

# SARAWAK BANK EMPLOYEES' UNION

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## MANAGEMENT HANDBOOK

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28<sup>TH</sup> EDITION 2025/2026

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### UNION YES RETREAT & TRAINING CENTRE @ SIAR LUNDU & RETREAT2 @ SERAPI, MATANG

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1. **The Union Yes Retreat & Training Centre at Siar Beach** began operations on 1 May 2006, offering services in a boutique and retreat-style environment. **Retreat 2 @ Serapi, Matang** commenced operations in January 2022, serving as a mountain retreat that complements the original facility.
2. **The Retreats play a vital role in SBEU's mission**, not only as value-added services for members and a training venue for the union, but also as significant contributors to the SBEU Benevolent Fund dividend.
3. **We will continue to invest** in improvements, additions, repairs, maintenance, and refurbishments to maintain the Retreats' status as destinations of choice.
4. **The Retreat remains the premier resort in Lundu**, widely patronized by government agencies, corporations, NGOs, and tourists. SBEU members continue to enjoy substantial discounts.
5. **Responsibility for the financial performance of the Retreat lies with the CEO.** Day-to-day operations are managed by a Service Manager at the Retreat and a Sales Manager at HQ. The Retreat currently employs **17 full-time staff** (previous year: 12).
6. **For the financial year ending 31 March 2025**, the Retreat achieved a **room occupancy rate of 59.05%** (previous year: 64.84%), with an **operating profit of RM559,909.05** (previous year: RM759,842.61) on **revenue of RM2,575,868.75** (previous year: RM2,461,368.99).
7. **For the financial year ending 31 March 2026**, we project:
  - **Retreat 1:**
    - Profit: RM719,935.00 (previous year: RM780,480.00)
    - Room occupancy: 58.00% (previous year: 57.00%)
    - Gross sales: RM2,476,935.00 (previous year: RM2,280,380.00)
  - **Retreat 2:**
    - Profit: RM261,035.00 (previous year: RM245,515.00)
    - Room occupancy: 35.49% (previous year: 43.52%)
    - Gross sales: RM538,185.00 (previous year: RM462,915.00)