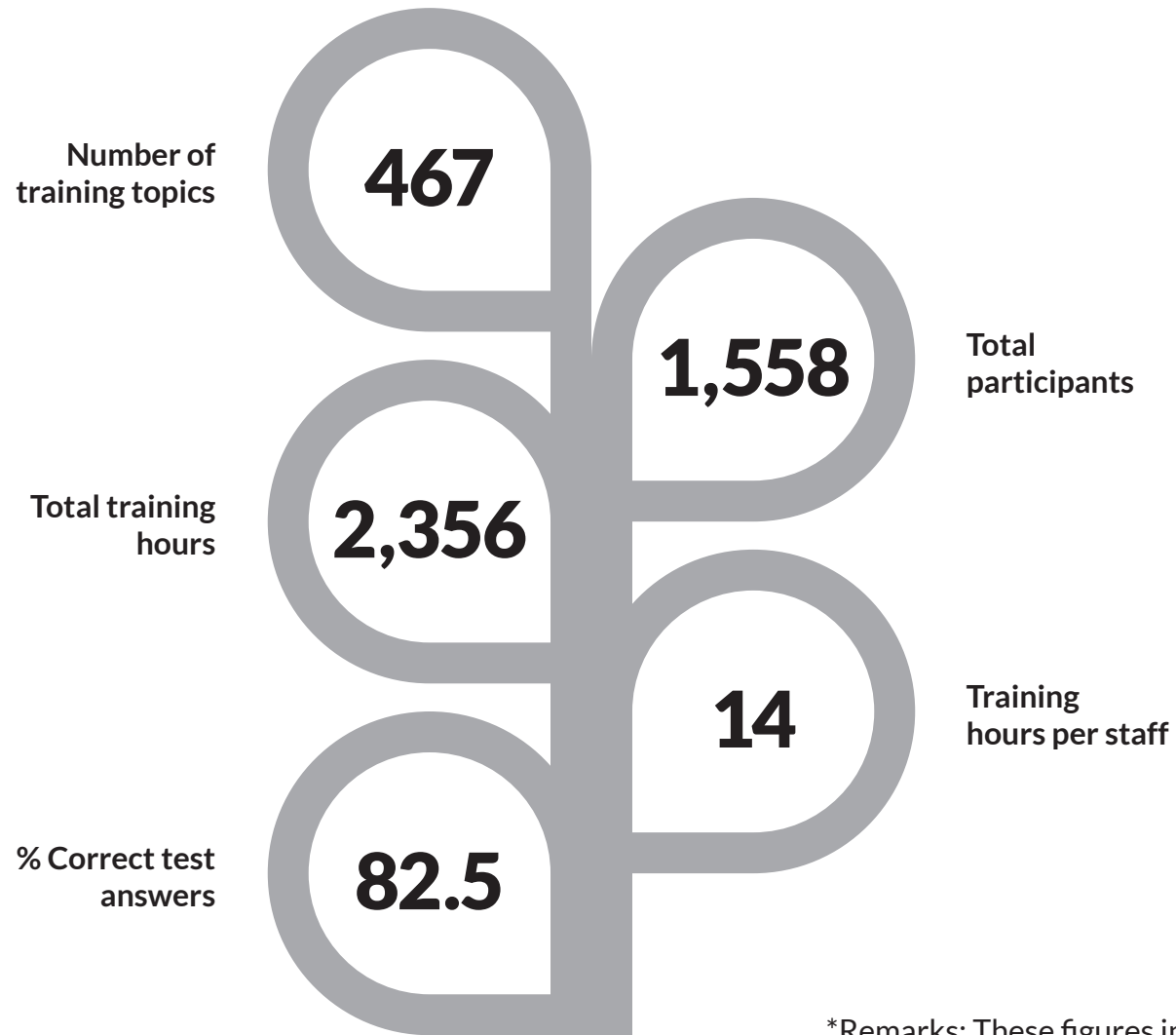
## WASTE MANAGEMENT IN BALI

Human Resources Executives, Green Team Coordinators and several General Managers visited the facility of one of our waste suppliers, Nusa Dari Permai at landfill TPA Suwung, Bali.

We inspected and observed first-hand how waste is handled. The purpose of this initiative was to better understand the significant impacts of waste disposal on the environment.



