

# SUSTAINABILITY REPORT 2023



KING'S PALACE & SPA Aydinbey Group Hotels

**AYDINBEY KİNG'S PALACE & SPA** 



# **ABOUT THE REPORT**

Sustainable Tourism is the practices that minimize the damages that tourism may cause to the natural environment and the culture of local people and maximize its contribution to the regional economy in order to protect the future of the destination. We aim to share the progress we have made in this direction and the results of the work so far with our senior management, employees, guests, suppliers and all other partners, and thus, by increasing the awareness we will create at this point, we aim to transform our intentions into common goals and achievements with the greater participation of all parties in the work we have been able to realize and plan to realize so far.

As AYDINBEY GROUP HOTELS, informing our stakeholders about our activities and their impacts in a transparent and effective manner is one of our primary activities. In this context, 2023 Sustainability Report;

- Environmental, social and economic performance evaluation of our facility,
- Our policies, which are the way we maintain our performance,
- Targets set to improve this performance,
- Measured performance results,
- Includes our sustainability activities.



# **OUR BRANDS**

- AYDINBEY KİNG'S PALACE & SPA
- AYDINBEY QUEEN'S PALACE & SPA
- AYDINBEY FAMOUS RESORT
- AYDINBEY GOLD DREAMS
- AYDINBEY PARK OTEL
- SIU COLLECTION



# **AYDINBEY KİNG'S PALACE & SPA**

Aydınbey King's Palace, located in Evrenseki, the holiday resort of Antalya with natural beauties, was put into service in 2008. Renovated in 2016, Aydınbey King's Palace has an area of 23300 m<sup>2</sup>, a capacity of 359 rooms and serves its guests with Ultra All Inclusive accommodation concept for 12 months of the year.









Sustainable Tourism Certificate 2023







ISO 9001:2015 Quality Management System 2023







ISO 22000:2018 Food Safety Management System 2023







ISO 14001:2015 Environmental Management System 2023







ISO 45001:2018 Occupational Health and Safety Management System 2023







ISO 50001:2018 Energy Management System 2023





# Preverisk Group

## Health & Safety Certificate Aydınbey King's Palace & SPA

This establishment has implemented a Health and Safety program to ensure the security of their guests and staff. This program covers General Risk Assessment Principles, Fire Safety Risk Assessment and Control, Pool Safety, Gas Safety and Children Safety Protocols; in line with international standards and with Preverisk Generic Authorities Standards for global tourism and accommodation. The management of this company is fully committed to the compliance of the said international standards.

18/05/2023

Merve Öztürk **Business Development Manager** Turkey

Advanced system



Bu işletme, misafir ve çalışanlarının güvenliğini sağlayabilmek için bir Sağlık ve Güvenlik programı uygulamaktadır. Bu program, global turizm ve konaklama için uluşlararaşı standartlara ve Preverisk genel otorite standartlarına uyumlu olarak, Genel Risk Değerlendirme Prensipleri, Yangın Güvenliği Risk Değerlendirmesi ve Kontrolü, Havuz Güvenliği,Gaz Güvenliği ve Çocuk Güvenliği Protokollerini kapsar. Bu isletmenin vonetimi, tesislerinde bahsi gecen uluslararasi standart ve düzenlemeler ile tamamen uvumlu calısıldığını taahhüt eder.



Health Safety

Preverisk Group Health and Safety Certificate 2023







Republic of Turkey Ministry of Environment, Urbanisation and Climate Change Zero Waste Blue Promise 2023







Music Federation Music Licence Certificate 2023













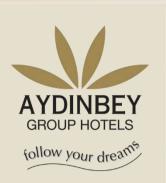






























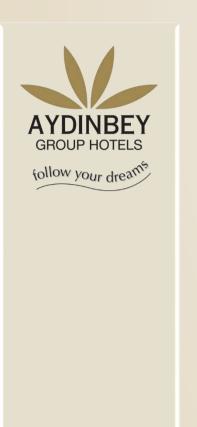














IT'S



## **OTHER**





We would like to thank our guests and guests who deemed us worthy of these awards our employees who supported us in obtaining these certificates of achievement As the hotel management, we thank you endlessly.





#### **QUALITY POLICY**

We carry out our business activities in accordance with international quality management standards, with a focus on value creation, we continuously measure and improve our guest satisfaction, employee satisfaction and service quality.

We increase our international brand value by increasing our tourism investments, contribute to the national economy, take into account guest expectations in our new investments, closely follow the technology, and develop our corporate culture with a focus on social benefit and value creation.

We make teamwork and employee loyalty effective in company management by instilling our corporate culture in all employees through effective training activities.

We provide physically, chemically and microbiologically safe food for our guests and employees to eat healthily. We comply with the requirements of national and international published laws, regulations and secondary legislation in the purchase, storage, preparation and presentation of raw materials. We continuously improve our food safety management system standards.

In order to ensure sustainability in the tourism sector and to protect the environment, we identify our impacts on the environment, control negative impacts, potential hazards and wastes. We strive to minimise the use of natural resources, energy consumption, air, water and soil pollution.

We comply with national and international laws, regulations, legislations and regulations published on environment, occupational health and safety and human rights and fulfil all requirements completely. While carrying out our activities, we take and implement the necessary measures to protect our guests and employees from injuries and diseases that may occur and to improve working conditions.

