

SUSTAINABILITY MANAGEMENT PLAN



JIMBARAN, BALI – OCTOBER 2025

1. Sustainability Mission

We provide our guests with a lasting experience by delivering exceptional and courteous service, complemented by a high-quality gastronomic offering.

We employ and nurture the most qualified professionals within our sector. Our organizational culture is founded on trust, care, respect, and genuine helpfulness. Additionally, we are firmly committed to socially responsible and environmentally sustainable practices within our local communities.

For Mövenpick Hotels & Resorts, we serve as a reliable and profitable partner through our financial contributions, participatory governance, education, and training initiatives. For property owners, we represent a dependable and collaborative operator.

“Our global sustainability program, GAIA, is dedicated to making a positive impact on the environment, our workforce, and the local communities in which we operate. This initiative is a fundamental corporate value and is structured around three key pillars: Environmental, Employer, and social sustainability, with education as the unifying element.”

2. Sustainable Communications

The commitment of management and the active participation of staff are essential to the successful implementation and overall effectiveness of sustainability programs and standards at Mövenpick Resort & Spa Jimbaran.

Mövenpick Jimbaran is dedicated to environmental sustainability, which is integral to achieving our strategic goals. Sustainable communication is firmly established within the management team and hotel staff and is effectively conveyed to all stakeholders.

Sustainability initiatives are disseminated through multiple communication channels, including posters, social media, corporate social responsibility (CSR) programs, community engagement, employee group activities, meetings, training sessions, and awareness campaigns, ensuring broad awareness and involvement among staff and stakeholders alike.

3. Sustainability Criteria

a. Environmental

In conducting our business operations, we consistently consider the environmental impact, aiming to minimize resource exploitation while fostering awareness among all employees regarding the importance of environmental sustainability. Our efforts focus on reducing energy, water, and other natural resource consumption. Our environmental sustainability objectives include:

1. Energy

- Utilizing renewable energy sources.
- Enhancing energy efficiency through daily monitoring systems, technical improvements, and employee awareness programs.
- Reducing water consumption and implementing wastewater recycling initiatives.

2. Waste

- Managing food waste daily using scales and monitoring systems such as Lumitics.
- Minimizing organic waste by adopting alternative food packaging and reusable containers to reduce plastic wrap.
- Reducing single-use plastics through internal policies prohibiting employees from bringing single-use plastics into the hotel.
- Implementing waste segregation at all outlets, kitchens, guest rooms, and garbage rooms.
- Partnering with reliable waste processing providers.
- Operating internal facilities for garden waste composting.

3. Business Partners

- Prioritizing collaboration with suppliers who practice sustainable business methods.
- Emphasizing the use of local products and sourcing from local suppliers.

4. Products

- Using green-certified products wherever feasible.
- Maximizing the use of organic fertilizers to reduce reliance on chemical fertilizers.

5. Preservation Activities

- Develop educational facilities and programs to encourage our guests' awareness and participation in environmental preservation.
- Actively support environmental preservation initiatives and activities.

b. Sociocultural

Social sustainability is intrinsically linked to the relationship between society and the natural environment, recognizing human embeddedness within the ecological domain. This concept encompasses all human activities related to community development, local employment, support and respect for local communities, equitable hiring practices, protection of cultural and historical sites, and the incorporation of local culture.

At Mövenpick Resort & Spa Jimbaran, we have integrated several initiatives into our operations, including recruiting local employees at a ratio of 60:40, supporting nearby schools, collaborating closely with the community, and respecting local culture by incorporating traditional cultural performances into our activities.

To advance social sustainability, we are committed to:

- Making a positive contribution to the countries and communities where we operate.
- Collaborating with registered local and international charity partners.
- Organizing and supporting fundraising initiatives.
- Protecting children from economic and all other forms of exploitation in accordance with relevant international and national legislation.
- Promoting the use of local products.

c. Quality – Sustainable Business Practices

We are committed to conducting all our business practices in the most sustainable manner possible. Sustainability encompasses our behaviour as an organization, our social responsibilities, and our environmental stewardship. Full commitment from every individual—whether as a team member or a leader—is essential to support and achieve our sustainability objectives. This commitment extends to all interactions with colleagues, customers, partners, and the local communities where we operate.

