



SUSTAINABILITY REPORT

2021-2022

GÜRAL

PREMIER HOTELS & RESORTS

Belek • Tekirova • Antalya

B E L E K



TABLE OF CONTENTS

INTRODUCTION	04
1. ABOUT OUR HOTEL	05
2. SUSTAINABILITY	06
2.1. Quality Management	06
2.1.1. Awards and Certificates	06
2.1.2. International Standards	06
2.2. Our Quality Policy	07
2.3. Our Sustainability Policy	09
3. ENVIRONMENTAL IMPACT	11
3.1. Goals/Objectives/Plans	11
3.1.1. In line with our goal to reduce our carbon footprint	11
3.1.2. In line with our goal of protecting natural life and Sustainable Practices	12
3.1.3. In line with our goal of protecting water resources	13
3.1.4. In line with our waste management and minimization policy	13
3.1.5. In line with our chemical reduction and management goals	14
3.2. 2021 Waste Counter	18
3.3. 2022 Waste Meter	19
3.4. Conclusion	20
4. EMPLOYEE & HUMAN RIGHTS	22
4.1. Aims/Goals/Plans	22
4.1.1. Recruitment and Promotion Process	22
4.1.2. Opportunities Offered to Our Employees	22
4.1.3. Special Days and Activities	22
4.2. Results	23
4.3. Education Programs	24
5. COMMUNICATION WITH OUR COLLABORATORS	25
6. COMMUNITY INTEGRATION & SUPPORT	26
6.1. Aims/Goals/Plans	26
6.2. Results	30
7. OUR GUESTS	38
7.1. 2021-2022 Guest Overnight Stay	38
7.2. Repeat Guest Rate by Year	38
7.3. Guest Satisfaction	38
7.4. Conclusion	40
8. ACCESSIBILITY FOR SPECIAL GROUPS AND EVERYONE	41
9. CULTURAL HERITAGE	41
9.1. Experiencing Cultural Heritage in our facility	41
9.2. Some of the Nearby Cultural Attractions	42
9.3. Rules to be followed in Museums and Ruins	44
10. SUMMARY OF PROPOSED ACTIONS	45



ABOUT THE REPORT

As Gral Premier Hotels&Resorts, we aim to share the results 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 January 01, 2021- December 31, 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 collaborators.

For your requests/feedback;

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INTRODUCTION

Tourism, which has become a serious sector in the world, constitutes one of the major sources of income for many countries and even leads the way. It is estimated that one billion people move around 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 realization of tourism activities, natural resource destruction occurs both during and after the establishment of the facility. This impact is mainly seen on 4 environments. These are water, soil, air and flora-fauna.

In almost all Mediterranean countries and in Turkey, tourism activities are concentrated on the sea coasts. Tourism movements generally start and develop in places where the natural balance is very sensitive and easily disrupt this balance if necessary measures are not taken.

The tourism sector in Turkey is largely concentrated on the sea coasts. Therefore, the cleanliness of sea water and beaches is recognized 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, inadequate infrastructure in forest fires disrupt the balance 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 center of tourism activities, are included in national and international environmental protection programs 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 in 2014 with the Gral Premier brand, which will make a name for itself in Antalya/Serik/Belek region. Our Gral Premier facilities; Gral Premier Tekirova, which welcomed the sector in 2010, and Gral Premier Belek, which was 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 7 months. Sand and pebble mixture with its 400 m wide beach, our facility consists of 2 and 3-storey independent buildings in a garden on 130.000 m² land. Our 2-story deluxe rooms with pools in our 2-story buildings have access to the communal pools. With its 600 employees, 20 management units and 45 management staff, it serves an average of 265,000 guests from 36 different countries of the world every year.

- 568 Rooms, 1200 Beds
- 12000 m² Aquapark, 27 Outdoor Pools
- 5 Restaurants, 3 Ala'Carte Restaurants, 1 Patisserie, 1 Children's Restaurant
- 18 Bar
- 3600 m² Happyland Kids club, Survivor Park
- 2600 m² Quu Spa
- 400 m² Fitness Center
- 8 Clay Tennis Courts

2. SUSTAINABILITY

2.1. Quality Management

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

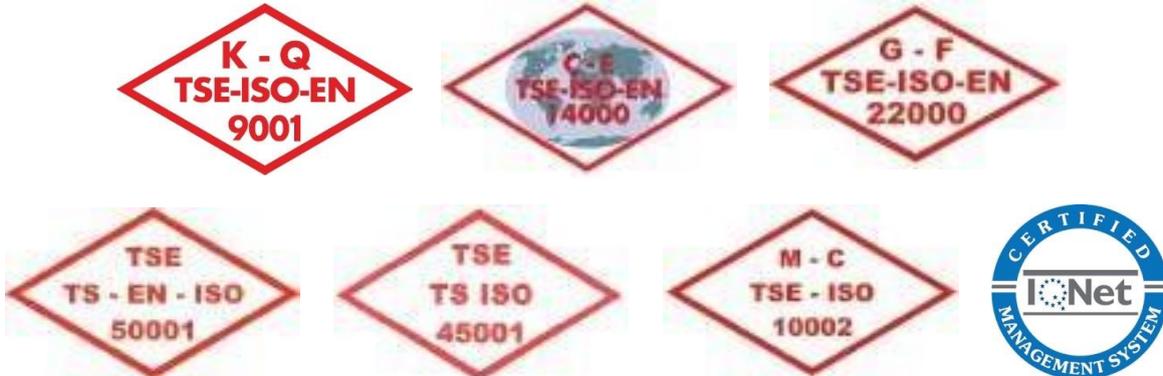
In line with our long-term vision and goals, Sustainable Tourism is our framework of thought, we have created our own Sustainable Development Goals in line with our policies and we are working to contribute to our country.

2.1.1. Our Awards and Certificates



Figure 2. Awards of the Facility

2.1.2. Our International Standards





22. Quality Our 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 favor of our guests and employees.
- To think in a guest satisfaction-oriented manner and to identify guest expectations and needs within this framework and to ensure the highest level of satisfaction.
- To increase our service quality by working in compliance with the legislation we are responsible for regarding Food Safety, Energy Management, Environmental Pollution and Occupational Health and Safety
- Accepting environmental health as equivalent to human health, controlling our natural resource consumption and waste, reducing environmental pollution and using 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 healthy, reliable products that are 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 dangers and risks they may be exposed to in advance.