While carrying out our activities, we fulfil our social and social responsibilities and respect the rights and expectations of our guests, employees, suppliers and subcontractors.





#### SUSTAINABILITY POLICY

Aydinbey Group Hotels is committed to respecting all internationally recognised human rights and complies with all legislation and conventions within this scope. Accordingly, we treat all our guests, business partners and employees equally without discrimination based on religion, language, race, colour, gender, opinion, age, social and marital status, family origin, physical or mental disability.

We provide equal training opportunities to all our employees. We closely follow and implement legal obligations regarding the health, safety and working hours of our personnel and business partners; we regularly audit and check their compliance.

We monitor our energy and water consumption data with the awareness of energy saving. We raise awareness of our employees on energy saving and work to ensure continuous improvement of energy efficiency. In order to protect environmental health, we utilise our wastes in a way that does not pollute the nature within the framework of recycling principles.

We take care to protect special plant and animal species in our region and facilities.

In order to contribute to the local economy, we make most of our supplies from local producers. For sustainable tourism, we purchase environmentally friendly products and services with high energy, water and waste efficiency.

We work to fulfil our social and environmental responsibilities towards the society in a harmonious cooperation with our employees, public, non-governmental organisations and other stakeholders.

We ensure that the natural and cultural heritage of the local region is promoted by conducting informative and orientating studies, trainings.





#### **CHILD SAFETY POLICY**

We take measures to respect children's rights and protect children against forms of exploitation (including sexual exploitation).

We support programmes to prevent children from becoming in need of protection and care.

We support institutions and organisations to ensure that children who have been involved in crime or against whom crimes have been committed are reintegrated into society.

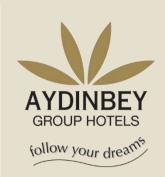
We cooperate with all stakeholders providing services to children.

We carry out activities to increase social awareness and sensitivity for the prevention of violence against children.

We organise trainings on child protection for our staff.

We support all kinds of organisations and activities for child protection in our environment.

We ensure that all suspicious actions related to children are reported to local authorities and relevant organisations.



#### **POLICIES**

#### **ENERGY EFFICIENCY POLICY**

In order to protect our world from possible dangers, we use our energy efficiently and set targets to reduce our energy consumption.

#### For this

We follow national and international standards, laws and regulations in order to fulfil both our responsibilities towards nature and our legal obligations, we voluntarily carry out studies to reduce energy use and/or continuously improve our energy consumption performance, and we monitor the results of our studies.

We set targets and include energy efficiency in our training programmes to ensure the participation of our employees.

We care about co-operating with all our stakeholders to create common goals and results in energy management. We endeavour to maintain our interaction with our guests, employees, visitors and all our business partners in order to reach a total level of awareness and consciousness on these issues.

We endeavour to research, find, purchase and use suitable energy efficient products, equipment, equipment and technology alternatives.

We aim to document our Energy Management System, disseminate it to all departments, update, review and continuously improve it when necessary.

We evaluate energy risks or emergencies that may arise such as energy shortages and plan the measures that can be taken.





#### **ENVIRONMENTAL PROTECTION AND WASTE POLICY**

We protect the environment in our business, prevent pollution, reduce our negative impact on the environment and give importance to its protection.

For this; We comply with legal regulations and try to reduce our environmental impact.

We take care to effectively separate our wastes according to their source, groups and hazard classes.

We know that using hazardous substances and chemicals only when necessary and as much as necessary will reduce both the negative effects on the environment and the amount of waste.

We contribute to the protection of nature by preferring materials with "recycling" and "environmentally friendly" labels.

We try to create opportunities for reuse, We take care to use disposable materials such as paper, napkins, toilet paper, packaging as much as necessary and leave less waste to the nature, We store wastes correctly, in separate areas according to their characteristics, we deliver them to licensed / authorised companies without exceeding the legal storage time limits and keep their records.

We try to use water, energy and all natural resources economically. We share this sensitivity with our employees, guests and suppliers.

We measure our performance in environmental management, monitor this data with targets and try to improve our performance.

We aim to educate our employees about the environment and increase their sensitivity.





#### WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

We attach importance to gender equality in our business.

We ensure the health, safety and welfare of all our employees regardless of gender.

We support women's participation in the labour force in all our departments and offer equal opportunities.

We act with the policy of "equal pay for equal work" without gender discrimination.

We distribute tasks by considering the principle of equality.

We provide the necessary environment for equal utilisation of career opportunities.

We create training policies, support women's participation and raise awareness.

We create a working environment and practices that protect the work-family life balance.

We support women in company management and provide equal opportunities.

We do not allow women to be subjected to abuse, harassment, discrimination, suppression, coercion, slander, etc. in any way.

We are always aware of the value they add to the world and our organisation and support their existence.





#### SUSTAINABLE PURCHASING POLICY

Our suppliers/solution partners in line with the sustainable procurement approach;

Quality Assurance Management Systems, Environmental and Occupational Health and Safety Management Systems, internationally recognised environmental and sustainability labels/certificates,

In production and supply, it does not have harmful effects on the environment and complies with environmental legislation,

Using/consuming resources in an appropriate way without harming the natural life and ecosystem, complying with hunting bans,

Minimising and preventing waste, offering alternatives to less packaging or bulk packaging in product packaging,

To offer alternatives that are environmentally friendly, economical, local, ethical, recyclable or using recycled materials, organic, bio, vegan, not tested on animals, free of harmful chemical components, etc,

To be a domestic and local production/service provider,

We attach importance to products/services that reflect/promote the cuisine, traditions and culture of our country/region and communicate this perspective to our stakeholder suppliers.

