



HANDARA  
GOLF & RESORT  
BALI

# SUSTAINABILITY PROGRESS REPORT 2024

[www.handaragolfresort.com](http://www.handaragolfresort.com)



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## INTRODUCTION

### Warm regards from Handara Golf & Resort Bali

It gives me great pleasure to present to you the sustainability report for our resort. This report highlights our continued commitment to sustainability and our efforts towards preserving the environment, supporting local communities, and promoting responsible tourism.

We are thrilled to announce our selection as the recipient of the 2023 International Sustainable Awards (ISA). This achievement fills us with immense pride and stands as a testament to our unwavering commitment to establishing a sustainable golf course and resort in Bali.

Our journey entailed a thorough examination of every facet of life and operations at Handara Golf & Resort Bali, accompanied by significant financial investment and passed the certification audit from Travelife. The results have been nothing short of remarkable, yielding increased job satisfaction, motivation, sustainable long-term growth, and a significant reduction in our carbon footprint.

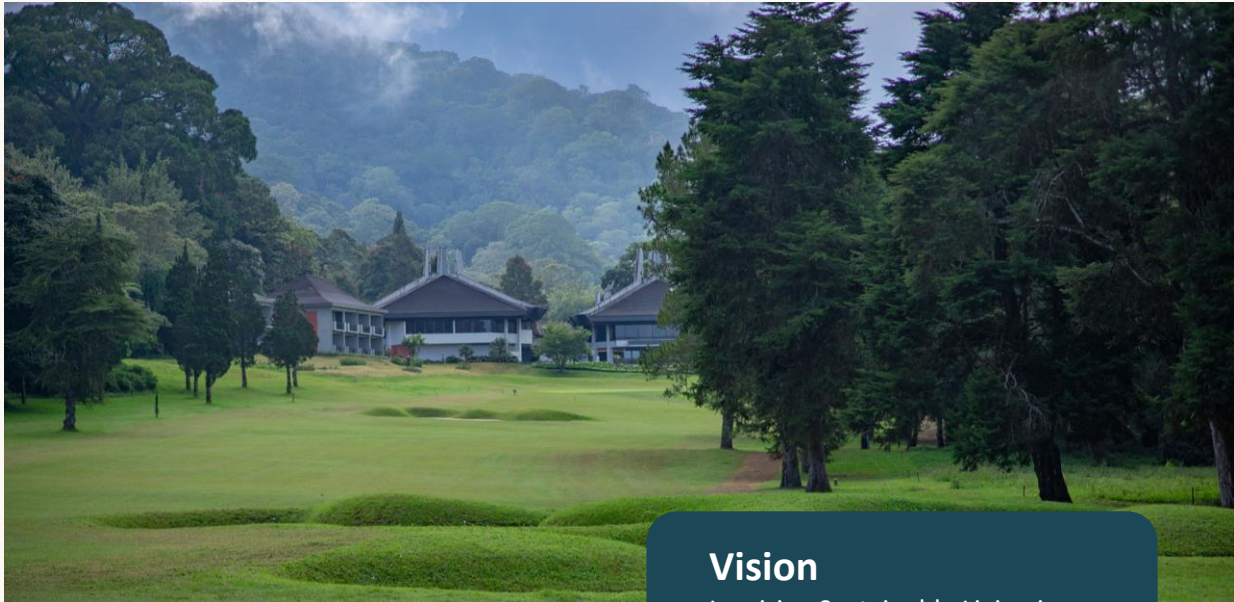
I would like to extend my gratitude to our guests, staff, and partners who have supported us throughout this journey. We believe that by working together, we can create a better world for future generations.

Sincerely,

**Shan Ramdas**  
General Manager



## HANDARA'S VISION AND MISSION



### Vision

Inspiring Sustainable Living in  
Harmony with Nature & Culture.

### Mission

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

### Values

### Why Guest Choose Handara Golf & Resort Bali



#### Hospitality

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



#### Respect

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



#### Integrity

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



#### Innovation

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

## AWARDS AND RECOGNITION IN 2024



HANDARA  
GOLF & RESORT  
BALI



The Best Quality Leadership Award 2024

**WINNER 2024**

**Best Quality Leadership Awards 2024 by  
ESQR.**



**R.O.L.E.**  
Rivers, Oceans, Lands, Ecology  
**FOUNDATION**

**Nominated as Business Owner of the Year  
by R.O.L.E Foundation.**





**HANDARA**  
GOLF & RESORT  
BALI

## HANDARA SUSTAINABILITY PROGRESS

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





## HANDARA GREEN ACTION PLAN

Our Effort Started in 2018	Target 2019	Target 2020 Onward
<p><b><u>Environmental</u></b></p> <ul style="list-style-type: none"> <li>Update Policies and Procedure</li> <li>Creation of the Green Team</li> <li>Establish realistic Green Goal for each department</li> <li>Improvement in our Corporate Social Responsibility (CSR) Program</li> <li>Set Target on Energy and Water Reduction</li> <li>Create Budget for investment in new technology</li> <li>Seminar and Training for Staff in relation to optimum energy-efficiency and waste.</li> <li>Follow Principle by Travelife Sustainability in Tourism</li> </ul>	<p><b><u>Environmental</u></b></p> <ul style="list-style-type: none"> <li>Meet all the relevant legislations</li> <li>Annual Sustainability Progress Report</li> <li>Continue to provide training and seminar to staff regarding sustainability practice</li> <li>Plan Waste Management System</li> <li>Improve our data system regarding waste, chemical, energy and water.</li> <li>Continue to set target on energy and water reduction</li> <li>Continue to follow the Sustainable Principle by Travelife</li> </ul>	<p><b><u>Environmental</u></b></p> <ul style="list-style-type: none"> <li>Continue to update policies and procedures and relevant regulations (if necessary)</li> <li>Continue to improve our data system and conduct assessment regarding waste, chemical, energy and water.</li> <li>Annual Sustainability Progress Report</li> <li>Implement Waste Management System</li> <li>Continue to follow the Sustainable Principle by Travelife</li> <li>Aim to Achieve recognition in sustainability practice</li> <li>Travelife Certification</li> <li>Improve Measurement Goals</li> </ul>
<p><b><u>Social</u></b></p> <ul style="list-style-type: none"> <li>Continue the Donation (CSR Program) for causes and people in needs</li> <li>Encourage Guest and Club Member to donate</li> <li>Discuss with the local community for mutual benefit</li> <li>Respect the human rights</li> <li>Hire people without discrimination</li> <li>Guest satisfaction survey</li> <li>Update the Union labor Agreement</li> <li>Provide information through website and e-newsletter</li> </ul>	<p><b><u>Social</u></b></p> <ul style="list-style-type: none"> <li>Continue training program for staff and team members</li> <li>Continue to communicate with local community and/or authority for mutual benefits</li> <li>Continue to encourage guest to donate and continue to create charity events</li> <li>More internal promotions</li> <li>Continue to partner up with non-profit organizations for charity</li> <li>Continue guest satisfaction survey</li> </ul>	<p><b><u>Social</u></b></p> <ul style="list-style-type: none"> <li>Continue training program for staff and team members.</li> <li>Continue to communicate with local community and/or authority for mutual benefits</li> <li>Continue to encourage guest to donate and continue to create charity events</li> <li>More internal promotions</li> <li>Continue to partner up with non-profit organizations for charity</li> <li>Continue guest satisfaction survey</li> </ul>
<p><b><u>Economic</u></b></p> <ul style="list-style-type: none"> <li>Deliver quality products and service</li> <li>Maximize Sales</li> <li>Continue renovation and improvement to the hotel and clubhouse</li> <li>Efficiency and quality of work</li> <li>Equal employment opportunity</li> </ul>	<p><b><u>Economic</u></b></p> <ul style="list-style-type: none"> <li>Continue to deliver quality products and service</li> <li>Maximize Sale</li> <li>Continue renovation and improvement to the hotel and clubhouse</li> <li>Continue to support the local tourism</li> <li>Improve the Service</li> <li>Continue Guest satisfaction survey to improve the service and product</li> <li>Engage local partners in the hotel and golf course activity</li> <li>Create more environment friendly activities for our guest</li> </ul>	<p><b><u>Economic</u></b></p> <ul style="list-style-type: none"> <li>Continue renovation and improvement to the hotel and clubhouse</li> <li>New Target market opportunities</li> <li>Maximizing benefit for our stakeholders</li> <li>Be competitive in the market</li> <li>Rebrand Handara as sustainable tourism destination</li> <li>Strengthen the hotel's external marketing based on its solid sustainability profile.</li> </ul>

