



SUSTAINABILITY PROGRESS REPORT 2025

www.handararesort.com

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INTRODUCTION

Warmest Greetings from Handara Golf & Resort Bali,

It is with immense pride and a deep sense of responsibility that I present our Sustainability Report for 2025. This document serves as a reflection of our journey over the past year—a journey defined by our unwavering commitment to environmental restoration, community empowerment, and the promotion of a truly regenerative tourism model in the highlands of Bali.

The year 2025 has been a historic milestone for us. I am thrilled to announce that Handara Golf & Resort Bali was officially recognized as Asia's Best Sustainability Golf Course 2025. This prestigious accolade follows our previous success with the 2023 International Sustainable Awards (ISA) and stands as a powerful testament to our evolution as a regional leader in eco-friendly hospitality.

Our progress is built upon a foundation of rigorous standards. Following our successful certification audit from Travelife, we have continued to invest significantly in every facet of our operations. These investments have yielded remarkable results: a measurable reduction in our carbon footprint, enhanced biodiversity across our grounds, and the implementation of circular waste management systems.

Beyond the environmental impact, our "Green Mission" has permeated our workplace culture. We have seen a significant rise in staff motivation and job satisfaction, proving that a purpose-driven business is a resilient one. By prioritizing local procurement and community support, we ensure that the success of Handara is shared with the people of Bali who call this beautiful region home.

I would like to extend my deepest gratitude to our dedicated staff, our loyal guests, and our global partners. Your support transformed our vision into an award-winning reality. As we look toward the future, we remain dedicated to the idea that luxury and sustainability are not mutually exclusive, but rather, essential partners in creating a better world for future generations.



With gratitude and commitment,

Shan Ramdas

General Manager of Handara Golf & Resort Bali

HANDARA'S VISION AND MISSION



Vision

Inspiring Sustainable Living in
Harmony with Nature & Culture.

Mission

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 promote a vibrant green lifestyle that enriches the lives of our guests.

Values

Why Guests 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 2025

Handara Golf & Resort Bali is proud to share two remarkable milestones that highlight our commitment to both luxury hospitality and environmental stewardship.

- Win Luxury Lifestyle Award for category Best Luxury Golf Resort Indonesia 2025
- Win World Golf Awards for category Asia's Best Eco-Friendly Golf Facility 2025
- Win CEO Destinations for category Best Sustainable Golf Resort 2025
- Nominated in categories: World's Best Eco-Friendly Golf Facility 2025 by World Golf Awards.





World's Best Eco-Friendly Golf Facility 2025



Handara Golf & Resort Bali (Indonesia)

www.handaragolfresort.com/pres...

HANDARA SUSTAINABILITY PROGRESS

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



HANDARA GREEN ACTION PLAN

Our Effort Started in 2018	Target 2019	Target 2020 Onward
<p>Environmental</p> <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 	<p>Environmental</p> <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 	<p>Environmental</p> <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>Social</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>Social</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>Social</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>Economic</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>Economic</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>Economic</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 <p>Strengthen the hotel's external marketing based on its solid sustainability profile.</p>

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.	Stabilize the use of chemical consumption in the resort area
Training staff for energy efficiency	Training staff for water efficiency	Compose our organic waste	Stabilize the use of chemical consumption in the cleaning supply.
Assess and review energy saving method	Gradually change the washing machine & equipment to more environmentally friendly equipment.	Research on the use of recycled products or other environmentally friendly products	Research on more environmentally friendly chemicals
Gradually replace light bulb and equipment to more energy saving equipment	Gradually replace leaked pipes and tabs throughout the hotel.	Research on reuse of packaging parts	Send our sustainability policy to all suppliers.
Assessment gas and boiler efficiency	Send our sustainability policy to all suppliers.	MOU with third party for our waste management	
Send our sustainability policy to all suppliers.		Send our sustainability policy to all suppliers.	

2022- 2025 Performance (Highlight)

- Video Campaign on Travelife Certification in Handara.
- Continue to review and train all staff regarding environmental sustainability and children protection.
- More than 90 % LED lighting throughout the hotel areas.
- Energy & Waste Documentation.
- New Laundry Room.
- 645 New Trees planted in our resort under the Adopt a Tree Program.
- Expanding CSR Program.
- Moving Toward Zero Plastic Waste.
- Reduce the paper usage.
- Upgrade Hotel facilities and equipment that is more eco- friendly.
- Handara as a Sustainable Destination in Bedugul, Bali.

1. LABOR & HUMAN RIGHTS

Training conducted in 2025 was designed not only to enhance technical skills but also to emphasize on the soft skills related to personal and social development of employees. Two key dimensions received particular attention: language proficiency and environmental awareness. In line with our aim to elevate the Resort's service standards, we have conducted a series of training programs in 2025 for all staff, such as:

NO	DATE	TRAINING TOPIC	TRAINER	PARTICIPANT
JANUARY				
1	06 January 2025	English Training	Angger Bagus Utama	6
2	07 January 2025	English Training for F&B	Angger Bagus Utama	8
3	08 January 2025	English Training for HK	Angger Bagus Utama	11
4	10 January 2025	Korean Course	Sunghwoan Kim	18
5	13 January 2025	English Training	Angger Bagus Utama	5
6	14 January 2025	English Training for F&B	Angger Bagus Utama	7
7	15 January 2025	English Training for HK	Angger Bagus Utama	13
8	16 January 2025	Stimulus Gaya Kepemimpinan	I Ketut Mudi	52
9	17 January 2025	Korean Course	Sunghwoan Kim	9
10	19 January 2025	Internal Briefing FO	Dewa Ayu Nindya Ratrini	9
11	20 January 2025	English Training	Angger Bagus Utama	7
12	21 January 2025	English Training for F&B	Angger Bagus Utama	12
13	22 January 2025	English Training for HK	Angger Bagus Utama	11
14	23 January 2025	Stimulus Gaya Kepemimpinan	I Ketut Mudi	48
15	24 January 2025	Korean Course	Sunghwoan Kim	7
16	27 January 2025	English Training for FO	Angger Bagus Utama	7



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17	29 January 2025	English Training for HK	Angger Bagus Utama	15
18	31 January 2025	Korean Course	Sunghwoan Kim	8
				253
FEBRUARY				
1	03 February 2025	English Training	Angger Bagus Utama	5
2	04 February 2025	English Training for F&B	Angger Bagus Utama	5
3	05 February 2025	English Training for HK	Angger Bagus Utama	9
4	06 February 2025	Kepedulian Lingkungan dan Tanggung Jawab Moral	I Ketut Mudi	51
5	07 February 2025	Korean Course	Sunghwoan Kim	8
6	10 February 2025	English Training	Angger Bagus Utama	4
7	14 February 2025	Korean Course	Sunghwoan Kim	12
8	16 February 2025	HK Coordination Training	Gede Kris Pratama	21
9	17 February 2025	English Training for FO	Angger Bagus Utama	9
10	18 February 2025	Power Plus Introduction	Ari Ardani	1
11	18 February 2025	English Training for F&B	Angger Bagus Utama	9
12	19 February 2025	English Training for HK	Angger Bagus Utama	9
13	20 February 2025	Plastic Detox	Bu Anna	50
14	21 February 2025	Korean Course	Sunghwoan Kim	7
15	26 February 2025	English Training	Angger Bagus Utama	8
16	28 February 2025	Korean Course	Sunghwoan Kim	10
17	28 February 2025	Kepedulian Lingkungan dan Tanggung Jawab Moral	I Ketut Mudi	43
				222
MARCH				
1	03 March 2025	English Training for FO	Angger Bagus Utama	4
2	04 March 2025	English Training	Angger Bagus Utama	6
3	05 March 2025	English Training	Angger Bagus Utama	11
4	06 March 2025	K3	I Ketut Mudi & Gede Kris Pratama	8
5	07 March 2025	Korean Course	Sunghwoan Kim	6
6	07 March 2025	Self-Understanding of FO	Sukma Awantari	7
7	08 March 2025	Chemical for HK	Gede Kris Pratama	20
8	10 March 2025	English Training for FO	Angger Bagus Utama	7
9	11 March 2025	English Training for F&B	Angger Bagus Utama	5
10	12 March 2025	English Test for HK	OSS	26
11	13 March 2025	K3	I Ketut Mudi & Gede Kris Pratama	8
12	14 March 2025	Korean Course	Sunghwoan Kim	5
13	17 March 2025	English Training	Angger Bagus Utama	10
14	18 March 2025	Dilmah	Dilmah	13
15	18 March 2025	English Training for F&B	Angger Bagus Utama	10
16	19 March 2025	English Training for HK	Angger Bagus Utama	13
17	20 March 2025	Ketanggap Daruratan	I Ketut Mudi	43
18	21 March 2025	Korean Course	Sunghwoan Kim	5
19	22 March 2025	Standard Setup	Gede Kris Pratama	15
20	24 March 2025	English Training for FO	Angger Bagus Utama	4

21	25 March 2025	English Training for F&B	Angger Bagus Utama	10
22	27 March 2025	Ketanggap Daruratan	I Ketut Mudi	39
				275
APRIL				
1	03 April 2025	Membangun SDM Berkelanjutan	I Ketut Mudi	47
2	14 April 2025	English Training for FO	Angger Bagus Utama	4
3	15 April 2025	English Training for F&B	Angger Bagus Utama	10
4	16 April 2025	English Training for HK	Angger Bagus Utama	7
5	27 April 2025	English Training	Angger Bagus Utama	7
6	28 April 2025	Mastering Handara's Product	Diana	10
7	29 April 2025	English Training for F&B	Angger Bagus Utama	9
				94
MAY				
1	05 May 2025	English Training	Angger Bagus Utama	6
2	07 May 2025	English Training for HK	Angger Bagus Utama	9
3	07 May 2025	Refreshment for RD Leaders	I Ketut Mudi	6
4	08 May 2025	Wet Vacuuming & Wet Buffing	Gede Kris Pratama	4
5	08 May 2025	Penyuluhan Kanker	PIC Yayasan Pemerhati	15
6	12 May 2025	English Training for FO	Angger Bagus Utama	7
7	13 May 2025	English Training for F&B	Angger Bagus Utama	20
8	14 May 2025	English Training for HK	Angger Bagus Utama	14
9	15 May 2025	Membangun SDM Berkelanjutan	I Ketut Mudi	55
10	19 May 2025	English Training for FO	Angger Bagus Utama	6
11	20 May 2025	English Training for F&B	Angger Bagus Utama	15
12	21 May 2025	English Training for HK	Angger Bagus Utama	14
13	22 May 2025	Pelatihan Dasar K3	I Made Alit Budiawan	24
14	23 May 2025	Korean Course	Sunghwoan Kim	10
15	26 May 2025	English Training for FO	Angger Bagus Utama	4
16	28 May 2025	English Training for HK	Angger Bagus Utama	7
17	29 May 2025	Fire Training	I Made Alit Budiawan	7
18	30 May 2025	Korean Course	Sunghwoan Kim	4
19	31 May 2025	Wet Vacuuming & Wet Buffing	Gede Kris Pratama	4
				231
JUNE				
1	02 June 2025	English Training for FO	Angger Bagus Utama	8
2	03 June 2025	English Training for F&B	Angger Bagus Utama	9
3	04 June 2025	English Training for HK	OSS	15
4	05 June 2025	Management Ethic	I Ketut Mudi	11
5	06 June 2025	Fire Training	I Made Alit Budiawan	20
6	06 June 2025	Korean Course	Sunghwoan Kim	8
7	06 June 2025	English Training for HK	OSS	15
8	09 June 2025	English Training for FO	Angger Bagus Utama	7
9	10 June 2025	English Training for F&B	Angger Bagus Utama	10
10	11 June 2025	English Training for HK	OSS	15
11	13 June 2025	Korean Course	Sunghwoan Kim	7
12	13 June 2025	English Training for HK	OSS	15



