

SUSTAINABILITY MANAGEMENT PLAN 2024



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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 - Phnom Penh

A. Scope Definition

The Balé – Phnom Penh is a family-size resort property located in Phnom Penh, 30 minutes away from the city centre and on the banks of the Mekong River. It is composed of 18 large suites of 2 different categories, all with a private outdoor space. Our 14 Courtyard suites are 100 sqm each and are composed of a very large bathroom overlooking a private outdoor courtyard, inviting relaxation. 4 exclusive Riverfront suites directly overlooking the Mekong river from a large wooden terrace and private refreshment pools. With a total area of 110sqm, it offers a private master bedroom separated from a wide living area opened on the terrace. The resort facilities include a 30-meter swimming pool on the riverside, and well as a fully equipped fitness center. The auto restaurant is serving crafted menus to guests around the pools, in the suites, on the poolside, and inside the restaurant. Our meeting rooms are also adaptable spaces, with one accommodation for up to 40 people in theatre style, and one boardroom for up to 12 attendees. The team at The Balé – Phnom Penh also operates as a family, composed of 37 members as of May 2024.

B. Sustainability Approach

At The Balé – Phnom Penh, sustainability is handled directly by Sylvaine Colle, Resort manager, as well as Khat Bunleang, Engineering Supervisor and acting Sustainability Coordinator. We also have the continuous support of Amy Nguyen, the Sustainability Manager for Lifestyle Retreats group.

Sustainability became a core priority at The Balé – Phnom Penh and is now incorporated into our daily operations. Sustainability became such a vital part of the guest experience, from the reservation to the check-out. It is now a crucial criteria in the selection of a destination. During their stay, we now bring down to the minimum the wastes generated throughout a guest stay (refillable water bottles, refillable bathroom amenities, amenities upon requests, no single-use plastic wraps...). We also raise awareness among our guests by informing them about our commitment to sustainability and encouraging them to have a conscious mind during their stay (turning off lights, AC, water when not in use and recycling bins in the rooms...). Besides, we also give regular training to our team, because we need the involvement of every individual to make a difference.

In Cambodia, sustainability remains a new concept. Although it is starting to be more common since expatriates and travellers are now having this kind of demands for the tourism industry, the infrastructure remains limited, which makes it challenging in some aspects (i.e., no facility for glass or plastic recycling).

In terms of culture and education, it is also a new concept. The use of single-use plastic in Cambodia is so prominent and part of the daily routine, that to reduce its consumption and pollution, it is a whole system that needs to change. That is why changes can come through awareness training, at our scale for all our team members and guests, giving them the tools to bring some best practices back home.

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 in their daily routines. We also want to communicate with our guests about our initiatives to encourage a more conscious tourism.

Green Globe Criteria Compliance

A. Sustainable Management

A.1. Implement a Sustainability Management Plan

The Balé – Phnom Penh 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–Phnom Penh is licensed according to Cambodian Law and complies with all relevant local legislation: health, safety, labour, environmental, and insurance policies.

A.3. Employee Training

Recruitment, training, and annual performance appraisals at The Balé–Phnom Penh 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:

- Pre-arrival survey (sent with confirmation email)
- 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

On a weekly basis, we gather all feedback received through all channels on an Excel sheet, and share the feedback with all department heads during morning briefings.

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 – Phnom Penh is built in the Chrouy Chongvar area, primarily a residential area.

Our land is owned by the owning company of the resort, of which the major shareholder is Cambodian national (95% ownership).

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 our natural surroundings, local culture, and heritage of Cambodia 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 enjoying their tourist experiences to their fullest. Our guests are encouraged to seek advice directly from us or explore the sustainable tour guides provided.

We also collaborate with some selected organisations to promote eco-tours in Cambodia, bringing out a deeper connection with the environment while supporting local communities.