# SKILL DEVELOPMENT



\*Remarks: These figures included the “Skill Development” sessions of wellbeing program besides cross-trainings and departmental trainings.

# SKILL DEVELOPMENT

lifestyle **retreats**

cooking workshop  
with chef anom

## cara memasak DALUMAN



DIMANA?      JAM BERAPA?      KAPAN?  
**THE SAMATA,  
ZENSO**      **15.00 - 17.00**      **SENIN  
18 OKT 2021**



[register now!](#)

passionforlife

lifestyle **retreats**

## STICKY RICE TAPE

WITH  
SURYANTINI



TUESDAY • SEPTEMBER 7 • 3:00 PM  
GONG RESTAURANT, THE SANTAI UMALAS

lifestyle **retreats**

marketing workshop

YUK, BELAJAR  
**Mengembangkan  
Bisnis di  
Media Sosial**

Di masa pandemi ini, banyak yang memilih untuk berbelanja secara online. Yuk, coba kembangkan bisnis kita melalui media sosial!

DIMANA?      KAPAN?      JAM BERAPA?  
**IZE SEMINYAK**      **SENIN  
13 SEPT 2021**      **15.30 - 17.00**

[register now!](#)

passionforlife

ize **lifestyle retreats**  
SEMINYAK

## Kelas Make Up

OLEH DIANA MOON MAKE UP

Professional MUA dan Owner dari  
@dianamoon\_bali\_wedding  
@dianamoon\_boutique  
@makeupbydianamoon

Hari/Tanggal : Selasa, 05 Oktober 2021  
Jam : 15.00 - 17.00  
Tempat : Ize Seminyak

Di kelas ini kita akan diajarkan bagaimana cara mengaplikasikan make up sederhana untuk diri sendiri serta langsung mempraktekkan langkah demi langkah cara make up oleh semua peserta.  
Untuk itu semua peserta dimohon membawa alat make up sendiri termasuk cermin.

