

## SUSTAINABILITY POLICY 2023

Sustainability for Lifestyle Retreats reflects our genuine care for all stakeholders and continuous efforts to improve ourselves holistically. By embracing sustainability, we also step further on our path to creating a better life for all. Adhering to the principle, we produce a sustainability policy, a general guideline for integrating best sustainable practices into our daily hotel operations, and take the policy as an impactful means to share our vision and commitment to sustainability with our valued stakeholders.

Our vision of sustainability is to foster a responsible community where everyone can proactively contribute to economic, social, and environmental values. Working towards our vision, we form a holistic approach to sustainability, called Passion for Life. Our approach entails four vital elements:

**CARE FOR OUR PEOPLE** – we are committed to providing a better life for our Lifestyle Retreats family, our most valuable asset. 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.

In 2023, we focus more on the professional development of our members through different forms of training and education. Furthermore, we quantify and measure our social data, which helps us in goal setting and in turn generating the most impact possible in the long run. We hope that by showing genuine care for our members, they will spread the care further, positively influencing the new generations of hoteliers and people in their communities.

**SUPPORT OF OUR COMMUNITY** – beyond our Family, we are surrounded by local communities who over generations have created a unique culture, and traditions and made the locations alive. We see any member of the community as our potential friend, customer, client, partner, and supporter. Thus, we continuously engage in local activities and events, either in the role of a host or an attendee.

In 2023, we intend to run projects that reach marginalised groups and implement social programs that not only our colleagues but our guests and members of society could join together. The more hands, the more impacts.

**RESPONSIBLE FOR OUR ENVIRONMENT** – we treasure the opportunities to have been able to operate in many fantastic locations in different countries by taking responsibility for our ecological impacts.

In 2023, we include The Balé Phnom Penh (Cambodia) in our sustainability journey while continuing our energy and water conservation programs with specific targets of reduction in all properties in Bali (Indonesia). Furthermore, we put more effort into waste management by having a professional waste handler for each type of waste, reducing single-use plastics, and actively engaging our valued guest contributions.

*We also start the very first steps on our initiatives to a circular economy where we can turn waste into valuable resources. We will also minimise the number of chemicals used in daily operations and replace as many as possible with eco-friendly products and ideally eco-labelled ones wherever possible.*

**COMMITTED TO CHANGE** – we never stop identifying room for improvement and seeking the best possible solutions within our capabilities.

In 2023, we publish the supplier code of conduct to support our efforts on responsible purchasing and partnership which we consciously select fair and ethical businesses to collaborate. We resume submitting the annual sustainability factsheet and sustainability report of 2022 for our stakeholders to learn more about our progress in sustainability. We also initiate guest surveys on sustainability in several properties in Bali to acquire insights and feedback from our guests, hence promptly and relevantly enhancing. At the same time, we prepare ourselves for EarthCheck Benchmark at the beginning of 2024.

*We acknowledge that there are much room for improvement, and the journey of sustainability is continuous. However, we strive to turn dreams into actions and ensure our actions are for good causes. We call into action for all stakeholders to jointly with Lifestyle Retreats contribute to the world's endeavours in promoting responsible tourism and circular economy. Together, we will make it happen, for the betterment of all!*

Jose Luis Calle  
Managing Director