

SUSTAINABILITY REPORT



As Turquoise Hotel, we attach importance to informing our stakeholders about our activities. In this regard, we take care to ensure that our Sustainability Report, which we aim to publish annually, is transparent. We have carried out many social and environmental studies for the sustainability of our business and we continue to do so. We aim to convey our economic, environmental and social performance to our employees, customers, business partners and other stakeholders with our sustainability report. The information in this report includes our performances between 01.01.2022 and 31.12.2022.

OUR ENVIRONMENTAL POLICY

Being aware of our responsibility to the environment; We are committed to preventing environmental pollution and constantly improving our performance in our work areas, in line with the principles set out below:

To comply with laws/legislation and other obligations regarding environmental aspects and customer requirements and ensure their up-to-dateness,

To protect natural resources and use them in the most efficient way,
To follow current developments on carbon footprint and organize business activities accordingly,

To minimize pollution and waste and to ensure that our hazardous wastes are disposed of with minimal environmental impact,

To increase the environmental responsibility awareness of all our employees by providing training to employees to spread environmental awareness and to encourage them to apply these principles,

Communicating with all relevant parties and sharing information when necessary,

To support the environmental activities of public and private organizations and participate in environmental events,

By reducing the risks of emergency situations that may occur within the framework of occupational health and safety rules, health and safety and to create environmental integrity,

CORPORATE RESPONSIBILITY

While carrying out our activities, we aim to maintain positive relations between the surrounding society, organizations and natural habitats and the institution, to ensure that the social and economic impacts are positive and beneficial for the environment and the local people as much as possible, and to work to reduce and eliminate their negative impacts.

• Being Environmentally Friendly

Our primary goal is to work to protect the environment and cultural heritage in the region where we carry out our activities and to control our environmental impacts.

• Supporting the Local People

We make sure that our personnel selection is from the local people. In this way, we contribute to the revitalization of the economy in the region.

• Sustainable Tourism

It creates a balance between economic development, protection of environmental resources, a healthy culture, high level of personal well-being and maximum customer satisfaction.

• Creating Opportunities

We offer internship opportunities for tourism students to gain work experience. We support our employees with training. We aim to train our own employees as much as possible, promote them to higher positions and grow together.

PURCHASING POLICY

Acting in accordance with the law and ethical rules in all matters during the supply activities, not procuring threatened species, and taking into account the rights of supplier and subcontractor employees, without discrimination in terms of religion, language, race, gender, sexual orientation, physical competencies in the institutions and people where the activities will be carried out, Our purchasing policy is to act by prioritizing local suppliers in line with environmental awareness and economic interests, and to demand that suppliers and subcontractors act in accordance with the law and ethical rules in all these processes, and to aim to strengthen and ensure its continuity by spreading throughout the entire supply chain. In order to achieve this goal, we expect our suppliers to share our basic principles in this context with us and to cooperate with us in spreading and developing these principles with the understanding of continuous improvement. We encourage providing constructive feedback and systematically sharing exemplary practices in this field with us to ensure continuous improvement.

In this context, our priority is;

To ensure that all operations in our supply chain are carried out in accordance with the law and ethical rules.

To establish sincere, honest, respectful, fair, impartial and transparent business relationships with all our suppliers without discrimination; To ensure that all supply activities, including supplier selection, are carried out fairly and to fulfill our obligations to our suppliers on time.

To create a sustainable supply chain culture for the environment and society by taking exemplary approaches to our stakeholders in our supply chain regarding sustainability and corporate social responsibility awareness.

To encourage our suppliers to share feedback and sample practices by collaborating with them to ensure continuous improvement.

Respecting society and the environment, sensitive to climate change, carrying out resource conservation, waste reduction, reuse and recovery activities to ensure energy efficiency; uses its resources in harmony with nature and effectively; Conducting studies within the scope of emission management of waste and dirty gases and toxic substance management; To work with suppliers who strive to do better than regulatory requirements by complying with all legal legislation and standards on environmental and energy issues.

Creating a fair working environment for its employees; does not discriminate among its employees based on language, race, gender, political thought, philosophical belief, religion, sect and similar reasons;

attaches importance to equality of opportunity between men and women;

regulating the working conditions of pregnant or breastfeeding women in accordance with the law;

values the ideas of its employees and includes them in continuous improvement activities;

protects the immunities and rights of its employees;

Prevents work by force or compulsory work;

does not employ child labor;

working with suppliers that comply with all applicable laws and regulations regarding employment and working life.