Güral Premier Senior Management
Atalay ARSLAN
General



ENVIRONMENTAL PROTECTION AND SOCIAL RESPONSIBILITY POLICY

IN THE NAME OF ENVIRONMENTAL PROTECTION;

- We identify the environmental risks that may occur after each department's activities and take measures to reduce 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 through 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 staff on how to use chemicals sufficiently.
- We prioritize biological control methods in garden maintenance and apply drip irrigation to save water.
- We conduct regular drills with Emergency Response Teams in order to prevent possible emergencies and environmental disasters.
- Every year we fulfill the criteria of our Blue Flag award, which is the symbol of a clean sea, a well-maintained, healthy and safe beach.
- We help protect natural life by protecting Caretta Carettas that come 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 cooperate 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 to keep the harmony between tourism and the environment at the highest level.
- We receive outsourced trainings to overcome the individual deficiencies of our employees.
- In solidarity with the "Regional Directorate of Child Services" in our province, we help to protect national and moral values within the framework of the best interests of children.
- In order to protect child guests physically and mentally, we authorize some of our employees and ensure that non-compliances are followed up.

ENVIRONMENTAL PROTECTION AND SOCIAL RESPONSIBILITY POLICY

23. Sustainability Our Policy

SUSTAINABILITY POLICY



- Building resilience of the poor and vulnerable and providing social assistance to climate-related extreme events and other economic, social and environmental shocks and disaster victims, ensuring equal employment opportunities and reducing their vulnerability.
- To provide employment and internship opportunities for people 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 the purchase to the table and we work to reduce waste.
- We care about the nutritional needs of our employees and collaborators and offer balanced menus and safe foods prepared by nutritionists.
- We favor plants and emphasize afforestation that help protect ecosystems, strengthen adaptive capacity to climate change, extreme weather, drought, floods and other disasters, and progressively improve land and soil quality.
- 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 prioritize occupational 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 provide health support for our guests, employees on an ongoing basis, and in emergencies for the local community.



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



- 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 based on language, religion, race, gender, social class, age or union membership. Protection of human rights is our basic rule and we expect the same sensitivity from our collaborators.



- 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, improve our equipment in line with technological developments and carry out regular installation maintenance.
- Our wastewater is delivered directly to the wastewater sewage connection system and we ensure the breakdown of oils with auxiliary bacteria to reduce the wastewater pollution load.



- For clean energy; we choose 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 reducing our carbon footprint, we monitor our emissions and work towards our target.

ENVIRONMENTAL PROTECTION AND SOCIAL RESPONSIBILITY POLICY

SUSTAINABILITY POLICY



- We inform our guests about public transportation methods and bicycles in the immediate vicinity.
- We provide information to all our collaborators for the protection and promotion of our cultural and natural world heritage.



- We produce in line with demand and need to ensure the sustainable management and efficient use of natural resources and to prevent food waste.
- To ensure environmentally responsible management of chemicals and all wastes throughout their life cycle and to minimize their harmful effects on human health and the environment, we ensure proper containment and shipment to licensed facilities to prevent the release of these wastes to air, water and 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 make environmentally friendly purchases that produce less energy, water and waste.



- 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 follow their development processes by ensuring their safety.



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



- In order to reduce all forms of violence everywhere, our security services work in cooperation with local authorities to ensure a safe environment.
- Our children are our future. We care that they grow up in freedom and safety without being exposed to any exploitation. We organize trainings to raise awareness for our staff and work with local authorities and NGOs to prevent child abuse and exploitation.
- We are guided by the United Nations Convention on the Rights of the Child and UNICEF principles.
- Any behavior, verbal, non-verbal or physically expressed, that is sexually suggestive towards children is a violation of children's rights and is condemned and prevented by us.
- There are no child employees at any level of our facility and we expect our partners to work with the same sensitivity.



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

Güral Premier Senior Management

3. ENVIRONMENTAL IMPACT

3.1. Goals/Objectives/Plans

3.1.1. In line with our goal to reduce our carbon footprint ;

- In order to prevent exhaust emissions, it is ensured that the products supplied are procured from as close distances as possible.
- We audit our suppliers at specified intervals to ensure that they comply with our environmental approach, waste management, water and wastewater policy.
- Our Green Purchasing Policy affects our product/device preferences as per our Purchasing Procedure. We prefer environmentally friendly devices of class A and above in electrical appliances.
- We ensure that the lighting in our hotel is economical and sensorized. All rooms, including our lodgings, have energy saver systems. It is aimed to ensure energy efficiency with the use of presence sensors in newly built rooms.
- Our air conditioning systems are controlled through automation within the determined thermal comfort conditions.
- As renewable energy, solar panels are used for water heating throughout the facility.
- With continuous technical maintenance, we prevent the release of cooling gases into the atmosphere.
- In line with our environmental protection targets, we provided environmental training to 80% of our staff.
- 73.6% of our vehicles in the facility are electric club cars.
- Electric bicycles (Ginger) are used, guests are provided with brochures to encourage them to use public transportation, we have bicycle parking spaces and an electric vehicle charging station.
- We have warnings about turning off the ignition of fuel vehicles in the facility for waiting longer than 2 minutes.

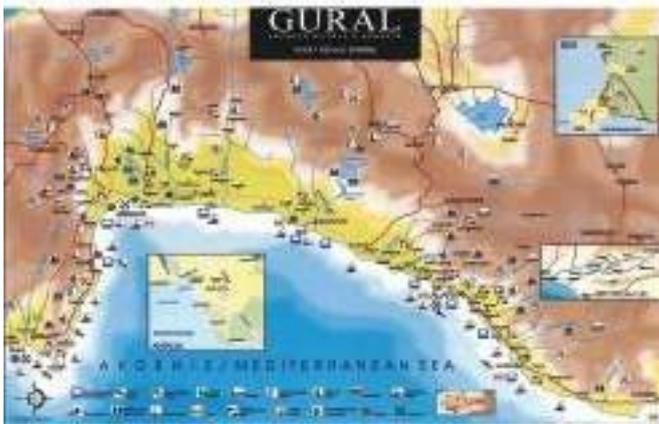


Figure 3. Near Places Information Brochure We Give to Our Guests



Figure 4. Electric bicycle and bicycle parking areas

3.1.2. In line with our goal of protecting natural life and Sustainable Practices

- On our 130-acre 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 to protect endemic species and to raise awareness of staff and guests on this issue.
- Our endemic species such as Sweetgum Tree, Flush Tree, and Sand Lily are maintained. It is aimed to raise awareness by providing information with QR-coded name tags.
- There are houses and coops in designated areas for our homeless animal friends. Their feeding and care is carried out in cooperation 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.
- At the beginning of the season, lifeguards in our facility clean the seabed to protect underwater ecosystems.
- Animal welfare is protected within the facility, and the care and feeding of animals such as many cats and Persian chickens are supported.
- Where possible, separation is provided by natural green hedges.
- Wood/biodegradable materials are preferred in equivalent equipment.
- Damaged plants are rehabilitated and reused in the "Güral Plant Rehabilitation Greenhouse".
- Drought and disease resistant grass species are used in landscaping, thus reducing the use of water and pesticides.
- Through Betuyab, support is provided to the Caretta Protection Projects of the Ecological Research Association and cages for caretta eggs are provided.



