



# Sustainability Management Plan

## The Maya Mission

*To create and maintain the sector benchmark for environmentally responsible style and personal luxury together with inspired service that exceeds guest expectations, with innovative management initiatives and dedicated staff who take ownership to ensure the ultimate atmosphere for relaxation, refreshment and renewal.*



Since its inception in 2001, Maya Ubud Resort & Spa has been incorporating sustainable tourism principles and practices into its operation. We continuously strive to refine our level of understanding of sustainability and periodically take time to review our sustainable practices in order to expand these practices and implement improvements wherever possible.



We aim to move towards sustainability where all concerns need to be integrated into a business strategy that leads the resort to be more resilient, pro-active to future challenges and opportunities. Our Sustainable Management Plan ensures long term profitability for the hotel, which will benefit its owners, its employees and its neighbors. Therefore, in May 2011 we took up the challenge to obtain Green Globe certification.

Green Globe is the premier global certification for sustainable travel and tourism. Green Globe Certification offers the world's most recognized and longest running program allowing us, as one of the green leaders in the travel and



tourism industry to confidently promote our environmental credentials along with our commitment to the people and prosperity of our location, the village of Ubud, Bali.

Our Sustainability Management Plan encompasses 4 key areas:

- I. **Environmental** – to be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes.



- II. **Socio-cultural** – to be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against commercial exploitation, equitable hiring, employee protection and last but not least, that our



business do not jeopardize the provision of basic services, such as water, energy, or sanitation to neighboring communities.



**III. Quality** – any activity that can sustain itself economically through creating competitive advantages within the industry through with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its owners, its employees and its neighborhood.

**IV. Health & Safety** – the resort complies with all established health and safety regulations, and ensures that both guest and staff protection instruments are in place.



We are very aware that sustainability is an ongoing journey, therefore the Sustainability Management Plan, Environmental Policy and Purchasing Policy will be reviewed annually.



Our Sustainability Management Plan is supported by P&P as the following:

1. Environmental Policy
2. Employee Handbook
3. Guest Service Directory

**APPENDICES:**

Appendix 1 – Environmental Initiatives

Appendix 2 – Socio-cultural Initiatives

Appendix 3 – Quality

Appendix 4 – Health & Safety

Appendix 5 – Environmental Policy

Appendix 6 – Employee Handbook

Appendix 7 – Guest Service Directory

Appendix 8 – Green Team



## APPENDIX 1

### ENVIRONMENTAL

To be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes.

### ENVIRONMENTAL INITIATIVES

1. Since its inception in 2001, Maya Ubud Resort & Spa has been incorporating sustainable tourism principles and practices into its business operation. For a start, only 20% of the resort's 10 hectares of land area were built on for accommodation and other resort facilities. The remainder of the land is either landscaped with tropical flowers and indigenous trees or left in its natural beauty.
2. A guest Tree Planting Program which was introduced in November 2007 which allowed our guests to become involved in contributing to the beauty of the environment. Within a period of three years, over three hectares land in the river valley was planted with an additional 140 Bali originated trees and shrubs, each with a small plaque commemorating visit of the guests. The program met with tremendous success and guests were genuinely happy to not only contribute to the beautification of the resort, but become involved in the environmental protection of Bali.
3. A small fee of US\$20.00 was charged each guest to offset the cost of purchasing the tree or shrub of their choice, with the balance being donated to **Friends of National Park Foundation** (FNPF) – [www.fnpf.org](http://www.fnpf.org), a non-profit organization, to assist in their reforestation program on the adjacent island of Nusa Penida, with the aim to restore forest cover from only 5% as of now, to 30% in the future. This reforestation program is also in conjunction with their plan to increase the natural habitat of the endangered species of Jalak Bali (White Balinese Starling) as a sanctuary and breeding ground.



4. Our involvement and sponsorship of the FNPf “Plant a Tree Campaign” was launched on 1 November 2010 as space has now become limited for the resort on-site tree planting program. We have been allocated by FNPf a one hectare plot of land on Nusa Penida to reforest. We actively request guests to donate US\$20.00 towards this program which covers the cost of growing four saplings from seeds in the FNPf nursery, planting on the land and three years of care. After this time the trees will be strong enough to survive. A plaque listing all guests of Maya Ubud that donate to this organization will be placed on the site. Donors will receive the FNPf annual newsletter describing the progress of the reforestation project. In conjunction to their 5<sup>th</sup> anniversary, on 10 July 2011 FNPf also released 100 Java Sparrows in Nusa Penida. The Java Sparrows, listed as vulnerable by Birdlife, join hundreds of endangered Bali Starlings that have been successfully breeding on Nusa Penida for the past five years under the protection of Nusa Penida communities.
  