Flyers of skill development workshops

# SKILL DEVELOPMENT



Arak making workshop

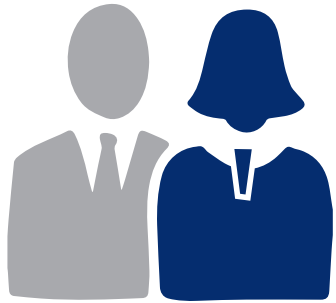


Make-up workshop



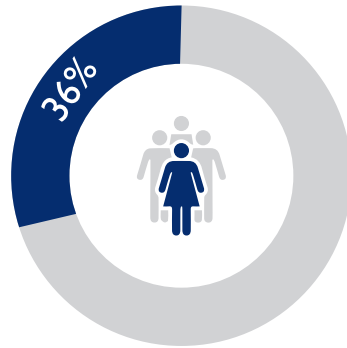
Financial literacy workshop

## DIVERSITY, EQUITY & INCLUSION



% of males and females

**76% and 24%**



% of female in management positions

**36%**



% of local employees

**99%**



% of revenues for CSR

**0.08%**

## SUPPORT FOR OUR COMMUNITY

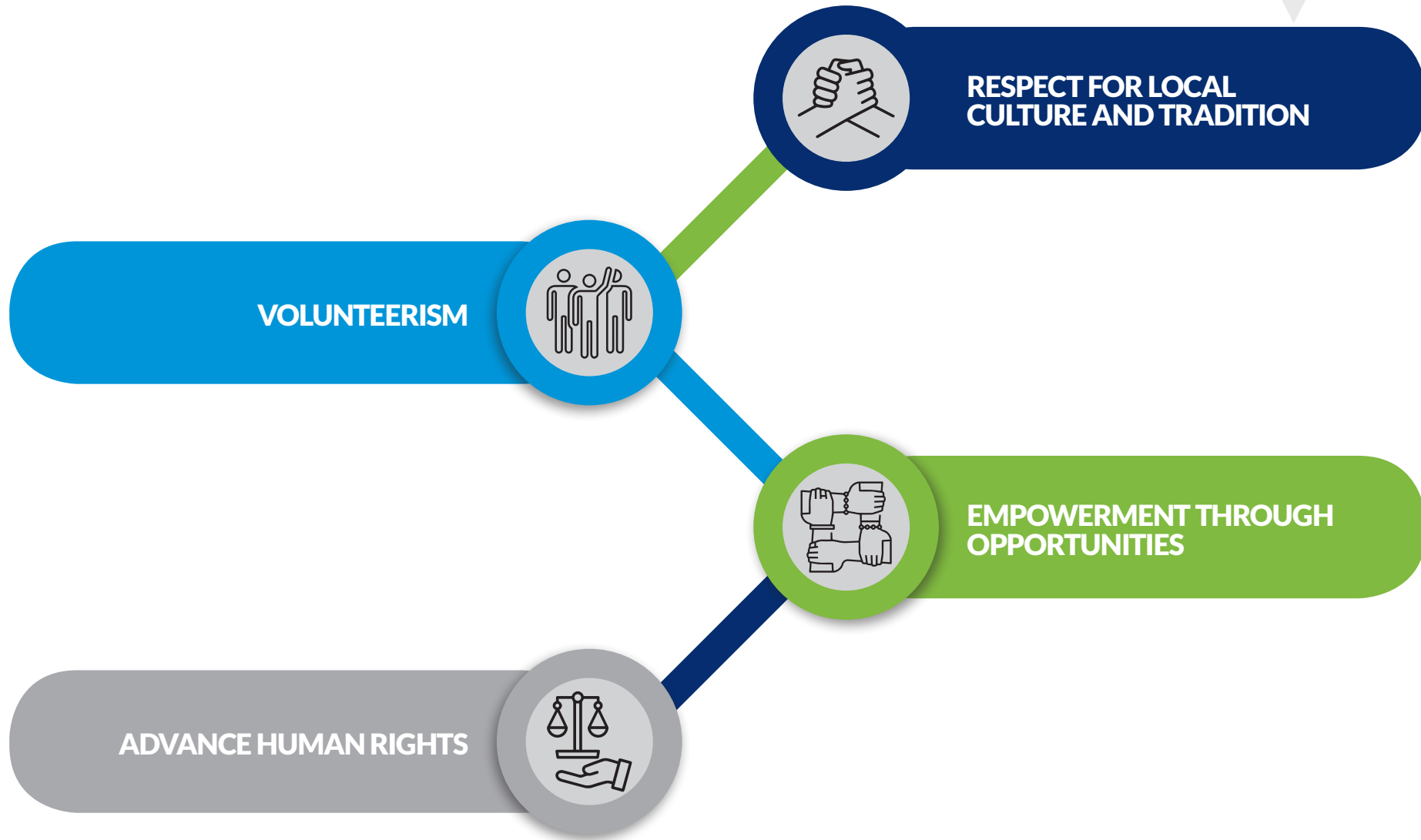
At the same time, we strive to increase our positive impacts on our communities so that all can live together in an equitable, healthy and sustainable way.

We respect and preserve the unique cultures and heritages of any community we are located within.

We believe in the power of empowerment, advancing human rights and providing opportunities to those in need.



# SUPPORT FOR OUR COMMUNITY





# RESPECT FOR LOCAL CULTURE AND TRADITION

## HINDU CEREMONIES OF BALI

For the operating assets in Bali, a unique island that is rich in culture, tradition and religions, we regularly hold many Hindu ceremonies throughout the year with different purposes.

Among these ceremonies, one of the most important is the temple anniversary called Odalan, which falls on a full-moon day of a certain month.



## RELIGIOUS CELEBRATION IN BALI

We respect any/all religions, in any forms or beliefs.

Among the activities to support each religion equally, we host gatherings for every religion and welcome the participation of any family members and the community.



# VOLUNTEERING

## BLOOD DONATION

We are committed to supporting the blood banks of local hospitals by regularly organising blood donations every quarter.

We donated a total of 68 blood bags through the COVID-19 pandemic.



## EMPOWERMENT THROUGH OPPORTUNITIES



Women's empowerment



Mental health promotion



On-the-job training for hospitality students

Throughout Lifestyle Retreats' 17-year history, we have remained grateful for all the opportunities encountered and have stayed true to our mantra: "treat other people the way we want to be treated". We want to give back and give forward by creating and sharing opportunities with our community.

