



Best Practices of Sustainable Development to Make Six Senses Uluwatu a Green Hotel

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Abstrak

Tujuan: Penelitian ini bertujuan untuk mendeskripsikan implementasi praktik pembangunan berkelanjutan di Six Senses Uluwatu dalam mewujudkan *green hotel*.

Desain/metodologi/pendekatan: Metode pengumpulan data yang digunakan adalah dengan melakukan wawancara mendalam, penyebaran kuesioner kepada 95 koresponden dengan teknik incidental sampling, dan observasi. Metode analisis data yang digunakan adalah analisis deskriptif kualitatif melalui penyalinan, pengkodean, pendeskripsian, dan interpretasi data.

Temuan: Six Senses Uluwatu telah menerapkan praktik terbaik pembangunan berkelanjutan yang meliputi daur ulang kertas bekas, meminimalkan konsumsi dan sumber daya yang terbuang, menggunakan kendaraan listrik *green-car*, mencegah penggunaan barang sekali pakai, menggunakan bahan kimia pembersih yang ramah lingkungan, memproduksi air pabrik pembotolan milik sendiri, mempraktikkan cara pertanian organik, menerapkan pengemasan tanpa limbah, menyediakan lapangan kerja lokal, dan kesempatan yang sama bagi perempuan dan orang-orang dari semua latar belakang.

Implikasi: Praktik-praktik tersebut selaras dengan empat tema utama *Green Globe Standard* termasuk pengelolaan berkelanjutan, warisan budaya, sosial/ekonomi, dan lingkungan. Six Senses Uluwatu memenuhi syarat untuk menjadi *green hotel* melalui penerapan *best practice sustainable development* di Six Senses Uluwatu.

Kata Kunci: keberlanjutan, praktik pembangunan berkelanjutan, hotel hijau

Abstract

Purpose: This research aims to describe the implementation of sustainable development practices at Six Senses Uluwatu, Bali, in pursuing a green hotel.

Design/methodology/approach: Methods of data collection used are by conducting depth-in interviews, distributing questionnaires to 95 correspondents with incidental sampling technique, and observation. Data analysis method used is qualitative descriptive analysis through transcribing, coding, describing, and interpreting the data.

Findings: Six Senses Uluwatu already implemented the best practices of sustainable development which including recycling waste paper, minimizing consumption and wastage resources, using a *green-car* electric vehicle, preventing in using disposable goods, using environmentally friendly cleaning chemicals, producing owned bottling plant water, practicing organic farming manner, applying zero-waste packaging, providing local employment, and equal opportunities to women and people of all background.

Implications: These practices are aligned with the four key themes of *Green Globe Standard* including sustainable management, cultural heritage, social/economic, and environmental. Six Senses Uluwatu is eligible to become a green hotel through the implementation of best practices sustainable development at Six Senses Uluwatu.

Keywords: sustainability, sustainable development practices, green hotel.

PENDAHULUAN

In hospitality industry, hotel is one of the most important components for accommodations tourists in every destination. A hotel may be defined as an establishment whose primary business is in providing lodging facilities for the general public and which furnishes one or more of the following services. Food and beverages services, room attendant services, uniformed service, laundering of linens, and use of furniture fixtures (Kasavana, 2017). These days, the tourism industry which is related to hotels is aware of the terms sustainability within its property where the demands of people who are seeking for sustainable destinations is increasing. Sustainability as a concept has its origin in the Brundtland Report, whereas the document was concerned with the tension between the aspirations of mankind towards a better life on the one hand and the limitations imposed by nature on the other hand (Tom Kuhlman, 2010). The concept of sustainability that is widely known has its concept which is 3P's, stands for profit, planet, and people. Thus, sustainability helps to create a vibrant economy and a high quality of life, while respecting the need to sustain natural resources and protect the environment (Grecu, 2015). Hotel industry has a great responsibility in adopting sustainable policies, which not only respect the environment but also promote the economy and social equity.

Sustainability is mostly thought of as a long-term goal such as a more sustainable world for the future, while sustainable development refers to the processes or pathways to achieve those goals. Sustainable development based on the triple bottom line of sustainability focusing on three scopes which are ecological, society, and economic. The ecological scope focuses on the efficient use of resources and energy as well as environmental, the economic focuses on employment, educational, development, and the society focuses on quality of health and safety, equality and human rights, labor rights, law and public (Low, 2016). In the hospitality industry according to sustainable development principles could positively affect the preservation of the environment. In terms of activities related to the implementation of ecological principles of sustainability in hotel business, it is observed that most of hotels save the energy through the usage of saving light bulbs, card systems for running the electricity and taps' sensors for water savings. Thus, adhering the practices in hotel business could provide benefits for guests, who will be satisfied with the preserved environment (Mijatov, 2018). The increased attention to environmental concerns has stimulated interest in research related to green hotels (Chan, 2016). It is important for hotels to make their green practices visible to consumers as well as develop promotional campaigns that affectively communicate the hotel's comprehensive green programs to ensure that consumers are well-informed. These efforts may help consumers to become better

acquainted with green practices implemented in green hotels which will assist them to make better-informed purchasing decision (Nimri, 2017).