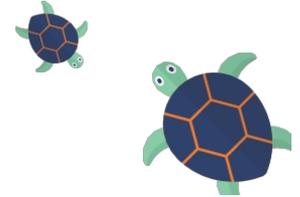
Figure 5. Biodiversity Promotion Plant QR Study

Cins: Caretta
Tür: Caretta Caretta
Ergin Ağırlığı: 70-150 kg
Ergin Büyüklüğü: 85-105 cm
Görünüm: Sirt tarafı kırmızımsı kahverengi altı tarafı ise beyazımsı açık sarı renklidir.
Beslenme: Etçil (Deniz omurgasızları, deniz anaları vs.)
Davranış: Dişi nisan-eylül arası yumurtlar ve genellikle her sezon 3-5 yuva yapar.
Ortalama Yumurta Sayısı: 90 adet
Caretta Caretta, Akdeniz sularında üremesi en verimli olan türdür. Akdenizde yıllık kuşçıklayan sını kaplumbağalarının tahmini sayısı 2280-2787'dir. İribaş kaplumbağa genellikle 2000 Dünya Doğayı Koruma Birliği Kırmızı Listesinde nesli tükenmekte olan türler olarak kategorize edilir. Yumurtaların gelişme süresi yaklaşık olarak 2 aydır ve yavru çıkışı Ağustos ile Eylül ayında sık görülür. Yavrular yumurtadan çıktıkları hemen sonra yuvadan çıkarlar, çünkü bir hareketlilik dönemine başlarlar ve birkaç güne kadar kıydan yüzerek açık denizlere ve okyanuslara doğru uzaklaşırlar.
Deniz kaplumbağalarının neslinin devamı için neler yapabilirsiniz?
• Kumsalda geceleri ışık kullanmayarak, ateş yakmayarak
• Deniz kaplumbağalarının yuvalama bandında (denizden 35 metreye kadar şemsiye ve şezlong kullanmayarak,
• Kumsala ve denize çöp bırakmayarak
• Yuvalamak için kumsala çıkan deniz kaplumbağalarını korkutmamak için uzak durarak

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GÜRAL
GREEN

CARETTA
CARETTA



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Figure 6. Information Brochure for Guests - Caretta Caretta

3.1.3. In line with our goal of protecting water resources;

- Water consumption is reduced with sensor faucets and two-stage reservoirs.
- Drip irrigation systems and timed spring systems ensure 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 scope of programs determined by experts, taking into account issues such as load amount, pollution status, etc.
- In order to reduce the consumption of electricity, water and chemicals, bed linen and towels are changed in line with the requests of our guests, and informative brochures are available in the rooms.
- Our landscaping uses local flora or flora-adapted plants to reduce water consumption.



Figure 7. Wooden Hanger and Paper Straws Used in the Facility

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.
- 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 the animal shelter in Serik to be used as animal feed. Thus, waste reduction is ensured.
- In order to reduce our food waste, single portion presentations are made and informative posters are 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 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 waste at the source and working with the Ministry of Environment, Urbanization and Climate Change Ministry to help reduce waste and natural resource use.
- We aim to reduce our paper waste with QR exam questions and digital documentation system.
- 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 by using multi-use wipeable and washable placemats instead of paper or disposable placemats.
- We monitor the amount of consumables consumed per month and per person to keep waste under control.

- Vegetable waste oil are collected with appropriate storage methods and collected by a licensed company. The fact that the contracted licensed company has EU-ISCC certificate played a role in our preference.
- The batteries are checked with the battery meter and the batteries with low energy are used in devices that need less energy such as controllers etc. In this way, hazardous waste is reduced.



Figure 8. Guest Wash on Demand Brochure

3.1.5. In line with our chemical reduction and management targets;

- We prefer that the chemicals and spraying used throughout the facility are eco-labelled. We use eco-labeled chemicals from our chemical supplier DIVERSEY. When spraying, we prefer biological treatments 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 to break down the oils accumulated in wastewater channels.
- We aim to reduce the amount of chemicals consumed throughout the facility by monitoring the per capita consumption.
- We use dosing and refill filling systems in the use of chemicals. Thus, the appropriate dosage of chemicals is used to keep consumption under control.
- For pest control, we are trying to reduce chemical consumption and make more use of natural measures (fly catchers, sticky paper, etc.).
- By monitoring the amount of chlorine per capita, we aim to prevent excessive consumption by using chemicals at optimum levels.



Figure 9. Laundry Dosing System and Bottle Usage

Table 1. Energy	kWh Quantities				% Change
	2021		2022		
Month	Consumption	Per Capita	Consumption	Per Capita	
January	-	-	-	-	-
February	-	-	-	-	-
Mart	-	-	-	-	-
April	-	-	214.210	149,28	-
May	-	-	565.897	26,42	-
June	-	-	785.286	19,96	-
July	786.259	33,03	983.859	17,52	-47%
August	922.494	23,83	1.038.689	18,35	-23%
September	725.451	23,38	804.803	21,94	-6,15%
October	661.665	14,01	701.266	13,63	-2,71%
November	-	-	-	-	-
December	-	-	-	-	-
Monthly Average	773.967,25	22,00	727.715,71	19,05	-13,40%

Table 2	Water Amounts (Per Capita)		% Change
Month	2021	2022	
January	-	-	-
February	-	-	-
Mart	-	-	-
April	-	19,8	-
May	-	2,12	-
June	-	1,18	-
July	1,97	1,00	-50,00%
August	1,24	0,89	-28,2%
September	1,29	1,00	-22,5%
October	0,71	0,71	0,0%
November	-	-	-
December	-	-	-
Monthly Average	1,30	1,15	-11,53%

Table 3	Amount of Recyclable Waste				% Change
	2021		2022		
Month	Consumption	Per Capita	Consumption	Per Capita	
January	-	-	-	-	-
February	-	-	-	-	-
Mart	-	-	-	-	-
April	-	-	3.696	2,58	-
May	-	-	6.742	0,31	-
June	-	-	10.970	0,28	-
July	14.388	0,60	10.130	0,18	-70,0%
August	16.228	0,42	13.449	0,24	-42,8%
September	17.125	0,55	14.229	0,39	-29,0%
October	16.720	0,35	13.573	0,26	-25,7%
November	-	-	-	-	-
December	-	-	-	-	-
Monthly Average	16.115	0,46	10.398	0,27	-41,3%

