

SUSTAINABILITY REPORT

Serra Garden 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 Garden 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, 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 Garden 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.

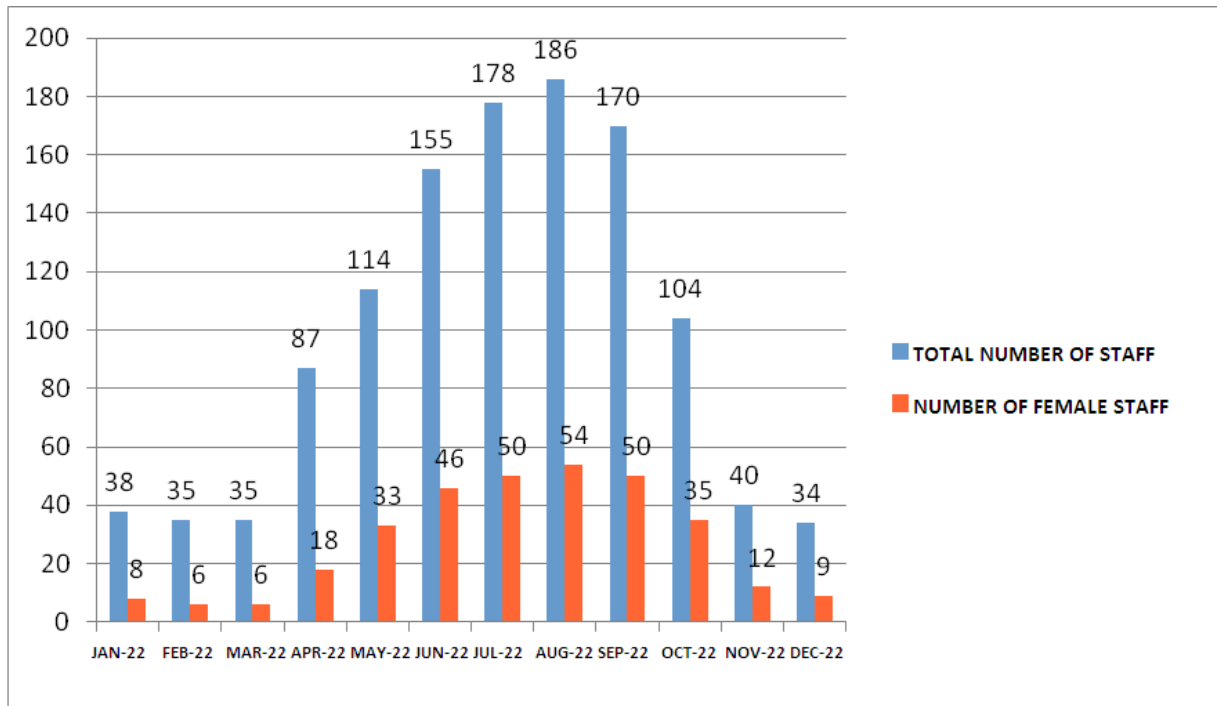
In accordance with the facility policy, projects have been planned to raise awareness of the guests and local people of the economic, environmental, social and management performance, especially the employees, with the Sustainability approach brought by our brand.

Projects Done:

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

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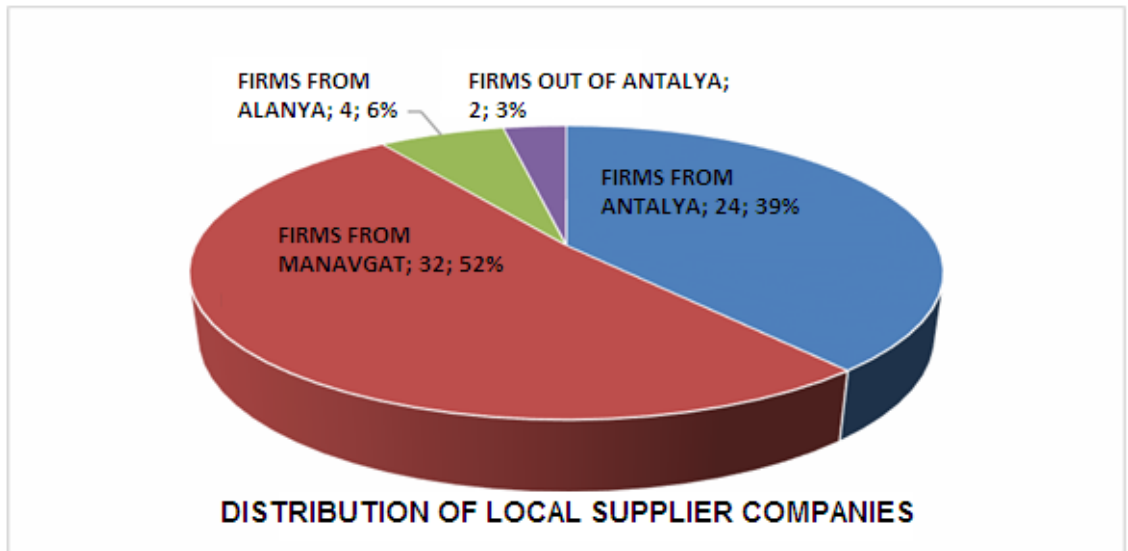
NUMBER OF FEMALE EMPLOYEES IN SERRA GARDEN IN THE YEAR 2022



- Apart from the health service provided by the social security system to all employees, our workplace doctor or nurse 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 next to the Guest Relations Office 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 the employees by Environment and TMGD (Dangerous Goods Safety Consultancy) consultants on a regular basis every year.
- Every year, women employees are given gifts on Mother's Day.
- Food packages are distributed in the first week of Ramadan every year.

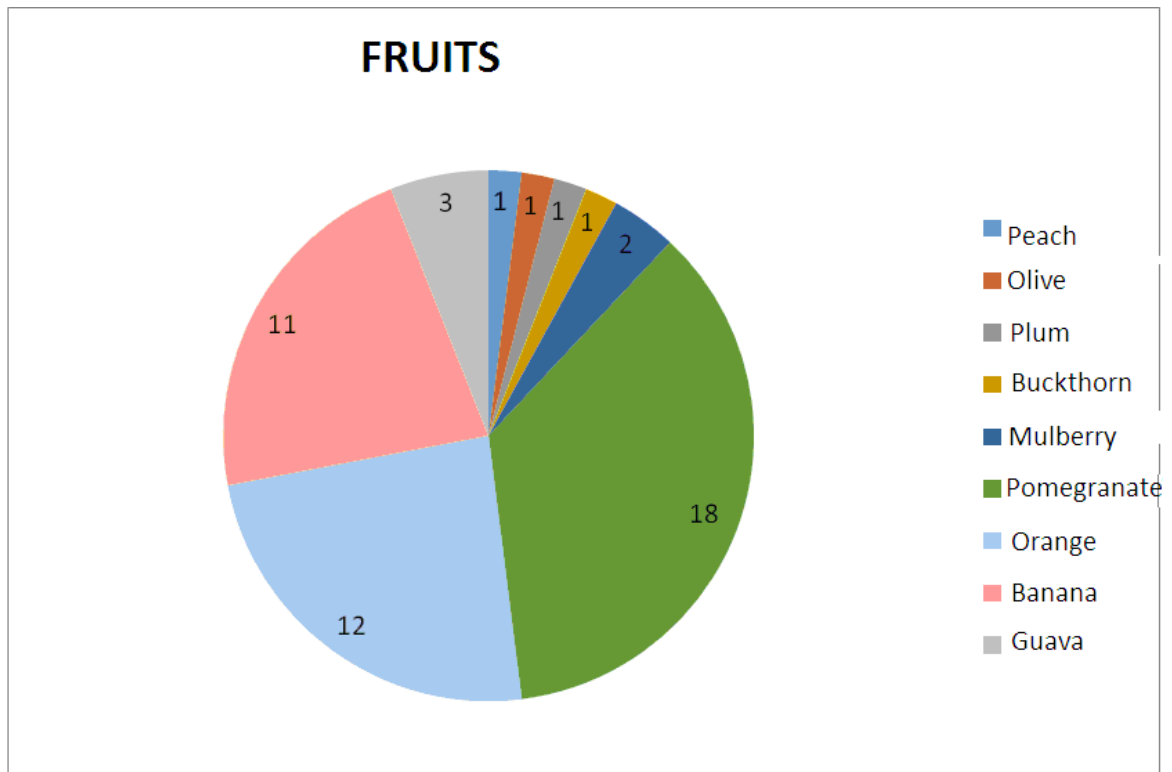
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- The nests of the caretas that lay eggs on our coast are checked, the eggs are taken under protection and the coast is cleared from danger so that the caretas can reach the sea.
- Items related to environmental awareness will be added to our guest 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 330 on average. Of these, 50 are fruit trees on average. And these include 1 peach, 1 olive, 1 plum, 1 buckthorn, 2 mulberries, 18 pomegranates, 12 oranges, 11 bananas and 3 guava trees.