A comprehensive overview of our sustainability activities and criteria is outlined in the Sustainability Management Plan specific to your hotel, region, or office.

In our ongoing efforts to function as a sustainable organization, we strive to:

- Continuously celebrate our diverse workforce and provide equal opportunities for learning, development, and internal promotion.
- Enhance employee engagement and ensure workplace security.
- Uphold fairness in hiring practices, promotions, compensation, and benefits.
- Foster open communication and cultivate a spirit of entrepreneurship.
- Respect and acknowledge the unique personalities and cultural backgrounds of our employees and guests to promote mutual understanding.

d. Health & Safety

Creating a safe workplace is a shared responsibility that requires proactive measures to prevent health and safety risks. To enhance workplace safety, all staff members must familiarize themselves with the building and property safety guidelines. We are committed to promptly minimizing and eliminating any hazards to ensure a safe environment for both employees and guests. Maintaining a safe and healthy work environment is crucial to preventing work-related accidents.

Key measures to enhance health and safety in the workplace include:

- Conducting regular hygiene training for employees and ensuring workplace cleanliness.
- Performing daily food hygiene inspections by management, complemented by monthly internal audits and quarterly third-party hygiene audits.
- Providing medical examinations for all employees and specific hygiene checkups for food handlers.
- Organizing regular safety training and drills, including fire, earthquake, and tsunami preparedness.

- Regularly inspecting safety equipment such as smoke detectors, lift safety devices, panic buttons, and CCTV systems.
- Ensuring ongoing maintenance and obtaining annual certification to guarantee that all safety equipment functions properly.
- Collaborating closely with local authorities to maintain the safety and comfort of the property, employees, and guests.
- Documenting all incidents and implementing action plans to prevent recurrence.

4. Sustainability Programs

Year 2024 - 2025:

Hotel initiatives

A. Organizations – Awareness & Engagement	Activate on	Status
1. Reactivate Hotel Green Team	May 2025	Done
2. Establish a sustainable communication meeting	May 2025	Ongoing
3. Conduct sustainability awareness training	August 2023	Ongoing
4. Sustainability training is part of a new staff orientation	August 2023	Ongoing
5. Communication Collateral	May 2025	Ongoing

B. Energy & Water Conservation

1. Energy & Water record daily	January 2017	Ongoing
2. Energy & Water self-assessment	August 2018	Ongoing
3. Install sub metering on water & electrical sub panel	January 2017	Done
4. Low-flow faucet for guest room	January 2017	Done
5. Low flow for shower head	January 2017	Done
6. High efficiency lighting	December 2023	95%
7. Reuse wastewater	January 2017	Ongoing
8. Providing EV charger station	November 2022	Done
9. Chiller efficiency improvement	June 2023	Done
10. VSD installation at pool pumps	July 2023	Done
11. Renewable energy sources / solar panel	August 2025	Done

C. Green Housekeeping

1. No Single-Use Plastic on Amenities	December 2022	Done
2. Eco cleaning chemical usage	July 2018	Ongoing
3. Recycles bin in a public area	December 2018	Done
4. Eco service makes up the room	November 2024	Ongoing
5. Re-use of the order towel	February 2025	Ongoing
6. Re- use Out of order linen for TV and bedside lamp cover	April 2025	Ongoing
7. Reuse out of order slipper and carton	May 2025	Ongoing

D. Sustainable Meeting Practices

1. Energy-efficient digital signage (meeting room)	January 2017	Ongoing
2. Linen-less meeting tables (optional)	January 2017	Ongoing
3. Recycles content paper product	August 2018	Ongoing
4. Recycles bin in the meeting area	December 2018	Ongoing
5. Using of life plan instead of a flower vase or an artificial one	August 2018	Ongoing