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24	16 July 2025	English Training for Security	Angger Bagus Utama	6
25	17 July 2025	Comprehensive Train the Trainer	I Ketut Mudi	19
26	18 July 2025	Comprehensive Train the Trainer	I Ketut Mudi	19
27	18 July 2025	Korean Course	Sunghwoan Kim	8
28	18 July 2025	English Training for HK	OSS	14
29	21 July 2025	English for Correspondence	I Ketut Mudi	8
30	21 July 2025	English Training for FO	Angger Bagus Utama	6
31	22 July 2025	English Training for F&B	Angger Bagus Utama	6
32	23 July 2025	Japanese Course	Mr/s Hosoi	9
33	23 July 2025	English Training for Security	Angger Bagus Utama	7
34	25 July 2025	Korean Course	Sunghwoan Kim	9
35	25 July 2025	English for Correspondence	I Ketut Mudi	9
36	25 July 2025	English Training for HK	OSS	16
37	25 July 2025	Fire Training	I Made Alit Budiawan	10
38	28 July 2025	English Training for FO	Angger Bagus Utama	4
39	28 July 2025	English for Correspondence	I Ketut Mudi	2
40	30 July 2025	English Training for HK	Angger Bagus Utama	11
41	31 July 2025	Fire Training (Theory)	I Made Alit Budiawan	52
				481
AUGUST				
1	01 August 2025	Fire Training	I Made Alit Budiawan	23
2	01 August 2025	English for Correspondence	I Ketut Mudi	8
3	01 August 2025	English Training for HK	OSS	15
4	01 August 2025	Korean Course	Sunghwoan Kim	7
5	04 August 2025	English Training for FO	Angger Bagus Utama	5
6	04 August 2025	English for Correspondence	I Ketut Mudi	11
7	05 August 2025	English Training for HK	OSS	16
8	06 August 2025	English Training for Security	Angger Bagus Utama	5
9	06 August 2025	Korean Course	Sunghwoan Kim	7
10	07 August 2025	English Training for HK	OSS	16
11	08 August 2025	Training Needs Analysis	Kestina Ekawati	8
12	11 August 2025	English Training for FO	Angger Bagus Utama	5
13	11 August 2025	English for Correspondence	I Ketut Mudi	8
14	12 August 2025	English Training for HK	OSS	16
15	14 August 2025	Diet Mental and Mentally Grooming	I Ketut Mudi	19
16	14 August 2025	English Training for HK	Angger Bagus Utama	14
17	15 August 2025	English Training for HK	OSS	16
18	16 August 2025	How to Treat Napkins with Starch	Gede Kris Pratama	9

19	18 August 2025	English Training for FO	Angger Bagus Utama	6
20	19 August 2025	Security Management & Administration	I Ketut Mudi	10
21	19 August 2025	English Training for HK	Angger Bagus Utama	10
22	20 August 2025	Japanese Course	Mr/s Hosoi	11
23	20 August 2025	English Training for Security	Angger Bagus Utama	8
24	21 August 2025	Diet Mental and Mentally Grooming	I Ketut Mudi	16
25	26 August 2025	English Training for HK	Angger Bagus Utama	11
26	27 August 2025	English Training for Security	Angger Bagus Utama	8
27	28 August 2025	Diet Mental and Mentally Grooming	I Ketut Mudi	7
28	29 August 2025	Korean Course	Sunghwoan Kim	10
				305
SEPTEMBER				
1	01 September 2025	English Training for FO	Angger Bagus Utama	6
2	03 September 2025	English Training for Security	Angger Bagus Utama	9
3	04 September 2025	English Training for HK	Angger Bagus Utama	11
4	04 September 2025	Navigating Leadership in 4.0	I Ketut Mudi	6
5	05 September 2025	Korean Course	Sunghwoan Kim	8
6	08 September 2025	English for Correspondence	I Ketut Mudi	5
7	12 September 2025	Japanese Course	Mr/s Hosoi	5
8	12 September 2025	Fire Training	I Made Alit Budiawan	36
9	14 September 2025	Refreshment Room Treatment	Gede Kris Pratama	9
10	15 September 2025	English for Correspondence	I Ketut Mudi	7
11	16 September 2025	English Training for FO	Angger Bagus Utama	5
12	17 September 2025	Japanese Course	Mr/s Hosoi	4
13	18 September 2025	Navigating Leadership in 4.0	I Ketut Mudi	6
14	18 September 2025	English Training for HK	Angger Bagus Utama	9
15	19 September 2025	Fire Training	I Made Alit Budiawan	9
16	22 September 2025	English for Correspondence	I Ketut Mudi	4
17	23 September 2025	English Training for FO	Angger Bagus Utama	6
18	24 September 2025	English Training for FO	Angger Bagus Utama	4
19	26 September 2025	English Training for HK	Angger Bagus Utama	9
20	29 September 2025	English for Correspondence	I Ketut Mudi	5
21	30 September 2025	English Training for FO	Angger Bagus Utama	6
				169
OCTOBER				
1	01 October 2025	English Training for FO	Angger Bagus Utama	7
2	02 October 2025	Socialization on how to handle confrontation	Kestina Ekawati	43

3	03 October 2025	Socialization on how to handle confrontation	Kestina Ekawati	28
4	07 October 2025	English Training for FO	Angger Bagus Utama	7
5	08 October 2025	English Training for FO	Angger Bagus Utama	6
6	09 October 2025	English Training for HK	Angger Bagus Utama	10
7	10 October 2025	English Training for HK	Angger Bagus Utama	15
8	13 October 2025	English for Correspondence	I Ketut Mudi	6
9	14 October 2025	On Spot Cleanliness & Hygiene	I Ketut Mudi	10
10	14 October 2025	English Training for FO	Angger Bagus Utama	5
11	15 October 2025	English Training for FO	Angger Bagus Utama	4
12	16 October 2025	English Training for HK	Angger Bagus Utama	11
13	17 October 2025	English Training for HK	Angger Bagus Utama	11
14	18 October 2025	The Other Side of Chemical	Gede Kris Pratama	12
15	20 October 2025	English for Correspondence	I Ketut Mudi	5
16	21 October 2025	English Training for FO	Angger Bagus Utama	6
17	22 October 2025	English Training for FO	Angger Bagus Utama	4
18	23 October 2025	Socialization on how to handle confrontation	Kestina Ekawati	31
19	23 October 2025	English Training for HK	Angger Bagus Utama	12
20	24 October 2025	The Other Side of Chemical	Gede Kris Pratama	10
21	27 October 2025	English for Correspondence	I Ketut Mudi	6
22	28 October 2025	English Training for FO	Angger Bagus Utama	5
23	29 October 2025	English Training for FO	Angger Bagus Utama	8
24	30 October 2025	English Training for HK	Angger Bagus Utama	12
				274
NOVEMBER				
1	03 November 2025	English for Correspondence	I Ketut Mudi	5
2	08 November 2025	Standard Setup for Room	Ketut Budiantara	11
3	12 November 2025	English Training for FO	Angger Bagus Utama	4
4	17 November 2025	English for Correspondence	I Ketut Mudi	2
5	18 November 2025	Japanese Course	Mr/s Hosoi	3
6	21 November 2025	English Training for HK	Angger Bagus Utama	9
7	22 November 2025	Product Knowledge of Ankala Spa	Hary Erawati	7
8	24 November 2025	English Training for HK	Angger Bagus Utama	7
9	25 November 2025	English Training for FO	Angger Bagus Utama	4
10	26 November 2025	English Training for FO	Angger Bagus Utama	4
11	26 November 2025	Folding Towel Standard	Gede Dian Kumara Putra	8
12	27 November 2025	Pelatihan Bantuan Hidup Dasar	-	8
				72
DECEMBER				
1	03 December 2025	English Training for FO	Angger Bagus Utama	5

2	03 December 2025	Japanese Course	Mr/s Hosoi	2
3	04 December 2025	Risiko di Tempat Kerja	I Ketut Mudi & Alit Budiawan	78
4	07 December 2025	Dasar-Dasar Housekeeping	Ketut Budiantara	11
5	08 December 2025	English Training for Gate Staff	Angger Bagus Utama	3
6	09 December 2025	English Training for Gate Staff	Angger Bagus Utama	2
7	09 December 2025	English Training	Angger Bagus Utama	23
8	10 December 2025	English Training	Angger Bagus Utama	15
9	11 December 2025	Risiko di Tempat Kerja	I Ketut Mudi & Alit Budiawan	65
10	11 December 2025	Risiko di Tempat Kerja	I Ketut Mudi & Alit Budiawan	44
11	12 December 2025	English Training	Angger Bagus Utama	4
12	14 December 2025	Chemical & Obat Pembersih	Gede Kris Pratama	13
13	16 December 2025	English Training for FO	Angger Bagus Utama	5
14	17 December 2025	English Training for FO	Angger Bagus Utama	7
15	17 December 2025	Japanese Course	Mr/s Hosoi	4
16	18 December 2025	English Training for HK	Angger Bagus Utama	10
17	19 December 2025	English Training for HK	Angger Bagus Utama	7
18	21 December 2025	SOP Pembersihan Kamar	Gede Dian Kumara Putra	10
19	22 December 2025	English Training for Gate Staff	Angger Bagus Utama	3
20	23 December 2025	English Training for FO	Angger Bagus Utama	5
21	24 December 2025	English Training for FO	Angger Bagus Utama	3
22	26 December 2025	English Training for HK	Angger Bagus Utama	5
23	28 December 2025	Setup Room Standard	Gede Dian Kumara Putra	8
				332

To raise awareness of waste management to our staff, we have created competition of “Waste Sorting Competition” on December 2025 as bellow certificated attached:



We conducted a training program focused on environmental awareness, aimed at strengthening employees' understanding of sustainable practices in daily operations in February 2025. Furthermore, we also organized a specialized training on plastic detox, which refreshed staff knowledge on proper plastic waste segregation and reinforced our commitment to reducing single-use plastics. Refreshing training of Waste Sorting Organic Non-Organic held for departments:

1. Front Office
2. Food And beverage
3. Finance
4. Housekeeping
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 since 2018 with the following programs.