Table 4	Non-Hazardous Waste				% Change
	2021		2022		
Month	Consumption	Per Capita	Consumption	Per Capita	
January	-	-	-	-	-
February	-	-	-	-	-
Mart	-	-	-	-	-
April	-	-	405	0,28	-
May	-	-	5.200	0,24	-
June	-	-	8.586	0,22	-
July	9.630	0,40	14.060	0,25	-37,5%
August	11.274	0,29	14.260	0,25	-13,7%
September	10.306	0,33	14.500	0,40	-21,2%
October	11.520	0,24	15.880	0,31	29,1%
November	-	-	-	-	-
December	-	-	-	-	-
Monthly Average	10.683	0,30	12.081	0,27	-10%

Table 5	Hazardous Waste Amounts		% Change
	2021	2022	
Month	Consumption	Consumption	
January	-	-	
February	-	2128	
Mart	-	-	
April	-	9	
May	485	-	
June	-	-	
July	725	640	
August	48	172	
September	37	173	
October	-	178	
November	807	-268	
December	-	-	
Monthly Average	420,4	240,0	-43%

Table 6	Amount of Vegetable Waste Oil		% Change
	2021	2022	
Month			
January	-	-	-
February	-	-	-
Mart	-	-	-
April	-	-	-
May	-	1.000	-
June	-	1.560	-
July	1.020	1.200	17,60%
August	1.370	1.570	15,00%
September	2.230	1.570	-29,50%
October	-	1.250	-
November	-	250	-
December	-	610	-
Monthly Average	1.540	1.358	-11,80%

Table 7 Month	CO ₂ e Amounts				% Change
	2021 (Annual)	2021 (Per Capita)	2022 (Annual)	2022 (PerCapita)	
January	1128,041	0,0120594	2027,535	0,0095790	
February					
Mart					
April					
May					
June					
July					
August					
September					
October					
November					
December					
Monthly Average	1128,041	0,0120594	2027,535	0,0095790	-25,00%

3.2. 2021 Waste Counter



Figure 10. Plastic and Paper Waste Counter in 2021



Figure 11. Glass and Metal Waste Counter in 2021

3.3. 2022 Waste Counter

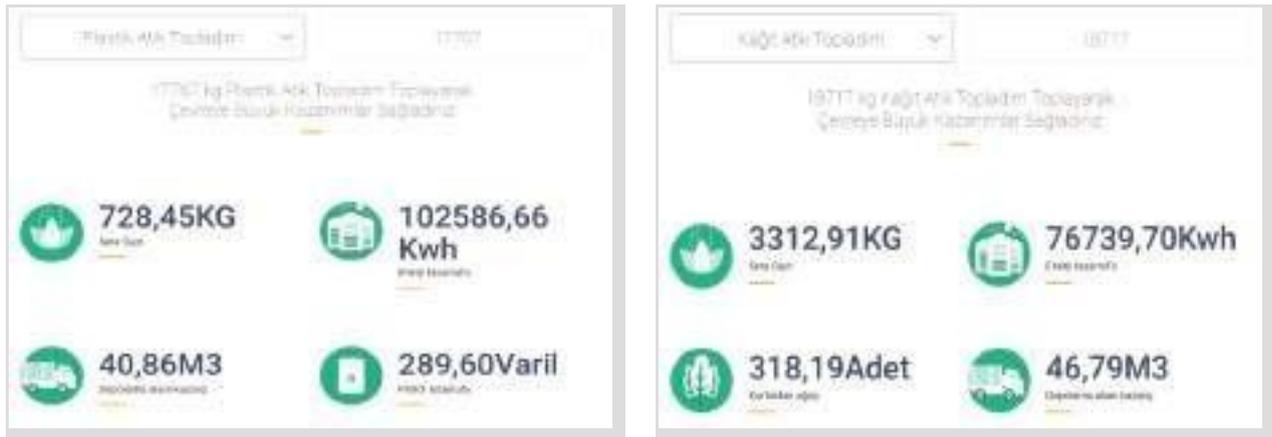


Figure 12. Plastic and Paper Waste Counter in 2022



Figure 13. Glass and Metal Waste in 2022



3.4. Conclusion

In 2022, average kWh consumption per person per night decreased by **13.4%** compared to the previous year. kWh consumption per person per night is affected by seasonal conditions and the opening and closing status of the hotel, and although the occupancy in 2022 was much higher compared to the previous year, 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 renewable energy ratio is 10%.

In 2022, average per capita water consumption decreased **by 11.5%** compared to the previous year. In 2022, water losses and leaks were eliminated at 7 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, we aim to save water 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 **41.3%** 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 in line with our Zero Waste targets to reduce the amount of waste going to disposal by 10%. 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 **10%** 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 delivered to the staff to be utilized as animal feed.

In 2022, the average amount of hazardous waste per capita decreased **by 43%** 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/paints 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 11.8%**. 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, the amount of CO₂ per overnight stay decreased by **25%** compared to the previous year. There is a decrease depending on the facility-wide room occupancy.

In the garden of the facility, care is taken to protect the endemic plants for which there is an inventory and to prevent disruption of the ecosystem. There are many plant species in the garden of the Gral Premier Belek facility. They are maintained in line with the maintenance plan prepared by the Agricultural Engineer according to the endemic plant species growing in the Mediterranean climate zone.

Recommendations

WC control forms can be made multi-use with transparencies to reduce paper consumption. Energy saving can be achieved by using electronic ballast instead of magnetic ballast in lighting.

The use of timed showers at the beach area can be preferred to conserve natural resources and save water.

In all double-stage siphons, large and small reservoirs can be labeled in an informative way to prevent misuse, conserve water and save water.

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

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

By switching to a document software system throughout the hotel, it can be aimed to reduce the amount of paper.

Documents can be digitized to reduce the amount of paper from our recyclable waste throughout the facility.



4. EMPLOYEE & HUMAN RIGHTS

4.1. Aims/Goals/Plans

Observing the rights of our and employees, not discriminating , providing fair working/promotion conditions, humane living, education and housing needs.

4.1.1. Recruitment and Promotion Process:

There is no discrimination among employees based on religion, sect, language, race, color, gender, political opinion, philosophical beliefs and similar reasons.

In 2022, the female employment rate is 34.4%. The target for the following year is to achieve 48%.