Hence, we have carefully selected local not-for-profit and for-profit organisations to form partnerships and offer a wider range of opportunities to more people. For example:

- Women's empowerment: partnership with 1 foundation
- Mental health promotion: partnership with 2 mental health centres
- On-the-job training for prospective hospitality students: partnership with more than 10 hotel schools and universities

# EMPOWERMENT THROUGH OPPORTUNITIES



Group photo at sexual harassment training with students at R.O.L.E. Foundation



Preventative care for mental health with Yayasan Terman Baik Nusantara



Group photo at sexual harassment training with students at R.O.L.E. Foundation



Stress release and confidence boosting session by Dr. Darmika of Angtaka Retreat

## ADVANCE HUMAN RIGHTS

We have served and supported charities and those in need, by donations and most importantly by actively interacting with them. Among all the efforts, we:

- regularly visited 12 underprivileged elders in the nearby neighbourhood of The Menjangan, West Bali National Park
- worked with 2 orphanages in Denpasar, Bali, supporting them during the pandemic
- visited landfill TPA Suwung, Bali and donated shoes, lunch boxes and face masks to the workers
- completed three teaching projects with a local elementary school in literacy, green planting and health programs.



Visiting the elders in Buleleng, Bali



Project with elementary students at SD Negeri 1 Tegallingham, Buleleng, Bali



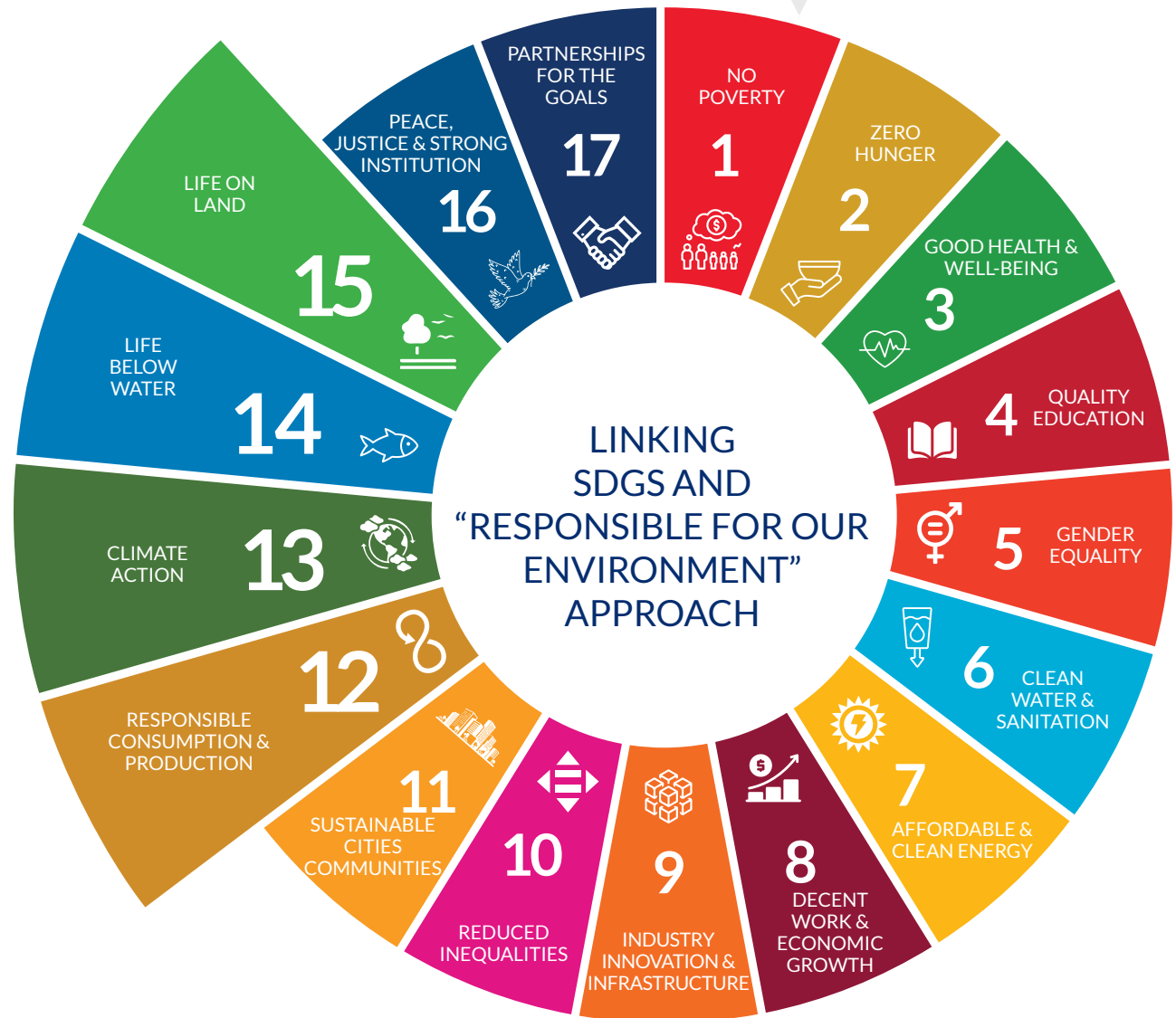
Donation to orphans in Chloe Orphanage, Denpasar, Bali

