

SUSTAINABILITY MANAGEMENT PLAN 2024



CONTENT

Sustainability Approach at Lifestyle Retreats	01
Sustainability Overview at The Balé - Nusa Dua	02
A. Scope Definition	02
B. Sustainability Approach	02
Green Globe Criteria Compliance	04
A. Sustainable Management	04
A.1. Implement a Sustainability Management Plan	04
A.2. Legal Compliance	04
A.3. Employee Training	04
A.4. Customer Satisfaction	05
A.5. Accuracy of Promotional Materials	05
A.6. Local Zoning, Design and Construction	05
A.7. Experiential or Interpretive Tourism	06
A.8. Communication Strategy	06
A.9. Health and Safety	06
B. Socioeconomic	07
B.1. Community Development	07
B.2. Local Employment	07
B.3. Fair Trade	07
B.4. Support Local Entrepreneurs	09
B.5. Respect Local Populations	09
B.6. Exploitation	09
B.7. Equitable Hiring	09
B.8. Employee Protection	10
B.9. Access to Basic Services	10
B.10. Local Livelihoods	10
B.11. Bribery and Corruption	10
C. Culture and Heritage	11
C.1. Code of Behaviour	11
C.2. Historical Artifacts	11
C.3. Protection of Sites	11
C.4. Incorporation of Culture	11
D. Environmental	13
D.1. Conserving Resources	13
D.2. Reducing Pollution	15
D.3. Conserving Biodiversity, Ecosystems and Landscapes	16
Compliance Agreement	18

Sustainability Approach at Lifestyle Retreats

As a managed property under **Lifestyle Retreats Group**, we embed the sustainability approach of Lifestyle Retreats in our thinking, planning, and actions toward to vision: to foster a responsible community where every member can proactively contribute to economic, social, and environmental equity.

The sustainability approach comprises 4 interconnected pillars which are:

- **Care for Our Family (People):** This pillar emphasises the importance of prioritising the well-being and development of employees within the organisation.
- **Support for Our Community (People & Service/Product):** This pillar extends the concept of care beyond the internal workforce to include the broader community.
- **Responsibility for Our Environment (Environment & Service/Product):** This pillar highlights the commitment to minimising the environmental impact of business operations and products/services.
- **Resilience in Our Governance (People & Service/Product):** Governance is the foundation that supports the entire sustainability framework. This pillar involves establishing effectively resilient governance structures and processes to ensure transparency, accountability, and ethical decision-making across all levels of the organisation.

Sustainability Overview at The Balé - Nusa Dua

A. Scope Definition

The Balé - Nusa Dua is a serene, luxurious couples retreat with 29 pavilions, each with a tranquil private garden and pool. 14 of them are Single Pavilions, 6 pavilions form our three Double Pavilions and 9 are Deluxe Single Pavilions.

As an adults-only property, our resort is ideal for honeymooners and couples searching for privacy and tranquillity. The facilities include a spacious main pool area which is overlooked by our all-day-dining restaurant Faces and Fluid bar. Tapa Bistro is a more casual restaurant, located above the lobby and the only place where children below 16 years are also welcome. Our spa features four suites, two of them with a jacuzzi. For our exercising guests, a well-equipped gym is provided next to the spa. In the lobby, we feature a small boutique and library which can be used as a lounge for guests waiting for check-in or after check-out.

B. Sustainability Approach

At The Balé Nusa Dua, sustainability is handled directly by Greg Hoehn, General Manager, as well as Wiwit Pranata, Chief Engineer acting as Green Team Coordinator. We also have the continuous support of Amy Nguyen, Sustainability Manager of the Lifestyle Retreats group.

Sustainability became a core priority at The Balé Nusa Dua and is now incorporated into our daily operations. Sustainability became a vital part of the guest experience, from the reservation until the checkout.

We minimise waste generated during the guest's stay by using refillable glass water bottles and banning any single-use plastic. In every villa, we provide two waste bins with clear indications for separating the garbage. Our minibar items are locally produced in Bali and Indonesia, some of them supporting the local farmers in remote areas. The coffee drip bags provided in the Single Pavilions are also made in Bali from Bali Kintamani coffee and in the Double and Deluxe Single Pavilions, we provide a coffee machine with Indonesian coffee which comes in biodegradable coffee capsules.