- Waste Separation in every department
- Composting the organic waste
- Eliminate non-recyclable plastic bottles and straw in our hotel.
- Water Dispenser in Selected Rooms and Glass Water Bottle.
- Micro Fiber Cloth for Cleaning
- Waste Food is given to the community managed by the Green Team
- Sustainable hotel bathroom packaging refill shampoo and soap
- MOU with third party for Recycle Kitchen Oil
- Recycle product whenever possible.

As part of our continuous effort to minimize single-use plastic waste, we have also distributed reusable tumblers and tote bags to all staff members. This initiative reinforces our commitment to sustainability and encourages employees to adopt eco-friendly habits in their daily lives.

2025 waste data is as follow:



Organic waste peaked in July and August, driven by high guest occupancy and increased kitchen activities during the high season. Non-organic waste stayed low but rose slightly in December, reflecting festive decorations and packaging. Residual waste was the largest category overall, with its highest level in August, linked to busy operations and high guest volume.

3. ELECTRICITY SAVING

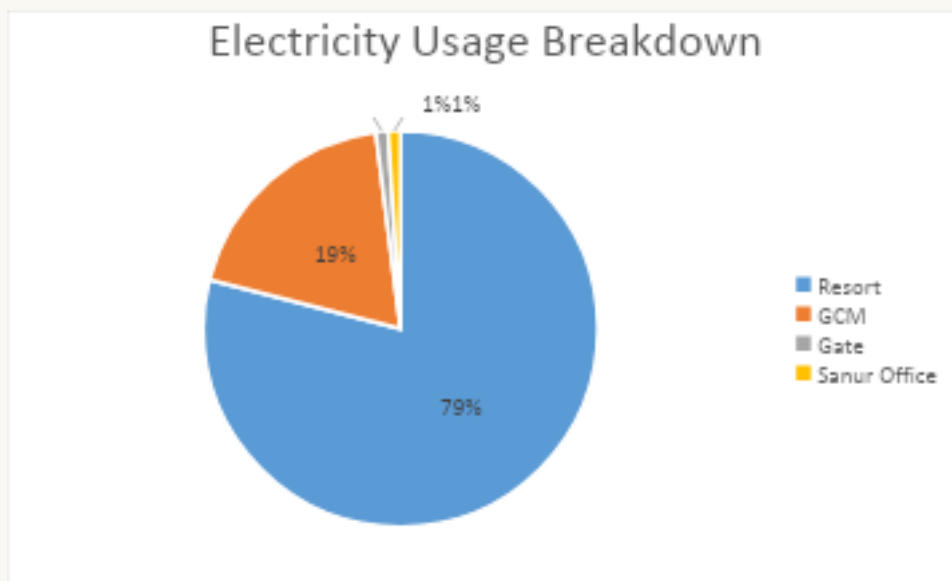
As part of the continuing sustainability journey, several initiatives have been implemented to reduce electricity consumption and enhance operational efficiency. These include:

- Solar Lighting Infrastructure: Installation on limited area due to limitation of sun-light in the area.
- Operational Practices: Isolating sections during low occupancy, maximizing daylight use, and encouraging natural airflow to reduce reliance on artificial energy.
- Staff and Guest Engagement: Training staff to unplug appliances when rooms are not booked, allowing natural sunlight and air circulation, and promoting a “switch-off policy” supported by stickers and guest brochures.
- Smart Systems: Renovated wings equipped with key card entry systems that automatically cut the power when rooms are vacant. In addition, electrical timers are installed in almost all public areas.

- Smart Systems: Renovated wings equipped with key card entry systems that automatically cut the power when rooms are vacant. In addition, electrical timers are installed in almost all public areas.
- Preventive Maintenance: Regular boiler checks and servicing of equipment to ensure efficiency.
- Efficient Equipment Use: Replacing outdated appliances gradually with high-efficiency models, providing fans and hairdryers only upon request, and raising staff awareness of energy-saving requirements.

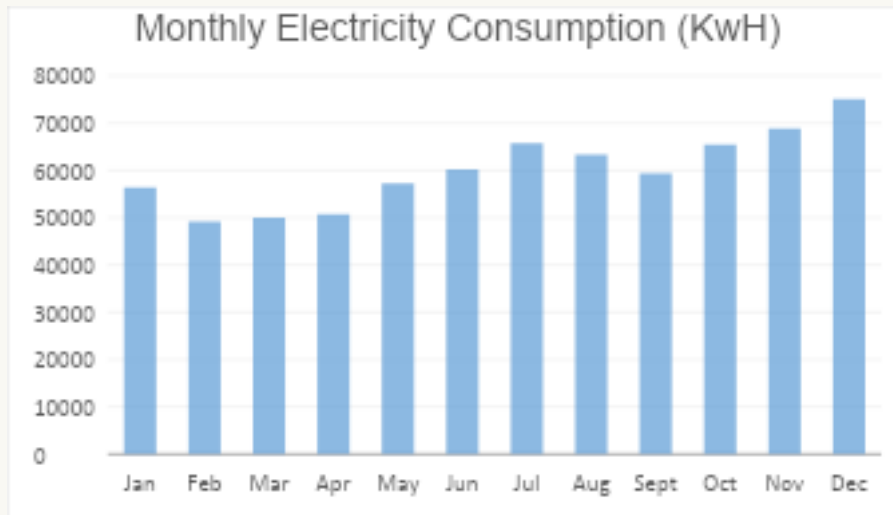
Together, these measures demonstrate a comprehensive approach to electricity saving that balances infrastructure improvements, operational practices, staff and guest engagement, and preventive maintenance. This integrated strategy not only reduces energy consumption but also reflects the resort's commitment to the sustainability operation.

The resort operates with four installed electricity capacities, they are: Resort, GCM, Gate, and Sanur Office. The following pie chart illustrates the comparative distribution of electricity usage across these areas:

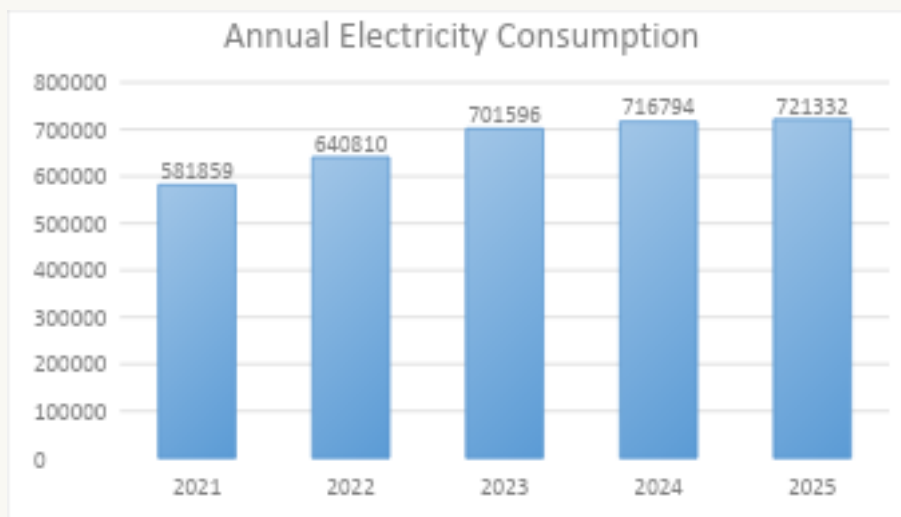


In Resort, electricity use is divided into three important areas: guest rooms, restaurants, and the lobby area. Guest rooms take up the largest share because of lighting, air-conditioning in selected rooms, and other appliances. The restaurant also uses a lot of electricity due to kitchen equipment, refrigerators, and lighting for the dining areas. The lobby, as the central space for guest services, requires

constant lighting which makes its consumption steady throughout the day. Shown below is the monthly electricity consumption data for the resort:



The monthly data gives a picture of electricity use for the resort in 2025. To see the bigger trend, the next table compares total electricity consumption from year to year:



It shows that electricity usage increased in 2025 compared to previous years. This increase is partly due to the opening of a new restaurant and spa. In addition, the opening of the spa facility at the end of the year contributed to higher demand.

The increase in 2025 is also influenced by stronger guest demand throughout the year, which led to higher occupancy and greater use of facilities.

Although the overall numbers rise each year, the increase becomes smaller after 2023. This suggests that energy-saving initiatives; such as solar lighting, occupancy-based isolation, and efficient equipment replacement are helping to stabilize consumption despite the resort's broader service coverage. The table therefore highlights both growth of operations and the positive impact of sustainability measures in moderating electricity demand.

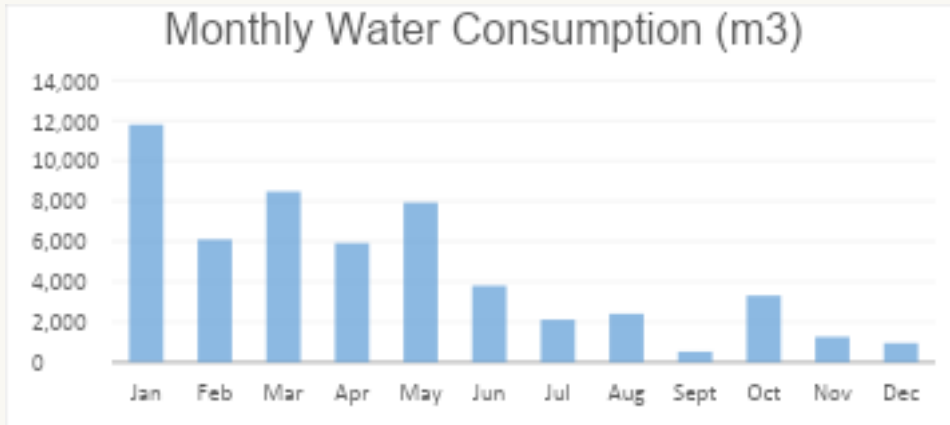
4. WATER SAVING

As part of continuing our sustainability journey, several initiatives have been implemented to reduce water consumption and enhance operational efficiency. These include:

- Operational Practice: Installed Grey Water System (STP) in the main kitchen from 2019, with ongoing maintenance even in 2026 would be expanded in terms of capacity, aim to implement bio-waste water treatment across the hotel area, aim to replace conventional toilets with eco-friendly bathroom models. Reduce towel washing frequency to minimize unnecessary laundry.
- Preventive Maintenance: Regular evaluation and gradual repair of leaking pipes, faucets, and taps.
- Staff Engagement: Train staff on efficient water use practices, encourage housekeeping to adopt water-wise cleaning routines, and establish clear reporting procedures for water-related issues.
- Guest Engagement: Inform and encourage guests to be water-wise during their stay.

