

# SUSTAINABILITY MANAGEMENT PLAN



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# PULLMAN CIAWI VIMALA HILLS SUSTAINABILITY MANAGEMENT PLAN

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# HOTEL FACTSHEET

A place of extraordinary beauty in West Java. Seemingly far from the urban bustle, yet close to Bogor and Puncak and only an hour's drive from Jakarta. **Pullman Ciawi Vimala Hills Resort Spa & Convention** – the first Pullman resort in Indonesia – was designed with serenity in mind. For an evening meal, a weekend break, a family holiday, or a team-building trip in an environment that puts minds at ease.

## SPACIOUS AND COMFORTABLE ROOMS

- 90 Deluxe Room
- 48 Executive Room
- 24 Deluxe Garden Access Room
- 22 Deluxe Pool Access Room
- 24 Suite and Executive Suite
- 17 One – Three Bedroom Villas with swimming pool
- 1 Junior Presidential Villa with swimming pool
- 1 Presidential Villa with swimming pool

### With:

- Balcony & splendid view to Mount Salak from every room
- Fluffy Pullman beds with a choice of pillows from our pillow menu
- Bathroom with rain shower
- 49 – 60 inch LED Interactive Technology TV
- Complimentary Wi-Fi internet access

## FLEXIBLE CREATIVE DINING OPTIONS

- **Salak Bar & Lounge:** a trendy and cozy place to unwind. Let our team pamper you with delectable tapas, light bites, and tasty drink selections
- **Padi Pool Bar:** set along in serene atmosphere and natural surroundings, the pool bar is set in a haven of unspoiled beauty, serving Indonesian and international favorites snacks and refreshing poolside drinks
- **Padi Pool Bar:** set along in serene atmosphere and natural surroundings, the pool bar is set in a haven of unspoiled beauty, serving Indonesian and international favorites snacks and refreshing poolside drinks
- **Mad Cow Vimala Hills:** an edgy New York-style grillroom with a casual bar serving grilled delights, the tastiest tapas & curated drink collections

As part of the Accor group, we have the Pullman Sustainability Program implemented all over the resorts with specific criteria, and we are proud to showcase our Platinum-level compliance. All Heartists awareness for the sustainability program has been launched in the resort at all levels.

We have an environmental towel and linen use program implemented all over the resort for the guests to be part of our sustainability commitment. Accor plants one tree for every five towels reused in the towel reuse program.

The Resort implemented an efficient waste recycling program (paper/plastic/cardboard/oil/glass) to save the environment.

The energy consumption is monitored daily regarding the utility services, such as water, electricity, gas and diesel. This has also helped us to manage our resources and manpower more efficiently while delivering the required quality and service.

100% of the resort's lighting in public areas and guest rooms had been replaced with LED with the lowest electricity consumption.



## PURPOSES

Pullman Ciawi are committed to save our planet!

- To develop a monitoring and audit program to ensure compliance with the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business;
- To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues;
- To demonstrate management commitment to comply with the environmental laws and regulations of Indonesia;
- To outline mitigation measures to minimize the impact of the business activities on the surrounding environment;
- To present mitigation strategies and actions for the control of pollution, waste minimization, and resource conservation by effectively practicing Reducing, Reuse and Recycle wherever possible;
- To establish a framework for environmental management to ensure the implementation of the identified mitigation measures;
- The primary purpose of the Sustainability Management Plan is to guide decision-making, management, and the business's daily operations in a sustainable manner to develop the company in a sustainable way considering the environmental, socio-cultural, quality, and health & safety issues. Pullman Ciawi is committed to communicate this plan to our colleagues and our guests.

## SCOPE

The Scope of the sustainability management plan covers all initiatives and activities at the Pullman Ciawi Vimala Hills and its integration with all colleagues, customers, suppliers, business partners, owners, and other stakeholders.



## REFERENCES

Green Globe Certification Standard & Guide to Certification

### **Our Goals:**

1. Energy Efficiency: Reduce total energy consumption while maintaining high-quality service
2. Water conservation: Reduce water consumption on the property
3. Waste Production: Reduce back-of-the-house operational waste generated.