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





## 2022 - 2024 Performance (Highlights)

- Participate and certified in CHSE program which is a program of the Ministry of Tourism and Creative Economy in the form of implementing health protocols based on Cleanliness, Health, Safety, and Environment Sustainability.
- Participate in Government's Peduli Lindungi program which is an application developed to assist relevant government agencies in tracking to stop the spread of Coronavirus Disease (COVID-19). This application relies on community participation to share location data with each other while traveling so that contact history tracing with COVID-19 sufferers can be carried out. Users of this application will also get a notification if they are in a crowd or are in a red zone, namely an area or sub-district where it has been recorded that there are people who are infected with positive COVID-19 or there are patients under surveillance.
- Support COVID-19 vaccination for employees by coordinating with local medical center for the 1<sup>st</sup>, 2<sup>nd</sup> and booster vaccine.
- Provide and implement Standard Operating Procedure (SOP) relating with COVID-19 to protect staffs and also guests from COVID-19 transmission.
- Support employee's health by providing vitamins and medicine on regular basis.
- Video Campaign on Travelife Certification in Handara.
- Staff Campaign wearing the new 'HandaraKulture' Uniform.
- Continue to review and train all staff regarding environmental sustainability and children protection.
- More than 70 % 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 Sustainable Destination in Bedugul, Bali.

## 1. LABOR & HUMAN RIGHTS

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

### 1. English Training for Staff

Department	Training Date	Trainer	Attendees	%Attendance
Front Office	31 May,13-14 June, 7,14,21,28 of September 2023.	Mr. Ketut Mudi	10	100 %
Food & Beverage Service			15	100 %
Food & Beverage Product			5	27%
Housekeeping			12	75%
Golf Operation			12	100%
Security			4	36%
			<b>Total</b>	<b>58</b>

### 2. Staff Training Regarding Leadership

Department	Training Date	Trainer	Attendees	%Attendance
Front Office	24 <sup>th</sup> August 23 (one day training)	Mr. Ketut Mudi	1	10 %
Food & Beverage Service			2	20%
Food & Beverage Product			5	50%
Golf Operation			2	20%
Golf Maintenance			1	10%
Human Capital			2	20%
Accounting			3	30%
			<b>Total</b>	<b>16</b>

### 3. Staff Training Regarding Who Am I

Department	Training Date	Trainer	Attendees	%Attendance
Front Office	20 <sup>th</sup> September 2023 (one day Training)	Mr. Ketut Mudi	1	10 %
Food & Beverage Service			4	40 %
Food & Beverage Product			5	50%
Golf Operation			1	10 %
		<b>Total</b>	<b>11</b>	<b>28 %</b>

### 4. Staff Training Regarding Basic Communications Skill

Department	Training Date	Trainer	Attendees	%Attendance
Food & Beverage Service	20 <sup>th</sup> October 2023 (one day Training)	Mr. Ketut Mudi	2	20%
Front Office			2	20%
Golf Operation			3	30%
FBP			1	1%
Human Capital			2	20%
Accounting			1	10%
House Keeping			1	10%
				<b>Total</b>



#### 5. Staff Training Regarding Grooming and Pembagian Service Charge

Department	Training Date	Trainer	Attendees	%Attendance
Front Office	19 <sup>th</sup> June 2023 (one day training)	Mr. Iwan	3	30%
Food & Beverage Service			4	40%
Food & Beverage Product			9	90%
Golf Operation			3	30%
House Keeping			8	80%
Akunting			3	30%
		<b>Total</b>	<b>30</b>	<b>50%</b>

#### 6. Supervisor level Training Regarding Supervisory Skill

Department	Training Date	Trainer	Attendees	% Attendance
Front Office	23 <sup>rd</sup> June 2023 (one day training)	Mr. Wayan sudartayana	1	10%
Food & Beverage Service			1	10%
Food & Beverage Product			1	10%
Golf Operation			2	20%
Golf Course Maintenance			1	10%
House Keeping			2	20%
Engineering			1	10%
Akunting			1	10%
		<b>Total</b>	<b>10</b>	<b>25%</b>

## 7. Training Staff Regarding APAR (Fire Extinguisher)

Department	Training Date	Trainer	Attendees	% Attendance
Front Office	23 <sup>rd</sup> August 2023 (one day training)	Mr. Wayan sudartayana	1	10%
Food & Beverage Service			3	30%
Food & Beverage Product			6	60%
Golf Operation			1	10%
Akontings			6	60%
Human Capital			1	10%
		<b>Total</b>	<b>18</b>	<b>33%</b>

To raise awareness of waste management to our staff, we have created competition of “waste sorting competition” on June 2023 as bellow attachments :





## Staff Department Training Program

### i. January – August 2023

Front Office Department

TOPIC	VENUE	ACTION BY
Training System Rhapsody Poin of sales Iconic Gate	Accounting office	Pasek Budi yasa, EDP
Training task breakdown how to entering guest Room	Room	Wayan Sudartayana, AGM
Training handling Group blocking Gate	Iconic Gate	Wayan Sudartayana, AGM
Re-training night audit	Back Office	Pasek Budi yasa
Re-training Rhapsody System	Back Office	Pasek Budi yasa
Training Book and Link Chanel manager	Online	Book and link
Training Safety Tree House	Kids Play ground	The Pohon Team
Task breakdown handling check in, Handling Group	Thompson Room	Wayan Sudartayana, AGM
Task breakdown how to Handling difficult guest	Thompson Room	Wayan Sudartayana, AGM

### ii. May – July 2023

House Keeping Department training

TOPIC	VENUE	ACTION BY
Training task break down how to clean wash basin	ROOM	SPV HK
Room task breakdown how to setup bathroom supplies and bathroom amenities	Room	Room attendant and trainee
Training room task breakdown “how to enter the guest room “(Occupied)	Room	Room attendant
Training task break down how to clean toilet bowl	Room Attendant	SPV HK
Training how to use high speed polisher	Lobby	PA attendant
Task break down “how to use vacuum cleaner”	Room	Room attendant and trainee



**iii. September 2023**

Food and Beverages Service Department Training

TOPIC	VENUE	ACTION BY
Room service Serving	Breeze Terrace	Supervisor F & B
Dessert, Coffee, Tea Presentatiom	Breeze Terrace	Supervisor F & B

