



SUSTAINABILITY PROGRESS REPORT 2024

www.handaragolfresort.com



HANDARA
GOLF & RESORT
BALI

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INTRODUCTION

Warm regards from Handara Golf & Resort Bali

We are pleased to present our 2024 Sustainability Report, showcasing our ongoing commitment to environmental responsibility and community support, with an emphasis on promoting sustainable tourism.

This year, we are proud to have been nominated for two prestigious awards at the World Golf Awards: World Best Eco-Friendly Golf Course and Asia Best Eco-Friendly Course 2025. These nominations underscore our dedication to establishing a sustainable golf and resort destination.

Our journey has involved a thorough evaluation of every aspect of life and operations at Handara Golf & Resort Bali. Supported by significant financial investment and guidance from Travelife, the results have been outstanding. Notably, we've seen increased job satisfaction, motivation, sustained long-term growth, and a marked reduction in our environmental impact.

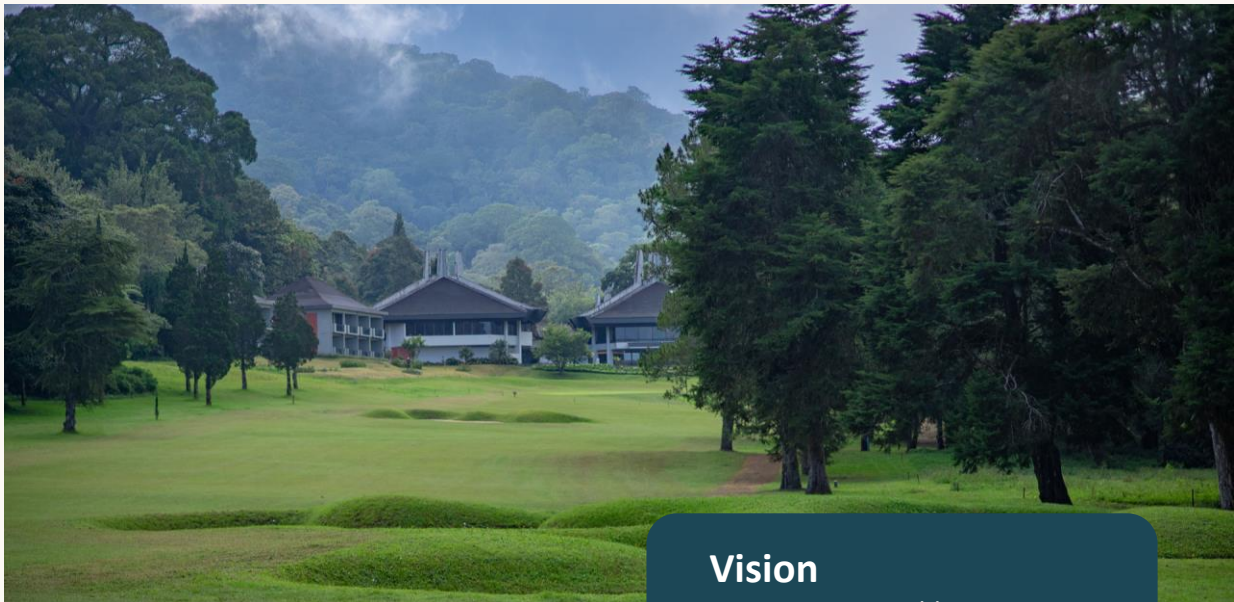
Heartfelt thanks go to our dedicated staff, partners, and supporters who have been crucial along this journey. Together, we can create a better environment for future generations.

Sincerely,

Shan Ramdas
General Manager



HANDARA'S VISION AND MISSION



Vision

Inspiring Sustainable Living in
Harmony with Nature & Culture.

Mission

At Handara, our mission is to lead the way of responsible tourism, offering an exemplary golf course and resort experience. We are committed to reducing our carbon footprint and championing sustainability in our operation. Our goal is to harmonize the connection between people, nature and culture, and promoting a vibrant green lifestyle that enriches the lives of our guests.

Values

Why Guest Choose Handara Golf & Resort Bali



Hospitality

At Handara we are deeply dedicated to creating unforgettable experience for our guests.



Respect

We hold high regard the values of our guest, colleagues, and stakeholders, fostering an environment of mutual respect and appreciation.



Integrity

Our commitment to honesty and transparency shapes every interaction, as we believe in doing what is right.



Innovation

We are perpetual learners, ceaselessly seeking opportunities for self-improvement and enhancement of the communities in which we operate.

AWARDS AND RECOGNITION IN 2024

Awards and Recognition in 2024

- Best Quality Leadership Awards 2024 by ESQR.
- Nominated as Business Owner of the Year by R.O.L.E Foundation.





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HANDARA SUSTAINABILITY PROGRESS

In 2018, we took the first steps towards environmental protection and reduction of its impact to the environment. We conduct internal environmental reviews and annually assess our progress towards an improved environmental performance and revise as necessary. Our customers and guests are made aware of our sustainability efforts and to give them the option to help us achieve them. To ensure our team of staff are aware, involved and encouraged to be proactive in wanting to work to and improve our environmental policies.





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HANDARA GREEN ACTION PLAN

STATEMENTS;

Inspiring Sustainable Living in Harmony with Nature & Culture by our commitment reducing our carbon footprint and championing sustainability in our operation and harmonize the connection between people, nature and culture, promoting a vibrant green lifestyle that enriches lives

GOALS:

1. To continuously improving efficiency performance in energy consumption by detailing calculation on every sector.
2. Sustainly support improving social life through CSR programs.
3. Minimizing environment impact through garbage segregations.
4. Continuously collaboration with education institutions to support improving quality of local man power.
5. Continuously supporting local farmers by using local product as much as possible.
6. In partnership with stakeholders to minimize environment impact especially plastic waste through trainings and seminars.
7. Maintaining water circulating through soil absorption.
8. Adding variety of flowers to invite more butterfly and sort of insects to the garden areas.

Our Effort Started in 2018	Target 2019	Target 2020 Onward
<u>Environmental</u> <ul style="list-style-type: none">▪ Update Policies and Procedure▪ Creation of the Green Team▪ Establish realistic Green Goal for each department▪ Improvement in our Corporate Social Responsibility (CSR) Program▪ Set Target on Energy and Water Reduction▪ Create Budget for investment in new technology▪ Seminar and Training for Staff in relation to optimum energy-efficiency and waste.▪ Follow Principle by Travelife Sustainability in Tourism	<u>Environmental</u> <ul style="list-style-type: none">▪ Meet all the relevant legislations▪ Annual Sustainability Progress Report▪ Continue to provide training and seminar to staff regarding sustainability practice▪ Plan Waste Management System▪ Improve our data system regarding waste, chemical, energy and water.▪ Continue to set target on energy and water reduction▪ Continue to follow the Sustainable Principle by Travelife	<u>Environmental</u> <ul style="list-style-type: none">▪ Continue to update policies and procedures and relevant regulations (if necessary)▪ Continue to improve our data system and conduct assessment regarding waste, chemical, energy and water.▪ Annual Sustainability Progress Report▪ Implement Waste Management System▪ Continue to follow the Sustainable Principle by Travelife▪ Aim to Achieve recognition in sustainability practice▪ Travelife Certification▪ Improve Measurement Goals

<p><u>Social</u></p> <ul style="list-style-type: none"> ▪ Continue the Donation (CSR Program) for causes and people in needs ▪ Encourage Guest and Club Member to donate ▪ Discuss with the local community for mutual benefit ▪ Respect the human rights ▪ Hire people without discrimination ▪ Guest satisfaction survey ▪ Update the Union labor Agreement ▪ Provide information through website and e-newsletter 	<p><u>Social</u></p> <ul style="list-style-type: none"> ▪ Continue training program for staff and team members ▪ Continue to communicate with local community and/or authority for mutual benefits ▪ Continue to encourage guest to donate and continue to create charity events ▪ More internal promotions ▪ Continue to partner up with non-profit organizations for charity ▪ Continue guest satisfaction survey 	<p><u>Social</u></p> <ul style="list-style-type: none"> ▪ Continue training program for staff and team members. ▪ Continue to communicate with local community and/or authority for mutual benefits ▪ Continue to encourage guest to donate and continue to create charity events ▪ More internal promotions ▪ Continue to partner up with non-profit organizations for charity ▪ Continue guest satisfaction survey
<p><u>Economic</u></p> <ul style="list-style-type: none"> ▪ Deliver quality products and service ▪ Maximize Sales ▪ Continue renovation and improvement to the hotel and clubhouse ▪ Efficiency and quality of work ▪ Equal employment opportunity 	<p><u>Economic</u></p> <ul style="list-style-type: none"> ▪ Continue to deliver quality products and service ▪ Maximize Sale ▪ Continue renovation and improvement to the hotel and clubhouse ▪ Continue to support the local tourism ▪ Improve the Service ▪ Continue Guest satisfaction survey to improve the service and product ▪ Engage local partners in the hotel and golf course activity ▪ Create more environment friendly activities for our guest 	<p><u>Economic</u></p> <ul style="list-style-type: none"> ▪ Continue renovation and improvement to the hotel and clubhouse ▪ New Target market opportunities ▪ Maximizing benefit for our stakeholders ▪ Be competitive in the market ▪ Rebrand Handara as sustainable tourism destination ▪ Strengthen the hotel's external marketing based on its solid sustainability profile.

HANDARA ENVIRONMENTAL PROGRAM AND TARGET			
ENERGY	WATER	WASTE/RECYCLING	CHEMICAL
Total Energy consumption (source)target reduction in consumption (1-2 % per year)	Total Water consumption (source)target reduction in consumption (1-2%per year)	Training staff and for waste management responsibilities Aim for Zero Plastic Waste and reduce the use of paper.	Stablize the use of chemical consumption in the resort area
Training staff for energy efficiency	Training staff for water efficiency	Compose our organic waste	Stablize the use of chemical consumption inthe cleaning supply.
Assess and review energy saving method	Gradually change the washing machine & equipments to more environmentally friendly equipments.	Research on the use of recycled products or other enviromentally friendly products	Research on more environemntal friendlychemicals
Gradually replace lightbulb and equipment to more energy saving equipment	Gradually replace leaked pipes and tabsthroughout the hotel.	Research on reuse of packaging parts	Send our sustainabilitypolicy to all suppliers.
Assesment of gas and boiler efficiency	Send our sustainability policyto all suppliers.	MOU with third party forour waste management	
Send our sustainability policy to all suppliers.		Send our sustainability policy to all suppliers.	