We endeavour to create efficient purchasing opportunities together with our suppliers and aim to minimise the environmental impacts arising from procurement processes.



#### **POLICIES**

# POLICY FOR THE PROTECTION OF VULNERABLE GROUPS AND PREVENTION OF SEXUAL HARASSMENT, ABUSE, EXPLOITATION AND EXPLOITATION

People with disabilities, children and people over 70 years of age have been identified as groups that need more understanding and assistance from other individuals working and staying at the hotel. We work to prevent all kinds of physical and psychological approaches and abuse.

We incorporate standards and procedures on sexual exploitation, abuse and harassment into orientation and training programmes.

We provide orientation to employees as soon as possible, ideally within a month of the start of their employment contract.

Within applicable laws, we conduct background and criminal record checks to prevent the re-employment and deployment of perpetrators of sexual exploitation, abuse and harassment.

We evaluate allegations and complaints of sexual exploitation, abuse and harassment on a declarative basis and take appropriate steps to protect individuals in an impartial and impartial manner.

We follow the processes determined in feedback and grievance mechanisms.





#### **HUMAN RESOURCES POLICY**

#### **Recruitment Process;**

Recruitment procedures are carried out in our facilities within the framework outlined by the Group Human Resources Directorate.

In recruitment, a fair, non-discriminatory, objective and general aptitude assessment interview process is applied.

#### **Performance Management and Fair Remuneration;**

A 'Performance Evaluation Instruction' has been established in our facilities under the leadership of the Group Human Resources Directorate and Performance Evaluation training has been organised for managers on this subject. Performance evaluation outputs have a guiding effect on management for employee development and career planning.

Our employees are informed about the wages they will receive, working conditions, working hours, and when they will receive their wages before they start working at our facilities.

#### **Training and Career Management;**

All of our employees can benefit equally from the right to training, and it is among our targets to increase the number of trainings that increase personal profile and competences such as personal development, awareness, awareness, etc. as well as legal and vocational trainings required by the hotel industry.



#### WASTE MANAGEMENT

Waste Management is a form of management that includes the reduction of waste at its source, separation according to its characteristics, collection, temporary storage, interim storage, interim storage, recovery, transport, disposal and post-disposal control and similar operations.

Our primary goal is to reduce the amount of waste, to dispose of our wastes with the least damage to the environment by managing our wastes well and to regain the recyclable ones.

Our personnel are given training on the importance of waste separation and waste separation is monitored by the relevant departments.

We provide our guests with sorting bins in public areas and guest rooms to enable them to sort their waste. We inform our guests about the Waste Management System we implement in our hotels and encourage them to reduce the amount of waste and separate the waste generated.

We store vegetable waste oils in the manner stipulated by law and send them for disposal/recycling with licensed companies.

In order to dispose of the hazardous wastes generated in our hotel without harming the environment, we collect them in our hazardous waste rooms under appropriate conditions, label them and deliver them to licensed companies for disposal or evaluation in accordance with the law.



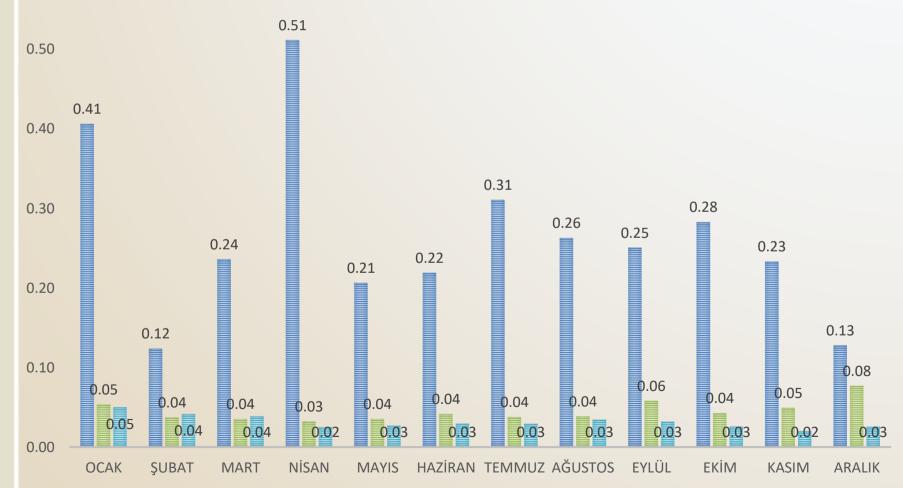


The change in per capita plastic waste consumption over the years is as shown in the table below.

