

# SUSTAINABILITY POLICY MANAGEMENT PLAN

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Sofitel Bali Nusa Dua Beach Resort is a Balinese themed Resort having 76.976 M2 built up area which opened for operations in December 2013.

Hotel Category: 5 stars

Hotel Theme: Balinese Circle of Life

Opening Year: 2013

No. of keys: 413

No. of Restaurants: 5

No. of Meeting Rooms: 28

Private Beach: 500 meters

- We have an effective staff awareness for the sustainability program is been launched in the resort at all levels.
- We also have the guest towel & linen use program implemented over the resort for the guest to be part of our sustainability commitment.
- The energy consumption is monitored daily in regards to the utility services such as water / electricity / gas & diesel. This has also helped us to manage our resources and manpower more efficiently while delivering the required quality and service.
- The 90% of the resort lighting in public areas & guest rooms is been replaced to LED Lights since hotel pre-opening period till date. We have replaced almost 17000 energy saving lamps within the resort.
- We saved more kwh of energy in till date by way of technology and replacement of led lights / water saver installation etc. and not to mention the best energy management practices

**PURPOSE**

- The primary purpose of the Sustainability Management Plan is to guide decision making, management, and the daily operations of the business in a sustainable manner;
- To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues;
- To demonstrate management commitment to comply with the environmental laws and regulations of Indonesia;
- To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business;
- To outline mitigation measures in order to minimize the impact of the business activities on the surrounding environment;
- To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practicing Reduce, Reuse and Recycle wherever possible;
- To establish a framework for environmental management to ensure the implementation of the daintified mitigation measures;

It is not intended to be exhaustive, but is considered the minimum standard acceptable to Sofitel Bali Nusa Dua Beach Resort

## **SCOPE**

- The Scope of the sustainability management plan covers all activities at the Sofitel Bali Nusa Dua Beach Resort and its integration with all colleagues, customers, business partners, owners, other stakeholders and the environment at large.

## **REFERENCES**

Green Globe Certification Standard & Guide to Certification

## **DEFINITIONS, TERMS & ABBREVIATIONS**

### SMP

- Sustainability management Plan

### Sustainable development

- Development that meets the needs of the present without Compromising the ability of future generations to meet their own needs

### Environment

- Surroundings in which an organization operates, including air, water, land and natural resources, flora, fauna, humans, and their interrelation

### Environmental Aspect

- Element of an organization`s activities or products or services that can interact with the environment

### Environmental Impact

- Any change to the environment whether adverse or beneficial, wholly or partially resulting from organizations environmental aspects.

### P & P

- Policies and Procedures.

# SUSTAINABLE MANAGEMENT PLAN

## VISION

### **SOCIETY AND THE ENVIRONMENT: OUR RESPONSIBILITY AND COMMITMENTS**

While a global economy offers considerable opportunities for development, it also gives us special responsibilities as a global company and major employer.

Accor is firmly committed to setting an example in its relations with host communities and the natural environment.

Now more than ever, we are faced with the challenge of ensuring that our development respects the Earth and its inhabitants. Accor is meeting that challenge through “Earth Guest”, a program organized around eight priorities, whose purpose is to share the urgent need for sustainable development with employees and to promote tangible initiatives that respond to that need.

As managers, it is our duty to share with our teams this culture of responsibility, which is expressed in the program’s slogan: “As guests of the Earth, we welcome the world.”

Our sustainable development philosophy can be summed up in a single sentence—ensuring that growth and development always represent an opportunity and never a danger for our employees, customers, host communities and the environment.

For Accor, responsibility and commitment mean:

Playing an active role in society. Protecting the environment. Developing a spirit of solidarity

**PLAYING AN ACTIVE ROLE IN SOCIETY**

In Sofitel Bali Nusa Dua Beach Resort, it is our responsibility to launch, promote and federate initiatives designed to support the economic and social development of our host communities.

**IN OUR ACTIONS, THIS MEANS WE MUST:**

- Promote local development by leading the fight against poverty through our business agreements. One example is to offer fair trade products whenever possible.
- By sharing our commitments with our business partners, notably by asking suppliers to sign the Sustainable Procurement Charter.
- By forging partnerships with local communities, with the backing of non-profit organizations.

