

TANGGUNGJAWAB SOSIAL

Perusahaan menyadari bahwa kinerja tidak hanya diukur dari aspek ekonomi saja, akan tetapi juga kinerja social maupun lingkungan. Perusahaan secara konsisten memberikan kontribusi positif bagi masyarakat melalui program dan kegiatan CSR agar keberlangsungan bisnis Perusahaan selaras dengan peningkatan kesejahteraan masyarakat dan lingkungan sekitar.

Sepanjang tahun 2016, Perusahaan telah mengeluarkan total biaya sebesar Rp 145,912,150 untuk keseluruhan proyek CSR.

Aspek Lingkungan Hidup

Pada tanggal 14 Mei 2016, Hotel U Paasha, Bali melakukan kegiatan penanaman 3000 bibit pohon bakau di Pantai Ertasari, Sanur Bali. Selain melakukan penanaman bibit pohon bakau, kami juga melepaskan 1000 bibit ikan lele dan menyumbangkan 4 kursi taman kepada warga setempat di Sanur Kauh.

Pada tanggal 27 Agustus 2016, Hotel U Paasha, Bali melakukan kegiatan pelepasan 200 ekor kura-kura di Pantai Petitenget. Kami bekerjasama dengan TCEC Bali (Turtle Conservation & Education Centre). Kegiatan ini diikuti dengan antusias oleh lebih dari 200 orang yang terdiri dari karyawan, tamu, dan anak-anak dari sekolah Seminyak & Petitenget.

Aspek Pengembangan Sosial dan Kemasyarakatan

Dalam rangka pengembangan social dan kemasyarakatan, Perusahaan melakukan pemberdayaan tenaga kerja local khususnya pada daerah operasional di Bali dan Manado, serta menggunakan bahan baku local dalam memenuhi kebutuhan kegiatan usaha.

Sepanjang tahun 2016, Hotel U Paasha secara konsisten memberikan bantuan dana pendidikan untuk anak-anak panti asuhan EbenHeizer.

Pada tanggal 13 Februari 2016, Hotel U Paasha mengadakan kegiatan donor darah bertajuk "Valentine Blood Donation." Berlokasi di Legian Beach Hotel, Bali, segenap karyawan bersama keluarga berpartisipasi dalam acara tersebut untuk membantu mereka yang membutuhkan.

Selain itu, Perusahaan juga mengadakan kegiatan donor darah secara rutin untuk tenant dan karyawan di Graha BIP, yang diselenggarakan pada tanggal 23 Mei 2016, dengan jumlah peserta 100 orang dan pada tanggal 29 September 2016, dengan jumlah peserta 100 orang.

Pada tanggal 30 Maret 2016, segenap manajemen U Paasha Bali turut serta dalam upacara meruwat bersama dengan komunitas Hindu setempat, di Pura Petitenget, Seminyak Bali. Dalam kesempatan ini, manajemen U Paasha Bali menyumbangkan sejumlah uang untuk keperluan pemeliharaan Pura.

Pada tanggal 11 September 2016, Manajemen U Paasha Bali bersama dengan komunitas Muslim berpartisipasi dalam acara Idul Adha dengan turut menyumbangkan kambing kurban di Mushola Baitul Muminin, Denpasar, Bali.

Aspek Tanggung Jawab Barang dan Jasa

Dalam menjalankan kegiatan usahanya, Perusahaan senantiasa memperhatikan keselamatan konsumen. Dalam pengembangan setiap unit usahanya, Perusahaan selalu mengedepankan aspek keselamatan dengan memperhatikan prosedur operasi standard dalam hal manajemen penanggulangan bencana.

Khusus pada sector perhotelan, Perusahaan menerapkan standard pelayanan bertaraf internasional yang meliputi penerapan standard operasi keamanan, kebersihan, dan standarisasi makanan hotel. Tidak hanya mengedepankan kepuasan pelanggan, tetapi Perusahaan juga mengedepankan keselamatan para tamu hotel.

Perusahaan pun membuka akses informasi secara terbuka melalui situs web dan juga menyediakan kotak saran untuk memudahkan pengaduan konsumen.

Aspek Praktik Ketenagakerjaan, Kesehatan, dan Keselamatan Kerja

Perusahaan senantiasa memperhatikan kesetaraan gender dalam pemberian kesempatan kerja, hal ini dapat dilihat dari komposisi karyawan berdasarkan gender. Dari komposisi tersebut, nampak 23,08% karyawan Perusahaan adalah wanita. Perusahaan tidak menerapkan diskriminasi berdasarkan gender.