# 2021-2022-2023 AMOUNT OF PLASTIC WASTE PER PERSON (KG)

0.60

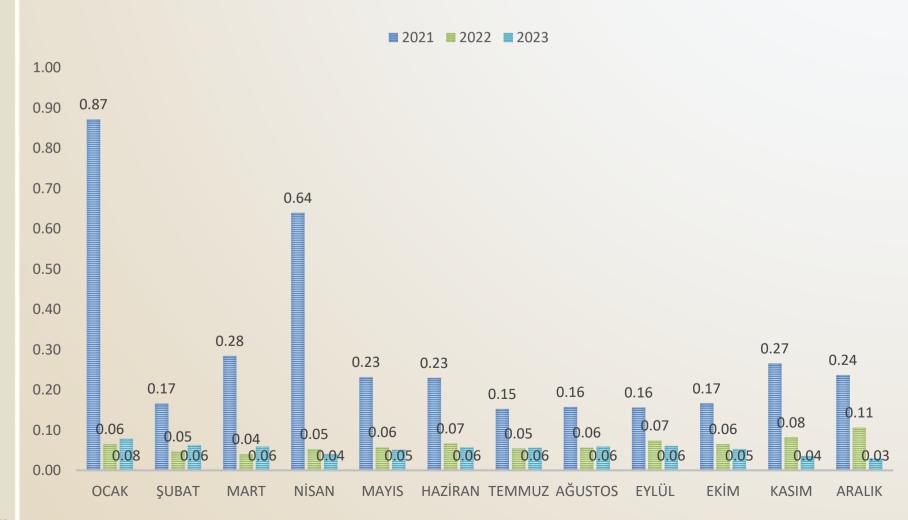






The change in per capita glass waste consumption by years is as shown in the table below.

# 2021-2022-2023 AMOUNT OF GLASS WASTE PER PERSON (KG)



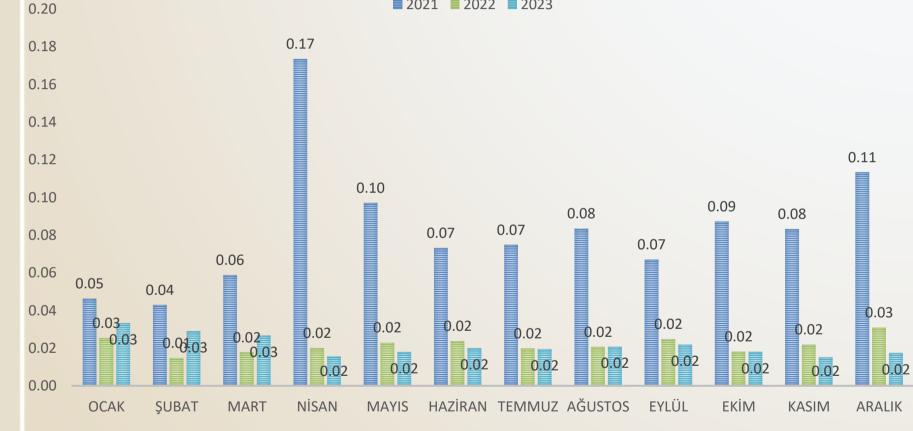


**AYDINBEY GROUP HOTELS** follow your dreams

The change in metal waste consumption per capita over the years is as shown in the table below.

# 2021-2022-2023 PER CAPITA METAL WASTE AMOUNT (KG)

■ 2021 ■ 2022 ■ 2023





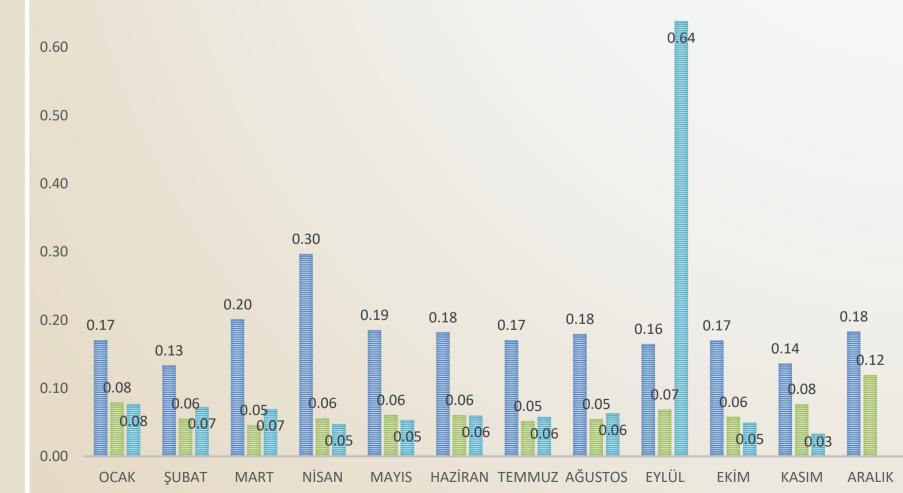
0.70

#### WASTE CONSUMPTION

The change in paper waste consumption per capita over the years is as shown in the table below.