5. We have planted many rare trees originating in Bali in the resort, e.g. banyan, maja, sentul (*sandoricum koetjape*), rijasa (*blueberry ash/elaecarpus grandiflora*), boni (*antidesma bunius*), kererek (*sapirdus rarak*), kapuk (*ceiba pentandra*).
  
6. Other environmental initiatives we already have in place are as follow:
  - Recycling of waste water from our sewage treatment plant for irrigation water.
  - Using bio-degradable products and cleaning supplies in laundry, stewarding and housekeeping.
  - Disposal of all corrosive materials (batteries, acid and oil) through authorized collection agencies.
  - The elimination of plastic, where possible (except kitchen) and recycling of plastic containers with supplier when product is not available in any other type of container.



- Separation of garbage into following categories: food waste, paper, plastic, tin foil, etc.
- Disposal of all garbage through authorized collectors and district recycling plant at Temesi, Gianyar.
- Encouraging use of email to distribute memos and other information for internal distribution in order to reduce paper usage.
- Activating e-filing in all departments and print only what is necessary to have in hard copy.
- Selecting environmentally friendly suppliers and products. For instance we purchase compost from the Temesi recycling facility in Gianyar.
- Using low toxic environmentally friendly products for pest control.
- Invite guests to consider reusing bath towels and bed linen instead of changing every day. Therefore reducing water consumption, conserving electricity in laundering and reducing waste water treatment.



## **APPENDIX 2**

### **SOCIO-CULTURAL**

To be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against commercial exploitation, equitable hiring, employee protection and last but not least, that our business do not jeopardize the provision of basic services, such as water, energy, or sanitation to neighboring communities

### **SOCIO-CULTURAL INITIATIVES**

1. We promote a package that enables guests to experience and understand the spirituality of the Balinese in our “Spiritual Journey”. This package includes yoga and meditation, exploring temples, visiting a traditional Balinese healer and obtaining a priestly blessing. During the program, our Resort Guides explain the Balinese philosophy of life in order guests will have a greater understanding of the island, its people, culture and customs. As a major part of our socio-cultural responsibility we include visiting an orphanage in the Ubud area in our “Spiritual Journey” package promoted in-house and through our website.
2. The village of Muntigunung in the east of Bali is listed as one of the poorest areas on the island. Here we assist Muntigunung Development Project Future for Children Foundation (Yayasan Masa Depan untuk Anak-Anak) through the sale of goods (cashew nuts, rosella tea & other rosella products, palm sugar, etc.) produced by the community in our retail outlets. We also encourage our guests to explore this remote part of Bali through trekking tours offered by the village.
3. We regularly support neighboring communities cultural, sports and recreational activities, i.e.:
  - Art & Culture Appreciation held by Banjar Ambengan.
  - Odalan Pura Beji Dukuh Geria held by Banjar Dukuh Geria, Pejeng.



- Odalan Pura Beji Dukuh Kawan, donation collection, held by Banjar Dukuh Kawan, Pejeng.
  - Contribution to Cak Organization in Banjar Tengah.
  - Donation collection by Banjar Teges Kanginan.
  - Contribution to Youth Organization in Desa Peliatan.
  - Contribution for the development of wantilan/pavilion and odalan Pura Dalem Bukit Buung.
  - Contribution for police office renovation (Polsek Ubud).
  - Contribution for ogoh-ogoh and renovation for Banjar Laplapan Petulu.
4. Our daily Leisure Activities include village cycling and trekking tours, during which we escort guests through the neighboring countryside, visiting temples, archeological and heritage sites as well as stopping by village warungs for guests to enjoy Bali coffee or coconut water or buy home made snacks or candies from the village people.
  5. Balinese cooking classes are conducted on a daily basis that enable us to promote local products and encourage guests to try local dishes as part of our promotion of local culture and cuisine.
  6. We promote and assist local artists by allowing them to exhibit and sell their artworks in the lobby.
  7. Maya Ubud Resorts & Spa is a member of Bali Hotels Association (BHA) and Ubud Hotels Association (UHA). Both organizations are involved in destination marketing and the promotion of Bali in general.
  8. We support Desa Wisata Bedulu - a neighboring village for community based tourism program - as a foster parent.



