

GÜRAL PREMIER TEKİROVA
SUSTAINABILITY REPORT

Reporting period 01 January – 31 December 2020

This report was prepared by Seda Kardelen ATAKAN on 01.10.2021.

INTRODUCTION

Tourism, which has become a serious sector in the world, constitutes one of the serious income sources of many countries and even leads. It is mentioned that one billion people movement in the world is caused by tourism annually. These figures show very large population travels, stays and consumes a significant amount of natural resources within the scope of tourism. Environment is the main source of tourism. It is also necessary to manage this resource in a continuous and balanced way, not to destroy it, but to increase it's quality. While tourism activities take place, natural resources are destroyed both during and after the establishment of the facility. This effect is seen mainly on 4 environments. These: It is water, soil, air and flora-fauna. In almost all Mediterranean countries and Turkey, tourism activities are concentrated on the sea coasts. Tourism movement generally starts in the places where the natural balance is very sensitive, develops and easily disrupts this balance if necessary precautions are not taken. The tourism sector in Turkey is mostly concentrated on the sea coasts. For this reason, the cleanliness of the sea water and beaches is accepted as the most important indicator of environmental quality. Factors such as noise, air pollution caused by traffic, unplanned urbanization, concretization of fertile agricultural lands and sensitive areas of coastal areas with second housing areas, inadequacy of infrastructure in forest fires disrupt the balances in ecosystems, so the values that constitute tourism potential are gradually disappearing. Based on this information, it will be extremely beneficial for tourists and touristic businesses, which are at the center of tourism activities, to be included in national and international environmental protection programs such as Travelife, with the aim of making tourism sustainable. Our facility was built in the center of Tekirova, in pine forests, intertwined with nature, based on the Turkish architectural style, keeping the comfort standards at the highest level. Our facility is on 200.00 m2 land with it's wide sand and pebble beach. Our facility consists of 2 and 3 storey independent buildings in the garden. Shared pools can be accessed from our deluxe rooms with pools in our 2-storey buildings. In the line with our sustainable tourism understanding, we are working on minimizing the damage to the soil, water and air. We attach importance to the employment of local people and prefer our suppliers from the local products and the brands.

ENVIRONMENTAL IMPACT

Goals/Aims/Plans

We aim for the continuity of our Environment and Sustainability Awards:

Green Key, Blue Flag, Travelife Gold, Green Star Environmentally Friendly Accommodation

In the line with our goal of reducing our carbon footprint;

- It is ensured that the supplied products are supplied from as close distances as possible in order to prevent exhaust emissions.
- By inspecting our suppliers in the periods we have determined; We ensure compliance with environmental approach, waste management, water and wastewater policy.
- Our Green Procurement Policy affects our product/device preferences as per our Purchasing Procedure. For electrical devices, we prefer A class and above environmentally friendly devices.
- We ensure that the lighting in our hotel is economical and has sensors. There is an energy saver system in all rooms, including our lodgings. It is aimed to provide energy efficiency with the use of presence sensors in the newly built rooms
- Solar panels are used as renewable energy for water heating throughout the facility.
- We prevent the refrigerant gases from spreading to the atmosphere with continuous technical maintenance.
- In the line with our environmental protection targets, we provided environmental training to 80% of our personnel.

In line with our goal of protecting natural life;

- Our existing flora is preserved on our 200-decare land, and our afforestation works continue in all possible areas.
- In order to protect biodiversity, plant naming studies will be carried out throughout the facility, aiming to protect endemic species and raising awareness of staff and guests on this issue.
- There are nests for birds in the garden of the facility. Caretta Carettas are constantly checked on the beach and their nests are protected so that they can reach the sea completely.

In the line with our waste management and reduction policy;

- In the line with our Sustainable Food works; suitable food wastes from the kitchen are used to feed birds, chickens and cats. In addition, leftover stale bread is given to our personel to be used as animal feed. Thus, waste reduction is achieved.
- Within the scope of our social responsibility projects; We collect blue plastic bottle caps and send them to the Spinal Cord Paralysis Association. In this way, we contribute to the wheelchair/powerd chair project.
- In the line with our Green Purchasing policy, equivalent products are preferred to reduce the amount of packaging instead of small packaged products.
- As Gural Premier Hotels & Resorts, we contribute to the Zero Waste Project by working with the Ministry of Environment, Urbanization and Climate Change by separating the wastes at our facility at the source in order to help reduce waste and natural resource use.

