



GURAL PREMIER TEKIROVA

**SUSTAINABILITY REPORT
2021-2022**

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ABOUT THE REPORT

As Gral Premier Hotels&Resorts, we aim to share the results of the developments we have achieved within the scope of our sustainability efforts with our senior management, employees, guests, suppliers and all other partners and to transform our common goals into achievements with the participation of all parties.

Reporting period 01 January 2021- 31 December 2022

Sustainability activities at Gral Premier Hotels are coordinated by Hotel Quality & Training Managers and are open to the expectations and opinions of our stakeholders.

For your requests/feedback;

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INTRODUCTION

Tourism that has become a serious sector in the world, constitutes one of the serious sources of income of many countries and even takes the lead. It is mentioned that there is one billion human movement in the world annually due to tourism. These figures show that a very large mass of people travel, stay and consume serious 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 manner and to increase its quality as opposed to destroying it. During the realisation of tourism activities, natural resource destruction occurs both during and after the establishment of the facility. This effect is mainly

It is seen on 4 environments. These are water, soil, air and flora and fauna. In almost all Mediterranean countries and in Turkey, tourism movements are concentrated on the sea coasts. The tourism movement usually starts and develops in places where the natural balance is very sensitive and if the necessary measures are not taken, it easily disrupts this balance.

The tourism sector in Turkey is largely concentrated on the sea coasts. For this reason, the cleanliness of sea water and beaches is recognised as the most important indicator of environmental quality. Factors such as noise, air pollution caused by traffic, unplanned urbanisation, concretisation of fertile agricultural lands and sensitive areas of coastal regions with second housing areas, inadequate infrastructure in forest fires disrupt the balances in ecosystems, thus the values that constitute the tourism potential are gradually disappearing. Based on this information, in order to make tourism sustainable, it is extremely important that tourists and tourist businesses, which are at the centre of tourism activities, are included in national and international environmental protection programmes such as Travelife, Green Key, Sustainable Tourism, GSTC.



1. ABOUT OUR HOTEL

Established in 1989 and exported to 52 different countries, Gral Porcelain has stepped into the tourism sector on 19 May 2010 with the Gral Premier brand, which will make a name for itself in Antalya/Kemer/Tekirova region. Our Gral Premier facilities; Gral Premier Tekirova, which started to the sector in 2010, and Gral Premier Belek hotels, which were renewed as of 2014, were built on a large area covered with trees by adopting a construction style away from the noise of the city intertwined with nature, based on traditional Turkish architecture, keeping the comfort standards at the highest level.

5 Star Ultra All Inclusive Hotel concept serves its guests for 6 months. Our facility consists of 2 and 3-storey independent buildings in a garden on a 200.00 m2 land with a 450 m wide beach with a mixture of sand and pebble. Our 2-storey deluxe rooms with pools in our 2-storey buildings have access to common use pools.

With its 600 employees, 20 management units and a management staff of 45 people, it serves an average of 265,000 guests from 36 different countries of the world every year.

- 674 Rooms, 1600 Beds
- 22000 m2 Aquapark, 24 Outdoor Pools
- 5 Restaurants, 4 Ala'Carte Restaurants, 1 Patisserie, 1 Children's Restaurant
- 14 Bar
- 3600 m2 Happyland Kids club, Survivor Park
- 3500 m2 Quu Spa
- 500 m2 Fitness Centre
- 13 clay tennis courts

2. SUSTAINABILITY

2.1. Quality Management

Our hotels, which have adopted Environmental Sustainability as a mission, carry out all our activities in accordance with the highest social and environmental standards with the teamwork of an expert team and the support of the Management.

In line with our long-term vision and goals, Sustainable Tourism is our framework of thought, we have created our own Sustainable Development Goals in line with our policies and we are working to contribute to our country.

2.1.1. Awards and Certificates



Figure 2. Awards of the Facility

2.1.2. International Standards





2.2 Our Quality Policy

TOTAL QUALITY POLICY

- ❖ Our main goal is to become one of the leading brands in our sector.
- ❖ To make change continuous by reviewing the processes in our business.
- ❖ To continuously improve service and product quality in favour of our guests and employees.
- ❖ To ensure the highest level of satisfaction by determining guest satisfaction-oriented thinking and guest expectations and needs within this framework
- ❖ Responsible for food safety, energy management, environmental pollution and occupational health and safety issues
To increase our service quality by working in compliance with the legislation we are in
- ❖ To accept environmental health as equivalent to human health, to control our natural resource consumption and wastes, to reduce environmental pollution and to use environmentally friendly products.
- ❖ To manage all energy expenses of our business with a professional understanding, to use energy effectively at the maximum rate, to select technologies for energy saving and to ensure that employees participate in energy-sensitive studies.
- ❖ To carry out studies to identify and control the greenhouse gas sources of our enterprise, especially at the secondary level.
- ❖ To provide our guests and employees with products that are healthy, reliable and suitable for different tastes by complying with hygiene rules in the processes starting from raw materials to presentation
- ❖ To prevent possible occupational accidents and occupational diseases by continuously improving the conditions of our employees and identifying the hazards and risks they may be exposed to in advance

Güral Premier Senior Management
Levent TOPER
General Manager



ENVIRONMENTAL PROTECTION AND SOCIAL RESPONSIBILITY POLICY

IN THE NAME OF ENVIRONMENTAL PROTECTION;

- We identify the environmental risks that may occur after each department activity and take measures to minimize the waste generated.
- We ensure that waste is separated and recycled throughout the facility and in the rooms.
- We ensure that non-recyclable and medical wastes generated in our facility are neutralized by companies licensed by the Ministry of Environment and Urbanization.
- In order to make our natural resources sustainable, we regularly monitor our water and electricity consumption and take protective measures to prevent excessive consumption.
- In order to prevent excessive chemical consumption, we provide continuous training to our personnel on how to use chemicals sufficiently.
- We prioritize biological control methods in garden maintenance and apply drip irrigation method to save water.
- We carry out regular drills with Emergency Response Teams in order to prevent emergencies and environmental disasters that may occur.
- We fulfill the criteria of our Blue Flag award, which is the symbol of a clean sea, well-maintained, healthy and safe beach, every year.
- We help protect the natural life by protecting the Carrettas coming to our beach and the endemic plant species in our garden.

IN THE NAME OF SOCIAL RESPONSIBILITY;

- We support all kinds of initiatives that can be beneficial for the development of our region.
- We co-operate with foundations, associations and unions established for regional development.
- We regularly participate in events organized for the development of tourism in the region.
- We attach importance to the harmonious relationship between local people and our staff.
- We constantly raise awareness of our guests and employees in order to keep the harmony between tourism and the environment at the highest level.
- We receive outsourced trainings in order to eliminate the individual deficiencies of our employees.
- In solidarity with our province "Regional Directorate of Child Services", we help to protect national and moral values within the framework of the best interests of children.
- In order to protect the child guests physically and mentally, we authorize some of our employees and ensure that non-conformities are followed up.

