

SUSTAINABILITY PERFORMANCE REPORT

REPORTING PERIOD: JANUARY 1, 2022 - JUNE 30, 2022



INTRODUCTION

The concept of Sustainable Tourism became a part of our lives in 1990s and is an approach that helps us to understand the importance of the local community with the ambition to maximize the benefits of tourism.

The tourism sector is heavily dependent on natural, historical and cultural assets.

For a sustainable development, it is necessary to protect the existing natural, cultural, historical resources and basic ecological processes.

As Susesi Luxury Resort Hotel; we aim to increase sustainable tourism practices by ensuring that the quality of life of the local community increases, supporting social and cultural integration, protecting ecological and biological diversity and protecting environmental quality.

All our activities are based on the objective that both our employees and the local people live in a healthier and cleaner environment as the basis of our strategy. This report details the progress we have made in the last six months according to our 2022 sustainability goals and targets.

OUR SUSTAINABILITY PRINCIPLES

- To ensure the separation of all kinds of waste resulting from the activities carried out in our hotel according to its characteristics at the source, collection, temporary storage, recovery, transportation, disposal and control after disposal operations
- To minimize the damage to the environment during the use of natural resources
- To create sustainable performance criteria that are constantly growing and developing with our management systems and targets
- To minimize the environmental impacts caused by our activities and to prevent environmental pollution by carrying out all kinds of monitoring, measurement, analysis and control and to fulfill all legal regulations related to the environment in full
- To shape our policies by taking into account the wishes and works of non-governmental organizations, institutions and organizations as well as local people
- To implement a continuous training program for our employees to create environmental awareness



OUR HISTORY

Susesi Luxury Resort is the first hotel investment of Bata Turizm Denizcilik Demir Çelik ve İnşaat Sanayi Ticaret A.Ş., headquartered in Istanbul, with the construction started in December 2006 and finished in August 2007.

Located in the "İskele" area of Belek town, the facility has 64 different types of rooms and consists of a total of 554 rooms.

Built on a 90.000 m2 land where green forests and the sea embrace, the hotel is designed as a 5-Star and Ultra Deluxe facility. The hotel is operated on an Ultra All Inclusive system for 12 months and prioritizes different entertainment, food & beverage presentation.

Our "Turkuaz" Open Buffet Restaurant, where we welcome our guests from various countries all year round, has a capacity of 1500 people.

Alesta (Fish), Paprica (Italian), Cassia (Chinese), Tumanna (Steak California), Tuğra (Turkish), Ada (Mexico) A la Carte Restaurants also serve our guests with different tastes from international cuisines.

Designed as a Water World, hence the name "Susesi" is inspired, the facility has a unique feature with 5 outdoor pools of different capacities, 2 indoor pools and 5 children's pools, as well as an Aqua Park and water passages.

Aiming to address especially congress and meeting groups, our facility hosts 13 meeting rooms with different capacities, the largest of which is 1800 m2 and the smallest is 55 m2. The total Foyer area is approximately 3500 m2.

The SPA Center, which is built on an area of 4500 m2, features a Turkish Bath, Sauna, Steam bath, Skin Care Rooms and Massage Rooms.

OUR VISION

To be a leading, innovative and corporate brand in the sector that aims to continuously improve and progress while respecting the environment with a sense of social responsibility and prioritizing guest satisfaction with a friendly and high-quality service approach.

OUR MISSION

To contribute to the development of the country's tourism sector while providing guest satisfaction by providing quality services with a universal service mindset.



OUR VALUES

Integrity: To never compromise on respecting the policies inside and outside the company.

Entrepreneurship: To make plans for tomorrow by evaluating past and present, and to lead innovations.

Training: To keep up-to-date by following all kinds of developments.

Willingness to Change: To aim to be the foremost in the follow-up and application of scientific developments.

Transparency: To provide the trust needed by the employees and the organizations with which they cooperate by prioritizing the contribution to social values in our practices.

Respect for Individuals: To treat every individual at an equal distance without discrimination.



OUR POLICIES

QUALITY, GUEST SATISFACTION, FOOD AND ENVIRONMENTAL SAFETY POLICY

We believe that we can demonstrate our quality in the Tourism and Hospitality Sector with the importance we attach to guest satisfaction. We regularly monitor the satisfaction of our guests and perform the service we offer effectively in accordance with the requirements of the Quality, Guest Satisfaction, Food and Environmental Safety Management System in accordance with guests' demands and suggestions.

We make sure that each service in our facility safeguards the safety and health of our employees and guests, and in order to render this position more effective, we work in line with the targets we have created for Quality, Guest Satisfaction, Food and Environmental Safety. We are committed to providing safe food by fulfilling the necessary legal regulations and guest requirements for the safety of our guests and staff starting from the purchase to the presentation of each food offered at our facility.

We fulfill the Environmental Legal Regulations and guest requirements in order to protect the nature in our facility and to minimize the impact we cause to the environment during our activities. Depending on the legal legislation, we undertake to decompose and contribute to the disposal of all kinds of waste released during our activities, and to keep unnecessary water, electricity, energy and chemical consumption under control.

We know that our personnel have an important duty in fulfilling these policies, and we attach importance to their training and development. It is our fundamental principle to review and improve the management systems with the awareness that a well-trained, knowledgeable, self-confident, respectful and continuous human resource plays important role in making guests choose our facility.

ENVIRONMENTAL POLICY

At Susesi, it is our priority to support sustainable tourism and to become an environmentally friendly accommodation facility.

In our applications within the scope of sustainable tourism, we aim to benefit our business and the region we work while protecting nature by adhering to the current national and international legal legislation and the requirements of the ISO 14001:2015 standard.

We determine the environmental dimensions and risks that may arise as a result of our activities and take measures to minimize their effects.

We ensure the collection, storage, recovery, disposal and post-disposal control of all kinds of waste coming out of our facility by separating and measuring it according to its characteristics at its origin.



In order to ensure the use of the right amount of chemicals in the right place, we periodically organize personnel training courses, and provide the necessary equipment and storage conditions.

We follow and apply technological developments to ensure the correct use of natural resources. We regularly monitor our water, electricity, chemical consumption and implement corrective and remedial activities in the deviations that occur.

We inform our guests about sustainable environmental practices that we carry out as a hotel. We encourage our guests to support our social and environmental efforts. We also receive feedback in order to do better by asking questions in the guest satisfaction surveys.

Our aim is to support sustainable tourism with our practices and to help increase the quality and protect the resources needed by the business world by making a difference to the extent that we can create on our own behalf.

SUSESİ LUXURY RESORT EMPLOYEE AND HUMAN RIGHTS POLICY

Susesi Luxury Resort Hotel accepts the creation and maintenance of a fair working environment that complies with national and international legislation and regulations for its employees as one of its most important priorities, based on the understanding that all people are equal and free in terms of rights and dignity.

We are aware of our responsibility to comply with human rights, to protect such rights and encourage our employees to act in the same way in our relations with our employees, guests, suppliers, local community and all other business partners.

Everyone working at Susesi Luxury Resort Hotel benefits equally from all legally recognized rights and freedoms. We never tolerate any kind of discrimination or harassment including but not limited to those acts based on such as gender, language, race, religion, creed, sect, philosophical and political opinion, ethnic origin, fortune, birth, marital status or health status.

Our Principles:

- To operate in accordance with the United Nations Universal Declaration of Human Rights
- To prefer regional and local suppliers and partners
- To regularly train our employees on issues related to labor standards and human rights
- Not to employ child labor
- To provide the opportunity to work under equal and standard conditions
- To follow a remuneration policy that meets the prohibited regulations and standards
- To have a fair and transparent recruitment policy based on diversity, equality and inclusion
- To communicate our procedure to handle complaints and disciplinary acts to all our employees as soon as they are employed
- To provide all our employees with training opportunities for their professional and personal development
- To collect employee feedback to improve their well-being in the workplace.

We undertake that we will continue to improve all the works we have done in order to ensure a healthy and safe working environment in our facility.



SUSESİ LUXURY RESORT COMMUNITY COMPLIANCE POLICY

Susesi Luxury Resort Hotel is dedicated to supporting and working with the local community.

We are committed to conducting each of our services in a way that helps preserve and promote the destination's culture, heritage and local economy.

We believe that being in constant contact with our local community contributes to the well-being and livelihoods of local people.

We aim to support initiatives that improve the local economy and society, respect and protect the local culture, traditions and way of life.