Green hotels practices are aligned with the sustainable development practices which pursuing in becoming a green hotel. Green hotel describes hotel that strive to be more environmentally friendly through efficient use of energy, water, and materials while providing quality services. Green hotel is a hotel or accommodation that has made important environmental improvement to its structure in order to minimize impact on the environment (Amandeep, 2017). Most travelers are willing to stay in green hotels which makes green hotels are becoming a growing niche in the competitive accommodations market, with the world's leading hotel brands starting to embrace environmental initiatives globally in order to become green (Kang, 2012). Therefore, if a hotel wants to be green, it should embrace the concept and take actions in water and power saving, healthy food items recycling and arousing environmental awareness in employees and as well as for the customer or tourists (Shen, 2010). Some of the examples listed are programs that resulted in savings through increased efficiency or reduced cost while recognizing that an incremental improvement may be the first step in the process of greening a hotel, and that is the goal of zero waste. Zero waste is the conservation of all resources by means of responsible production consumption, reuse, and recovery of products packaging, and materials without burning and with no discharged to land, water, or air that threaten the environment or human health (Obgeide, 2013).

The concept of greenhotel is made for hotels that has made environmental improvements to its structure in order to minimize its impact on the natural environment. This green hotel can be certified by many institution that implemented the sustainable development goals , as for example is the Green Globe. Green Globe as one of the international platforms for green hotel certification based on internationally accepted criteria and Green Globe Standard is recognized by the Global Sustainable Council and Green Globe is an affiliate member of the UN-WTO.

In 2019, Six Senses Uluwatu as one of the hospitality industry in Bali has been certified by the Green Building Council Indonesia as Greenship Certification on-progress. The purpose of Greenship is applied to the best practice in the building industry in order to form a quality environment through new and existing buildings awakened therefore improving the quality of life and health. However, Six Senses Uluwatu is pursuing the green hotel label to be part of their brands that aligned with their core values of Six Senses Uluwatu which is sustainability. Six Senses Uluwatu forward thinking plan incorporates everything from sourcing local produce, bottling their own water, to utilizing indigenous design for hotels which inspired by local architects.

Sustainable development practices that have been implemented are the recycled waste, reusing solid waste, planting organic garden, creating natural fertilizer for plants and house-use, energy conservation, water consumption, and zero waste. These practices implemented in order to pursue the green hotel within the property. Thus, this research purpose was to describe the implementation of sustainable development practices and its maintenance, and to describe whether Six Senses Uluwatu is eligible to become a green hotel.

RESEARCH METHODS

This research was conducted in Sustainability Department at Six Senses Uluwatu, located in Goa Lempeh street, Uluwatu, South Kuta, Badung, Bali. The object of this research is the best practices of sustainable development in leading Six Senses Uluwatu to become a green hotel. This research is a descriptive qualitative research approach which means a research that is describe a phenomenon or event that is in accordance with the facts.

Data contained in qualitative research presented in a descriptive form of recordings, interviews, and photos about the reported research object accordance with the actual situation (Yusuf, 2014). Hence, the observation and interviews in data collecting method is needed to prove the vailidity of the findings in this research. The data collected from descriptive qualitative research takes forms of words and deeds to quantify the qualitative data obtained by examining, investigating, scrutinizing, and studying carefully. As well as to inform the hypothesis in order to obtain something like achieving the truth and obtain the an-swerns to problems or the development of science itself (Siregar, 2013). In collecting the data and information in this research, there are four methods used including observation during training period, literature study, questionnaire by handing questionnaire to 95 correspondences, and depth-in interviews by using open questions technique.

In this research, analyzing qualitative data requires understanding how to make senses of text and imags so that can form answers to the research questions. This analyzing method is referred to the method introduced by John W. Creswell, there are four steps involved in analyzing and interpreting qualitative data. During qualitative data, the data collected will be text or words through interviewing participants or by writing fieldnotes during observations. This necessi-tates a need to convert these words to a computer document for analysis. Tran-scription is the process of converting audiotape recordings or fieldnotes into text data to begin the process of analyzing. The further process of analyzing text or images in qualitative research begins when you code the data. Coding is the process of segmenting and labeling text to form

descriptions and broad themes in the data. The object of the coding process is to make senses out of text data, divide it into text or image segments, label the segment with codes, examine codes for overlap and redundancy, and collapse these codes into broad themes. Thus, this is the process of inductive process of narrowing the data collected into a few themes.

In providing detailed information, description can transport the reader to a research site or help the reader to visualize a person. Because description is a detailed rendering of people, places, or events in a setting in qualitative research, it is easiest to start the analysis after the initial reading and coding of the data. In some forms of qualitative research design, such as in ethnography or in case studies, the researcher provides a considerable description of the setting. The researcher analyzes the data from all sources to build a portrait of individuals.

Interpretation involves making sense of the data, or the lesson learned, where the qualitative research is interpretive research and need to make sense of the findings. Interpretation in qualitative research means that the researcher steps back and forms some larger meaning about the phenomenon based on personal views comparisons with past studies, or both.

RESULTS AND DISCUSSION

At Six Senses Uluwatu, all departments are obligated to implement sustainable development practices in general as per the guidelines from Sustainability department. That being said each department has to perform the practices which will be monitored by Sustainability manager and will be reported monthly as to see the improvement of practices being implemented in all departments at Six Senses Uluwatu. These practices which refer to the guidelines of Sustainability Department collected from interviews with Sustainability Manager.

