

SUSTAINABILITY REPORT

Serra Park Hotel offers a summary of its economic, social and environmental performance to all its stakeholders with its "Sustainability Report". The purpose of the Sustainability Report is to share accurate and up-to-date information about Serra Park Hotel's corporate values, way of service delivery and performance.

Our mission

To be a facility that understands the requests and expectations of the guests in the best way, reaches them with a quality service, is aware of ethical values and social responsibility, having 4-star facility standards, is sustainable and keeps guest satisfaction above all else.

Our vision

To be a respected and leading tourism facility that has become well-known in the sector, does not compromise on service quality, constantly creates difference and adds value in parallel to its different design, and is seen as an example by its competitors.

Our Quality Policy

In all environmentally friendly products / services we offer, our aim is to ensure food safety and guest satisfaction.

Providing a joyful working environment for our employees and supporting their development are our basis for continuous improvement.

We target to resolve guests' complaints as soon as possible with our standard and professional approach.

We prevent environmental pollution and ensure the protection of biodiversity and ecosystems by reducing waste at source to the extent possible.

By choosing environmentally friendly products; we protect natural resources through efficient use of the resources such as energy, water, etc.

We follow technological developments and legal conditions and evaluate our suppliers accordingly.

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Sustainability Policy

As Serra Park Hotel, we adopt a management approach to the favour of protecting the environment and biological diversity with which we interact without harming, ensuring cultural integrity, meeting the economic and social needs of the society in the region where we operate, and continuous improvement of all these processes, while serving with a focus on guest satisfaction.

With this understanding, our main goal is to minimize the negative effects, if any, of all our activities on society and the environment, to contribute to the local economy, to the protection of natural and cultural heritage, to increase the life quality of the people of the community and of the visitors, and to act in accordance with fundamental human rights.

We take all necessary measures to increase local employment, protect and enrich the ecosystem in the region where we operate, and share all our activities with our stakeholders.

In all our activities, we fully comply with legal processes and take responsibility for the work we do within the framework of our corporate values: reliability, justice, transparency, respect and unity.

For a sustainable environment, we protect our environment, determine our effects on the environment, control negative effects, potential hazards and waste. We review and improve our activities for the effective use of natural resources, reduce the use of energy and water, take measures to combat Global Climate Change, reduce waste at its source, and make improvements to create economic value through reuse and recovery.

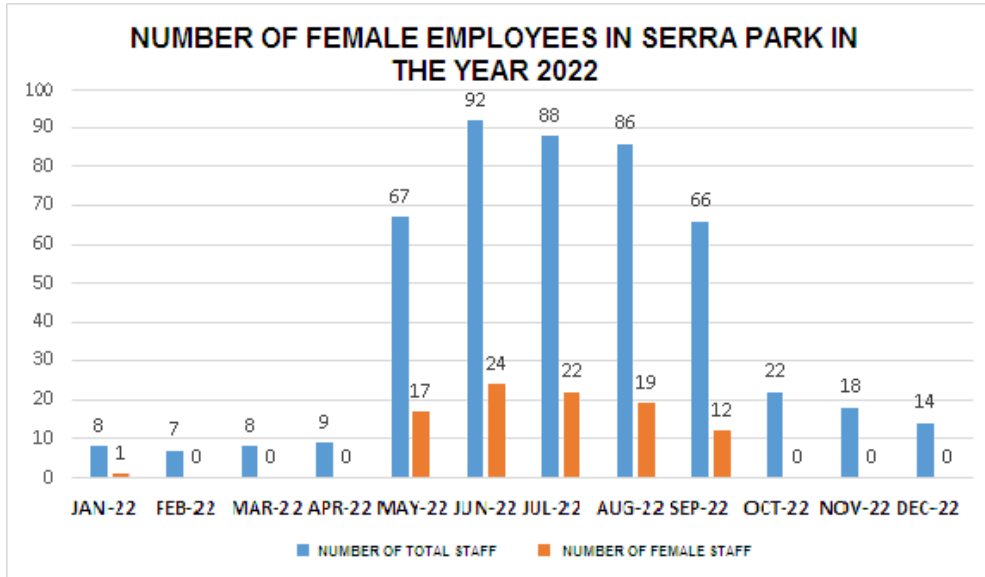
We always support local manufacturers and we purchase from local suppliers to the extent possible. As a priority, the purchased products should be local. We pay utmost attention that our suppliers have adopted environmental policies and fulfilled the legal requirements in this regard. We pay attention to the fact that the raw materials we buy should not generate much waste and should support recycling. We ensure that materials with energy consumption other than A-B class are not purchased, to the extent possible. Unless it is necessary, we try not to purchase products containing harmful gases.