We further provide recyclable and biodegradable amenities in the bathroom (shower cap, sanitary bag) and others on request. Body care amenities such as hand soap, shower gel, shampoo, conditioner, bath salt and bath oil are all locally produced in Bali and presented in beautiful ceramic containers. In all pavilions, the tea provided is made locally in Bali. Any ceramic displayed in the villas and used in our restaurant Faces, comes from Jenggala, a local manufacturer located in Jimbaran.

We also raise awareness amongst our guests by informing them about our commitment to sustainability and encouraging them to have a conscious mind during their stay. The AC is set at 24 degrees Celsius when we prepare the villa and is turned on 1 hour before the guest's arrival when we know the arrival time. While servicing the villa, we switch off all lights and the AC if the guest is not in the villa. Our team receives regular training since we need the involvement of every individual to make a difference.

In Bali, the awareness of travellers for sustainability is high, yet it remains challenging with the given infrastructure from the government to have good and easy access to recycling plants, etc. Also in terms of culture and education, Indonesia is far off where it could be. Single-use plastics are part of the daily routine and often do not even land in a garbage bin but somewhere on the street from where they find their way to the rivers and ocean. But several good, independent organisations are raising the flag of awareness on the island of Bali and hopefully one day the government will take the needed steps to make a big change.

In 2024, our goal is to bring further our commitment to sustainability through our partnership with Green Globe. We defined specific targets to reduce our energy and water consumption, as well as our production of waste. Besides, our goal is to emphasise our team training to incorporate sustainability into their daily routines. We also want to communicate with our guests about our initiatives to encourage more conscious tourism.

Green Globe Criteria Compliance

A. Sustainable Management

A.1. Implement a Sustainability Management Plan

The Balé – Nusa Dua establishes and upholds the Sustainability Management Plan (SMP) following the requirements outlined in this section. The policies and procedures are developed in a way that:

- Suits the nature and scope of the organisation’s operations.
- Aligns with the four key areas of the Sustainability Management Plan, encompassing Quality, Socioeconomic, Cultural Heritage, Health, and Safety concerns.
- Commits to the continuous improvement of the Sustainability Management Plan.
- Commits to the adherence to all relevant legislations.
- Provides a framework for establishing and revising objectives and targets.
- Subject to periodic review and annual audits.
- Are documented, implemented, maintained, and streamlined to all staff members.

A.2. Legal Compliance

The Balé – Nusa Dua operates in accordance with Indonesian law, ensuring compliance with all relevant local legislation.

This includes but is not limited to the adherence to regulations concerning business operations, taxation, health and safety, labour, environmental standards, and insurance policies.

A.3. Employee Training

Recruitment, training, and annual performance appraisals at The Balé – Nusa Dua follow corporate policies, procedures, and goals.

Our employees follow the Lifestyle Retreats Academy for both the Basic Academy and Leadership Development Program.

All employees are required to undertake the Basic Academy, which equips all employees with the knowledge of the company and the organisation and skills necessary to perform and excel in their roles.

Additionally, few chosen individuals participate in the Leadership Development Program, which is customised to enrich their expertise and enhance their leadership skills, facilitating sustainable growth in the Group.

A.4. Customer Satisfaction

We want to hear from our stakeholders so we can serve better. One of our key stakeholders is our guests. We welcome our guests' feedback on their stay experiences, covering the journey thoroughly from pre-purchase to after-purchase. Their input is of utmost importance for us to understand what we have done well and what we could have done better. This facilitates us to form a continuous improvement plan to ensure consistency in delivering exemplary services.

Acknowledging our guests' inclination to share feedback at any stage of their customer journey, we offer several channels for them to do so:

- Internal Guest Satisfaction Survey
- Direct feedback
- Online review platforms such as TripAdvisor, Google Reviews and others
- Various social media platforms such as Instagram, Facebook, and LinkedIn

A.5. Accuracy of Promotional Materials

All promotional materials are designed to showcase our products, services, people, and destinations in transparent and creative ways.