# 2021-2022-2023 PER CAPİTA PAPER WASTE AMOUNT (KG)

**■**2021 **■**2022 **■**2023

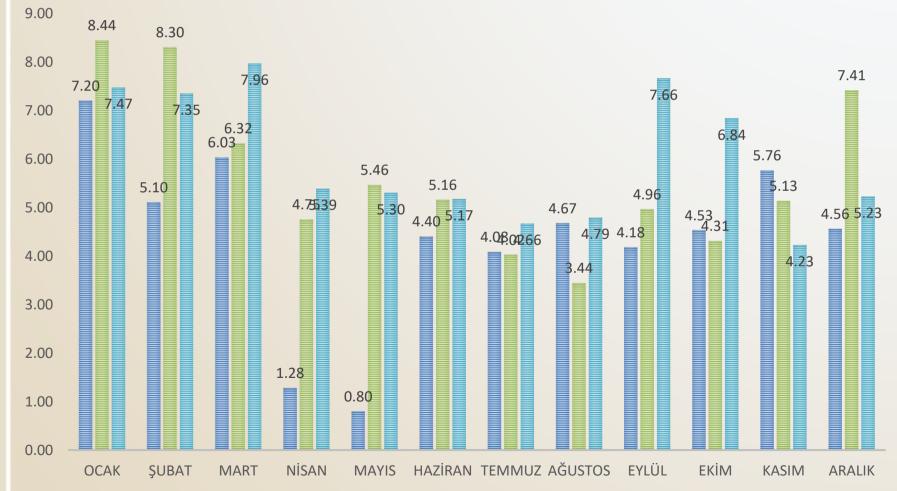




The change in per capita non-recyclable-organic waste consumption by years is as shown in the table below.

# 2021-2022-2023 AMOUNT OF NON-RECYCLABLE-ORGANIC WASTE PER PERSON (KG)

■ 2021 ■ 2022 ■ 2023





The change in per capita hazardous waste consumption in 2022 and 2023 is as shown in the table below.

# 2021-2022-2023 PER CAPİTA HAZARDOUS WASTE AMOUNT (KG)





The change in per capita vegetable waste oil consumption by years is as shown in the table below.

# 2021-2022-2023 AMOUNT OF VEGETABLE WASTE OIL PER PERSON (KG)

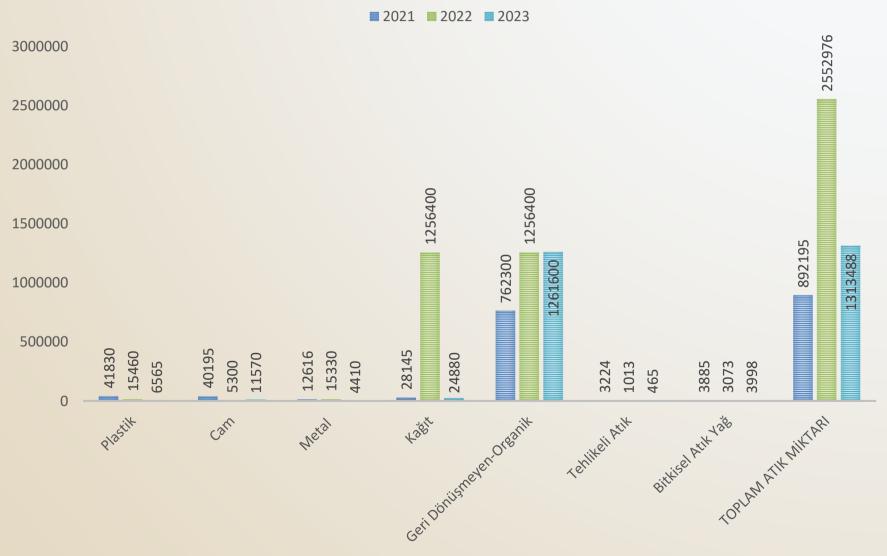
2022 2023





The change in the total amount of waste consumed according to waste type and years is as shown in the table below.

#### 2021-2022-2023 TOTAL AMOUNT OF WASTE KG

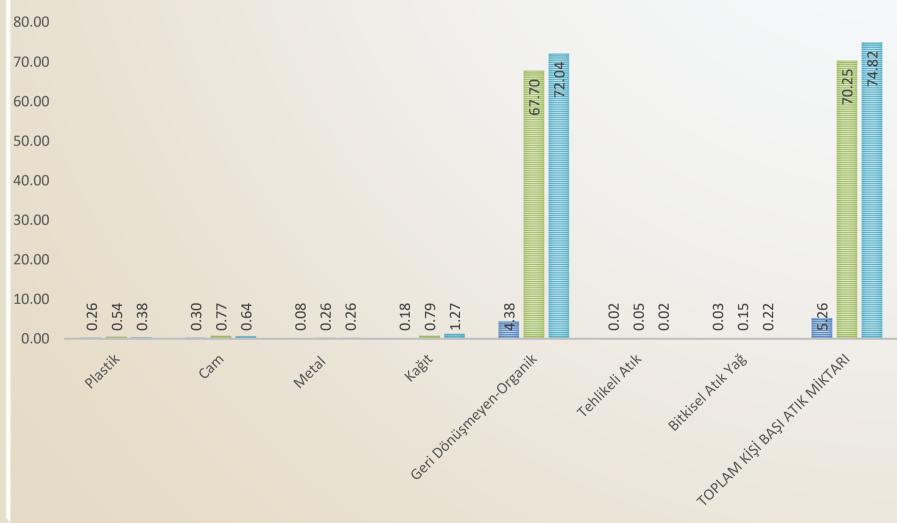




The change in the amount of waste consumed per capita by waste type and years is as shown in the table below.

#### **2021-2022-2023 WASTE PER CAPITA**

**2021 2022 2023** 





#### **MANAGEMENT OF NATURAL RESOURCES**

One of the most important steps in sustainability is to ensure energy efficiency.

In our facility, firstly, the values related to energy use are monitored daily and problems are intervened daily. The departments where excessive consumption is realised are determined and possible saving areas are identified.

Low consumption equipment and systems are preferred.