Güral Premier Senior Management

2.3 Our Sustainability Policy

SUSTAINABILITY POLICY



- ❖ Building resilience of the poor and vulnerable and providing social assistance to victims of extreme climate-related events and other economic, social and environmental shocks and disasters, employment ensure equality of opportunity and reduce vulnerability
- ❖ To provide employment and internship opportunities for our employees from different cities of our country to many countries of the world with our strong corporate culture



- ❖ In order to provide Safe Food with our expert teams, we provide food hygiene controls in the process starting from purchasing to the table and we work to reduce waste.
 - ❖ We care about the nutritional needs of our employees and stakeholders and offer balanced menus and safe foods prepared by nutritionists.
 - ❖ Improving land and soil quality in a phased manner that helps protect ecosystems, strengthens adaptive capacity to climate change, extreme weather conditions, droughts, floods and other disasters
- We prefer healing plants and attach importance to afforestation.
- ❖ We protect our endemic, local and endangered flora and fauna, and provide care and supervision for their healthy development in their habitats.



- ❖ We ensure reliability by prioritising work safety and quality during our services.
 - ❖ We organize trainings by professional experts to ensure the motivation and mental well-being of our employees.
 - ❖ With our health unit, which has a set of basic medical equipment that is available and accessible on a sustainable basis, we are able to provide continuous medical care for our guests and employees and emergency care for the local community.
- We provide health support in cases.



- ❖ In addition to ensuring the health and safety of our most important stakeholder, our employees, we support their quality vocational and technical training and invest in their development.
- ❖ We organize environmental education activities about ecology, flora and fauna with our guests.



- ❖ We ensure that women have equal opportunities for leadership through full and effective participation at all levels of management.
- ❖ In our country, everyone has the freedom of opinion and belief and we do not discriminate against anyone in terms of language, religion, race, gender, social class, age and union membership. Protection of human rights is our basic rule and we expect the same sensitivity from our stakeholders.



- ❖ We provide safe drinking water for all and care for the local community by supporting equitable access.
- ❖ For the efficient use of water; we organize our garden irrigation hours, we use our equipment with technological developments in line with healing and organized Installation our cares we are realizing.
- ❖ Our wastewater is delivered directly to the wastewater sewerage connection system and we ensure the breakdown of oils with auxiliary bacteria in order to reduce the wastewater pollution load.



- ❖ For clean energy; we select our energy suppliers according to their renewable energy ratios.
- ❖ We closely follow technological developments, including hybrid systems, and update our systems.



- ❖ We provide equal pay for equal work for all our male and female employees.
- ❖ In line with our goal of minimizing our carbon footprint, we monitor our emissions and work towards our target.



- ❖ We will inform our guests about public transport and cycling in the immediate vicinity. we keep you informed.
- ❖ We provide information to all our stakeholders for the protection and promotion of our cultural and natural world heritage.



- ❖ To ensure sustainable management and efficient use of natural resources, We produce in line with demand and need to prevent food waste.
- ❖ In order to ensure environmentally sensitive management of chemicals and all wastes throughout their life cycle and to minimize their harmful effects on human health and the environment, these wastes are discharged into air, water
- We ensure proper storage and delivery to licensed facilities in order to prevent the release of the product into the soil.



- ❖ We organize environmental exercises to strengthen resilience and adaptive capacity to climate change-related hazards and natural disasters.
- ❖ We are aware of our contribution to the local economy, so we choose our suppliers and raw materials from the local area. For sustainable tourism, we use less energy, water, waste producing, environmentally friendly
- we're making a purchase.



- ❖ We keep our coastal and marine areas optimally clean and protect biodiversity by respecting the habitats of aquatic creatures.
- ❖ When our Caretta Carettas, which genetically tend to lay eggs where they are born, lay eggs on our beach, we take them under protection and ensure their safety and development. We follow their processes.



- ❖ In order to protect terrestrial ecosystems, we promote and maintain endemic plants in our facilities to raise awareness.
- ❖ We use eco-labelled paper products for sustainable forest management.



- ❖ In order to reduce the incidence of violence of all kinds everywhere, our security services work in co-operation with local authorities to ensure a safe environment.
- ❖ Our children are our future. We care that they grow up in freedom and security without being exposed to any exploitation. In order to fight against harassment and abuse against children, our staff
- We organize awareness trainings and work together with local authorities and NGOs.
- ❖ The United Nations Convention on the Rights of the Child and UNICEF principles are our guiding principles.
- ❖ Any sexualized behavior, verbal, non-verbal or physical behavior towards children is a violation of children's rights and is condemned by us and is being blocked.
 - ❖ There are no child employees at any level of our facility and we expect our stakeholders to work with the same sensitivity.



- ❖ We take advantage of effective partnership opportunities such as organizations, fairs, etc. for access to science, technology and innovation.
- ❖ We represent our country and our destination with our promotional activities at home and abroad and we support eco-tourism.

3. ENVIRONMENTAL IMPACT

3.1 Goals/Objectives/Plans

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

- In order to prevent exhaust emissions, it is ensured that the products supplied are supplied from as close distances as possible.
- We audit our suppliers in the periods we determine and ensure that they comply with environmental approach, waste management, water and wastewater policy.
- In accordance with our Purchasing Procedure, we make our product/device preferences in accordance with our Green Purchasing Policy.
affects the environment. We prefer A class and above environmentally friendly devices in electrical appliances.
- We ensure that the lighting in our hotel is economical and sensorised. There is an energy saver system in all rooms, including our lodgings. It is aimed to ensure energy efficiency with the use of presence sensors in newly built rooms.
- Our air conditioning systems are controlled via automation within the determined thermal comfort conditions.
- As renewable energy, solar panels are utilized for water heating throughout the facility.
- With continuous technical maintenance, we prevent the emission of cooling gases into the atmosphere.
- In line with our environmental protection targets, we provided environmental training to 80% of our personnel.
- 68.7% of our vehicles in the facility are electric club cars.
- Electric bicycles (Ginger) are used, guests are provided with brochures to encourage public transport, we have bicycle parking spaces and an electric vehicle charging station.
- We have warnings about switching off the ignition of fuelled vehicles in the facility for waiting longer than 2 minutes.

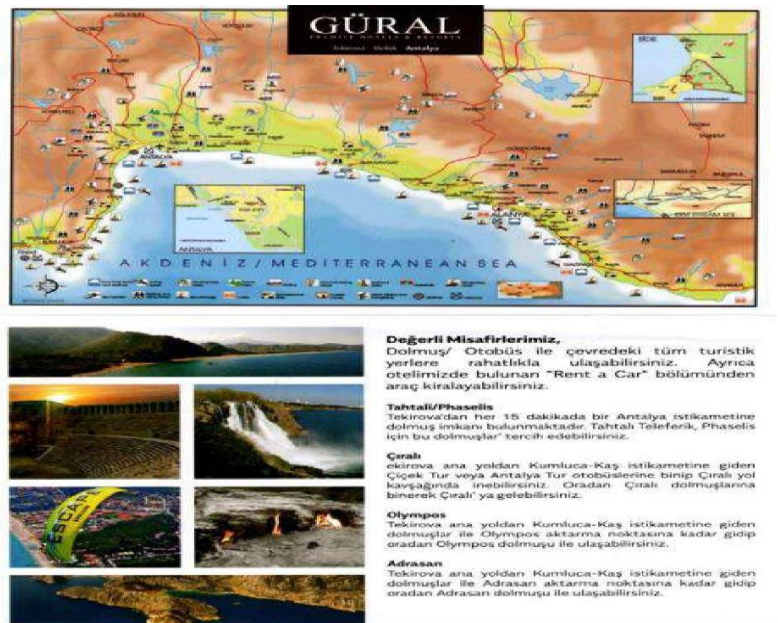


Figure 3. Near Places Information Brochure we give to our guests.