In line with our goal of protecting water resources;

- Water consumption is reduced with sensed armatures and double-stage reservoirs.
- Efficient use of water in garden irrigation is ensured with drip irrigation systems and timed spring systems.

In the line with our reduction and management targets of chemicals;

- We prefer the chemicals used in facility-wide cleaning and spraying to be eco-labeled. We use eco-labeled chemicals of our chemical supplier DIVERSEY. When spraying, we prefer biological control in which bacteria is used instead of chemicals where is possible.
- Chlorine, alcohol, etc. for disinfection processes. We use ozone and vinegar instead of chemicals. While ozone is used in vegetable and fruit disinfection, we prefer white vinegar for glass cleaning.
- We make it biodegradable and harmless with the application of bacteria for the decomposition of the oils accumulated in the wastewater channels.

Energy Use

Month	Quantity of kWh		Change %
	2019	2020	
January	-	-	-
February	-	-	-
March	-	-	-
April	55,560	-	-
May	39,601	-	-
June	27,570	-	-
July	30,066	-	-
August	30,568	55,367	% 81
September	31,454	26,240	-% 16,6
October	42,150	29,216	-%30,7
November	-	-	-
December	-	-	-
Monthly Average	36,710	44,549	%21

Month	Amount of Valuable Waste		Change %
	2019	2020	
January	-	-	-
February	-	-	-
March	-	-	-
April	6.499	-	-
May	7.470	-	-
June	17.643	-	-
July	20.309	-	-
August	16.329	6805	-%58
September	14.531	17.393	%19,7
October	11.200	13.900	%24,1
November	-	-	-
December	-	-	-
Monthly Average	13426	12699	-%5,4

Month	Amount of Dangerous Waste		Change %
	2019	2020	
January	-	-	-
February	-	-	-
March	-	-	-
April	750	0	-
May	0	0	-
June	0	0	-
July	0	0	-
August	1934	453	-%76,6
September	0	1357	-
October	19	59	%211
November	-	-	-
December	-	-	-
Monthly Average	386	623	%61,4

Month	Amount of Vegetable Oil Waste		Change %
	2019	2020	
January	-	-	-
February	-	-	-
March	-	-	-
April	65	-	-
May	2.300	-	-
June	2.250	-	-
July	2.520	-	-
August	2.120	0	-
September	3.630	1300	-%64,2
October	1.180	1520	%22,4
November	-	-	-
December	-	-	-
Monthly Average	921	940	%2,1

Month	Amount of CO _{2e}		Change %
	2019	2020	
January	-	-	-
February	-	-	-
March	-	-	-
April	209.632	-	-
May	586.111	-	-
June	794.636	-	-
July	924.715	-	-
August	936.452	262.881	-% 72
September	769.827	514.130	-% 33
October	481.357	365.130	- % 24
November	-	-	-
December	-	-	-
Monthly Average	671.819	380.714	-%43

Conclusion

In 2020, an average of **21%** kWh consumption per night has increased compared to the previous year. The kWh consumption per overnight stay is affected by seasonal conditions and especially by the opening and closing of the hotel during the pandemic period, and increased due to the fact that the occupancy rate in 2020 was much less than in the previous year. In 2020, the amount of valuable waste (paper, plastic, glass, metal) decreased by **5.4%** on average compared to the previous year. The number of overnight stays in 2019 is higher than the next year, and in the line with our Zero Waste targets, we adopt our 100% waste separation principle in order to reduce our waste amount to disposal by 15%. We organize trainings for our personnel on environmental legislation and waste management. In 2020, the amount of hazardous waste increased by **61.4%** on average compared to the previous year. Hazardous waste amount due to pandemic conditions, increase in medical waste, annual maintenance, malfunction, modification, etc. are affected by the issues, regular maintenance of equipment, chemicals/paint etc. to be used. We attach importance to timely intervention as it will affect the quantities. In 2020, the amount of waste vegetable oil increased by an average of **2.1%**, depending on the guest rate compared to the previous year. We determine the waste oil rate by measuring the polarity of our cooking oils within the scope of our Food Safety policy. Our target for the ratio of purchased oil/recycled oil is .30%. In the line with this goal, we are working on the collection of waste vegetable oils as biodiesel, not spilling them into the sewer. In 2020, the amount of CO₂ per night decreased by **43%** compared to the previous year. There is a decrease depending on the room occupancy throughout the facility.

In the garden of the facility, care should be taken to protect the endemic plants with an inventory and not to spoil the ecosystem. There are many plant species in the garden of the Gral Premier Tekirova facility. According to the endemic plant species growing in the Mediterranean climate zone, they are maintained in line with the maintenance plan prepared by the Agricultural Engineer.