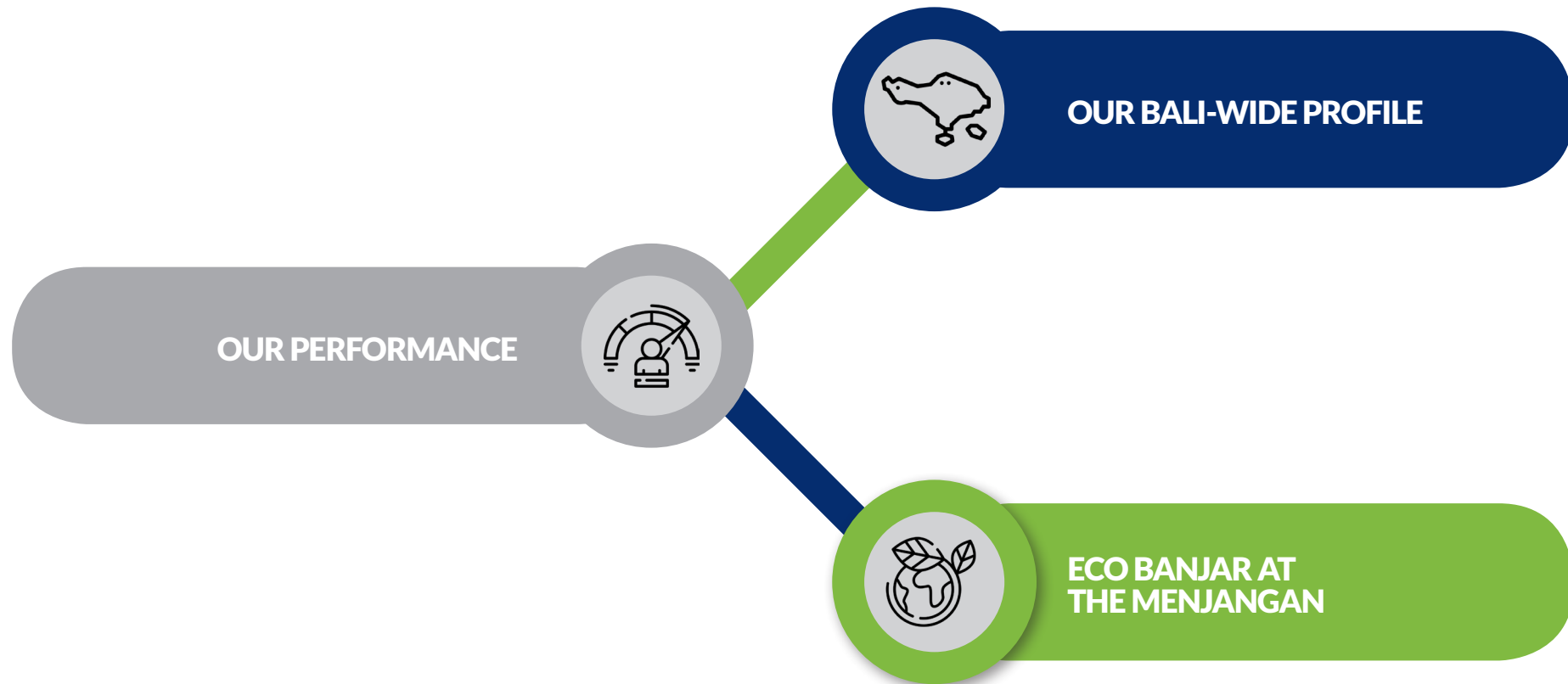
# RESPONSIBLE FOR OUR ENVIRONMENT

We recognise and respect the opportunities we have to develop and operate resorts in many incredible destinations and are committed to taking responsibility for the environment in any possible way.