Figure 4. Electric bicycle and bicycle parking areas

3.1.2 Sustainable Practices and in line with our goal of protecting natural life;

- On our 200 acres of land, our afforestation works continue in all possible areas by preserving our existing flora.
- In order to protect biodiversity, plant nomenclature studies are carried out throughout the facility in order to protect endemic species and to raise awareness of staff and guests on this issue.
- Our endemic species such as Sweetgum Tree and Flush Trees are maintained. QR It is aimed to raise awareness by informing with coded name tags.
- There are houses and coops in designated areas for our homeless animal friends. Their feeding and care is carried out in co-operation with the municipality.
- There are nests for our birds in the garden.
- Continuous controls are carried out on the beach for Caretta Carettas and their nests are taken under protection and they are ensured to reach the sea completely. Our guests are informed with brochures and warning signs. The direction is adjusted so as not to affect the beach light arrangements.
- Expert diving teams carry out seabed cleaning to protect underwater ecosystems.
- Animal welfare is protected within the facility, and the care and feeding of animals such as many cats, peacocks, Iranian chickens, ducks, chickens and roosters are supported. Cooperation is established with the District Municipality Stray Animals Care Home.
- Where possible, separation is provided by natural green fences.
- Wood / biodegradable materials are preferred in equivalent equipment.
- Damaged plants are rehabilitated and reused in the "Güral Plant Rehabilitation Greenhouse".
- Against the risk of forest fire, there is a FIRE ARAZÖZ in the region. It supports the whole region when necessary.
- Drought and disease resistant grass species are used in landscaping, thus reducing the use of water and pesticides.



Figure 5. Biodiversity Promotion Plant QR Study

Gıda: Caretta
Yıkı: Caretta Caretta
Ergeç Ağırlığı: 20-100 kg
Ergeç Büyüklüğü: 95-105 cm
Görünüm: En az iki karemsi karıncık ve iki karemsi ayakları vardır.
Bedenleri: Dışarı çıkmış durumda, derin sarıdır.
Devamsı: Dört ila altı yaşta yumurtlar ve genellikle her yıl 3-5 yuva yapar.
Ortalama Yumurt Sayısı: 80 adet

Caretta Caretta, Akdeniz bölgesinde yaşamaya devam eden nadir olan türdür. Akdenizde yavaş büyüyen ve yavaş gelişen türdür. Her yıl 200-2500000000 adet yumurtlar üretir. Her yıl 200-2500000000 adet yumurtlar üretir. Her yıl 200-2500000000 adet yumurtlar üretir. Her yıl 200-2500000000 adet yumurtlar üretir.

Deniz kuzum balıklarının neslinin devamsı için neyin yapılabilir?

- Yumurtaların korunması için kurtulmaları, ağız yemelerini.
- Deniz kuzum balıklarının yaşam alanlarında bulunan 15 metre kadar geniş ve derinlik kurtulmaları.
- Yumurtaların devamsı için korunmaları.
- Yumurtaların korunması için devamsı için korunmaları.

GÜRAL
SÜTLÜKÜ MÜHÜRÜ
Sütlükü Mühürü

GÜRAL GREEN

CARETTA CARETTA

güralsistem / / / /

Figure 6. Information Brochure for Guests - Caretta Caretta



Figure 7. Sustainable/Biodegradable Materials Used in the Plant

3.1.3 In line with our goal of protecting water resources;

- Water consumption is reduced with sensor faucets and double-stage reservoirs.
- Drip irrigation systems and timed spring systems provide efficient use of water in garden irrigation.
- Water consumption is reduced by using aerator system in all our water faucets.
- Our laundry washing operations are carried out within the programs determined by experts, taking into account the amount of load, pollution status, etc.
- In order to reduce electricity, water and chemical consumption, bed linen and towels are changed in line with the requests of our guests, and informative brochures are available in the rooms.
- In our landscaping, local flora or flora-adapted plants are used and water consumption is reduced.



Figure 8. Guest Washing on Demand Brochure

3.1.4 In line with our waste management and minimization policy;

- With our Zero Waste system, we categorize our waste into different categories and encourage recycling.
We do.
- In line with our Sustainable Food efforts; appropriate food waste from the kitchen is used to feed birds, chickens and cats. In addition, leftover stale bread is given to our staff to be used as animal feed. Thus, waste minimization is ensured.
- In order to reduce our food waste, single portion presentations are made and there are informative posters drawing attention to food waste.
- Within the scope of our social responsibility projects; we collect blue plastic bottle caps and send them to the Spinal Cord Paralytics Association. In this way, we contribute to the wheelchair / wheelchair project.
- We reduce our paper waste with digital menus and QR code guides.
- In line with our Green Purchasing policy, instead of small packaged products, equivalent large volume products are preferred to reduce the amount of packaging.
- As Gral Premier Hotels & Resorts, we contribute to the Zero Waste Project by separating the waste in our facility at its source and working with the Ministry of Environment, Urbanization and Climate Change in order to help reduce the use of waste and natural resources.
- Reducing our paper waste with QR exam questions, digital documentation system we are aiming for.
- Deposited products are used and delivered to the contracted company at the end of the product and
We reduce the amount of waste in line with our targets.
- In our facility, we reduce the amount of waste generated by using multi-use wipeable and washable American services instead of disposable paper American services.
- We monitor the amount of consumables consumed per person and per month and aim to keep the amount of waste under control.
- Vegetable waste oils are collected by appropriate storage method and collected by a licensed company. The fact that the contracted licensed company has EU-ISCC (International Sustainable Carbon Certification) certificate played a role in our preference.
- By controlling the batteries with the battery measuring device, the batteries with low energy are used in devices that need less energy such as controllers etc. In this way, hazardous waste is reduced.

3.1.5 In line with our chemical minimization and management targets;

- We prefer that the chemicals used in facility-wide cleaning and spraying are eco-labelled. We use eco-labelled chemicals of our chemical supplier DIVERSEY. When spraying, we prefer biological control using bacteria rather than chemicals in areas where possible.
- We use ozone and vinegar instead of chemicals such as chlorine, alcohol etc. for disinfection processes. While ozone is used for disinfection of vegetables and fruits, we prefer white vinegar for glass cleaning.
- We make it biodegradable and harmless with the application of bacteria for the breakdown of oils accumulated in wastewater channels.
- Reduction of the amount of chemicals consumed throughout the facility by following the per capita consumption we are aiming for.
- We use dosing and refill filling systems in the use of chemicals. Thus, the appropriate dosage of chemicals is used and consumption is under control.
- In the fight against pests, we are trying to make more use of natural measures (fly catchers, adhesive paper, etc.) by reducing chemical consumption.
- By monitoring the amount of chlorine per person, we aim to prevent excessive consumption by using chemicals at optimum level.