**iv. May – June 2023**

Food & Beverage Product Department training

TOPIC	VENUE	ACTION BY
Personal Hygiene & Personal HACCP Surveillance Result	Pancasari Room	Danang (Joyful Food Trainer)
Kitchen SOP	Pancasari Room	Danang (Joyful Food Trainer)

**v. September 2023**

Refreshing training regarding waste sorting organic non organic organic Training held for department:

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

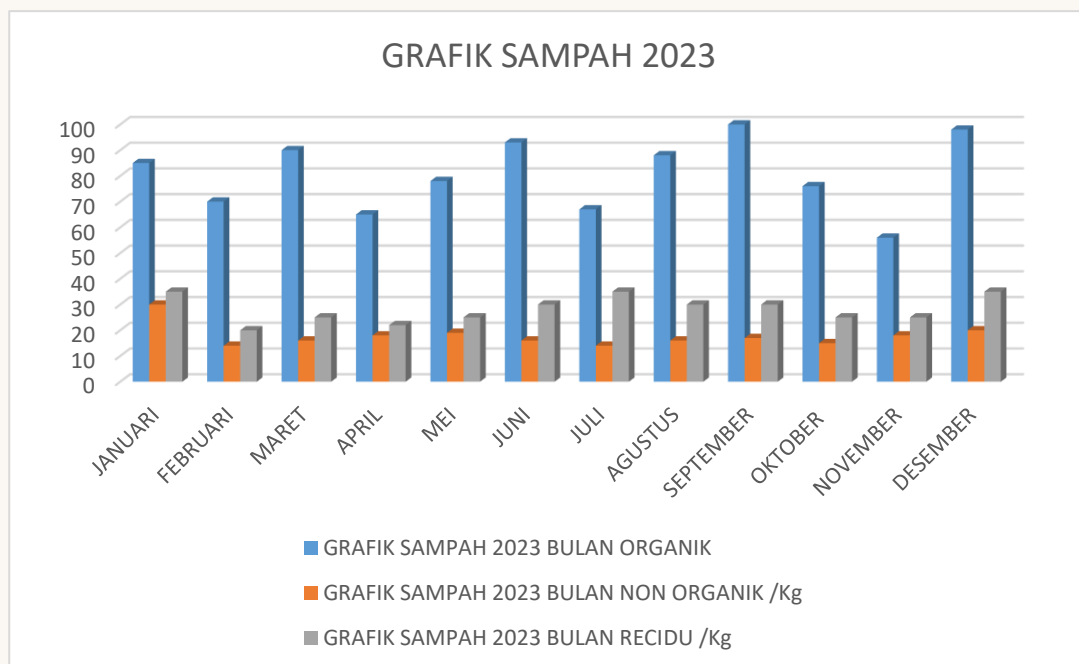


## 2. WASTE MANAGEMENT

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

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

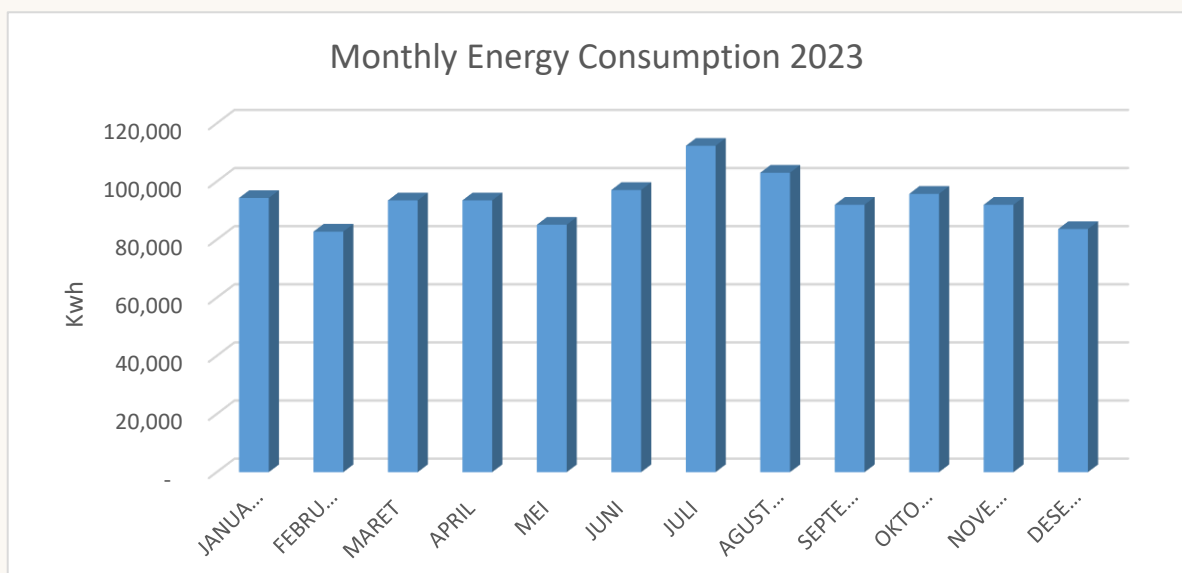
Our 2023 waste data is as follow:



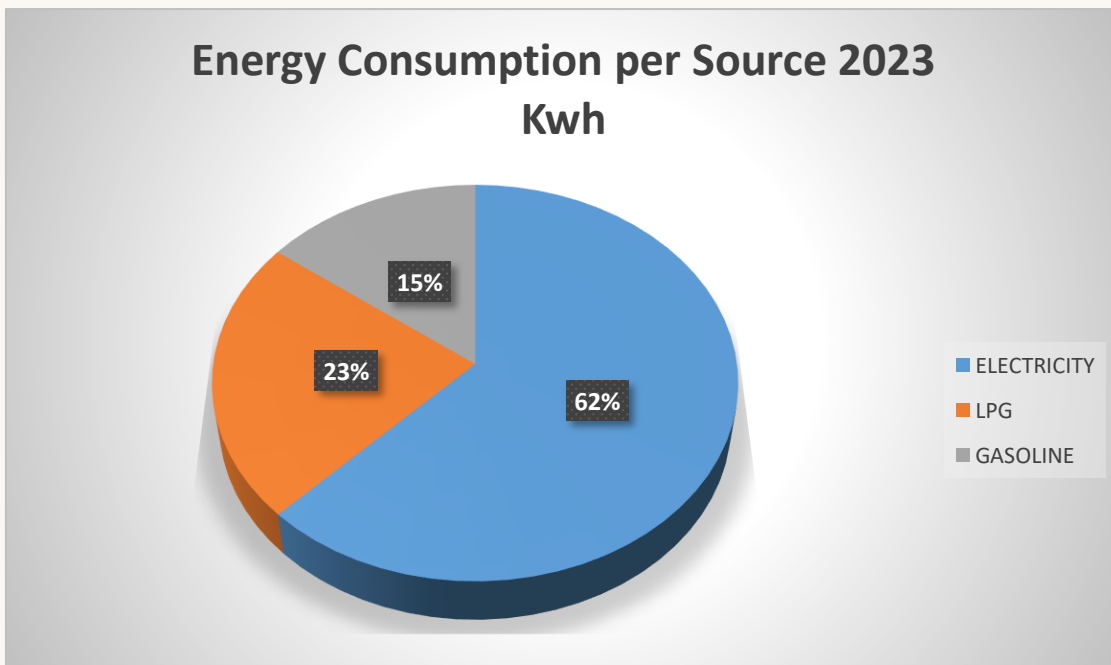
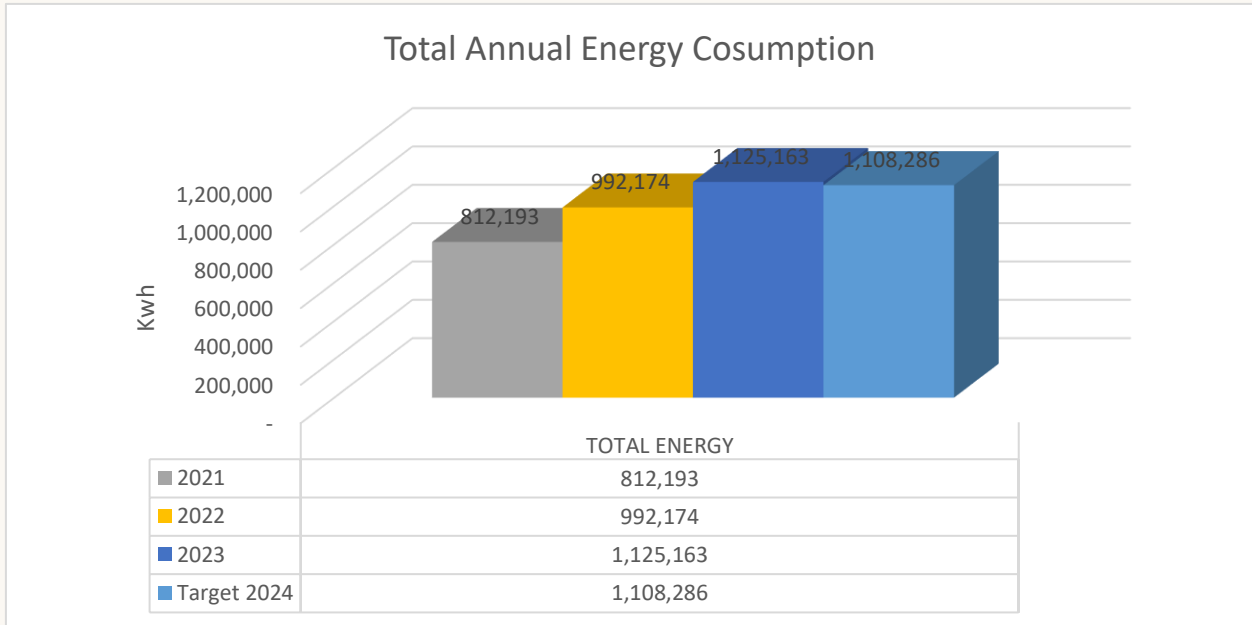


### 3. ENERGY SAVING

- At the moment in the hotel there are more than 70 % of light bulbs in our hotel are Energy Saving Bulb. Due to the Pandemic in 2020 and 2021, we have to reduce our cost and thus our original plan to aim 100 % Energy Saving Bulb in 2020 is being postponed.
- Using solar panel lights along the road from Resort main gate until lobby and also along the road from kids' playground to security office which is saving more energy of electricity.
- During low occupancy, appropriate sections within our hotel are isolated so lighting can be turned off.
- Use daylight effectively within the building
- Ensure staff to unplug all appliances with electricity when rooms are not booked out.
- Ensure staff to allow natural sunlight and air into the room.
- Renovated Hotel Wing has a key entry card system which automatically turns off the power when the room is not occupied.
- Encourage a "switch off policy" with our guests and staff by providing sticker and guest brochure.
- Aim to replace all equipment to energy efficient equipment.
- Ensure staffs are aware of requirement to turn down off radiators when rooms are not booked out.
- Regular boiler checks.
- Use natural airflow within the premise.
- Fan and Hairdryer (some rooms) upon request.
- Aim to use high-efficiency equipment when replacing old equipment throughout the hotel.
- Moving laundry room