These materials are processed and completed by the Marketing department of Lifestyle Retreats Group and are strictly compliant with Brand Standards while respecting cultural norms.

A.6. Local Zoning, Design and Construction

The Balé – Nusa Dua is located in Nusa Dua, an area which was designed and developed for hotels and tourism.

Our land is owned by the owning company of the resort, of which the major shareholders are Indonesian nationals.

The resort complies with all local land acquisition and land rights legislation.

A.7. Experiential or Interpretive Tourism

Tourism is a tapestry woven from the threads of people, nature, culture, and heritage, each strand contributing to the vibrant stories of a destination's past, present, and future.

As stewards of these narratives, we share the richness of Indonesia's natural surroundings, local culture, and heritage with our guests, clients, and employees.

As an advocate for responsible tourism, we prioritise education on Guest Etiquette, guiding guests to engage with their surroundings respectfully and enjoy their tourist experiences to their fullest. Our guests are encouraged to seek our advice or explore the sustainable tour guides provided.

A.8. Communication Strategy

At The Balé – Nusa Dua, we actively involve our guests in our sustainability efforts through in-room materials, while also communicating our environmental, socio-cultural, and business objectives via the following platforms:

- Our dedicated website, www.thebale.com
- In-room compendium
- Social media channels highlighting special events

A.9. Health and Safety

The Balé – Nusa Dua adheres strictly to all regulations and protocols concerning the health and safety of our environment, workplace, guests, and employees.

Our practices and procedures are fully compliant with the Minister of Manpower Regulation No. 5 of 2018 concerning Occupational Safety and Health (OSH) in the Work Environment. This regulation outlines standards and requirements for ensuring occupational safety and health within work environments in Indonesia. It includes provisions related to workplace safety measures, hazard prevention, health checks, training for employees, and the responsibilities of employers to maintain a safe working environment.

Additionally, all employees receive comprehensive training as part of their induction program to ensure they are well-versed in these standards.

B. Socioeconomic

B.1. Community Development

In alignment with the sustainability approach of Lifestyle Retreats Group, we are committed to actively engaging with and supporting our community through various initiatives. This commitment extends to the immediate neighbourhood surrounding our resort as well as the wider communities of Bali and Indonesia.

At The Balé – Nusa Dua, we work with the local driver community Tirta and use them for the transportation of our guests if we are unable to execute the transfer by ourselves.

In addition, we participate in the many CSR programs initiated by Lifestyle Retreats which include planting mangroves, beach clean-ups as well as visits and support of orphanages, just to name a few.

B.2. Local Employment

Embracing the “Care for our Family” principle within our sustainability approach, we prioritise the employment of local individuals and invest in their development to cultivate them into skilled hospitality professionals.

In line with this commitment, we have established partnerships with various hotel vocational schools on the island of Bali to provide training and personal development opportunities in the hospitality industry for young and fresh graduates.

Another partner is Bali Wise from where we accept their students for on-the-job training at housekeeping, front office, kitchen and as waitresses in our restaurants. Bali Wise empowers marginalised women and indirectly their communities through sponsored hospitality and life skills education and on-the-job training. By training these young Indonesian women and helping them find full-time employment in the hospitality sector with fair wages, they have a chance for a better future and the poverty cycle can be broken.

Our aim is to foster a sustainable pipeline of local talent, benefiting our organisation, educational institutions involved and mainly the students.

B.3. Fair Trade

The Balé – Nusa Dua has implemented a Responsible Procurement Policy aimed at promoting the procurement of fair-trade goods, maintaining high standards of quality for goods and services, and

prioritising ethically and locally sourced products whenever feasible.

This commitment extends to various items but some of them are to be highlighted:

In all public areas, restaurants and villas, the chair and sundeck cushion inserts are made from recycled plastic by C-PRO, a company located in Java following a Japanese patent.

In our minibar, we feature snacks from Muntigunung, a non-profit organization supporting the community in the area of the same name, located in Kintamani. The chocolate we sell in the minibar comes from Krakakoa which also supports their farmers and community with fair wages and education. The tea which is available in all villas comes from Made Tea, a local producer located in Ubud, Bali.