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2023 - 2024 Performance (Highlights)

- Provide and implement Standard Operating Procedure (SOP) relating to health and safety of staff and customers by doing safety training and doing certification as per Indonesian Health Rule.
- Campaign on staff health through annual staff health reward
- Video Campaign on Travelife Certification in Handara.
- Continue to review and train all staff regarding environmental sustainability, human right and children protection, sexual harassment and waste segregation.
- More than 70 % LED lighting throughout the hotel areas.
- Energy efficiency documentation and analysis
- New laundry machinery in new laundry room and laundry chemical segregation
- 645 New Trees planted in our resort under the Adopt a Tree Program.
- Expanding CSR Program.
- Moving Toward minimal Plastic Waste.
- Reduce minimal paper use campaign
- Upgrade Hotel facilities and equipment that are on energy efficient
- To be inspiration on sustainable tourism industry in Bedugul area



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1. LABOR & HUMAN RIGHTS

As our aim to increase our Resort standard level of services, we have conducted trainings in 2024 to all of our staffs:

NO	DATE	TRAINING TOPIC	TRAINER	ATTENDANCE
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JANUARY

1	January 11, 2024	Train The Trainer	Ketut Mudi	11
2	January 16, 2024	How To Drive Automatic Hybrid Car	M Jhodi Satrio Utomo	1
3	January 22, 2024	How To Clean / Polish Single Tab, Bath Tub	Kadek Darmawan	8
4	January 25, 2024	Premium Service Attitude	Ketut Mudi	18
				38

FEBRUARY

1	February 01, 2024	Premium Service Attitude	Ketut Mudi	13
2	February 07, 2024	How To Drive Manual Car	M Jhodi Satrio Utomo	5
3	February 08, 2024	Premium Service Attitude	Ketut Mudi	15
4	February 09, 2024	Fire Training	Ketut Mudi	17
5	February 21, 2024	Occupied Room	Kris Pratama	12
6	February 22, 2024	Hospitality Introduction	Ketut Mudi	50
				112

MARCH

1	March 14, 2024	Hospitality Introduction	Ketut Mudi	27
2	March 18, 2024	Stewarding	Ketut Mudi	20
3	March 21, 2024	Hygiene Sanitation	Ketut Mudi	20
4	March 22, 2024	Coffee Machine	Made Sukardiawan	16
5	March 26, 2024	Quantum Teaching & Learning	Ketut Mudi	10
6	March 26, 2024	Color Copping Board and Cross Contamination	Nyoman Gede Wijaya	25
7	March 26, 2024	How To Handle Guest Laundry	Kadek Darmawan	10
8	March 27, 2024	SOP Handle Vacant Room + Safe Energy	Kadek Darmawan	11
9	March 28, 2024	Hygiene Sanitation	Ketut Mudi	21
10	March 30, 2024	Shisha Machine	Made Sukardiawan	16
				176

APRIL

1	April 04, 2024	Service & Hospitality Minded	Ketut Mudi	43
2	April 11, 2024	Service & Hospitality Minded	Ketut Mudi	12
3	April 18, 2024	Service & Hospitality Minded	Ketut Mudi	32
4	April 19, 2024	How To Clean Toilet Bowl	Kadek Darmawan	7
5	April 25, 2024	Service & Hospitality Minded	Ketut Mudi	49
				143

MAY

1	May 02, 2024	Service Recovery (Handling Complaint)	Ketut Mudi	46
2	May 06, 2024	Service Strategic On F&B	Witayasa	17
3	May 09, 2024	Service Recovery (Handling Complaint)	Ketut Mudi	26
4	May 14, 2024	How To Make Up Bed	Kadek Darmawan	11
5	May 14, 2024	How To Use Brushing Machine	Kadek Darmawan	8
				108

JUNE

1	June 04, 2024	Leadership	Ketut Mudi	33
2	June 05, 2024	Time Management	Kadek Darmawan	7
3	June 07, 2024	Tennis Training	M Jhodi Satrio Utomo	1
4	June 28, 2024	Training Gathering	HR Team	17
				58

JULY

1	July 11, 2024	Traveler Psychology	Ketut Mudi	40
2	July 16, 2024	Cocktail Training	Sukardiawan & Bar Team	8
3	July 18, 2024	Traveler Psychology	Ketut Mudi	34
4	July 19, 2024	Cleaning a Guest Room	Ketut Budiantara	12
5	July 23, 2024	Fire Training	Adi Chief Security	15
6	July 23, 2024	Cocktail Training From Bali Moon	Bali Moon	12
7	July 26, 2024	Deep Cleaning Toilet & How to Using Chemical	Ketut Budiantara	13
8	July 29, 2024	Standard Grooming	Nyoman Gede Wijaya	15
9	July 30, 2024	Woman & Children Protection	Chriss From Outside	30

10	July 31, 2024	Orientation to The New Training From SMK Puriwisata	M Jhodi Satrio Utomo	23
				202

AUGUST

1	August 01, 2024	Stewarding Training	Ketut Mudi	12
2	August 2, 2024	How To Make Up Bed	Ketut Budiantara	14
3	August 08, 2024	Hygiene Sanitation	Ketut Mudi	29
4	August 15, 2024	Stewarding Training	Ketut Mudi	17
5	August 01, 2024	Training SOP Cleaning Room	Ketut Budiantara	9
6	August 10, 2024	Training Towel Art Room	Ketut Budiantara	15
7	August 22, 2024	HR for non HR Manager	Ketut Mudi	11
8	August 23, 2024	Fire Extinguisher Training	Adi Wiradana	15
				122

SEPTEMBER

1	September 05, 2024	HR for non HR Manager	Ketut Mudi	18
2	September 06, 2024	Fire Extinguisher Training	Adi Wiradana	15
3	September 09, 2024	Training Coffee & Tea Machine	Kris Pratama	14
4	September 12, 2024	Night Shift Trouble Shooter	Ketut Mudi	23
5	September 18, 2024	Service or Benefit for Guest	Gede Kris Pratama	8
6	September 20, 2024	Occupied Room	Gede Kris Pratama	15
7	September 11, 2024	Tax and Review System Rhapsody	Realta Team	6
8	September 11, 2024	Telekomsigma	Telekomsigma	5
				104

OCTOBER

1	October 01, 2024	Occupied Room	Kris Pratama	11
2	October 02, 2024	English Training for HK	Guntur Mahardika and Angger Bagus Utama	15
3	October 03, 2024	Night Shift Trouble Shooter	Ketut Mudi	37
4	October 09, 2024	English Training	Angger Bagus Utama	23
5	October 10, 2024	Night Shift Trouble Shooter	Ketut Mudi	27
6	October 15, 2024	English Training	Angger Bagus Utama	16
7	October 16, 2024	English Training	Guntur Mahardika	15
8	October 22, 2024	English Training	Guntur Mahardika	14
9	October 23, 2024	English Training	Bagus Utama	22

10	October 24, 2024	Room Product Knowledge	Kris Pratama	6
11	October 24, 2024	Night Shift Trouble Shooter	Ketut Mudi	10
14	October 25, 2024	Fire Extinguisher Training	Adi Wiradana	21
12	October 29, 2024	English Training	Angger Bagus Utama	9
13	October 30, 2024	English Training	Angger Bagus Utama	14
				240

NOVEMBER

1	November 01, 2024	Training System Rhapsody	Pasek Budiayasa	5
2	November 05, 2024	English Training	Angger Bagus Utama	13
3	November 06, 2024	English Training	Angger Bagus Utama	9
4	November 07, 2024	Stewarding	Ketut Mudi	10
5	November 08, 2024	Fire Extinguisher Training	Adi Wiradana	18
6	November 13, 2024	English Training	Angger Bagus Utama	12
7	November 19, 2024	English Training	Bagus Utama	5
8	November 25, 2024	Training How to make up room	Ketut Budiantara	10
9	November 26, 2024	English Training	Angger Bagus Utama	9
10	November 27, 2024	English Training	Angger Bagus Utama	6
11	November 28, 2024	First Aid Training	Rumah Sakit Prima Medika	31
				133

DECEMBER

1	December 27, 2024	Front Office Training	Dewa Ayu Nindya Ratrini	12
2	December 01, 2024	Training Chemical & Treatment Floor	Kadek Rasika , Bahri	19
3	December 03, 2024	English Training	Angger Bagus Utama	9
4	December 04, 2024	English Training	Angger Bagus Utama	9
5	December 05, 2024	First Aid Training	Rumah Sakit Prima Medika	38
6	December 09, 2024	SOP Cleaning Room & Public Area	Kadek Rasika , Bahri	17
7	December 10, 2024	Train the Trainer	Kadek Rasika , Bahri	17
8	December 11 ,2024	English Training	Angger Bagus Utama	13
9	December 12, 2024	Training Chemical Kitchen	Gusti Putu Ismawan	10
10	December 17, 2024	English Training	Angger Bagus Utama	8
11	December 18, 2024	English Training	Angger Bagus Utama	6

12	December 20, 2024	Fire Extinguisher Training	Adi Wiradana	25
13	December 20, 2024	Front Office Training	Kris Pratama	14
14	December 24, 2024	English Training for F & B	Angger Bagus Utama	8
				214

To raise awareness of waste management to our staff, we have created competition of "waste sorting competition" on December 2024 as bellow attachments :



July 2024

Refreshing training regarding Waste Sorting Organic Non Organic Training held for department:

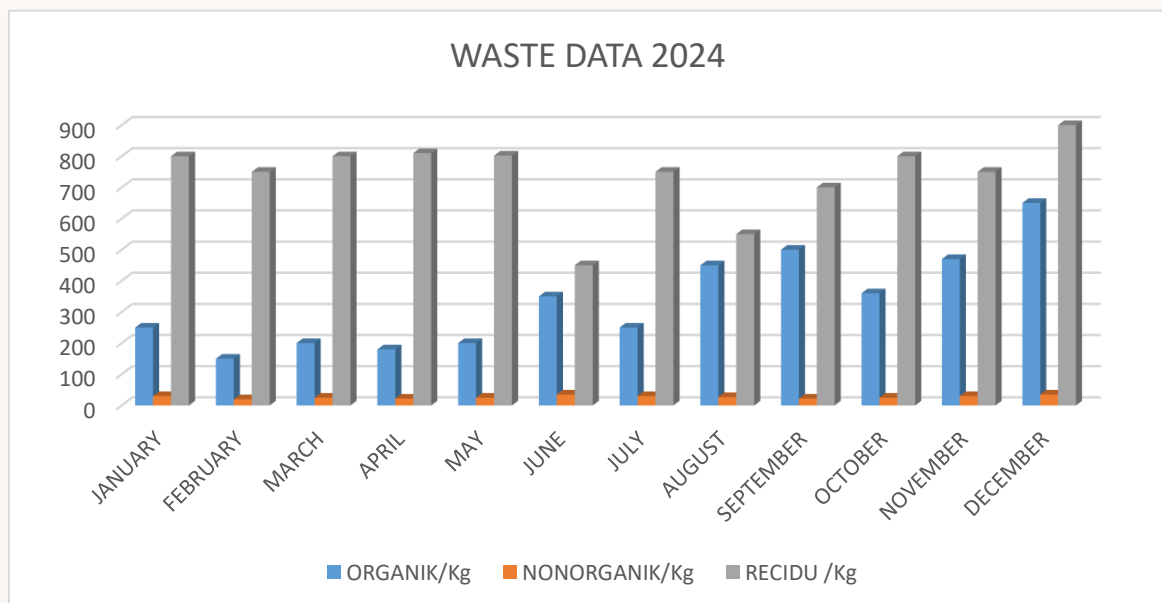
1. Front Office
2. Food And beverage
3. Finance
4. House Keeping
5. Golf Operation
6. Golf Course Maintenance
7. Security

2. WASTE MANAGMENT

Our objective is to reduce, re-use, and recycle wherever possible. We have started the waste separation program in 2018. We have started the following program to reduce the waste in our hotel.