9. Whenever possible, we recruit from our neighboring villages. This now accounts for 31% of our employees.
  
10. We engage the Sanggar Yama Sari of Desa Peliatan for Balinese cultural performances in the resort.
  
11. On a regularly basis we support a number of orphanages and foundations on the island by donating used towels, bed linen, uniforms, books & magazines, china & glassware that is no longer suitable for hotel operation, but still quite serviceable. These foundations include:
  - Widya Guna Orphanage in Bedulu, Ubud
  - Kupu-kupu Foundation in Kutuh Kelod, Ubud
  - Darmajati II Orphanage in Penatih, Denpasar
  - Bali Global Foundation in Mas, Ubud
  - Smile Foundation in Banjar Taman, Ubud
  - Seeds of Hope Orphanage in Dalung, Denpasar
  - Tatwamasi Orphanage in Renon, Denpasar
  - Welas Asih Foundation in Suter, Kintamani
  - I'm an Angel Foundation, Kudeta, Seminyak
  - Other contributions for Bali Hati Foundation, BIWA (Bali International Women Association), Rotary Club Nusa Dua, Rock'n Run Hard Rock Hotel, Ubud Community Art Centre, ROLE Foundation, Sumatran Orang Utan Society, Yayasan Sosial Putra Putri Bangsa, HHPB (Himpunan Humas Perhotelan Bali), etc.



## **APPENDIX 3**

### **QUALITY**

Any activity that can sustain itself economically through creating competitive advantages within the industry through with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its owners, its employees and its neighborhood.

### **QUALITY INITIATIVES**

1. Offer luxury and inspired service that exceeds guest expectations.
2. Ensure we create the ultimate atmosphere for relaxation, refreshment and renewal for guests.
3. Maintain healthy business ethics among staff, management and business contacts.
4. Innovative management initiatives.



## **APPENDIX 4**

### **HEALTH & SAFETY**

The resort complies with all established health and safety regulations, and ensures that both guest and staff protection instruments are in place.

### **HEALTH & SAFETY ISSUES**

1. Provide emergency information in the guest compendium:
  - In the event of a fire
  - In the event of earthquake
  - General safety & security issues, i.e.: safe deposit boxes, double locks, admittance, keys, medical emergencies, telephone calls and guest with disabilities.
  - Guest Room Emergency instruction complete with hotel layout.
2. Provide Employee handbook to all employees.
3. HACCP (Hazard Analysis Critical Control Point) principles are practices by F&B Department.



## APPENDIX 5

### ENVIRONMENTAL POLICY

At Maya Ubud Resort & Spa we are committed to green hotel policies and the implementation of proactive measures to help protect and sustain the environment for future generations.

We recognize the impact of our operations on the environment and aim to be an increasingly efficient green and environmental hotel. We strive to minimize any detrimental effects that may occur as a result of our business.

By working together we can contribute to making a cleaner and safer environment and ensure environmental issues remain a focal point and receive proper attention.

We recognize sustainability is an ongoing journey; therefore the Environmental Policy will be reviewed annually.

Our commitment is divided into four criteria:

#### **A. Conserving Resources**

1. We take active role in conserving resources as part of our business strategy. The Sustainability Management Plan is included in the annual Marketing Plan and Budgeting.
2. We implement Purchasing Policy in our daily operation. The purchasing policy favors environmentally friendly products, certified suppliers, or suppliers following best environmental and social practices. Purchasing policy will be reviewed annually.
3. We measure and monitor our energy usage (electric and gas), and aim to reduce where possible.
4. We encourage all staff to save electricity e.g. to shut off office lights and personal computers during meal break, when they attending training, and when they leaving their office for more than 15 minutes.



5. To improve the energy effectiveness and efficiency by using the best available technologies where feasible.
6. We implement preventive maintenance policy with regular checks on all equipment.
7. We measure and monitor fresh water usage and aim to reduce where possible.
8. Comply with relevant environmental legislation and take a proactive approach to future requirements and obligations.
9. Seek to conserve natural resources through the responsible use of energy, water and materials but also maintaining the quality of service expected by our guests.
10. Encouraging use of email to distribute memos and other information for internal distribution in order to reduce paper usage.
11. Activating e-filing in all departments and print only what is necessary to have in hard copy.