Therefore, based on the sustainable development practices that has been implemented at Six Senses Uluwatu, data collected from 95 correspondences at Six Senses Uluwatu and processed using SPSS to see the result of frequency table of each statement above as follows.

1. Operations General

- a. Printers, at Six Senses Uluwatu the printers in each department are recommend to use a used paper for printing out. It can be set up manually when they are about to print out something, the used paper will be set on the printer to be printed out accordingly. This practice is getting the help from Sustainability Department for sorting out the waste paper that can't be used anymore, the used paper that still able to be used for printing, and the new

blank papers. The next step taken by Sustainability department is collecting all waste papers from the office administrations of each department and then will be used to create a new welcoming card from recycling paper waste for the guests. This practice is not only managed to spread awareness to the host of using less paper but also perform one of the 3R which is recycling, in this case recycling paper waste and making a new product will help to decrease the waste of papers from the office. Based on the result of collected questionnaire from the host for “Printer all set to double sided printing” as X1 shows as follow:

Table 1. Printer All Set to Double Sided Printing (X1)
[Source: Data Processed, 2021]

Operation General - X1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	61	64.2	64.2	64.2
	Very Good	34	35.8	35.8	100.0
	Total	95	100.0	100.0	

Table 1 shows that the percentage of the host agreed that the implementation in terms of using less paper and recycling paper at Six Senses Uluwatu already implemented and well-maintained in each department. In the other hand, after collecting paper waste from office administrations, Sustainability department took another step in creating a new recycling paper for workshop to the guest and mainly used for welcoming card in the property.



Figure 1. New recycled paper for guests
[Source: Six Senses Uluwatu, Sustainability Department, 2020]

- b. Zero waste – a culture of conservation to minimize consumption and wastage resources

- 1) Turning off lights and Air Conditioner (AC), in this case sustainability made sure to put on sticker around the light switch and the heating thermostats in the office to remind the host to switch off the lights when leaving the office, AC will automatically switch off from 06:30 pm until 08:00 am. This small action is one of the steps to save energy in the property by the hosts.
- 2) Zero disposable gear (i.e., no plastic water bottles/cutlery, food containers, disposable cups and plates, etc.), means that the host are obligated to not to bring any plastic bottle or cutleries and food containers that is disposable to prevent any waste of plastic in the property. In the other hand, Sustainability department came up with solution to bring tumblers, cutleries, food containers and cups which can be re-used during work hours.



Figure 2. Bringing tumbler instead of plastic bottle at work
[Source: Six Senses Uluwatu office property, 2020]

Thus, zero waste in terms of minimizing consumption and wastage resources are important to be implemented at Six Senses Uluwatu. Table 2 shows that the host are agreed that implementation of Zero Waste are essentials and over all well-maintained by the host which they fully aware that minimizing resources consumption is one of the practices of sustainable development that they could perform at Six Senses Uluwatu.

Table 2. Minimizing consumption and wastage resources (X2)
 [Source: Data Processed, 2021]

operation general – X2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	17	17.9	17.9	17.9
	Good	62	65.3	65.3	83.2
	Very Good	16	16.8	16.8	100.0
	Total	95	100.0	100.0	

- c. Transfer guests in the property, by using an electric vehicle which is Green Car Electric Vehicle known as Buggy that is generated by the source of electricity as the power. This type of vehicle is sustainable and responsible in terms of fuel economy and emissions. This buggy is used in any kind of condition at Six Senses Uluwatu such as check-in and out by transferring guests whether it's to the main lobby, cliff lobby, spa, restaurant, villas and kids club.



Figure 3. Type of green car electric vehicle 6-seater
 [Source: Six Senses Uluwatu property, 2020]

In order to maintain the buggy in good condition, Front Office department are cleaning and washing the buggy for the night shift while also making sure to check everything is safe. Then followed in the morning to double check again before using it, for example whether the lights are on or off, the brakes are working or not, and the tiers are bald or not to prevent any accidents occur. This electric vehicle green car are essentials in the property basically because every movement of the guest in-house are often needed a buggy.

Table 3. Transferring in-house guests using green-car electric vehicle (X3)
(Source: Data Processed, 2021)

operation general – x3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	15	15.8	15.8	15.8
	Very Good	80	84.2	84.2	100.0
	Total	95	100.0	100.0	

Table 3 shows that most of the host are agreed that this practice of using electric vehicle as for transferring the guest in the property are well-maintained and already implemented by the host accordingly in any kind of condition that guests needed in the property.

2. Section Sustainable Food and Kitchen (Disposable Goods)

Disposable Goods, this practice is ensuring that Six Senses Uluwatu food and beverage are align with commitment to Zero Waste. This means, any food or drinks that are prepare for in-house consumption or take away (such as in the case of picnics, transfers, and other experiences) are not to use any disposable materials.

For example is straw, no straws may be made of plastic in the property. Six Senses Uluwatu use a lot of straws in the operations and it is their responsibility to ensure that they are easily biodegradable in the environment. There are alternative materials to be used, could be including reusable straws made of stainless, steel or glass, made of natural material like bamboo or lemongrass, and paper or other biodegradable plant starch material. Here at Six Senses Uluwatu mostly used bamboo and stainless straws in order to maintain the sustainable manner.