To achieve our goals:

- We encourage our guests to explore the history, culture, traditions of the destination and the local products and services offered together with our local community.
- We guide our guests on how to behave responsibly in relation to the local population, flora and fauna outside the resort.
- Whenever possible, we prefer local and regional products and services as stated in our purchasing policy.
- During the recruitment process, we provide employment opportunities to local people by preferring local personnel.
- We support local initiatives that support the protection of our beaches by conducting regular beach cleaning with our employees.
- Being aware of the importance of social responsibility and its leading role in society, we take part in social responsibility projects.

We commit that we will continue to improve all the work we do on social adaptation in our facility.



SUSESİ LUXURY RESORT CHILD ABUSE POLICY

At Susesi Luxury Resort, the identity cards or valid passports of the children brought by both domestic and foreign guests are checked by the front desk staff at the beginning of the stay and guests are warned to keep these documents with them during the stay. In accordance with these documents, some records are kept on the hotel premises, forms are filled out, and if necessary, notification of these documents to official authorities or security units should be provided by the hotel official.

A suspicious situation related to the identity documents or passports of children brought by domestic or foreign guests during C/I (fake document, fake passport, surname or picture discrepancy, etc.) when noticed, the front office manager will be informed and follow-up will be provided. The General Manager will also be informed about the suspicious situation as a matter of urgency and, if deemed necessary, the guest will be provided with more detailed information about the accompanying child.

If any unusual situation is noticed during the C/i of the guests who come with the child, both in respect of their outfit and also in their behavior, firstly, the front office manager and the H/K department will be informed and these guests will be followed up during their stay.

The accommodation of child visitors is valid if they stay in the same room with at least one adult. It is forbidden for guests staying at the hotel to accept visitors, even if they are children, without the knowledge of the hotel management.

The following issues related to the rights of the child are monitored closely:

- Physical and verbal violence - abuse. The abuse may be committed by parents, caregiver, hotel employee or another guest.
- Keeping children indoors in the room for a long time.
- Leaving children alone, or leaving them alone without a parent or related person in the facility.
- To require children to do works that are normally performed by adults or requiring the same without special conditions.
- Sexual abuse, pornography.
- Requiring children to commit illegal acts.

The employee or guest who encounters the above situations should immediately inform the management and supervisor.

The guests who purchased the accommodation service and accompanying children are all subject to the rules applicable in the hotel during the stay, as well as all applicable laws and regulations of the Republic of Turkey. They should also behave in accordance with the general customs and traditions of the society and stay away from behaviors that other guests will feel uncomfortable with. Despite the warnings made by the hotel management, guests who exhibit an incompatible attitude and insist on causing discomfort should be removed from the facility with the intervention of the Sales Marketing Manager, Front Office Manager and General Manager by contacting their agent.



ENVIRONMENTAL PERFORMANCE

ENERGY MANAGEMENT

Energy resources that are used at Susesi Luxury Resort are electricity, fuel oil and natural gas. In order to save on electrical energy, energy-saving light bulbs are used in all areas of the facility, and Led Lighting is preferred in the concealed lights in the main restaurant and public areas. Motion-sensitive or light-sensitive lighting systems are used in places such as staff areas, public toilets, warehouses, etc. The property has a central heating-cooling system, and when the balcony doors and windows are open in the rooms, the heating, cooling and ventilation system automatically turns off. The heating and cooling system of the property is automatically controlled. There is card-access system at the entrance to the rooms. There is time control system at the sauna. Calibration of measuring instruments and cold storage facilities is carried out at regular intervals. External services are provided by an Electrical Engineer registered with the Chamber of Electrical Engineers on site and the Energy Efficiency Law is strictly complied with. All kinds of energy consumption records are kept by the Technical Service Department. The measures taken for accidents and emergency situations that may be caused by the types of energy used and steps to follow in case of emergency are specified in the Emergency Plan.

WATER MANAGEMENT

At Susesi Luxury resort, mains water is supplied by the Municipality while well water is used for garden irrigation. The water coming from the network is accumulated in the water tanks in the facility and the tanks are cleaned regularly. There are photocell faucets in the public area bathroom sinks. Toilet flushes have 3-6 lt capacity to save water. Water saving is provided by increasing the water pressure with economizer in the bathrooms. Backwash water that is used in pool balance tanks saves water by increasing the pressure of the water. The technical service makes measurements related to water on a daily basis and records them.

WATER POLLUTION CONTROL METHODS

Susesi Luxury Resort Environmental Team is responsible for the development and updating of Water Pollution Control Methods. The vast majority of waste water generated in the facility is domestic waste water. Waste water is discharged to the sewer and there is no harm to the environment. The waste water generated in the enterprise is discharged to the Municipal Waste Water Treatment center in the Belek region. Wastewater is treated there and the treatment plant transmits the results of wastewater analysis to our facility at regular intervals. We strictly comply with Water Pollution Control Regulation.



MANAGEMENT OF AIR QUALITY PROTECTION

There is no process that will pollute the air as a result of the activities of Susesi Luxury Resort. There is a fan in the central air conditioning unit and a pre-filter in the ventilation unit. The refrigerants used in ventilation systems have been converted into non-CFC model. In ventilation systems, air outlets, pipes and ducts, filters and cooling coils are cleaned regularly. Fuel oil used in heating boilers and generators is a type of fuel that does not cause air pollution. The methods of air quality protection in the facility are carried out in accordance with the Turkish Environmental Legislation Air Quality Assessment and Management Regulation. The Environmental Team is responsible for development and updating.

NOISE CONTROL MANAGEMENT

There is no noise disturbance caused as a result of Susesi Luxury Resort activities. The noise level is below the legal regulations. Noise measurements of places such as discos, which may cause noise disturbance due to high volume sound, are carried out by an external company at regular intervals. Noise control methods at the facility are prepared and applied in accordance with the Environmental Noise Assessment and Management Regulation. The Environmental Team is responsible for development and updating.

CHEMICAL MANAGEMENT

The cleaning and disinfection chemicals used in the facility are stored in different chemical warehouses and are under the responsibility and control of the departments that use warehouses. The SDS (Safety Data Sheets) of the cleaning chemicals are kept in the relevant department and used in a controlled manner. Dosing pumps are used in many places to prevent unnecessary use of chemicals. Ozone is used in vegetable and fruit disinfection in the kitchen and F&B. Thus, the damage to the environment is reduced and water consumption is also saved. Steps to follow in case of chemical spills is included in the Emergency Plan.

GARDEN MANAGEMENT

The facility garden is constantly being improved as a green area. Afforestation and ornamental plants are carried out and their maintenance is provided. Well water is used for garden irrigation in the facility. Plants are watered in the evening to save water. At the same time, productivity is being increased. There is a system that automatically turns off the water switch in the garden with a time setting, and economical irrigation methods such as dripping and sprinklers are used. The wastes generated as a result of gardening activities are left to the relevant department in the vegetable waste area and delivered to the waste supplier.

WASTE MANAGEMENT

Solid waste generated as a result of the plant's activities is divided into production, packaging and household solid waste. The wastes are collected by the responsible personnel in the designated areas inside the facility until they are delivered to the waste company and left to the departments related to their classes in the waste area. The Environmental Team is responsible for determining the responsible persons for the collection of waste and determining the collection areas of waste. The appropriate solid wastes (such as cardboard, glass, plastic) from the solid wastes resulting from the plant activities are delivered to the garbage collection supplier for recycling.

All plant employees are responsible for sorting waste.

THE CARBON FOOTPRINT OF CARBON EMISSIONS

Carbon Footprint means the damage caused by individuals or companies left on the earth with the use of energy to produce products directly or indirectly by way of carbon dioxide (CO₂) emission to the atmosphere from the use of fossil fuels causing the forming of gases that lead to the greenhouse effect which is the leading cause of global warming. The total consumption of electricity, LNG, charcoal, hotel vehicles and diesel fuel contribute to the carbon emission.