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- The restaurant has an à la carte area for local food presentation.
- Turkish Night is presented at the Main Restaurant every Monday. A local market area is set up around the pool.
- A separate presentation area has been created for pishi (bagels) in the snack restaurant.
- In the afternoon, gozleme (a local Turkish pancake), our local delicacy, are served by the pool and on the beach at our hotel.
- Solar panels are also used for hot water supply in the facility and facility housing.
- Works have started for renewable energy.

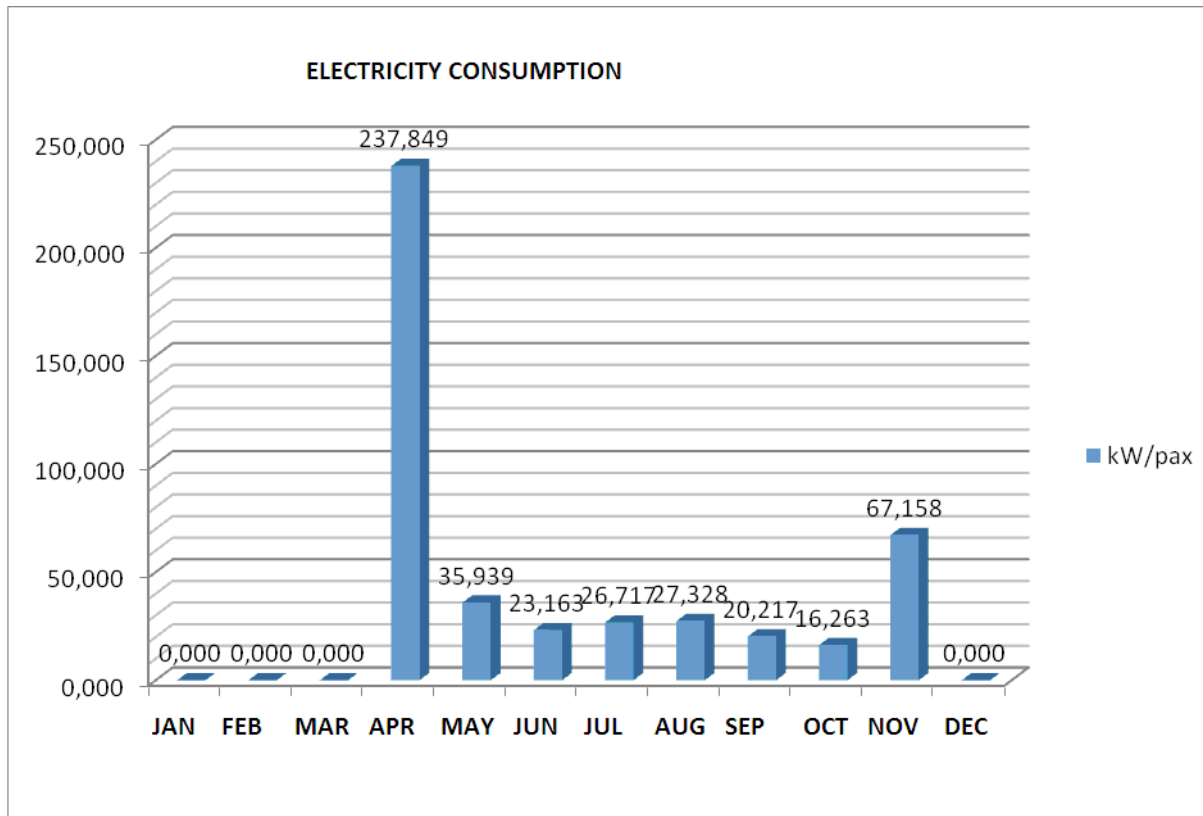
ENVIRONMENTAL MONITORING REPORT

1. LEGAL REQUIREMENTS

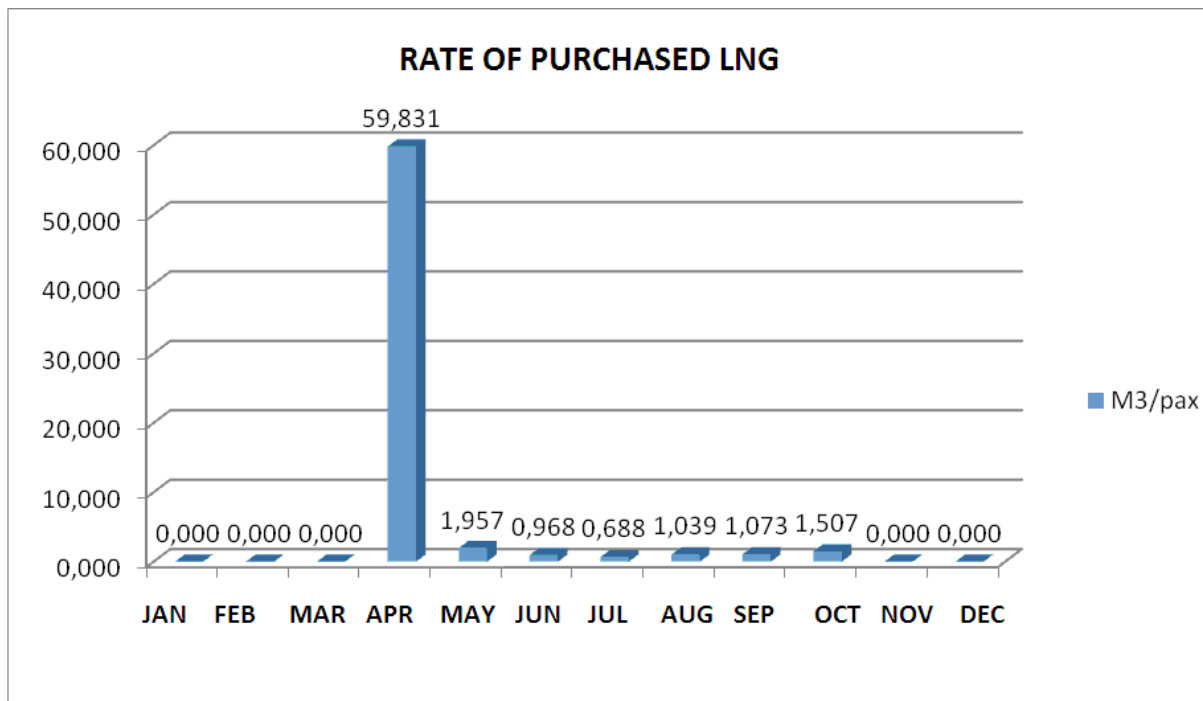
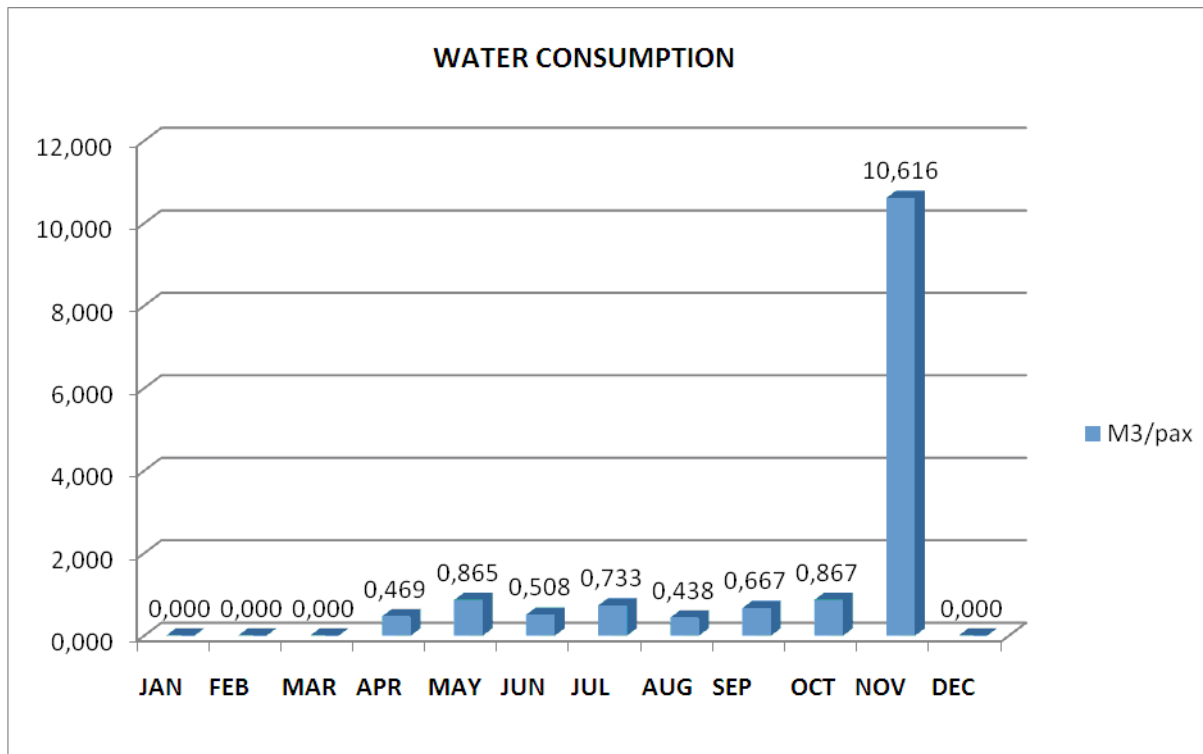
- Facility is not subject to environmental permit, a letter is available to indicate that it is out of that scope.
- All environmental inspections and transportation and disposal documents of licensed companies are archived. The system is carried out over MOTAT.
- Hazardous waste deliveries are made by licensed companies.

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- Waste declarations are made regularly.
- Our consultancy company Esila Environmental Waste Segregation and Environment carries out trainings regularly and continuously at certain intervals (annual, as needed). It was recorded in Human Resources on 18.07.2023.
- Training on Life Chain HGS (Hazardous Goods Safety) was organized by our consultancy company and employees' participation in the training was ensured. It was recorded in Human Resources on 16/05/2023.
- Training on Life Chain OHS (Occupational Health & Safety) was organized by our consultancy company and employees' participation in the training was ensured. It was recorded in Human Resources on 25.04.2023, 17.05.2023 (Animation Department) and 20.07.2023.
- Zero Waste Certificate was obtained in 2020.
- Generator running hours statement has been made.
- Waste declaration was made in 2023.
- Protection measures are taken for Caretta caretta that lay eggs in the coastal area.
- Chemical, water, electricity and ING gas consumptions of the departments are monitored monthly and annually. And some average and net data are tabulated below.