In accordance with the facility policy, projects have been planned to raise awareness of the guests and local people of the economic, environmental, social and management performance, especially the employees, with the Sustainability approach brought by our brand.

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Projects Done:

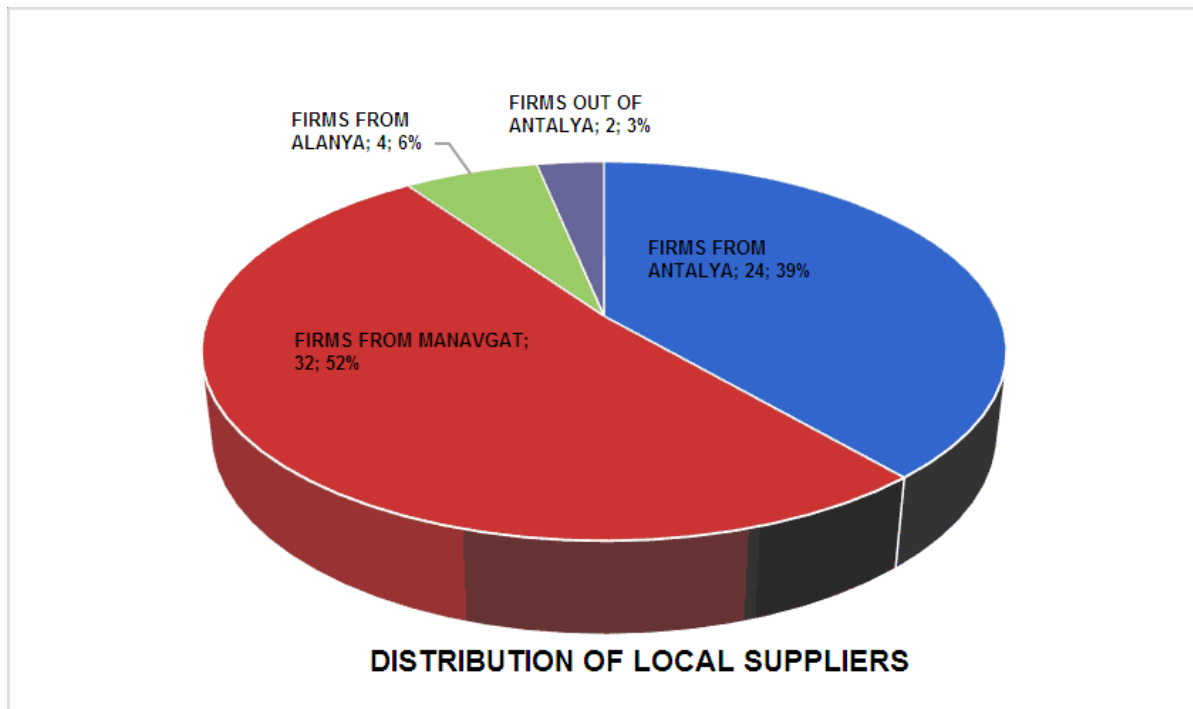
- We have made and continue to make positive discrimination such as not forcing women to work night shifts, employing female employees, not employing female workings in heavy works, not employing child workers (excluding interns).



- Apart from the health service provided by the social security system to all employees, our workplace doctor constantly provides health services to our employees within the facility. Employees benefit from discounted health services from our contracted hospital (Akdeniz Hospital).
- Weekly meetings are held on hotel occupancy, improvements in the hotel, guest satisfaction, sustainability and other issues which are deemed necessary.
- A mini-library has been established in the lobby for reading books.
- At the beginning of the 2022 Season, the cabinets in the personnel locker rooms were repaired and painted.
- In order to facilitate the use of the pool for the disabled guests for the 2023 Season, the installation of an elevator for the disabled people and the use of sun loungers on the beach for the disabled people have been taken into consideration.
- Environmental and TMGD ((Dangerous Goods Safety Consultancy) field tours are held regularly every month.
- Awareness-raising training is given to all employees by Environment and TMGD (Dangerous Goods Safety Consultancy) consultants on a regular basis every year.
- A celebration is held for female employees every year on March 8, International Women's Day and on Mother's Day.
- Food packages are distributed in the first week of Ramadan every year.

