



**EXCLUSIVE HOTELS** 



# Sustainability Report

2023

Quality Management



Dear Guests, Business Partners and Employees,

As **Kamelya Collection Exclusive Hotels**, we are aware of the fact that guest satisfaction is only achieved by employee satisfaction from past to present;

We blend our management approach, which puts our employees at the centre, with our renewed body and soul, and we are proud to offer examples of branded service to our sector with our products where our culture and values are preserved and change is integrated with naturalness. We have adopted renewal and development not only for the sake of keeping up with the world, but also as a requirement of our natural transformation and the excitement that comes from within us in accordance with our name. In 2008, we redefined and renovated Kamelya Fulya and Selin Hotel in the new brand year by renewing both the body and the soul of our facility. In 2010, Aishen K Club was renovated and in 2015, we brought comfort and luxury to our guests, never to leave again, Kamelya Collection Exclusive Hotels. We are wholeheartedly committed to growth targets focused on "a sustainable world, sustainable tourism". We endeavour to reach international standards in quality, environment, food safety, energy and occupational health and safety in our works by taking one step ahead of legal compliance.

We do not ignore social sensitivity in our work with our communication based on trust, taking care to establish sincere, permanent and respectful relationships with all our stakeholders. Today, we are experiencing a process in which many new expectations and needs arise in the tourism sector worldwide, from environmental issues to business and social life. This process shows the importance of responsible and sustainable tourism, which we, as Kamelya Collection Exclusive Hotels, emphasise and which our corporate values also point to. We focus on managing sustainability risks effectively and ensuring sustainable growth with long-term strategies, and thus we aim to increase our success day by day. I would like to extend my sincere thanks to our valuable employees, business partners and our guests who have always trusted our service understanding in order for Kamelya **Collection Exclusive Hotels**, which makes a difference and is proud of the difference it creates, to reach its rightful position today.

YAHYA KURT

CHAIRMAN





#### Sustainable Tourism

As Kamelya Collection Exclusive Hotels;

Meeting the needs of our guests and the people of the region by considering future generations, protecting natural resources and wildlife, saving energy and water and improving the quality of life constitute the basis of our sustainability activities.

#### • Supporting the People of the Region

As Kamelya Collection Exclusive Hotels;

We pay attention to the fact that the personnel we employ are from the people of the region. In this way, with the multiplier effect of the economy, we contribute to the revitalisation of the economy in the region by the staff we employ. At the same time, we help the people of the region to stay in the region rather than looking for job opportunities outside. We prioritise local companies in our supplier selections.

#### Creating Opportunities

As Kamelya Collection Exclusive Hotels;

We create internship opportunities for tourism students to gain work experience. We support our employees with trainings and career management programme. By supporting our own employees as much as possible, we aim to move them to higher positions and grow together.

#### Communication with stakeholders

Being aware of the importance of effective twoway communication with stakeholders, we work on maintaining a transparent communication by determining different communication methods with different stakeholder groups. We shape our sustainability strategy and activities around the opinions of our stakeholders and use effective communication methods in line with the suggestions and ideas of different stakeholder groups. We contribute to sectoral development through effective communication and cooperation with stakeholders.





### KAMELYA COLLECTION EXCLUSIVE HOTELS

- Group Name: Kamelya Collection Exclusive Hotels
- Hotel Name: Sentido Selin Hotel Sentido Fulya Hotel Aishen Club
- Consept: Ultra All Inclusive
- Telephone: +(90) 242 763 66 80
- Fax: +(90) 242 763 66 84
- Web Page: www.kamelyacollection.com
- E-mail: info@kamelyacollection.com
- Address: Çolaklı Beldesi, Side, 07600, Manavgat
- Category: 2 5 Star Hotels and 1 1st Class Holiday Village
- Season: 12 Months Open
- Location: Latitude 36°48'34.29 "N Longitude 31°20'7.27 "S It is located by the sea, 55 km from Antalya International Airport and 5 km from the ancient city of Side.
- Years of Opening: 1992
- Nearest Airport: Antalya Airport 55 km
- Nearest City: Side 5 km
- Transport: Public transport / Car rental / Airport Transfer
- Description: The facility, which operates with a wide range of services that can meet all demands with 2 hotels and 1 holiday village built on an areaof approximately 240.000 m<sup>2</sup>, has a 500 m private beach and serves all age groups with football and basketball courts, A'la Carte restaurants & bars, spas, tennis courts, water slides, activities and entertainment..



# AWARDS AND CERTIFICATES

- ISO 9001 QUALITY MANAGEMENT SYSTEMS BV
- ISO 22000 FOOD SAFETY MANAGEMENT SYSTEM BV
- ISO 10002 GUEST SATISFACTION MANAGEMENT SYSTEM BV
- ISO 50001 ENERGY MANAGEMENT SYSTEM BV
- SUSTAINABLE TOURISM CERTIFICATE %100- BV
- TRAVELIFE GOLD CERTIFICATE
- BLUE FLAG TURCEV
- TRIPADVISOR TRAVELLERS CHOICE 2023
- CORALTRAVEL STARWAY TOURISM AWARDS KAMELYA AISHEN CLUB WORLD BEST HOTELS 2023 TOP 5 CORAL FAMILY CLUB
- ZOOVER GOLD AWARD 2023
- SENTIDO SUCCESS AWARDS VARIOUS
- RECOMMENDED ON HOLIDAY CHECK 2023
- CORENDON HOTEL OF THE YEAR- CHILD FRIENDLY- AISHEN CLUB
- DEKAFOK ACCOMMODATION FACILITY CERTIFICATE THAT SUPPORTS RECYCLING
- DEKAFOK SEA TURTLE-FRIENDLY ACCOMMODATION FACILITY CERTIFICATE



### **OUR POLICIES**

As Kamelya Collection Exclusive Hotels with our policies; our purpose is to protect and improve our business, guests, employees, suppliers, environment and nature.