**PROTECT VULNERABLE AND ABUSED CHILDREN**

- By ensuring that as many countries as possible sign and respect the Code of Conduct drafted by the World Tourism Organization and ECPAT (End Child Prostitution, Pornography and Trafficking of Children for Sexual Purposes), an international NGO. Accor is a member of the ECPAT executive committee.
- By training employees to eliminate child abuse by helping them to identify and respond to situations in which there is a risk of sexual tourism.
- By distributing brochures and showing films in our hotels to raise customer awareness of the problem.
- By involving our partners and suppliers in our commitment.

### **IMPROVE HEALTH CARE IN THE LOCAL COMMUNITY**

Accor is working to prevent and eliminate major epidemics, in particular AIDS and malaria:

- By publicly affirming its commitment as a way of encouraging other leading companies to take action.
- By building awareness and launching preventive measures among employees and customers, depending on the local situation, through the use of communication resources provided to managers. One such resource is “WATCH”, Accor’s in-house awareness program.

### **SUPPORT AND PROMOTE BALANCED NUTRITION**

Accor encourages its customers to adopt a healthy, balanced diet, in particular to reduce the risk of obesity:

- By developing healthy-eating initiatives, such as the Nutritional Balance program, with affiliated restaurants.
- By relaying the FOOD Project (Fighting Obesity through Offer and Demand) through actions to support a healthy, balanced diet that target employees and restaurant managers.
- By providing customers with clear information and enabling them to eat balanced dishes in our hotel restaurants and in affiliated establishments.

### **PROTECTING THE ENVIRONMENT**

As managers, we support Accor’s commitment to developing our businesses while respecting the planet. Our extensive global presence provides us with the opportunity to reduce the negative impact of our operations and lead our industry toward more environmentally.

- Develop and deploy Accor’s environmental improvement initiatives, help meet their objectives, and track our environmental performance through appropriate indicators.
- Integrate the Accor’s environmental priorities into the design of new hotels, products and services, and leverage those priorities to encourage the search for innovative solutions.



- Help employees to integrate natural resource conservation measures into their day-to-day responsibilities.
- Raise awareness among customers and respond to their growing expectations with regard to environmental protection.
- Use resources developed by Accor, its brands and its businesses designed to ensure an effective, aligned approach. These include the Hotel Environment Charter, various certification programs, sustainable building guidelines and the GAIA 1 & 2 environmental software's.
- Leverage the support of our suppliers, investors, local communities and other partners, to pool the advantages that each can provide and advance more quickly. Limit our energy consumption and our impact on climate change.
- By integrating the notion of total cost and by considering energy savings when deciding on spending projects.
- By rapidly deploying solutions identified by Accor, its brands and its businesses that effectively reduce energy use.
- By giving priority to renewable energies, in particular solar energy for hot water, and by helping to identify new ways to limit our energy and climate footprint. Conserve water resources
- By being aware of local water supplies and implementing measures to considerably reduce consumption in the event of scarcity.
- By assessing the availability of collective wastewater treatment systems in the local area and developing independent systems in Accor establishments if necessary.
- By involving teams in finding ways to conserve water.
- By testing innovative solutions designed to reduce consumption.
- By promoting the use of washing, cleaning and personal hygiene products that are more respectful of water resources.

### **MANAGE WASTE**

- By using local recycling channels more extensively and actively encouraging employees to sort waste.
- By providing customers with waste sorting solutions.
- By reducing the amount of waste produced when designing new rooms, products and services and making sure that waste is effectively recycled.
- By ensuring that the hazardous waste we produce is eliminated through channels that are capable of safely processing toxic materials.

### **PROTECT BIODIVERSITY**

- By raising employee awareness of the importance of biodiversity in the natural world for people as a source of medication and food and a means of preventing epidemics.
- By taking biodiversity concerns into consideration in our consumption of wood, fish, plant-based products and other natural resources.
- By promoting garden, lawn and farmland management practices that limit the use of chemicals.
- By integrating biodiversity concerns when planning hotels in non-urban hotels.
- By creating partnerships with specialized associations to deploy appropriate actions.

### **GREEN GLOBE**

Green Globe is the premier worldwide certification and performance improvement program developed specifically for the travel and tourism industry. Green Globe assists organizations to improve their economic, social and environmental sustainability while being rewarded and recognized for it.