Figure 9. Laundry Dosing System and Refill Filling System

Table 1. Energy	kWh Quantities				% Change
	2021		2022		
Moon	Consumption	Per Capita	Consumption	Per Capita	
January	-	-	-	-	-
February	-	-	-	-	-
Mart	-	-	-	-	-
April	74.447	-	151.277	-	-
May	71.489	-	573.469	35,15	-
June	577.999	30,31	902.960	21,04	- % 30,6
July	1.417.594	25,26	1.215.724	19,18	- % 24,1
August	1.392.892	27,39	1.352.327	20,54	- %25,0
September	1.030.192	34,22	985.616	28,62	- % 16,4
October	803.703	24,37	838.262	25,25	% 3,6
November	-	-	-	-	-
December	-	-	-	-	-
Monthly average	1.044.476,00	27,6	978.059,67	22,9	- % 17,0

Table 2. Moon	Water Amounts (per capita)		% Change
	2021	2022	
January	-	-	-
February	-	-	-
Mart	-	-	-
April	-	-	-
May	-	0,64	-
June	0,75	0,39	- % 48
July	0,54	0,37	- % 31,5
August	0,72	0,35	- % 51,4
September	0,92	0,47	- % 48,9
October	0,56	0,22	- % 60,7
November	-	-	-
December	-	-	-
Monthly average	0,69	0,41	-%40,6

Table 3. Moon	Recyclable Waste Amounts				% Change
	2021		2022		
	Quantity	Per Person	Quantity	Per Person	
January	698	-	648	-	-
February	717	-	672	-	-
Mart	755	-	711	-	-
April	5903	-	884	-	-
May	6723	-	5500	0,34	-
June	15266	0,80	13543	0,32	- % 60
July	17090	0,30	20030	0,32	% 6,2
August	16128	0,32	20607	0,31	- % 3,1
September	13562	0,45	18676	0,54	% 20
October	15279	0,46	17927	0,54	% 17,4
November	-	-	-	-	-
December	816	-	703	-	-
Monthly average	15465	0,41	16047	0,38	- % 7,3

Table 4.	Non-Hazardous Waste				% Change
	2021		2022		
Month	Quantity	Per Person	Quantity	Per Person	
January	-	-	769	-	-
February	-	-	771	-	-
Mart	-	-	781	-	-
April	-	-	3150	-	-
May	-	-	16892	1,04	-
June	29250	1,53	40763	0,95	- % 58
July	30863	0,55	57048	0,90	% 63,6
August	35713	0,70	59192	0,90	% 28,6
September	29949	0,99	30927	0,90	- % 9,1
October	26307	0,80	29546	0,89	% 11,2
November	-	-	-	-	-
December	1518	-	1565	-	-
Monthly average	30416	0,92	39061	0,91	-% 1,09

Table 5.	Hazardous Waste Amounts		% Change
	2021	2022	
January	-	-	
February	-	-	
Mart	-	-	
April	1300	0	
May	810	0	
June	0	2	
July	17	6	
August	107	0	
September	124	3251	
October	0	6	
November	-	-	
December	1490	-	
Monthly average	481	466,4	

Table 6. Moon	Amount of Vegetable Waste Oil		% Change
	2021	2022	
January	-	-	-
February	-	-	-
Mart	-	-	-
April	-	250	-
May	-	1250	-
June	0	1005	-
July	2795	1570	-%43,8
August	2580	1850	-% 29,3
September	1980	2220	% 12,1
October	1960	1855	-% 5,4
November	840	750	-% 10,7
December	-	-	-
Monthly average	1692,5	1343,7	-% 20,6

Table 7. Month	CO ₂ e Quantities				% Change
	2021 (Annual)	2021 (Per Person)	2022 (Annual)	2022 (Per Person)	
January					
February					
Mart					
April					
May					
June	2433,1907	0,012864564	2820,91	0,010992567	
July					
August					
September					
October					
November					
December					
Monthly average	2433,1907	0,012864564	2820,91	0,010992567	-% 14,55

3.2 2021 Waste Counter



Figure 10. Plastic and Paper Waste Counter for 2021



Figure 11. Glass and Metal Waste Counter in 2021

3.3 2022 Waste Counter



Figure 12. Plastic and Paper Waste Counter in 2022



Figure 13. Glass and Metal Waste in 2022



3.4 Conclusion

In 2022, average kWh consumption per person per night decreased by **17.0%** compared to the previous year. The kWh consumption per person per night is affected by seasonal conditions and the operating status of the hotel, and although the occupancy in 2022 was much higher compared to the previous year, the per capita consumption decreased due to the increase in presence sensors, the replacement of room devices and equipment with high efficiency equivalents and the use of energy savers. Our energy supply company has a renewable energy rate of 10%.

In 2022, per capita water consumption decreased to 0.41 liter. In 2022, water losses and leaks were eliminated at 11 points, which had an impact on the decrease in water consumption. In 2022, the high number of guests compared to the previous year affected the per capita average. In order to reduce water consumption in our facility, water saving is aimed by using drip irrigation system, double-stage siphons, photocell faucets, timed springs.

In 2022, the average per capita amount of recyclable waste (paper, plastic, glass, metal) decreased by **7.3%** compared to the previous year. The number of overnight stays in 2022 is higher than the previous year, and we adopt the principle of 100% waste separation for our goal of reducing the amount of waste going to disposal by 10% in line with our Zero Waste targets. We organize trainings for our staff on environmental legislation and waste management. We

inform our guests with waste separation information brochures in our guest rooms.

In 2022, the average per capita amount of non-hazardous waste (organic) decreased by **1.09%** compared to the previous year. In 2022, the number of overnight stays is higher than the previous year, and we use single portion presentations and informative posters on food waste to reduce our waste rate. Bread waste is distributed to our employees who request it to be utilized as animal feed.

In 2022, the average amount of hazardous waste per capita decreased **by 3%** compared to the previous year. The amount of hazardous waste is affected by medical waste, annual maintenance, breakdowns, renovations, etc. We attach importance to timely intervention, as regular maintenance of equipment will affect the amount of chemicals/paint etc. to be used.

In 2022, although the guest rate was higher than the previous year, the average per capita amount of vegetable waste oil decreased **by 20.6%**. We determine the waste oil rate by measuring the polarity of our frying oils within the scope of our Food Safety policy. Our target for the ratio of purchased oil/recycled oil is 25%. In line with this target, we are working to ensure that vegetable waste oils are not poured into sewers and collected as biodiesel.

In 2022, compared to the previous year, the amount of energy per overnight stay directly decreased **by 14.55%** CO₂ emissions. There is a decrease depending on facility-wide room occupancy, energy consumption and maintenance needs.

There are many plant species in the garden of Güral Premier Tekirova facility. According to the endemic plant species growing in the Mediterranean climate zone, they are maintained in accordance with the maintenance plan prepared by the Agricultural Engineer.

Recommendations

Wc control forms will be multi-use with acetate to reduce paper consumption will be organized in such a way.

Energy saving by using electronic ballast instead of magnetic ballast in lighting can be provided.

The use of timer showers in the beach area can be preferred in order to protect natural resources and save water.

In all double-stage siphons, large and small reservoirs can be labelled in an informative way to prevent misuse, water conservation and water saving.

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

Monitoring of chemical consumption per personnel using the automation system It can be a good project in terms of using and reducing the right amount of chemicals.

Reduction in the amount of paper with the transition to a document software system throughout the hotel can be targeted.

Digitalisation of documents can be achieved to reduce the amount of paper from our recyclable waste throughout the facility.