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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.

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WASTE AND ENERGY DATA FOR THE YEAR 2022

2. WASTE AND ENERGY DATA FOR THE YEAR 2022

PROCESS NO	PERFORMANCE CRITERION	MEASUREMENT FREQUENCY	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	2022 TOTAL	
ENVIRONMENT	1	Amount of paper waste (kg)	Monthly	40	55	73	275	650	790	1040	1200	1080	965	350	34	6552
	2	Amount of plastic waste (kg)	Monthly	25	22	31	136	460	570	730	800	790	730	288	24	4606
	3	Amount of glass waste (kg)	Monthly	10	8	15	150	820	830	1350	1450	1200	980	522	46	7381
	4	Amount of metal waste (kg)	Monthly	15	12	20	62	180	185	195	210	198	145	85	24	1331
	5	Amount of organic waste (kg)	Monthly	250	265	320	1230	5200	6800	8600	9500	8700	8200	1542	288	50895
	6	Electricity (kw)	Monthly	19527,480	17408,160	17920,980	38055,780	99731,64	155468,26	237082,24	252731,44	179506,54	132791,4	34452,180	18997,020	1203673,12
	7	Gas (m3)	Monthly	0	0	0	9573	5431	6498	6104	9613	9529	12305	0	0	59053
	8	A4 (packages)	Annual	-	-	-	-	-	-	-	-	-	-	-	-	200
	9	Disposable plastic cups (pieces)	Annual	-	-	-	-	-	-	-	-	-	-	-	-	462,000
	10	Disposable paper cups (pieces)	Annual	-	-	-	-	-	-	-	-	-	-	-	-	468,000
	11	Fluorescent lamps and other wastes containing mercury (kg)	Annual	-	-	-	-	-	-	-	-	-	-	-	-	10
	12	Oils and fats other than 200125 (kg)	Annual	-	-	-	-	-	-	-	-	-	-	-	-	1100
	13	Wastes the collection and disposal of which are subject to special treatment in order to prevent infection	Annual	-	-	-	-	-	-	-	-	-	-	-	-	6

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	6552	6224	
	2	Amount of plastic waste (kg)	Monthly	QUALITY	4606	4376	
	3	Amount of glass waste (kg)	Monthly	QUALITY	7381	7012	
	4	Amount of metal waste (kg)	Monthly	QUALITY	1331	1265	
	5	Amount of organic waste (kg)	Monthly	QUALITY	50895	48350	
	6	Electricity (kw)	Monthly	QUALITY	1203673,12	1201265,7	
	7	Gas (m3)	Monthly	QUALITY	59053	56100	
	8	A4 (packages)	Annual	QUALITY	200	190	
	9	Disposable plastic cups (pieces)	Annual	QUALITY	462,000	438,900	
	10	Disposable paper cups (pieces)	Annual	QUALITY	468,000	444,600	
	11	Fluorescent lamps and other wastes containing mercury (kg)	Annual	QUALITY	10	9	
	12	Oils and fats other than 200125 (kg)	Annual	QUALITY	1010	960	
	13	Wastes the collection and disposal of which are subject to special treatment in order to prevent infection	Annual	QUALITY	6	5	

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4. ENVIRONMENTAL EVENTS

- Environmental Area Cleaning
- Beach Area Cleaning
- Information Board (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.

- Meals of the staff cafeteria are determined by our chef.
- 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).
- Due to the importance of continuous education in our facility, trainings are given on different subjects within the year. (Such as Department On-the-Job Trainings, Occupational Health and Safety, Fire, Environment, Hazardous Substance Safety and Certified First Aid trainings...)
- 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.
- There is a wish, suggestion and complaint box in the Staff Cafeteria. The key to this box is retained by the headquarters.

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Our Works for the year 2023;

- Trainings on communication and competent management were given to some 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 information board in the staff common area.