Table 4. Disposable goods by using biodegradable materials (X4)
[Source: Data Processed, 2021]

sustainable food and kitchen – X4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	17	17.9	17.9	17.9
	Good	62	65.3	65.3	83.2
	Very Good	16	16.8	16.8	100.0
	Total	95	100.0	100.0	

Table 4 shows that in terms of using biodegradable material for food and beverages container are already implemented and maintained by the host especially in the Food and Beverage Department. By using biodegradable materials are not only reducing the use of plastic containers but also helps the local communities that provided natural alternatives for food containers align to sustainable development.

3. Section Sustainable Housekeeping and Laundry (Cleaning Chemicals)

Chemicals at Six Senses had to follow the pre-approved products that have been chosen to minimize chemical impact during operations which refer to the products of Ecolab, InnuScience, and Diversey. Six Senses Uluwatu listed one of the cleaning chemicals used is Diversey brand, the reason was aligning with the guidelines of chemical use where it has to be certified by Green Seal, Ecologo, and Greenguard which Diversey had already awarded certifications, therefore it suits the best for sustainable development that Six Senses Uluwatu wanted to implement in order to preserve the environment without damaging ecosystems in using cleaning chemicals in the property.



Figure 4 One of diversey chemical cleaning
[Source: eshop.diversey.com, 2021]

Table 5 shows that 84.2% of the hosts are agreed the implementation of this sustainability product in terms of choosing cleaning chemical for all purpose are already implemented to prevent any harm from chemicals used in the property. However, there are 16.7% disagreed due to use the pesticide used for fogging in the property. Fogging is the act of fumigating with pesticide ingredients that aims to kill mosquitoes, in this case fogging could harm the plants in the property and the

constant use of fogging could affect health too which is the biggest concern of some of the hosts at Six Senses Uluwatu.

Table 5. Using chemicals that refer to the products of Diversey (X5)
(Source: Data Processed, 2021)

Sustainable Housekeeping and Laundry – X5					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bad	15	15.8	15.8	15.8
	Good	65	68.4	68.4	84.2
	Very Good	15	15.8	15.8	100.0
	Total	95	100.0	100.0	

4. Section Sustainable Engineering (Six Senses Water)

Six Senses Water, all Six Senses properties are to replace any branded or imported drinking water with an in-house produced drinking water named Six Senses Water. The water is collected through rainfall into the properties' water reservoirs. Or from the city water supply or RO desalination system. Six Senses required to have a Drinking Water Plant which consist of reverse osmosis desalination, bottling washing machine with water heater and bio-degradable cleaning chemical feed, bottle filling machine (for still and sparkling water), carbonator, mineralizer, UV treatment lights, special water filtration plant, and water storage tank.



Figure 5 Reverse osmosis system (bottling plant water)
[Source: eco-purify.com, 2020]

- 1) To eliminate the use of plastic water bottles, Six Senses Uluwatu use glass water bottles. These water bottles can be ordered in two sizes (0.5 liter and 1.0 liter). The distribution of this Six Senses Water but as well as for the host in the property which are listed below:

- 2) Guest Villa – each villa is to have complimentary Six Senses Drinking Water for the guests, both still and sparkling water. Housekeeping is to ensure that they re-stock the bottles of water each day.
- 3) Restaurant – with Six Senses Drinking Water, guests have a choice of still or sparkling water.
- 4) Food and Beverage (Kitchen + Bar) – Six Senses Water is to be used in the kitchen for any food and beverage items in which water is required, as well as at the bar for coffee, tea or iced tea. In addition, the ice cubes are also to be made from Six Senses Water.
- 5) Host Filling Station – the host will be able to collect Six Senses Water from a filling station that is located outside the water plant.

Table 6 shows that the implementation of Six Senses Water bottling plant are essentials for the host and more importantly for the guests whether it's an in-house guest or outsider. This practice is not only helping to reduce the use of plastic water bottles in the property but also minimizing the cost of water supply in the property. This is beneficial for both social and economic aspect that are align with sustainable development practices.

Table 6. Producing owned bottling plant water, Six Senses Water (X6)
[Source: Data Processed, 2021]

Sustainable Engineering – X6					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	17	17.9	17.9	17.9
	Good	31	32.6	32.6	50.5
	Very Good	47	49.5	49.5	100.0
	Total	95	100.0	100.0	

5. Section Sustainable Landscaping (Organic Farming)

Organic Farming, farming in an organic manner provides long term benefits to both environment and people. Using organic methods of farming is much more sustainable as it is focused on controlling disease and pests without negative impact to the environment, maintaining clean and safe water systems, increasing soil fertility for the long-term, producing healthy and nutritious food. By performing the organic farming method could point out the water conservation as well. In using water that is available locally, and using water source from the treated greywater. The greywater itself sourced from the used water in the property for example the water drainage from bathroom and washbasin.



Figure 6. Watering plant using greywater in organic farming
[Source: Six Senses Uluwatu property, 2020]

The reasons behind implementing organic farming and not modern method of farming are because modern method of farming has a number of negative impacts including water pollution where artificial fertilizer and herbicides are easily washed from the soil and will pollute water courses, lakes, rivers, and ocean. The impact also including food pollution, artificial pesticides stay in the soil for a long time and enter the food chain where they are consumed by humans and animals also cause health problem.