The Green Globe Standard provides organizations with a framework to conduct a comprehensive assessment of their environmental sustainability performance, through which they can monitor improvements and achieve certification.

Under the Green Globe Standard, a selection of more than 380 compliance indicators is applied to 44 individual certification criteria. The applicable indicators vary by type of certification, geographical area as well as local factors.

The Green Globe Standard is reviewed twice per calendar year and is always updated to the highest international standard. To guarantee adherence to the highest international standards, a third-party independent auditor is appointed audit the clients on an annual basis.

**OUR SUSTAINABILITY MANAGEMENT PLAN ENCOMPASSES 4 KEY AREAS:**

**Environmental** – to be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes.

Green Globe - Green Globe Members commit to managing and operating their business and organisations to the highest level of sustainability.

Green Globe members are committed to benchmarking and managing the use of energy and water with the aim of reducing the use of these resources as well as promoting reuse and recycling of materials.

**Socio-cultural** – to be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against commercial exploitation, equitable hiring, employee protection and last but not least, that our business do not jeopardize the provision of basic services, such as water, energy, or sanitation to neighboring communities.

**Quality** – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders.

**Health & Safety** – Sofitel Bali Nusa Dua Beach Resort complies with all established health and safety regulations, and ensures that both guest and staff protection instruments are in place.

- Operational Fitness Certificates
- Fire Safety Approval Certificate
- HACCP Certified

## **SUSTAINABLE MANAGEMENT**

Implement a Sustainable Management Plan:

Sofitel Bali Nusa Dua Beach Resort shall establish and maintain the SMP complying with requirements included in this section. There are a number of elements that make up the SMP. These elements are shown in figure1.

Sofitel Bali Nusa Dua Beach Resort shall formulate Policies and Procedures that:

- are appropriate to the nature and scale of the organisation’s activities; are aligned with the four key SMP areas i.e., environmental, socio-cultural, quality and health & safety issues;
- include a commitment to continual improvement of the SMP;
- include a commitment to comply as a minimum with the current applicable legislations, regulations and other requirement to which the organisation subscribes;
- provide a framework for setting and reviewing SMP objectives and targets;
- are documented, implemented, maintained and communicated to all employees;
- are available to all interested and affected parties; and
- are reviewed periodically to remain relevant and appropriate to the organisations SMP.

## **LEGAL COMPLIANCE**

The hotel is licensed according to Indonesian law and in compliance with all relevant international or local legislation and regulations, including health, safety, labor, and environmental aspects, and insurance policies and other guest and staff protection instruments are up to date and in order.

## **EMPLOYEE TRAINING**

Employee hiring, training, annual appraisal and performance review, at Sofitel Bali Nusa Dua Beach Resort; is in line with the corporate competencies and competency models. Competencies and competency models are designed to define the skills, knowledge and attributes that make organizations and individuals successful. Once competencies are identified, people with these competencies can be recruited and where necessary trained and developed. This builds an organization of successful colleagues who are capable of delivering business goals and execute strategy.

While competencies may enable people to achieve success, they alone do not ensure success. We see people who are competent but do not deliver business results or vice a versa. In other words, only assessing people against competencies is not enough. We must also measure their achievements against the desired business goals within their roles.

At the same time, competencies provide the link between organizational vision, behaviors, outputs and results and are the foundation for recruitment, selection, performance management, development and succession planning.

### **GUEST SATISFACTION**

At Sofitel Bali Nusa Dua Beach Resort, guest satisfaction is supported by the Quality Department who helps Sofitel Bali Nusa Dua Beach Resort to operate in a way that focuses on continuous improvement and long-term sustainability. It works with all departments and areas of the business to ensure that our guest are always our first priority by having a system in place that allows us to measure how well we are doing, and to respond quickly when we are not getting the desired results.

Besides guest satisfaction, we also review and monitor internal quality performance. Some of the tools used for monitoring and reviewing the same are as below.

Voice of the Guest (TrustYou), Leading Quality Assurance (LQA) audits, guest comment cards and other third-party online platforms such as TripAdvisor, Google, Booking.com, and other social media channels.

### **ACCURACY OF PROMOTIONAL MATERIALS**

All communication regarding promotional material at Sofitel Bali Nusa Dua Beach Resort goes through the Sales and Marketing team and is in line with Hotel Brand Group guiding principles, local regulations and cultural norms. Any dissatisfaction from our guests is tracked through the guest feedback forms.