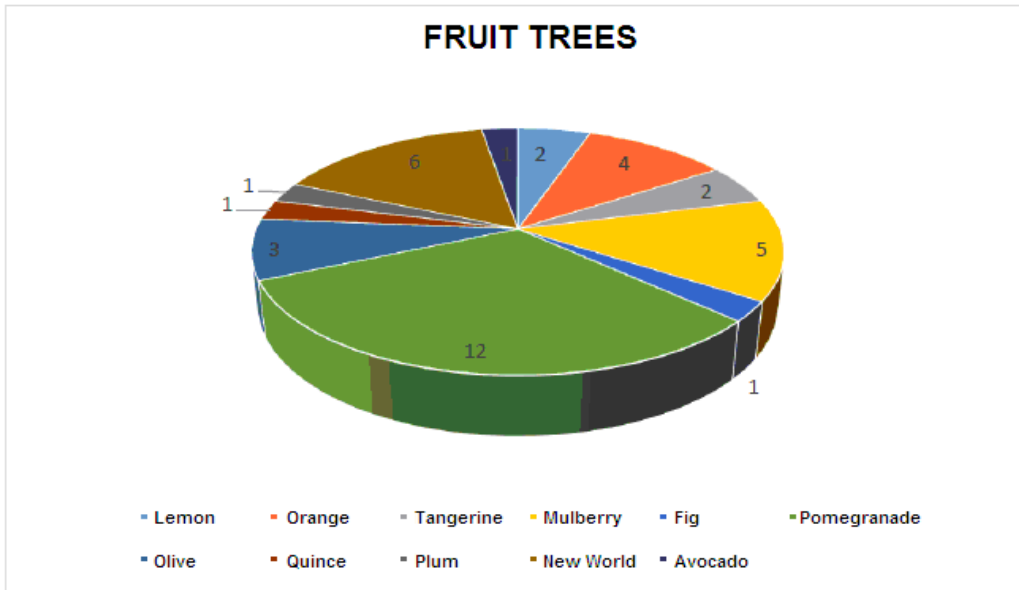
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- The nests of the caretas that lay eggs on our coast are checked, the eggs are taken under protection and the coast is cleared from danger so that the caretas can reach the sea.
- For the personnel born in that month, the birthday parties of the employees who have birthday are held collectively at the end of each month.
- Items related to environmental awareness have been added to our guest surveys, which are applied to evaluate guest satisfaction.
- Information on water and electricity savings was made in each department.
- Trainings on waste separation were given.
- In July 2023, employees were given information training on sustainability. In orientation trainings, information about sustainability is provided.
- Our hotel actively works with 62 companies throughout the season. We work with 24 companies within the borders of Antalya, 32 companies in Manavgat, 4 companies in Alanya, and 2 companies outside Antalya.



- The total number of trees is 94. Of these, 38 are fruit trees. There are 2 lemons, 4 oranges, 2 tangerines, 5 mulberries, 1 fig, 12 pomegranates, 3 olives, 1 quince, 1 plum, 6 new world and 1 avocado tree.