- The rate of female managers is 23%. The rate of foreign national employees is 9.3%. The rate of intern employees is 5.40%.

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:

Laundry Use

Lodging Use

Personnel Service

Doctor Service

Staff Dining Hall

Workwear and Equipment

Request and Suggestion

4.1.3. Special Occasions 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 Raffles are some examples.

They came out

Staff Satisfaction Survey

Development of Our Employees: Personnel Competencies



4.2. Results

The satisfaction rate of the facility-wide staff satisfaction survey is 70% in 2021 and 69.8% in 2022.

52.8% of the personnel working in 2021 participated in the survey. In 2022, 55% of the personnel participated in the survey. In 2022, the participation rate increased by 4% compared to the previous year.

In 2022, the number of applications to the suggestion-complaint mechanism was 18. These suggestions and complaints are analyzed and improvements are made.

Employees direct their concerns;

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

Employee Development

Personnel gained professional and personal skills through Personal Development and Legislation Trainings.

In 2021;

- Trainings on 14 different subjects were organized at the hotel and 3382 person/hours of training was provided.
- 1036 personnel participated in the trainings organized.
- Training participant evaluation & satisfaction rate is 96.2%.

In 2022;

- Trainings were organized in 18 different subjects and 8980 person/hours of training was provided.
- 2751 personnel participated in the trainings organized.
- Training participant evaluation & satisfaction rate is 95.5%.
- 46 personnel were trained on cultural heritage.
- 66.5% of employees have received environmental training.
- 87 personnel were trained on "Child Exploitation".

Skills targeted with 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.

4.3 Our Education Program

Environmental Legislation	Work at Height Training	Dangerous Goods Safety
Working Safely with Chemicals	Fire Training	Vocational Qualification Trainings
English Language Education	Intervention in Emergency Situations	Energy Efficiency
Russian Language Trainings	Hygiene Training	Communication and Persuasion Management
Occupational Safety Training	First Aid Training	Quality Management Systems
Professional Hotel Staff	Use of lifeguards and equipment	Orientation
Management Skills	Slide Operation and Guest Escort	Sabotage Precautions
Effective Communication	MSDS (Product Safety Data Sheet)	Labor Law, E-declaration and Payroll
Teamwork	Spraying Rules	Interview Techniques
Body Language	Types of Alcohol and their properties	Floor Trolley Layout
Infectious Diseases Awareness	Bar Service and Presentation	Minibar Refill and Deposit System
Guest Satisfaction	Receiving and Evaluating Complaints	Cleaning Equipment
Software Program Trainings	Protection of Guest Property	Zero Waste
Mass Nutrition for Employees	Hot Beverage Servings	Four Dimensions of Leadership

Cultural Heritage and Biodiversity	Waste and Waste Prevention	Managing with Awareness
Sustainability	Cocktail Making	Waste Segregation System
Protection of Personal Data	Wine	Cleanliness and Order
Preventing Child Exploitation	On-the-Job Training	Lost Property Practices
Excellence in Service Quality	Goods and Food Acceptance	Isolation Room Applications
Clubcar Driving Techniques	Storage Conditions and Shelf Layout	Smiling Face - Rhetoric
Disinfection and Hygiene Practices	Food Safety	Telephone Conversation and Addressing
Covid-19 Debriefing Legionella Applications	Buffet Concept and Presentation	Guest Welcome
Motivation Skills	Security Physical and Technical Measures	Occupational Diseases and Prevention
Crisis Management	Ergonomics	Sales Policies
Relationship and Communication Management	MS Office	Spa Service Standards
Team to Team Accessibility	Problem Solving	Cosmetics and Massage Trainings
Time Management		

Recommendations

Efforts can be made to increase the participation rate of employees in the survey.

5. Communication with our Partakers

Our Employees: One-on-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" communication 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 is preferred due to the reduction of the logistics-related carbon footprint. We work with local tourism associations such as BETUYAB to employ local people.
- In our staff cafeteria, we provide lunch to employees working in local public institutions.
- We raise awareness for the people of the region by taking part in social responsibility projects with local organizations and participating in activities such as environmental cleaning.
- By supporting cultural heritage contribution activities, 4 activities were contributed in 2022.



Figure 14. Betuyab and Kumköy Public Beach World Cleanup Day Event

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

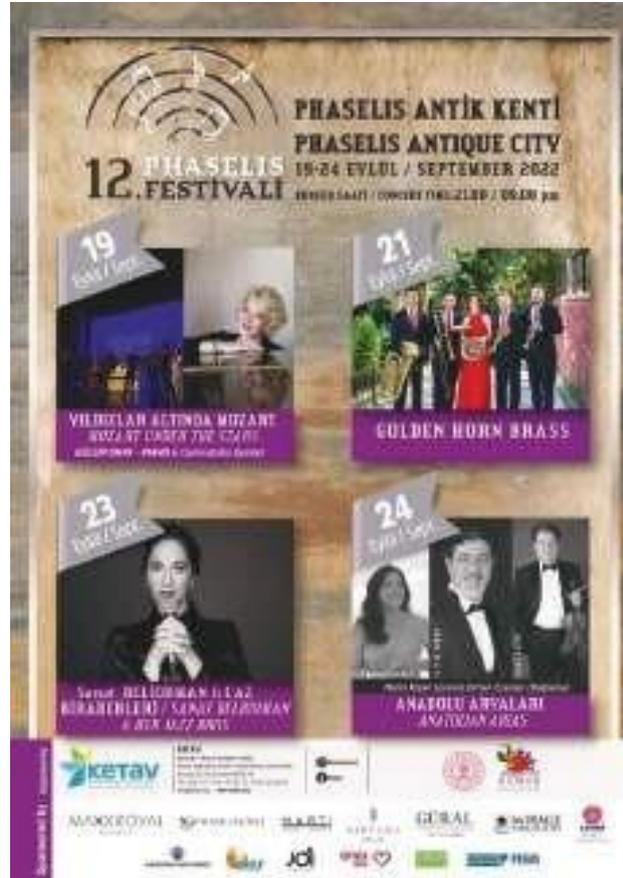


Figure 15. Phaselis Festival Sponsorship

- We meet with local people living in our region on Charity Bazaar Day and provide catering support.