### **INTERPRETATION**

We inform our guests about the local environment, local culture and cultural heritage through various means; may it be electronic or something as simple as bookmarks. As Bali is predominantly a Hindu Island our guests are made aware of the local culture.

Various expedition packages are available with local tour organizers to visit places of historical interests, museums, heritage village, etc. or to embrace a moment of serenity within the vast desert.

Sofitel Bali Nusa Dua Beach Resort works closely with the local market, and as such is beneficial to the company and the local community.

Sofitel Bali Nusa Dua Beach Resort, in line with Hotel Brand Group's brand endeavors to deliver imaginative and exhilarating experience in culturally connected environments offering thoughtful and generous service.

### **COMMUNICATIONS STRATEGY**

We communicate with our guests and visitors to the hotels and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work. Our sustainable

operations involve our guests, example; we have placed room green cards in all the rooms in order to give our guests an option whether or not they want the bed linen or towels to be replaced for the day, hence, providing them with an opportunity to play a direct role in water and energy conservation.

### **Health and Safety**

We follow strict environmental, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury.

Colleagues are appropriately trained so as to make them aware the health and safety issues while working and guests are made aware of hazards by using appropriate signage and other form of communication. Purchase and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy.

We have an experienced team of engineers and technicians who maintain the facilities etc., so that we have constant check on them being in good working condition. All necessary and mandatory safety requirements for the same are in order, such as Method Statement, Risk Assessment, and Personal Protective Equipment.

Local Law enforcement agencies frequently visit the premises to ensure all emergency systems are in order, besides, there are audits conducted to ensure that the hotel clinic is up to the standards.

HACCP audits are conducted to ensure compliance to the Food Safety Management System. New kitchen staff is trained on safety and procedures, and must undergo a mandatory basic food hygiene course in food handling.

### **HIGHLIGHTS**

- Guests are instructed verbally and by posted signs to take care of wet floor.
- Swimming pool depth is clearly marked, a safety officer trained in rescue and basic first aid is physically present at the pool.
- For events held within the property by external organizers, a clear method statement risk assessment, floor plans, insurance policies, are requested from the organizers, such that a clear gap analysis is conducted, and appropriate preventative measures from our end are also taken.
- All paint is environmentally friendly and lead free.
- All external contractors need to provide safety permit and equipment for their staff
- Use of auto dosing system has been introduced for housekeeping chemicals

### **SOCIAL/ECONOMIC**

#### **COMMUNITY DEVELOPMENT**

This section is supported by Accor's community investment policy; the policy states that the Company recognizes its roles and responsibilities in contributing to the sustainable development of the

communities in which it operates. This Policy aims at maximizing the return on Community Investments and their impact on the Local Community.

Through our Community Investment Program, we have identified unique areas of involvement where we can actively support our Local Communities and engage in a mutually rewarding way with our Stakeholders.

- **Healthcare:** Supporting initiatives aimed at enhancing the health and well-being of Local Communities.
- **Education:** Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector.
- **Cultural Preservation:** Supporting initiatives aimed at preserving local culture and heritage and promoting cultural diversity.
- **Economic Development:** Supporting initiatives aimed at enhancing the ability of small and medium enterprises (“SMEs”) that are strategically linked to business needs to perform more effectively in order to create economic growth.
- **Environmental Protection:** Supporting initiatives that help protect the integrity of the environment. We also want to support initiatives that use innovative products and services to help solve environmental problems.

### **LOCAL EMPLOYMENT**

Supporting a robust companywide development program, Sofitel Bali Nusa Dua Beach Resort proactively supports the recruitment and development of Indonesian nationals at various managerial level positions across its operational and support function, with a view that such Indonesian nationals may, will be supported, mentored and guided to grow and move into leadership positions across the company.

The element of local employment is supported by:

- Equal employment opportunity policy
- Business conducts and ethics policy
- Recruit and select colleagues’ policy

### **FAIR TRADE**

Fair trade within Sofitel Bali Nusa Dua Beach Resort is driven by the “Procure Goods & Services” Process in Indonesia, wherein Purchasing ensures the use of right methods to select suppliers and procure goods and service at the right quality, price, time, source and delivery while protecting the company. Procuring of goods should not include Styrofoam items and cardboard should be wax free.

