

# SUSTAINABILITY MANAGEMENT PLAN 2024



# CONTENT

<b>Sustainability Approach at Lifestyle Retreats</b>	01
<b>Sustainability Overview at The Santai - Umalas</b>	02
<b>A. Scope Definition</b>	02
<b>B. Sustainability Approach</b>	02
<b>Green Globe Criteria Compliance</b>	03
<b>A. Sustainable Management</b>	03
A.1. Implement a Sustainability Management Plan	03
A.2. Legal Compliance	03
A.3. Employee Training	03
A.4. Customer Satisfaction	04
A.5. Accuracy of Promotional Materials	04
A.6. Local Zoning, Design and Construction	04
A.7. Experiential or Interpretive Tourism	04
A.8. Communication Strategy	05
A.9. Health and Safety	05
<b>B. Socioeconomic</b>	06
B.1. Community Development	06
B.2. Local Employment	06
B.3. Fair Trade	06
B.4. Support Local Entrepreneurs	07
B.5. Respect Local Populations	07
B.6. Exploitation	07
B.7. Equitable Hiring	07
B.8. Employee Protection	08
B.9. Access to Basic Services	08
B.10. Local Livelihoods	08
B.11. Bribery and Corruption	08
<b>C. Culture and Heritage</b>	09
C.1. Code of Behaviour	09
C.2. Historical Artifacts	09
C.3. Protection of Sites	09
C.4. Incorporation of Culture	09
<b>D. Environmental</b>	11
D.1. Conserving Resources	11
D.2. Reducing Pollution	12
D.3. Conserving Biodiversity, Ecosystems and Landscapes	14
<b>Compliance Agreement</b>	16

# 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 Santai - Umalas

## A. Scope Definition

The Santai - Umalas is an exclusive retreat nestled in a tranquil neighbourhood near picturesque rice fields and local temples, yet only a short 15-minute drive from the shops, restaurants, and vibrant nightlife of Seminyak. Our restaurant, Gong, offers delectable dishes featuring favourites from Indonesia, Southeast Asia, and other parts of the world, all made with locally sourced ingredients. As of June 2024, our dedicated team consists of 29 employees.

## B. Sustainability Approach

At The Santai – Umalas, sustainability is overseen by Operations Manager Yongky Setyawan and Chief Engineer and Green Team Coordinator Saiful Anwar, with continuous support from Amy Nguyen, the Sustainability Manager for the Lifestyle Retreats Group.

Sustainability is a core priority at The Santai – Umalas, integrated into our daily operations and a vital part of the guest experience from reservation to checkout. This focus on sustainability has become a crucial factor in destination selection. During guest stays, we minimise waste by using refillable bathroom amenities, providing amenities upon request, and eliminating single-use plastic wraps. We also raise awareness among our guests about our commitment to sustainability, encouraging conscious practices such as turning off lights, AC, and water when not in use, and using recycling bins in the rooms.

Regular training is provided to our team to ensure everyone is involved in making a difference, emphasising the importance of individual contributions to our sustainability efforts.

# Green Globe Criteria Compliance

## A. Sustainable Management

### A.1. Implement a Sustainability Management Plan

The Santai – Umalas 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 Santai – Umalas 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 Santai – Umalas 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 Santai – Umalas is located in northern Seminyak. Our land is owned by the owning company of the resort, of which the major shareholder is 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 Santai – Umalas, 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.thesantai.com](http://www.thesantai.com)
- In-room compendium
- Social media channels highlighting special events

### **A.9. Health and Safety**

The Santai – Umalas 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.

We work closely with local transport service providers to meet the needs of transportation services. Additionally, we participate in monthly clean-up activities to maintain the irrigation, roads, and surrounding areas.

### 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, such as Monarch Dalung Tourism School, to provide training and personal development opportunities in the hospitality industry for young and fresh graduates.

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 Santai – Umalas 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, including coffee beans, beverages, and groceries.

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

- Local spirits: arak.
- Fresh produce sourced locally.
- As for fish, we seek out sustainably caught or farmed options from local suppliers.



#### **B.4. Support Local Entrepreneurs**

The Santai – Umalas facilitates access for local enterprises, including those involved in handcrafts, food and beverage, 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 Santai – Umalas 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 Santai – Umalas 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 Santai – Umalas, 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 Santai – Umalas.

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 Santai – Umalas 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

The Santai – Umalas has a restaurant named Gong. In Indonesia, a “Gong” is a traditional musical instrument that is an integral part of many Indonesian cultures, particularly in Javanese, Balinese, and Sundanese gamelan orchestras. Gongs are made of metal, usually bronze, and come in various sizes. They produce a resonant, deep sound when struck with a mallet.

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 Santai – Umalas 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
2%	Energy use intensity	kWh/guest night
2%	Water use intensity	L/guest night
1%	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.

Black and grey are treated with an eco-enzyme mix to reduce the strong odours and liquefy the water.

A partial amount of treated wastewater is recycled and used for irrigation throughout the hotel premises, promoting 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, tablecloths or uniforms: partially repurposed to tablecloths, 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 recycling partner Eco Bali.
- Organic waste: is directed to the composting facilities of Urban Compost.

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 the paddy fields, 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**

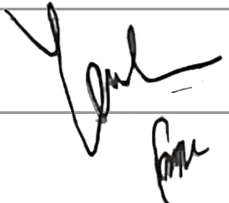


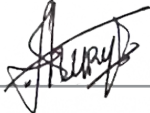
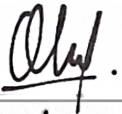
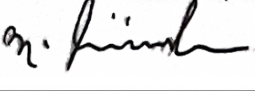

As we are not located in protected areas, we are not subject to restoration and rehabilitation of protected areas.

### **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	Yongky Setyawan	
Accounting	Putu Fridayanti	
Human Resources	Suryantini	
Food and Beverage Production	Surya Dinata	
Food and Beverage Service	I Made Oka Darma Putra	
Engineering	Saiful Anwar	
Housekeeping	Hendrayana	
Front Office	Febrian	