Fig. 16 Charity Bazaar Event

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

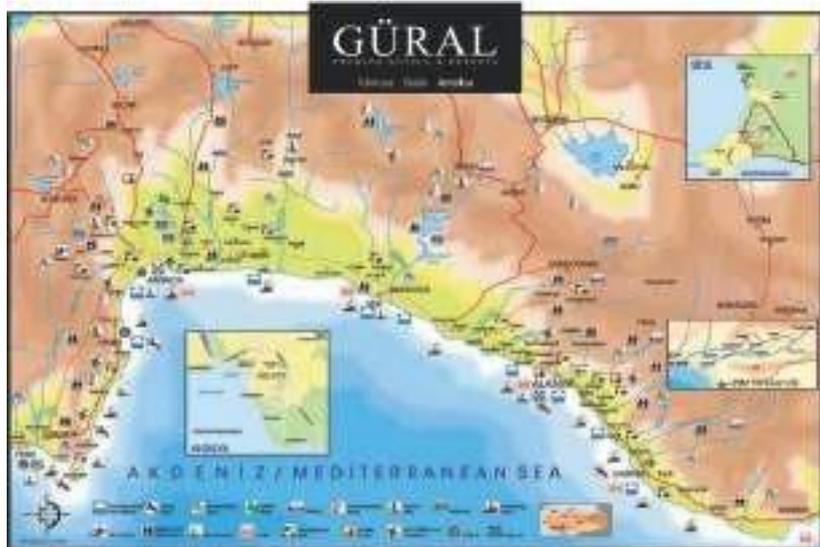


Figure 17. Serik area map

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



Figure 18. Turkish Night Event Presentation



6.2. Results

Güral Premier Belek contributes to many activities within the scope of environmental protection both regionally and nationally. Environmental education and awareness-raising activities are carried out with local touristic enterprises within the regional scale, and Güral Premier takes an active role in seminars and presentations where the best practices it has implemented within the scope of environmental management on a national scale are transferred to the sector and other collaborators.

- In 2022, 20 collaborations were established with associations/foundations/civil society organizations. The number of collaborations organized with other institutions is 24.
- Training on "Child Exploitation" was provided to 87 personnel by Ucim and other contracted training institutions.



Figure 21. Miniclub World Environment Day Event



Figure 22. Compost Making Activity



Figure 23. Child Exploitation Prevention Seminar



Figure 24. Effective Teamwork and Motivation Training in Hotel Management



Figure 25. Leading in Difficult Times Training



Figure 26. Kumköy Environmental Cleanup Event



Figure 27. Protection of Caretta Caretta Nests

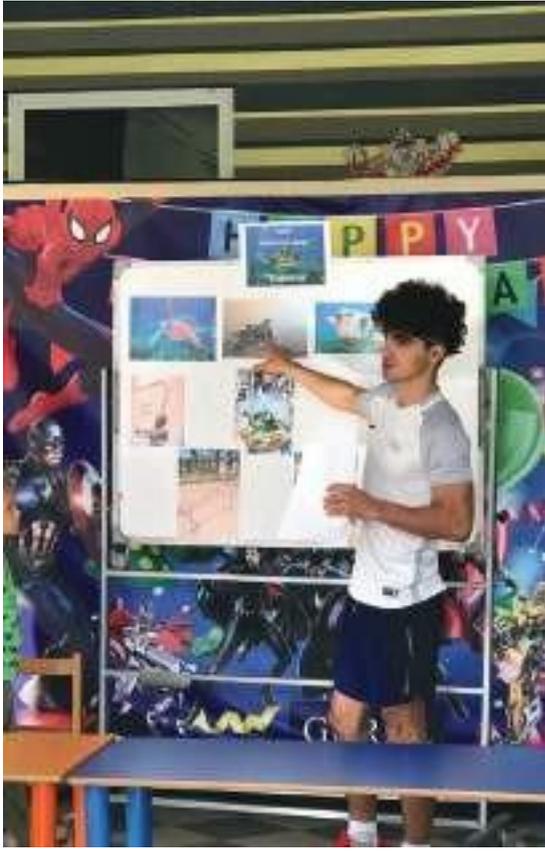


Figure 28. Mini Club Caretta Caretta Information Event



Figure 29. Eco School Activity



Figure 30. Mini Club Waste Segregation Activity



Figure 31. Belek Beach Cleanup Event



Figure 32. Support for Betuyab Caretta Protection Project



Figure 33. Staff Night and Staff Gift Raffle Event



Nesrin Güral Anaokulu temeli atıldı

Temel atma töreninde konuşma yapan Nesrin Güral, "Bu güzel memlekettten kazandığımızla, bu güzel memleket için hayırlı bir iş daha yapıyor olmanın mutluluğunu yaşıyoruz" dedi.

Editör Kütahya Ajansı - 1 Temmuz 2022

742 0



Figure 34. Nesrin Güral Kindergarten Groundbreaking Ceremony

Recommendations

Increasing activities related to local communities and associations.

Organizing activities with new collaborators.

Participating in UCIM activities or donation campaigns.

The number of local suppliers can be increased.

The number of environmental activities with guests can be increased.

7. OUR GUESTS

7.1. 2021-2022 Guest Numbers

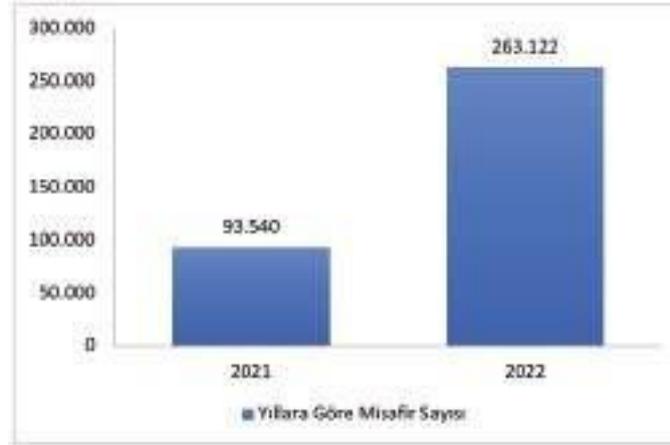


Figure 35. Graphical representation of the number of guests in 2021-2022

7.2. Repeat Guest Rate by Year

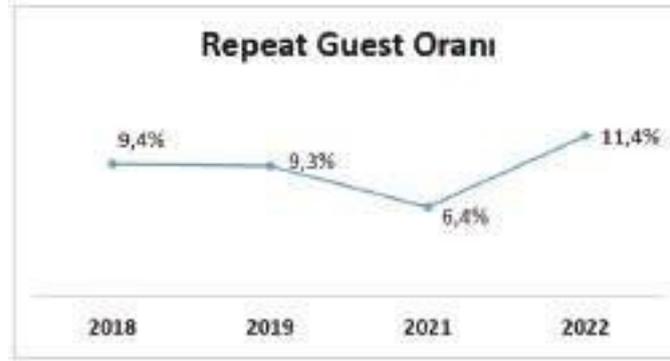


Figure 36. Graphical Representation of the Number of Returning Guests by Year

7.3. Guest Satisfaction

During the reporting period, 20.6% of guest occupancy in 2021 and 25.7% in 2022 completed guest surveys. Comparisons were as follows:

Table 8. Department	Average Score out of 100	
	2021	2022
Front Office	90,93	91,00
Housekeeping	90,12	92,00
Kitchen	84,44	84,44
F&B	91,07	92,60
Animation	89,72	89,20
Aquapark	91,79	92,20
Quu Spa	88,39	89,20
Guest Relations	90,86	91,40
Overall Satisfaction	86,85	92,00

In the Environment & Sustainability Satisfaction Survey, which we deliver to our guests in writing or by e-mail, we have prepared an Environmental & Sustainability Satisfaction Survey for 2022. 85.56% of satisfaction was achieved.