**LOCAL ENTREPRENEURS**

Sofitel Bali Nusa Dua Beach Resort is established as a resort hotel where in our aim is to let Resort and business clients experience the luxury hospitality we have to offer to them in the midst of their environment. Sofitel Bali Nusa Dua Beach Resort does not engage with local entrepreneurs dealing with historical artifacts moreover it is not permitted by law. It is worthwhile to state that, at Sofitel Bali Nusa Dua Beach Resort we do engage in organizing events and activities that portray the local culture.

We have our gift shop located in the Lobby which sells items related to the local culture.

**RESPECT LOCAL POPULATION**

As stated, guests and colleagues are made aware of the local culture. Information of the same is provided through the hotel’s temple visit, multimedia or through books and magazines.

**EXPLOITATION**

Sofitel Bali Nusa Dua Beach Resort is in strict compliance to the “Omnibus Law Undang – Undang no.11 Tahun 2020” and Accor’s “Ethics and Corporate Social Responsibility Charter” on the Regulation of Labor relations. Hence, appropriate policies are in place against the employment of children, sexual harassment, and exploitation.

**EQUITABLE HIRING**

Sofitel Bali Nusa Dua Beach Resort promotes diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled on the basis of competence. Our hotel adheres to all local laws and regulations concerning labor laws, and offer conditions and wages superior to the minimum requirements.

Sofitel Bali Nusa Dua Beach Resort employs people of many nationalities – currently we have no less than 8 different nationalities in the group. Women candidates are encouraged to apply across all levels of the business.

**EMPLOYEE PROTECTION**

Salaries and benefits exceed national regulations, and all payments required by law into insurance and holiday funds are made on behalf of all employees. Overtime is paid for hours worked beyond the established work in accordance with Indonesian labor law. Week hours and working hours do not exceed the legal maximum established by the labor law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are accordingly remunerated as per the policies outlined.

**BASIC SERVICES**

The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect positive influence in the community.



### **CULTURAL HERITAGE**

The ambassadors at Sofitel Bali Nusa Dua Beach Resort are trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that the guests are most interested in.

Local culture and idiosyncrasies can be explained and discussed with guests, but mainly in a nice-to-know form, as the culture is significantly different from anywhere else in the western/developed part of the world, from where we have a substantial number of guests coming from.

Guest can read through the basic do's and don'ts in their tourist guide website 'WONDERFUL INDONESIA'.

Historical and archeological artifacts are not sold, traded, or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage.

Sofitel Bali Nusa Dua Beach Resort places great emphasis on being a part of the local environment in regards to cultural and social activities, as well as incorporating use of local food and competencies from local businesses. We take great pride in our vast network, and spend a lot of time and energy explaining our collaboration with local suppliers and businesses to interested parties.

### **ENVIRONMENTAL**

In line with the Sofitel Bali Nusa Dua Beach Resort Sustainable Development, the use of Environmentally Preferable Purchasing (EPP) helps Hotel Brand "buy green," and in doing so, uses the buying power to stimulate market demand for green products and services. However, this statement should not be key deciding factor in making a commercial buying decision.

### **HIGHLIGHTS**

Black and gray waste water is managed by the city in a non-polluting way, and does not affect public health. This is mandatory and unavoidable by Indonesian law. Very strong preference given to fair trade and eco-certified suppliers – we will often choose to not have a service, rather than compromising our integrity.

We minimize our output of printed matter, and prefer to communicate through our website (which is CO<sup>2</sup> neutral). Our suppliers often bring their products in crates and cases, which are reused and taken back. Every attempt is made to increase the awareness of the suppliers to avoid using crates and cases where ever possible.

Refrigerator and freezer temperatures are measured and monitored on a constant basis by the culinary staff of Food. Energy usage is specified and recorded. Motion sensors are established in some of the areas, feasibility to cover more areas is considered.

All rooms need room key in order to turn on lights – whereby all electric appliances are turned off when guest is not in room. Only low energy light bulbs are used throughout the property, and outdoor lighting is controlled by a timer.

Energy efficient equipment is purchased wherever available, and only used when needed. Bed linen, duvets and towels that are too used for hotel use but still usable, are donated to charity. No disposable cutlery or other eating utensils are used in the Hotel.