The coffee drip bags provided in the Single Pavilions are also made locally by Javanegra from Bali Kintamani coffee and in the Double and Deluxe Single Pavilions we provide a coffee machine with Indonesian coffee which comes in biodegradable coffee capsules from Caspari (a Pod-Lucks product).

All body care amenities such as hand soap, shower gel, shampoo, conditioner, bath salt and bath oil are all locally produced in Bali by Gaya Warna.

Any ceramic displayed in the villas and used in our restaurant Faces, comes from Jenggala, a local handcraft manufacturer located in Jimbaran.

Water tumblers provided to guests going to the beach and provided at our gym are purchased from the local supplier Bottles For Earth. They aim to reduce the use of single-use bottles and coffee cups, by providing a fun and sustainable alternative to plastic.

We further prioritise sourcing the following locally produced and responsibly made items:

- Local spirits: Bali Moon
- Fresh vegetables from Bedugul.
- Fruits are available based on their season from local suppliers.
- As for fish, we seek out sustainably caught or farmed options from local suppliers.
- Locally produced snacks and beverages for in-room amenities.

B.4. Support Local Entrepreneurs

The Balé – Nusa Dua facilitates access for local enterprises, including those involved in handcrafts, food and beverage, cultural performances, and other goods and services, to directly sell to guests whenever possible.

Additionally, we actively promote local products in our marketing activities and services.

B.5. Respect Local Populations

While our hotel is not located on traditional lands of indigenous tribes, we uphold a respectful and harmonious relationship with the land and the local communities residing.

We also offer educational opportunities for our guests to gain insight into and respectfully engage with local cultures and customs. This is facilitated through Guest Etiquette.

B.6. Exploitation

The Balé – Nusa Dua adheres to local and national regulations concerning the employment of minors, prevention of sexual harassment, and combating exploitation. These standards are governed by several key policies:

- Code of Conduct
- Human Rights Policy
- Harassment Prevention Policy
- Human Trafficking Prevention Policy

B.7. Equitable Hiring

The Balé Nusa Dua is committed to promoting diversity and equality at every level of our organisation. Our primary objective is to cultivate a diverse team actively. Living by these principles, our employment practices are guided by the Human Rights Policy.

Most of the workforce is local yet everyone comes from diverse parts of the country with different faiths. Additionally, we strongly encourage women candidates to apply for roles across all levels of our business.

All positions within our hotel are filled based on merit and competency. We ensure strict adherence to local labour laws and regulations, offering conditions and wages that surpass minimum requirements. Also, salaries and benefits provided to our employees exceed national regulations.

Additionally, all mandatory contributions to severance and pension funds are duly made.

Overtime work is subject to additional compensation in compliance with Indonesian Law.

B.8. Employee Protection

Our company follows national regulations by providing salaries and benefits that exceed mandated standards.

Additionally, we ensure that all required payments into insurance and pension funds are made on behalf of our entire team.

While our standard work hours adhere to legal maximums set by labour laws, as a hospitality industry establishment, there may be occasions where additional hours are necessary. In such cases, our team members are compensated accordingly.

B.9. Access to Basic Services

We take responsible land management practices and ensure that the local population has access to essential resources such as water, rights-of-way, transportation, and housing without hindrance.

B.10. Local Livelihoods

The activities of our business have no adverse effects on neighbouring individuals or communities, including access to land, water, housing, right-of-way, and transportation.

On the contrary, the business's operations contribute positively to the economy of neighbouring communities by generating employment opportunities and procuring services locally.

B.11. Bribery and Corruption

We maintain a zero-tolerance policy towards bribery and corruption, as outlined in

- Code of Conduct
- Anti-Corruption Policy

C. Culture and Heritage

C.1. Code of Behaviour

At The Balé – Nusa Dua, we provide our guests with a Guest Etiquette that encompasses:

- Cultural customs, mores, and beliefs of the Indonesian and Balinese people, along with guidelines for appropriate verbal and non-verbal behaviour.
- Lists of prohibited products and souvenirs.
- Insight into the hotel site’s history, culture, and natural environment (if any).
- Recommendations for cultural experiences, events, restaurants, and entertainment within a 100km radius of the resort.