We know sustainability is an ongoing journey; therefore, the Sustainability Management Plan will be reviewed annually.

Our Sustainability Management Plan is supported by the following Policies and Procedures along with other supporting documents:

- Health, Safety and Environmental Policy
- Waste Management Plan
- Purchasing Policy
- Recruitment Policy
- Code of Business Conduct and Ethics



## SUSTAINABILITY MANAGEMENT PLAN KEY AREAS

**I. Environmental:** To be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems & landscapes, and local environmental activities.

**II. Socio-cultural:** Pullman Ciawi Vimala Hills will 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 does not jeopardize the provision of essential 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 with inspired service that not only meets but exceeds guest expectations 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 colleagues, customers, business partners, owners, and other stakeholders.

**IV. Health & Safety:** Pullman Ciawi Vimala Hills complies with all established and local health and safety regulations and ensures that guest and staff protection instruments are in place. Certificates are approved as per Law and Indonesian rules.

**Green Globe Certified:** Green Globe Members commit to managing and operating their business and organizations to the highest level of sustainability.



## **A. IMPLEMENT A SUSTAINABLE MANAGEMENT PLAN**

Pullman Ciawi Vimala Hills shall establish and maintain the SMP, complying with the requirements included in this section.

There are several elements that make up the SMP, as shown below:

### **A1. Legal Compliance**

Pullman Ciawi Vimala Hills law and in compliance with all relevant international or local legislation and regulations, including health, safety, labor, environmental aspects, and insurance policies.

### **A2. Employee Training**

Employee hiring, training, annual appraisal, and performance review at Pullman Ciawi Vimala Hills align with the corporate competencies and competency models.

Competencies and competency models are designed to define the skills, knowledge, and attributes that make organizations and individuals successful. Once competencies are identified, people with these competencies can be recruited and, where necessary, trained and developed. This builds an organization of successful colleagues capable of delivering business goals and executing strategy.

While competencies may enable people to succeed, they alone do not ensure success. We see people who are competent but need to deliver business results or vice versa. In other words, more than assessing people against competencies is required. We must also measure their achievements against the desired business goals within their roles.

At the same time, competencies link organizational vision, behaviors, outputs, and results and are the foundation for recruitment, selection, performance management, development, and succession planning.



### **A3. Service Quality & Customer Satisfaction**

At Pullman Ciawi Vimala Hills, customer satisfaction is supported by the Quality Department. Quality Department helps Pullman Ciawi Vimala Hills to operate in a way that focuses on continuous improvement and long-term sustainability. It works with all departments and areas of the business to ensure that our guest is always our first priority by having a system that allows us to measure how well we are doing and respond quickly when we are not getting the desired results.

Guest feedback is precious to us and helps us improve every day. Therefore, we have an online "Guest Satisfaction Survey" VOICE of Guest, Leading Quality Assurance (LQA) audits, guest comment cards, and other third-party online platforms like TripAdvisor, Booking.com, and all social media channels.

### **A4. Accuracy of Promotional Materials**

All communication regarding promotional material at Pullman Ciawi Vimala Hills goes through the Sales and Marketing team and is in line with Hotel Brand guiding principles, local regulations, and cultural norms. Any dissatisfaction from our guests is tracked through the guest feedback forms through many channels.

### **A5. Local Zoning, Design and Construction**

With 208 hotel rooms and 19 villas, Pullman Ciawi Vimala Hills offers intuitive service that anticipates every need. Your guests can make the most of their stay – whether for a week-long conference or one perfect night.

Renowned for our attentive service, Pullman Ciawi Vimala Hills is ideal for small- to medium-sized conferences, hosting 430 to 1.300 guests. Cosmopolitan and luxurious, Pullman Ciawi Vimala Hills features flexible function spaces. Near famous tourist objects in Bogor such as Taman Safari Indonesia, Taman Bunga, and other Puncak tourist area Ongoing maintenance and repairs are performed regularly with the purpose of being as sustainable, energy saving and long lasting as possible, and includes use of environmentally friendly materials. Every effort is been made to ensure that all appliances that have been purchased for operating the hotel are energy efficient.