4. EMPLOYEE & HUMAN RIGHTS

4.1 Aims/Goals/Plans

To observe the rights of our tourism stakeholders and employees, not to discriminate, to be fair working/promotion conditions, provision of humane living, education and housing

4.1.1 **Recruitment and Promotion Process** : Employee's religion, sect, language, race, color, gender, political.

No discrimination is made between employees on the basis of opinions, philosophical beliefs and similar reasons.

In 2021, the female employment rate is 26%. In 2022, the rate of female employment is 32.83%. There is an increase of 26.27% compared to the previous year.

- The ratio of female executive employees is 30 per cent. The rate of foreign national employees is 10.40%. The rate of intern employees is 5.53%.

Our hotels do not employ child labor. We do not cooperate with companies that employ child labor.

4.1.2 Facilities Offered to Our Employees:

Use of laundry service
Use of lodgings
Personnel Service
Personnel Cafeteria
Doctor Service
Work wear and Equipment
Request and Suggestion Boxes

4.1.3 Special Days and Activities :

Organizations are frequently planned to increase the motivation of all our employees and to keep the team spirit alive.

With the participation of all our

managers; Season Opening Party
Women's Day Flower celebration,
Barbecue Parties,
Women's Matinee,
Iftar Dinners,
Table Tennis, Chess, Beach Volleyball tournaments
Season Closing Staff Night and Gift Draws are examples of these.

They came out

Staff Satisfaction Survey

Development of Our Employees: Staff Competences



4.2 Results

The satisfaction rate of the personnel satisfaction survey conducted throughout the facility was 74.94% in 2021 and 74.94% in 2022.

80.46% in 2022. In 2022, the satisfaction rate increased by 7.37% compared to the previous year.

40% of the personnel working in 2021 participated in the survey. In 2022, 60% of the personnel participated in the survey. Participation in 2022 compared to the previous year

rate increased by 50 per cent. The number of applications to the employee grievance mechanism is 43. These complaints are analyzed and improvements are made.

Employees direct their concerns;

- They can notify their department managers and the human resources department. The employee's name and information remain confidential.

Employee Development

With the Personal Development and Legislation Trainings, the personnel gained professional and personal competences.

In 2021;

- Training on 12 different subjects was organized at the hotel and 7622 person/hours of training was provided.
- 1542 personnel participated in the trainings organized.
- Training participant evaluation & satisfaction rate is 92.50%.

In 2022;

- Training on 16 different subjects was organized at the hotel and 14088 person/hours of training was provided.
- 3071 personnel participated in the trainings organized.
- Training participant evaluation & satisfaction rate is 94.28%.
- 48 personnel were trained on Cultural Heritage.
- 68.55% of the employees have received environmental training.
- 99 personnel were trained on "Child Exploitation".

Competences targeted with trainings: Communication, team work, guest orientation, coaching skills, analysis and reporting, hygiene awareness, environmental awareness, compliance with occupational safety rules, leadership, problem solving, emotional intelligence, quality control and creativity.

4.3 Education Programs

Environmental Legislation	Hygiene Training	Quality Management Systems
Working Safely with Chemicals	First Aid Training	Orientation
English Language Training	Dangerous Goods Safety	Professional Hotel Staff
Russian Language Training	Vocational Qualification Trainings	Management Skills Effective
Occupational	Cultural Heritage and Biodiversity	Communication Teamwork
Safety Training	Sustainability	Body Language
Work at Height Training	Protection of Personal Data	Infectious Diseases Awareness

Fire Training	Combating Child Exploitation	Guest Satisfaction
In Emergency Situations Intervention	Service Quality Perfection	Software Programmes Trainings
Clubcar Driving Techniques	Disinfection and Hygiene Applications	Employee Collective Nutrition
Covid-19 Information	Legionella Applications	Lifeguard and use of equipment
Slide Operation and Accompanying a Guest	Goods and Food Acceptance	Waste Segregation
System Cleaning and Organisation	Storage Conditions and Shelf Layout	MSDS (Product Safety DataSheet Form)
Food Safety	Lost Property Applications	Buffet Concept and Presentation Security
Isolation Room Applications	Physical and Technical Measures	Friendliness-Eloquence
MS Office	Types of alcohol and their properties	Ergonomics
Bar Service and Presentation	Sabotage Precautions	Guest Reception
Receiving and Evaluating Complaints	Labour Law, E-declaration and Payroll	Occupational Diseases and Prevention
Protection of Guest Property	Interview Techniques	Sales Policies
Spa Service Standards	Cosmetics and Massage Trainings	Hot Beverage Presentations
Cocktail Making	Interview Techniques	Cocktail Making
Wine	Floor Trolley Layout	Minibar Filling and Deposit System
On-the-Job Training	Cleaning Equipment	Zero Waste
Waste and Waste Prevention	Energy Efficiency	Motivational Skills
Four Dimensional Leadership	Time Management	Crisis Management
Problem Solving	Communication and Persuasion Management	Relationship and Communication Management

Managing with Awareness	Reach from Team toTeam	Telephone Conversation andAddress
Spraying Rules		

Recommendations

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

5. COMMUNICATION WITH OUR STAKEHOLDERS

Our employees One-to-one interviews, board meetings, trainings, surveys, web page "Write to Us" communication channel

Our Guests Guest Satisfaction Surveys, Rightful Guest Line, web page "Write to Us" communication channel, Social Media,

Suppliers Purchasing Specifications, Supplier Audits, Meetings, Interviews

Local Communities: Social Projects, Information Requests, Meetings, web page "Write to Us" contact channel

Public Organizations: Meetings, Information Requests, Annual Report

Business Partners: One-to-one meetings, meetings, seminars and fairs

Press: Interviews and press releases



6. COMMUNITY INTEGRATION & SUPPORT

6.1 Aims/Goals/Plans

- Organizing joint work and activities on environmental awareness with local governments or administrations or other facilities in the region
- Working with local suppliers reduces the logistics-related carbon footprint therefore it is preferred. By working with local tourism associations such as KETOB, KETAV We are working on the employment of the people.
- In our staff cafeteria, we provide lunch to employees working in local public institutions.
- By taking part in social responsibility projects with local organizations, participating in activities such as environmental cleaning, etc., we raise awareness for the people of the region.
- By supporting cultural heritage contribution activities, 4 activities were contributed in 2022.
- We provide care, treatment and feeding of 84 animals by cooperating with Stray Animal Care Homes.



Figure 14. KETOB Çalıştepe Environmental Cleaning Event

- 23 April National Sovereignty and Children's Day Celebrations are held every year in cooperation with the Directorate of Family and Social Services by inviting our children staying in Love Homes. are welcomed.
- Within the scope of our cultural activities; by sponsoring the Phaselis Festival; we take part in this event that brings together our natural and historical richness with art and contributes to cultural promotion. we provide.



Figure 15. Phaselis Festival Sponsorship

- We meet with local people living in our region on Ashura Day and provide food and beverage support.



Figure 16. Ashura Day Distribution Event

- Natural, For the promotion of cultural and historical richness; We promote our region to our guests by providing our guests with a map of the immediate surroundings.