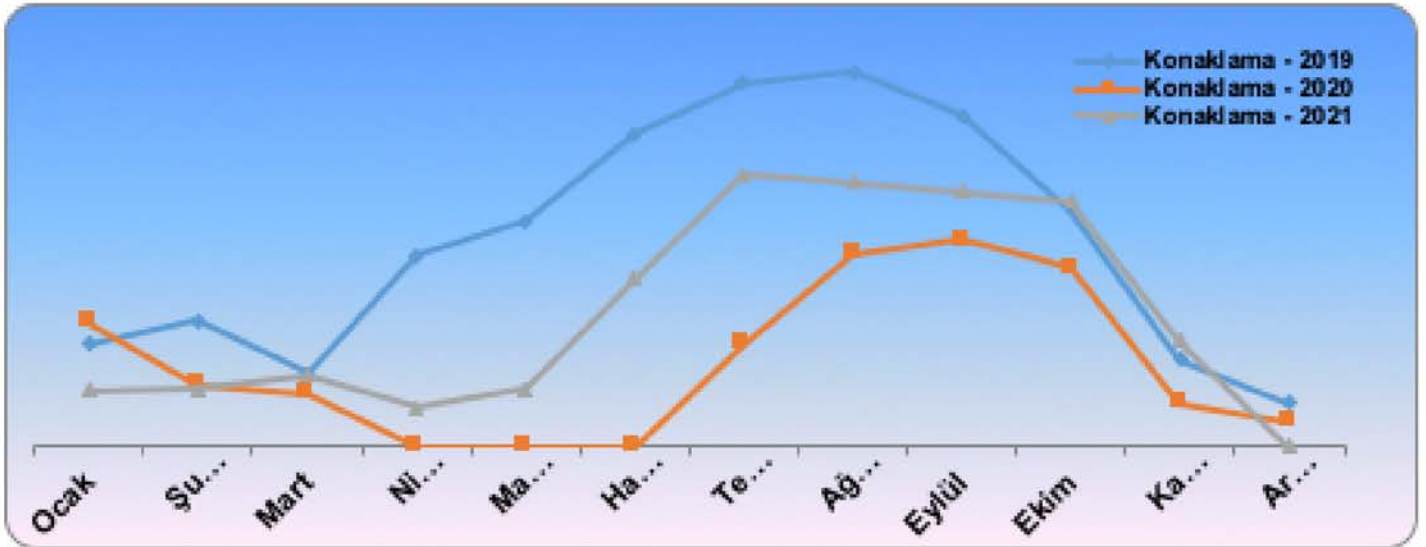
The ways we follow to reduce emissions;

- * We try to reduce the energy consumed by using machines and equipment with high energy efficiency.
- * We aim to increase the Recycling efficiency of wastes such as glass, paper, plastic, metal in our hotels by increasing the awareness of the personnel with training activities.
- * We try to reduce emission to nature by minimizing CO₂ emission from delivery trucks of suppliers by selecting the suppliers in the vicinity.

OUR ENVIRONMENTAL IMPACT TARGETS

- * To achieve electricity usage as 51.70 kwh per person in 2022,
- *
- * To achieve water usage as 0.72 m³ per person in 2022.
- *
- * To achieve natural gas consumption as 3.60 sm³ per person in 2022.
- *
- * To achieve amount of hazardous waste as 0.013 kg per person in 2022.
- *
- * To achieve amount of packaging waste as 0.20 kg per person in 2022.
- *
- * To achieve consumption of chemicals used in the housekeeping department in 2022 as 0.042 kg per person.
- *
- * To achieve consumption of chemicals used in the stewarding department in 2022 as 0.11 kg per person.
- *
- * To increase the environmental survey score of the year 2022 to 95%.
- *
- * To achieve amount of water used in the garden in 2022 as 4.77 m³ per acre.
- *
- * To reduce employee turnover rate by 5% in 2022 compared to the previous year.
- *
- * To provide training on social adaptation and human rights to new employees in 2022 with a 100% participation rate.

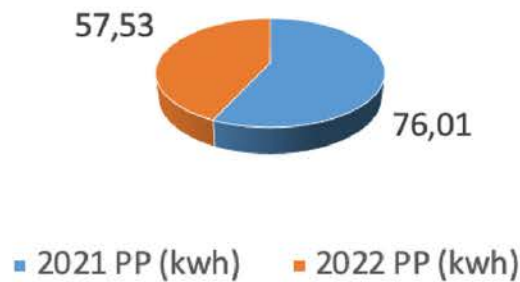
**REVIEW OF TARGET REALIZATION RATES:
ELECTRICITY CONSUMPTION**



Month	Electricity Usage per Overnight Stay (kwh)					
	2021			2022		
	Total Consumption	Overnight Stay	PP	Total Consumption	Overnight Stay	PP
January	509184,09	6358	80,09	872.650,78	11.836,00	73,73
February	504601,65	6448	78,26	733.811,23	10.108,00	72,60
March	583197,3	8100,5	72,00	827.063,88	9.547,00	86,63
April	564580,807	4282	131,85	684.155,35	7.780,00	87,94
May	708929,55	6366	111,36	1.014.311,62	20.400,00	49,72
June	977054,4	19063,5	51,25	1.304.949,10	34.842,00	37,45
Six-month average	3847547,80	50618,00	76,01	5.436.941,94	94.513,00	57,53

ELECTRICITY CONSUMPTION

Six-Month Electricity Consumption Average per Overnight Stay



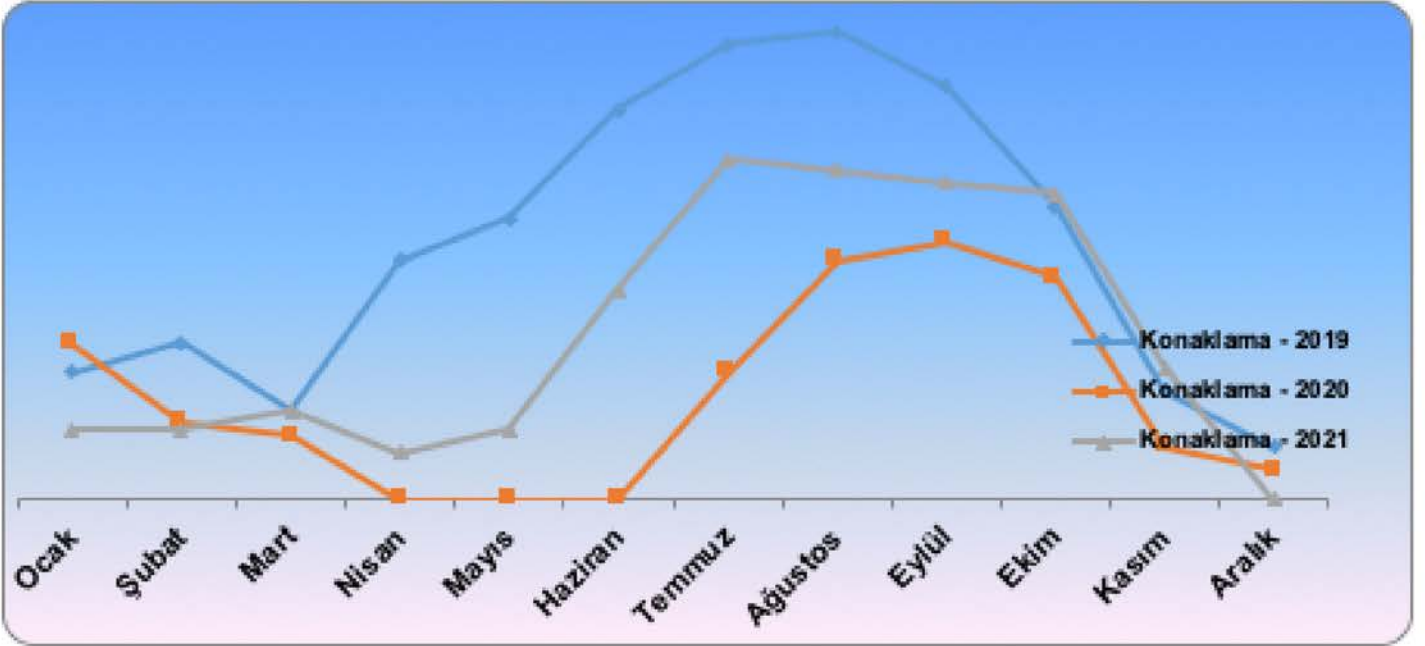
Result

In the first half of the year, we fell short of our consumption target of 51.79 kwh per person. We will need to take some additional actions to achieve our goal.