The purpose of Guest Etiquette is to encourage our guests to participate in respectful activities that protect and honour local cultures, historical sites, and the natural environment. This aligns with our commitment to socioeconomic sustainability.

C.2. Historical Artifacts

Historical and archaeological artefacts are not sold, traded, or displayed at The Balé – Nusa Dua.

The lists of illegal products and souvenirs are included in the Guest Etiquette, which can be found in the sustainability compendium.

C.3. Protection of Sites

The Balé – Nusa Dua complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage.

Information on the preservation and access to the site’s history, culture and natural environment are written in the sustainability compendium.

C.4. Incorporation of Culture

At The Balé – Nusa Dua, we use alang-alang thatch roofs, Bali’s traditional roofing, in our architecture and building construction.

We also incorporated “bale” – the Balinese traditional open-house pavilion in our architecture.

We do not exploit the cultural intellectual property of the local communities.

Information on the site's history, culture and natural environment is included in the Guest Etiquette, which can be found in the sustainability compendium.

D. Environmental

The Balé – Nusa Dua is committed to mitigating the adverse impacts on the environment by implementing various mitigation methods.

D.1. Conserving Resources

D.1.1. Purchasing Policy

Aligned with our Management Group’s Responsible Procurement Policy, we establish selection procedures guided by principles including legality, ethics, quality, locality, diversity and inclusion, environmental sustainability, circular economy, local and community engagement, and balance of benefits.

D.1.2. Consumable Goods

We work to limit the use of packaging materials and unnecessary items such as single-use disposables. We also prefer suppliers who offer and retrieve reusable packaging and shipping containers/pallets.

Working with Mimba Diversey, all chemical containers are collected and returned to the supplier for disposal and recycling.

D.1.3. Energy Consumption

We are taking steps to reduce our energy consumption through energy efficiency programs that focus on low- and no-cost upgrades and behavioural changes.

Specifically, we maintain a continuous effort to reduce energy consumption, monitoring and measuring it daily.

We conduct regular servicing of all technical appliances. Our preventive maintenance program keeps detailed records and reminders for regular check-ups on all equipment. We adhere to supplier guidelines for servicing, and in the case of certain equipment, external companies are engaged to conduct servicing as per requirements.

Within our control, we identify energy-saving opportunities without compromising guest comfort, such as transitioning to low-energy lighting alternatives like LED lighting.

D.1.4. Water Consumption

We continuously monitor water consumption with daily logs, analysing the data to identify reduction strategies.

Pool pumps are operated at reduced hours while maintaining water quality. We also provide guests with tips on water saving through linen and towel reuse.

In 2024, we aim to achieve the following reduction goals for carbon emissions, electricity, water and waste. All metrics are based on guest night persons.

Annual reduction target	Metric	Unit
2%	GHG Intensity	kgCO2e/guest night
1%	Energy use intensity	kWh/guest night
10%	Water use intensity	L/guest night
2%	Waste intensity	Kg/guest night

D.1.5. Food and Beverage

We prioritise purchasing local food and beverage items whenever feasible. In addition, we actively seek local alternatives to conventional in-room food and beverage amenities. This not only supports local producers but also provides our guests with a delightful taste of the region.

D.1.6. Green Meetings

To enhance the focus and productivity of meeting attendees, we offer eco-friendly meeting packages, featuring:

- Centralised amenities stations for pads, pens, mints, and water, reducing table clutter.
- Linen-less furniture, eliminating the need for fabric or covering.
- Stainless steel utensils provided for guests' use.
- Encourage guests to take leftover refreshments home, which are stored in paper boxes.

D.2. Reducing Pollution

D.2.1. Greenhouse Gas Emissions

We continuously monitor and systematically track greenhouse gas emissions from various sources, including electricity, LPG, stationary fuel, mobile fuel, and waste.

We check regularly the fridge temperatures as well as the condition of the freezer doors.

Future considerations include the purchase of additional solar panels and adopting technology for automated data collection and analysis.

We check regularly the cold room and fridge temperatures as well as the condition of the freezer doors and curtains.