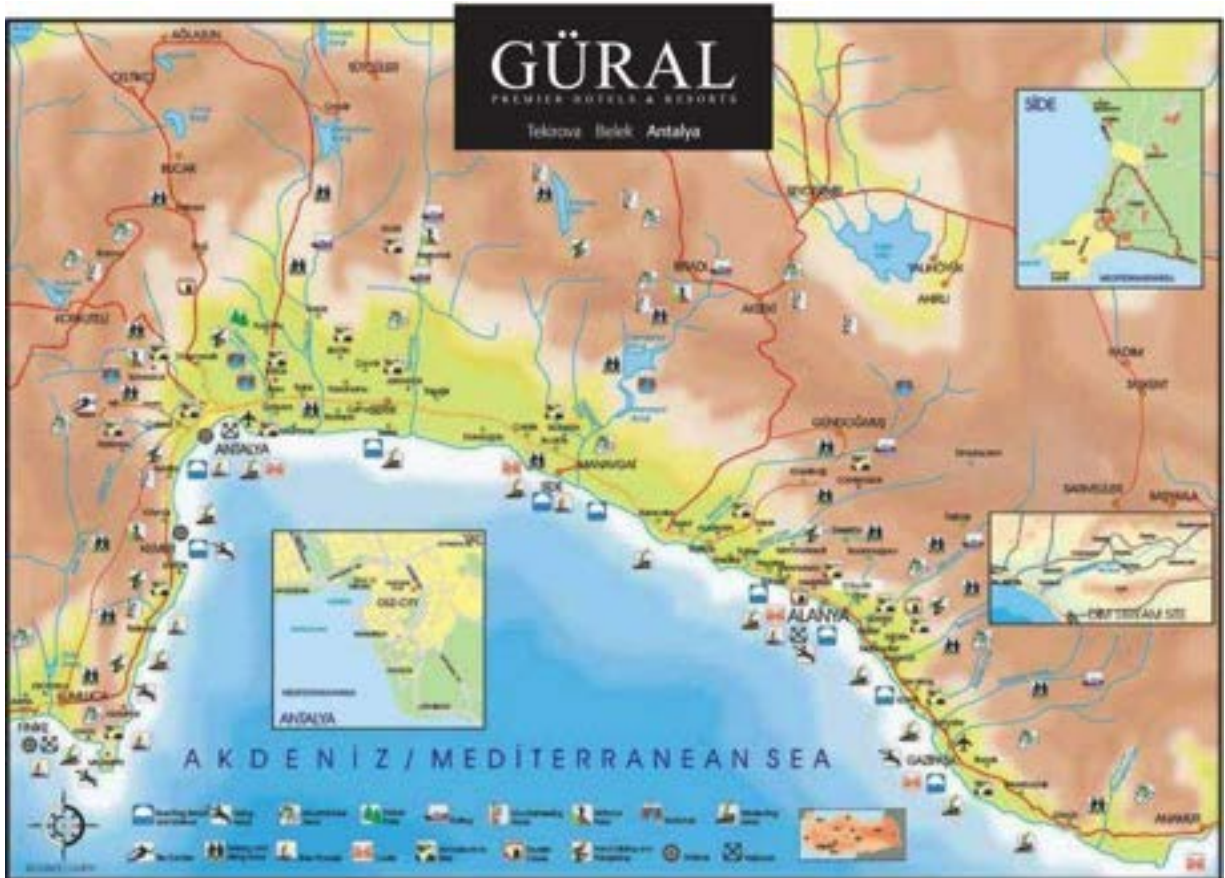


Figure 17. Kemer Neighbourhood Map

- We introduce Anatolian cuisine to our guests with our "Turkish Night" events.



Figure 18. Turkish Night Event Presentation

- Our local entrepreneur shop tenant rate is 95%.
- In order to contribute to the commercial volume of the region, 67.7% of our suppliers are local suppliers.



Figure 19. Supplier Provinces we work with

- We care about the employment of local people and choose our employees from local people.

Local

The employment rate of employees is 45.03 per cent and the employment rate of local managers is 77.1 per cent.



Figure 20. Employment Rate by Province

Güral Premier Tekirova Hotels&Resorts carries out joint activities with Alper Duru Kindergarten, which has been included in the Eco-Schools programme, an international programme, and has 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. Donations are made to schools with the continuation of the school's Eco-School processes.

They came out

KETOB events, Caretta Caretta nests, Tourism news,



6.2 Results

Güral Premier Tekirova business c o n t r i b u t e s t o many activities both regionally and nationally within the scope of environmental protection. It takes an active role in environmental education and awareness-raising activities carried out with local touristic enterprises in the regional sense, and in seminars and presentations where the exemplary practices carried out within the scope of environmental management on a national scale are transferred to the sector and other stakeholders.

- In 2022, 21 collaborations were established with associations/foundations/civil society organizations. The number of collaborations organized with other institutions is 28.
- "Child Exploitation" training was provided to 99 personnel in cooperation with Ucim.



Figure 21. Miniclub World Environment Day Event



Figure 22. Compost Making Activity



Figure 23. Child Exploitation Prevention Training



Figure 24. Effective Teamwork and Motivation Training in Hotel Management



Figure 25. Leading in Difficult Times Training



Figure 26. Alacasu Environmental Cleaning Event



Figure 27. Protection of Caretta Caretta Nests



Figure 28. Protection and Promotion of Mini Club Caretta Caretta Nests



Figure 29. Eco School Activity



Figure 30. Mini Club Waste Segregation Activity



Figure 31. Kemer Environmental Clean-up Event



Figure 32. Volleyball Tournament Staff Event



Figure 33. Staff Night Event



Figure 34. Nesrin Güral Kindergarten Groundbreaking Ceremony

Recommendations

It can develop activities to increase activities with local communities and associations, organise activities with new stakeholders, get involved in UCIM's work or conduct donation campaigns.

The number of local suppliers can be increased.

The number of neighbourhood activities with guests can be increased.