The following activities related to energy saving are carried out in our hotel and their continuity is ensured. In all rooms, systems that deactivate the heating/cooling devices in case the balcony door is opened are used.

Motion-sensitive sensor lighting is used in applicable guest common areas. Electronic key cards are used in our rooms.

All electrical devices are maintained and cleaned at certain intervals to minimise possible energy losses.

Where possible, photocell self-opening-closing doors are used and energy consumption with heating / cooling loss is reduced.

Energy consumption is minimised by the use of air curtains on suitable doors and by the loss of heating/cooling.

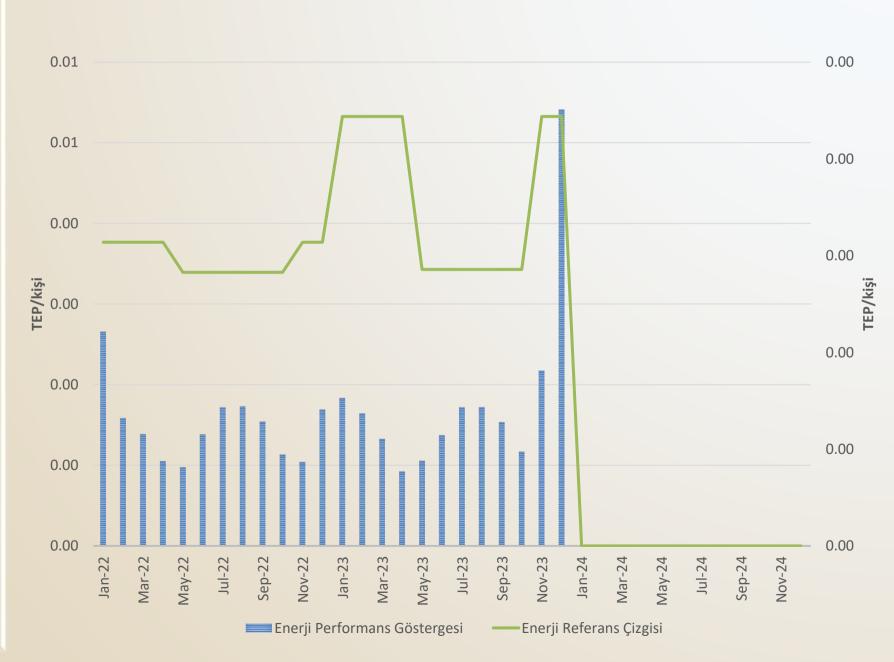
In addition to low-flow special taps and shower heads, we prevent unnecessary water use by using photocell or timed taps, showers and urinals.

Towel and linen changes in the rooms are carried out in line with guest requests and guests are informed about this issue.



#### **ELECTRICITY CONSUMPTION**

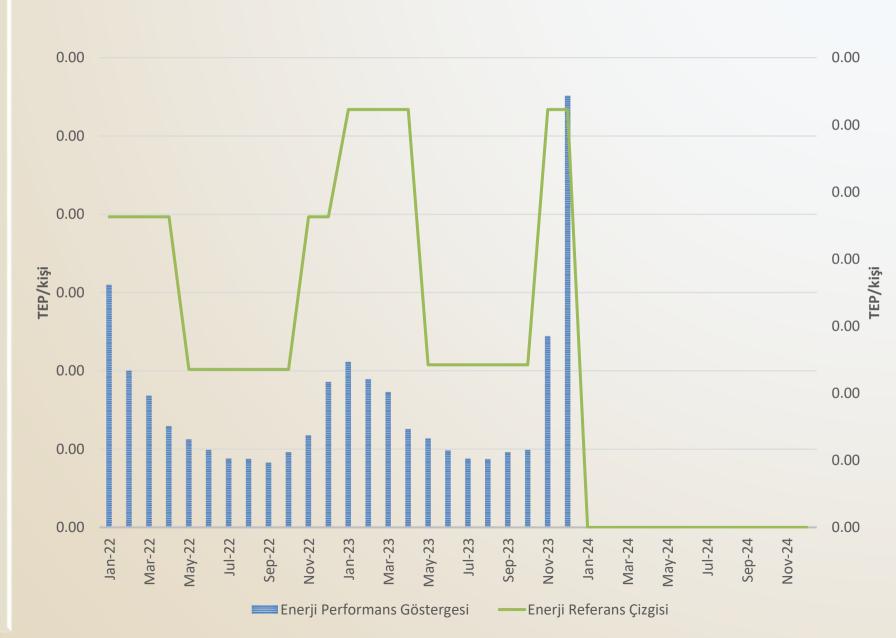
The change in our energy performance depending on electricity consumption in 2022 and 2023 is as shared in the table below as TOE / Person.