- Waste separation in every department
- Composting our organic waste
- Eliminate non-recyclable plastic bottle and straw in our hotel.
- Water Dispenser in Selected Rooms and Glass Water Bottle.
- Micro fiber cloth for cleaning
- Waste food given to the community managed by the Green Team
- Sustainable hotel bathroom packaging refill shampoo and soap
- Sign MOU with third party for recycle kitchen oil
- Recycle product whenever possible.

The data has shown on the following graphic

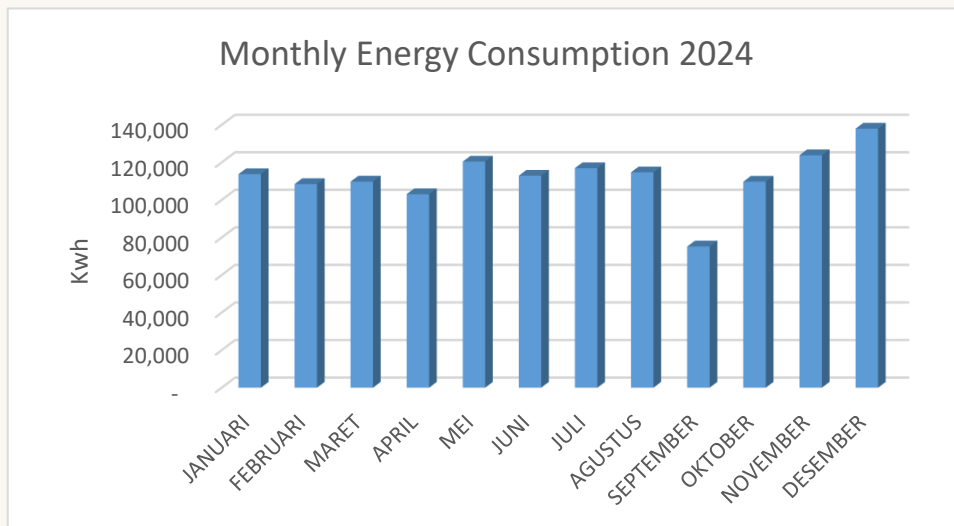




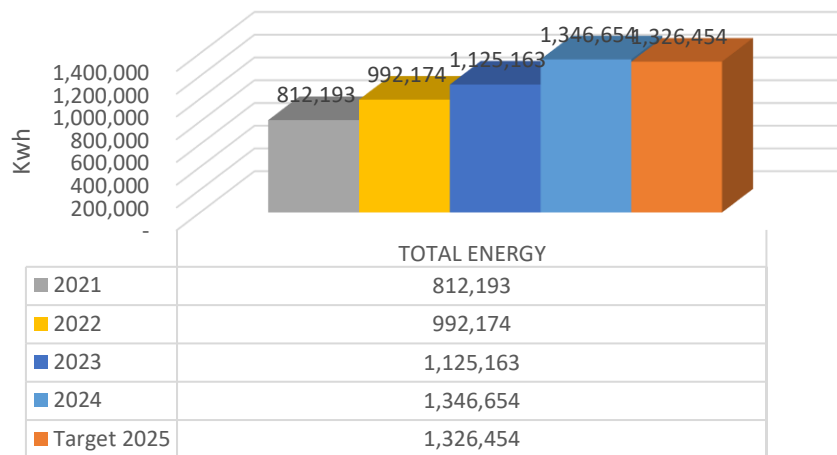
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3. ENERGY SAVING

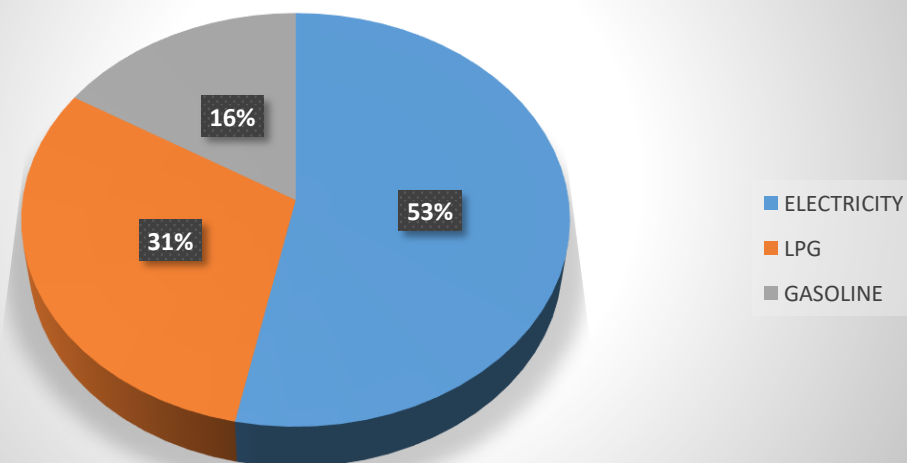
- Up to now in the hotel is using more than 70 % of light bulbs which are Energy Saving. Due to the Pandemic in 2020 and 2021, we have to reduce our cost and thus our original plan to aim 100 % Energy Saving Bulb in 2020 is being postponed.
- Using solar panel as energy alternative is not good in the area due to sun light is not sufficient in the area.
- During low occupancy, appropriate sections within our hotel are isolated so lighting can be turned off.
- Using nature light in our restaurants and meeting room is much reducing our energy consumption.
- Air conditioning and room heaters are used just when it needed.
- Ensure staff to unplug all appliances with electricity when rooms are not booked out.
- Renovated Hotel Wing has a key entry card system which automatically turns off the power when the room is not in used.
- Encourage a “switch off policy” with our guests and staff by providing sticker and guest brochure.
- Aim to replace old equipment to energy efficient.
- Ensure staffs are aware to turn down off any tools using electrical appliance when rooms are not booked out.
- Regular water boiler checks.
- Use natural airflow within the premise.
- Fan and Hairdryer (some rooms) only upon request.
- New laundry room with new laundry machinery in which are energy efficiency.