We have also started replacing several faucet parts with automatic systems, which further helps minimize water consumption and supports our commitment to sustainable operations.

Shown below is the monthly water consumption data on 2025:



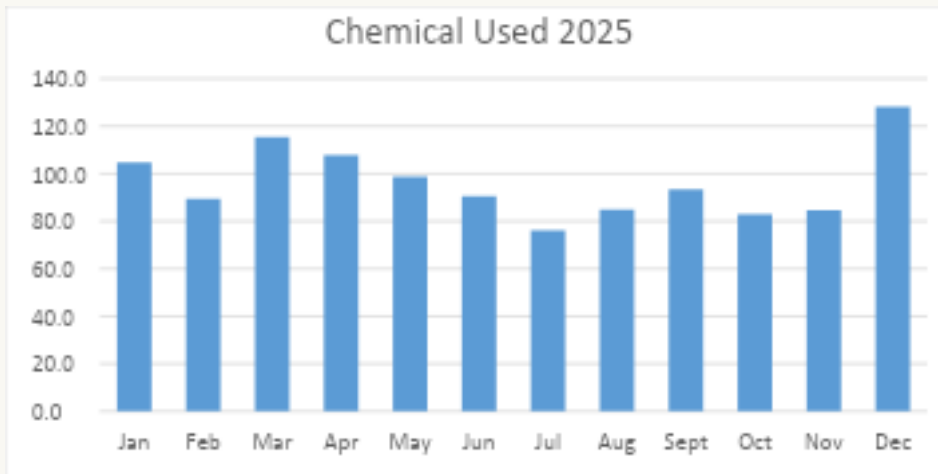
Based on the water consumption data, there was a declining trend throughout the year. At the beginning of the year, there was a notable increase in water consumption, primarily driven by high guest demand and elevated room occupancy. However, towards the end of the year, water consumption consistently decreased. The main contributing factor to this reduction was the intensified rainfall, which significantly lowered the need for ground irrigation.

5. CHEMICAL, POLLUTION CONTROL AND PREVENTION

We have set up a procedure to manage hazardous waste responsibly and protect the environment. Hazardous materials are collected under safe conditions, properly labeled, and delivered in full compliance with regulations to a licensed company.

In our central kitchen, we use an oil trap and oil skimmer to prevent waste oil from entering the sewage system. Used cooking oil and frying oil are stored securely and collected every week by a certified waste collection company.

We monitor hazardous waste carefully. Whenever materials contain hazardous elements, we ensure they are disposed of correctly. At the same time, we raise staff awareness so that everyone understands the importance of safe and responsible waste handling.



Chemical Used Liter/ Month

Our data shows an increase in chemical usage compared to the previous year. This increase is mainly due to higher guest activities and occupancy levels, which required more cleaning and sanitation across hotel operations. While the increase reflects greater demand from guests, we continuously monitor the chemical consumption closely and remain committed to exploring sustainable alternatives to reduce environmental impact without compromising service quality.

CARBON EMISSION

Carbon emission initiative:

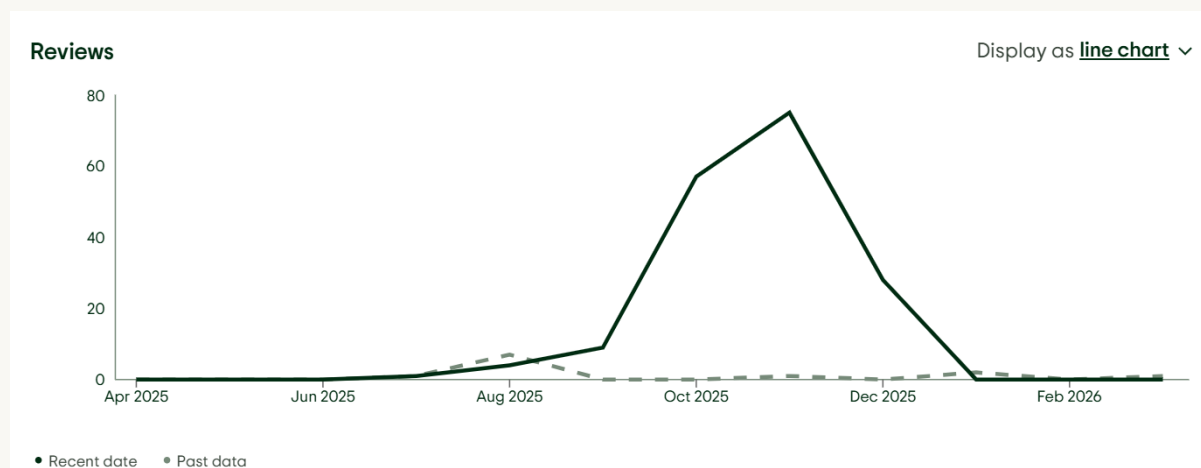
- i. We aim to reduce the energy consumed by using high energy-efficient machines and tools.
- ii. Using on-site electric vehicles (buggy cars) for golf and also for hotel guests & staff transportation, which are powered by electricity and considered low-carbon emission.
- iii. We do not use AC for all guest rooms, back offices and public areas, but we use the natural air breeze. Nevertheless, certain rooms are equipped with mini-AC units just to reduce humidity.
- iv. Recycling, we aim to increase recycling efficiency by increasing staff awareness training of waste, such as glass, paper and metal from the initial source. If the waste is accumulated or recycled, emission reduction is supplied, because the energy which produces raw material from the beginning is less than necessary to regain.

- v. Plant a tree, encourage emission reductions, we planted more than 24 trees through our "Adopt A Tree Program "in 2025, and we will continue the program.
- vi. We have replaced most of our old kitchen chillers and storage fridge with new energy efficient ones.

6. GUEST SATISFACTION

In an effort to enhance our customer's 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 TRIP ADVISOR HANDARA GOLF & RESORT BALI (ACCOMODATION) – 4.2/5



No	Reviews	Score
1	Scenic Hotel & Golf Experience (<i>beautiful views, well maintained accommodation</i>)	5/5
2	Ideal for relaxation	5/5
3	Well-trained service	5/5
4	Food requires improvement	4/5
5	Service inconsistency	2/5
6	Golf Experience	3/5
7	Facility Feedback / Renovation Areas	3/5

Based on the review:

Positive Aspect:

a. Exceptional Natural Environment and Scenic Value

The resort is highly recognized for its outstanding natural surroundings. Guests consistently highlight the beautiful landscape, cool climate, and iconic golf course views. This aspect represents the strongest contributor to positive feedback.

b. Relaxation and Wellness Experience

Many guests describe their stay as relaxing and rejuvenating, making the property an attractive destination for short escapes, weekend getaways, and stress relief.

c. Well-Maintained Accommodation

The cottages and hotel environment are perceived as well-maintained, contributing positively to comfort and overall guest experience.

d. Positive Service Recognition (Selective Cases)

Although limited in number, there are indications of well-trained staff delivering good service, suggesting that service standards are achievable when consistently applied.

Areas for Improvement – Action Plan & Progress

a. Service Consistency and Inclusivity

Some reviews highlight inconsistent service delivery, particularly in restaurant areas. There are concerns regarding perceived unequal treatment between local and international guests. This represents a critical reputational risk and requires immediate attention through staff training on service standards, inclusivity, and guest engagement.

Action Plan & Progress

To ensure consistent and inclusive service delivery, Handara Golf & Resort has implemented mandatory service excellence and cultural awareness training for all front-line employees. Standard Operating Procedures (SOPs) for guest handling have been strengthened to ensure fair and equal treatment across all guest segments. In addition, the resort has introduced mystery guest audits representing diverse guest profiles and established a zero-tolerance policy toward any form of discriminatory behaviors. These initiatives aim to enhance service reliability, promote inclusivity, and improve overall guest satisfaction, with a target of achieving a service satisfaction score of at least 4.5/5 and significantly reducing service-related complaints.

b. Proactive Guest Engagement

Feedback indicates a lack of attentiveness from staff (e.g., guests not being approached or offered menus). Improving proactive service behaviors is essential to enhance the guest experience.

Action Plan & Progress

To improve responsiveness and attentiveness, the resort has introduced a guest acknowledgement standard, requiring staff to greet guests within 30 seconds of arrival, as well as a restaurant service protocol ensuring menus are offered within three minutes. Daily operational briefings and roleplay sessions are conducted to reinforce service behaviors, supported by the presence of floor supervisors during peak hours. Additionally, real-time feedback tools, such as QR-based systems, have been implemented to capture guest input more efficiently. These measures are designed to reduce service delays, enhance guest interaction, and improve overall satisfaction with service responsiveness.

c. Food Quality and Value Perception

Although limited, there is feedback indicating that food quality does not fully meet expectations. Enhancing menu quality, consistency, and value alignment will improve satisfaction.

Action Plan & Progress

Handara Golf & Resort is committed to improving food quality and aligning value perception with guest expectations. A comprehensive menu review and benchmarking process has been conducted to ensure competitiveness and quality standards. Enhancements have been made in ingredient selection, food presentation, and consistency through regular quality control and tasting sessions. Pricing strategies are also being evaluated to ensure alignment with the overall guest experience. These efforts aim to increase F&B satisfaction scores, reduce food-related complaints, and strengthen guests' perception of value for money.

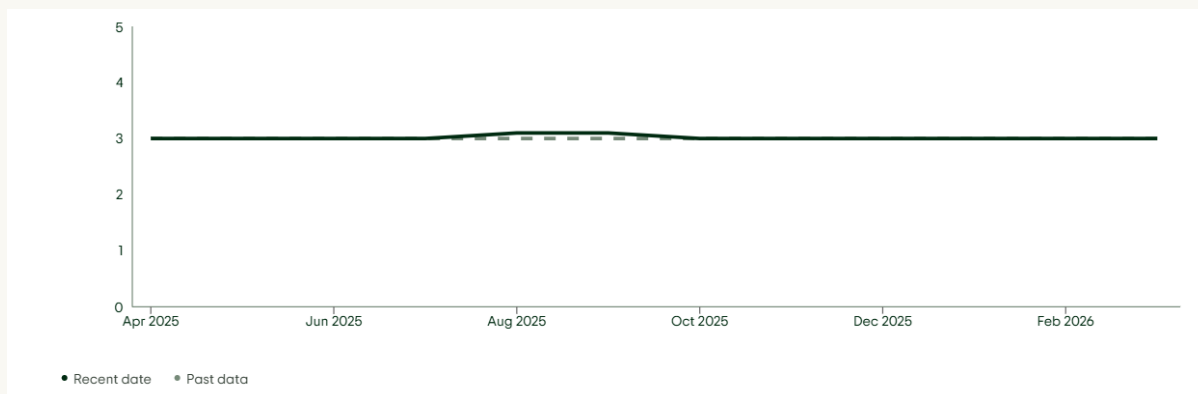
d. Integrated Experience Between Golf and F&B

Feedback from golf-related dining suggests that while the location is appealing, the overall dining experience could be further improved to match the premium setting.