Table 7. Organic farming manner provides long term benefits to both environment and people (X7)
[Source: Data Processed, 2021]

sustainable landscaping – X7					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	17	17.9	17.9	17.9
	Good	32	33.7	33.7	51.6
	Very Good	46	48.4	48.4	100.0
	Total	95	100.0	100.0	

Therefore, from the data table 7 shows that most of the host are agreed that the use of organic manner in farming is the way out of helping to preserve our environment and also the people in the property at Six Senses Uluwatu. The result from harvesting in the organic garden will eventually send over to the culinary team to be stored, even though the percentage of the harvest used in kitchen is doesn't

reach until 5% to fulfill the needs of ingredients but it does help for example the use of butterfly pea for garnish in culinary team that needed to be stored 100gr/day. Therefore, this is the first step that Six Senses Uluwatu planned to ensure that the implementation of organic garden is working and will be expanding more in the future to ensure providing the ingredients that Six Senses Uluwatu needed in culinary team for fresh vegetables and fruits.

6. Section Sustainable Procurement (Zero Waste Packaging)

Zero Waste Packaging, ensuring that the work with suppliers and vendors are reducing packaging of products and goods. Means that much of consume in the property delivered in form of packaging which is varied include plastic, Styrofoam, paper, cardboard, etc. A proactive approach to dealing with this issue is by engaging with suppliers to identify what products can have their packaging reduced. If packaging material cannot be reduced on the vendors end of supply chain, the using a “Take-Back Program” where they take the packaging back with them once the products are unpackaged. This program already discussed with the vendors and suppliers of goods in Six Senses Uluwatu, to ensure that both parties are in agreement for reducing the waste of packaging goods in the property.

Table 8. Zero waste packaging within the suppliers or vendors of goods (X8)
[Source: Data Processed, 2021]

sustainable procurement – X8					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	17	17.9	17.9	17.9
	Good	46	48.4	48.4	66.3
	Very Good	32	33.7	33.7	100.0
	Total	95	100.0	100.0	

Table 8 shows that the implementation of zero waste packaging within the suppliers already well-maintained. In this case, the packaging that are disposable is prohibited by the receiving and purchasing team at Six Senses Uluwatu. In implementing this practice, when the purchasing team are about to purchase goods, they will likely try to find a vendor or supplier that is suitable with the criteria or the packaging regulations. In short, there will be a memorandum of understanding between the vendor and purchaser here at Six Senses Uluwatu. In the other hand, if the vendor is not applied sustainable packaging, the host will give

recommendation in which way should the package are sending to Six Senses Uluwatu to make sure that both parties are convenient.

7. Section Sustainable Fund (Local Employment)

Local employment, most of the host are from the local community. Which shown that the property prioritizes, engage and educate local community members for employment at Six Senses Uluwatu. It is become one of the steps to engage with local community members and let them know that we value them community, environment and cultures.

Through local employment, it will help to improving the economics of local communities around Six Senses Uluwatu. This is one of the most important things on running a business, because the value of local communities is the main priority to make sure both parties are benefit. From the table 9 shows that most of the host at Six Senses Uluwatu agreed that the property valued the local employment by hiring local people accordingly. But that doesn't justify the equality that Six Senses Uluwatu implemented as well. Here at Six Senses Uluwatu, women and men are equal in every opportunity, whether the host has different beliefs, ethnics and skin color. Six Senses Uluwatu value them as what they can offer to make a difference for the better future.

Table 9. Local employment through local communities (X9)

[Source: Data Processed, 2021]

Sustainable Fund – X9					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	80	84.2	84.2	84.2
	Very good	15	15.8	15.8	100.0
	Total	95	100.0	100.0	

8. Section Sustainability Host

Social Equity, by upholding Six Senses commitment to social equity through ethical and equal employment. These practices of sustainable hosts social equity include the following:

- 1) Offering equal employment opportunities to women and people of all background cultures.
- 2) Providing access to any level of engagement, including managerial, pending previous experience.
- 3) Respect to all international and national legal protection of hosts.
- 4) Health insurance is provided to all hosts.

Table 10. Equal employment opportunities to women and people of all background (X10)

[Source: Data Processed, 2021]

sustainable host – X10					
		Frequency	Percent	Valid percent	Cumulative percent
Valid	Good	49	51.6	51.6	51.6
	Very good	46	48.4	48.4	100.0
	Total	95	100.0	100.0	

Table 10 shows that the practice of equal employment to women and people of all background are already well-implemented at Six Senses Uluwatu which most of the host are agreed to it. It shows that the property is valued the equality of all people without looking at any background or races of specific person. This practice will ensure that women are equal to every opportunity in employment and every host has their rights that will be valued accordingly to their work.

Six Senses Uluwatu as one of the properties of Six Senses is still new to the sustainable development. Therefore, it shows that sustainability is not only in term of environment, but Six Senses Uluwatu took care of the economic and social aspects as well to be maintained. Thus, those practices will be monitored by Sustainability Manager through monthly audit and yearly audit. This act will become a reminder for all the host in order to preserve or to maintenance what practices have already implemented and what should be improved for the next step of sustainability. Therefore, with all those practices implemented, Six Senses Uluwatu aims to work on the next level to achieve green hotels as their brand awareness to the guests.