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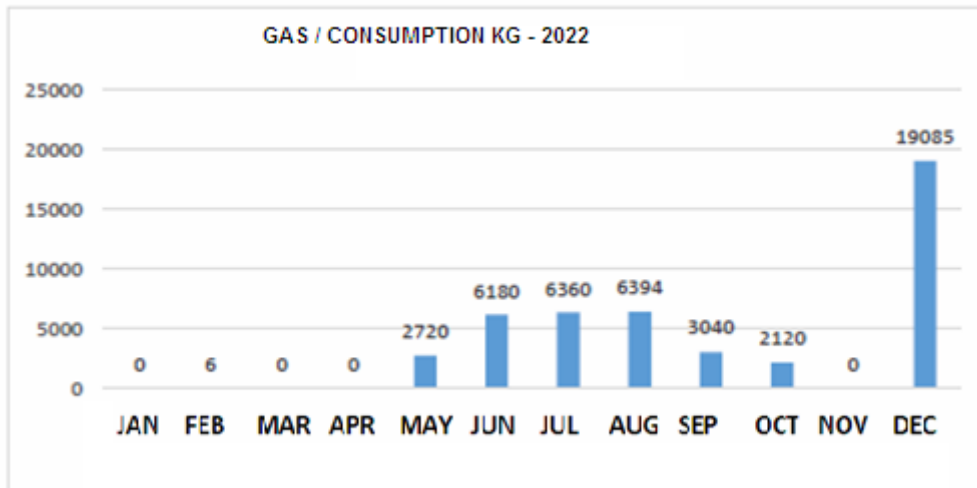
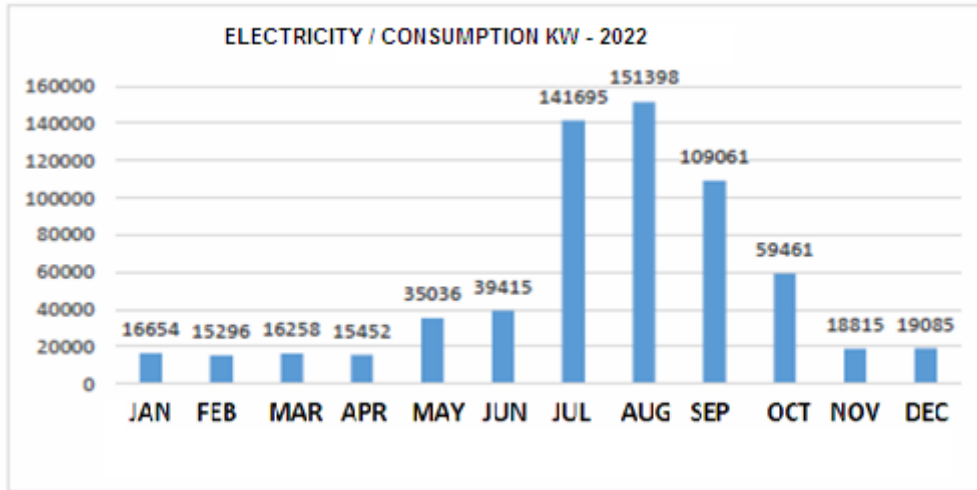
- We offer Turkish Night in the restaurant on Wednesdays where local dishes are presented.
- A presentation area has been created for pancakes, our local delicacy, on the beach.
- Solar panels are used for hot water supply in the facility and facility housing.
- Works have started for renewable energy.

ENVIRONMENTAL MONITORING REPORT

1. LEGAL REQUIREMENTS

- Facility is not subject to environmental permit, a letter is available to indicate that it is out of that scope.
- All environmental inspections and transportation and disposal documents of licensed companies are archived.
- The system is carried out over MOTAT.
- Hazardous waste deliveries are made by licensed companies.
- Waste declarations are made regularly.
- Waste segregation trainings are carried out regularly and continuously at certain intervals (annual, as needed and during personnel recruitment). It is recorded within human resources department.
- Our consultancy company Esila Çevre organized a training on the environment and Life Chain TMG (Hazardous Goods Safety), ensuring that all employees participated in the training.
- Zero Waste Certificate was obtained in 2021.
- Waste declaration was made in March 2023.
- Protection measures are taken for Caretta caretta that lay eggs in the coastal area.
- Chemical, water, electricity and natural gas consumptions of the departments are monitored monthly and annually.

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- Dangerous Goods Using Certificate is available within the scope of the Directive on the Procedures and Principles Regarding the Issuance of Dangerous Goods Using Certificate.

2. WASTE AND ENERGY DATA FOR THE YEAR 2022

WASTE AND ENERGY DATA FOR THE YEAR 2022																	
PROCESS	NO	PERFORMANCE CRITERION	MEASUREMENT FREQUENCY	REPORTING OFFICER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	2022 TOTAL
ENVIRONMENT	1	Amount of paper waste (kg)	Monthly	QUALITY	5	15	41	100	250	610	800	780	700	340	55	17	3713
	2	Amount of plastic waste (kg)	Monthly	QUALITY	3	8	15	80	90	400	560	550	500	240	42	12	2500
	3	Amount of glass waste (kg)	Monthly	QUALITY	0	0	7	10	80	720	950	850	780	630	72	25	4124
	4	Amount of metal waste (kg)	Monthly	QUALITY	0	0	8	12	50	90	95	85	80	75	23	12	530
	5	Amount of organic waste (kg)	Monthly	QUALITY	60	80	160	200	850	5100	6700	7000	6000	2900	446	144	29640
	6	Electricity (kw)	Monthly	QUALITY	16654	15296	16256	15452	35036	39415	141695	151398	109061	59461	18815	19085	691630