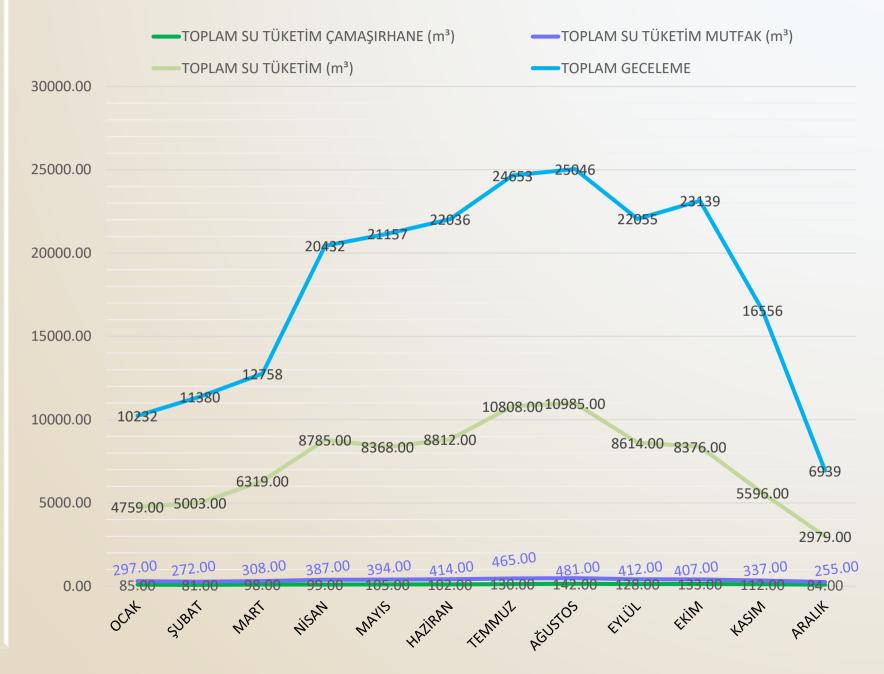
#### **LNG/NATURAL GAS CONSUMPTION**

The change in our energy performance depending on LNG and natural gas consumption in 2022 and 2023 is as shown in the table below in terms of TOE/Person.



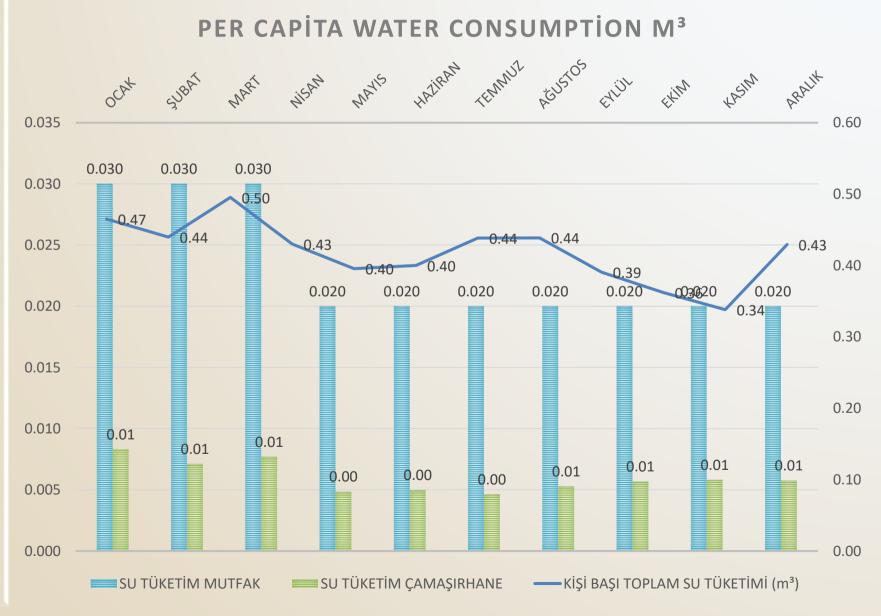


In 2023, the change in our total water consumption depending on variables is as shown in the table below.





In 2023, the change in our per capita water consumption depending on the units is as shown in the table below.





#### **CHEMICAL MANAGEMENT**

Our chemical warehouses are in such a way that necessary precautions are taken against leakage, spillage, etc. that may harm the environment.

Chemical storage is carried out in accordance with the type of chemical, the manufacturer's storage instructions and regulations.

We work with the relevant companies for the safe disposal of chemicals and keep track of chemical wastes.

We control the amount of chemicals we use and provide personnel trainings to prevent wasteful and incorrect use of chemicals.

We prefer concentrated products as much as possible.

We use automatic dosing systems that use the minimum amount of chemicals for proper hygienic application in our pools.

We guarantee that the drugs used by the pest control company we outsource are products that do not harm human health and the environment.

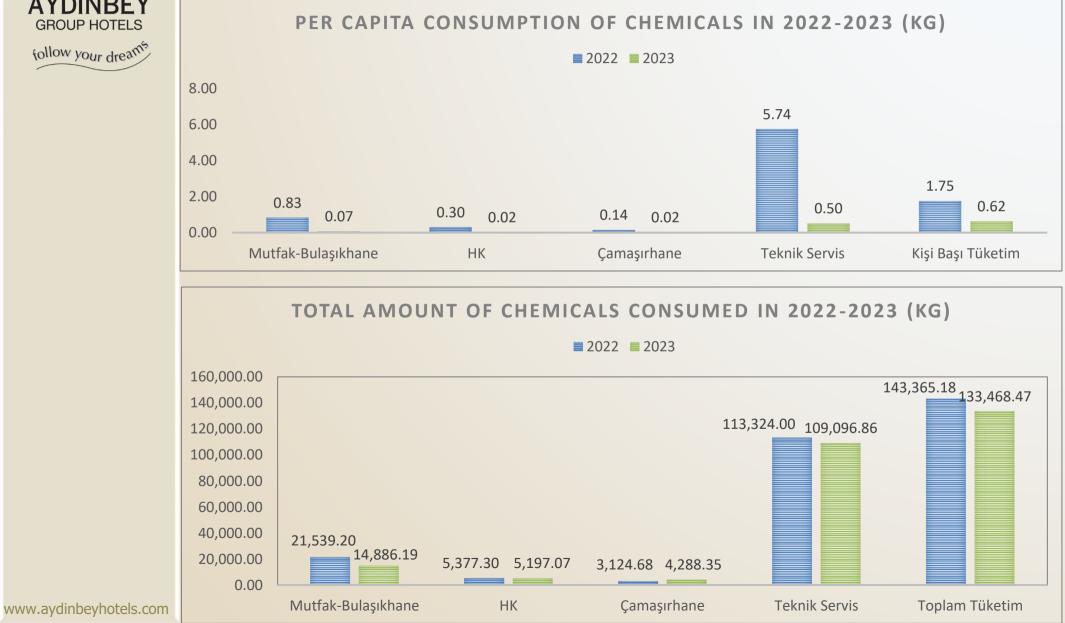
We try to make more use of natural measures (fly catchers, adhesive paper, etc.).