E. Waste Management

1. Zero conflict on environmental issues	August 2018	Done
2. Waste separation	January 2017	Ongoing
3. Waste recycling	January 2017	Ongoing
4. Hazardous waste/materials handling	August 2018	Ongoing
5. No single-use plastic in F&B & Kitchen	December 2022	Done
6. Wastewater treatment using bacteria	August 2018	On going
7. Elimination of CFC refrigerant	December 2018	Ongoing
8. Carbon emission control	August 2018	Ongoing
9. Environmental assessment impact report	September 2018	Done
10. Use of grey water for the garden	January 2017	Ongoing
11. Visiting 3 rd third-party that handles our waste	August 2025	Done
12. Food waste controlling system - Lumitics	September 2023	Ongoing

F. Social Responsibility

1. Beach Cleaning with SUNGAI WATCH	January 2025	Done
2. Tuang Celengan Bambu – Samasta Program	January 2025	Done
3. Blood Donation	January 2025	Done
4. Lunch Box Donation to Pura Tegeh Sari,	February 2025	Done
5. Food Donation to Masjid Jami' Baitul Mustaqim,	March 2025	Done
6. Food Donation to Local Security (Pecalang) during Nyepi Day	March 2025	Done
7. CSR Visit to Jimbaran Temple - Pura Dewa Ayu	April 2025	Done
8. Accor Sports Week Bali Lombok	May 2025	Done
9. Breakfast For Breakfast with Disability School SLB 1 Badung	May 2025	Done
10. English Class at Sanggar Bedugul	June 2025	Done
11. CSR Donation Idul Adha to Masjid Jami' Baitul Mustaqim	June 2025	Done
12. CSR Visit to Uluwatu temple	August 2025	Done
13. Turtle Release and Turtle Conservation	August 2025	Done
14. Collaboration with R.O.L.E Foundation	September 2025	Done
15. Breakfast for Breakfast program with Local Fisherman	November 2025	Plan
16. Disability Choir Kids during Christmas	December 2025	Plan

G. Fire, Health, and Safety

1. Food Handler and food safety training by Ecolab	October 2025	Done
2. Workshop Cervical Cancer	March 2023	Done
3. SERV Safe Food Protection Training by Ecolab	May 2025	Done
4. ERT Training & Refreshment training Fire Extinguisher	March 2025	Done
5. Fire Drill Evacuation Training	May 2025	Done
6. Bomb Threats	April 2025	Done
7. AED Training	June 2025	Done

5. Program Implementation

A. Organizations: Awareness & Engagement

1. Establishment of Hotel Green Team

Mövenpick Resort & Spa Jimbaran established a Green Team in March 2018. This team is responsible for driving sustainability awareness among staff, planning and implementing training programs, and overseeing sustainability initiatives.

2. Sustainability Meetings (Green Team Meetings)

Since March 2018, sustainability meetings have been conducted regularly. These meetings are attended by the Green Team and representatives from every department, focusing on hotel sustainability activities and green practices.

3. Staff Awareness Programs

Current staff awareness initiatives include sustainability training classes and the "Welcome to Mövenpick" (WTM) program for new employees. Planned future activities involve energy-saving campaigns, energy conservation training, and waste management programs. Energy-saving and waste management training are integrated into the WTM orientation for new hires and apprentices.

B. Energy & Water Conservation

1. Energy & Water Data Recording

Utility and water consumption data are recorded daily, enabling analysis of consumption trends and prompt corrective actions.

2. Energy & Water Efficiency Programs

Implemented since 2017, these programs aim to reduce hotel energy consumption. Progress is reviewed monthly during the Profit & Loss (P&L) meetings.

3. Energy & Water Self-Assessment

A self-assessment was planned for August 2018 to identify gaps and shortfalls in current energy and water use, followed by an action plan to address findings.

4. Utility Sub-Metering

Sub-meters are installed to monitor energy and water use in specific areas such as the kitchen, laundry, swimming pool, and supply to the Samasta area. This data helps identify consumption trends and potential inefficiencies.

5. Low-Flow Faucets and Shower Heads

The hotel was designed with low-flow faucets and showerheads to reduce water usage.

6. High-Efficiency Lighting

Approximately 90% of the hotel's lighting uses energy-efficient LED technology. In areas requiring high-intensity light, halogen spotlights and tube lights are employed, incorporating the latest energy-efficient technologies.