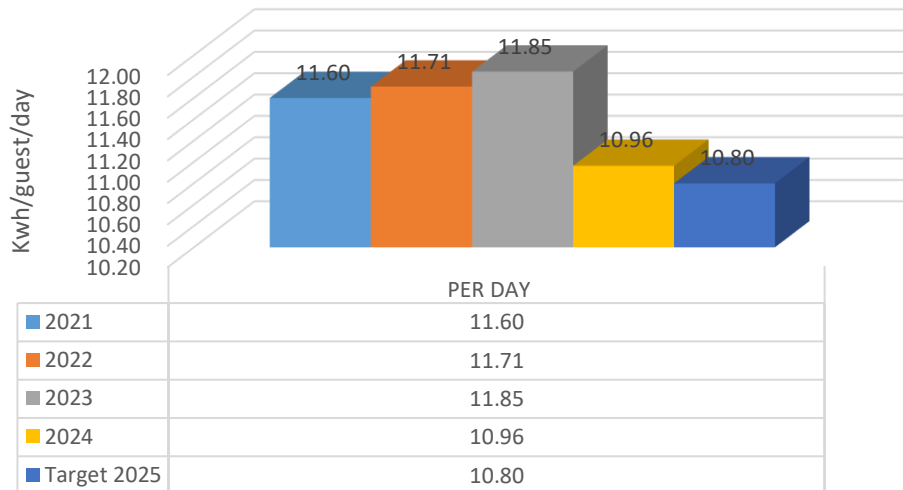
Total Annual Energy Cosumption



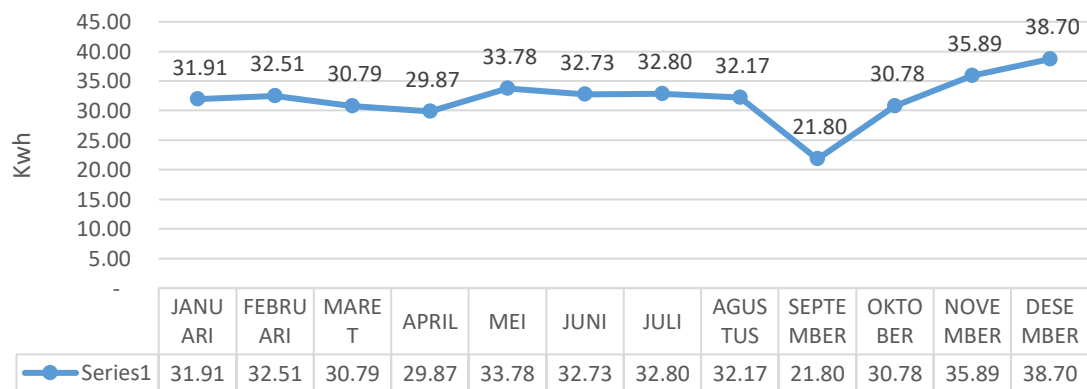
Energy Consumption per Source 2024 Kwh



Annual Energy Consumption per Guest Day



Monthly Energy Consumption per Guest Day 2024

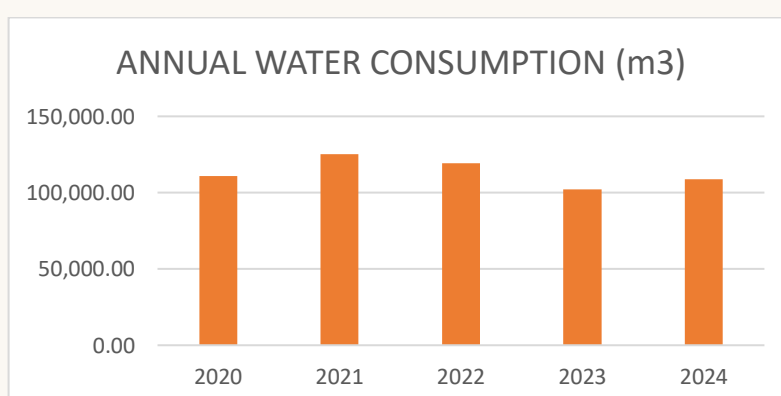


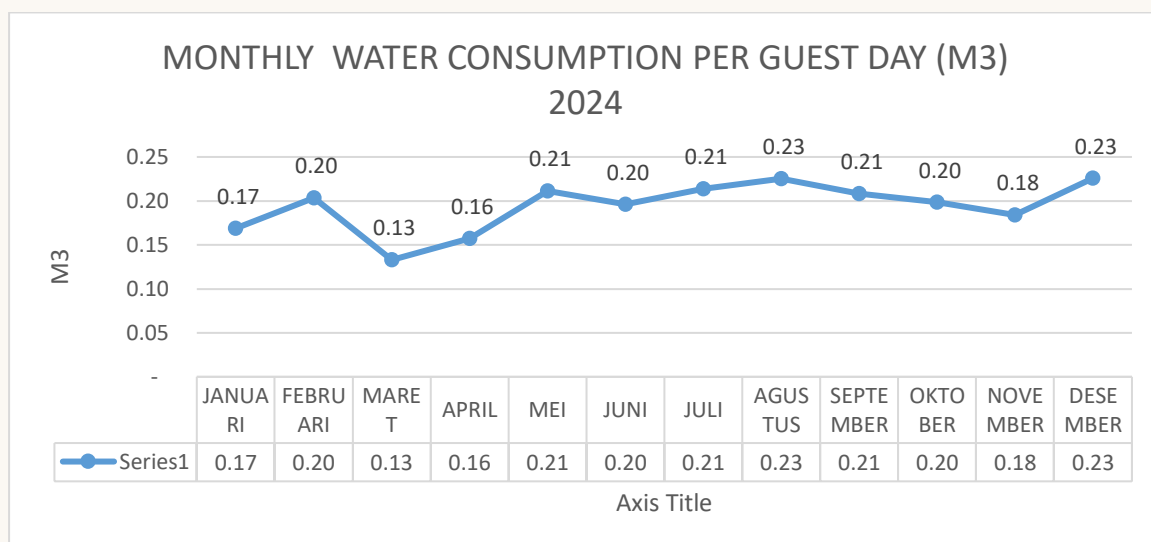
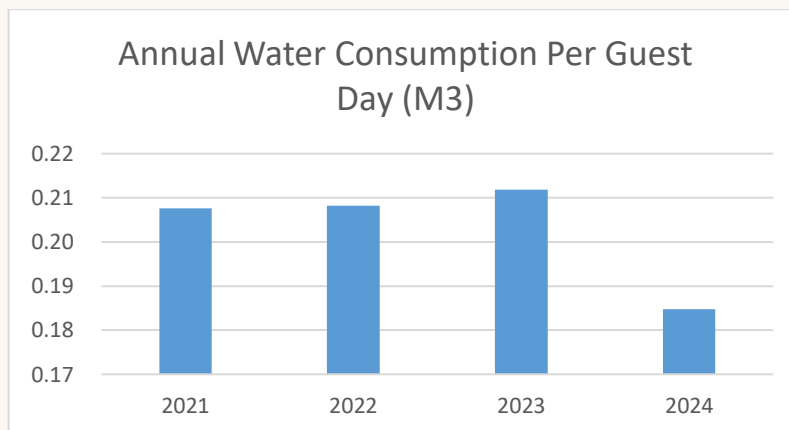
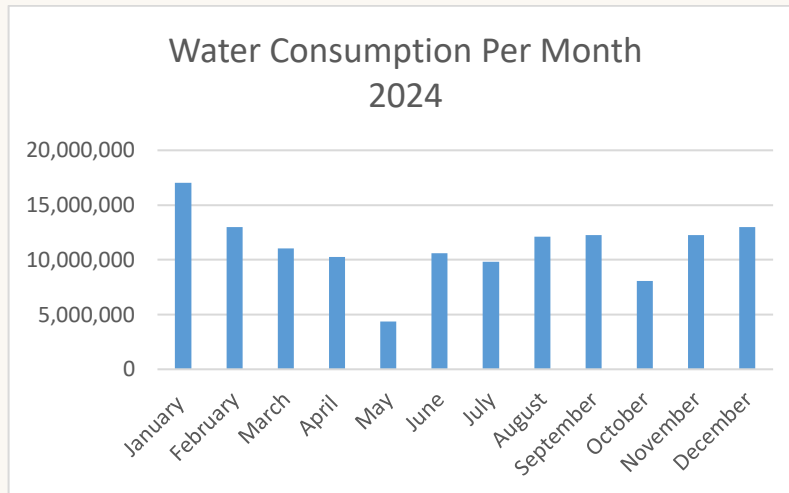


4. WATER SAVING

- Install Grey Water system (STP) for the all kitchens
- Evaluating and gradually fixing old pipes and facets.
- Regular check the water flow in every tap.
- Aim to have centralized bio-waste water treatment in hotel area.
- Aim to replace the toilet to the Eco Friendly Bathroom Toilet.
- Inform and encourage our guest and staff to be water wises.
- Reducing the quantity of washing the towels.
- The New Hotel Wing has replaced the bathtub to shower. Bathtub only available in 10 (out of 47) of our guest rooms.
- Full loads when using washing machines and/or dishwasher.
- Ensure and train staff on how they can help reducing water.
- Minimize water use during room cleaning by housekeeping (i.e flush the toilet only necessary, turn of the tap during cleaning if not being used).
- Housekeeping report to Engineering concerning leaking faucets, showerhead and running toilets or any other issues.
- Water circulation concept to the soil in all hotel resort area

YEAR	ANNUAL WATER CONSUMPTION (m ³)
2020	110.790.16
2021	125.057.67
2022	119.194.66
2023	102.051.06
2024	108.758.00





60%

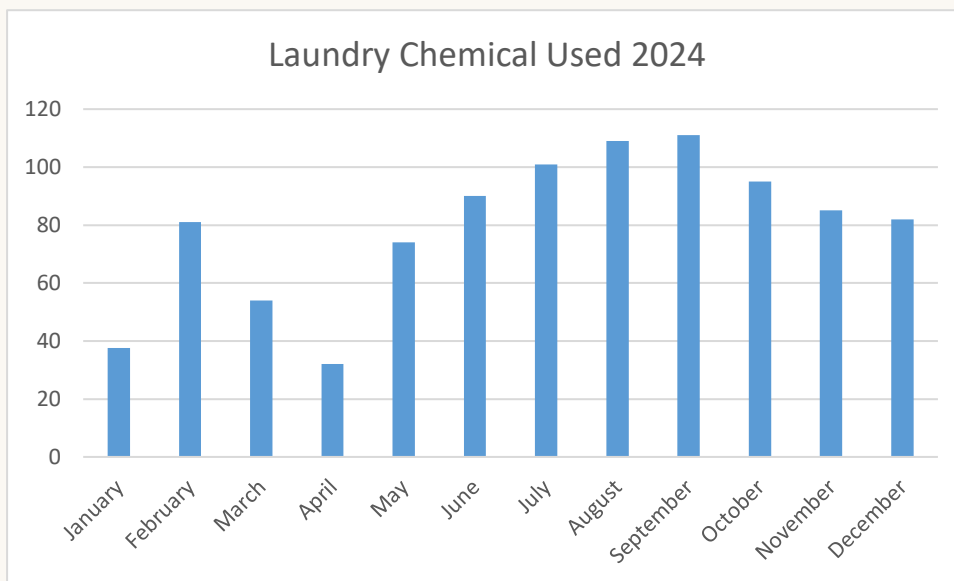
5. CHEMICAL, POLLUTION CONTROL AND PREVENTION

HAZARDOUS WASTE

We have constituted hazardous waste procedure on our resort in which how we organize our hazardous waste. We take care of hazardous waste with a proper way by tagging them on special storage then we deliver then on legal compliance to a registered company.

Our central kitchen has a reservoir about oil trap and oil skimmer. These will stop the mixing of waste oil through the sewage system. The waste oil and frying oil, which is accumulative at the oil holder, The wastes of cooking oils are accumulating at the storehouse then collected by certified waste collection company weekly.

We control waste hazardous as much as possible if it contains a hazardous material we make sure it is disposed of appropriately. The most important point is to make sure all staff aware of the way on how to handle to hazardous waste.



CARBON EMISSION

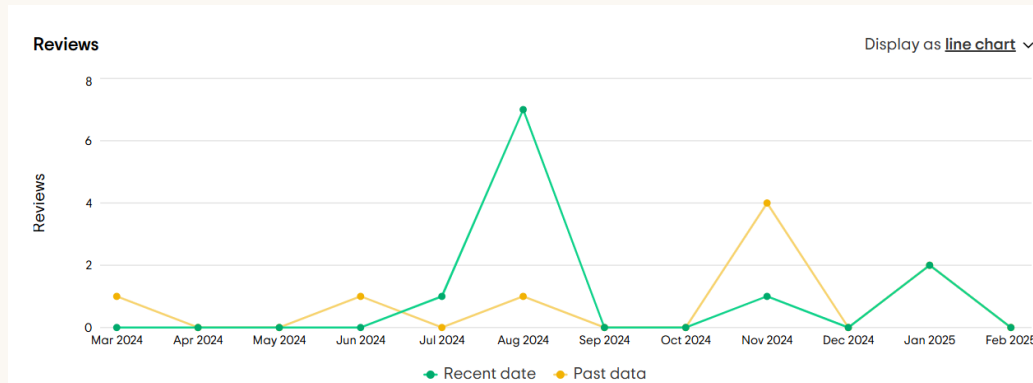
These are some of the ways we reduce emission;

- i. We aim to reduce the energy consumed by using high energy- efficient machine and tools, in this way we will reduce emissions.
- ii. Using on-site electric vehicles (buggy cars) for golf and also for hotel guests & staffs transportation that the power is using electrical which has no carbon emission.
- iii. We do not use AC for room cooling in all of our rooms and public area, but we use the natural air breeze, therefore reducing gas emission.
- iv. Recycling, we aim to increase recycling efficiency by increasing staff awareness training of waste, such as glass, paper and metal inside our hotels. If the waste is accumulated or recycling, emission reduction is supplied, because the energy which produces raw material from the beginning this is less than necessary to regain.
- v. Plant a tree, for providing to emission reductions, we already planted more than 645 trees throughout "Adopt A Tree Program "in 2019, and we will continue the program.
- vi. We prefer to use low carbon emissions products and services.
- vii. We have replaced most of our old kitchen chillers and storage ^{REF}fridge with new, environmentally friendly.