LOCAL COMMUNITY POLICY

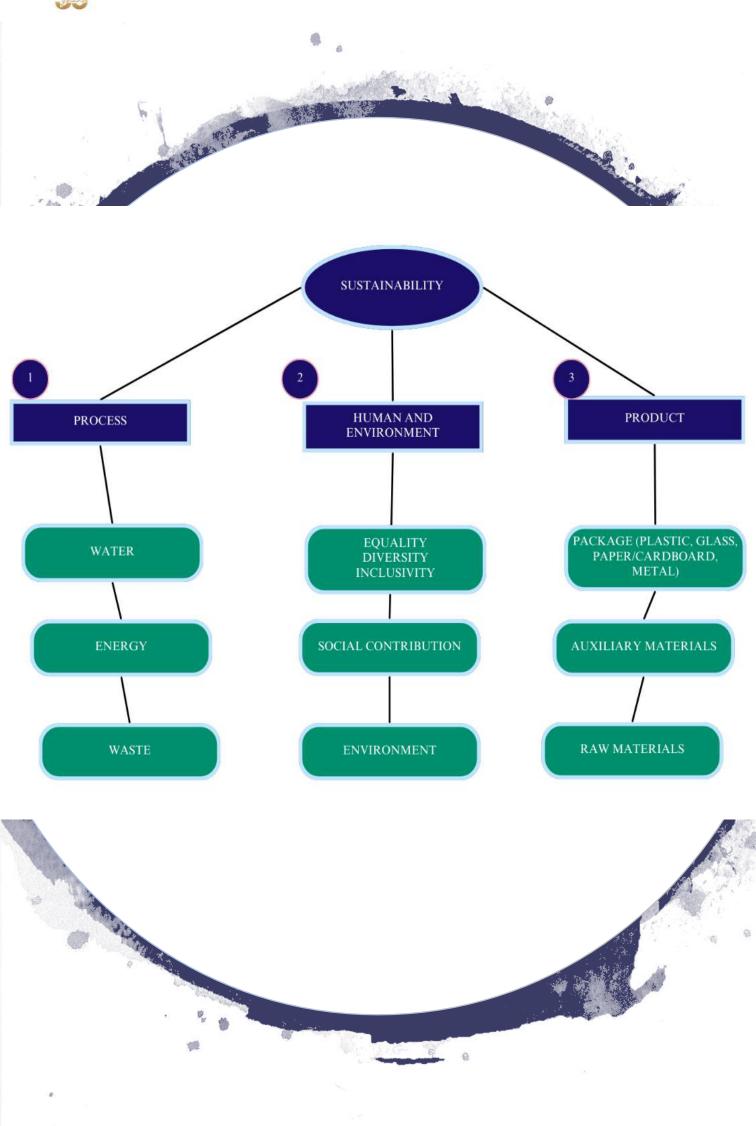
QUALITY AND FOOD SAFETY INTEGRATED POLICY

**GUEST SATISFACTION, COMPLAINTS HANDLING POLICY** 

**ENVIRONMENTAL POLICY** 

**OCCUPATIONAL SAFETY POLICY** 







# PROCESSES

WATER MANAGEMENTENERGY MANAGEMENT

WASTE MANAGEMENT



### WATER MANAGEMENT

As a Kamelya Collection Exclusive Hotels;

- Periodic checks to prevent water waste.
- Faucet systems that reduce water consumption
- Towels and sheets in guest rooms are changed only upon guests' request.
- Water saving systems in public toilets
- Use of consumption measuring instruments and improvement with targets
- Garden irrigation systems, timer-controlled spring systems and drip irrigation
- Choosing landscaping materials that will reduce water consumption in garden areas
- Use of washing tubs in kitchen and F&B fruit and vegetable washing processes
- Daily monitoring of water consumption on meters in different areas
- Safe discharge of wastewater
- Guest information and employee training

With these work methods our goal to control water consumption.





### ENERGY MANAGEMENT

- Our outdoor lighting is controlled by a timer.
- Electronic key cards are used in our rooms.
- TVs with low standby consumption are used in our rooms.
- Employees were made aware of closing the curtains when the guest was not in the room.
- Our minibars in our rooms are positioned away from heat sources in order to save energy.
- 325 solar panels in our facility provide support in providing hot water and as a pre-heater for the water going to the boilers.
- Electric vehicles are preferred instead of vehicles using fuel oil to reduce carbon emulsion.
- Plans are being made for vehicle use and transportation services to reduce diesel consumption and carbon emissions.
- Supplier proximity is taken into consideration.
- With Solar Energy Systems, all of our electricity is converted into renewable resources.
- With periodic maintenance, energy loss of all our electrical equipment is prevented.
- Heat and energy loss is prevented by systems that stop the air conditioning when our room balcony doors are opened.



### SES (SUN ENERGY SYSTEMS)

# SES INSTALLATION WE HAVE COMPLETED AS OF 2023,

WE WILL REDUCE ELECTRICITY CONSUMPTION BY TAKING ACTION IN 2024

%100

WE AIM TO PROVIDE FROM SOLAR ENERGY





### WASTE MANAGEMENT

- We separate our waste at the source.
- By storing it appropriately, we ensure proper disposal or recycling with licensed waste companies.
- We keep our waste amount under control.
- We plan improvements by setting goals.







### WASTE MANAGEMENT

- We aim to protect the environment and natural riches by conducting studies and meetings within the scope of zero waste.
- We carry out various studies to reduce our waste production at the source, encourage our guests and employees to participate in the recycling program, and provide information.
- We take care to keep both our facility and our environment clean by organizing environmental events.
- We work to protect the environment and nature in cooperation with local governments and associations.





### HUMAN AND ENVIRONMENT

- EQUALITY DIVERSITY INCLUSIVITY
- SOCIAL CONSTRIBUTION
- ENVIRONMENT



### HUMAN AND ENVIRONMENT

To achieve better;

- We conduct environmental, social and performance evaluations of our hotels.
- We work to achieve the goals set to increase this performance.
- We determine the strategy and process to be followed to achieve the determined goals.
- We work on possible risks and solution suggestions.
- We aim to contribute to ecological balance.
- We work to minimize the negativities and dangers that may affect the environment and to take the necessary precautions.
- We work to keep performance results at the highest level.



EQUALITY DIVERSITY INCLUSION

#### BY PROVIDING CONTINUOUS TRAINING TO OUR EMPLOYEES, WE AIM TO HELP THEM BOTH IN THEIR WORK AND IN THEIR PERSONAL DEVELOPMENT.

WE ADOPT THE PRINCIPLE OF NOT MAKING DISCRIMINATION AMONG EMPLOYEES DUE TO LANGUAGE, RELIGION, RACE, AGE, GENDER, POLITICAL OPINION, PHILOSOPHICAL BELIEF, SECT AND SIMILAR REASONS.

BY SUPPORTING DISADVANTAGED GROUPS, WE MANAGE OUR PRIORITIES AND TARGETS ACCORDINGLY.

WE PROVIDE EQUAL RIGHTS TO ALL JOB APPLICANTS.

WE DO NOT PREVENT OUR EMPLOYEES FROM UNION MEMBERSHIP.



### EQUALITY DIVERSITY INCLUSION

For Kamelya Collection Exclusive Hotel Employees;

**Staff Transportation**; Due to the nature of hotel businesses, employees work in different shifts. This requires transportation by shuttle at different times. For this reason, we provide shuttle services to various locations from Antalya to Manavgat at different times of the day.