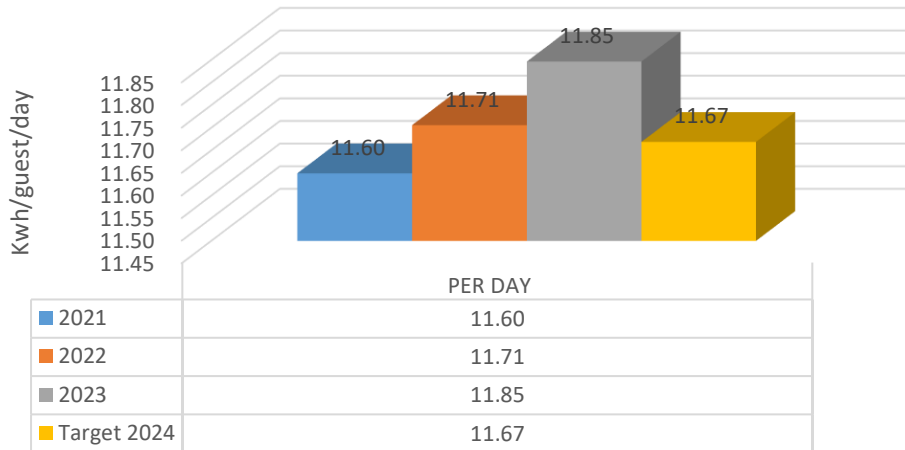




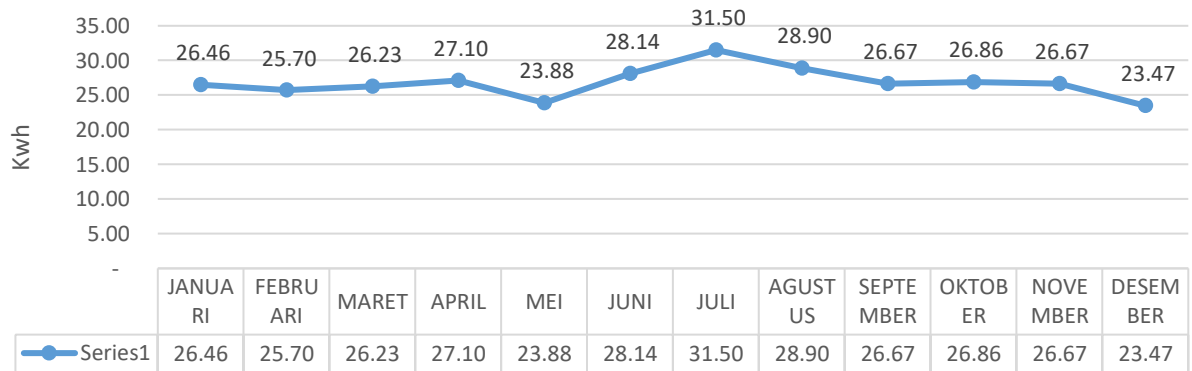




### Annual Energy Consumption per Guest Day



### Monthly Energy Consumption per Guest Day 2023

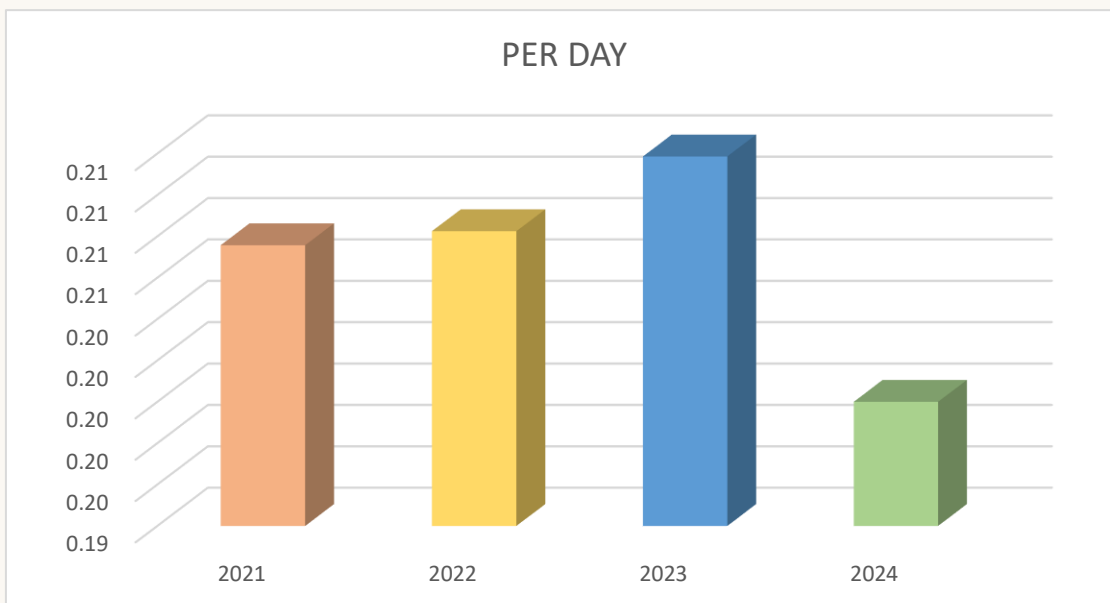
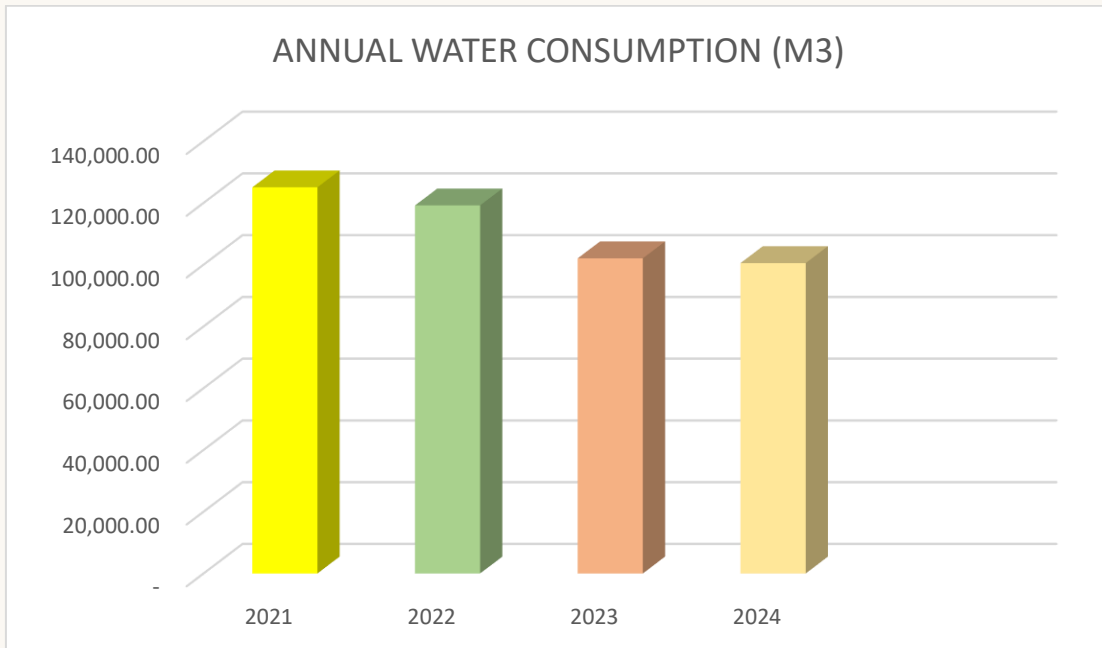


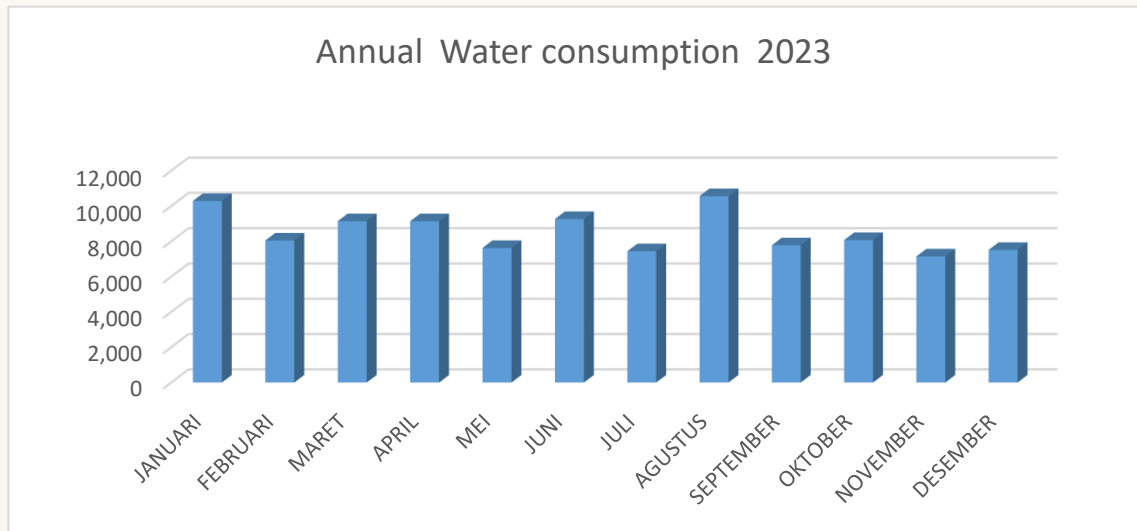
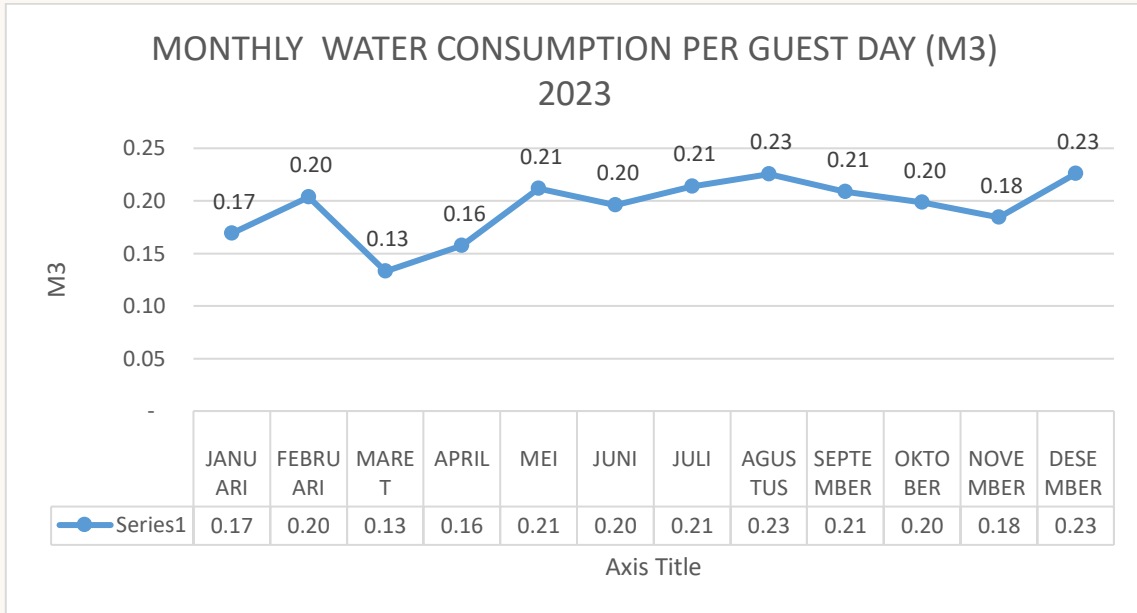
#### 4. WATER SAVING