7.4. Conclusion

In 2022, the online survey program was introduced. There was a decrease in the survey completion rate due to some systemic problems during the online survey integration process. Survey satisfaction rates increased compared to 2021. There was a 5% 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; All guests staying at our facility are provided with informative documents and field applications starting at the entrance of the reception, both in support of 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 Blue Flag board and the caretta-caretta behavior rules at the beach are among our other applications in the guest common areas. The environmental board at the main entrance of the beach, which includes our environmental awards and our environmental policy, is also an example of common use. In addition, monthly bulletins on issues such as environment, energy and sustainability are created on the environmental board in the staff cafeteria for the staff.



Figure 38. Staff Dining Hall Monthly Environmental Bulletin Board

Recommendations

A study can be conducted on mobile application to increase guest survey filling rates.

8. ACCESSIBILITY FOR SPECIAL GROUPS AND EVERYONE

It is aimed to provide environment/opportunities where special groups (children, individuals with physical/mental disabilities, individuals over 65 years of age, pregnant women, disaster victims, etc.) can express their thoughts, wishes and feelings and feel free and comfortable. 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 equalize all accommodation conditions.

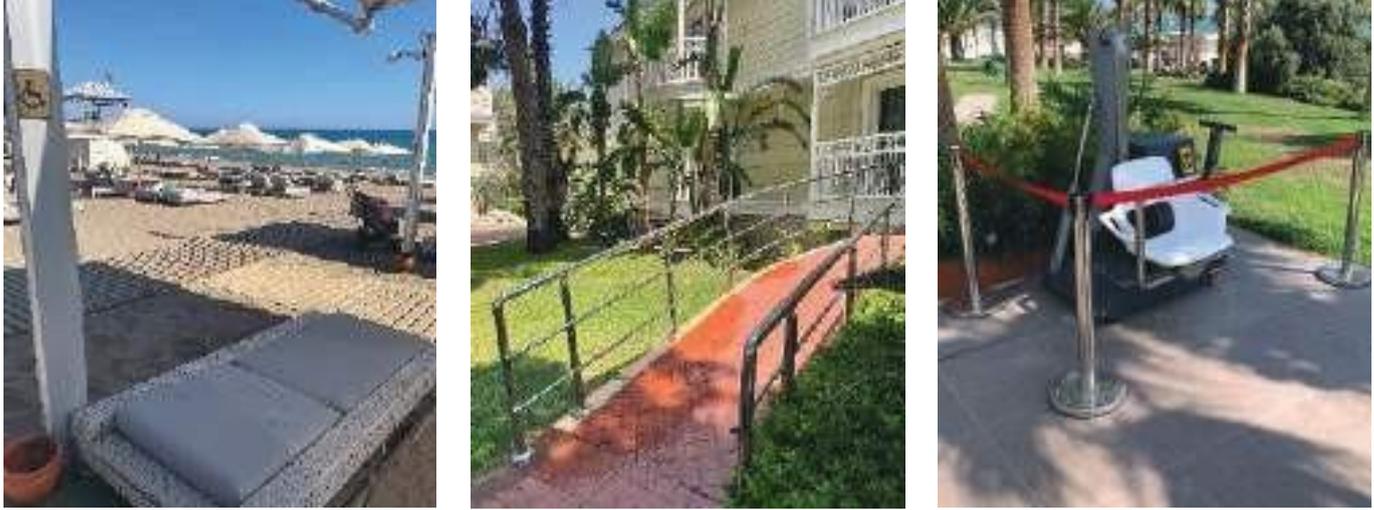


Figure 39. Facilities Offered to Guests with Disabilities



9. CULTURAL HERITAGE

9.1. Experiencing Cultural Heritage in our facility

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





Figure 40. Tile Patterns and Handicrafts in the Facility

It is also 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.

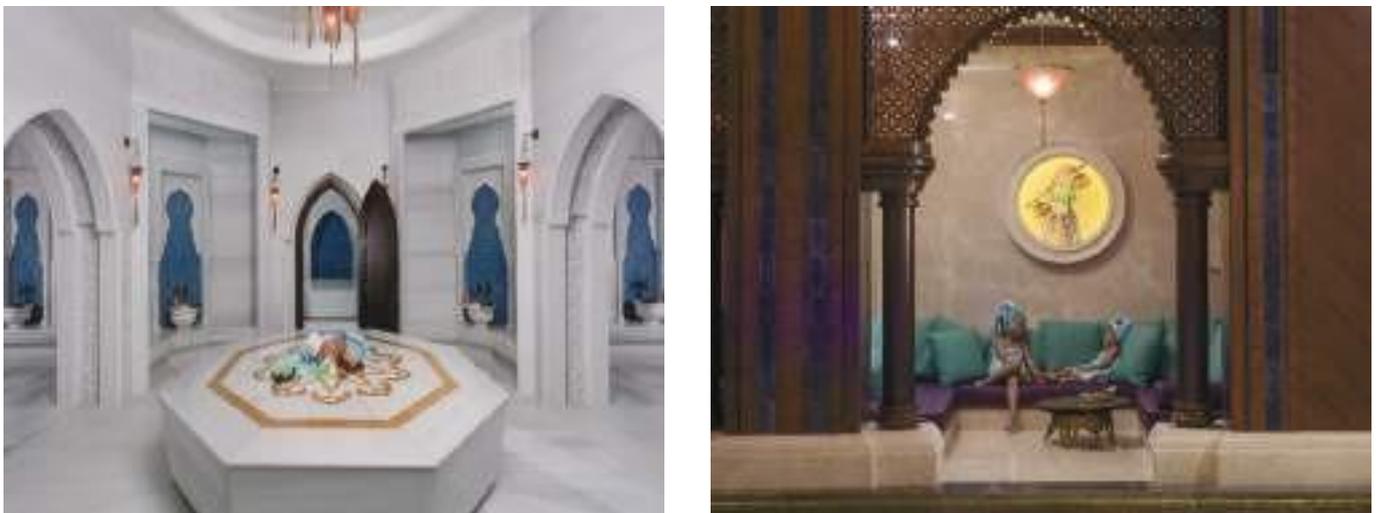


Figure 41. Quu Spa Hammam Area

9.2. Some of the Nearby Cultural Attractions

Garden of Tolerance

In addition to its natural richness, Belek is also a rich and unique destination in sociological terms. The clearest example of this is the Garden of Tolerance, which serves guests from different religions and sects from all over the world in a common garden of brotherhood. Visitors to Belek can worship in the Garden of Tolerance, which symbolizes the unity of religions reflecting love, tolerance and brotherhood throughout the ages in Anatolia.