In order to actually achieve the label of green hotel itself will go accordingly with the criteria of Green Globe Standard in 2015 as one of the examples. Mainly there are a lot of platforms to get a certification of green hotel, however, as we look back to the meaning of green hotel itself which is environmentally friendly properties whose managers are eager to institute programs that save water, save energy, and reduce solid waste while saving money to help protect our one and only earth. This idea of green hotel goal is to introduce of environmental protection, impacts, and energy consumption while providing products and services to customers. Therefore, based on the Green Globe Standard has four general criteria that every platform of Green Hotel Certification also had which are listed below:

1. Sustainable Management

Sustainable Management defines as the application of sustainable practices in the categories of business, agriculture, society, environment, and personal life by managing them in a way that will benefit current and future generations. In Sustainable

management there are indicators that needed to be implemented which Six Senses Uluwatu already implemented will be explained as listed below:

a. Employee Training

The employee training here at Six Senses Uluwatu hosts receive periodic training regarding their role in the management or environmental, sociocultural, health, and safety practices. A defined training program for all employees will enable employees to understand the goals and objectives of the property, and how they can positively contribute to Six Senses Uluwatu with the effort of their individual roles. In addition, the training program that host scheduled are not only based on their roles, but Sustainability becomes one of the regular training to make sure the host are align with the implementation of Sustainable development practices at Six Senses Uluwatu.

b. Interpretation

The information about and interpretation of the natural surroundings, local culture, and cultural heritage is provided to customers, as well as explaining appropriate behavior while visiting natural areas, living cultures, and cultural heritage sites. Interpretation of the natural and cultural environment is not only important for educating in-house guests, outsiders and protecting heritage. The key factor for a high-quality tourist experience marked by a high level of satisfaction. By providing information to the customer to educate and inform about the surroundings is a key factor for tourism business.

Six Senses Uluwatu already in the move at this stage by all means providing information about the location in Uluwatu, site attractions, and activities provided at the property. The most known activities at Six Senses Uluwatu are the Sustainability Tour which giving the guests a chance for a brief tour in Sustainability area. The tour is not only providing information about how sustainability at Six Senses Uluwatu works, but also giving the guests a workshop on how to make some sustainable products which based on recycling and reusing. For recycling paper making, towel planter making, harvesting, and farming in an organic method. Thus, the information of Sustainability that Six Senses Uluwatu Value will be delivered to the guest to let them know the importance of Environmentally friendly concept of Six Senses Uluwatu.

c. Health and Safety

By ensuring compliance with all relevant health and safety measures to ensure the well-being of its customers, staff and local community. This criterion is

not an alternative to government regulation and national health and safety legislation, rather it is a complementary instrument that fills voids in the application, adherence and enforcement of safety protections. Six Senses Uluwatu make sure that all the hosts are getting proper health and safety protection as for their rights as employees in the property. In this midst of pandemic era, the host and guests are the most important factor and prime responsibility in tourism business these days. Therefore, to ensure the safety for the host and guest in the property, Six Senses Uluwatu provides alternatives for the guest whether they would like to get a PCR test and swab test by the medical staff that already cooperate with Six Senses Uluwatu. This service is provided to the guests and also for the hosts. The host health and safety are important in the hotel operation; thus, the management also provide health and safety protection for examples swab test for all the host regularly and provide access vaccine of covid-19 to all the hosts accordingly.

2. Social/Economic

In order to achieve Sustainability, we need to balance economic, social and environment sustainability factors in equal harmony. In terms of Sustainability, equity has to do with fairness, whether all people have similar rights and opportunities, basic needs to maintain an acceptable quality of life. There are indicators on Social and Economic section that Six Senses Uluwatu has been implemented and already well-maintained which are:

a. Local Employment

Local employment is alighted with the regulations of hiring local residents, including in management positions. Local hiring and training are the key to maximizing community economic benefit and fostering community involvement in tourism business. The tourism operations establish a long-term stable labor relationship while enhancing the local authentic character of the tourism service and product. By providing jobs at all levels of management ensures that the local population does not feel disenfranchised and can provide a sufficient dialogue between the business ownership and the community. At Six Senses Uluwatu, as mentioned above on best practices of sustainable development about local employment already implemented and well maintained until now. The management provide jobs for the local residents accordingly to help the equitable which all the people have the same rights and opportunities given to maintain a quality of life.

b. Support Local Entrepreneurs

Six Senses Uluwatu offers the means for local small entrepreneurs to develop and sell sustainable products that are based on the area's nature, history, and culture (including food and drink, crafts, performance arts, agricultural products). Programs that expose customers to the local culture and encourage the purchase of local crafts, goods and services help increase positive economic benefits to the community while engendering a sense of pride in cultural heritage. By working with local small entrepreneurs can help diversify the product. Therefore, increasing spending and length of stay in Six Senses Uluwatu. For examples, Kecak Dance in Uluwatu are promoted within the property of Six Senses Uluwatu by the Experience team in order to let the in-house guests know and visit the local site attractions as a part of the added value in the resort. Another thing will be the beaches, which the guests are mostly looking forward to visit. Experience team will likely offer the outside activities that local entrepreneur owned such as paragliding, private bout tour, diving, and vintage joy riding around Uluwatu area.

3. Cultural Heritage

Cultural Heritage by all means is the ways of living developed by a community and passed on from generation to generation, including customs, practices, places, objects, artistic expressions and values. Cultural heritage can provide an automatic sense of unity and belonging within a group and allows us to better understand previous generations and the history of where we come from. Six Senses Uluwatu made sure that the management follows established guidelines or a code of behavior for visits to culturally or historically sensitive sites, in order to minimize visitor impact and maximize enjoyment. By educating about local people's cultural customs and beliefs as well as appropriate verbal and non-verbal behavior will contribute appreciation of the site and local community pride.