Active system in place to detect and repair leaking toilets, faucets and showerheads in guest rooms, and is run in co-ordination with housekeeping department and engineering department. Active system in place to detect and repair all machinery and equipment on a regular monthly basis, and is run by engineering department.

Native plants or low water plants used in landscaping are used to minimize water in the outdoor garden.

A food-saving program “WINNOWER” will be established wherein we will come up with strategies to reduce food wastage.

Since such a program might interfere with the operation of the culinary department, the establishment of the same will be done in consultation with the F & B department.

Other initiatives could be to compost food waste by installing food waste composting machine and using the product as manure for the trees within the property.

All employee laundry is washed in-house with environmentally friendly detergents. All back-office computer and electronic equipment are shut down when work-day is over.

Meeting room’s lights and equipment is shut down when not in use. Water usage is monitored.

All appliances are set at the most efficient level, to save energy, money and appliances. This concludes the Sustainability Management Plan for Sofitel Bali Nusa Dua Beach Resort 2023.

Our concrete aim is to reduce our use of water, electricity and waste by a minimum of 10% in the course of the next year

Some of the targets and initiatives to achieve the same are:

To raise awareness of the environment within the guest rooms by way of environmental information on the room television and room information brochures.

### **ENERGY CONSERVATION**

In Sofitel Bali Nusa Dua Beach Resort we always try to work towards a greener Bali and we strive to implement innovated technologies whatever is the best for our guest, the environment and also for all Accor Hotels working towards greener Bali.

#### **SOFITEL BALI NUSA DUA BEACH RESORT ENERGY SAVING INITIATIVES BEST PRACTICES:**

- **Grey Water for Irrigation (TSE)**  
At Sofitel Bali Nusa Dua Beach Resort we use treated sewage effluent (Grey) water from ITDC for irrigation. Using TSE water helps us conserve increasingly scarce water resources efficiently, responsibly and intelligently.
  
- **Guest Room Management System (GRMS)**  
Sofitel Bali Nusa Dua Beach Resort has guest room management systems for all rooms, RMS helps us to monitor, manage and control our energy in the rooms. RMS also helps control unnecessary lighting, cooling for hours while guests are away which help us towards energy savings.
  
- **Variable Frequency Drives**  
Sofitel Bali Nusa Dua Beach Resort has installed VFD (Variable Frequency Drives) for the entire Air handling unit & Return Air Fans in the Sofitel Bali Nusa Dua Beach Resort thus saving on electricity energy from the actual power consumption of the motors. This change gives a large power reduction compared to fixed-speed operation for a relatively small reduction in motor speed.
  
- **Lamps Replacement To LED**  
In Sofitel Bali Nusa Dua Beach Resort, we have replaced 90% of lamps to LED, like Building Focus lights, LED lights in the rooms, Back office and car park tube lights will be replaced by the end of this year. We constantly investigate and replace to LED where required.

We are very aware that sustainability is an ongoing journey; therefore, the Sustainability Management Plan will be reviewed annually. Our Sustainability Management Plan is supported by the following Policies and Procedures along with other supporting documents:

- Health, Safety and Environmental Policy.
- Environmental Management Plan
- Waste management Plan
- Purchasing policy
- Recruitment policy
- L&D training policy
- Business conduct and ethics

### **Health & Safety**

It is the policy of Sofitel Bali Nusa Dua Beach Resort to establish and maintain a safe working environment in compliance with the Occupational Health and Safety act of Indonesian law, concerning preventive methods to protect employees, concerning standards of medical care provided for employees, concerning hazardous works, using hazard identification and risk management strategies to prevent personal injury, ill health or property damage, and to safeguard the environment.

The Occupational Health and Safety policy is directed towards achieving the following objectives:

- Taking full account of health, safety and environmental considerations in all planning, decision making and execution of processes.
- Support research and development on Occupational Safety, Health and Environmental issues, encourage worker participation in the management and performance of business and our approach in solving challenges facing our organization.
- Ensure the safe use, handling, storage, disposal and transportation of equipment, substances and waste generated through company activities.
- Provide the necessary information, instruction, training and supervision in order to enable all employees to identify hazards and contribute positively towards occupational health, safety and environmental risk management at work.
- Ensure that appropriate safety instructions, advice and guidance are given to contractors and visitors to the premises.
- We should all strive to maintain a safe and healthy workplace. Every employee is responsible for carrying out his work in a safe and healthy manner for himself and for his fellow workers. Copies of this policy shall be made available to all employees and displayed at all main locations. It shall be brought to the attention of all Ambassadors, contractors, and visitors and be made available to any other interested party.
- The internal evacuation drill as part of health and safety (June 18, 2023.)