7. Energy Efficiency Improvements

Technical upgrades to the chiller system improved energy efficiency by 6%. Collaborations with third-party specialists have led to the installation of Variable Speed Drives (VSD) on pumps and ongoing improvements in chiller plant and kitchen ventilation systems.

8. Wastewater Reuse

Recycled water is reused for the irrigation of gardens and cleaning pathways.

C. Green Housekeeping

1. Elimination of Single-Use Plastics

In compliance with Accor's global commitments, the hotel eliminated all single-use plastics from guest areas.

2. Eco-Friendly Cleaning Chemicals

Through a regional contract with Ecolab, the hotel uses green-certified cleaning products and receives technical support for sustainable housekeeping.

3. Legionella Prevention Program

Following Mövenpick standards, the hotel maintains water systems to prevent Legionella bacteria.

4. Pest Control Management

A licensed third-party pest control company implements environmentally friendly pest management practices, reducing reliance on harmful chemicals.

5. Recycling Bins in Public Areas

Three-compartment recycling bins are installed around public areas, including the swimming pool.

6. In-House Composting

Organic and garden waste are composted on-site and reused in the hotel's gardens.

7. Bee Garden

Established in early 2022, the bee garden serves conservation and educational purposes, with regular harvesting activities.

D. Sustainable Meeting Practices

1. **Energy-Efficient Digital Signage**
LED TVs are used for signage in meeting rooms.
2. **Linen-Less Meeting Tables**
Although not fully implemented due to some group meeting preferences, the hotel encourages guests to participate in sustainable meeting practices.
3. **Alternative to Bottled Water**
Since August 2018, glass-bottled water has been the standard in meeting rooms.
4. **Recycled Content Paper Products**
The hotel uses FSC-certified recycled paper products as part of its sustainability efforts.
5. **Recycling Bins in Meeting Areas**
Two-compartment recycling bins have been available in all meeting rooms since December 2018.

E. Waste Management

1. **Zero Environmental Conflicts**
The hotel has maintained a conflict-free status regarding environmental issues this year.
2. **Solid Waste Separation**
Ongoing efforts focus on staff awareness to ensure consistent waste separation.
3. **Waste Recycling**
The hotel has contracted Jimbaran Lestari for solid waste hauling.
4. **In-House Composting**
Completed as of August 2018, supporting organic waste recycling.
5. **Hazardous Waste Handling**
The hotel complies with legal and safety standards for hazardous waste management, partnering with licensed companies to handle hazardous materials safely.
6. **Reduction of Plastic & Styrofoam**
While not yet fully compliant, the hotel is committed to reducing the use of plastic and Styrofoam and replacing them with sustainable alternatives.
7. **Wastewater Treatment**
Existing wastewater treatment facilities operate effectively.
8. **Sewage Treatment Water Testing**
Water quality tests are conducted monthly and reviewed for compliance.

9. Elimination of CFC Refrigerants

The hotel uses advanced air conditioning systems with R410A refrigerants, with approximately 95% of AC units compliant. Remaining split-type units use R22. Refrigeration equipment employs R404A refrigerants.

10. Environmental Impact Assessment Reporting

The hotel complies with legal reporting requirements to the Environmental Agency of Badung Regency, including:

- Liquid waste monitoring (quarterly)
- Hazardous materials storage (quarterly)
- Environmental Impact Assessment (biannual)
- Carbon emission reports (biannual)

F. Social Responsibility

1. Public beach cleaning programs
2. Non-single-use plastic initiatives
3. Environmental awareness campaigns, including mangrove planting and conservation of rare local plants
4. Endangered species protection, including turtle release programs
5. Additional community social programs
6. Support for the employment of people with disabilities

G. Fire, Life, Health & Safety

1. Compliance with all local laws related to fire, life, health, and safety operations.
2. Regular health and safety awareness training for all employees, including new hires, with biannual fire drills.
3. Legionella prevention programs maintain water system safety.
4. Health & Safety Management System training conducted by EcoLab, a professional third-party company.
5. Disaster readiness inspections and audits conducted by the local Disaster Preparedness Board (BPDB), including tsunami evacuation plans.
6. Safety management audits performed by the Bali Police Department, resulting in a gold medal award.
7. HACCP and hygiene inspections are scheduled every 2 weeks through a walkthrough.
8. Safety awareness training integrated into new staff orientation programs

This document has been reviewed by:

Name: Jan Kroeckel

Position: General Manager

A handwritten signature in black ink, appearing to be 'Jan Kroeckel', written over the word 'Signature:'.