## **A6. Communications Strategy**

All colleagues will receive training on environmental challenges and how to be part of the solution. Awareness training is being conducted for new joiners as part of their induction program, employees receive more training in their respective areas in the hotel in how to use energy and water efficiently and how to reduce the waste.

We communicate with our guests and visitors to the hotels and the website in a comprehensive manner. Our implementations, plans, and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work. Our sustainable operations involve our guests, employees, suppliers and stakeholders. example; we have placed environmental cards in all the rooms in order to give our guests an option whether or not they want the bed linen or towels to be replaced for the day, hence, providing them with an opportunity to play a direct role in water and energy conservation.

## **A7. Health and Safety**

Our Goal: work safely at all times; think about hazard prevention in all that we do; minimize accidents so that we, as Staff Members, can feel comfortable and confident in our work environment and be proud of our commitment to safety.

We follow strict environmental, health, and safety laws, regulations, and procedures to conserve and protect the environment and create a workplace where we bring the best out of our colleagues while avoiding the risk of injury.

Colleagues are appropriately trained to make them aware of the health and safety issues while working, and guests are made aware of hazards by using appropriate signage and other form of communication. The purchasing and operating policy for all mechanisms, including equipment and facilities, is that to be as environmentally friendly as possible, low emission and minimum energy are applied. The resort has an experienced team of engineers and technicians who maintain the facilities, with a constant check-in regulation to ensure that the equipment and facilities are in good working condition. All necessary and mandatory safety requirements, such as Method Statement, Risk Assessment, and Personal Protective Equipment, are in order.

Local law enforcement agencies frequently visit the premises to ensure all emergency systems are in order, and regular audits are conducted to ensure that the hotel clinic is up to the standards. HACCP audits are undertaken to ensure compliance with the Food Safety Management System. The new kitchen staff is trained on safety and procedures and must undergo a mandatory introductory food hygiene course in food handling.



## Highlights:

- Guests are instructed verbally and by posted signs to take care of the wet floor.
- Swimming pool depth is clearly marked, and a light guard trained in rescue and basic first aid is physically present.
- All paint is environmentally friendly and lead-free.
- All external contractors must provide safety permits and equipment for their staff.

## B. SOCIAL/ECONOMIC

We have built our Green Team, a group of passionate Champions from all departments who will drive our hotel's environmental and green activities.

### B1. Community Development

This section is supported by the Hotel Brand Group community investment policy; the Policy states that the Company recognizes its roles and responsibilities in contributing to the sustainable development of the communities in which it operates. This Policy aims at maximizing the return on Community Investments and their impact on the Local Community.

Through our Community Investment Program, we have identified unique areas of involvement where we can actively support our Local Communities and engage in a mutually rewarding way with our Stakeholders.

**Education:** Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector.

**Cultural Preservation:** Supporting initiatives to preserve local culture and heritage and promote cultural diversity.

**Environmental Protection:** Supporting initiatives that help protect the integrity of the environment. We also support initiatives that use innovative products and services to help solve ecological problems.



## **B2. Local Employment**

Pullman Ciawi Vimala Hills proactively supports the recruitment and development of Indonesian nationals at various managerial level positions across its operational and support function, with a view that such Indonesian citizens may be kept, mentored, and guided to grow and move into leadership positions across the company. The element of local employment is sponsored by:

- Equal Employment Opportunity (EEO) policy
- Business conduct and ethics policy
- Recruit and select colleagues' policy

## **B3. Fair Trade**

Fairtrade within Pullman Ciawi Vimala Hills is driven by the "Procure Goods & Services" process in Indonesia, where the Purchasing Department ensures the use of suitable methods to select suppliers and procure goods and service at the right quality, price, time, source, and delivery while protecting the company. Procurement of goods should not include Styrofoam materials, and all cardboard should be wax-free.

## **B4. Respect Local Culture**

Bogor is predominantly a Moslem and rain city. As such, guests and colleagues are made aware of the local culture. Cultural awareness training and information on the same is provided through the orientation for new joiners, multimedia, or through books and magazines.