Recommendations

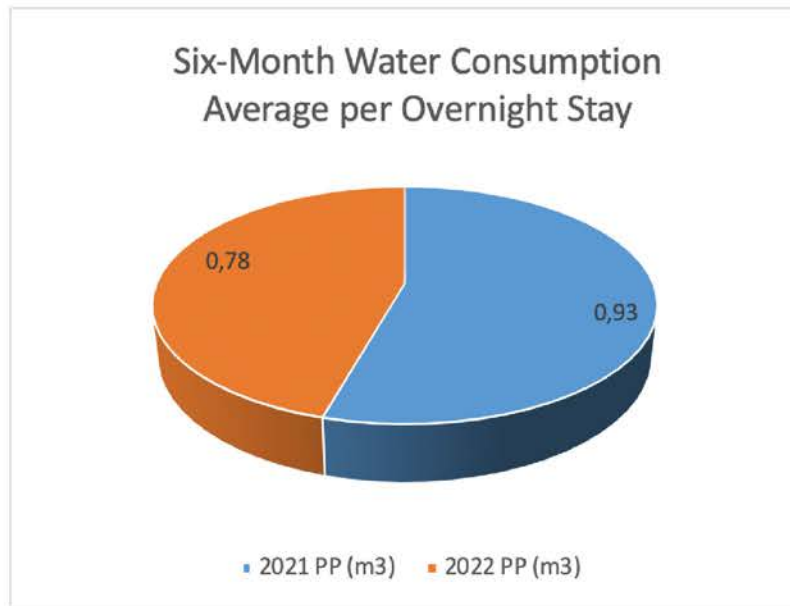
- Complete training on electricity consumption for all newly started personnel
- Continuous control of the energy saver and door switches in the rooms
- In addition to the general electricity consumption training provided, all departments emphasize the importance of the issue at daily meetings
- Continuous monitoring of unused areas, switching off lighting, reducing the number of lighting

WATER CONSUMPTION



Month	Water Usage per Overnight Stay (m3)					
	2021			2022		
	Total Consumption	Overnight Stay	PP	Total Consumption	Overnight Stay	PP
January	4240,00	6358	0,67	6.830,00	11.836,00	0,58
February	5060,00	6448	0,78	7.840,00	10.108,00	0,78
March	7120,00	8100,5	0,88	7.640,00	9.547,00	0,80
April	9340,00	4282	2,18	14.680,00	7.780,00	1,89
May	8390,00	6366	1,32	15.100,00	20.400,00	0,74
June	12810,00	19063,5	0,67	21.970,00	34.842,00	0,63
Six-month average	46960,00	50618,00	0,93	74.060,00	94.513,00	0,78

WATER CONSUMPTION



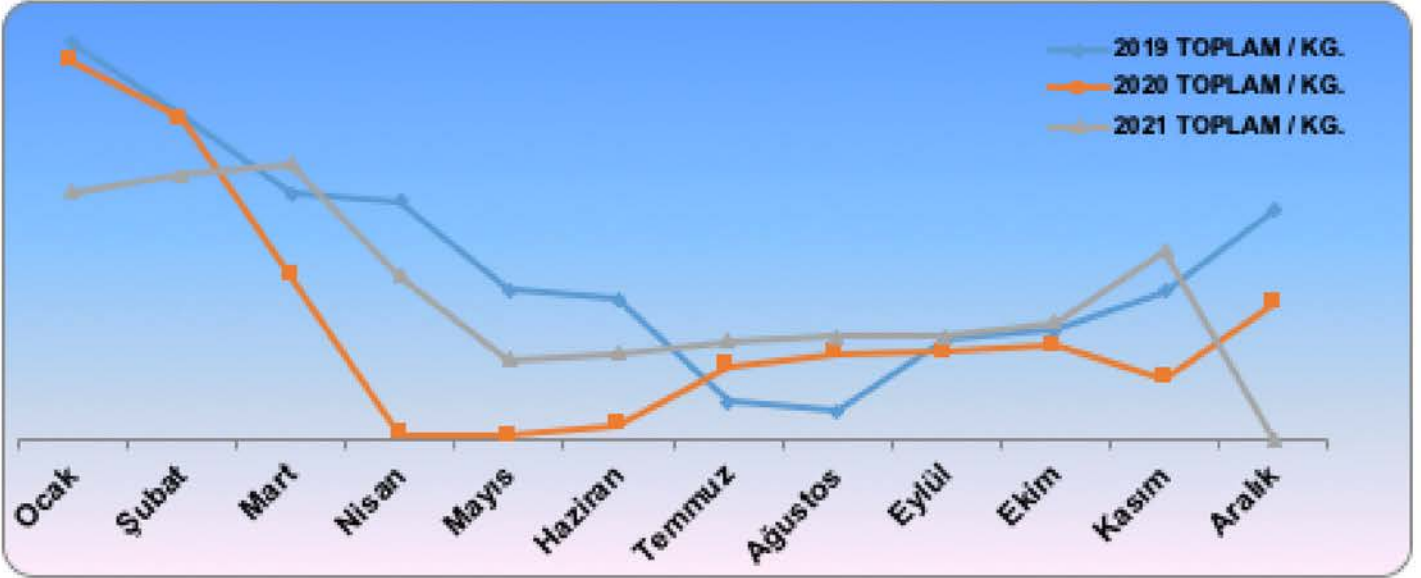
Result

In the first half of the year, we fell behind our consumption target of 0.72 m³ per person. If we want to reach our target of 0.72 m³ per person, we will need to take some additional actions.

Recommendations:

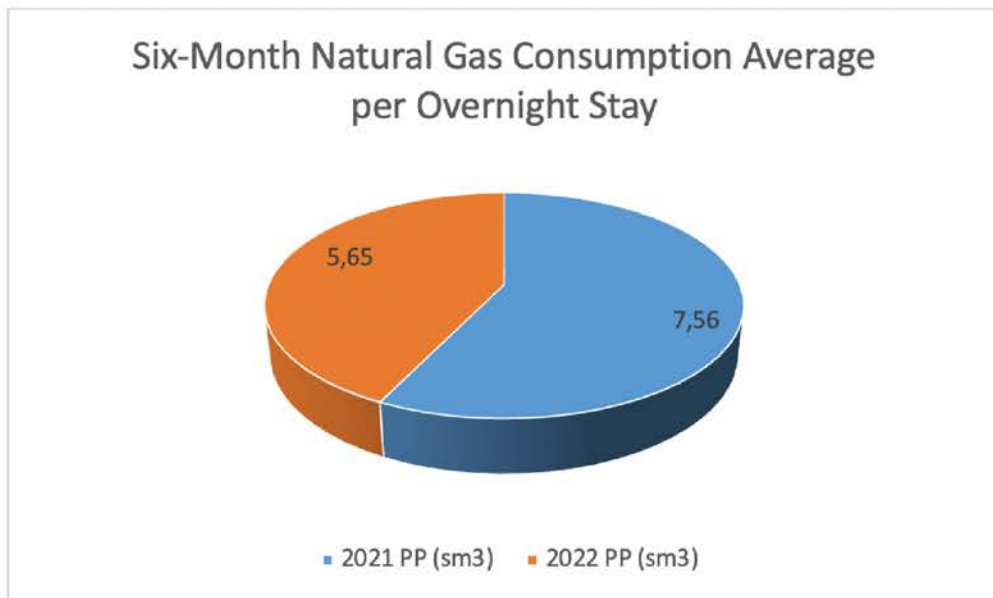
- * Complete training on water consumption for all newly started personnel
- * Elimination of water leaks and malfunctions in the staff and guest area by immediate intervention
- * In addition to the general water consumption training provided, all departments emphasize the importance of the issue at daily meetings

NATURAL GAS CONSUMPTION



Month	Natural Gas Usage per Overnight Stay (sm3)					
	2021			2022		
	Total Consumption	Overnight Stay	PP	Total Consumption	Overnight Stay	PP
January	85059	6358	13,38	145.500,00	11.836,00	12,29
February	90537	6448	14,04	121.772,00	10.108,00	12,05
March	94476	8100,5	11,66	137.784,00	9.547,00	14,43
April	55949	4282	13,07	51.013,00	7.780,00	6,56
May	27181	6366	4,27	40.627,00	20.400,00	1,99
June	29377	19063,5	1,54	37.717,00	34.842,00	1,08
Six-month average	382579,00	50618,00	7,56	534.413,00	94.513,00	5,65