## **B. Reducing Pollution**

1. To reduce greenhouse gas emissions, we provide alternative transportation options for guests to Central Ubud, by bikes or shuttle.
2. Recycling of waste water from our sewage treatment plant for irrigation water.
3. Separation of garbage into the following categories: food waste, paper, plastic, tin foil, etc.
4. Disposal of all garbage through authorized collectors and district recycling plant at Temesi, Gianyar.
5. Implement the Waste Management Plan: Reduce, Reuse and Recycle.
6. Better planning to minimize waste of food, paper, plastic, etc. that is not re-used or recycled.
7. Restaurant offers half-portion options – available to all guests.
8. Organic waste is given to pig farms.
9. Waste volume/weight and reduction goals are specified, recorded and monitored by Housekeeping and Food and Beverage.
10. To donate unused amenities to local orphanages and foundations.
11. To reuse packaging materials and shredded waste paper for shipping.



12. Using bio-degradable products and cleaning supplies in laundry, stewarding and housekeeping.
13. Reduce to minimum the use of harmful substances.
14. Disposal of all corrosive materials (batteries, acid and oil) through authorized collection agencies.
15. Invite guests to consider reusing bath towels and bed linen instead of changing every day. Therefore reducing water consumption, saving electricity in laundering and reducing waste water treatment.
16. To ensure our business practices are reducing pollution from noise, light, runoff, erosion, ozone-depleting compounds, and air and soil contaminants.

### **C. Conserving Biodiversity, Ecosystems, and Landscapes**

1. Information about and interpretation of the natural surroundings, local culture, and culture heritage is provided to guests, as well as explaining appropriate behavior while visiting natural areas, living cultures, and cultural heritage sites.
2. Endangered species, products thereof, or items stemming from unsustainable practices are not consumed, sold, traded or displayed in the hotel.
3. List of Illegal Products and Souvenirs is available in the Guest Service Directory for guest's reference.
4. No captive wildlife is held in the hotel.
5. The hotel uses native species for landscaping and green areas and takes measures to avoid the introduction of invasive non-local species.
6. Measures are taken to prevent the introduction of pest and exotic species.
7. For removal, restoration and rehabilitation where applicable please refer to the landscape master plan.
8. Ensure our daily operation does not impact on local wildlife or plants and their habitat.
9. Ensure no artificial feeding of wildlife in the hotel area.
10. We continue our cooperation with Friends of National Parks Foundation (FNPF – [www.fnpf.org](http://www.fnpf.org)) to support biodiversity conservation, including supporting natural protected areas and areas of high diversity value.



11. Our Nature Walk program was introduced and developed to provide guests with information of native wildlife and various plants species found in the hotel area. We have planted native vegetation where possible or grasses that adapted to the Ubud climate. A nursery has been established for the cultivation of plants to be used elsewhere in the hotel area.
12. Ensure that our daily operation prevents noise from having impact on wildlife.
13. Selecting environmentally friendly suppliers and products. For instance we purchase compost from the Temesi recycling facility in Gianyar.
14. Using environmentally friendly products for pest control.

#### **D. Training**

1. All personnel receive periodic training regarding their role in the management of environmental, socio-cultural, health and safety practices.
2. Training on environmental and sustainability initiatives is included in the new staff orientation, as well as training on waste management, reducing water and energy consumption.
3. Through our active green team we will ensure that our efforts are continually reviewed, updated and communicated to all staff.

Examples of everyday actions

#### **Saving energy by ....**

- Monitoring gas and electricity consumption on weekly basis.
- Use of low energy light bulbs.
- Keycard control system installed in every room to control TV, lighting and air-conditioning when room is not in use.
- Re-use towels and bed linen on guest request.

#### **Reduction of ....**

- Waste packaging by the purchase of bulk food items and cleaning materials.
- Waste plastic bottles by changing to glass bottles produced by Aqua Danone Indonesia – Mambal plant.



### **Recycling of ....**

- Paper, cardboard, glass, plastic, cooking oil, toner cartridges.
- Grey water for irrigation.
- Waste compacted to reduce number of collections.