**Housing Service;** Employee lodgings are available for the use of our staff working at Kamelya Collection HOTELS who do not reside in Antalya.

**Staff Cafe**; Meals served in the staff cafe are free for employees. Within the scope of 15-day menus, 4-course meals, salad buffet, desserts, fruits, drinks and ice cream are offered.

**Doctor Office;** Our hotels have a Doctor's Office staffed by a doctor and a nurse. Our employees can benefit from health services during working hours.



#### For Kamelya Collection Exlusive Hotel Employees;

**Birthday Celebration;** The names of the staff who have a birthday are monitored daily by the Human Resources Directorate and a birthday celebration message is sent via mobile. A birthday celebration is held by cutting a cake for the staff born in that month.

**Staff Night;** At the end of each year, a «Staff Night/Staff Activity" is organized in which all employees participate to relieve the business of the year and to socialize. The organization of the night is made by Human Resources.

**Weekly Psychologist Visits;** Our contracted psychologist comes to our facility once a week; Group or individual therapies are organized for our employees who are scheduled or request them.

**Staff Kids Party;** On April 23 and before the opening of the school, a "Staff Children's Party" is held with the participation of the primary school children of the staff. Human Resources and Entertainment & Animation Departments (Mini Club) make the program and execution of the party.

**Staff of the Month Selection;** It is aimed to increase staff motivation in events organized monthly with the participation of all department employees, accompanied by food, beverages and music. At this event, the Employee of the Month is given a certificate and gift. His photo will be displayed on the Employee of the Month Board until the end of the year.



#### **COMMUNICATION WITH STAKEHOLDERS**

Stakeholder Group	Communication Methods
Staff	One-on-one meetings, group meetings, training, monthly events, suggestion and complaint surveys, employee satisfaction surveys, events and volunteer activities, psychologist consultation days, OHS Board meetings, activity and sustainability reports, website.
Guests	Guest satisfaction surveys, request forms, contact forms, social media, website, call center, guestranet and homes application.
Suppliers	Purchasing specifications, Supplier audits, Performance Evaluation System, Meetings, interviews
Local Communities	Social Projects, information requests (when necessary), activity reports1, meetings, complaint system
Public Institutions	Social Projects, activity and sustainability reports, website, stakeholder analysis, one-on-one interviews, effective relationship management.
Sectoral Groups	Meetings, Seminars
Universities	Intern Program, conference-meeting participation
Media	Interviews, launch meetings, media releases





#### CODER

Our Chairman of the Board of Directors, Mr. Yahya Kurt is the founder and president of Çolaklı Tourism Development and Promotion Association, which works to ensure that tourism benefits local development.



#### **DONATIONS FOR 2023**

- ANTOK ANTALYA ORCHIDS AND BIOLOGICAL
  DIVERSITY PROTECTION ASSOCIATION
- CEKUL FOUNDATION FOR THE PROTECTION AND PROMOTION OF ENVIRONMENTAL AND CULTURAL VALUES
- MANAVGAT MUNICIPALITY OIL WRESTLING
- AKDENİZ UNIVERSITY
- NIGER CONSULATE
- TURKISH POLICE STRENGTHEN FOUNDATION
- FETHI YILMAZ SEZER VOCATIONAL AND TECHNICAL ANATOLIAN HIGH SCHOOL





We take all precautions and cooperate with associations to ensure that the Caretta Carettas, who visit our facility's beach every year and lay their eggs, reunite their healthy babies with the sea.





We celebrate our national holidays together with our guests, employees and their fam<u>ilies</u>.



We bring together the handicrafts of school students in our region with our guests through local collaborations.

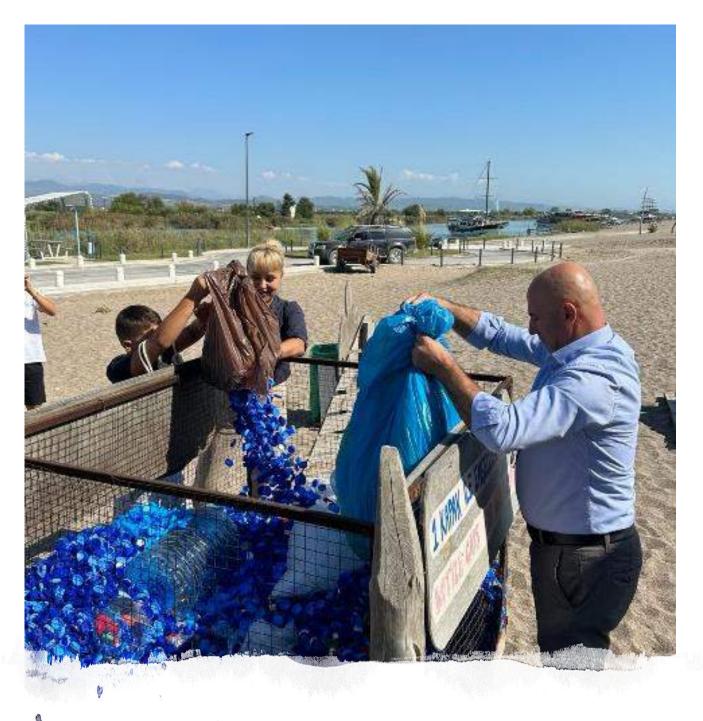


We always share our local flavors with our guests in both our main restaurants and a'la carte restaurants.



We protect our cultural and natural beauties and introduce them to our employees and guests. We organize trips for our employees.





With the associations and schools we cooperate with; We carry out our social responsibility projects together.



- Selection of plants compatible with loca vegetation,
- Breeding and increasing endemic species,
- Use of organic and/or naturecompatible fertilizers and chemicals as much as possible,
- Plant production should be done in our own greenhouses as much as possible
- To provide our guests together with fruit and vegetable production
   experience and to organize harvest activities,
- To present the fruits and vegetables we produce in our own gardens to our guests by using them in our kitchens,
- Protecting the natural life of animals (e.g. health checks, mini zoo)





#### OUR ENDEMIC PLANT VARIETIES

- Serik Pear
- Sand Lily

#### OUR GENERAL PLANT DIVERSITY

- Maple
- Australian Rubber Tree
- Avocado Tree
- Dwarf Fenix Tree
- Iron Tree
- Mulberry
- Stone Pine
- Grevillia Tree
- Palm Tree
- Jacaranda Tree
- Cyprus Acacia
- Red Pine
- Sand Lily
- Lemon Tree
- Tangerine Tree
- Magnolia Tree
- Eucalyptus Tree
- Palm
- Orange Tree
- Serik Pear
- Bottle Tree
- Rosary Tree
- Citrus Tree