7. OUR GUESTS

7.1 2021-2022 Guest Overnight Stay

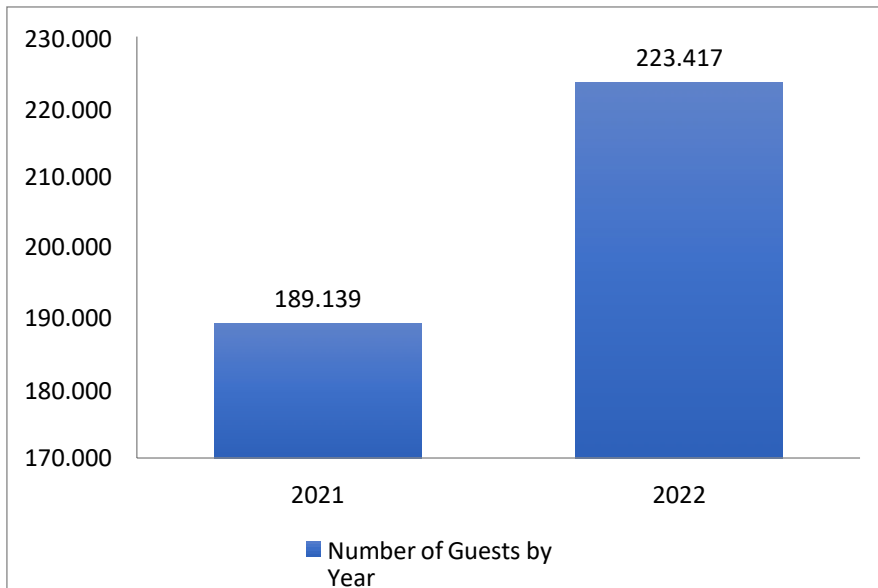


Figure 35. Graphical Representation of the Number of Guests for 2021-2022

7.2 Repeat Guest Rate by Year

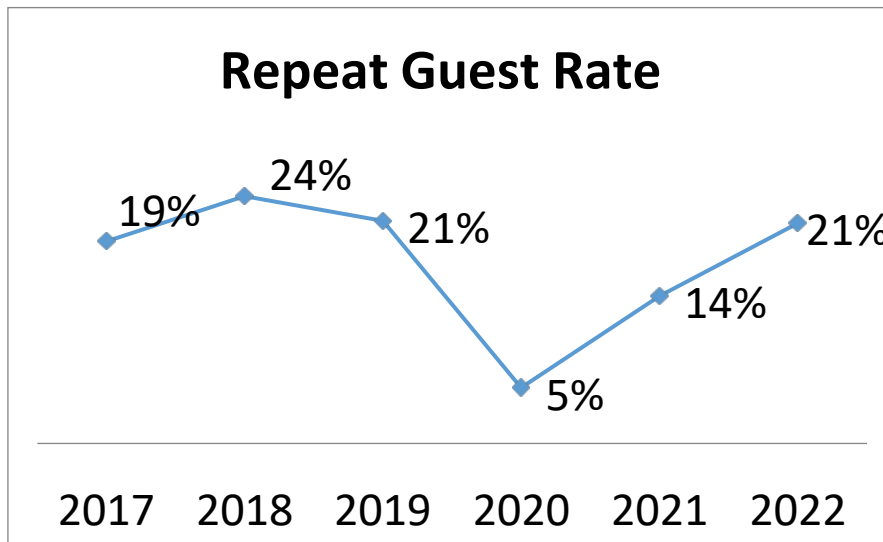


Figure 36. Graphical Representation of the Number of Returning Guests by Year

7.3 Guest Satisfaction

During the reporting period, 35.54% of guest occupancy in 2021, 21.73% in 2022 filled out guest questionnaires. 2022 comparisons to the same period were as follows:

Table 8. Department	Average Score out of 100	
	2021	2022
Front Office	91,07	95,2
Housekeeping	91,00	94,4
Kitchen	83,75	82,8
F&B	89,88	89,4
Animation	90,02	94,00
Aquapark	93,26	97,00
Quu Spa	87,15	89,00
Guest Relations	88,37	94,00
Overall Satisfaction	87,36	92,6

Environment & Sustainability Satisfaction that we deliver to our guests in writing or by e-mail In the survey of 2022, 85.56% satisfaction was achieved.

The image shows a digital questionnaire titled "MİSAFİR ÇEVRE ANKETİ" (Guest Environment Questionnaire) for GÜRAL. The form includes the following questions and options:

- 1. Otelede mevcut olan çöp ayırma kutularını hiç kullanırsınız mı? (Yes/No)
- 2. Mübeye, bulaşık ve Çamaşır Makinesi kullanırken en azından su tasarruflu modellerden birini kullanırsanız mı? (Yes/No)
- 3. Çamaşır Makinesi kullanırken su tasarruflu modellerden birini kullanırsanız mı? (Yes/No)
- 4. Otelede bulunan 40'lilik bir çöp sepeti 22 saatlik kullanım süresince kullanırsanız mı? (Yes/No)
- 5. Kullanılan "Çamaşır Makinesi" için su tasarruflu modellerden birini kullanırsanız mı? (Yes/No)

At the bottom of the form, there is a "Çevre ve Dışişleri Bakanlığı'na teşekkür ederiz!" (Thank you to the Ministry of Environment, Urbanization and Climate Change!) message and a "Teşekkür ederiz." (Thank you.) button.

Figure 37. Guest Environment Questionnaire



7.4 Conclusion

In 2022, the online survey programme was introduced. During the online survey integration process, there was a decrease in the survey filling rate due to some systemic problems.

Survey satisfaction rates have increased compared to 2021. There was a 6% increase in the overall satisfaction rate. Some restrictions imposed by pandemic conditions affected the results.

Informing guests about environmental protection measures, biodiversity and the environment; Informative documents and field applications are available for all guests staying in our facility, starting at the entrance of the reception, both to support environmental protection efforts and about the biodiversity where our business is located. Our environmental policy at the reception desk and roll-ups containing behaviors that will contribute to the protection of the environment, informative documents at info desks can be given as examples. Bathroom and environment card applications in the rooms, awareness-raising videos on info TVs are among other examples. On the beach, information about the sensitive natural areas near the area on the Blue Flag board and the caretta-caretta behavior rules on the beach are among our other applications in the common areas for guests. The environmental board at the main entrance of the beach, which includes our environmental awards and our environmental policy, is another example of common use.

Recommendations

A study on mobile application can be carried out to increase the guest survey filling rates.

8. ACCESSIBILITY FOR SPECIAL GROUPS AND EVERYONE

It aims to provide environments/opportunities where special groups (children, individuals with physical/mental disabilities, individuals over the age of 65, pregnant women, disaster victims, etc.) can express their thoughts, wishes and feelings and feel free and comfortable. Disabled facilities and accessibility conditions are provided in our facility. Areas, buildings and activities are accessible to people with physical disabilities and other special needs in accordance with the nature of the operation. It aims to provide facilities and conveniences that equalise all accommodation conditions.



Figure 38. Facilities Offered to Guests with Disabilities

9. CULTURAL HERITAGE

9.1. Experiencing Cultural Heritage in our facility

Traditional Kütahya tiles and handmade arts are used in our facility due to our main business activity. Motifs combined with Seljuk architecture are used in different parts of the facility. Thus, support is provided to keep the cultural heritage alive.

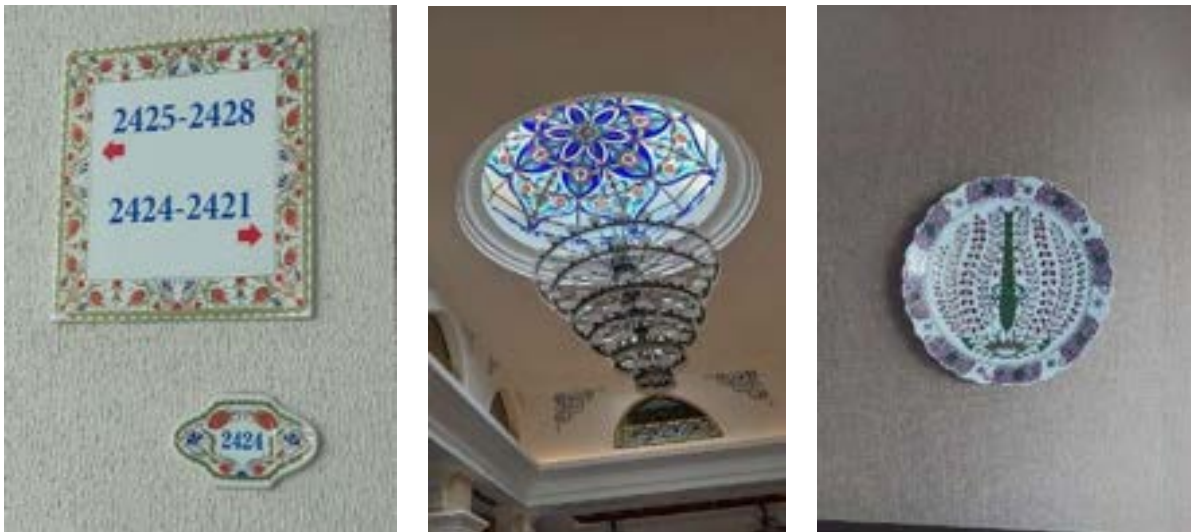


Figure 39. Tile Patterns and Handicrafts in the Facility

In addition, it is possible to see the historical, architectural, functional and traditional dimensions of the Turkish Bath within the scope of the protection and preservation of tangible and intangible cultural heritage.