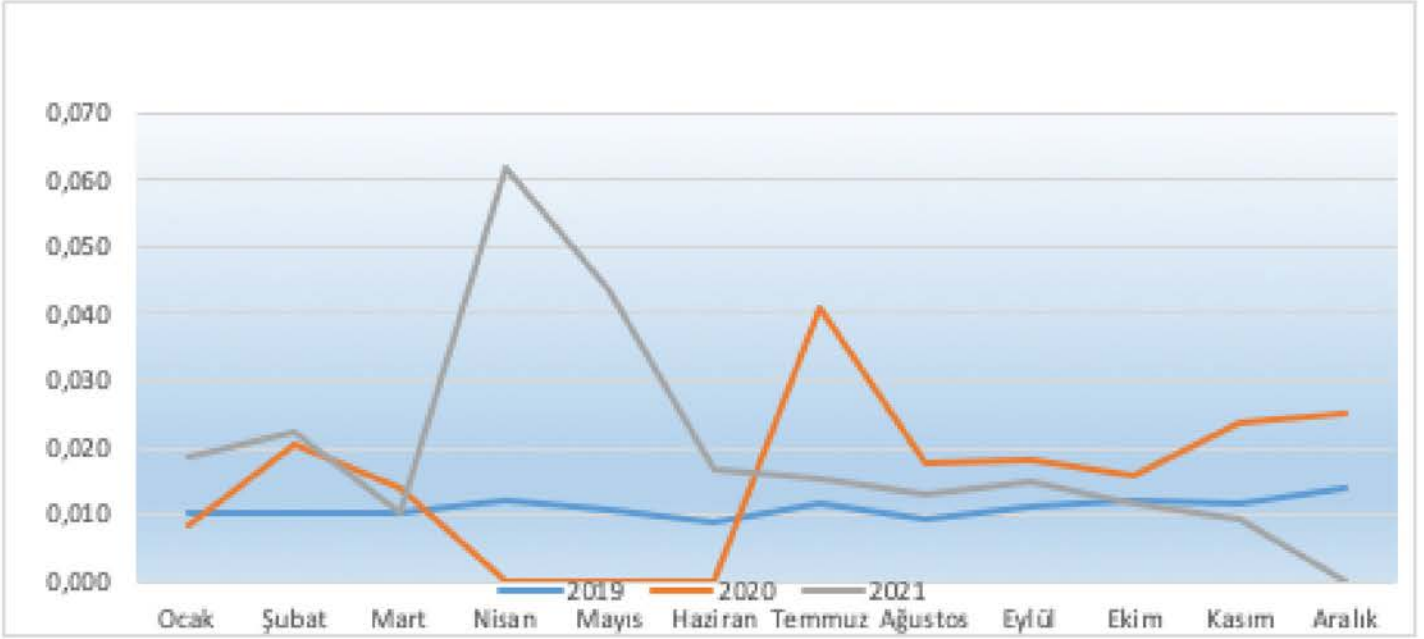
NATURAL GAS CONSUMPTION



Result

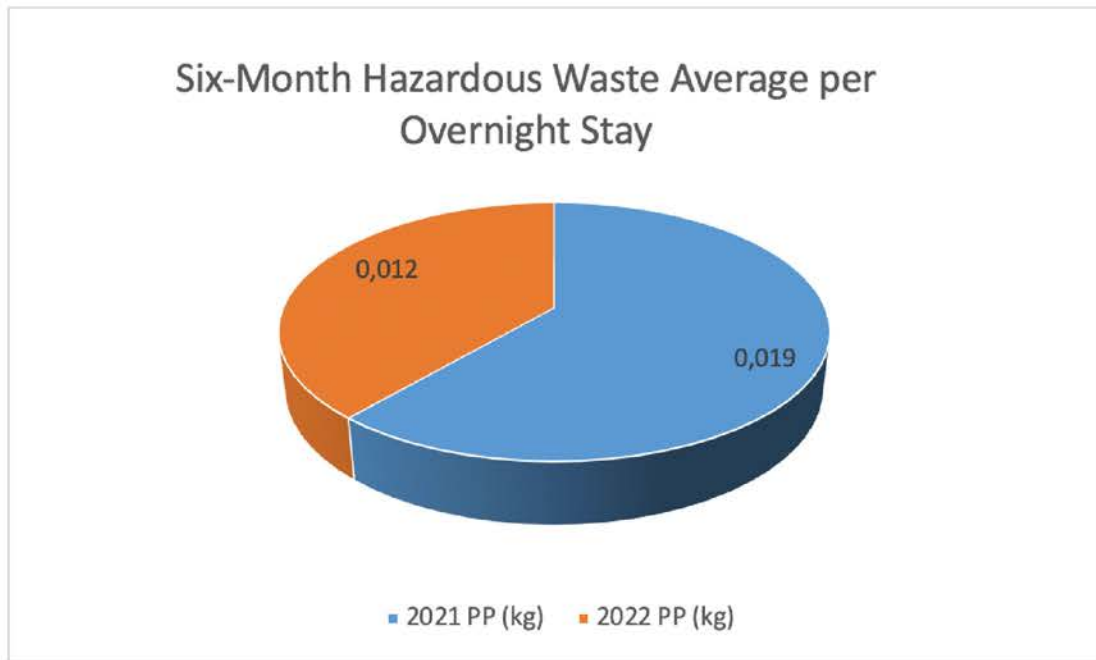
In the first half of the year, we fell behind our consumption target of 5.65 cm³ per person. For our target of 3.60 sm³ per person, a re-evaluation will be made after a three-month period.

THE AMOUNT OF HAZARDOUS WASTE



Month	Amount of Hazardous Waste per Overnight Stay (kg)					
	2021			2022		
	Total	Overnight Stay	PP	Total	Overnight Stay	PP
January	68	6358	0,011	135,00	11.836,00	0,011
February	75	6448	0,012	102,00	10.108,00	0,010
March	116	8100,5	0,014	113,00	9.547,00	0,012
April	176	4282	0,041	106,00	7.780,00	0,014
May	185	6366	0,029	240,00	20.400,00	0,012
June	326	19063,5	0,017	392,00	34.842,00	0,011
Six-month average	946,00	50618,00	0,019	1.088,00	94.513,00	0,012