Signature:

Date: 10 October 2025

APPENDIX



Turtle Conservation & Education Center at Serangan, Bali



English & Cooking Class at Sanggar Bedugul



Beach Cleaning with Sungai Watch at Pantai Muaya, Jimbaran



Fun Run at Jimbaran Area & Barefoot Walk at Pantai Muaya, Jimbaran



Breakfast with Breakfast with, at Anarasa Restaurant Mövenpick



Qurban Donation Eid Al Adha to the Mosque Jami' Baitul Mustaqim, Jimbaran



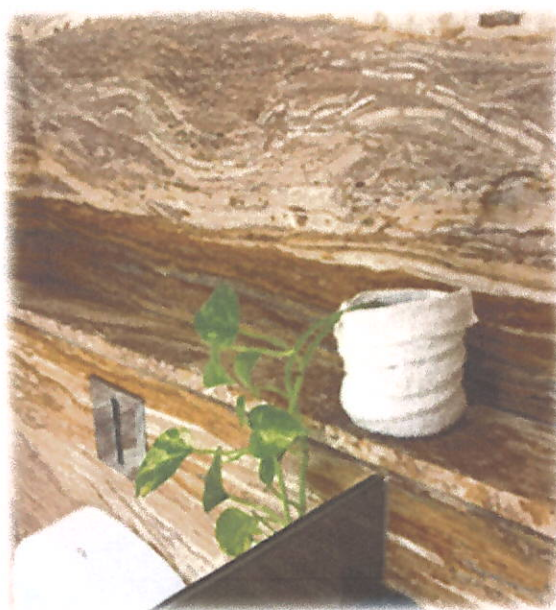
Blood Donation in a Gratitude Week



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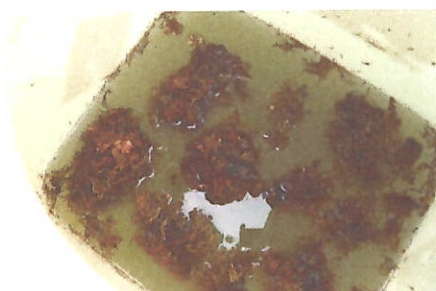
Environmental Education Facilities & Activity



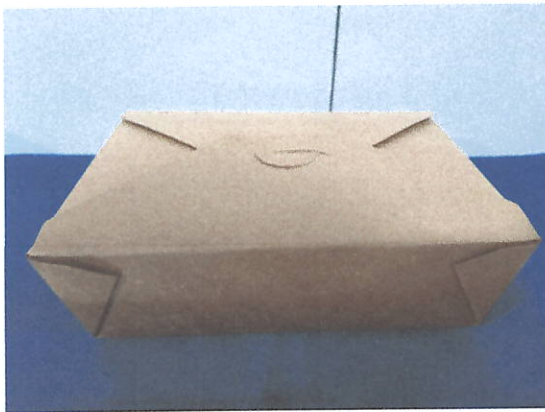
Reuse the used towel and slippers



Tree Plantation in Angkah Village, Tabanan



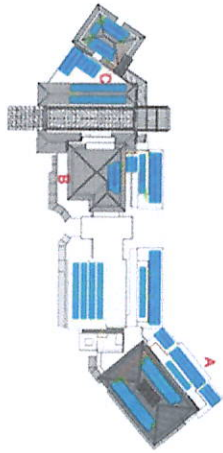
Reuse of used rice water to water plants and as fertilizer



Single-use plastic



Waste Management by Lumitics & Jimbaran Lestari



Energy Efficiency with Solar Panel Installation & EV Charger



Waste Decomposing



Green Product Usage



Safety Fire Drill



Safety BPPD – First Aid – Bomb Threat Training



Safety APAR Training