6. GUEST SATISFACTION

In an effort to enhance our customers' experience, we are implementing a continuous improvement program. This program is based on insights from our business partners, including TripAdvisor, Booking.com, Tiket.com, Agoda, and Google Reviews.

6.1 TRIPADVISOR HANDARA GOLF AND RESORT BALI (ACCOMMODATION) – 3.5/5



No.	Review	Score
1.	Hotel & Golf dengan View Indah	4/5
2.	Tempat yang menyenangkan	3/5
3.	Reminds one of the government hotels in India! Stay elsewhere	3/5
4.	Best Healing	5/5
5.	Chillin' in Paradise at Handara Golf & Resort Bali	5/5
6.	A fuir ! (Hindari)	1/5
7.	Perfect place to stay 🌟	5/5
8.	Excellent Service	5/5
9.	HANDARA GOLF & RESORT BALI	5/5
10.	Room Review	5/5
11.	Decent place	4/5

Based on the Review:

Positive Aspects:

1. Location and Scenery:

Most guests highly appreciate the location of the resort, situated at the foot of the mountains, providing a cool and peaceful atmosphere that is ideal for relaxation and golf. The scenery is stunning, particularly during early mornings and sunsets.

2. Staff Service:

The staff received frequent praise for being friendly and professional. Many guests expressed that they felt well-attended to and valued during their stay.

3. Room Quality:

The rooms are generally praised for being spacious, clean, and comfortable. Many guests also enjoyed the balconies directly facing the golf course, providing a peaceful and scenic view.

4. Food and Dining:

Guests were satisfied with the dining options available at the resort. The buffet dinner and breakfast offerings were varied and delicious, with guests noting the variety and quality of the food. The Breeze Terrace Restaurant was also highlighted as a pleasant place to enjoy meals.

5. Golf Course and Activities:

The golf course is frequently mentioned for its beauty and challenging layout, which many guests enjoyed. Additionally, guests appreciated the free golf lessons offered at the driving range for beginners.

Areas for Improvement:

1. Cleanliness:

A few reviews highlighted that cleanliness could be improved. Issues such as dirty towels and inconsistent cleanliness in some areas were noted. Ensuring high standards of cleanliness across all areas of the resort is crucial for guest satisfaction.

2. Outdated Facilities:

Some guests reported that certain facilities appeared to be outdated and in need of renovation. This includes rooms and other hotel amenities. Renovating these facilities will enhance comfort and attractiveness for visitors.

3. Construction Noise:

Several guests commenting about the construction work taking place at the resort. The noise from construction workers starting early in the morning and the sound of drills throughout the day were disruptive. This negatively impacted the overall guest experience, and construction should be managed more effectively to minimize disruptions.

4. Lack of Activities and Amenities:

Some guests noted the lack of activities at the resort, especially for those who do not play golf. SPA services were unavailable, and there were no other facilities like a gym or recreational activities to cater to guests' interests. Expanding activity options would provide a more well-rounded experience for all guests.

Action Plan & Progress

1. Cleanliness:

- a. We have intensified housekeeping staff training and introduced regular cleanliness inspections to ensure all areas of the resort are maintained to the highest cleanliness standards.
- b. We have also strengthened cleaning procedures, particularly in guest rooms and public areas, to ensure that we meet guest expectations.

2. Renovation:

- a. We have begun the renovation plan for outdated facilities, with a focus on updating guest rooms and public areas to create a fresher and more modern environment. This renovation is aimed at improving guest comfort during their stay.
- b. Routine maintenance has been prioritized in the meantime to address minor issues mentioned by guests.

3. Construction Noise Management:

- a. We have adjusted construction schedules to ensure that noisy work is carried out during non-peak hours, minimizing disturbances to guests.
- b. We have also provided advance notifications to guests about potential noise.

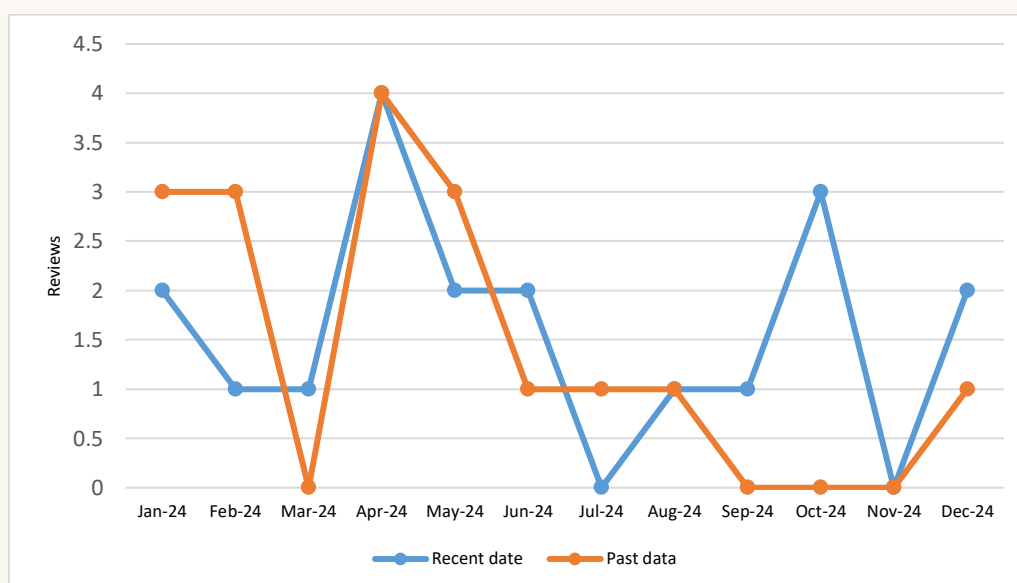
4. Offer More Activities:

- a. We are offering outdoor activities such as hiking and visits to local attractions for guests with different interests.
- b. Need to schedule training for activity staff



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6.2 TRIPADVISOR HANDARA ICONIC GATE – 3.0/5'



No.	Review	Score
1.	Handara Gate in Bali - Skip This Tourist Trap	2/5
2.	Nothing special!	2/5
3.	Underwhelming	2/5
4.	Disappointing experience	1/5
5.	Great place to visit	5/5
6.	Not worth if you visitng Lempuyang Temple	3/5
7.	Nice spot for photos	3/5
8.	OK Place too Hyped	2/5
9.	Terrible	1/5
10.	Pathetic place 😡😡	1/5
11.	Nice spot .. endless wait in Q	1/5
12.	Instagram woes!	1/5
13.	The biggest rip off in Indonesia	1/5
14.	If you are influencer or public profile on Instagram this is a good visit	3/5
15.	Handara gate	3/5
16.	Waste of time! Take a picture from the distance and move on	1/5
17.	Handara gate - just a selfie photo spot	1/5
18.	Nice from a distance...	3/5
19.	Ridiculous	1/5
20.	the story behind split gateway (or candi bentar)	5/5
Average		2.1/5

Based on the review:

Positive Aspects:

1. **Aesthetic Beauty and Unique Scenery:** Many visitors acknowledge the visual beauty of Handara Gate, which is considered a prime photo opportunity, especially for those seeking an iconic photo spot. The traditional Balinese design of the gate draws attention and appeals to a large number of tourists.
2. **Instagrammable Photo Spot:** Despite the complaints about overcrowding, Handara Gate remains a popular destination for travelers seeking aesthetic photos for social media. The picturesque view of the gate with the surrounding natural backdrop continues to be a major attraction, particularly for influencers or those highly prioritizing Instagram photos.
3. **Proximity to Other Tourist Attractions:** Handara Gate is strategically located close to other notable tourist sites, such as Ulun Danu Beratan, making it a quick stop for visitors already in the area.

Areas for Improvement:

1. **Overcrowding and Long Queues:** Numerous reviews highlight the excessive waiting time for taking photos at the gate, with some visitors reporting waits of up to two hours. The overcrowding severely affects the overall experience, and the inefficient queue management system has been identified as a recurring issue.
2. **Unclear and Non-transparent Pricing:** Several visitors expressed dissatisfaction with additional fees for photo-taking services using personal mobile phones, as well as parking and picture-taking charges. Guests felt misled by the lack of clear communication regarding these costs before arriving.
3. **Lack of Cultural or Historical Information:** While the gate is visually appealing, many visitors noted the absence of cultural or historical information, reducing the educational value of the experience. Those seeking deeper cultural insight found the location lacking in this regard.

Action Plan & Progress:

1. Queue Management and Crowding Reduction:

- Enhancing the waiting area facilities, such as providing seating and sheltered spaces, will significantly improve visitor comfort while waiting for their turn to take photos.

2. Pricing Transparency:

- Clear and transparent information regarding additional fees for photos and parking has been provided both on-site and through information via reservations or front office, allowing visitors to understand the applicable costs before arriving at the location.
- Staff training on how to accurately communicate pricing information will ensure that visitors receive correct details before visiting the site.

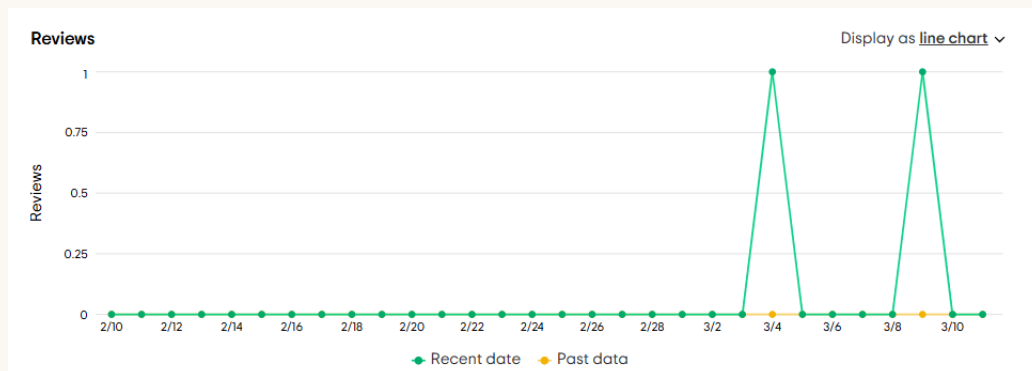
3. Historical Experience:

- We have provided historical and cultural information about Handara Gate through informational signage in the ticketing.