## **B5. Exploitation**

Pullman Ciawi Vimala Hills strictly complies with the Indonesia Labor Law No. 13, 2003. Hence, appropriate policies are in place against the employment of children, sexual harassment, and exploitation. The element of exploitation is supported by:

- Equal employment opportunity policy
- Business conduct and ethics policy
  - Accor Recruitment Charter
  - Indonesian Labor Law



## **B6. Equitable Hiring**

Pullman Ciawi Vimala Hills promotes diversity and equality on all levels of the business, and no employees or applicants are discriminated against. All positions are filled based on competence. Our resort adheres to all local laws and regulations concerning labor and offers conditions and wages superior to the minimum requirements. Women candidates are encouraged to apply across all levels of the business.

## **B7. Employee Protection**

All employees' salaries and benefits exceed the stipulated national regulations. All local prevailing law requires all employees to be automatically enlisted in the government insurance program. Religious/festive allowance will be paid to all employees. Overtime pay will be paid and counted for any extra hours worked beyond the established hours set in the employee's contract. Additional working hours might arise, following the nature of the hospitality industry, and if such happens, the Heartists are accordingly remunerated as per the policies outlined.

## **B8. Basic Services**

The resort's business activities have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The resort's business activities have proven to generate many secure jobs and reflect a positive influence on the community.



## **C. CULTURE HERITAGE**

The Pullman Ciawi Vimala Hills staff is trained to guide guests toward the cultural sights and events and/or entertainment/ restaurants that the guests are most interested in historical and archeological artifacts are not sold, traded, or displayed. Business complies with laws, standards, and regulations concerning protecting historical sites and cultural heritage.

Pullman Ciawi Vimala Hills places great emphasis on being a part of the local environment regarding cultural and social activities, as well as incorporating local food and competencies from local businesses. We take great pride in our vast network and spend much time and energy explaining our collaboration with local suppliers and enterprises to interested parties.

## **D. ENVIRONMENTAL**

At Pullman Ciawi Vimala Hills, we are taking significant steps to increase awareness among our colleagues and make them behave and act daily while thinking about our environment and its challenges, and how we can be part of the solution.

All the meeting room lights and equipment are shut down when not used. Water usage is monitored and specified, with a goal of a 1% annual reduction. All appliances are set at the most efficient level to save energy and money and prolong the machine's durability.

This concludes the Sustainability Management Plan for Pullman Ciawi Vimala Hills 2025. Our concrete aim is to reduce our water usage, electricity, and waste by a minimum of 51% in the next year. The resort is working to achieve those mentioned above by Raising awareness of the environment amongst guests by placing environmental information in the rooms. Our Green Champions are taking vital initiatives in all departments



To ensure we efficiently use all energy resources, reduce water consumption, and reduce waste. Green Champions Initiatives:

1. Utilization of outside air in the Lobby area and Bar area.
2. Use of solar cells in the Turtle Pond Garden area.
3. Installation of the Inverter on the central motor pump chiller unit
4. Maximizing AHU Fresh air
5. Utilization of STP for watering the garden (water recycling)
6. Periodic AC Maintenance program to reduce central AC workload
7. Planning for additional installation of Solar Panels in the Roof Top Convention Center Area to supply power to the Garden Meeting Room area
8. Planning for the use of Rainwater in area P6 from the Rain Water Convention Center to the Ground Water Tank with a Capacity of 48 M3 and an additional WTP system
9. Non-woven laundry cover instead of plastic wrap (Laundry Department)
10. Room Keys made from wood (Front Office Department)
11. Replacing plastic takeaway boxes with either biodegradable or carton (F&B Department)
12. The use of glass water bottles as opposed to plastic water bottles in hotel internal meetings (Banquet Department)
13. Researching sustainability options with our coffee vendors (F&B Department)
14. Decrease the amount of displayed plastic water bottles and replace them with water dispenser stations (Spa Department)
15. Reviewing current set up of recycled trash cans at the hotel (Health and Safety Department)



***We are aware that sustainability is an ongoing journey;  
therefore, the Sustainability Management Plan  
will be reviewed annually.***

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