#### OUR ANIMALS IN THE FACILITY

- Peacock
- Rabbit
- Persian Chicken
- Flora Bird
- Hünkari Pigeon
- Fan Tail Pigeon OUR ANIMALS IN THE REGION
- Caretta Caretta (Water Turtle)
- Deer
- Fox
- Marten
- Squirrel
- Crane
- Red deer
- Wild Goat
- Jackal
- Hyena
- Wolf
- Bear
- Partridge
- Quail
- Turtledove
- Wild Pigeon
- Woodcock
- Freckle Bird
- Blackbird
- Golden Oriole





### GUEST INFORMATION AND ACTIVITIES

- We provide information to our guests about local, cultural and natural beauties with information boards.
- We encourage the use of public transportation and shared cars.
- We provide information about products that are not environmentally friendly.
- We encourage energy saving and waste management.
- We prepare an environmental brochure stating our environmental activities.
- We have defined waste classification areas in all areas.
- Environmental activities in the Chameleon Kids Club program
- Participation in the annual European "Blue Flag" program
- Cooperation with local and general environmental organizations
- We aim to raise awareness by organizing periodic training for staff.





### WE THINK GREEN...

We train our employees on the precautions to take in case of spills of hazardous chemicals.

We encourage our employees and guests to be environmentally conscious, and we develop our employees by providing them with awareness training on environmental awareness and efficient use of energy.

We use energy and water saving systems in our hotels.

We raise awareness and encourage our suppliers and stakeholders about green economy and energy efficiency studies.

We periodically organize activities with our employees to protect natural areas.

We raise awareness and encourage our suppliers and stakeholders about green economy and energy efficiency studies.





Together with all our employees; In order to both ensure environmental cleanliness and raise environmental awareness, we regularly organize environmental cleaning events inside the facility, on the beach and around the facility.



With guest children together, we plant fruits and vegetables in our garden and organize harvest events.

We carry out awareness-raising activities through environmental activities.



# PRODUCT

PACKAGE AUXILIARY MATERIAL RAW MATERIALS



# SUPPLIER

In all of our purchases, we aim to make our supplier selection from local suppliers and local people whenever possible and to develop together.

Our local supplier ratio in 2023;

• %86,4

Our local supplier target for 2024;

• %87





## RAW MATERIALS AND PACKAGE

6

The amount of waste is reduced by using beverage units instead of disposable metal cans, plastic bottles, etc.



Packaging waste was reduced by purchasing large packaged boxes and buckets instead of disposable breakfast products whenever possible.



In order to reduce paper consumption, we make our correspondence and announcements via e-mail as possible.



We are trying to act more environmentally friendly and sensitive in terms of recycling by offering quality products in returnable glass bottles in minibars and lobbies.



We encourage the use of glass and flexiglass cups in bars instead of paper and plastic cups.



By using dispensers, it reduces packaging waste from shampoos and shower gels.



## RAW MATERIALS AND PACKAGE

- We serve the meals in small pieces to prevent waste.
- In meal services, we use serving containers as small as possible, considering the density.
- We consider 100%
  biodegradable/craft packaging alternatives in all our selections, such as shower amenities.





#### AUXILIARY MATERIAL CLEANING CHEMICAL

We take the necessary precautions against situations such as leaks and spills in our chemical warehouses that may harm the environment.

Chemical storage; We do it in accordance with the type of chemical, the manufacturer's storage instructions and regulations.

We work with authorized companies for the safe disposal of chemicals.

By monitoring chemical usage rates, we aim to prevent wasted use.

In order to ensure hygienic conditions in our pools, we automatically dose the appropriate chemicals in order not to deviate from optimum use.

In order to reduce chemical use, we carry out our disinfection processes with ozone devices in our kitchens.

We follow the legal permissions and Material Safety Data Sheets by keeping track of the chemicals used by the pest company we receive service from.

We provide training to our employees on this subject.