A.8. Communication Strategy

At The Balé – Phnom Penh, 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, <https://thebalephnompenh.com/>
- In-room compendium
- Social media channels highlighting special events

A.9. Health and Safety

The Balé – Phnom Penh 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 Labor Law of Cambodia and Prakas No. 194 KB on the minimum requirements for Working Conditions and Occupational Health and Safety.

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 Phnom Penh and Cambodia.

As part of our efforts, we have established ourselves as a collection point for electronic and battery waste within the Chrouy Chongvar area (partnering with EcoBatt). A dedicated collection box is conveniently located at our reception desk, allowing guests and community members to dispose of their waste responsibly.

Furthermore, we are partnered with the Cambodian Children’s Fund, a reputable nonprofit organisation dedicated to transforming the lives of vulnerable children and families in Cambodia. This partnership is demonstrated through several avenues :



- A donation box and donation QR code prominently displayed at our hotel reception desk, enabling direct contributions to the Cambodian Children’s Fund.
- Hosting career talks aimed at high school graduates interested in pursuing a career in the hospitality industry, thereby supporting educational and vocational aspirations within the community.
- Collaborating on special events such as the Sustainable Christmas campaign, underscoring our shared commitment to environmental and social responsibility.

In addition to our collaboration with the Cambodian Children’s Fund, we actively support various vocational schools and NGOs through financial contributions and personal engagement.

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 nationwide, including our recent collaboration with the Cambodian Children’s Fund, to provide training and personal development opportunities for students and fresh graduates in the hospitality industry.

Our aim is to foster a sustainable pipeline of local talent, benefiting our organisation, educational institutions involved and mainly the students. Gaining this reputation of an actual talent incubator in Phnom Penh also generates enthusiasm for potential candidates to apply, knowing that we will provide proper training to allow them to develop their careers.

B.3. Fair Trade

The Balé–Phnom Penh has implemented a Responsible Procurement Policy.

We strive to maintain high standards of quality for goods and services. Whenever feasible, we promote the procurement of fair-trade goods and prioritise ethically and locally sourced products.

This commitment extends to various items, including all our bathroom amenities (locally handmade in Phnom Penh and organic), fruit juices and craft cola in our minibars, all fresh products locally sourced, and local drinks (rum, gin, beers...).

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

- Local spirits : Samai and Seekers.
- Fresh produce sourced locally, including Mondulkiri avocados.
- 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–Phnom Penh 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
- Illustrative books about Khmer culture displayed in guestrooms and bookshelves at the reception area.
- All the resort team being local, speaking local language and able to engage about local culture.
- Provide the possibility to have 1 hour introduction to Khmer language and culture during guest stay.

B.6. Exploitation

The Balé–Phnom Penh 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 Policy
- Human Rights Policy

To combat child tourism, we became a ChildSafe partner. All our employees, including our drivers, are trained to identify and prevent child exploitation, abuse, and trafficking in tourism.

B.7. Equitable Hiring

The Balé – Phnom Penh 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 Cambodian 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 (National Social Security Fund).

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, procuring services and generating business 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

On our side, all employees at The Balé – Phnom Penh are required to adhere to the Code of Conduct.

It is the responsibility of employees to promptly report any hotel activity or employee conduct they believe to be dishonest or fraudulent to their supervisor.

If it is not feasible to report a concern to the supervisor, employees may directly contact the Resort's highest position.

Should it still be inappropriate to report the concern to the Resort's highest position, employees may escalate the matter to Lifestyle Retreats Group's highest position.

Additionally, we provide our guests with a Guest Etiquette that encompasses:

- 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.

Cultural customs, mores, and beliefs of the Khmer people, along with guidelines for appropriate verbal and non-verbal behaviour.

The purpose of the 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 – Phnom Penh.

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 – Phnom Penh 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 Guest Etiquette, which can be found in the sustainability compendium.

C.4. Incorporation of Culture

The Balé – Phnom Penh collaborated with local artists to paint the murals and artwork found in the guest rooms and public areas.

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 – Phnom Penh 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.

