



SUSTAINABILITY REPORTING 2023

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ABOUT THE REPORT

Regarding sustainability, our hotel undertakes to fulfil the obligations of the Turkey Sustainable Tourism Programme and to continuously improve its sustainable management system in order to increase its sustainability performance. Our management system is constantly reviewed due to the situation of the sector, environmental, social, technological, economic and cultural risks, changes and updates arising from legislation, and the system and policies are updated if necessary.

Our "sustainability policies" are the commitment of our company in this regard. From this point of view, all our orientations will be in this intention and direction. Our aim is to transform the principle of sustainability into a "way of doing business" in the basic areas of our hotel and to bring it into the corporate memory. The success and continuity of our efforts will only be possible if we act together with our employees, guests, business partners, suppliers, solution partners, and all our interlocutors in our immediate environment to spread it and make it a partnership that we will strengthen day by day. It is very valuable to raise awareness of the personnel, who are considered as an integral part of the sustainability approach, to give them opportunities to be involved in the process and to contribute to development opportunities. In this context, our annual training plans and orientations include training topics such as social rights, support for local employment, protection of natural life, support for wildlife, historical sights, cultural richness, ecological diversity, energy and water saving, environmental activities-recycling system, orientation towards local resources, and efforts are made to disseminate the sustainability philosophy within the enterprise. The main goal is to provide strategic support to all companies and departments to improve business results through human resources management in line with business strategies, to contribute to the creation of value for all stakeholders by creating and promoting a high performance culture. In addition to all these, it is aimed to increase awareness in every sense with orientation training and professional level trainings determined according to annual training needs.

Sustainability activities are coordinated by the Hotel Managements and our activities and performance in this area are always open to the expectations and opinions of our stakeholders.

FACILITY INTRODUCTION AND FEATURES

LYCIA Hotel is located in the Kas region of Antalya. There are a total of 16 rooms in our facility and has a bed capacity of 44 people. However, after the worldwide pandemic in 2020, we decided to use only 8 of our 16 rooms by prioritising the health of our guests and employees. In addition, all rooms have sea views and each has its own large terrace. We guarantee that our guests will have a holiday experience beyond their dreams with the colourful flowers of summer and the turquoise sea outside our pool filled with special sea water in the common area of our facility.

Our rooms have the necessary facilities for our guests to feel comfort and peace;

High speed wireless internet

TV/Satellite

Minibar

Mini Bar

Wake-up service

Bellboy Service

Luggage and luggage storage

Hair dryer

Bathroom hygiene kit

Central fire systemSmoke detector in connection with central fire system



In addition to our rooms, we have a 24-person Alacarte Restaurant with special menus for our guests, an outdoor swimming pool, lodges on our private beach by the sea, and a guest reading and relaxation area. Unfortunately, we do not have any accommodation service for our disabled guests as our facility is not in a suitable location due to the terrain conditions.

Sadly our facility is not suitable for our disabled guests.







GEOGRAPHICAL AWARENES

Natural Heritage

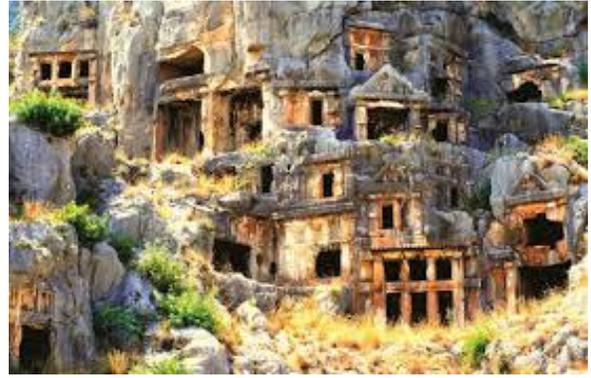
One of the most important missions of our facility is to get to know the geography we are in and accordingly the society living in the geography we are in better and to respect their values and traditions. One of our biggest goals is to contribute to the social, economic and cultural development of the region in direct proportion to the respect and value we show to these values.

As a result of all this:

