

SUSTAINABILITY POLICY 2024

Our Sustainability Policy for 2024 stands as a testament to Lifestyle Retreats's commitment, accountability, and systemic approach to sustainability. It serves as a key avenue through which we demonstrate our dedication to responsible practices, ensuring positive impacts on the environment and communities we engage with.

Scope and Applicability: This policy encompasses the operations of seven hotels and resorts managed by Lifestyle Retreats, including:

1. The Balé – Nusa Dua
2. The Balé – Phnom Penh
3. The Santai – Umalas
4. IZE – Seminyak
5. IZE – Canggu
6. The Samata – Sanur
7. The Menjangan – West Bali National Park

Vision and Values: Sustainability at Lifestyle Retreats is not just a commitment; it is also a way of life. It reflects our dedication to the well-being of all stakeholders. Our policy provides a roadmap for integrating environmentally and socially conscious practices into our operations.

Employee Well-being and Development: We prioritize the health, safety, professional development and even personal development of our team members. In response to insights gained from our 2023 employee engagement survey, we have crafted tailored programs addressing wellness, knowledge expansion, and skill development. The ongoing development of the Lifestyle Retreats Academy further serves as a hub for continuous learning and growth for all team members.

Community Engagement: Our commitment extends beyond our properties, actively contributing to and respecting local communities. We provide both financial and non-financial assistance, participate in cultural heritage preservation, and support indigenous groups. Furthermore, we are dedicated to fostering local entrepreneurship.

Environmental Responsibility: Insetting is a core aspect of our sustainability efforts. We meticulously monitor and collect data on energy, waste, water, and laundry to reduce emissions throughout our value chain. Additionally, we voluntarily engage in credible carbon offsetting projects and actively seek organizations for biodiversity conservation.

Governance and Resilience: We establish a sustainability committee, bringing together leaders from various functions within Lifestyle Retreats. This committee collaboratively addresses multifaceted sustainability projects, ensuring a holistic approach to governance and resilience.

Stakeholder Engagement:

- **Supplier Code of Conduct:** We aim to elevate the current 50% compliance rate to a minimum of 80% among all suppliers and service providers in 2024.

- **Customers and Clients:** We reinstate our customer satisfaction measurement system and provide guests with a guidebook for a guilt-free and sustainable stay.
- **Partners:** Our selection of third-party collaborators is guided by internal standards emphasizing fairness, ethics, and sustainability. We actively diversify our partnership base to include sectors beyond tourism.

Compliance and Regulation: We are registered as a Green Globe member, aligning our sustainable management system with their rigorous standards. Certification applications for all properties are actively pursued. We adhere strictly to local regulations on equitable pay, local hiring, and fair trade practices.

Communication and Transparency: We utilize various communication channels to inform guests, visitors, employees, shareholders, and the public about our sustainability commitment, vision, and goals. Recognizing every employee as a potential green champion, communication flows both top-down and bottom-up.

Acknowledging the ongoing journey towards sustainability and the uncertainties of the existing global problems, Lifestyle Retreats remains steadfast in its commitment. We extend an invitation to all stakeholders to join us in shaping a future marked by responsible tourism and a circular economy, collectively creating a better life for all.



Jose Luis Calle
Managing Director