D.2.2. Wastewater

The wastewater is flowed, processed, and treated in our onsite well-maintained wastewater treatment plant. This helps ensure that our operations pose less environmental impact and support sustainable water management practices.

D.2.3. Waste Management Plan

Following the principles of reduce, reuse, and recycle, we prioritise reducing, reusing, and recycling products and materials to the fullest extent possible. This is particularly important as landfills are overloaded and material recovery facilities in Bali are still limited.

- Printer paper: to avoid wasting paper, we remind our Front Office employees to ask guests whether they want their folio to be printed. We strive to print double-sided as much as possible and set our few printers in black-and-white printing mode so that we can lengthen the life of cartridges and toners.
- Tissue paper: Our employee restrooms do not provide hand tissues and provide soap in dispensers.
- Retired towels, bedsheets, table cloths or uniforms: partially repurposed to table cloths, waiter cloths or housekeeping dusters. We also sell some retired linens to our employees at discounted rates and donate to orphanages. The rest is sent to our partners, I Am Sustainable Studio and Bali Life Foundation (under the “Linen For Life” program of Diversey Indonesia) for recycling and upcycling purposes.
- Retired batteries, e-waste, lights and tubes: are sent to a trusted recycling partner, namely Envirotama.
- Used soaps: soaps are collected and donated in bulk to Bali Life Foundation (under the “Soap for Hope” program of Diversey Indonesia).

- Used cooking oil: is given to Yayasan Lengis Hijau for biodiesel and candle production.
- Plastic, glass and metals: are sent to our legitimate local waste vendor, which will be sorted and sent to different recycling companies.
- Organic waste: is directed to our legitimate local waste vendor, who will use the food waste for animal feed and composting as much as possible.

Materials that cannot be sent to recycling and composting facilities will be collected by a government-recommended collector and directed to the waste management facilities and legal landfills of Bali.

D.2.4. Harmful Substances

We reduce our chemical usage through the purchase of multi-purpose cleaning products. We ensure chemicals are handled safely and disposed of appropriately.

Our cleaning products are primarily sourced from reputable brands such as Diversey which comes with automatic dispensers to prevent wasteful usage. These products are proven to have more eco-conscious formulations, with some certified with eco-labels.

D.2.5. Other Pollutants

We have a pollution management plan in place that addresses emissions, effluents, and waste.

We implement measures to minimise emissions of gases, pollutants, strong odours, and unpleasant noises.

D.3. Conserving Biodiversity, Ecosystems and Landscapes

Appreciating our privilege to be situated adjacent to Geger Beach, we ensure our operations neither encroach upon its land, contaminate its water, nor disturb its biodiversity.

D.3.1. Wildlife Species

Our products purchased do not contain anything related to endangered plant and animal species, nor should their production have a direct impact on endangered species.

We abstain from serving seafood sourced from endangered species or unethical farming or growing sources, guided by the Sustainable Seafood Guide of the World Wildlife Fund.

D.3.2. Wildlife in Captivity

We do not house captive wildlife on our property grounds.

D.3.3. Landscaping

We use local and low-impact plants for landscaping.

D.3.4. Biodiversity Conservation





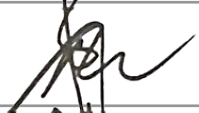


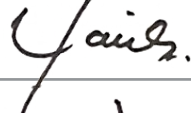
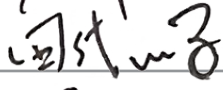
As we are not located in protected areas, we are not subject to restoration and rehabilitation of protected areas.

D.3.5. Interactions with Wildlife

Our business activities have no adverse impact on local wildlife, plants, or their habitats.

We ensure that no invasive plant species listed on the IUCN Red List are introduced as part of our landscaping, gardening, or any other activities.

Compliance Agreement

Department	Representative	Signature
Administration and General	Greg Hoehn	
Accounting	Benny Iwan	
Human Resources	Dessy Siregar	
Food and Beverage Production	Benny Prayoga	
Food and Beverage Service	Ketut Darmadi	
Engineering	Wiwit Pranata	
Housekeeping	Dodo Suryadilaga	
Front Office	Yanick Suriyati	
Guest Relations	Ruriko Tashiro	
Spa	Sri Manis	