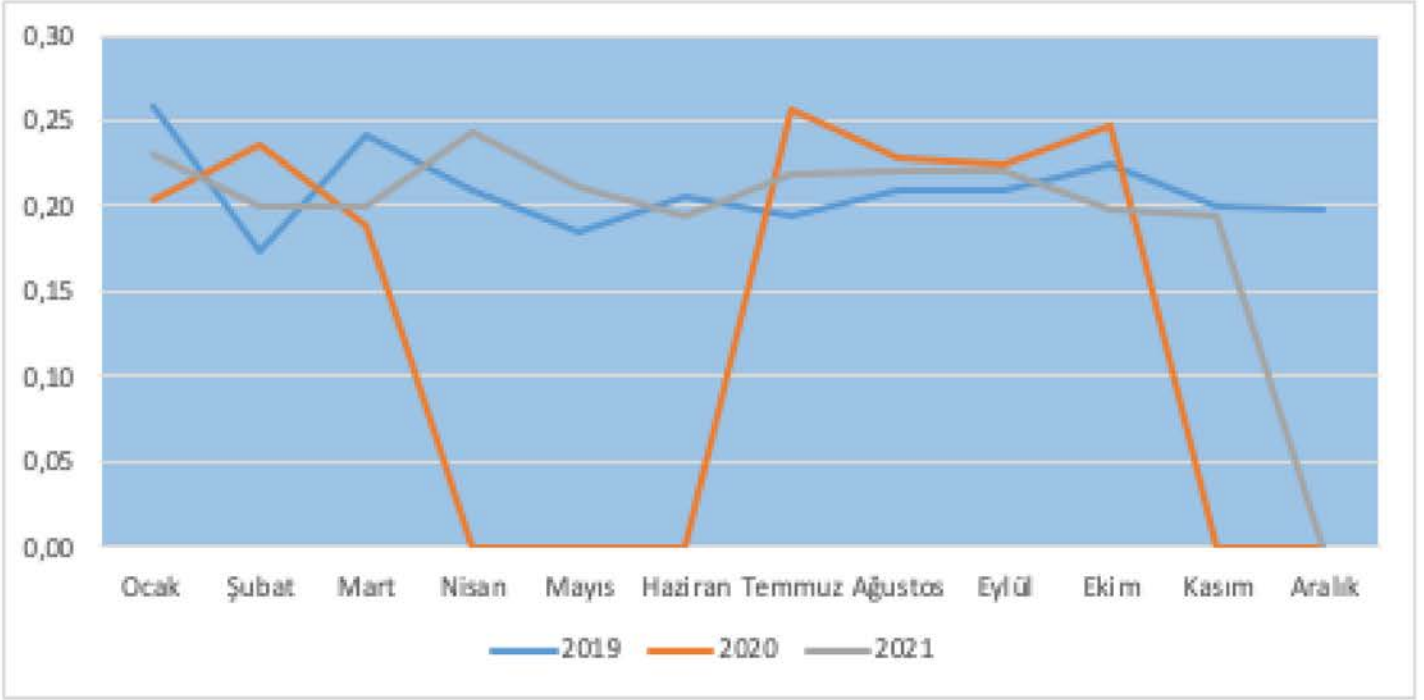
THE AMOUNT OF HAZARDOUS WASTE



Result

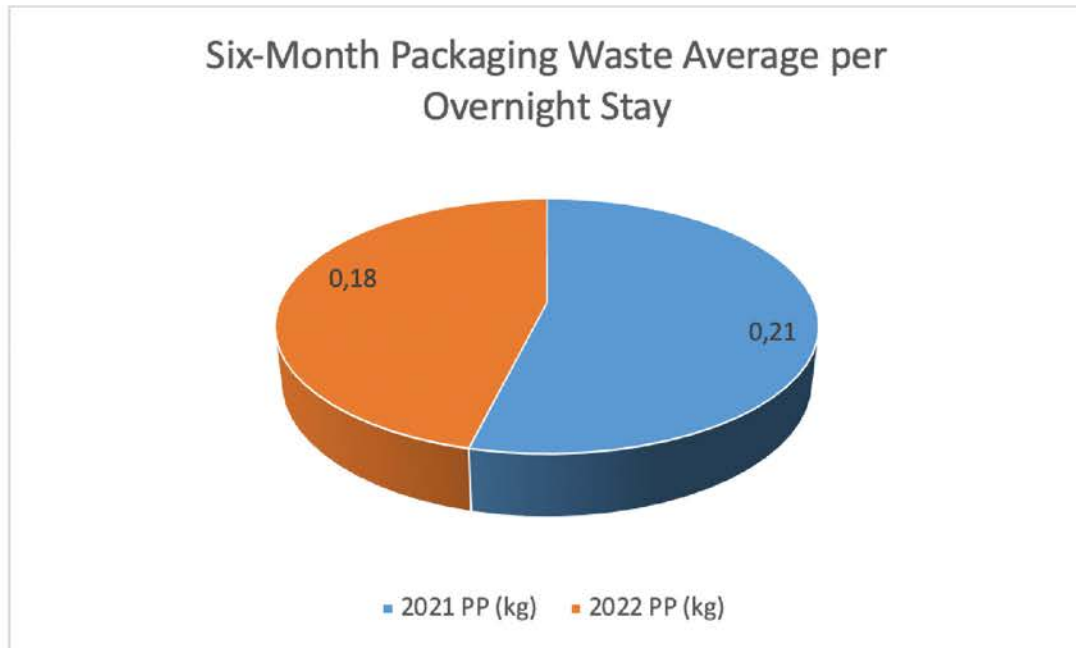
We see that we have reached our target of 0.013 kg of hazardous waste per person in the first half of the year.

AMOUNT OF PACKAGING WASTE



Month	Amount of Packaging Waste per Overnight Stay (kg)					
	2021			2022		
	Total	Overnight Stay	PP	Total	Overnight Stay	PP
January	1462,24	6358	0,23	2.249,00	11.836,00	0,19
February	1289,7	6448	0,20	1.897,00	10.108,00	0,19
March	1620,2	8100,5	0,20	1.719,00	9.547,00	0,18
April	1042,76	4282	0,24	1.413,00	7.780,00	0,18
May	1340,76	6366	0,21	3.876,00	20.400,00	0,19
June	3696,8	19063,5	0,19	6.275,00	34.842,00	0,18
Six-month average	10452,46	50618,00	0,21	17.429,00	94.513,00	0,18

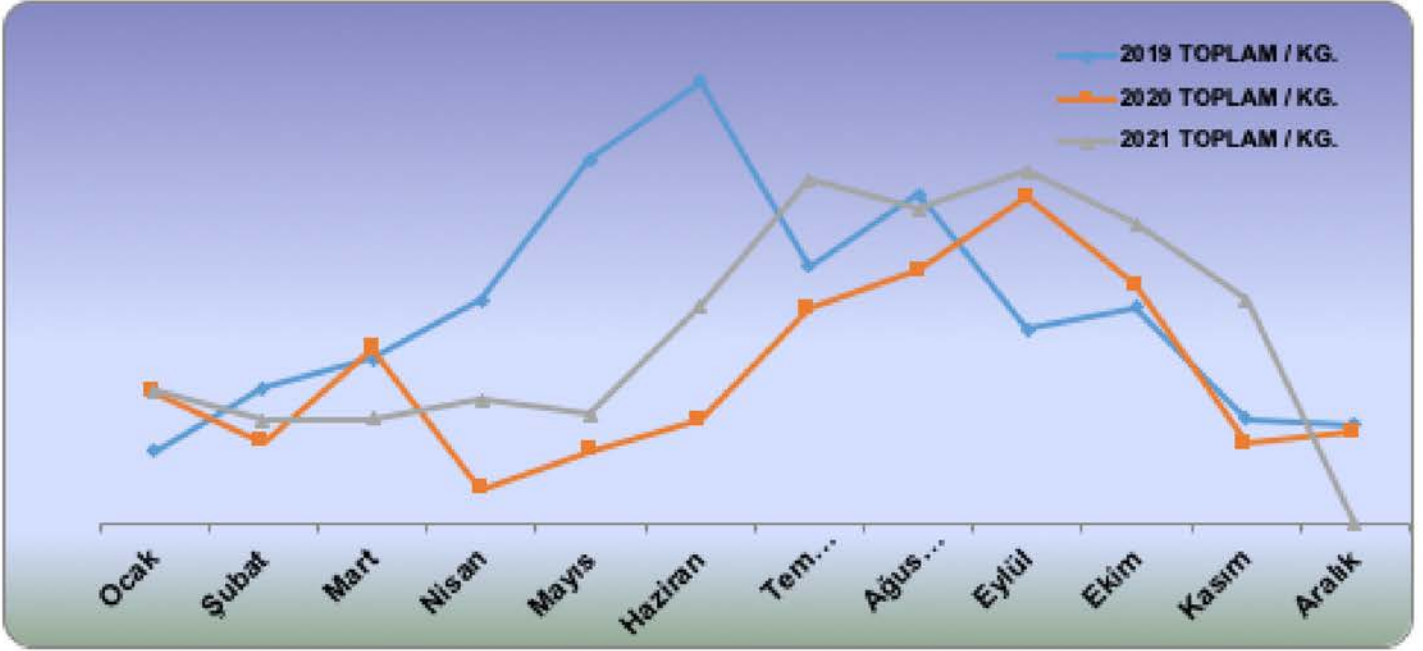
AMOUNT OF PACKAGING WASTE



Result

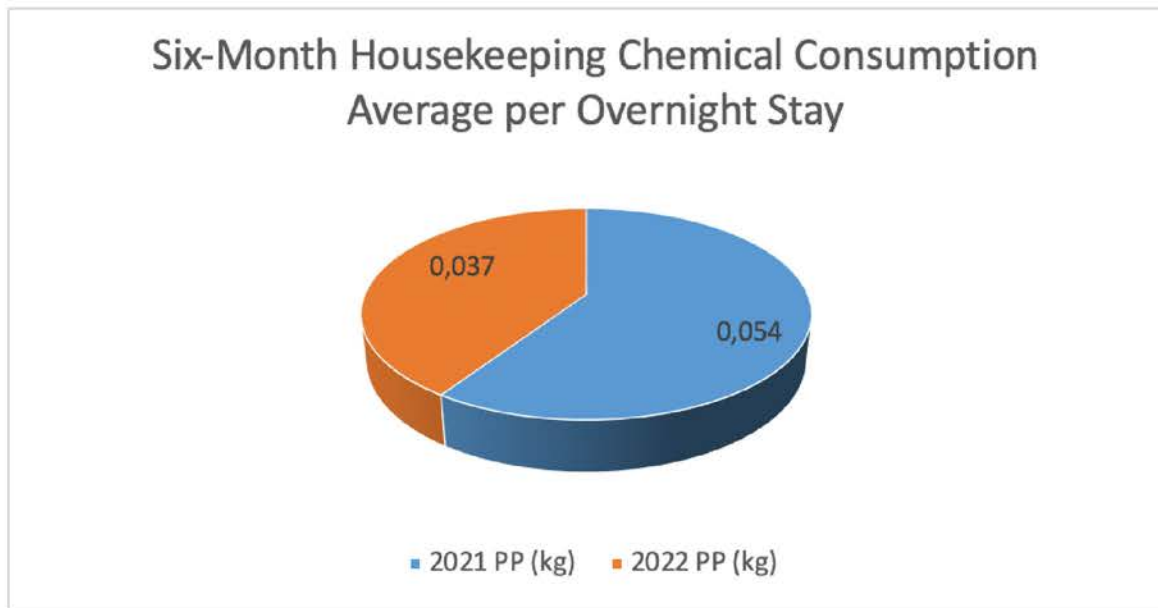
We see that we have met our packaging waste target of 0.20 kg per person in the first half of the year.