4. Improvement of Visitor Services and Overall Experience:

- Continuous monitoring and improvement of service quality provided by staff through regular training will ensure a friendly, professional, and informative experience for all visitors.
- Upgrading facilities around the gate and streamlining the photo-taking process will ensure a smoother and more enjoyable experience for visitors.

6.3 TRIPADVISOR REVIEW HANDARA GOLF COURSE – 4.0 /5



No.	Review	Score
1.	GOLF COURSE YANG SURGAWI	5/5
2.	Geweldige golfbaan in tropisch woud op Bali	5/5



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Based on Reviews:

Positive Aspects:

1. Golf Course and Ambience:

The golf experience is captivating with a mystical atmosphere and beautiful scenery. The cool and fresh environment at an altitude of 1000 meters above sea level adds comfort to playing golf.

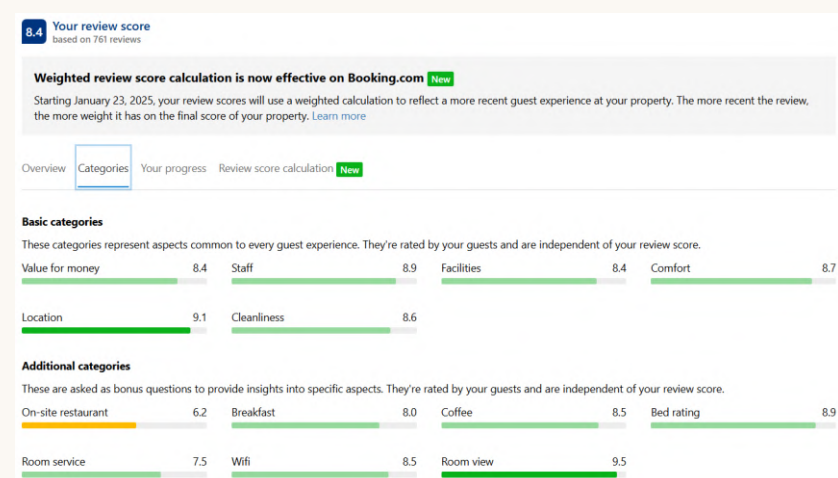
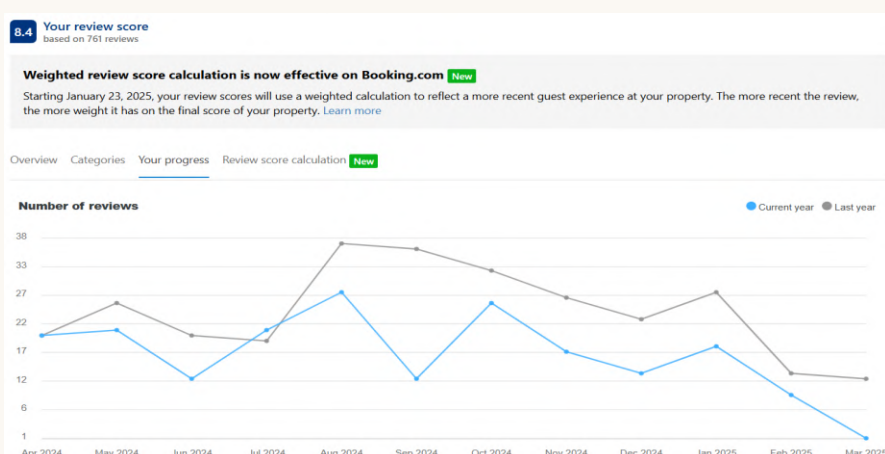
2. Friendly Staff:

The friendly staff and great service at the clubhouse enhance the overall experience.

3. Well-maintained Course:

The well-maintained golf course, with elephant grass that is comfortable to walk on, is a highlight.

6.4 BOOKING.COM REVIEW HANDARA GOLF AND RESORT BALI – 8.4/10





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Booking.com Reviews Analysis and Action plan

Based on the score categories, the highest score reviews are:

1. Location (9.1) — Expected (9.5)

Action Plan and Progress:

a. Shuttle service:

We offer shuttle services to popular tourist destinations and downtown areas, making the resort more accessible.

b. Resort Package: we create resort activity package to introduce Bedugul as destination and that there's a value for guest to spend the holiday there

2. Staff (8.9) — Expected (9.5)

Action Plan and Progress:

a. Customer service training:

We have implemented more in-depth training, focusing on providing personalized service, such as proper guest greetings, handling complaints, and other aspects of guest relations.

b. Room service:

We have trained our room service staff to ensure faster and more efficient service, aiming to enhance the guest experience.

c. Foreign language training:

We have increased foreign language skills among our staff (such as English and Korean) to improve communication with international guests.

3. Comfort (8.7) — Expected (9.5)

Action Plan and Progress:

a. Upgrade of room facilities:

We have upgraded our rooms with higher-quality mattresses, pillows, and blankets, as well as added smart TVs to improve guest comfort.

b. Entertainment facilities:

We have added high-speed internet and expanded TV channel options to enhance entertainment in the rooms.

4. Cleanliness (8.6) — Expected (9.0)

Action Plan and Progress:

a. Cleaning procedures:

We have implemented more thorough daily inspections of rooms and public areas to ensure cleanliness is consistently maintained. Our housekeeping team has received additional training to be more detail-oriented.

b. Waste sorting training:

We have provided training to our staff on proper waste sorting practices, ensuring that recyclable materials, food waste, and general trash are properly separated. This is part of our sustainability initiatives to improve our environmental responsibility.

5. Value for Money (8.4) — Expected (9.0)

Action Plan and Progress:

a. Bundling packages:

We have created attractive bundling packages, such as stay packages that include tours, dinners, or activities at the resort (e.g., golf) to offer more value to the guests.

b. Family activities:

We have expanded family-friendly activities by providing more engaging options, such as a kids' club to enhance the overall guest experience.

6. Facilities (8.4) — Expected (9.0)

Action Plan and Progress:

a. Kids Club and family facilities:

We have expanded play areas for children

b. Other public facilities:

We are building new spa and renovate the unseen to give more facilities that guest can enjoy in the resort

7. On-site Restaurant (6.2) — Expected (9.0)

Action Plan and Progress:

a. Menu revision:

We have conducted a thorough review of the current menu and have replaced or updated dishes that were unpopular for guests.

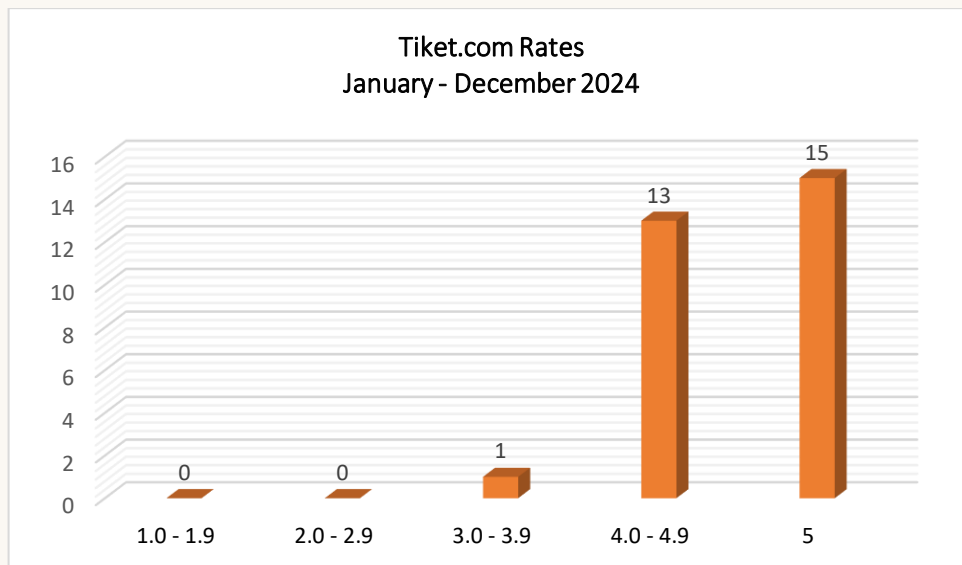
b. Staff training for the restaurant:

We have focused on improving service speed and efficiency, as well as enhancing the staff's knowledge about the menu so they can provide better recommendations to guests.

c. Improvement of the restaurant atmosphere:

We have renovated the restaurant to update its interior, creating a more modern, comfortable, and inviting ambiance (transition from Soyokaze to Orient Nine Tea House & Restaurant).

6.5 TIKET.COM REVIEW HANDARA GOLF AND RESORT BALI



Based on reviews:

Positive Aspects:

1. Location and Scenery:

Guests love the beautiful location at the foot of the mountains, providing a cool, peaceful atmosphere ideal for relaxation and golf, with stunning views, especially at sunrise and sunset.

2. Staff Service:

The friendly and professional staff received praise for their attentive service, making guests feel welcomed and valued.

3. Room Quality:

Rooms are spacious, clean, and comfortable, with many enjoying the views from the balconies overlooking the golf course.

4. Food and Dining:

The buffet breakfast and dinner were highly appreciated for their variety and deliciousness. The Breeze Terrace Restaurant was specifically praised.

5. Golf Course and Activities:

The golf course is noted for its beauty and challenging layout, with guests also enjoying the free golf lessons at the driving range.



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Areas for Improvement:

1. Cleanliness:

Some guests reported dirty towels and inconsistent cleanliness in certain areas. More focus on cleanliness is needed.

2. Outdated Facilities:

Several guests felt the facilities (rooms and amenities) were outdated and in need of renovation.

3. Construction Noise:

Construction noise starting early in the morning disrupted some guests' peace and needs to be managed better.