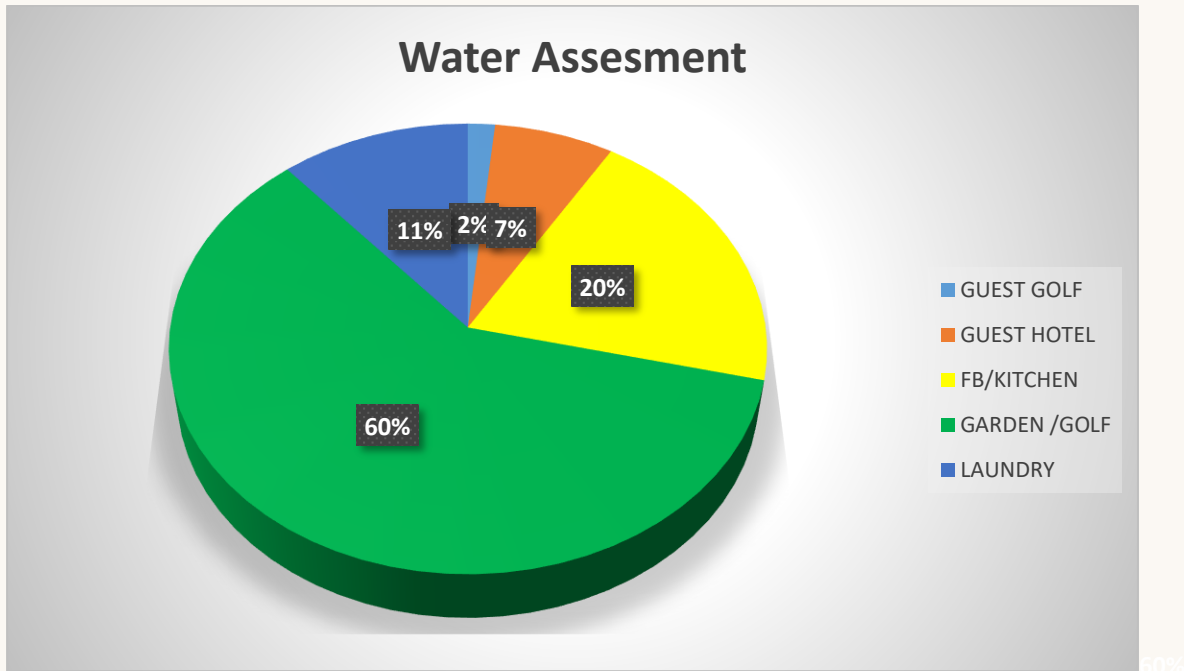
- Install Grey Water system (IPAL) for the main kitchen in 2019.
- Evaluating and gradually fixing leaked pipes and facets.
- Engineering maintenance for leaking taps.
- Check the water flow in every tap.
- Aim to have bio-waste water treatment in hotel area.
- Aim to replace the toilet to the eco-friendly bathroom toilet.
- Inform and encourage our guest and staff to be water wises.
- Reducing the quantity of washing the towels.
- The New Hotel Wing has replaced the bathtub to shower. Bathtub only available in 10 (out of 47) of our guest rooms.
- Full loads when using washing machines and/or dishwasher.
- Ensure and train staff on how they can use water use.
- Minimize water use during room cleaning by housekeeping (i.e. flush the toilet only necessary, turn of the tab during cleaning if not being used).
- Housekeeping report to Engineering concerning leaking faucets, showerhead and running toilets or any other issues.

	ANNUAL WATER CONSUMPTION (M <sup>3</sup> )
<b>2020</b>	110.790,16
<b>2021</b>	125.057,67
<b>2022</b>	119.194,66
<b>2023</b>	102,051.06









## 5. CHEMICAL, POLLUTION CONTROL AND PREVENTION

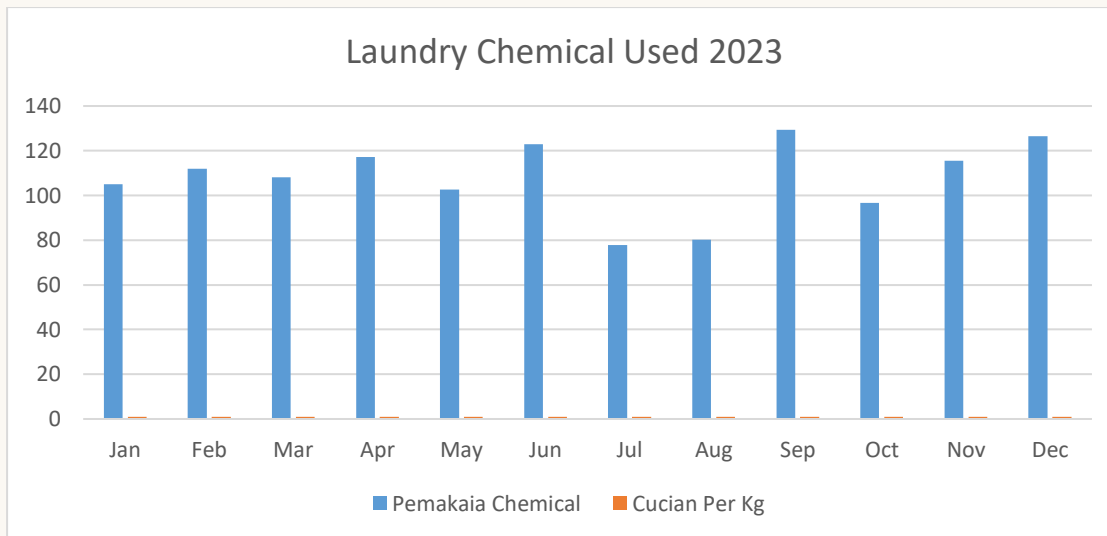
### **HAZARDOUS WASTE**

We have constituted hazardous waste procedure in our resort. Firstly, we save the environment against hazardous waste. Thanks to this procedure we are taking hazardous waste with a proper condition, we tag them, and we are delivering the hazardous waste material with legal compliance to a registered company.

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

We are controlling waste hazardous as much as possible if it contains a hazardous material, we make sure it is disposed of appropriately. In that situation, we are trying to raise awareness of our staff and employees on this issue.





### **CARBON EMISSION**

These are some of the ways we reduce emission;

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

## 6. GUEST SATISFACTION

In effort to create a better experience to our customers we are going to do some continuous program and this program has taken from one of our business partners such as: (Booking.com) with below reviews, TripAdvisor, Google Review.