Suggestions

Increasing electricity, LNG and water analyzers throughout the enterprise will be beneficial in terms of obtaining specific data.

It can be a good project in terms of using chemicals in the right amount and reducing them.

It can be aimed to reduce the amount of paper by switching to the document software system throughout the hotel.

In terms of biodegradability, latex can be preferred for all gloves used in the facility.

A battery measuring device can be taken for battery reduction from hazardous waste. In this way, it can be aimed to reduce hazardous waste by completing the battery life.

In order to reduce the amount of paper from our plant-wide recyclable waste, digitalization can be achieved in documents.

WORKER & HUMAN RIGHTS

Goals/Goals/Plans

To respect the rights of our tourism stakeholders and employees, not to discriminate, to provide fair working/promotion conditions, humane living, education and shelter needs Non-discrimination among workers due to religion, sect, language, race, color, gender, political opinion, philosophical beliefs and similar reasons.

The female employment rate is 26%. There is an increase of 5% compared to the previous year.

Outputs

Personnel Satisfaction Survey

Employee advancement: Staff Competencies

Results

The facility-wide staff satisfaction survey is 75% in 2020. 66% of the working personnel participated in the survey.

Employee advancement: Staff Competencies

Professional and personal competencies have been gained to the personnel with the "Personal Development Trainings".

Training on 17 different subjects was organized at the hotel, and 5951 person/hour of training was provided. 704 personnel participated in the trainings. The training participant evaluation & satisfaction rate is 87%. Competencies targeted by the trainings: Communication, teamwork, guest orientation, coaching skills, analysis and reporting, hygiene awareness, compliance with occupational safety rules, leadership, problem solving, emotional intelligence, quality control and creativity were gained.

Suggestions

Studies can be carried out to increase the participation rate of the working personnel in the survey.

COMMUNITY INTEGRATION & SUPPORT

Goals/Goals/Plans

To organize joint studies and events on environmental awareness with local governments or administrations or other facilities in the region

Working with local suppliers is preferred due to the reduction of logistics-related carbon footprint. We work with local tourism associations such as KETOB and KETAV to work on the employment of local people. We provide lunch for employees working in local public institutions in our personnel cafeteria. Taking part in social responsibility projects with local organizations, environmental cleaning, etc. We raise awareness for the people of the region by participating in events.

Outputs

KETOB events, Caretta Caretta slots, Tourism news

Results

Güral Premier Tekirova enterprise aims to protect the environment, both regionally and nationally. It contributes to many activities within its scope. Regional touristic environmental education and awareness activities carried out with the exemplary practices implemented within the scope of the management of the sector and other stakeholders He takes an active role in seminars and presentations.



Figure 1. Miniclub Waste Separation and Awareness Raising Event



Figure 2. Composting Activity



Figure 3. Staff Motivation Activity called The Magic of Smile



Figure 4. Methods of Coping with Burnout at Work and Motivation Management Training



Figure 5. New Generation Management Approach Staff Effectiveness



Figure 6. Environmental Cleaning Activity



Figure 7. Protection of Caretta Caretta nets

Eco-School-Program

The Eco-Schools Program is a program applied to provide environmental awareness, environmental management and sustainable development education in pre-school, primary and secondary schools. With a participatory approach, students in schools not only acquire information on environmental issues, but also take an active role in raising awareness of their families, local governments and non-governmental organizations (NGOs) on environmental issues. The program also ensures the implementation of an environmental management system based on ISO 14001/EMAS in schools. To help implement the sustainable development process at the local level, students are guided to take an active role in the 7 steps implemented to reduce the school's environmental impacts. Therefore, eco-schools go beyond the classroom teacher and take a role in ensuring environmental awareness in other parts of the society

.The program includes a holistic school activity for the environment, and its success in the schools where it is implemented depends on the interest of the school administration and teachers, especially the school principal. The most important and integrating factor in the Eco-Schools program is student participation. The committee's efforts to raise awareness of local people and administrators ensure that students develop their ability to establish dialogue and a good civic education.

The implementation of the program gives students habits that they will use throughout their lives and that will affect their success, as well as environmental issues. GÜral Premier Tekirova Hotels&Resorts operates in partnership with Alper Duru Kindergarten and Öykü Mert Special Education ,Education Services, which have been included in the EkoSchools program, which

is an international program, and have been awarded the green flag. It plays an active role both in meeting the financial needs of the school through donations and in the education and awareness-raising activities for students. As the school continues its Eco-School processes, donations are made to schools.