# DATA EVALUATION

Q3

Q2

Q3

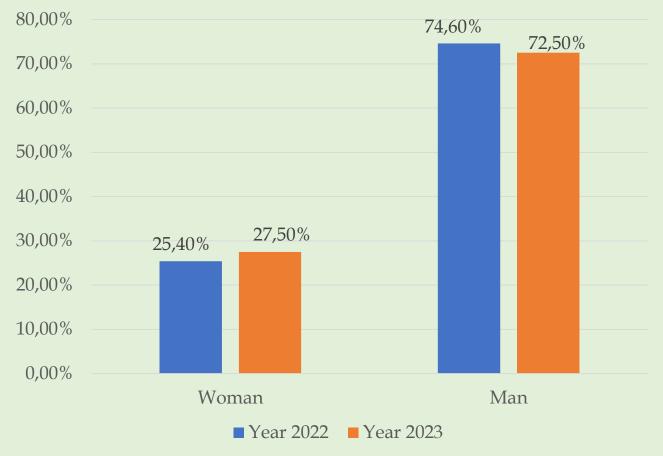
2023



#### **Employee Gender Distribution**%



#### Manager Gender Distribution%





Employee Education Distribution%

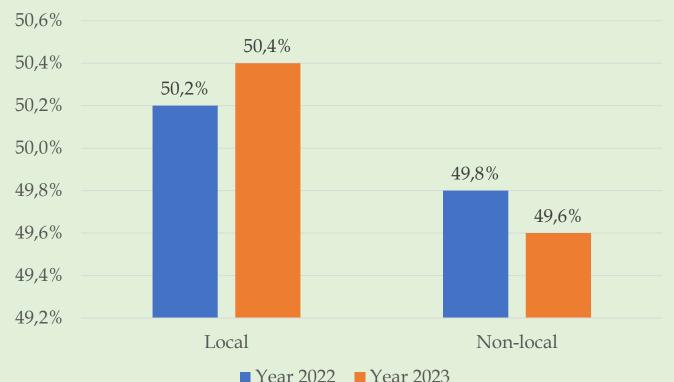


#### **Employee Age Profile Distribution**%

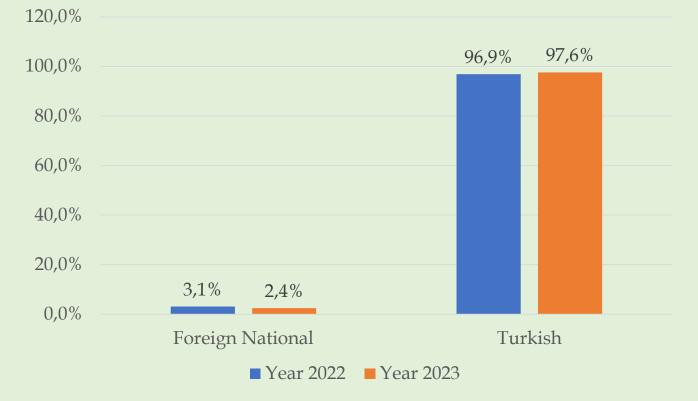




#### **Residence Distribution**%

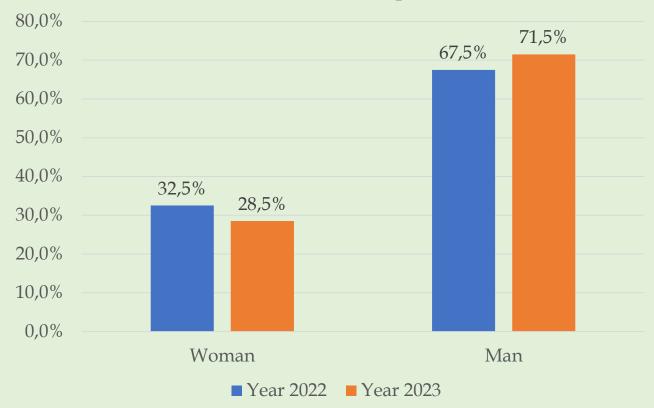


#### Nationality Distribution%





#### 2022-2023 Gender-related promotion %



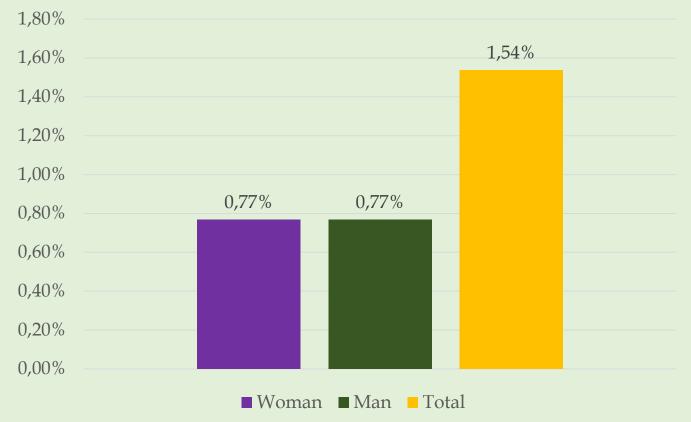
**Gender Related Promotion in Total Employees** %





# There are 22 disabled employees and the proportion of disabled employees who received promotions is given below.



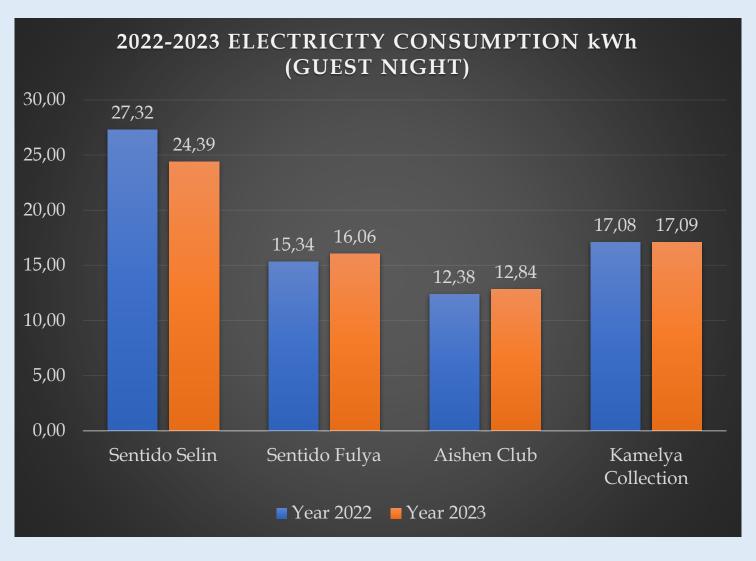


# OUR ENERGY CONSUMPTION DATA

2023

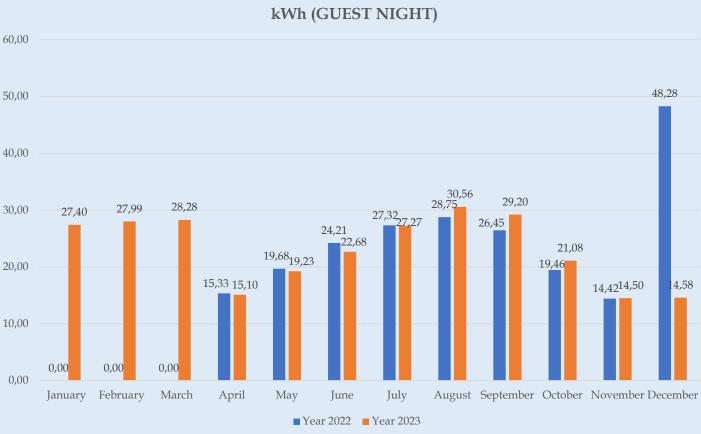


### **ELECTRICITY CONSUMPTION**





### **ELECTRICITY CONSUMPTION**



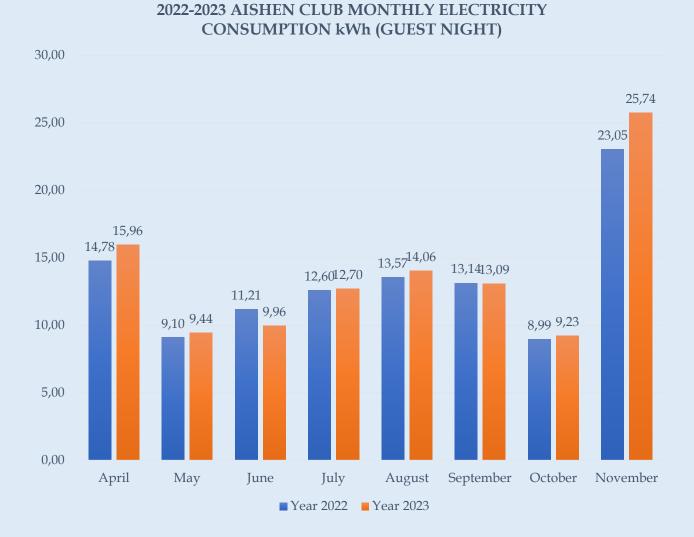
### 2022-2023 SENTIDO SELIN MONTHLY ELECTRICITY CONSUMPTION

2022-2023 SENTIDO FULYA MONTHLY ELECTRICITY CONSUMPTION kWh (GUEST NIGHT)