We continually identify green initiatives and integrate them into our operations so our guests can have the closest interactions with nature.

We also invite all key stakeholders to join the collective efforts of creating and promoting eco-conscious travel.





## OUR BALI-WIDE PROFILE

Name	Year of Establishment	Number of Bedrooms	Total Area (hectares)	Grey / Green Area	Distance to the Beach	Operating Restaurants	Spa	On-site Laundry	Total Pools
The Balé, Nusa Dua	2001	29	1.74	78% / 22%	>150 m	1	Yes	No	30
The Menjangan, West Bali National Park	2010	26	10.7	4% / 96%	Beach front	2	Yes	Yes	2
IZE Seminyak	2013	81	0.9 (7 floors)	99% / 1%	< 1 km	1	No	No	2
The Santai, Umalas	2014	29	0.7	70% / 30%	< 3 km	1	No	No	11
The Samata, Sanur	2015	15	1.2	60% / 40%	< 300 m	1	Yes	No	8



## OUR PERFORMANCE

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### **WHAT GETS MEASURED GETS MANAGED**

It is imperative for us to measure our performance in order to understand our position on this ongoing journey towards sustainability.

Although we do not have yet a designated module program to record all environmental data and calculate the carbon emissions, we retrieve the relevant calculating methods for each metric from reliable sources: Environmental Protection Agency (EPA) and International Energy Agency (IEA).

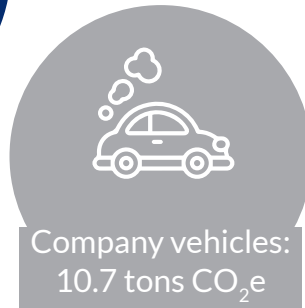
In case we could not find exact consumption on a specific data point, we estimate as precisely as possible. In the following years we will overcome the current limitations of the data collection and calculation.

Although we started collecting data since 2019, we have set the data of 2021 as the baseline. Therefore, trends can not be shown yet. Consequently, we will set targets of energy, water and waste reduction for year 2022 against this 2021 baseline data.

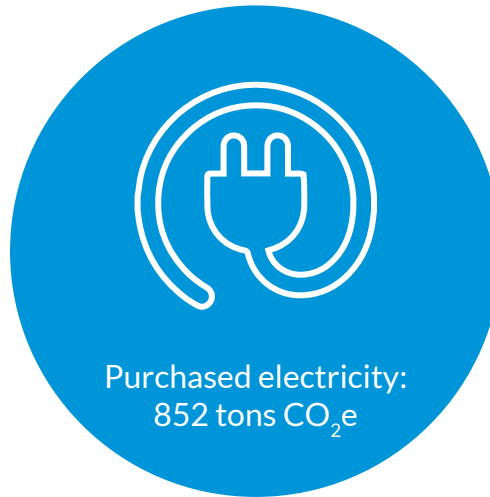
The next page will show our baseline emissions data for 2021.

# OUR PERFORMANCE

## SCOPE 1 EMISSION



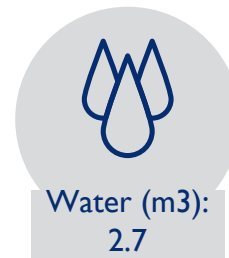
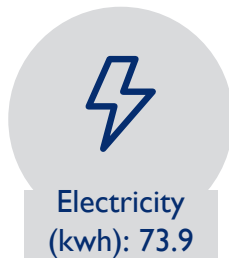
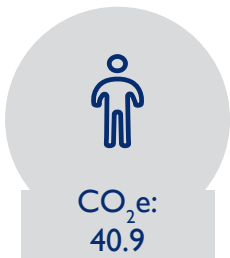
## SCOPE 2 EMISSION



## SCOPE 3 EMISSION








## AVERAGE EMISSION PER GUEST NIGHT



## OUR PERFORMANCE

The table below presents our Company's 2021 performance for each environmental initiative.