Action Plan & Progress

To deliver a seamless and premium guest experience, the resort is strengthening the integration between its golf and food & beverage services. This includes developing a more cohesive guest journey, providing specialized training for staff handling golf guests, and enhancing the dining ambiance in golf-related areas. The resort has also introduced tailored dining packages and promotions to enrich the overall experience. Improved coordination between golf operations, kitchen, and service teams is a key focus to ensure consistency and efficiency. These initiatives are expected to enhance satisfaction among golf guests and increase positive feedback related to the combined golf and dining experience.

6.2 TRIP ADVISOR HANDARA ICONIC GATE – 3.0/5



No	Reviews	Score
1	Iconic photo spot with beautiful scenery & architecture	5/5
2	Long waiting time/ overcrowding	3/5
3	Perceived as overprice / tourist trap	2/5
4	Staff service	3/5
5	Photo experience quality	4/5
6	Accessibility & location	3/5

Based on the review:

Positive Aspect:

a. Iconic Visual Appeal

Handara Gate is widely recognized for its striking Balinese architecture combined with a scenic mountain backdrop. The misty atmosphere and cool climate enhance its visual uniqueness, making it a highly attractive photography destination.

b. High-Quality Photo Result

Visitors consistently acknowledge that the photos taken at the gate are visually appealing and memorable. The presence of on-site photographers and creative techniques (such as reflection effects) adds value to the overall photo outcome.

c. Pleasant Environment

The location offers a cool temperature and natural surroundings, contributing to a comfortable and refreshing atmosphere compared to other tourist areas in Bali.

d. Supporting Facilities

Basic facilities such as parking areas, restrooms, and nearby F&B outlets are available, supporting visitor convenience during their visit.

e. Occasional Positive Service Experience

Although inconsistent, there are instances where staff demonstrated helpfulness and flexibility (e.g., assisting families or prioritizing certain guests), which positively impacted the experience.

Areas for Improvement – Action Plan & Progress

a. Overcrowding and Waiting Time

Issue:

Visitors frequently report waiting times ranging from 30 minutes up to 2 hours, significantly reducing satisfaction.

Action Plan & Progress:

To address prolonged waiting times and overcrowding, the management is implementing a structured queue management system, including digital ticketing and time-slot booking to better regulate visitor flow. Additional staff are being deployed during peak hours to improve operational efficiency and reduce congestion. These initiatives aim to reduce average waiting time to below 30 minutes and significantly enhance visitor satisfaction related to queue experience.

b. Perceived Value and Pricing

Issue:

Some visitors perceive the entrance and photo fees as not aligned with the experience.

Action Plan:

In response to concerns regarding value for money, the management is enhancing pricing transparency and overall experience value. This includes clearly communicating ticket inclusions and introducing bundled offerings such as photo services or light refreshments. Pricing strategies are also being reviewed and benchmarked against similar destinations to ensure competitiveness. Progress will be measured through improved value perception and a reduction in “overpriced” feedback in guest reviews.

c. Service Quality and Consistency

Issue:

Inconsistent service, including reports of rude behaviors, affects guest perception.

Action Plan:

To improve service quality, staff are undergoing service excellence training with a focus on hospitality standards and consistent guest interaction. Standardized greeting protocols and real-time supervision have been introduced to ensure a more professional and welcoming environment. Continuous monitoring of guest feedback is being implemented to ensure improvements are measurable, with a target to increase service satisfaction ratings to at least 4.5/5.

d. Safety and Traffic Management

Issue:

Active vehicle traffic near the photo area creates discomfort and safety risks.

Action Plan:

Recognizing safety concerns due to active vehicle traffic near the photo area, the management is redesigning visitor flow by establishing designated safe zones for photography. Traffic control measures and clear signage are being introduced to enhance safety and comfort. These actions aim to eliminate safety-related complaints and create a more secure environment for visitors.

e. Experience Enhancement

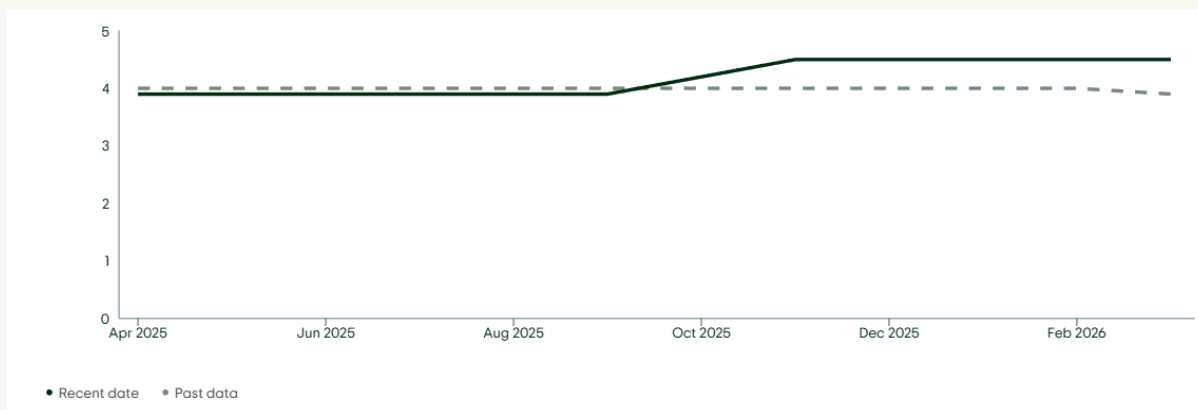
Issue:

The attraction is perceived as a single-purpose “photo stop” with limited experiential value.

Action Plan:

To address the perception of the site as a single-purpose photo stop, the management is developing additional experiential elements, including cultural storytelling and enhanced photo concepts. Efforts are also being made to integrate the attraction with nearby destinations to create a more holistic visitor experience. These initiatives aim to increase visitor engagement, length of stay, and overall satisfaction.

6.3 TRIP ADVISOR HANDARA GOLF COURSE – 4.5/5



No	Reviews	Score
1	Memorable golf experience (highly recommended)	5/5
2	Beautiful scenery & natural surroundings (cool climate, mountain view)	5/5
3	Unique & legendary golf course in Bali	5/5
4	Overall course enjoyment & atmosphere	5/5
5	Course condition & value concern (isolated case)	1/5

Based on the review:

Positive Aspect:

a. Outstanding Natural Environment

The golf course is widely praised for its breathtaking scenery, including lush greenery, mountain views, and a cool climate. This creates a unique playing experience that differentiates Handara from other golf courses in Bali.

b. Memorable and Premium Golf Experience

Most guests describe their visit as a highly enjoyable and memorable golfing experience. The course is frequently recommended and considered a must-visit destination for golf enthusiasts.

c. Strong Destination Reputation

Handara Golf Course is recognized as one of the most iconic and legendary golf courses in Bali. This strong brand positioning enhances its appeal among both domestic and international golfers.

d. Relaxing Atmosphere

The tranquil environment and fresh air contribute to a relaxing and immersive golf experience, aligning well with wellness and sustainable tourism values.

e. Positive Caddy Experience

Even within critical feedback, the caddy service was highlighted as knowledgeable and helpful, indicating a strong human touchpoint within the overall experience.

Areas for Improvement & Action Plan

a. Course Condition and Maintenance Transparency

Issue:

An isolated but detailed review highlights poor course conditions (patchy greens, maintenance work, poor driving range quality) without prior communication.

Action Plan:

To ensure consistent playing quality, the management is strengthening preventive maintenance programs and improving the condition of greens, driving range, and practice facilities. At the same time, transparent communication regarding course conditions is being implemented through booking platforms and pre-arrival notifications. During maintenance periods, pricing adjustments or added value will be considered to maintain fairness. These efforts aim to improve course condition satisfaction and reduce related complaints.

b. Pricing Transparency and Value Alignment

Issue:

Perceived mismatch between price and experience, especially during suboptimal conditions.

Action Plan & Progress:

To better align pricing with guest expectations, the resort is reviewing its pricing structure and introducing more flexible options, including tiered packages based on course conditions and service inclusions. Clear communication of pricing components, including caddy services, is also being enhanced. This initiative aims to improve value-for-money perception and reduce negative feedback related to pricing.

c. Golf Equipment Quality Improvement

Issue:

Rental equipment (premium clubs) perceived as outdated and incomplete.

Action Plan & Progress:

To enhance the overall playing experience, the management is upgrading rental golf equipment and implementing a regular maintenance and replacement program.

Different tiers of equipment options will also be introduced to cater to varying guest preferences. These improvements are expected to increase equipment satisfaction and reduce complaints regarding outdated or incomplete sets.