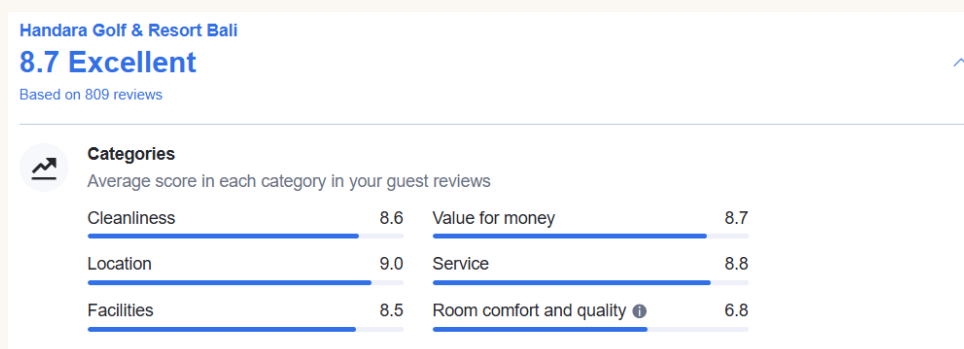
4. Lack of Activities for Non-Golfers:

There were limited activities for guests who don't play golf, and the absence of a spa or gym was noted.

5. Driving Range Service:

Some guests had long waits without follow-up at the driving range, indicating a need for better service organization.

6.6 AGODA REVIEW HANDARA GOLF AND RESORT BALI – 8.7 / 10



Positive Aspects:

1. Comfortable Rooms and Ambiance:

Many reviews mention the comfort of the rooms and the pleasant atmosphere of the location. Guests appreciate the relaxing environment, with mentions of comfortable beds, good for staycations, and a beautiful view.

2. Excellent Service:

Several positive reviews highlight the service at the location, mentioning that the staff is friendly, attentive, and provides an overall good experience.

3. Beautiful Location:

Guests also praise the location, noting its natural beauty, with some mentions of the property being close to unique attractions, such as alpacas and scenic spots.

Areas for Improvement:

1. Food Quality or Dining Experience:

A few reviews suggest that the food quality could be improved or that the dining experience did not meet expectations. Expanding or revising the menu could enhance the overall guest satisfaction.

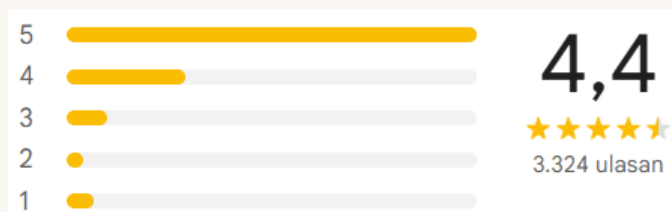
2. Inconsistencies in Service:

Despite many positive comments about service, there are mentions of inconsistent service, such as delays or issues with room service. Service speed and responsiveness could be further improved.

3. Aged Facilities:

While the location is praised, some reviews imply that the facilities could benefit from updates. Some guests feel that the property may appear outdated in certain areas, and renovations could enhance the guest experience.

6.7 GOOGLE REVIEW HANDARA GOLF AND RESORT BALI – 4.4/5



Based on review (379 Reviews on January 2024 – December 2024):

- 281 comments
- 98 only star

Positive Aspects:

1. Friendly and Professional Service:

Several reviews highlight the excellent service from the staff, mentioning their friendliness and professionalism. Guests feel well-treated and appreciated during their stay.

2. Scenic Environment:

Many positive reviews mention the beautiful scenery around Handara, noting that the location is great for relaxation and taking in nature. This is a recurring theme, particularly for the golf experience.

3. Golf Experience:

Guests frequently appreciate the golf course as an important feature, with many praising its beauty and the challenge it presents. First-time golfers also enjoy the experience.

4. Cozy and Comfortable Environment:

Several guests mention that the environment is cozy, making it a relaxing place to stay. The ambiance of the place is often highlighted as being peaceful and inviting.

Areas for Improvement:

1. Cleanliness Issues:

Some reviews highlight cleanliness issues, particularly with carpets or restrooms in certain areas (e.g., restaurant stairs). Ensuring better cleanliness in high-traffic areas could improve guest satisfaction. Problem with rats inside the restaurant is also mentioned

2. Aged Facilities:

A few guests mentioned that the hotel appears old and that the photos shown may not fully represent the current state of some rooms or facilities. Renovating or updating the rooms and common areas could improve overall guest experience.

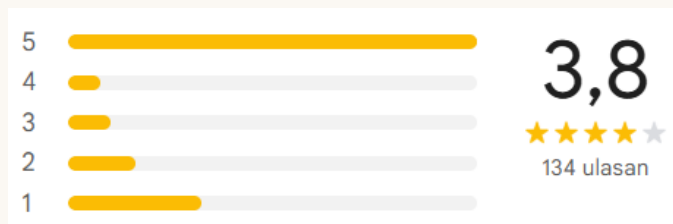
3. Service Delays and Inconsistencies:

Some guests expressed disappointment with the slow service and inconsistent quality in areas like restaurant service or room service, with complaints about long wait times.

4. Limited Amenities or Activities:

Although the location is praised, some guests feel there could be more activities or facilities to enhance the overall experience, especially for those who do not play golf. Expanding options like a spa, gym, or additional recreational activities could be a beneficial improvement.

6.8 GOOGLE REVIEW BREEZE TERRACE – 3.8 /5



Based on review (70 Reviews on January 2024 – December 2024):

- 58 comments
- 12 only star

Positive Aspects:

1. Scenic View:

Many guests mention the stunning views from Breeze Terrace, highlighting the picturesque surroundings that create a pleasant and relaxing atmosphere.

2. Good First Impressions:

A few guests mentioned their first-time experience at the restaurant being positive, suggesting that the place may offer a unique and memorable dining experience for newcomers.

Areas for Improvement:

1. Food Quality:

Some reviews highlight issues with the food quality, mentioning that while the views are great, the food doesn't meet expectations. This suggests the need for better food quality or consistency in dishes.

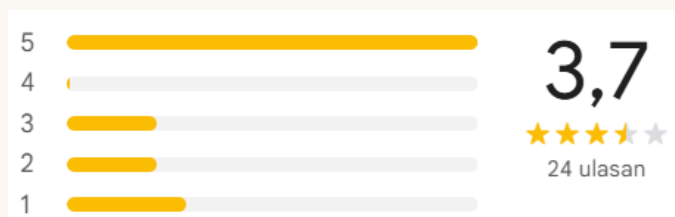
2. Service Delays:

The slow service or unresponsive staff is mentioned, which impacts the overall experience. Some guests express dissatisfaction with the time it took to place orders or receive their meals.



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6.9 GOOGLE REVIEW ORIENT NINE TEA HOUSE AND RESTAURANT – 3.7 / 5



Based on review (9 Reviews on January 2024 – December 2024):

- 7 comments
- 2 only star

Positive Aspects:

1. Good Food and View:

The only positive review highlights that the restaurant offers nice food and a nice view, suggesting that guests enjoy the dining experience and ambiance at the location.

Areas for Improvement:

1. Quality of Service:

Many neutral reviews express dissatisfaction with the overall service quality, mentioning that the restaurant is not meeting expectations compared to other local eateries (example: "warung acak lebih baik").

2. Menu Availability:

Some reviews mention that menu items or requests were not available, indicating issues with availability or stock that should be addressed to improve guest satisfaction.

3. Location and Ambiance:

Although some reviews mention the location and ambiance positively, others point out that it is not clearly visible or accessible, which could make it harder for guests to find.



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7. CSR REPORT – HANDARA GIVE BACK PROGRAMS

**SPECIAL MENTIONED FOR 'HANDARA GIVE BACK'S PROGRAM IN 2024*

1. Humanitarian Assistance.

We have entered into an agreement with JRS (Jesuit Refuge Service). Our partnership with JRS Indonesia serves refugees and asylum seekers who live in Jakarta and Bogor. JRS Indonesia is an organization with a mission to accompany, serve, and advocate on behalf of refugees and other forcibly displaced persons so that they may heal, learn, and determine their own future.

2. Education

The field of education is one of the few handaragiveback programs. Handaragiveback will have provided healthy lunch and school supplies to local school. This is our hope that the meal will help the kids eat properly so they can be as healthy as possible and learn as much as possible. In addition, we have also introduced scholarship to the children of the employees under the parent company.

3. Healthcare

We support various welfare programs organized regularly by non-profit organizations. Direct donations are also given to individual patients suffering from cancer patients, stroke patients, people with craniofacial disabilities, children with neurological disorder, autism awareness and supporting public health worker.



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List of HANDARA Give Back Program in 2024

We helped more than 4,962 families in 2024 by providing them with food materials. Additionally, we supported over 4,161 orphaned and underprivileged children, supplying them with essential daily necessities across more than 70 orphanage homes.

No	Date	Program	Description
1	January 12 – 14, 24	Collaboration with SD Muhamadiyah Maumere Flores	Distribute school supplies such as, books, writing supplies, rain coat and hose
2	January 22, 24	Support their celebration of the 50 th Anniversary of PT Nugra Santana	Handara Give Back Scholarship which are awarded to the children of PT NS Employees for 1 years scholarship are designed to encourage and support students in their academic pursuits as well as their non-academic interest such as art, music and sports
3	January 20, 24	Support Children with special needs (Cebal Palsy)	Support for all needs and medical expenses of Alawiyah
4	January 26, 24	Collaboration with Foundation of Kasih Anak Kanker Bali	Distribute Food materials and feeding unfortunate and sick children (cancer) in Bali
5	January 26, 24	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
6	January 2024	Friday Blessings through food Program	Distribute of Rice box to Mosque in Kuta, and Denpasar Area
7	February 16, 24	Blood Donation Program at Handara Golf & Resort Bali	Handara employees have generously volunteered to participate in a blood donation drive
8	February 16, 24	Collaboration with local community in Abang Karangasem	Distribute Food materials and food to the 70 elderly and baby scales to Integrated Healthcare Center (Posyandu).
9	February 19, 24	Support Children with special needs (Cebal Palsy)	Support for all needs and medical expenses of Alawiyah

10	February 20, 24	Collaboration with local community in Baturiti, Tabanan	Distribute Food materials and food to the 80 elderly and baby scales to Integrated Healthcare Center (Posyandu).
11	February 20, 24	Collaboration with local community in Gerokgak, Singaraja	Distribute Food materials and food to the 40 underprivileged children.
12	February 21, 24	Collaboration with Foundation of Kasih Anak Kanker Bali	Distribute Food materials and feeding unfortunate and sick children (cancer) in Bali
13	February 21, 24	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
14	February 2024	Friday Blessings through food Program	Distribute of Rice box to Mosque in Kuta, and Denpasar Area
15	March 08 – 05 April, 24	Idul Fitri	Distribute of Rice box, Takjil and Food materials that reached 1,673 families
16	March 08, 24	Collaboration with SD Muhamadiyah Maumere Flores	Distribute for the construction of School Libraries
17	March 08, 24	Collaboration with Sungai Watch	Distribute food for the volunteers from the Sungai Watch
18	March 21, 24	Collaboration with Chili House Gili Trawangan	Distribute school supplies, food and food materials for underprivileged children in Chili House Gili Trawangan
19	March 21, 24	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
20	March 21, 24	Collaboration with Foundation of Kasih Anak Kanker Bali	Distribute Food materials and feeding unfortunate and sick children (cancer) in Bali
21	March 21, 24	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah

22	March 27, 24	Collaboration with Mosque Youth AL Falah Pancasari Singaraja	Distribute of Rice box, Takjil and Food materials for Mosque Youth Activity
23	March 27, 24	Collaboration with Dyatmika School	Contribute to the tree planting program
24	March 2024	Friday Blessings through food Program	Distribute of Rice box to Mosque in Kuta Area
25	April 02, 24	Collaboration with SD Muhamadiyah Maumere, Flores	Distribute for the construction of School Libraries
26	April 02, 24	Collaboration with Sungai Watch	Distribute food for the volunteers from the Sungai Watch
27	April 18, 24	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
28	April 18, 24	Collaboration with Foundation of Kasih Anak Kanker Bali	Distribute Food materials and feeding unfortunate and sick children (cancer) in Bali
29	April 18, 24	Support Children with special needs (Cebal Palsy)	Support for all needs and medical expenses of Alawiyah
30	April 2024	Friday Blessings through food Program	Distribute of Rice box to Mosque in Denpasar Area
31	May 10, 24	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Spekix Event for Autism Awareness and Education
32	May 02, 24	Collaboration with SD Muhamadiyah Maumere Flores	Distribute for the construction of School Libraries
33	May 02, 24	Collaboration with Sungai Watch	Distribute food for the volunteers from the Sungai Watch
34	May 16, 24	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs

35	May 18, 24	Collaboration with Foundation of Kasih Anak Kanker Bali	Distribute Food materials and feeding unfortunate and sick children (cancer) in Bali
36	May 18, 24	Support Children with special needs (Cebal Palsy)	Support for all needs and medical expenses of Alawiyah
37	May 18, 24	Support their celebration of the 50 th Anniversary of PT Nugra Santana	Handara Give Back Scholarship which are awarded to the children of PT NS Employees for 1 years scholarship are designed to encourage and support students in their academic pursuits as well as their non-academic interest such as art, music and sports
38	May 21, 24	Collaboration with local community in Tembuku, Bangli	Distribute Food materials and food to the 50 elderly
39	May 31, 24	Collaboration with local community in Busungbiu, Singaraja	Distribute School Supplies, Food materials and food to the 13 underprivileged children.
40	May 31, 24	Blood Donation Program at Handara Golf & Resort Bali	Handara employees have generously volunteered to participate in a blood donation drive
41	May 2024	Friday Blessings through food Program	Distribute of Rice box to Mosque in Denpasar Area
42	June 11, 24	Collaboration with Sungai Watch	Distribute food for the volunteers from the Sungai Watch
43	June 11, 24	Collaboration with Yayasan Peduli Kemanusiaan (YPK), Bali	Provide food and medical devices needed by children with special needs
44	June 11, 24	Collaboration with Foundation of Kasih Anak Kanker Bali	Distribute Food materials and feeding unfortunate and sick children (cancer) in Bali
45	June 11, 24	Support Children with special needs (Cebal Palsy)	Support for all needs and medical expenses of Alawiyah
46	June 13, 24	Eid al-Adha	Distribute of Qurbani meats that reached 223 families and orphan children in Panti Asuhan in Lombok

47	June 13, 24	Eid al-Adha	Distribute of Qurbani meats that reached 400 families and orphan children in Mosque Pancasari Singaraja
48	June 2024	Friday Blessings through food Program	Distribute of Rice box to Mosque in Denpasar and Kuta Area
49	July 18, 24	Collaboration with Sungai Watch	Distribute food for the volunteers from the Sungai Watch
50	July 18, 24	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
51	July 18, 24	Collaboration with Foundation of Kasih Anak Kanker Bali	Distribute Food materials and feeding unfortunate and sick children (cancer) in Bali
52	July 18, 24	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
53	July 18, 24	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
54	July 18, 24	Collaboration with SD Muhamadiyah Maumere, Flores	Distribute for the construction of School Libraries
55	July 18, 24	Collaboration with Foundation Tapasya Stroke Center Amaranee, Tabanan	Distribute 80 Food materials and food for stroke survivors in Tabanan
56	July 25, 24	Collaboration with Chili House, Gili Trawangan	Distribute school supplies, food and food materials for underprivileged children in Chili House Gili Trawangan
57	July 2024	Friday Blessings through food Program	Distribute of Rice box to Mosque in Denpasar and Kuta Area
58	August 02, 24	Collaboration with Sungai Watch	Distribute food for the volunteers from the Sungai Watch

59	August 02, 24	Collaboration with Foundation of Kasih Anak Kanker Bali	Distribute Food materials and feeding unfortunates and sick children (cancer) in Bali
60	August 02, 24	Collaboration with Yayasan Peduli Kemanusiaan (YPK), Bali	Provide food and medical devices needed by children with special needs
61	August 02, 24	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
62	August 02, 24	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
63	August 07, 24	Orphanage fires on Children Hope Bali	Distribute Food materials and food for impacted by the fire
64	August 14, 24	Collaboration with local community in Karangasem	Distribute Food materials and food to the 80 elderly and baby scales to Integrated Healthcare Center (Posyandu).
65	August 14, 24	Collaboration with Tri Hita Eco School Karangasem	Distribute Food materials and meals to children and teacher in Tri Hita Eco School
66	August 20, 24	Support their celebration of the 50 th Anniversary of PT Nugra Santana	Handara Give Back Scholarship which are awarded to the children of PT NS Employees for 1 years scholarship are designed to encourage and support students in their academic pursuits as well as their non-academic interest such as art, music and sports
67	August 2024	Friday Blessings through food Program	Distribute of Rice box to Mosque in Denpasar and Kuta Area
68	September 03, 24	Collaboration with Sungai Watch	Distribute food for the volunteers from the Sungai Watch
69	September 03, 24	Collaboration with Foundation of Kasih Anak Kanker Bali	Distribute Food materials and feeding unfortunates and sick children (cancer) in Bali
70	September 03, 24	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs

71	September 03, 24	Support Children with special needs (Cebal Palsy)	Support for all needs and medical expenses of Alawiyah
72	September 03, 24	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
73	September 03, 24	Collaboration with Tri Hita Eco School, Karangasem	Distribute Food materials and meals to children and teacher in Tri Hita Eco School
74	September 13, 24	Collaboration with Women Community Srikandi Denpasar	Distribute Food materials for support women community in Denpasar
75	September 2024	Friday Blessings through food Program	Distribute of Rice box to Mosque in Denpasar and Kuta Area
76	October 03, 24	Collaboration with Sungai Watch	Distribute food for the volunteers from the Sungai Watch
77	October 03, 24	Collaboration with Foundation of Kasih Anak Kanker, Bali	Distribute Food materials and feeding unfortunate and sick children (cancer) in Bali
78	October 03, 24	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
79	October 03, 24	Support Children with special needs (Cebal Palsy)	Support for all needs and medical expenses of Alawiyah
80	October 03, 24	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
81	October 03, 24	Collaboration with Tri Hita Eco School, Karangasem	Distribute Food materials and meals to children and teacher in Tri Hita Eco School
82	October 11, 24	Collaboration with local community in Busungbiu, Singaraja	Distribute School Supplies, Food materials and food to the 50 underprivileged children.
83	October 29, 24	Collaboration with Yayasan Tapasya Stroke Center Amaranee, Tabanan	Distribute 100 Food materials and food for stroke survivors in Tabanan

84	October 2024	Friday Blessings through food Program	Distribute of Rice box to Mosque in Denpasar and Kuta Area
85	November 04, 24	Collaboration with Sungai Watch	Distribute food for the volunteers from the Sungai Watch
86	November 05, 24	Collaboration with Foundation of Kasih Anak Kanker Bali	Distribute Food materials and feeding unfortunate and sick children (cancer) in Bali
87	November 05, 24	Collaboration with Yayasan Peduli Kemanusiaan (YPK), Bali	Provide food and medical devices needed by children with special needs
88	November 05, 24	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
89	November 05, 24	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education children
90	November 05, 24	Collaboration with Tri Hita Eco School, Karangasem	Distribute Food materials and meals to children and teacher in Tri Hita Eco School
91	November 10, 24	Collaboration with local community in Pancasari, Singaraja	Distribute School Supplies, Food materials and food to the 70 underprivileged children.
92	November 11, 24	Collaboration with local community in PAUD Taman Ceria Gili Trawangan	Distribute toys for school needs
93	November 18, 24	Blood Donation Program at Handara Golf & Resort Bali	Handara employees have generously volunteered to participate in a blood donation drive
94	November 18, 24	Collaboration with Mr. Wiky Florest in Lewotobi Erupting Volcano	Distribute Food materials, food, and medicine for baby, kids and adult, baby supplies, and mask.
95	November 22, 24	Collaboration with Rumah Bayi Denpasar	Distribute milk and food for baby, medicine for baby, and baby supplies.
96	November 2024	Friday Blessings through food Program	Distribute of Rice box to Mosque in Denpasar and Kuta Area

97	December 03, 24	Collaboration with Sungai Watch	Distribute food for the volunteers from the Sungai Watch
98	December 03, 24	Collaboration with Yayasan of Kasih Anak Kanker, Bali	Distribute Food materials and feeding unfortunate and sick children (cancer) in Bali
99	December 03, 24	Collaboration with Yayasan Peduli Kemanusiaan (YPK), Bali	Provide food and medical devices needed by children with special needs
100	December 03, 24	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
101	December 03, 24	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education children
102	December 03, 24	Collaboration with Tri Hita Eco School, Karangasem	Distribute Food materials and meals to children and teacher in Tri Hita Eco School
103	December 27, 24	Collaboration with SD Muhamadiyah Maumere, Flores	Distribute for 20 uniform and shoes for schoolchildren
104	December 2024	Friday Blessings through food Program	Distribute of Rice box to Mosque in Denpasar and Kuta Area
105	November 23 – November 24	Collaboration with JRS Indonesia (Jesuit Refugee Service)	To serve refugees and asylum seekers who live in Jakarta and Bogor area. Our priority is to help pregnant mothers and children



Golf Course and Hotel

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