INITIATIVE		PROGRESS TO 100%
Energy conservation		LED lighting 72%
Local sourcing		Country-sourced food and beverage products Country-sourced services 92% 76%
Products with ecolabels		Eco-labelled chemical Eco-labelled A4 paper 5% 100%
Waste management		Recycling Composting 52% 10%
Single-use plastic elimination		Bathing soaps in refillable containers or soap bars Paper or metal straws 100% 100%

## ECO BANJAR AT THE MENJANGAN

Being entrusted to develop and operate in such an amazing location within the West Bali National Park we treasure the opportunity to continually preserve its natural assets (among them 175 diverse plants and 167 bird species) so our guests can immerse themselves in this unique environment.

Eco Banjar, or eco-village, is comprised of passionate employees at The Menjangan, actively taking initiatives to protect and preserve existing wildlife, plants and their habitats. The team has inspired not only the staff family, but also our guests and the community surrounding the resort with their impactful and meaningful actions.

Among the initiatives, the team regularly conducts beach cleaning to remove waste in the ocean and coral cleaning to collect crown-of-thorns starfish as they threaten coral reefs.

Furthermore, at The Menjangan we have introduced these initiatives:

- Environmentally friendly room amenities such as bamboo sound amplifiers and handmade beach bags created out of used cooking oil bags.
- Chemical-based products replaced with plant-based products such as shampoo, conditioner, body wash and mosquito repellents.
- Chemical-based cleaning products replaced with biodegradable ones such as hand sanitisers, room and food and beverage chemicals.
- Inorganic waste sorted into four types at the waste room.
- Food waste, animal manure and green waste composted at own composting facility.



## COMMITTED TO CHANGE

Being aware that sustainability is a lifelong journey of continuous improvements in all facets of our operation, we are committed to measuring our performance and forming actionable improvements each fiscal year.

In this report, we hence reflect on our performance in 2021 to form a roadmap for 2022. In the goal-setting process, we strive to be realistic about what we can do and how to do these things better.

The following goals are for the year 2022. We will initiate the long-term goal setting when the performance reports for at least two consecutive years are completed.



## COMMITTED TO CHANGE

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### CARE FOR OUR FAMILY

#### Development:

- Amplify our efforts towards leadership development, implementing a comprehensive training and talent development program.
- Improve hard and soft skills of our associates by increasing the number of departmental and cross-departmental trainings.

#### Occupational health and safety:

- Continue the wellbeing program with the same four topics; however, the focus is shifted from skill development to employee wellbeing.
- Reactivate annual family outing during the second half of 2022.

#### Pay equity:

- Strive to get our employees back to 100% working time within 2022.

#### Raising awareness of global issues:

- Visit and attend training programs conducted by providers, specializing in sustainable waste management solutions.

#### Diversity, equity, and inclusion:

- Increase total monetary contribution to social responsibility (out of total revenue) by 20%.

### SUPPORT FOR OUR COMMUNITY

#### Respect for local culture and tradition:

- Embrace all religious gatherings and resorts' temple anniversaries.

#### Volunteering:

- Encourage greater participation in blood donation and beach cleaning.

#### Empowerment through opportunities:

- Maintain partnerships with all the current organisations.

#### Advanced human rights:

- Continue visits to underprivileged elders in West Bali.
- Frequently check on and financially and non-financially support the two orphanages.

# COMMITTED TO CHANGE

## RESPONSIBLE FOR OUR ENVIRONMENT

Initiative	Metric	2021 Performance	2022 Goals
Per guest night	CO <sub>2</sub> e	40.9	- 10%
	Water (m3)	2.7	- 10%
	Electricity (kwh)	73.9	- 10%
	Waste (kg)	1.4	Remain
Energy conservation	LED lighting	72%	+ 5%
Local sourcing	Country-sourced food and beverage products	92%	+ 2%
	Country-sourced services	76%	Remain
Products with ecolabels	Eco-labelled chemical	5%	+ 3%
	Eco-labelled A4 paper	100%	Remain
Waste management	Recycling	52%	+ 10%
	Composting	10%	+ 10%
Single-use plastic elimination	Bathing soaps in refillable containers or soap bars	100%	Remain
	Paper or metal straws	100%	Remain

We'd love to hear your feedback or to partner with you if you share the same ambition to reduce our collective impact on our planet.

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GET IN TOUCH WITH US

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passionfor**life**