Sustainable tourism in terms of cultural heritage aims to protect and embrace the uniqueness of a destination, norms, regulations and conventions exist to protect historical and archeological artifacts. With the collaborations of local residents to ensure that tourism-related activities do not damage sites. Therefore, the communication between leaders and companies is the key point to ensure a respectful use of a local culture and avoid possible wrong interpretations, conflicts, and undesirable commoditization.

4. Environmental

This section of environmental are contained with few indicators which Six Senses Uluwatu already working on and some already accomplished.

a. Conserving Resources

Conserving resources means that the reduction in the use of water, energy, and raw materials. It is the management of the human use of natural resources to provide maximum benefit to current generations while maintaining capacity to meet the needs of future generations. Thus, it is important to conserve resources as many resources are scarce and take million years to develop. One of the main conserving resources that Six Senses Uluwatu is in terms of energy consumption.

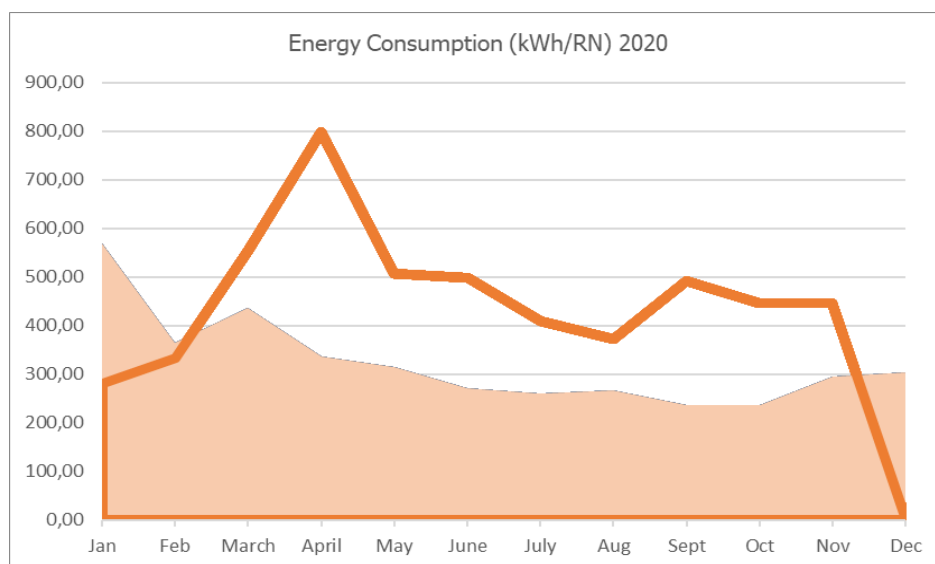


Figure 7. Graphic of energy consumption in 2020 at Six Senses Uluwatu [Source: Six Senses Uluwatu, Sustainability Department Report, 2020]

From the figure 7, it can be concluded that the use of energy consumption within the property are decreasing each month which is happened cause of the two reasons. The first one is the Sustainability team in spreading awareness and created regulations in order to apply energy efficiency during work hours for example by turning off the lights and AC when leaving. This small kind of act but if everyone does that regularly could help to decrease the amount of energy consumption in the property. The second one is due to the pandemic which decreasing numbers of potential guests to stay that makes a certain building such as Suite Building are not yet to be open during that time. Therefore, the electricity use in the suite building is decreasing drastically which could help to minimize of electricity.

The same goes for Water Consumption, overall water consumption should be reduced to the minimum possible level necessary for adequate operation. Reducing water consumption also has financial and environmental benefits for Six Senses Uluwatu. Thus, Sustainability department made sure to monitor the water consumption throughout the year in order to analyze the use of water whether it is efficiently spent or there are the needs to evaluate the water consumption in the hotel operation at Six Senses Uluwatu.

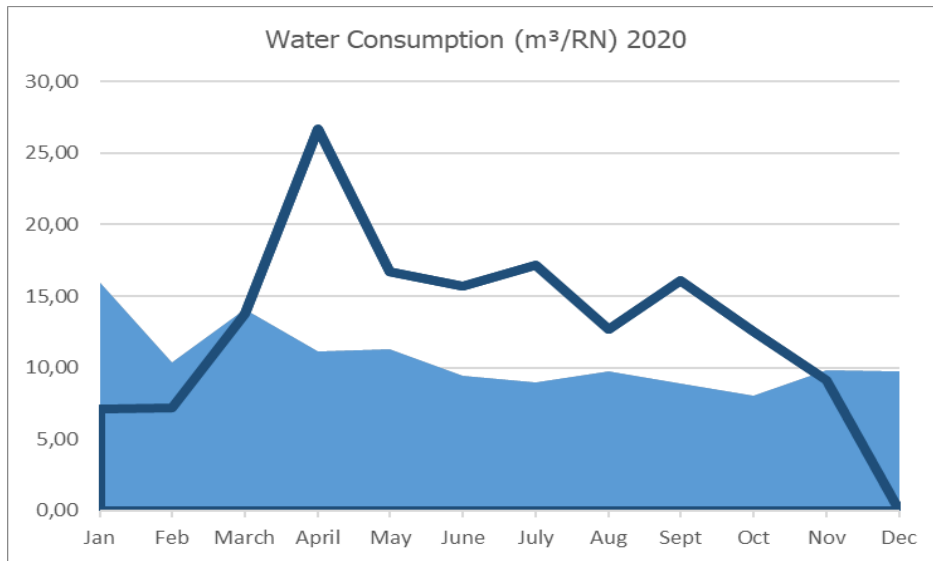


Figure 8. Water consumption in 2020 at Six Senses Uluwatu
[Source: Six Senses Uluwatu, Sustainability Department Report, 2020]