**Booking.com** 8.0

Reviewed - August 2023

**VINCENT**  
JAPAN

**Cool and refreshing place for golf and relaxation**

We came to play golf and to relax in nature. The landscape is fantastic. We took a chalet and it was spacious and comfortable with a terrace on a garden. 3 minutes walk to the clubhouse. Temperature was only 16 degrees at night, but you can warm the room with a wood fire. You should prepare warm cloth if you want to dine outside. Service was great.

Room Type: Premium Chalet Suite | [www.booking.com](http://www.booking.com) | Nights: August 2023

**Google** 5/5

Reviewed - August 2023

**ALEX L.**  
HOLIDAY | FRIENDS

**Incredible scenery, amazing experience, nice golf practice, great hospitality, perfect value for money.**

Will definitely come back. Would be amazing if they could add on site massage and sauna facilities.

Rooms: 5.0 | Service: 5.0 | Location: 5.0 | [www.google.com](http://www.google.com)

**Tripadvisor** ★★★★★

Reviewed - May 2022

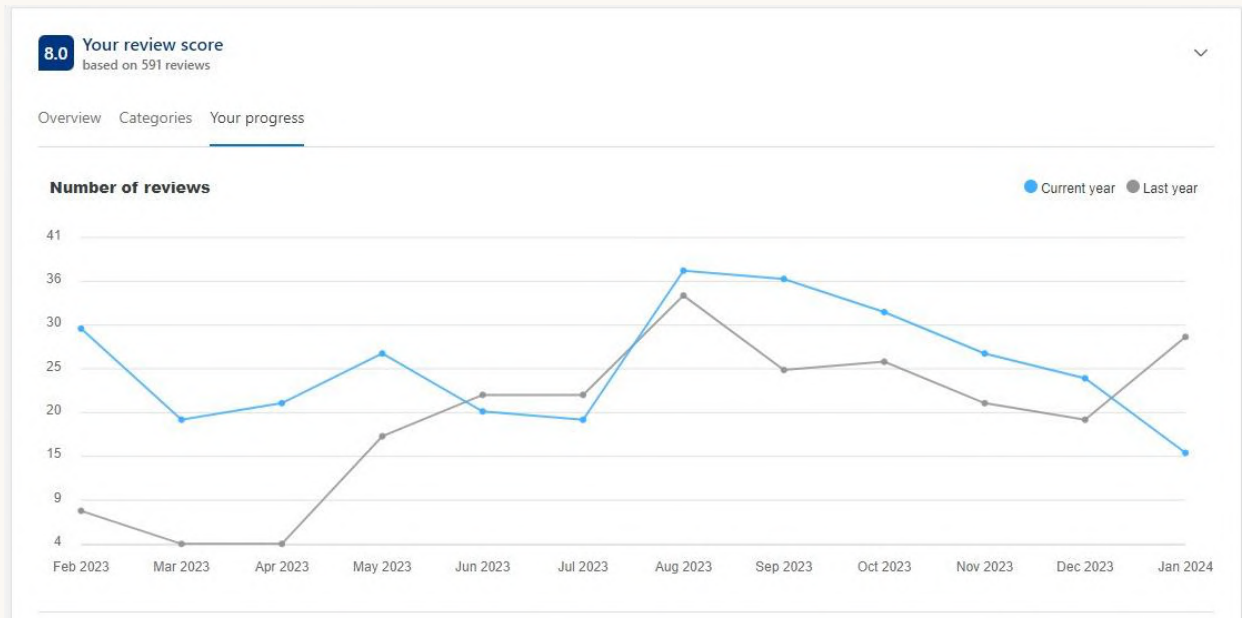
**GUN BALI**  
DENPASAR, INDONESIA

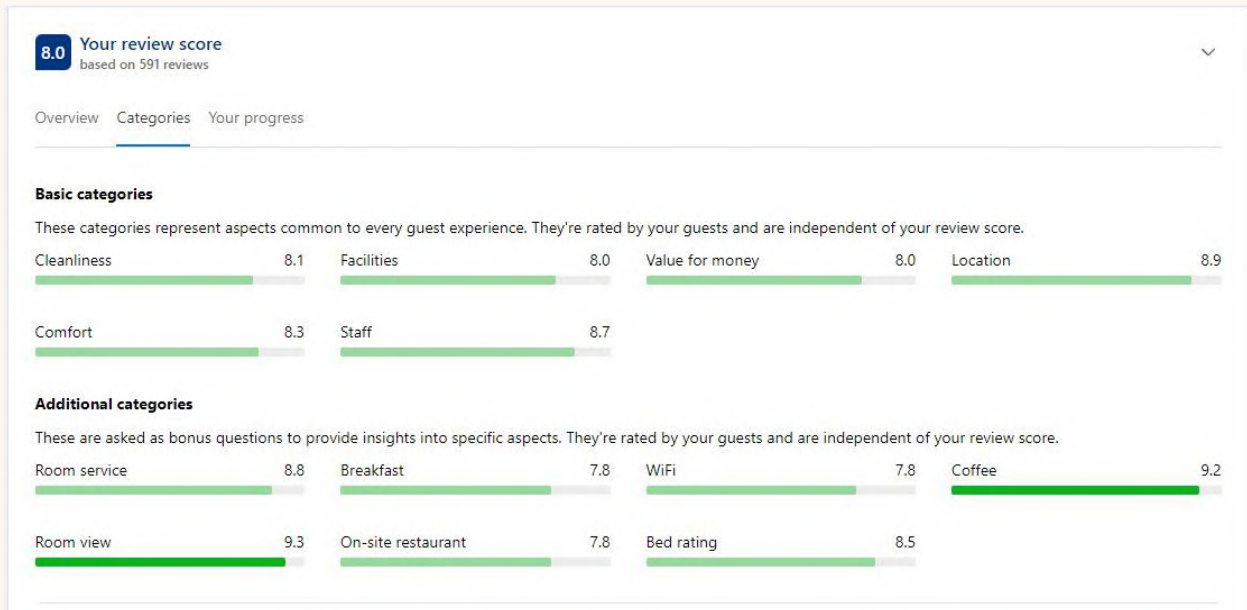
**Beautiful and Peaceful place**

Stayed in this resort recently. The place is beautiful and full of energy. It is good to see the place is busy comparing to other place which are affected by Pandemic Covid-19.

They also provide affordable short golf course guest can try. One of the trainer named Andre is very communicative and knowledgeable on golf.

Value: ★★★★★ | Sleep Quality: ★★★★★ | Service: ★★★★★ | [www.tripadvisor.com](http://www.tripadvisor.com)





## Booking.com Reviews Analysis and Action plan

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

1. On site Restaurant (8.8) Expected (9.2)

### **Action Plan and Progress:**

- We are progressing to improve manpower competences with task breakdown training and implementation;
- We are progressing to implement a better sequence of service;
- We are ongoing to improve supporting tools and equipment;
- We are going to enrich our ala' carte menu;
- We are ongoing to do refurbishment for better ambiance;
- We are developing kitchen supporting equipment;
- We are going to make 2 (two) time happy hours;
- We are going to make healthy food;
- We are going to have sport bar to create more memorable stay;
- We are going to have weekly theme dinner;
- We are going to have chef of the day menu.