d. Caddy Service and Payment Convenience

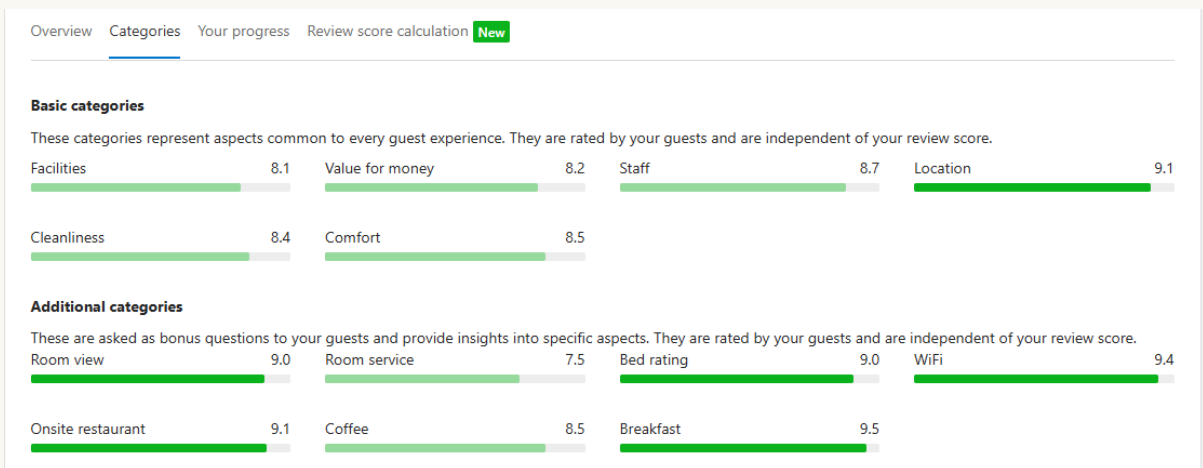
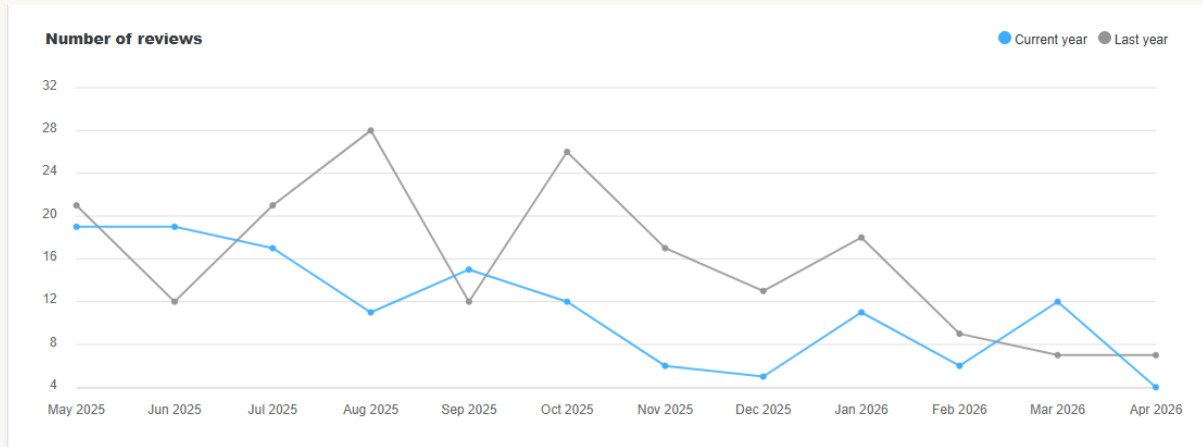
Issue:

Mandatory tipping and lack of clear communication, combined with no cash facilities, creates inconvenience.

Action Plan & Progress:

To improve transparency and convenience, the resort is standardizing caddy service policies, including clear communication regarding fees and tipping practices. In addition, cashless payment options such as card and QR payments are being introduced, along with on-site access to cash facilities where possible. These measures aim to enhance guest convenience, reduce confusion, and improve overall satisfaction with service operations.

6.4 BOOKING.COM HANDARA GOLF & RESORT, BALI – 8.2/10



Booking.com Review Analysis & Action Plan

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

1. Location (9.1) – Expected (9.5)

Action Plan and Progress:

a. Shuttle service enhancement

We continue to improve our shuttle services by expanding routes and schedules to key tourist attractions and central areas, making the resort more accessible and convenient for guests.

b. Destination-based packages

We have further developed curated resort packages that highlight Bedugul as a destination, including integrated experiences such as nature tours, golf, and wellness activities, to enhance the overall value of staying in the area.

2. Staff (8.7) – Expected (9.5)

Action Plan & Progress:

a. Advanced customer service training

We have implemented continuous training programs focusing on personalized guest experiences, including proactive service, emotional engagement, and effective complaint handling.

b. Service efficiency improvement

Room service and front-line staff workflows have been optimized to ensure faster response times and more efficient service delivery.

c. Foreign language development

We continue to strengthen staff communication skills by expanding foreign language training programs, particularly in English and other key international languages, to better serve global guests.

3. Comfort (8.5) – Expected (9.5)

Action Plan & Progress:

a. Room upgrade program

We are implementing a phased room enhancement program, including upgrades to bedding quality, furniture, and in-room amenities to improve overall comfort.

b. In-room experience enhancement

Additional improvements include better internet connectivity, upgraded entertainment systems, and improved room ambiance to create a more relaxing and premium stay experience.

4. Cleanliness (8.4) – Expected (9.0)

Action Plan & Progress:

a. Enhanced cleaning standards:

We have strengthened cleaning protocols through more frequent inspections, supervisor validation, and detailed housekeeping checklists to ensure consistency.

b. Sustainability-driven practices:

Waste management initiatives have been further improved through staff training on waste segregation and environmentally responsible practices, supporting both cleanliness and sustainability goals.

5. Value for Money (8.2) – Expected (9.0)

Action Plan & Progress:

a. Value-added packages:

We continue to develop bundled offerings that include accommodation, dining, and activities such as golf and wellness programs, providing greater value to guests.

b. Experience enhancement:

Additional family-friendly and recreational activities are being introduced to enrich the guest experience and strengthen perceived value for money.

6. Facilities (8.1) – Expected (8.7)

Action Plan & Progress:

a. Facility expansion and upgrade:

We are enhancing our facilities through the development of new amenities, including spa improvements and the renovation of wellness areas such as the onsen.

b. Family and recreational facilities

Expanded children's play areas and recreational options are being introduced to cater to a broader range of guest segments.

7. On-site Restaurant (9.1) – Expected (9.5)

Action Plan & Progress:

a. Menu redevelopment

We have conducted a comprehensive menu review, refining and upgrading dishes to better align with guest preferences and quality expectations.

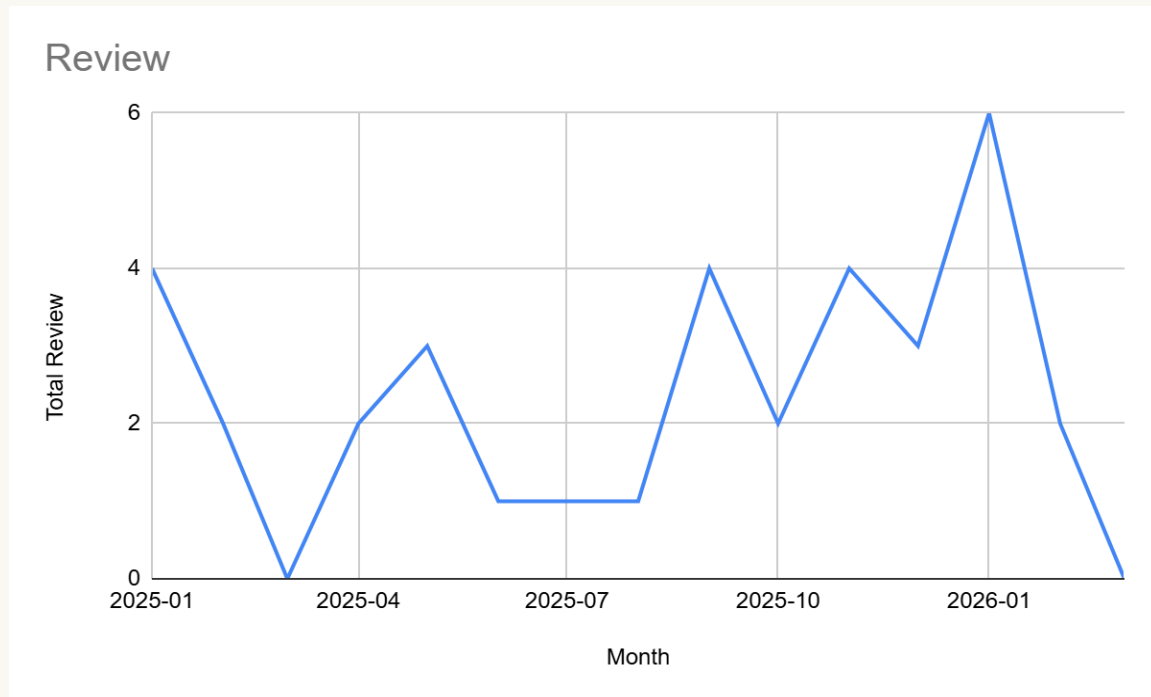
b. Service quality improvement

Restaurant staff training has been intensified, focusing on speed, efficiency, and product knowledge to improve service delivery and guest interaction.

c. Dining experience enhancement

We have upgraded the restaurant concept and ambiance, including the transition to a more modern and appealing dining environment, to enhance overall guest satisfaction.

6.5 TIKET.COM REVIEW HANDARA GOLF & RESORT, BALI – 4.5/5



No	Reviews	Score
1	Beautiful scenery, cool climate, peaceful atmosphere	5/5
2	Cleanliness & comfortable rooms	5/5
3	Friendly and helpful staff	5/5
4	Family-friendly & relaxing getaway	5/5
5	Facilities (golf, tennis, meeting rooms, parking)	5/5
6	Breakfast variety & taste	5/5
7	Minor cleanliness issues	4/5
8	Room locations / accessibility concern	4.4/5
9	Service inconsistency (reception / restaurant)	4.2/5
10	WIFI Instability (peak time)	4/5
11	Insect due to natural environment	4/5

Positive Aspect

a. Strong Natural & Scenic Value

Guests consistently highlight the resort's exceptional natural setting, including mountain views, fresh air, and lush greenery. The peaceful and cool environment is a major driver of satisfaction and positions the resort as a premium nature retreat.

b. High Cleanliness & Comfort Standards

Cleanliness is frequently praised, with many guests describing the rooms as very clean, fresh, and comfortable. The overall ambiance supports relaxation and enhances the stay experience.

c. Excellent Staff Hospitality

Staff are widely recognized as friendly, responsive, and helpful across multiple touchpoints, including reception, restaurant, and buggy service. This significantly contributes to positive guest experiences.

d. Complete & Attractive Facilities

The resort offers a wide range of facilities, including golf course access, tennis courts, meeting rooms, and spacious parking. These facilities enhance the overall value proposition for both leisure and family guests.

e. Family-Friendly & Relaxing Experience

The property is perceived as highly suitable for families and guests seeking relaxation, supported by a safe environment, spacious areas, and engaging activities.

f. Positive F&B Experience

Breakfast is frequently described as varied and enjoyable, contributing positively to the overall stay.

Areas for Improvement – Action Plan & Progress

a. Service Consistency (Reception & Restaurant)

To address inconsistent service experiences, particularly at the reception and restaurant level, the management is strengthening service standardization through targeted training programs focused on professionalism, communication, and problem resolution. Additional supervision and performance monitoring are being implemented to ensure accountability and consistency. These efforts aim to improve service reliability and eliminate negative service experiences, with a target to achieve service satisfaction above 4.7/5.

b. Room Allocation & Accessibility

To improve guest satisfaction related to room location, the resort is enhancing its room allocation system by considering guest preferences, proximity to facilities, and ease of access. Improved pre-arrival communication and internal coordination are also being implemented to ensure a more personalized and seamless guest experience. Progress will be measured through reduced complaints related to room assignment.

c. WIFI Stability & Connectivity

To address occasional WIFI instability, especially during peak occupancy, the resort is upgrading its internet infrastructure by increasing bandwidth capacity and improving network coverage across all areas. Continuous monitoring systems are being implemented to ensure stable and reliable connectivity, with a target to achieve consistently high guest satisfaction for internet services.