### **Sustainable Management Goals 2024**

- Waste management Sofitel Nusa Dua will work together with sustainable waste partners which will work on our 4 principles. Refuse, Reduce, Reuse, Recycle to avoid our trash ending up in land fields.
- We will be working with different NGO and companies to find solutions to our waste problems such as Black soldier fly for our organic waste problem and Kopernik for our Glass bottle recycling and Ecollabe8 and (Ecofrenbag) to replaces false solutions such as OXO-plastic with Sustainable solution both front and back of house.
- We will set a plan up to make Sofitel Nusa Dua more sustainable and measures our progress through the years.
- This measuring tool will be made by implementing a Score Balance card. Which will be used to measure the progress of the plan and look at how well it complies with the KPI and goals.
- Make KPI for measuring our compliance with the goals set such as eliminate SUP by the end of 2024 in the whole hotel and reduce plastic use in all departments of the hotel.

### **KPI**

#### **SUPPLIER SUSTAINABILITY**

- KPI: Assess and track supplier sustainability practices, especially those related to packaging and waste.
- Target: Collaborate with suppliers who share the hotel's commitment to sustainable packaging and waste reduction.

#### **ELIMINATE SINGLE USE PLASTIC IN THE ENTIRE HOTEL (BOH).**

- KPI: Eliminate SUP in every department of the hotel.
- Target: replace and find sustainable solutions for SUP in the entire hotel and eliminate it wherever possible.

#### **SUSTAINABILITY TRAINING FOR STAFF**

- KPI: have training for the staff about waste management.
- Target: increase the awareness of the staff toward waste management and training them in identifying wrong waste management and to correctly sort waste

#### **WASTE DIVERSION RATE (WDR):**

- KPI: Percentage of waste diverted from landfill through recycling, composting, or other sustainable disposal methods.
- Target: Achieve a WDR of at least 50% within the next year.
- Objective 4: Raise Awareness and Engagement

#### **CUSTOMER KPI: CUSTOMER ENGAGEMENT IN SUP ELIMINATION CAMPAIGN**

- Target: Engage 20% of our customer base in our single-use plastic elimination campaign.

- Learning and Growth KPI: Employee Participation in Sustainability Initiatives
- Target: Encourage 80% of employees to actively participate in sustainability programs and initiatives.

#### **HOTEL GOALS TO ACHIEVE IN 2024**

- Green Energy: Which will come from Solar energy that we hope to have set up on our hotel's roofs. These Solar panels will help use reduce our energy cost and as well switch from unsustainable energy production and even help with water efficiency by heating up water with green energy. This goal will be a 3–4-year goal as such an investment takes time.
- Get waste system set up for our used cooking oil, we will be finding partners which can help us collect it and find sustainable partners to reuse or dispose of the cooking oil in a sustainable way. We are in talks with “Green Bus” which is an NGO that turns used cooking oil into biodiesel which they use to drive children around and we are looking for another partner to take the rest of our oil. Find solution for the rest of the cooking oil.
- Training chef to learn about organic food by having them go on a training day to an organic farm and learn about why organic food is important for the plant.
- We want to work together with sustainable Waste companies in Indonesia. Our goal for 2024 is to have a Sustainable Waste management system set up based on the 4 R'S: Refuse, Reduce, Reuse, Recycle. This will also include the trash system in our hotel. By giving our guests the option to sort their trash/be sustainable it will help us sort our waste and use the 4 R's on it. This waste management program will cover all types of waste Sofitel Bali Nusa Dua produces such as. Organic Waste, Glass Waste, Plastic Waste, Metal Waste and Hazardous waste
- Intensify our effort to support local NGO in Bali for different purposes such as: “Sungaiwatch” which does clean-up of rivers and beaches in Bali to stop the spread of Plastic to the oceans. Support the mangrove and have our staff help clean and preserve it in areas where possible.