2. Location & Room view (8.6) expected (9.5)

**Action Plan and Progress:**

- We are going to upgrade rooms conditions, facilities and service in effort to make customer satisfaction;
- We are going to improve our guest in room experience, cleanliness with no defect and spotless;
- We will create more in room and garden ambience, facilities and family friendly.

3. Staff (8.5) expected (9.9)

**Action Plan & Progress:**

We are going to do some customer service training such as:

- \*WOW\* factor service training;
- Problem solving training;
- English speaking and other language training;
- We are searching native speaker management trainee ➤ Can do attitude and no blaming culture training;
- Body language and professional manner;
- Handling complaint training;
- Efficient service implementation training;
- Task break down and Sequence of service training;
- Time management service training.

4. Lowest score reviews are:

- WIFI (6.8) expected (10) Action plan:  
We are going to improve Wi-Fi speed with microtic system and providing higher bandwidth with no blank spot in every area
- Breakfast (7.4) expected (10) Action plan:
  - We are going to add more variety with menu rotation on the Breakfast Menu.
  - Liaise with Chef and F&B team that we need to upgrade Breakfast presentation more attractive.
  - We are going to improving personal touch in our service effort to make customer satisfaction

5. Room Service (8.3) expected (9.5)

We are going to enrich room service menu and its service.



6. Facilities and Activities (7.6) expected (9.0) Action plan:

We are going to add more guest activities and facilities to make our customer more comfortable stay:

Such as:

- Gym
- Spa and Beauty Shop
- In-House Tour
- Cultural Activity
- Sauna
- Kids Club
- Nanny Service
- Money Changer
- Mini Shop
- Free Shuttle Service to Ulun Danu Beratan
- Cooking Class
- Fruits Carving Demonstration
- SMART TV with Netflix
- “ Show Me - You Know Me” - Repeater program and guest value added

## 7. CSR REPORT – HANDARA GIVE BACK PROGRAMS

*\*SPECIAL MENTIONED FOR 'HANDARA GIVE BACK'S PROGRAM IN 2023*

### 1. Humanitarian Assistance.

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

### 2. Education

The field of education is one of the few handaragiveback programs. Handaragiveback will have provided healthy lunch and school supplies to local school in 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 scholarship to the children of the employees under the parent company.

### 3. Healthcare

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



## List of HANDARA Give Back Program in 2024

We help more than 2,899 Families in year 2023 by providing them food, 'sembako' and more than 18,151 number orphanages and underprivilege children and giving daily necessities to more than 37 orphanage houses.

No	Date	Program	Description
1	January 25	Collaboration with Bagi for Bali	Distribute of Rice box that reached 1,000 kids bali area.
2	February 7	Collaboration with Panti Asuhan Sakinah Denpasar	Contribute to the renovation of the construction of the orphanage
3	February 7	Collaboration with Dyatmika School	Contribute to the tree planting program
4	February 16	Collaboration with local Kindergarten School in Singaraja to support school supplies	Distribute school supplies such as, laptops, books, writing supplies, table and chairs
5	March 4	Collaboration with Bagi for Bali Program Bagi Bola with Mark Klok	Distribute of Rice and Snack box that reached 50 Kids
6	March 9	Collaboration with Yayasan Sayangi Bali	Distribute Sembako, milk and porridge for baby needs
7	March 24 – April 18	Idul Fitri	Distribute of Rice box, Takjil and Sembako that reached 1,006 families
8	Mei 9	Collaboration with Panti Asuhan Mithatul Falah Sanur	Distribute of Rice and Snack box that reached 35 Kids
9	Mei 18	Collaboration with local Communitiy in Budakeling Village Karangasem to support Children with special needs	Distribute Sembako, food, medicine for kids, milk, vitamin and help for children's medical expenses
10	June 12	Support Children with special needs (Cebral Palsy)	Support for all needs and medical expenses of Alawiyah
11	June 16	Residential fires on Jalan Kartini Denpasar	Distribute Sembako and vitamin for 118 people who were directly impacted by the fire, including those who lost their homes entirely

No	Date	Program	Description
12	June 29	Idul Adha	Distribute of Qurbani meats that reached 100 families and orphan children in Panti Asuhan Sabibal Muhtadin Jembranan
13	July 24	Collaboration with Lotus Seaview Karangasem	Distribute Sembako and food to 50 elderly located in the area
14	July 24	Collaboration with Tri Hita Eco School Karangasem	Distribute Sembako and meals to children and teacher in Tri Hita Eco School
15	August 16	Collaboration with Yayasan of Kasih Anak Kanker Bali	Distribute Sembako and feeding unfortunate and sick children (cancer) in Bali
16	August 17	Collaboration with Panti Asuhan Tunas Bangsa Denpasar	Distribute of Rice box that reached 50 kids
17	August 26	Collaboration with Darmadesa Baturiti Tabanan	Distribute food, vitamin, and medicine to Forest monks on a religious journey
18	September 14	Collaboration with SLB Negeri 1 Karangasem a school for students with special needs	Distribute school supplies, food and sembako for student and teacher/staff at the school
19	September 14	Collaboration with Yayasan Senyum Bali	Support surgical care with cleft condition to 6-month-old baby girl named Made Gracia Putri Wijaya
20	October 4	Collaboration with Yayasan Tat Twan Asi Denpasar	Support the Bavish School of Music organized a charity concert "Rise Together" to support the daily and educational needs of Yayasan Tat Twan Asi



No	Date	Program	Description
21	November 2	Collaboration with Yayasan Arsitek Pemuda dan Perempuan Indonesia	Provide shelter, food and essential supplies to those affected by the conflict, aiming to alleviate their suffering and improve their living conditions.
22	November 2	Support their celebration of the 50 <sup>th</sup> Anniversary of PT Nugra Santana	Handara Give Back Scholarship which are awarded to the children of PT NS Employees for 1 years scholarship are designed to encourage and support students in their academic pursuits as well as their non-academic interest such as art, music and sports
23	November 10	Collaboration with Panti Asuhan Alkaromah Melaya Negara	Distribute of Rice box that reached 150 kids
24	November 24	Jumat Berkah Program	Distribute of Rice box to Mosque in Kuta Area
25	November 30	Collaboration with Yayasan of Kasih Anak Kanker Bali	Distribute Sembako and feeding unfortunate and sick children (cancer) in Bali
26	December 6	Collaboration with Yayasan Peduli Kemanusiaan (YPK) Bali	Provide food and medical devices needed by children with special needs
27	December 7	Collaboration with local Community in Budakeling Village and Lotus Seaview Karangasem to support the elderly	Distribute Sembako and food to 100 elderly located in the area
28	December 15	Swap your Plastic Waste for Food in Pancasari Singaraja	Distribute Sembako and food to the 110 elderly and baby scales to Integrated Healthcare Center (Posyandu) in exchanged for clean plastic waste.

No	Date	Program	Description
29	December 2023	Jumat Berkah Program	Distribute of Rice box to Mosque in Kuta, Denpasar and Tabanan Area
30	August 23 – August 24	Collaboration with Tri Hita Eco School Karangasem	Provide sustainable healthy school meals to children in Tri Hita Eco School
31	November 23 – November 24	Collaboration with JRS Indonesia (Jesuit Refugee Service)	To serve refugees and asylum seekers who live in Jakarta and Bogor area. Our priority is to help pregnant mothers and children



**HANDARA**  
GOLF & RESORT  
BALI

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