Khusus untuk sarana dan keselamatan kerja, Perusahaan tidak hanya menyediakan peralatan dan perlengkapan teknis yang berkaitan dengan prosedur keselamatan kerja, Perusahaan juga secara konsisten melakukan pengawasan terhadap penerapan prosedur keselamatan di lapangan. Hal ini telah berhasil mencatatkan tingkat kecelakaan kerja yang rendah.

Penerapan system manajemen sumber daya manusia yang baik dan merata di setiap lini bisnis telah berhasil menjaga tingkat perpindahan karyawan yang rendah. Kami pun senantiasa mengadakan dan mengikutsertakan karyawan dalam program pelatihan dalam rangka peningkatan kualitas sumber daya manusia dan memastikan pemberian remunerasi sesuai dengan peraturan yang berlaku.

Lebih lanjut terkait mekanisme pengaduan masalah ketenagakerjaan dapat dilihat secara lengkap pada bagian system pelaporan pelanggaran.

CORPORATE SOCIAL RESPONSIBILITY

The Company realized that performance was not only measured from the economic aspects, but also the social and environmental performance. The Company consistently delivered positive contribution to the community through CSR programs and activities to ensure the sustainability of the Company's business were in line with the improvement of the welfare of the community and the surrounding environment.

Throughout 2016, the Company issued a total of 145,912,150 IDR for the entire CSR projects.

Environmental Aspects

On May 14th, 2016, Hotel U Paasha, Bali planted 3,000 mangrove tree seedlings at Ertasari Beach, Sanur Bali. In addition to planting mangrove seedlings, we also released 1,000 catfish seeds and donated 4 park chairs to the local residents in Sanur Kauh.

On August 27th, 2016, Hotel U Paasha, Bali released of 200 turtles at Petitenget Beach. We were collaborating with TCEC Bali (Turtle Conservation & Education Center). This activity was followed enthusiastically by over 200 people consisting of employees, guests, and children from Seminyak&Petitenget schools.

Aspects of Social and Community Development

In order to implement the social and community development, the Company committed to do local laboremployment especially in the operational areas in Bali and Manado, and used local raw materials to meet the business needs.

Throughout 2016, Hotel U Paasha had consistently provided educational funding support for the oprhans at the EbenHeizer orphanage.

On February 13th, 2016, Hotel U Paasha organized a blood donation event titled "Valentine Blood Donation." Located in Legian Beach Hotel, Bali, all employees along with their families participated in the event to help those in need.

Moreover, the Company also conducted regular blood donation activities for the tenants and employees at Graha BIP, that was held on May 23rd, 2016, with a total of 100 participants, and on September 29th, 2016, with a total of 100 participants.

On March 30th, 2016, all U Paasha Bali management participated in a meruwat ceremony, together with the local Hindu community at Petitenget Temple, Seminyak Bali. On this occasion, the management of U Paasha Bali donated some money for the temple maintenance purposes.

On September 11th, 2016, U Paasha Bali Management together with the Muslim community participated in the Eid al-Adha event by contributing sacrificial goats at MusholaBaitulMuminin, Denpasar, Bali.

Aspects of Responsibility of Goods and Services

In carrying out its business activities, the Company continuously paid attention to the consumer safety. In the development of each business unit, the Company constantly prioritized the safety aspects by taking into account standard operating procedures in terms of disaster management.

Especially in the hospitality sector, the Company implemented international standards of service which included the implementation of operation standards of security, hygiene, and hotel's food. Not only prioritizing the customer satisfaction, the Company was also prioritizing the hotel guests' safety.

The Company also opened the access to information openly through the website, and provided a suggestion box to facilitate consumer complaints.

Aspects of Labor, Health, and Workplace Safety Practices.

The Company continuously paid attention to the gender equality in the provision of employment, this could be seen from the composition of employees by gender. From the composition, it appeared that 23.08% of Company's employees were women. The Company did not apply discrimination on the basis of gender.

Especially for the work facilities and safety, the Company did not only provide technical tools and equipments related to the safety procedures, but also consistently monitor the implementation of safety procedures in the field. This has succeeded in recording a low rate of workplace accidents.

The implementation of a good and equitable human resource management system in every line of business, had managed to keep the employee retention rate high. We also continuously conducted and engaged the employees into training programs for improving the quality of human resources and ensuring the remuneration distribution in accordance with the applicable regulations. Furthermore, related to the employment complaints mechanisms, it could be seen completely on the violation reporting system section.