OUR ENVIRONMENTAL GOALS

- We determine and control our impact on the environment.
- We are prepared for pollution-related risks and emergencies and comply with environmental legal regulations.
- Waste separation and reduction of waste amounts, efficient use of natural resources, etc. We constantly improve our environmental performance through our activities.
- We separate the resulting waste into paper, plastic, metal and glass and return it to nature.
- We use energy and water saving systems in our facility and train our employees on this subject.
- We train our employees on the precautions to be taken in case of spillage of hazardous chemicals.
- In order to minimize the damage we cause to the environment, we try to reduce the systems that will cause hazardous waste generation and reduce our solid waste production by using large packaging.
- We try to purchase environmentally friendly products from suppliers within the shortest distance in order to reduce carbon emissions and support the local people.
- We encourage our employees and guests to be sensitive to the environment.
- We separate recyclable waste by placing waste separation buckets in guest and staff areas.
- We evaluate our guests' satisfaction, wishes and suggestions with our environmental awareness studies through environmental surveys and we constantly improve ourselves.
- We try to increase the environmental awareness of our employees and guests by organizing various environmental events.

Our main goal is to develop and continue the Green Key and Blue Flag criteria that we have received based on all our environmental work..

The main responsibilities of our business within the scope of sustainability are;

- Creating and evaluating recycling and reuse opportunities,
- Continuously improving energy efficiency and minimizing the negative impact caused by carbon emissions,
- To reduce any environmental impact caused,
- Being aware of minimizing the negative impacts on cultural heritage and the responsibilities brought by sustainable tourism,
- To offer local dishes to our guests.
- To protect the red pine flora, which is the most visible in the hotel's plant inventory, by enumerating them.

RESOURCE CONSUMPTION

Our efforts to reduce natural resource consumption are monitored and the rates of electricity, water, natural gas and chemical consumption are determined.

Electricity consumption

- We ensure that all electronic products we purchase are energy efficient and that all our employees receive training on energy saving.
- The following studies regarding energy saving are carried out in our hotels and their continuity is ensured.
- Energy-saving bulbs or LED lights are used in our hotels.
- Sensors are used for lighting in personnel areas.
- Energy saver cards are used in our rooms.
- Sensor lighting is used in guest toilets.
- A system that disables the heating/cooling system by opening the balcony door is used in our rooms.
- Support is provided by solar panels in providing hot water.
- By using solar energy, a large amount of fuel is saved in producing hot water.

ELECTRICITY CONSUMPTION IN 2019 – 2022

ELECTRIC CONSUMPTION (kw/h)										
	Jan.	Febr.	March	April	May	June	July	August	Sept.	Oct.
2019				163141	305600	472884	578300	654116	500309	371224
2022				141468	245443	368008	515855	513853	394581	286031

ELECTRICITY CONSUMPTION IN 2019 – 2022 PER PERSON

ELECTRICITY CONSUMPTION PER PERSON (kw/h)										
	Jan.	Febr.	March	April	May	June	July	August	Sept.	Oct.
2019				27,17	18,02	17,22	17,85	19,70	17,08	14,96
2022				50,72	21,66	16,45	16,72	16,06	13,94	11,85

The annual average per person in 2019 is 18.69 kw/h. The annual average per person in 2022 is 17.12 kW/h. There was a decrease in electricity consumption per capita on a yearly basis. We aim to consume less electricity per capita in 2023 than in 2022.

Water Consumption

- It uses water-saving equipment to reduce overall water consumption without compromising health, hygiene and guest satisfaction; We place informative “Warnings” about water saving in guest rooms and train our employees on this subject. The following activities regarding water saving are carried out in our facility and their continuity is ensured:
- Efficient and/or dual flush systems are used in toilets.
- Photocell taps and sensor urinals are used in kitchens and bars.
- Usage is monitored by installing water meters at points where measurement cannot be made in public spaces. Deviations are detected and intervened.