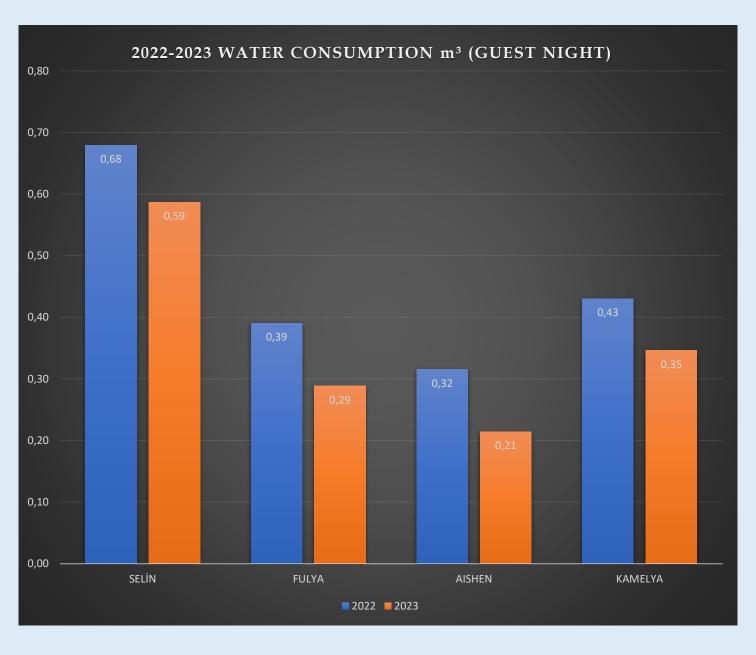


### **ELECTRICITY CONSUMPTION**





# WATER CONSUMPTION





### WATER CONSUMPTION

2022-2023 SENTIDO SELIN MONTHLY WATER CONSUMPTION m<sup>3</sup> (GUEST NIGHT)

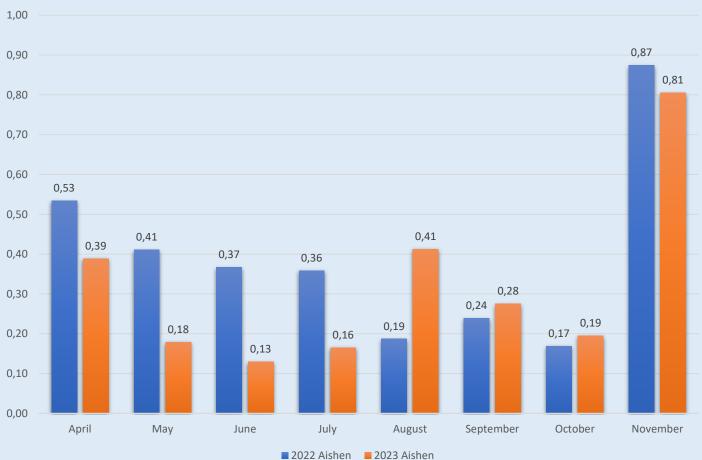


### 2022-2023 SENTIDO FULYA MONTHLY WATER CONSUMPTION m<sup>3</sup> (GUEST NIGHT)





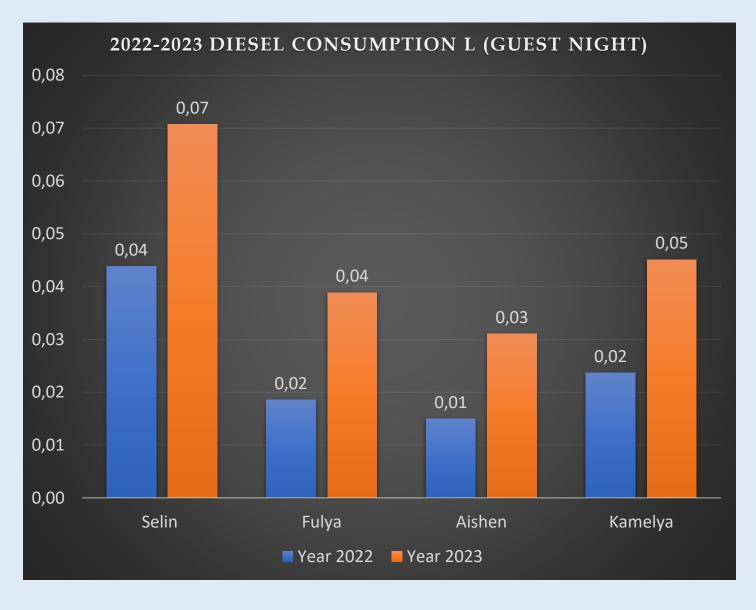
### WATER CONSUMPTION



2022-2023 AISHEN CLUB MONTHLY WATER CONSUMPTION m<sup>3</sup> (GUEST NIGHT)



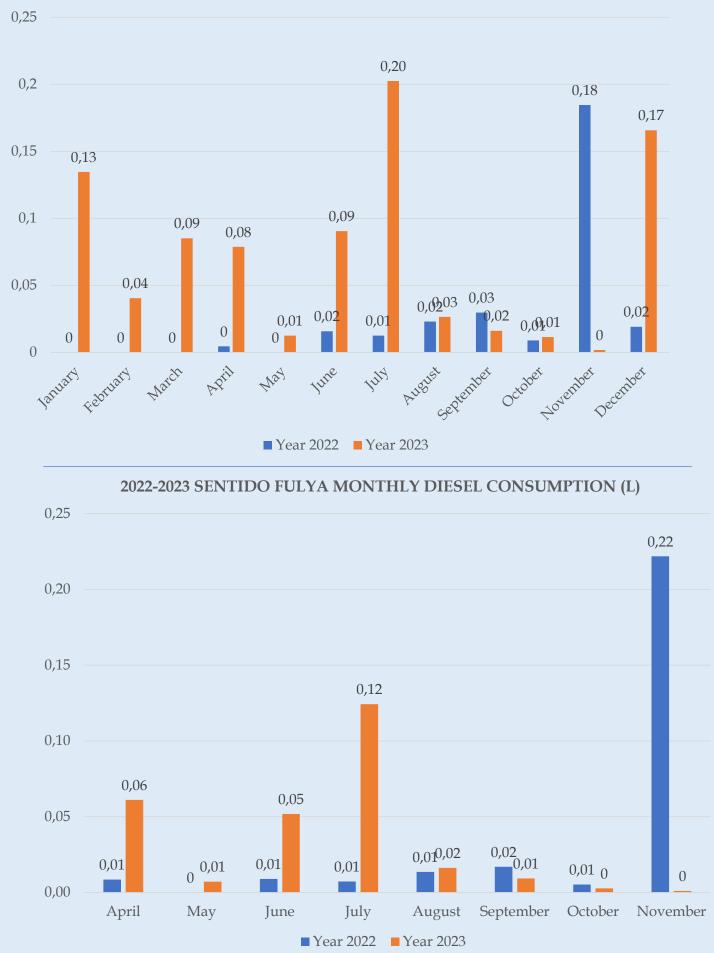
# **DIESEL CONSUMPTION**



### **DIESEL CONSUMPTION**

2022-2023 SENTIDO SELIN MONTHLY DIESEL CONSUMPTION (L)