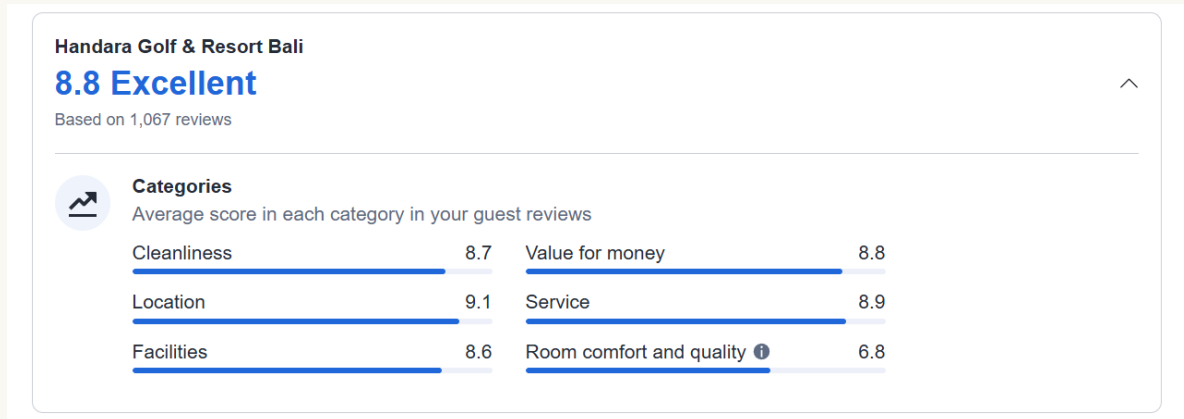
d. Cleanliness Consistency & Pest Control

While cleanliness is generally strong, isolated concerns related to room cleanliness and the presence of insects are being addressed through enhanced housekeeping inspections and improved pest control measures. Given the resort's natural surroundings, eco-friendly pest management solutions are being implemented to balance environmental sustainability and guest comfort.

e. Food Quality Consistency

Although breakfast is positively received, some feedback indicates that food quality could be further improved. The resort is conducting continuous menu evaluation and quality control processes to enhance taste consistency and overall dining experience. Staff training is also being reinforced to improve service delivery in F&B areas.

6.6 AGODA REVIEW HANDARA GOLF & RESORT, BALI – 8.8/10



Positive Aspect

a. Exceptional Natural Environment & Location

Guests consistently highlight the unique location in the mountains, offering cool weather, scenic views, and a tranquil atmosphere. The large property with walking paths and open spaces enhances the overall experience and is considered a key strength.

b. High Level of Hospitality & Service

Service quality is frequently praised, with guests describing the staff as friendly, attentive, and highly service-oriented. Some guests even describe the experience as luxurious and personalized.

c. Strong Value for Money

Despite being a large resort with extensive facilities, many guests perceive the pricing as reasonable and worth the experience, especially considering the environment, facilities, and breakfast offerings.

d. Positive Dining Experience

Breakfast is consistently mentioned as a highlight, with a wide variety of options and good quality. The addition of new dining outlets also contributes positively to the guest experience.

e. Relaxing & Safe Environment

Guests appreciate the peaceful, safe and comfortable atmosphere, making it ideal for relaxation, short getaways and repeat visits.

Areas for Improvement – Action Plan & Progress

a. Room Comfort & Modernization

To address the relatively low score in room comfort (6.8), the resort is implementing a phased refurbishment program focusing on upgrading room interiors, improving ventilation systems, and enhancing overall comfort. Special attention is being given to addressing humidity and improving air circulation, including evaluating options for better air-conditioning systems. These improvements aim to significantly increase room comfort scores and overall guest satisfaction.

b. Maintenance & Housekeeping Quality

To respond to feedback regarding aging facilities and cleanliness details (e.g., carpets and room condition), the resort is strengthening preventive maintenance programs and deep-cleaning schedules. Housekeeping standards are being enhanced through additional training and more frequent inspections to ensure consistency across all rooms. Progress will be measured through improved cleanliness scores and reduced maintenance-related complaints.

c. Pest Control & Environmental Management

Given the resort's natural surroundings, occasional issues with insects have been noted. The management is implementing eco-friendly pest control solutions and improving room sealing and preventive measures to minimize disturbances while maintaining environmental sustainability. The goal is to balance nature preservation with guest comfort.

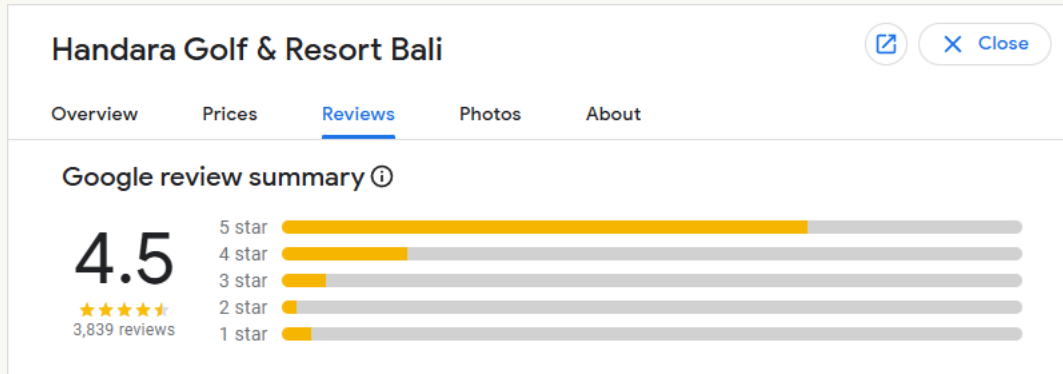
d. Facility & Activity Enhancement

To address feedback regarding limited activities beyond golf, the resort is expanding its range of guest experiences, including nature-based activities, wellness programs, and recreational options. This initiative aims to increase guest engagement, extend length of stay, and improve overall satisfaction.

e. Service Consistency Across All Staff

While service is generally strong, isolated feedback indicates inconsistency among certain staff members. To address this, the resort is reinforcing service standards through continuous training, performance monitoring, and stricter supervision. The objective is to ensure a consistently high level of hospitality across all guest touchpoints.

6.7 GOOGLE REVIEW HANDARA GOLF & RESORT, BALI – 4.5/5



Based on review (515 Reviews on January 2025 – December 2025)

- 123 comments
- 392 only star

Positive Aspect

a. Exceptional Natural Setting & Unique Experience

Guests consistently highlight the resort's location in the highlands of Bedugul, offering breathtaking mountain views, cool weather, and a peaceful atmosphere. This natural environment is the strongest driver of satisfaction and differentiates the resort as a premium nature retreat.

b. Strong Hospitality & Personalized Service

Guests describe the service as warm, attentive, and highly personalized. Staff are frequently recognized for their friendliness and professionalism, contributing significantly to a memorable and "luxury-like" experience.

c. Wide Range of Facilities & Activities

The resort offers diverse facilities including golf, tennis, spa (onsen), cycling, and family-friendly amenities. These contribute to a well-rounded guest experience and support repeat visits.

d. Comfortable & Relaxing Stay Experience

Guests appreciate the calm ambiance, spacious rooms, and overall relaxing atmosphere, making the resort ideal for retreat-style stays away from crowded areas.

e. Positive Dining & Breakfast Experience

Breakfast and restaurant offerings are often described as varied and enjoyable, adding value to the overall stay.

Areas for Improvement – Action Plan & Progress

a. Room Condition, Maintenance & Comfort

To address feedback regarding aging rooms, humidity, and maintenance issues, the resort is implementing a phased refurbishment program focusing on upgrading interiors, improving ventilation systems, and enhancing overall room condition. Preventive maintenance schedules are also being strengthened to address issues such as plumbing and drainage. These initiatives aim to significantly improve room comfort and reduce maintenance-related complaints.

b. Cleanliness & Pest Control Management

In response to recurring concerns related to cleanliness and the presence of insects (flies, ants, rodents), the resort is enhancing housekeeping protocols and implementing stricter inspection standards. In parallel, eco-friendly pest control programs are being strengthened to maintain hygiene while preserving the natural environment. The objective is to improve cleanliness consistency and eliminate hygiene-related complaints.

c. Food Quality & Service Efficiency (F&B)

To address inconsistencies in food quality and long waiting times, the resort is conducting a comprehensive review of kitchen operations, menu quality, and service workflow. Staff training is being reinforced to improve responsiveness, accuracy, and proactive service. Additionally, food quality control measures are being enhanced to ensure consistency in taste, temperature, and presentation. These actions aim to improve dining satisfaction and reduce service delays.

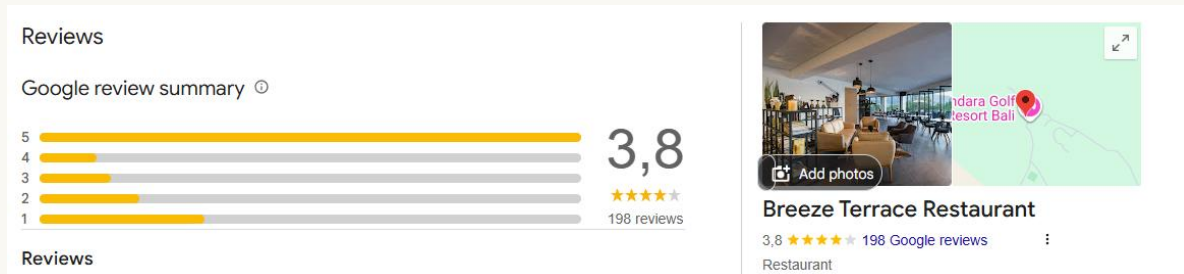
d. Service Consistency & Responsiveness

While hospitality is generally strong, inconsistent service behaviour and slow response times have been identified. The resort is strengthening service standards through continuous training, performance monitoring, and clearer SOP implementation across departments. Increased supervision and real-time guest feedback systems are also being introduced to ensure faster service recovery and consistent guest experience.

e. Golf Course Condition & Facility Maintenance

To address concerns regarding golf course conditions (greens, cart paths, equipment), the resort is intensifying maintenance programs and scheduling improvements with clear timelines. Communication regarding course conditions is also being improved to manage guest expectations. Upgrades to supporting facilities such as rental equipment and practice areas are being prioritized to enhance the overall golf experience.