The water consumption in 2020 based on the figure 8 shows that its decreasing in last quarter of 2020. This is one of the practices that Six Senses Uluwatu implemented and made sure to let the host know how much of water consumption the hotel operation spent monthly. In this case, to help the use of water efficiently, the Engineering department transform the used water into a greywater which already filtrated in the water machine filtration and will be distributed to the landscaping are for watering plant. Water consumption mostly are enough with the help of the rainy season but in order to save water in dry season, transforming used water into greywater for watering plant is the best way to spent water consumption efficiently and effectively.

The last one is waste management; this waste section is related to the used cooking oil at Six Senses Uluwatu monthly. Waste management refers to collectively to the collection, transportation, handling, and disposal process of dealing with removal human waste.

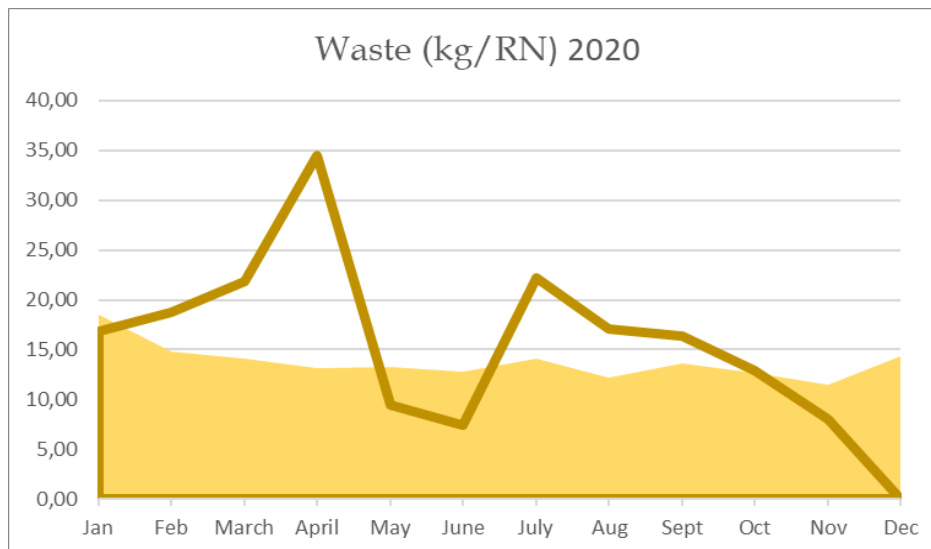


Figure 9. Waste management in 2020 at Six Senses Uluwatu
[Source: Six Senses Uluwatu, Sustainability Department Report, 2020]

Waste management generally covers all aspects of human waste including waste reduction. In order to decrease the number of wastes, there is one type of waste management that Six Senses Uluwatu already implemented which is recycling. In terms of waste, one of the things that Six Senses Uluwatu focused in recycling is the used cooking oil. Six Senses Uluwatu cooperated with Lengis Hijau Foundation in transforming the used cooking oil into brand new Biodiesel. Each month the used cooking oil from the kitchen will be stored in jerry-can and will be distributed to the Lengis Hijau Foundation. They will collect all the jerry-cans of used cooking oil and each of the jerry-can will have their own price where Six Senses Uluwatu will get paid of each jerry-can. This is not only help sustainability department in managing the used cooking oil waste but also providing benefits to the property by recycling or transforming the used cooking oil into biodiesel.

CONCLUSION

There are some conclusions obtained, as follows. The best practices of Sustainable Development implemented in Six Senses Uluwatu already well-maintained. It shows from the surveyed questionnaire within the hosts that they maintained and improve the practices in order to keep the sustainability as their own priority. Six Senses Uluwatu managed to balance between economic, social, and environmental which implies to look after our planet, preserving our natural resources, and to ensure the quality of life within local community and hosts, so everyone could live in a sustainable manner.

In order to achieve the label of green hotel, Six Senses Uluwatu already one step ahead in terms of implementing the criteria needed to be one of the green hotels. Six

Senses Uluwatu manage to maintain the energy consumption, water consumption, and waste management within the property to the extent where it would be solved in sustainable manner. By engaging with the local communities, supporting local entrepreneurs, and protecting the cultural heritage. Six Senses Uluwatu has been implementing each of four key themes of sustainable management, social/economic, cultural heritage, and environmental including the indicators of each theme to the fullest. Therefore, this study shows that Six Senses Uluwatu accomplished all the criteria needed by the Green Globe to be certified as one of the green hotels in Southeast Asian. It is safe to say that the implementation that Six Senses Uluwatu has been doing since the beginning followed by the improvement until now shows that Six Senses Uluwatu, Bali is eligible to be certified as a green hotel according to the Green Globe Standard.

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