Figure 8. Eco School Meeting 2019

Suggestions

It can develop studies to increase activities related to local communities and unions, to organize events with new stakeholders, to be involved in ECPAT studies or to make donation campaigns.

The number of local suppliers can be increased.

GUEST SATISFACTION

During the reporting period, 35.54% of the guest occupancy completed the guest surveys. Comparisons for the same period in 2020 were as follows:

Department	Average Score out of 100	
	2019	2020
Front Office	%91,33	%89,65
Housekeeping	%90,45	%84,73
Kitchen	%88,09	%83,18
F&B	%90,87	%86,65
Animation	%91,50	%86,66
Aquapark	%93,22	%91,41
Quu Spa	%89,82	%86,41
Guest Relationships	%90,54	%87,94
General Satisfaction	%81,60	%75,38

Conclusion

Survey satisfaction rates have decreased compared to 2019. For this reason, there was a 6.22% decrease in the overall satisfaction rate. Some restrictions brought by the pandemic conditions have affected the results. Informing the guests about environmental protection measures, bio-diversity and environment; All guest's staying in our facility are provided with informational documents and field applications about the biodiversity in which our facility is located, as well as support for environmental protection studies, which start at the reception entrance. Roll-ups containing our environmental policy and behaviors that will contribute to the protection of the environment at the reception, and informative documents in info desks can be given as examples. Bathroom and environmental card applications in the rooms, awareness-raising videos on info TVs are among other examples. On the beach, information on sensitive natural areas near the area on the Blue Flag board, and the caretta-caretta code of conduct on the beach are among our other practices in guest communal areas. At the main entrance of the beach; The environmental board, which includes our environmental awards and environmental policy, is also an example of common use.

Suggestions

In order to increase the guest survey filling rates, work can be done on the mobile application.

SUMMARY OF RECOMMENDED ACTIONS

Action	Leaders	Deadline
<i>Increasing electricity, LNG, water analyzers throughout the hotel</i>	<i>Mechanical and Electrical Engineers</i>	<i>30.01.2022</i>
<i>Automated quantity tracking per chemical user</i>	<i>Housekeeping Manager</i>	<i>30.04.2022</i>
<i>Transition to document software system throughout the hotel</i>	<i>Quality and Education Manager</i>	<i>30.04.2022</i>
<i>Preferring latex gloves</i>	<i>Purchasing Manager</i>	<i>30.04.2022</i>
<i>Increasing the participation rate of the working personnel in the survey</i>	<i>Human Resources Manager</i>	<i>30.08.2022</i>
<i>Child exploitation and abuse training for staff</i>	<i>Security Chief Travelife Leader</i>	<i>01.09.2021 ve devamında...</i>
<i>Increasing the number of local suppliers</i>	<i>Purchasing Manager F&B Manager</i>	<i>30.04.2022</i>
<i>Increasing activities related to local society and unions, organizing events with new stakeholders</i>	<i>General Manager Travelife Leader</i>	<i>15.07.2021 ve devamında...</i>
<i>Studies on getting involved in ECPAT studies or making donation campaigns</i>	<i>General Manager Quality and Education Manager</i>	<i>01.09.2021 ve devamında...</i>
<i>Mobile application to increase guest survey filling rates</i>	<i>Guest Relation Manager</i>	<i>30.04.2022</i>

As per our policy;

Güral Premier Hotels&Resort Tekirova facility aims to continuously increase it's service and product quality within the scope of Total Quality Policy.

By accepting Environmental Health as equivalent to human health, it aims to control the amount of consumption and generated waste and to reduce environmental pollution.

By managing energy expenses with a professional point of view, it creates options for using it effectively at the maximum rate.

It offers healthy and reliable products to its guests and staff within the framework of hygiene rules in the process from raw material to presentation.

Inspections of nonconformities and risks are carried out periodically and shared with the management team via a common network or mail. Regulatory activities are followed regularly.

Confirmation

Mark	Title	Name-Surname Initials
X	General Manager	L.T.
X	Quality and Education Manager	B.E.C.
X	Human Resources Manager	N.D.
X	F&B Manager	H.S.S.
X	Housekeeping Manager	H.S.
X	Guest Relation Manager	Z.V.
X	Mechanical Engineer	F.D.
X	Electrical Engineer	C.E.
X	Purchasing Manager	O.T.
X	Security Chief	M.A.