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7	Gas (kg)	Monthly	QUALITY	0	6	0	0	2720	6180	6360	6394	3040	2120	0	0	26820
8	A4 (packages)	Annual	QUALITY													50
10	Disposable plastic cups (pieces)	Annual	QUALITY													245000
11	Disposable paper cups (pieces)	Annual	QUALITY													185000
12	Total disposable material (consumption per person)	Annual	QUALITY													13,48
13	Fluorescent lamps and other wastes containing mercury (kg)	Annual	QUALITY													12
14	Oils and fats other than 200125 (kg)	Annual	QUALITY													530
15	Wastes the collection and disposal of which are subject to special treatment in order to prevent infection	Annual	QUALITY													58

3. MONITORING REPORT

TARGET TABLE

PROCESS	NO	PERFORMANCE CRITERION	MEASUREMENT FREQUENCY	REPORTING OFFICER	2022 TOTAL	TARGET	2023 REALIZED
ENVIRONMENT	1	Amount of paper waste (kg)	Monthly	QUALITY	3713	2000	
	2	Amount of plastic waste (kg)	Monthly	QUALITY	2500	1500	
	3	Amount of glass waste (kg)	Monthly	QUALITY	4124	3000	
	4	Amount of metal waste (kg)	Monthly	QUALITY	530	400	
	5	Amount of organic waste (kg)	Monthly	QUALITY	29640	25000	
	6	Electricity (kw)	Monthly	QUALITY	691630	68000	
	7	Gas (kg)	Monthly	QUALITY	26820	105000	
	8	A4 (packages)	Annual	QUALITY	50	40	
	10	Disposable plastic cups (pieces)	Annual	QUALITY	245000	200000	
	11	Disposable paper cups (pieces)	Annual	QUALITY	185000	17000	
	12	Total disposable material (consumption per person)	Annual	QUALITY	13,48	10	
	13	Fluorescent lamps and other wastes containing mercury (kg)	Annual	QUALITY	12	10	
	14	Oils and fats other than 200125 (kg)	Annual	QUALITY	530	500	
	15	Wastes the collection and disposal of which are subject to special treatment in order to prevent infection	Annual	QUALITY	58	40	

4. ENVIRONMENTAL EVENTS

- Environmental Area Cleaning
- Beach Area Cleaning
- Information Board (Staff common area)
- Protection of Caretta Caretta Breeding Area

5. STAFF PROGRESS REPORT

Within the period of 2022, the following items were carried out. While some of these issues were actually implemented in the past, they were developed and recorded in this period.

- There is a wish, suggestion and complaint box in the Staff Cafeteria. The key to this box is retained by Human Resources and all notifications are reported to the senior management.
- Weekly and monthly menus of the staff cafeteria are prepared.

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- In addition to at least the minimum wage, the personnel are provided with food and transportation facilities.
- The work clothes of our personnel are made ready in our hotel's laundry room, using the facilities of our hotel, before starting work. Any requests for changes, modifications and missing uniforms are met.
- Disabled personnel are employed in our hotel as required by the law. In non-isolated environments, they work on equal terms with their other colleagues, within the limits of what they can do (in non-hazardous jobs and based on the availability of their physical condition).
- Every month, the personnel of the month is selected among our personnel by voting and these personnel are rewarded.
- Due to the importance of continuous education in our facility, trainings are given periodically on different subjects. (Such as Department On-the-Job Trainings, Occupational Health and Safety, Fire, Environment, Hazardous Substance Safety, Certified First Aid, Food Safety and Hygiene Training...)
- All our employees who have a contract with our hotel have the right to a free examination to the workplace doctor working in our hotel, who is working for the contracted hospital. In addition, our employees benefit from discounts in all branches of the hospital, including the central building.

Our Works for the year 2023;

- Trainings on communication and competent management will be given to all department managers.
- The number of orientation and environmental trainings given to the personnel will be increased.
- The Sustainability Policy has been prepared and published on the personnel area environmental panel.