Figure 40. Quu Spa Hammam Area

9.2 Some of the Cultural Attractions in the Neighbourhood

Olympos Ancient City



Figure 41. Ancient City of Olympos

The city, which is 13.1 km away from Tekirova, is the second most important port city after Phaselis on the southern coast of Antalya. The city takes its name from Mount Tahtalı, one of the western extensions of the Taurus Mountains 16 kilometres to the north, with a height of 2,375 metres. Most of the ruins that have survived to the present day are covered with trees and bushes in the forest and belong to the Hellenistic, Roman and Byzantine periods. To the east of Olympos, 300 metres from the coast is the settlement of Çıralı, which is famous for its magnificent beach where *Caretta* lay eggs and the coastal dunes where many plants live.

Yanartas



Figure 42. Yanartaş

The Unquenchable Fire of Olympos: Yanartaş is a small natural gas source of historical and touristic importance near Çıralı village in Kemer district of Antalya. Its distance to Tekirova is 17.9 km. It is located in a scenic location close to the sea, and the flames coming out of the stones attract the attention of tourists. It has been burning for 2500 years and has been the subject of Greek mythology.

Gelidonya Lighthouse



Figure 43. Gelidonya Lighthouse

Gelidonya Lighthouse, which takes its name from the word "kaledonya", which means swallow in Lycian language, has this name as a result of migrating swallows. The lighthouse is located on a cape called Gelidonya Cape or Taşlıkburnu. Built at an altitude of 227 m, the structure is the highest lighthouse in our country. It was also chosen as the lighthouse with the most beautiful view of Turkey in 2007. Gelidonya Lighthouse, located between Karaöz, Adrasan and Kumluca, is located 45.6 km from Tekirova.

Phaselis Ancient City



Figure 44. Phaselis Ancient City

Phaselis Ancient City, also known as Faselis; It is located in Kemer district of Antalya. It is located 5.8 km from Tekirova. Located on a beach resting in the shade of rich pine forests, Phaselis was founded as a colony by the Rhodians in 690 BC. Sea trade was the city's most important source of income. The main ruins of the city are located on the pavements of the main street connecting the military harbour and the southern harbour.



9.3 Rules to be followed in Museums and Ruins

Dear Guests; As Gral Premier Hotels, we would like to remind you about some issues in order to contribute to the sustainable development of tourism and to show our commitment.

It is against the laws of the Republic of Turkey to take any material from touristic and historical places and to take it out of the area.

- In museums and archaeological sites, follow the warnings of the staff and the posted visiting rules,
- Not to consume food and drink in the area,
- Do not damage or touch the artifacts in any way,
- Avoid loud conversations that disturb others during your visit,
- To take / not to take photos and videos in accordance with the rules of the museums and archaeological sites you visit,
- In the activities you will do (rafting, paragliding, etc.), you must use all kinds of equipment recommended for your life safety according to the rules,
- Avoid damaging, destroying the originality and polluting protected areas such as forests, beaches, caves, etc,
- Avoid activities that harm living things for the balance and continuity of natural life,
- Do not throw rubbish on the ground in the areas you visit and stay away from activities that harm nature and living things,
- Theatre, concert, festival etc. We kindly ask you to follow the rules of the event.

Thank you very much for supporting the protection of cultural and natural heritage and contributing to Sustainable Tourism.



10. SUMMARY OF PROPOSED ACTIONS

Action	Leader(s)	Deadline
Business across the board electricity, increasing the number of analysers	LNG, wa ter Mechanical and Electricity Engineers	30.01.2024
Automation quantity per chemical user follow-up	Housekeeping Manager	30.09.2023
Tracking of consumables	Housekeeping Manager F&B Manager Kitchen Chef	30.09.2023
Switching to document software system throughout the hotel	Quality & Training Manager General Manager	30.04.2023
Providing textile materials to shelters	Housekeeping Manager Quality & Training Manager	01.03.2023
Lighting utilization	electronic ballast Mechanical and Electricity Engineers	30.04.2023
Increasing the participation rate of employees in the survey	Human Resources Manager	30.08.2023
WC control forms in transparencies are very disposable	Housekeeping Manager	30.04.2023
Energy Star marking on office devices such as computers, printers, paper shredders, etc.	Information Processing Officer	30.04.2023
Preference for natural biodegradable materials, Supply of paper straws	Purchasing Supervisor F&B Manager	30.04.2023
Use of flora-adapted plants, use of thirst-resistant grass	General Manager Garden Supervisor	01.04.2023
Güral Rehabilitation In his greenhouse plant improvement	Garden Supervisor	01.04.2023

<i>Positioning of Bird Houses</i>	<i>Garden Supervisor</i>	<i>01.04.2023</i>
<i>Bird Watching Activity (Mini Club)</i>	<i>Quality & Training Manager Animation Manager</i>	<i>01.06.2023</i>
<i>Hanging informative labels on double stage siphons</i>	<i>Housekeeping Manager</i>	<i>01.04.2023</i>
<i>Bottom cleaning to protect underwater ecosystems</i>	<i>Quality & Training Manager</i>	<i>01.05.2023</i>
<i>Switching to timer shower system in beach areas</i>	<i>Mechanical and Electricity Engineers</i>	<i>30.01.2024</i>
<i>Checking the batteries with the Battery Meter</i>	<i>Front Office Manager Mechanical and Electricity Engineers</i>	<i>01.09.2023</i>
<i>Child exploitation and abuse training for staff</i>	<i>Security Chief Travelife leader</i>	<i>in the continuation of 01.09.2023</i>
<i>Increasing the number of local suppliers</i>	<i>Purchasing Supervisor F&B Manager</i>	<i>In the continuation of 30.04.2023</i>
<i>Activities related to local communities and associations Increasing, new stakeholders with organising events,</i>	<i>General Manager Travelife Leader</i>	<i>in the continuation of 15.07.2023</i>
<i>Involvement in UCIM activities or donation campaigns to be done Regarding Studies</i>	<i>General Manager Quality & Training Manager</i>	<i>in the continuation of 01.09.2023</i>

Approval

Mark it	Title	Name-surname initials
X	General Manager	L.T.
X	Night Manager	M.S.
X	Quality & Training Manager	B.E.C.
X	Human Resources Manager	N.D.
X	Food & Beverage Manager	H.S.S.
X	Housekeeping Manager	H.S.
X	Guest Relations Manager	Z.V.
X	Technical Manager-Mechanical Engineer	F.D.
X	Technical Manager-Electrical Engineer	C.E.
X	Purchasing Manager	O.T.
X	Security Chief	M.A.

For your requests, suggestions and requests, you can contact us via the e-mail address and link below.



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