We use sealed pans on all shelves for chemical storage in our chemical warehouses.



#### **CHEMICAL CONSUMPTION**

The change in our chemical consumption by segments in 2022 and 2023 is as shown in the table below in terms of total consumption and per capita consumption.





#### **GOALS**

It is aimed to control the amount of water, electricity, energy, chemicals and solid waste without compromising the comfort of our guests and to minimise the damage that may occur to the environment and natural resources.

To determine the sources used as energy sources in our facility and to ensure the continuity of energy saving.

To continue to provide our staff with the training support they need with the understanding of continuous training and development.

To fulfil our social responsibilities towards our guests, our local community, our personnel and our future generations.

To reduce fuel consumption, to support the use of electric vehicles and to establish an electric vehicle charging unit in the facility.

To continue our activities to protect and improve the habitats of our animal friends who share the same world with us.

To contribute to sustainable tourism and strive to reduce our carbon footprint in order to fulfil the responsibilities of being an environmentally friendly hotel.



Our cultural values such as religious holidays such as Sugar Feast, Sacrifice Feast and special days such as Women's Day, Mother's Day are introduced to our guests and celebrated together with our guests.







Within the scope of World Environment Day activities, celebrations were held in the facility with Eco-Schools. A walking show was organised with the banners prepared by our students to raise awareness.







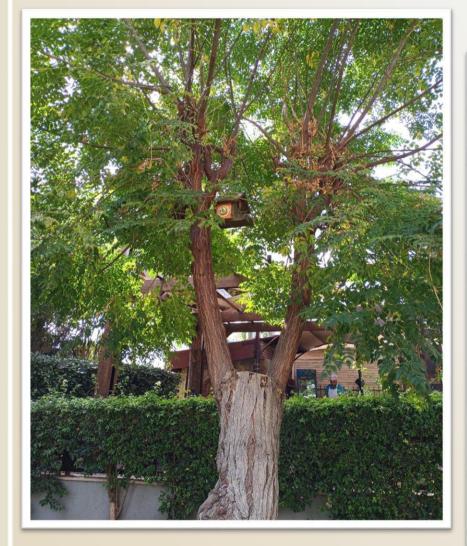
In cooperation with the Tema Foundation for Forest Week celebrations, saplings were planted in the facility with the support of our students. The saplings planted were named after three big cities in the hope that they will be a hope for their earthquake victims affected by the earthquake on 6 February.







We continue to provide shelter and food in the cat houses and bird nests in the facility.







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Since 2011, as a Blue Flag Award-winning facility, we attach great importance to sea cleanliness. The cleanliness of sea water is one of the issues we prioritise most within the scope of both protecting natural life and sustainable tourism.







Staff motivation is very important for us. Food is served to our staff once a week by our department managers, and the wishes, complaints and suggestions of our staff are received.







Within the scope of social responsibility projects, we hosted our Eco-School students in our facility. Our students were introduced to endemic species. They were asked to paint or draw the endangered creature they wanted.







Within the scope of 23 April National Sovereignty and Children's Day, our students were hosted in our facility. A march accompanied by marches was organised in the facility and the meaning and importance of 23 April National Sovereignty and Children's Day, which is our cultural value, was conveyed to our guests.





On 30 August Victory Day, a celebration full of enthusiasm was held with our housekeeping department and animation department. Accompanied by victory marches, guests came together at the facility. The meaning and importance of this blessed day was conveyed to our guests.





A yacht tour from Manavgat river was organised at the weekend for our housekeeping staff for their hard work during the season. It was aimed to have a pleasant time and increase their motivation with the entertainment organised during the tour.





Trainings have been received by the Ministry of Culture and Tourism for our Front Office, Housekeeping, Service and Management departments from trainers specialised in their branches.









We aim to increase the competencies of our employees with the trainings we have organised. Sample frames from zero waste training, fire extinguishing training, chemical usage training organised in 2023.









## **THANK YOU**

As Aydınbey King's Palece team, we greet you with love and respect with our employees.





#### **THANK YOU**



Aydinbey King's Palece Management Team



#### **CONTACT US**

For your comments and suggestions, you can reach our contact information from our web page www.aydinbeyhotels.com



# KING'S PALACE & SPA EVRENSEKI Aydinbey Group Hotels EVRENSEKI