We supply containers to our primary food supplier, allowing us to only retain our goods including fish, eggs, vegetables, fruits and others and return the boxes to the supplier for reuse in subsequent deliveries.

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
3%	GHG intensity	kgCO2e/guest night
5%	Energy use intensity	kWh/guest night
3%	Water use intensity	L/guest night
4%	Waste intensity	Kg/guest night

To achieve the targets above, we have composed a full action plan called TBPP_Energy, Water and Waste Reduction Goals.

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 (applied for the boardroom).
- Stainless steel utensils provided for guests' use.
- Encourage guests to take leftover refreshments home, which are stored in paper boxes.
- We do not provide any single use plastic for MICE Events and we provide recycling bins.
- We turn off the lights and AC during meeting breaks.

- We inform the guests about our sustainability engagement during sales calls and organisation of events to encourage a conscious behaviour.

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.

The Riverfront suites are equipped with solar water heaters, contributing to emissions reduction.

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.

D.2.2. Wastewater

Black and grey water pass through a septic tank before being discharged into the common water system.

Regular testing of effluents is conducted to guarantee that no bodies of water are contaminated or pose any threat to public health.

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 recycling facilities in Phnom Penh are still limited.

- Printer paper: to avoid wasting paper, we remind our Front Office team 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. Please see our Waste Management plan for a detailed action plan to reduce our consumption and wastage of paper this year.

- Tissue paper: Our employee restrooms do not provide hand tissues and provide soap in dispensers.
- Retired towels, bedsheets, table cloths or uniforms: are 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 vocational schools i.e., PKH.
- Retired batteries and electronic devices: are sent to a trusted recycling partner, namely EcoBatt.
- Food waste: to avoid food waste, fresh produce is processed and preserved to extend its shelf life through methods like canning, freezing, or drying. We make thoughtful purchase plans aligned with expected guest occupancy.
- Used soaps: reused by the Housekeeping team for internal washing.
- Used cooking oil: is sold to a company turning them into biodiesel. Proceeds are then allocated to CSR activities.
- Glass, hard plastics and scrap metals: are sent to our recycling partner, 800-GAEA.
- Food waste: is directed to the composting facilities of Dam Dous.

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 Phnom Penh.

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 Ecolab 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.

In order to replace the highly polluting processes of fogging and misting, we installed mosquito and rodent traps. These mosquito traps use a technology that diffuse a human scent, leading to attract mosquitoes. This is to reduce the negative impacts on the human's health and the environment.

D.3. Conserving Biodiversity, Ecosystems and Landscapes

Appreciating our privilege to be situated adjacent to the Mekong River, 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.

D.3.2. Wildlife in Captivity

We do not house captive wildlife on our property grounds.

D.3.3. Landscaping

We use locally available and low-impact plants for landscaping.

D.3.4. Biodiversity Conservation

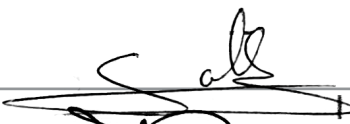



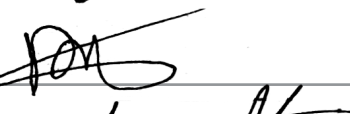
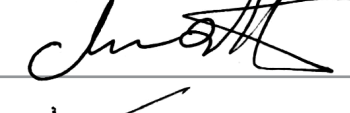
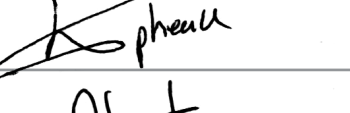

As we are not located in protected areas, we are not subject to restoration and rehabilitation of protected areas.

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	Sylvaine Colle	
	Hing Sok Chamroeun	
Food and Beverage Production	Men Somera	
Food and Beverage Service	Heng Brosthom	
Engineering	Khat Bunleang	
Housekeeping	Sun Chanrith	
Front Office	Seng Sopheak	
Sales and Events	Rachna Norvornit	

In Phnom Penh, on June 27th, 2024.