6.8 GOOGLE REVIEW BREEZE TERRACE RESTAURANT – 3.8/5



Based on review (64 reviews on January 2025 – December 2025):

- 28 comments
- 36 only star

Positive Aspect

a. Exceptional Scenic Dining Experience

Guests consistently highlight the restaurant's breathtaking views, fresh mountain air, and serene atmosphere. The combination of nature and open space creates a unique dining experience that is highly valued.

b. Relaxing & Family-Friendly Environment

The spacious layout and calm ambiance make the restaurant ideal for families, gatherings, and casual dining. Guests appreciate the comfortable setting and the ability to enjoy meals at a relaxed pace.

c. Friendly & Attentive Service (in Positive Case)

Many reviews mention warm and welcoming staff, reflecting Balinese hospitality. Small touches such as offering blankets enhance guest comfort.

d. Diverse Menu Offering

The menu is appreciated for combining local Indonesian dishes with international options, catering to a wide range of guest preferences.

e. Memorable Experience Beyond Food

Even when food is not exceptional, guests still value the overall experience due to the ambiance, scenery, and atmosphere.

Areas for Improvement – Action Plan & Progress

a. Food Quality Consistency & Presentation

To address inconsistent food quality and presentation (e.g., reheated food, taste issues), the restaurant is implementing stricter kitchen quality control procedures,

including standardized recipes, plating guidelines, and final quality checks before serving. Regular training and supervision of kitchen staff are being strengthened to ensure consistency. These actions aim to improve overall food satisfaction and align product quality with pricing expectations.

b. Portion Size & Value Perception

To respond to concerns regarding small portion sizes and perceived high pricing, the restaurant is reviewing portion standards and pricing strategy to ensure better alignment between cost and value. Menu redesign initiatives, including clearer visual representation and portion transparency, are also being implemented. The goal is to enhance value-for-money perception and reduce guest dissatisfaction.

c. Service Speed & Order Accuracy

To address long waiting times and order inaccuracies, the restaurant is improving operational workflows between kitchen and service teams. Service staff training is being reinforced to ensure better coordination, faster response times, and improved attentiveness. Monitoring systems are also being introduced to track service time performance. These efforts aim to reduce waiting time and eliminate billing errors.

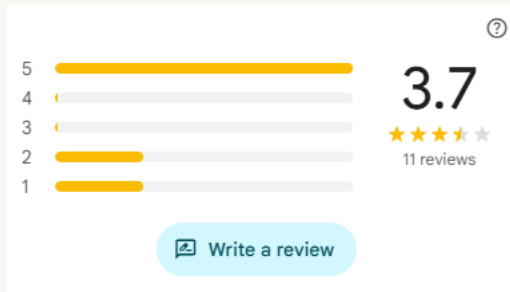
d. Hygiene & Food Safety Standards

In response to critical hygiene concerns (e.g., contamination cases), the restaurant is implementing stricter food safety protocols, including enhanced kitchen inspections, ingredient handling procedures, and compliance with hygiene standards. Regular audits and staff training on food safety are being prioritized to ensure a safe dining environment and restore guest trust.

e. Product Quality (Beverage & Specialty Items)

To address feedback on beverage quality (e.g., shisha and desserts), the restaurant is reviewing product standards and supplier quality to ensure consistency. Improvements in preparation techniques and quality control will be implemented to meet guest expectations.

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



Based on review (11 reviews on January 2025 – December 2025):

- 7 comments
- 2 only star

Positive Aspect

a. Good Food & View

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

Areas for Improvement – Action Plan & Progress

a. Quality of Service

Many neutral reviews express dissatisfaction with the overall service quality, mentioning that the restaurant is not meeting expectations to other local eateries.

b. Menu Availability

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

c. Location & Ambiance

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

7. CSR REPORT – HANDARA Give Back Programs

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 schools in the school year term 2023. 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 scholarships 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 workers.

List of HANDARA Give Back Program in 2025

We help more than 7,949 Families in the year 2025 by providing them food, 'sembako' and more than 3,420 number orphanages and underprivileged children and giving daily necessities to more than 28 orphanage houses.

No	Date	Program	Description
1	January 15, 25	Collaboration with Sungai Watch	Distribute food for the volunteers from the Sungai Watch
2	January 15, 25	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah

3	January 15, 25	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
4	January 15, 25	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School
5	January 15, 25	Collaboration with SD Muhamadiyah Maumere Florest	Distribute school uniform
6	January 2025	Jumat Berkah Program	Distribute of Rice box to Mosque in Kuta, and Denpasar Area
7	February 19, 25	Collaboration with Sungai Watch	Distribute food for the volunteers from the Sungai Watch
8	February 19, 25	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
9	February 19, 25	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
10	February 19, 25	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School
11	February 19, 25	Support Chili House Founder with Cancer	Support for medical expenses of Mrs. Noor Ain Binti Hussi
12	February 14, 25	Collaboration with Yayasan As- Salam Denpasar	Distribute Sembako and food to the 35 children
13	February 2025	Jumat Berkah Program	Distribute of Rice box to Mosque in Kuta, and Denpasar Area
13	March 05, 25	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
14	March 05, 25	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School
15	Mar 07 – 06 Apr, 25	Idul Fitri	Distribute of Rice box, Takjil and Sembako that reached 485 families
16	March 06, 25	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs

17	March 19, 25	Blood Donation Program at Handara Golf & Resort Bali	Handara employees have generously volunteered to participate in a blood donation drive
18	March 27, 25	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
19	March 27, 25	Collaboration with Local Community Bebetin Village Singaraja	Providing food and basic necessities packages for the elderly
20	March 2025	Jumat Berkah Program	Distribute of Rice box to Mosque in Kuta, and Denpasar Area
21	April 14, 25	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
22	April 14, 25	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
23	April 14, 25	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School
24	April 27. 25	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
25	April 17, 25	Collaboration with Yayasan Srikandi Denpasar	Providing food and basic necessities packages for the elderly
26	April 2025	Jumat Berkah Program	Distribute of Rice box to Mosque in Kuta, and Denpasar Area
27	May 20, 25	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs

28	May 20, 25	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
29	May 20, 25	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
30	May 20, 25	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School
31	May 26, 25	Collaboration with Kindergarten School Abang Karangasem	Distribute Sembako and meals to children and teacher in Kindergarten School Abang Karangasem
32	May 26, 25	Collaboration with Yayasan Yasa Kerti Karangasem	Distribute Sembako and meals to Orphan
33	May 26, 25	Collaboration with elderly Abang Karangasem	Providing food and basic necessities packages for the elderly
34	May 2025	Jumat Berkah Program	Distribute of Rice box to Mosque in Kuta, and Denpasar Area
35	June 02, 25	Idul Adha	Distribute of Qurbani meats that reached 120 families and orphan children in Gili Trawangan Island Lombok
36	June 02, 25	Idul Adha	Distribute of Qurbani meats that reached 200 employee in Handara Golf & Resort Bali
37	June 02, 25	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School
38	June 03, 25	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
39	June 04, 25	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah

40	June 06, 25	Collaboration with Local School Pancasari Village	Tree Planting Program
41	June 10, 25	Collaboration with Local School Pancasari Village	Supporting the construction of an early childhood school in Pancasari Village
42	June 13, 25	Collaboration with Panti Asuhan Rumah Antara	Distribute Sembako and food to the 35 children
43	June 20, 25	Blood Donation Program at Handara Golf & Resort Bali	Handara employees have generously volunteered to participate in a blood donation drive
44	June 2025	Jumat Berkah Program	Distribute of Rice box to Mosque in Kuta, and Denpasar Area
45	July 02, 25	Collaboration with Plastix Detox	Organizing plastic detox training for residents of Pancasari Village as part of efforts to reduce plastic waste
46	July 07,25	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
47	July 07,25	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
48	July 07,25	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
49	July 07,25	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School
50	July 23,25	Collaboration with Rumah Kasih Nusantara Singaraja	Providing food and basic necessities packages for the elderly
51	July 26,25	Collaboration with Tri Hita Eco School	Distribute meals to children and teacher in Tri Hita Eco School Event

52	July 2025	Jumat Berkah Program	Distribute of Rice box to Mosque in Kuta, and Denpasar Area
53	August 04, 25	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
54	August 04, 25	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School
55	August 04, 25	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
56	August 08, 25	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
57	August 15, 25	Collaboration with Yayasan Sayangi Bali	Providing staple food packages and baby food to support infants needs
58	August 26, 25	Collaboration with Ambengan Village	Providing food and basic necessities packages for the elderly
59	August 2025	Jumat Berkah Program	Distribute of Rice box to Mosque in Kuta, and Denpasar Area
60	September 05, 25	Blood Donation Program at Handara Golf & Resort Bali	Handara employees have generously volunteered to participate in a blood donation drive
61	September 12, 25	Providing assistance for flood victims in Denpasar Areas	Providing essential aid for flood victims
62	September 16, 25	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
63	September 16, 25	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School

64	September 16, 25	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
65	September 16, 25	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
66	September 22, 25	Collaboration with Yayasan Al Karamah Melaya Denpasar	Distribute Sembako and meals to children
67	September 2025	Jumat Berkah Program	Distribute of Rice box to Mosque in Denpasar and Kuta Area
68	October 03–06 , 25	Joining the Spekix event part of Zally Zarras Event	Supporting the annual Spekix event for children with special needs
69	October 02, 25	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
70	October 02, 25	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School
71	October 02, 25	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
72	October 02, 25	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
73	October 14, 25	Collaboration with Rob Peetom Foundation	Providing a one-year scholarship for a hairdressing training program
74	October 29, 25	Collaboration with Yayasan Tapasya Stroke Center Amaranee Tabanan	Distribute 85 Sembako and food for stroke survivors in Tabanan
75	October 2025	Jumat Berkah Program	Distribute of Rice box to Mosque in Denpasar and Kuta Area

76	November 03, 25	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
77	November 03, 25	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School
78	November 03, 25	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
79	November 03, 25	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
80	November 03, 25	Collaboration with Rob Peetom Foundation	Providing a one-year scholarship for a hairdressing training program
81	November 10, 25	Collaboration with Yayasan Benih Harapan Dalung Bali	Distribute Sembako and meals to children
82	November 2025	Jumat Berkah Program	Distribute of Rice box to Mosque in Denpasar and Kuta Area
83	December 03, 25	Collaboration with Zally Zarras Learning Center	Support the Zally Zarras Learning Center for Autism Awareness and Education Children
84	December 03, 25	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School
85	December 03, 25	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
86	December 03, 25	Support Children with special needs (Cerebral Palsy)	Support for all needs and medical expenses of Alawiyah
87	December 03, 25	Collaboration with Rob Peetom Foundation	Providing a one-year scholarship for a hairdressing training program

88	December 05, 25	Providing assistance for flood victims in Sumatra Areas	Providing essential aid for flood victims
89	December 12, 25	Blood Donation Program at Handara Golf & Resort Bali	Handara employees have generously volunteered to participate in a blood donation drive
90	December 26, 25	Collaboration with Panti Asuhan Kristen 400 Baith-EL	Distribute Sembako and meals to children
91	December 30, 25	Collaboration with Buleleng Community	Distribute Sembako and meals to children and elderly
92	December 2025	Jumat Berkah Program	Distribute of Rice box to Mosque in Denpasar and Kuta Area