HOUSEKEEPING CHEMICAL CONSUMPTION



Month	Amount of Chemical Consumption per Overnight Stay (kg)					
	2021			2022		
	Total	Overnight Stay	PP	Total	Overnight Stay	PP
January	462,91	6358	0,07	382,89	11.836,00	0,03
February	356,644	6448	0,06	340,00	10.108,00	0,03
March	363,688	8100,5	0,04	481,14	9.547,00	0,05
April	428,497	4282	0,10	639,70	7.780,00	0,08
May	381,109	6366	0,06	843,20	20.400,00	0,04
June	753,055	19063,5	0,04	804,28	34.842,00	0,02
Six-month average	2745,90	50618,00	0,054	3.491,21	94.513,00	0,037

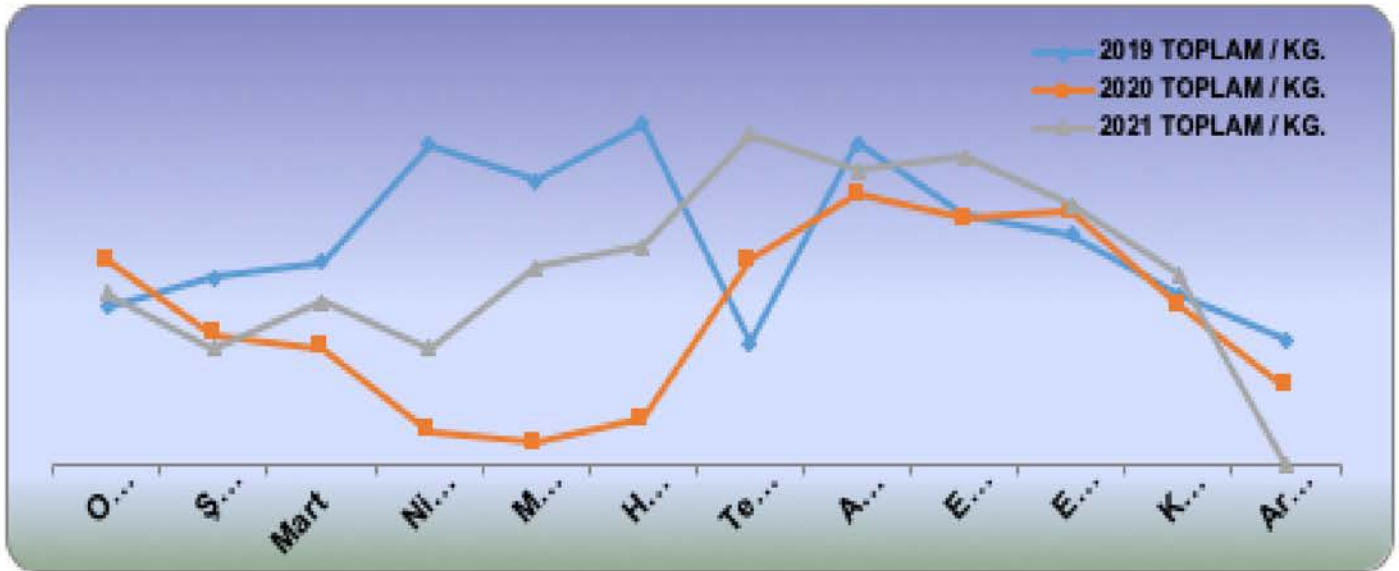
HOUSEKEEPING CHEMICAL CONSUMPTION



Result

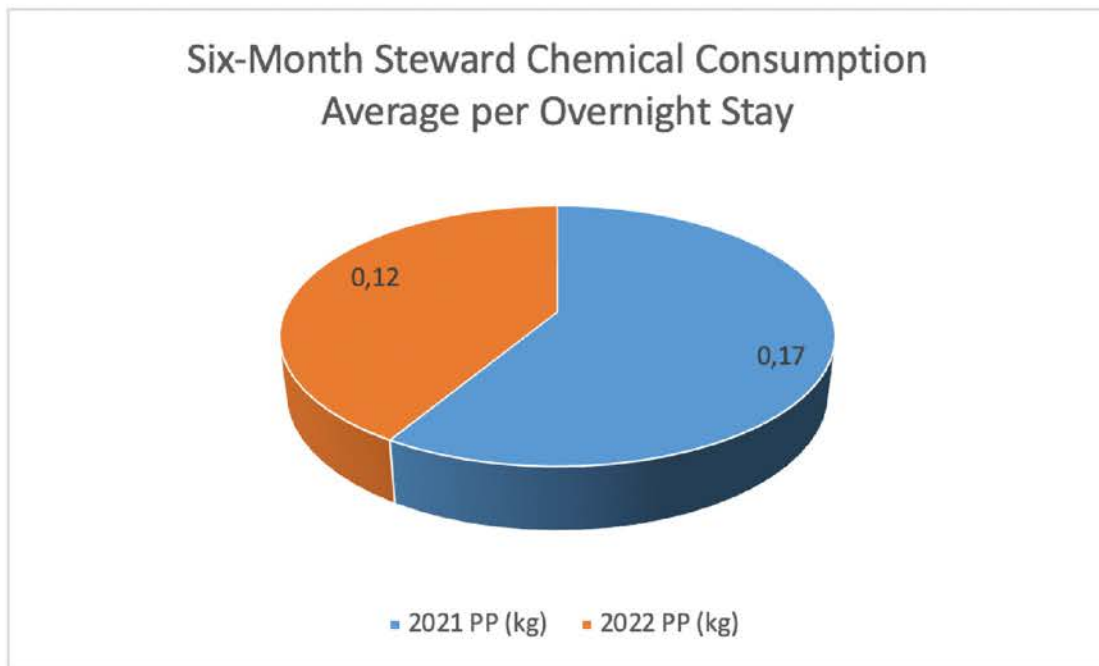
We see that we have achieved our housekeeping chemical consumption target of 0.042 kg per person in the first half of the year

STEWARD CHEMICAL CONSUMPTION



Month	Amount of Chemical Consumption per Overnight Stay (kg)					
	2021			2022		
	Total	Overnight Stay	PP	Total	Overnight Stay	PP
January	1491,45	6358	0,23	1.467,85	11.836,00	0,12
February	1012,708	6448	0,16	1.537,90	10.108,00	0,15
March	1420,45	8100,5	0,18	1.579,04	9.547,00	0,17
April	1004,486	4282	0,23	1.489,02	7.780,00	0,19
May	1722,519	6366	0,27	2.418,72	20.400,00	0,12
June	1899,746	19063,5	0,10	2.922,76	34.842,00	0,08
Six-month average	8551,36	50618,00	0,17	11.415,28	94.513,00	0,12

STEWARD CHEMICAL CONSUMPTION



Result

In the first half of the year, we fell behind our consumption target of 0.11 kg per person. If we want to reach our target of 0.11 m³ per person, we will need to take some additional actions.