CAMELYA





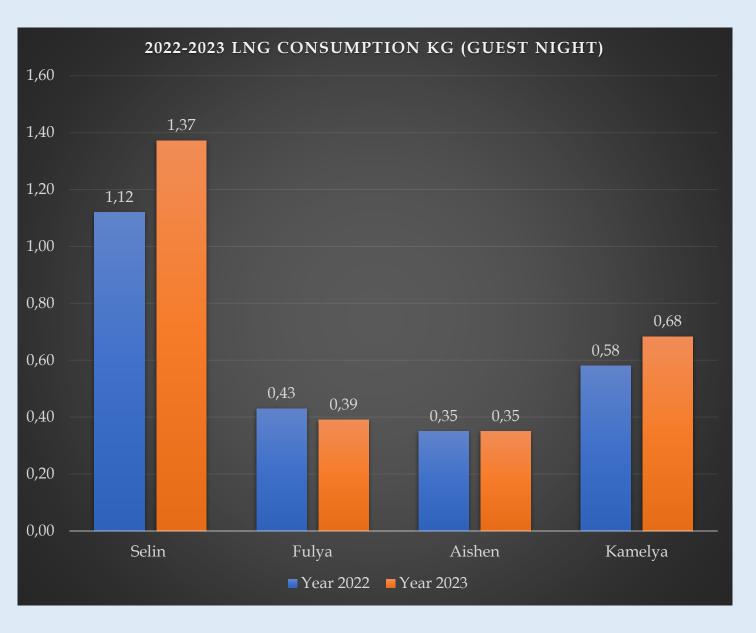
# **DIESEL CONSUMPTION**

#### 2022-2023 AISHEN CLUB MONTHLY DIESEL CONSUMPTION (L)





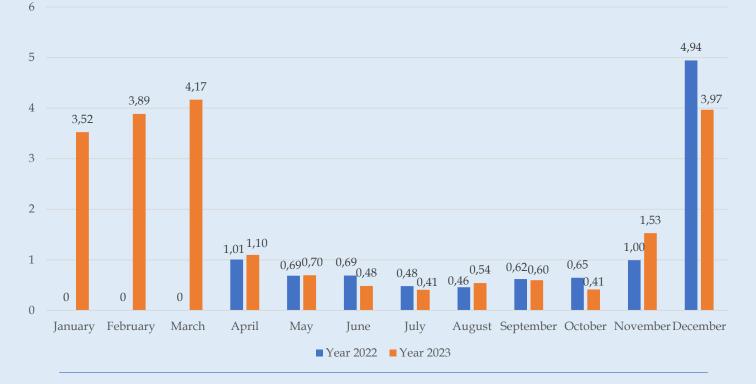
# LNG CONSUMPTION





# LNG CONSUMPTION

### 2022-2023 SENTIDO SELIN MONTHLY LNG CONSUMPTION KG (GUEST NIGHT)



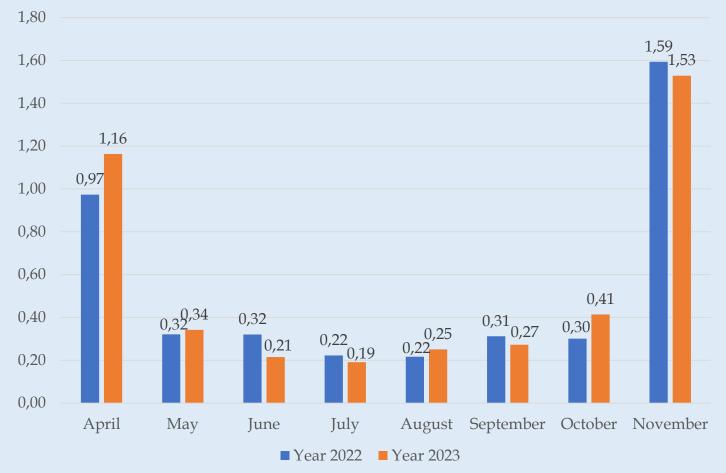
### 2022-2023 SENTIDO FULYA MONTHLY LNG CONSUMPTION KG (GUEST NIGHT)





# LNG CONSUMPTION

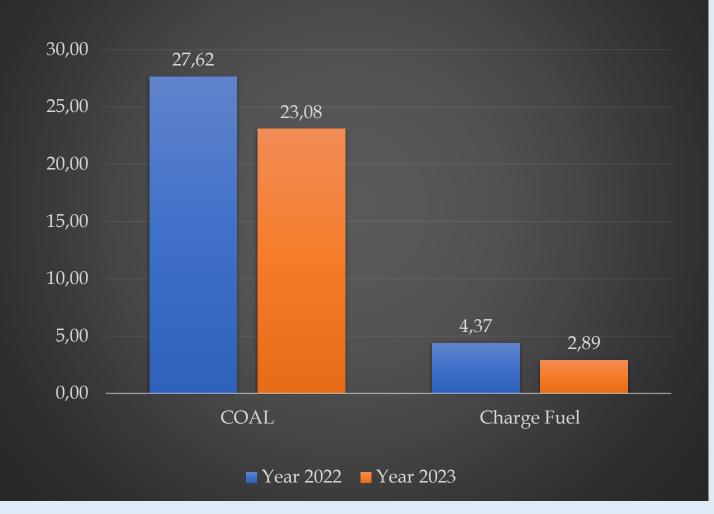
### 2022-2023 AISHEN CLUB MONTHLY LNG CONSUMPTION KG (GUEST NIGHT)