The Garden of Tolerance, with its mosque, church (chapel) and synagogue opening onto a common courtyard, was opened to visitors by BETUYAB on December 8, 2004. The first worship center in a tourist destination, the Garden of Tolerance hosts weekly religious ceremonies, Christmas and Easter services, wedding ceremonies and various special performances.



Aspendos Ancient City

The ancient city of Aspendos, located 17 km from Belek, has one of the rare theaters that has been well preserved until today, including the stage.

Built in the 1st century, the Aspendos Theater seats 17,000 people. Today it is used for concerts, carnivals, festivals and oil wrestling. Other structures worth seeing in Aspendos include the Agora, Basilica, Nymphaeum and 15 km long aqueducts.



Karain Cave

Karain Cave sheds light on times from 500 thousand years ago with Neanderthal remains in Antalya, a city full of natural beauties. The cave in Katran Mountain, 27 km from Belek, is located on one of the oldest accommodation units in Anatolia.

The cave, which is frequented by tourists every season, fascinates those who see it with its natural beauties as well as its cultural richness. When you see the unique beauty of stalactites and columns formed over thousands of years, you will witness a visual feast in Karain Cave.



Perge Ancient City

Perge, believed to have lived during the Hittite period and known as "Parha", was one of the most organized cities in Anatolia during the Roman period. Located 18 km east of Antalya, between the Duden and Aksu rivers, Perge is 30 km from Belek. Like Side, Perge made a treaty with Alexander the Great in 334 AD. In this way, the city did not experience wars and destructions. The city lived through Hellenistic, Roman and Byzantine periods. Its 15,000-seat theater was built in the 2nd century AD.

The stadium next to the theater has a capacity of 12,000 spectators. It is the best preserved stadium in the Aegean Region except the Aphrodisias Stadium. There are 30 rooms under the stadium seats, which are thought to have been used as shops. Many sculptures and works of art were found during the recent excavations. The gates, Agora Nymphaeum, columned streets, cemetery, Basilica and Acropolis are worth seeing in Perge.



Kursunlu Waterfall

Located in the center of Antalya, Kursunlu Waterfall is 35 km from Belek. Located in a 2 km canyon where 7 ponds are connected by small waterfalls, this waterfall was opened to visitors in 1986.

Kurşunlu Waterfall, which chases natural life, is known as a perfect paradise that harbors more than 100 bird species of the region. Especially the hidden cave behind the waterfall is among the most attractive parts for visitors. The waterfall covers an area of 33 hectares with rich vegetation. And every day thousands of visitors come here to see the fascinating view of the water pouring from a height of 18 meters.





9.3. Rules to be followed in Museums and Ruins

Dear Guests,

As Gral Premier Hotels, we would like to mention 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 sites and to take it out of the area.

- In museums and archaeological sites, follow the warnings of the staff and the posted rules of visitation,
- Not to consume food and drink in the area,
- Not to damage or touch the artworks 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 safety according to the rules,
- Avoid damaging, destroying 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 garbage on the ground in the areas you visit and stay away from activities that harm nature and living things,
- We kindly ask you to comply with the rules of theater,

concert, festival, etc. events.

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
Increasing electricity, LNG, water analyzers throughout the facility	Mechanical and Electrical Engineers	30.01.2024
Automation quantity tracking per chemical user	Housekeeping Manager	30.09.2023
Tracking of consumables	Housekeeping Manager F&B Manager Kitchen Chef	30.09.2023
Transition to a 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
Use of electronic ballasts in lighting	Mechanical and Electrical Engineers	30.04.2023
Increasing the participation rate of employees in the survey	Human Resources Manager	30.08.2023
WC control forms in acetate for multiple Use	Housekeeping Manager	30.04.2023
Energy Star marking on office devices such as computers, printers, paper shredders, etc.	Information Processing Officer	30.04.2023
Preferring natural biodegradable materials, Supply of paper straws	Purchasing Supervisor F&B Manager	30.04.2023
Use of flora-adapted plants, use of drought-resistant grass	General Manager Garden Supervisor	01.04.2023
Improving plants in the Gral Rehabilitation Greenhouse	Garden Supervisor	01.04.2023
Positioning of Bird Houses	Garden Supervisor	01.04.2023

Bird Watching Activity (Mini Club)	Quality & Training Manager Animation Manager	01.06.2023
Hanging informative labels on double stage siphons	Housekeeping Manager	01.04.2023
Seabed cleaning to protect underwater ecosystems	Quality & Training Manager Aquapark Supervisor	01.05.2023
Switching to timed shower system in beach areas	Mechanical and Electrical Engineers	30.01.2024
Checking batteries with the Battery Meter	Front Office Manager Mechanical and Electrical Engineers	01.09.2023
Prevention of Child exploitation and abuse training for staff	Security Chief Travelife leader	In the continuation of 01.09.2023
Increasing the number of local suppliers	Purchasing Supervisor F&B Manager	In the continuation of 30.04.2023
Increasing activities related to local communities and associations, organizing activities with new stakeholders,	General Manager Travelife Leader	In the continuation of 15.07.2023
Efforts to get involved in UCIM's work or to organize donation campaigns	General Manager Quality & Training Manager	In the continuation of 01.09.2023

Approval

Mark it	Title	Name-Surname Initials
X	General Manager	A.A.
X	Night Manager	O.Y.
X	Quality & Training Manager	C.A.A
X	Human Resources Manager	C.M.
X	Food & Beverage Manager	N.C.
X	Housekeeping Manager.	H.O.
X	Guest Relations Manager	E.E.
X	Technical Service Manager- Mechanical Engineer	M.Y.
X	Electrical Engineer	B.C.
X	Purchasing Officer	F.C.
X	Security Chief	Y.Ö.

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



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