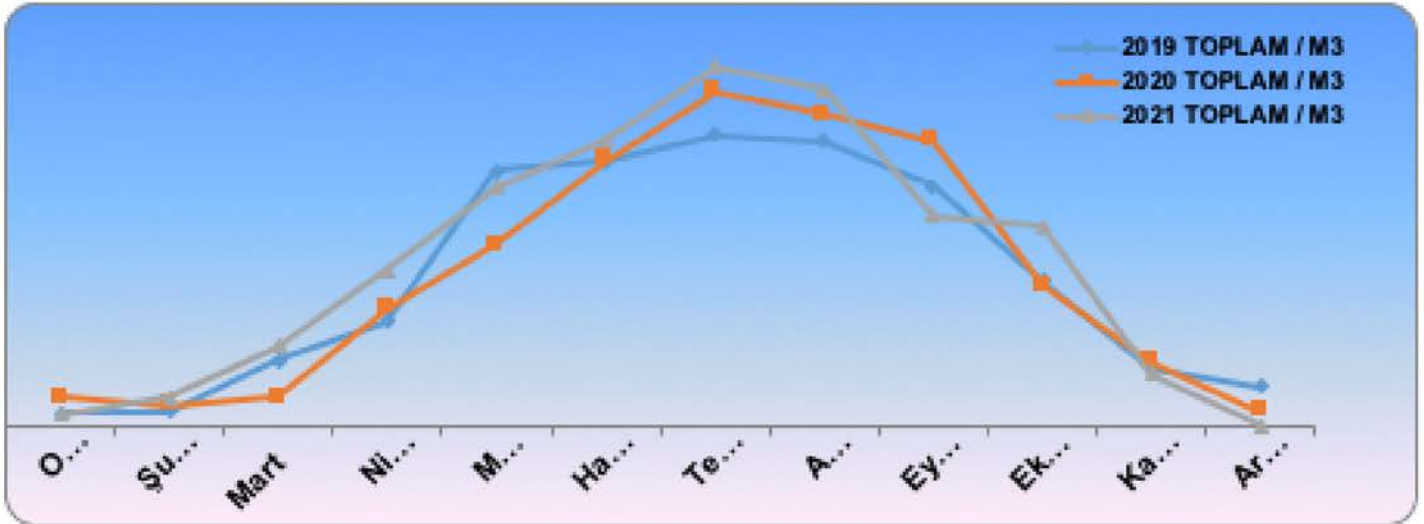
Recommendations

- * Taking additional actions for products with high consumption in the previous season.
- * Complete delivery of chemical trainings to all newly started personnel and monitoring of use.

ENVIRONMENTAL SURVEY

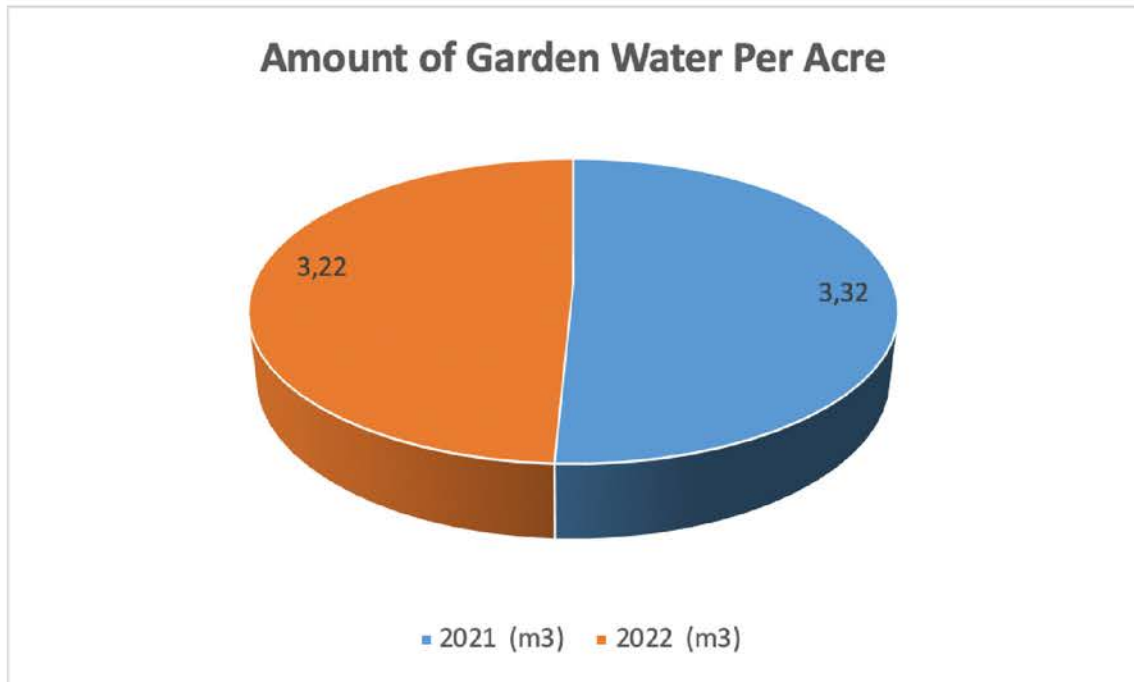
In the first half of the year, the environmental survey score was realized as 95.62% and we seem to have met the target.

GARDEN WATER CONSUMPTION



Month	Amount of Garden Water Per Acre (m3)			
	2021		2022	
	Total	PP	Total	PP
January	1.727,00	0,07	1.086,00	0,05
February	2.746,00	0,11	2.135,00	0,09
March	7.705,00	0,32	7.595,00	0,32
April	16.270,00	0,68	14.768,00	0,62
May	22.122,00	0,92	24.523,00	1,02
June	28.995,00	1,21	27.176,00	1,13
Six-month average	79565,00	3,32	77.283,00	3,22

GARDEN WATER CONSUMPTION



Result

We see that we have achieved our garden water consumption target of 4.77 m³ per acre in the first half of the year.



LABOR AND HUMAN RIGHTS

The overall objective of our occupational health and safety policy is to ensure the safety of our employees, guests and suppliers.

It is the main duty of our business to identify, prioritize and control the existing risks that will lead to occupational accidents and occupational diseases in all our processes based on the laws and regulations determined legally and to take appropriate measures by prioritizing the removal of the risk at the first place.

Our main goal is to make sure that all employees start work first by taking occupational health and safety training as of the moment they start work. Taking an overall look into the first half of the year, all our newly started personnel have been given occupational health and safety training before work at a rate of 100%.

Employee turnover rate, an indicator of employee efficiency showing how company human resources are managed, is another important objective of the company. Our target was to reduce employee turnover rate by 5% compared to previous year in 2022, which has been achieved in the first half. We foresee another 5% decreased in 2023.

We provide training to all our new employees on social adaptation and human rights at a 100% participation rate.

Our Employee and Human Rights policy has been announced with all our stakeholders inside and outside the company.

HUMAN RESOURCES

All our employees are taken to the orientation training program and our facility, rules, facilities and opportunities, expectations are explained.

A suggestion request form has been created to ensure the participation of our employees. In this way, all employees communicate their suggestions and requests necessary for the improvement of the system to the senior management in writing.

Employee needs are constantly monitored by senior management by organizing meetings when necessary.

COMMUNICATION WITH OUR STAKEHOLDERS

Communication is achieved through one-on-one meetings with our employees, intra-departmental and general meetings, interviews, performance evaluation, suggestion and request forms, One-on-one interviews with our guests, satisfaction surveys, social media, websites, Service and product specifications with suppliers, supplier audits, supplier selection and evaluation forms, via e-mails, Through social projects, suggestions and requests with local communities, Through meetings with sectoral groups, and Communication with the press by way of interviews, press releases and social media channels.

SUPPORT AND INTEGRATION WITH SOCIETY

We aim to support regional suppliers by making our purchases from regions as close as possible. Our goal for integration and support with the community for the year 2022 was to purchase products from at least 7 local products and manufacturers. When the evaluation of the first half of the year is made, it is seen that our target has been achieved by purchasing products from 8 local companies. We contribute to the development of local culture by supporting non-Governmental organizations. By respecting the customs and traditions of the local people, we ensure our continuity without harming them.

We provide brochures to our guests staying at our hotel by informing them about historical monuments, museums, surrounding restaurants and shopping centers.

GUEST SATISFACTION

In order to increase guest satisfaction, risks and opportunities have been identified and necessary arrangements have been made for the fulfillment of guest conditions. We analyze demands and complaints that are obtained through guest surveys, websites and one-on-one interviews, and then take actions to increase satisfaction rate.

We offer online surveys to guests to receive their feedback.

The requests, complaints and suggestions for the year 2021 have been evaluated and action plans have been made based on the priority and number of complaints based on which investment budget has been spared.

The same assessment will be made for the year 2022.