

# SUSTAINABILITY MANAGEMENT PLAN 2026



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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 the 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 under 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 overseen directly by Daniel Llamas, the General Manager. 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 to 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 from where it could be. Single-use plastics are part of the daily routine and often do not even end up in a garbage bin but somewhere on the street, from where they find their way to the rivers and oceans. 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 2026, we have implemented the following new initiatives:

1. A smart pool pump device to reduce our electric consumption, and it is also easy to monitor our daily energy consumption.
2. Install an AC switch door – off device to reduce our electric consumption in guest rooms.
3. Canang Sari workshop is a weekly activity that allows our guests to participate in the making of canang sari and learn about the meaning of a cultural symbol, activity, and Balinese tradition.
4. Herb Garden, we plant several local herbal plants such as aloe vera, rosemary, mint leaf, basil,

turmeric, aromatic ginger, galangal, ginger, lemongrass, and some of these plants we use to supply our kitchen.

5. Soap recycling, we collect used soap from all guest rooms and reprocess it into bar soap to give to our guests after checking out as a souvenir.
6. Coffee ground reuse: We collect all the coffee grounds produced by our restaurant and process them into a coffee scrub that can be used in spa treatments, and we compost some of it.

# 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 legislation.
- Provides a framework for establishing and revising objectives and targets.
- Subject to periodic review and annual audits.
- Are documented, implemented, maintained, and streamlined for all employee 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 the 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 the skills necessary to perform and excel in their roles.

Additionally, a few chosen individuals participate in the Leadership Development Program, which is customized 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 them 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 enables 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 that 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 the 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](http://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 many CSR programs initiated by Lifestyle Retreats, which include learning about permaculture at Jiwa Garden Community and plastic recycling and upcycling at Ecollabo8, teaching at primary schools in the North of Bali, and extending community support through SoleFamily, 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 in housekeeping, front office, kitchen, and as waitresses in our restaurants. Bali Wise empowers marginalised women and indirectly their communities through sponsored hospitality, 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.

We aim 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 handicraft 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 handicrafts, 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 there.

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 is 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 and installing motion sensors at employee facilities and guest restrooms in public areas.

#### D.1.4. Water Consumption

We continuously monitor water consumption with daily logs, analysing the data to identify reduction strategies and installing the water tap sensors at employee facilities and guest restrooms in public areas.

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 2026, given the uncertainty of the tourism business amidst global challenges, we aim to set realistic and 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	kgCO <sub>2</sub> e/guest night
3%	Electricity use intensity	kWh/guest night
2.5%	Water use intensity	L/guest night
3%	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 eliminates the need for fabric or covering.
- Stainless steel utensils are 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. We do a wastewater test every month to make sure the result follows our government regulations. This helps ensure that our operations have 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, but 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 or plants, nor on the habitat of local wildlife or plants.

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	Daniel Llamas	
Accounting	Benny Iwan	
Human Resources	Siti Chaeroni	
Food and Beverage Production	Benny Prayoga	
Food and Beverage Service		
Engineering		
Housekeeping	Tude Saas Julniawan	
Front Office	Ni Wayan Suciwati	
Guest Relations	Ruriko Tashiro	
SPA	Luh Sri Manis	

Reviewed and signed on: March 30, 2026