2019 – 2022 WATER CONSUMPTION

WATER (m3)										
	Jan.	Febr.	March	April	May	June	July	August	Sept.	Oct.
2019				4003	6547	9219	11189	12151	10860	9296
2022				5007	8139	10217	13237	15027	14196	6991

WATER CONSUMPTION PER PERSON 2019 – 2022

WATER CONSUMPTION PER PERSON (m3)										
	Jan.	Febr.	March	April	May	June	July	August	Sept.	Oct.
2019				0,67	0,39	0,34	0,35	0,37	0,37	0,37
2022				1,80	0,72	0,46	0,43	0,47	0,50	0,29

The annual average of water consumption per person in 2019 is 0.30 m3. The annual average of water consumption per person in 2022 is 0.50 m3. It is seen that water consumption per capita increases on a yearly basis.

Our goal for 2023 is to fall below the consumption of 2022.

LNG CONSUMPTION

Maintenance and checks of the LNG system in our facility are carried out regularly and its continuity is ensured.

LNG CONSUMPTION IN 2019 – 2022

LNG (m3)										
	Jan.	Febr.	March	April	May	June	July	August	Sept.	Oct.
2019				17257,00	17.968,00	18.298,00	19.422,00	18.127,00	17.762,00	18.620,00
2022				11.222	9.430,7	12.327	14.467	14.124,9	14.196	16.501,2

LNG CONSUMPTION PER PERSON IN 2019 – 2022

LNG CONSUMPTION PER PERSON (m3)										
	Jan.	Febr.	March	April	May	June	July	August	Sept.	Oct.
2019				2,87	1,06	0,67	0,60	0,55	0,61	0,75
2022				4,02	0,83	0,55	0,47	0,44	0,50	0,68

The annual average of LNG consumption per capita in 2019 is 0.75 m3. LNG consumption per capita in 2022 is 0.61 m3. There is a decrease in LNG consumption per capita on a yearly basis. We aim to consume less per capita consumption in 2023 compared to 2022.

CHEMICAL CONSUMPTION

In order to reduce general chemical consumption without compromising health, hygiene and guest satisfaction, we use equipment that reduces chemical use, and we inform our employees about this by posting informative usage amounts and cleaning plans we have determined in their warehouses regarding chemical use.

OUR GOALS

- Reducing disposable amenities in rooms in 2023 compared to 2022.
- To reduce LNG consumption by 5% in 2023 compared to 2022.
- To reduce electricity consumption by 5% in 2023 compared to 2022.
- To increase the general guest satisfaction survey in 2023 above the 2022 value of 88.19%.
- To realize the targeted number of trainings in the annual training plan on a departmental basis.

PROTECTING NATURAL LIFE

We cover the veterinary care and nutrition of the cats in our facility. We provide protection against external factors by enclosing the nesting area of sea turtles nesting on our beach with a cage. We work in cooperation with the Sea Turtle Association (DEKAFOK). As Turquoise Hotel, we support the project of monitoring sea turtles with a satellite tracking device.

The cleanliness of sea water is one of the issues we give top priority within the scope of both natural life protection and sustainable tourism. Our hotel has a Blue Flag award. In this context, we have a sufficient number of separation buckets on our beach. We train our beach attendants to make our beaches cleaner. We ensure that our guests are sensitive about this issue by organizing cleaning events on the beach and in the sea.

OUR EMPLOYEES

The practices carried out with our personnel cover all personnel in our hotel. In line with the suggestions given by our employees (service quality, guest and staff satisfaction, reduction of costs, reduction of time used and savings), we give awards to those who make a recommendation. Every year during Ramadan, we give certain wage checks to all our staff to support their household needs. We provide stationery support to our staff who have school-age children. We offer scholarship opportunities to our needy and high-achieving staff and their children. We organize an end-of-season staff night. At the night, we select the first, second and third personnel of the year and give them awards. We ensure that every personnel receives orientation training before starting work.

PEOPLE WITH LIMITED MOBILITY

We support staff with limited mobility by providing them with the opportunity to work in our hotel. We also offer many opportunities for our guests with limited mobility. In addition to our disabled parking lot and rooms, there are sun loungers, umbrellas and floating sun loungers in the area we created on the beach for our guests with limited mobility. We also have a pool elevator service to provide access to the pool. Our staff is given training regarding limited mobility people.

We help the association of people with limited mobility by collecting plastic bottle caps with our staff and guests.