### COAL AND CHARGE FUEL CONSUMPTION

### 2023 COAL AND CHARGE FUEL CONSUMPTION KG (GUEST NIGHT)

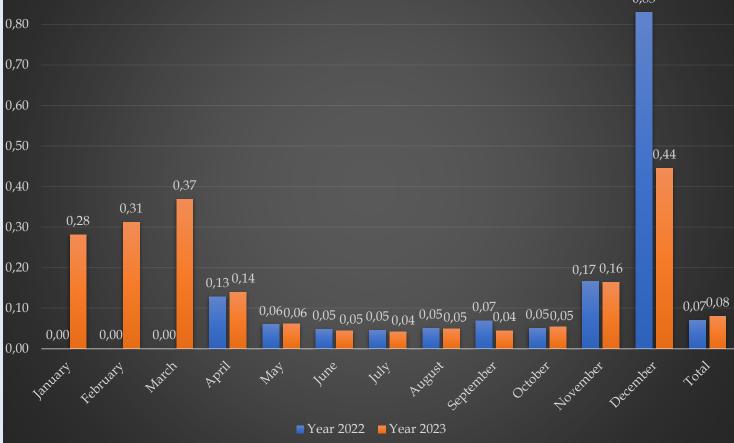




0,90

# **FUEL CONSUMPTION**

# 2022-2023 MONTHLY FUEL CONSUMPTION (GUEST NIGHT)



# Laundry Data





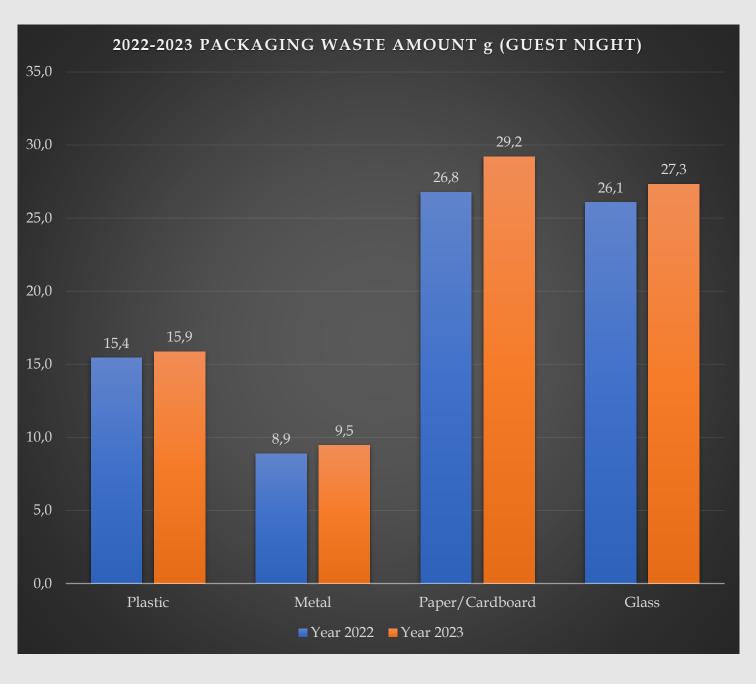
#### 2022 - 2023 MONTHLY LAUNDRY KG (GUEST NIGHT)

# WASTE MANAGEMENT DATA

2023



#### WASTE PACKAGING





### WASTE PACKAGING

•



#### Plastic

Metal •

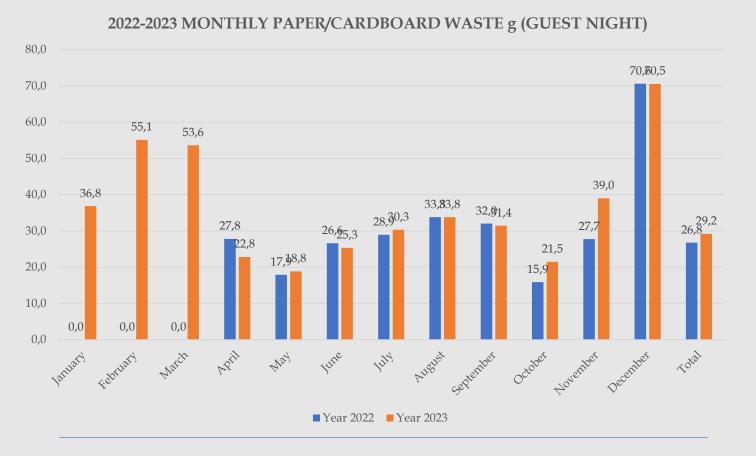
#### 2022-2023 MONTHLY METAL WASTE g (GUEST NIGHT)





#### WASTE PACKAGING

#### • Paper/Cardboard



Glass

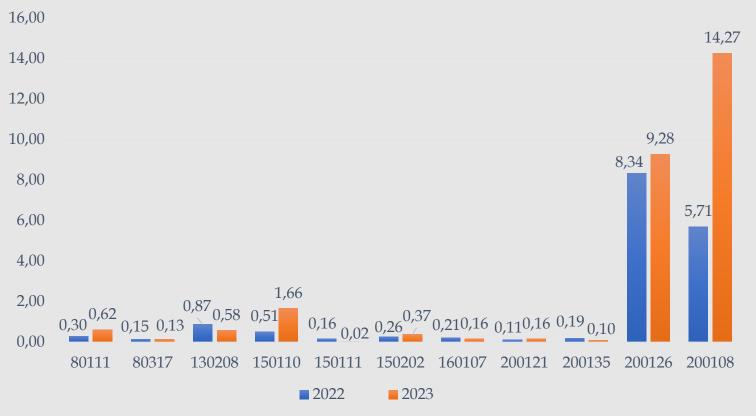
#### 2022-2023 MONTHLY GLASS WASTE g (GUEST NIGHT)





#### **DANGEROUS WASTE**

#### 2022-2023 WASTE AMOUNT g (GUEST NIGHT)



080111 Waste paints and varnishes containing organic solvents or other hazardous substances
080317 Waste printing toner containing hazardous substances
30208 Other engine, transmission and lubricating oils
50110 Packaging containing residues of or contaminated with hazardous substances
Metallic packagings containing hazardous porous solid structures (e.g. asbestos), including empty pressure containers
Absorbents, filter materials (oil filters, not otherwise specified), cleaning cloths, protective clothing contaminated with hazardous substances
60107 Oil filters
200121 Fluorescent lamps and other mercury-containing waste
200135 Discarded electrical and electronic equipment containing dangerous parts other than those mentioned in 20 01 21 and 20 01 23
200126 Oils and fats other than those mentioned in 20 01 25
200108Biodegradable kitchen and canteen waste

CHEMICAL CONSUMPTION

60

1228.4

AU

=H30

01

AS

19

Silber

79

blatiu

110

46

0

5

mium

108

nodium

77

pq

/x

Palladium

Iridium

109

78

2023



### **CHEMICAL CONSUMPTION**

#### 2023 CHEMICAL CONSUMPTION AMOUNT (L)



0,80 0,74 0,70 0,64 0,57 0,60 0,50 0,50 0,40 0,30 0,20 0,08 0,10 0,07 0,03 0,02 0,03 0,02 0,02 0,01 0,01 0,01 -0,00 -LAUNDRY HOUSE DISHWASHER POOL. PAINT GARDEN SOIL TOTAL **KEEPING** CLEANING CLEANING CHEMICALS MATERIALS AND SERVICES CHEMICALS CHEMICALS FERTILIZERS CLEANING

2022-2023 CHEMICAL CONSUMPTION AMOUNT L (GUEST NIGHT)

CHEMICALS