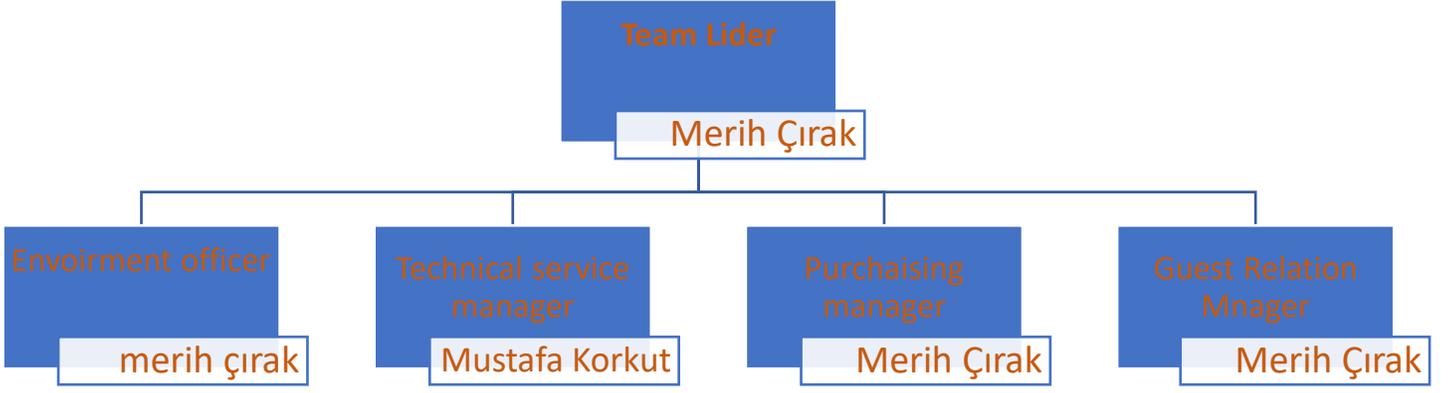
- We support the protection and accessibility of local resources and opportunities.
- We ensure that local culture and traditions are protected and we stand against discrimination based on ethnicity and belief.
- We know our geographical privileges and differences and support all kinds of activities that promote them.
- We work together with the local people to protect historical and cultural assets, and take all kinds of measures to prevent the deterioration of the natural texture.
- For example, we always take it as a duty to contribute to the regional economy by providing local employment and supply.



Finally, Patara Ancient City, Kekova Sunken City, Myra Ancient City and Lycian Way, which are located at a distance of approximately 45 minutes from our facility, are protected as world heritage sites and we attach importance to the best way to introduce them to all our guests coming from home and abroad and we fully support all kinds of activities that will be held here and will enable the region to be discovered by the whole world.



SUSTAINABILITY TEAM



TAINABLE MANAGEMENT SYSTEM

All management processes of our hotel constitute the basic framework of a Sustainability Management System (SMS) that can be developed and sets out its policies.

The basis of our management system is based on risk analysis. Risk analyses are performed under the headings of environment, natural disasters, society, culture, economy, quality, human rights, health and safety. New headings can be added if necessary.

After analysing the risks, we also have a crisis management policy and system that determines what to do in case the risks materialise.

The sustainable management system includes the implementation of certain policies by all employees on quality, economy, management, environment, culture, human rights, health and safety, setting targets and continuous improvement of business management processes by monitoring whether the targets are achieved.

If the targets set are achieved, new targets are set and if they are not achieved, our targets, policies and practices are reviewed again. In this way, we endeavour to ensure continuous improvement.

Our management system is constantly reviewed due to the situation of the sector, environmental, social, technological, economic and cultural risks, changes and updates arising from legislation, and the system and policies are updated if necessary.

OUR QUALITY POLICY

On the way to reach our vision;

To keep guest expectations at the highest level and to be an organisation first in the sector,

To adopt our founding philosophy to all our staff, to adopt continuous development, trust in the workplace and to keep the expectations of our guests at the highest level,

In accordance with national and international legislation and conditions; To provide service by showing the necessary sensitivity with a preventive approach to food safety risks,

To be an exemplary business and create value for all other organisations in our country,

To prevent these accidents by minimising all risks that may endanger the health, life safety and occupational safety of our guests and staff,

To make quality measurable, to ensure continuous improvement of the system, to set targets and to ensure the unity of our employees and management, As a hotel, creating environmental awareness with our staff and leaving a cleaner, healthier and safer environment for future generations are among our primary

OUR SOCIAL RESPONSIBILITY POLICY

We believe that all our employees have the right to work in a healthy and safe environment in working conditions that are in accordance with human dignity. Our employees are our most valuable asset and ensuring and protecting the safety of our employees is our top priority business goal. Our hotel is always ready to implement the best environmental solutions beyond legal obligations and to support any initiative that will help the development and dissemination of environmentally friendly technologies and increase environmental awareness.

We ensure that the personal rights of our employees are fully and correctly utilised.

We approach employees honestly and fairly, and commit to a non-discriminatory, safe and healthy working environment.

We make the necessary efforts for the individual development of our employees and observe the balance between business life and private life.

We manage the environmental impacts that may arise from all our activities with a sense of responsibility.

We endeavour for the development of our society within the framework of the principle of corporate social responsibility.

We take care to develop and implement approaches to ensure that all our business partners, especially our suppliers, act in the field of social responsibility.

We have taken all precautions for our employees within the framework of occupational health and safety and we are also sensitive about providing the necessary on-the-job training to our employees by experts in their fields and within the framework of the annual training programme.

We are sensitive to the traditions and cultures of Turkey and the countries in which we operate, and we act in accordance with all legal regulations..

OUR CULTURAL SUSTAINABILITY POLICY

Presentation of cultural heritage: Our hotel respects the intellectual property rights of local people. Authentic elements of traditional and contemporary local culture are utilised in our cuisine, design and decoration.

Artefacts: Our hotel does not buy, sell, trade or exhibit historical and archaeological artefacts.

Promotion of sustainable local gastronomy: Our hotel prioritises the promotion and consumption of local products. It introduces innovative and creative practices to ensure sustainability in gastronomy in all its activities.

OUR ENERGY POLICY

In order to protect our world from possible dangers, we use our energy efficiently and set targets to reduce our energy consumption.

- For this
- We care about co-operating with all our stakeholders to create common goals and results in energy management. We endeavour to maintain our interaction with our guests, employees, visitors and all our business partners in order to reach a total level of awareness and consciousness on these issues.
- We endeavour to research, find, purchase and use energy efficient products, equipment, equipment and technology alternatives.
- We aim to document our Energy Management System, disseminate it to all departments, update, review and continuously improve it when necessary.
- We evaluate energy risks or emergencies that may arise such as energy shortages and plan the measures that can be taken.
- We take care to effectively separate our wastes according to their source, groups and hazard classes.
- We know that the use of hazardous substances and chemicals only when necessary and as required will reduce both the negative effects on the environment and the amount of waste,
- We contribute to the protection of nature by preferring materials with "recycling" and "environmentally friendly" labels. We try to create opportunities for reuse,
- We take care to use disposable materials such as paper, napkins, toilet paper, packaging as much as necessary and leave less waste to the nature,
- We store the wastes correctly, in separate areas according to their characteristics, deliver them to licensed/authorised companies without exceeding the legal storage time limits and keep their records,
- We try to use water, energy and all natural resources economically. We share this sensitivity with our employees, guests and suppliers.
- We measure our performance in environmental management, monitor this data with targets and try to improve our performance.
- We aim to educate our employees about the environment and increase their sensitivity.
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OUR ENVIRONMENTAL PROCUREMENT POLICY

The most important target criteria in purchasing is to minimise waste and to ensure continuity in purchasing.

Goods-acceptance practices to be applied in the organisation within this target;

- When purchasing, reusable products, products with deposit or organic products that will not create non-recyclable waste will be preferred.
- Instead of disposable products and consumables such as cups, forks, boucle materials, products that can be reused, refilled, and if none of these are possible, products that are the least harmful to the environment and can be recycled will be preferred.
- If the purchase of disposable products and consumables is mandatory (e.g. cleaning materials, stationery products, etc.), the purchase, use and recycling of these products will be carefully monitored and managed.
- The gradual removal of products such as disposable plastic bottles, cardboard cups, packaged products in the rooms, setting targets for the termination of practices such as bagging of food products and other materials used, and monitoring and reporting the process of compliance with these targets will be discussed at management review meetings.
- It is important to avoid unnecessary packaging when making purchases. Glass and metal products with reusable properties will be preferred instead of paper and plastic cups, plates, forks, spoons, water in plastic bottles, etc.
- Frequently used materials (e.g. surface cleaners) will be purchased in larger sized packages instead of small sized packages and the amount of plastic waste will be reduced.
- Necessary goods and products will be produced from products that do not harm nature and the environment, priority will be given to recyclable and eco-labelled products.
- Environmentally certified products and suppliers will be preferred, especially for wood, paper, fish, other foods and products from the wild.
- Where certified products and suppliers are not available, the origin and methods of growth or production will be considered.
- Procurement that could jeopardise the extinction of plant and animal products will be avoided.
- Preference will be given to environmentally certified products.
- All supplies and purchases of goods (materials, raw materials, finished and semi-finished products) will be made from suppliers and their products with relevant certificates that comply with purchasing standards in accordance with Food Laws and Legislation, Ministry of Agriculture and Forestry, Ministry of Health, Sanitary Law and legislation, and have the necessary certificates in accordance with TSE Hygiene and Sanitation Systems.
- In order to support local fair trade, purchases are made from local suppliers within a radius of 100 kilometres whenever possible.

Purchasing will be made from the approved supplier list and local companies that have been subject to the necessary audits.

Care will be taken to ensure that the cleaning, hygiene materials and protective equipment supplied have CE Certificate.

Suppliers that adopt fair trade practices in agriculture will be prioritised in foodstuffs.

OCCUPATIONAL HEALTH AND SAFETY POLICY

In order to protect our workplace, employees, guests and suppliers, to create a safe working environment and to ensure continuity;

- We comply with all legal and other obligations regarding Occupational Health and Safety.
- We adopt the principle that Occupational Health and Safety and improvement activities are the common responsibility of all employees.
- We set targets for participation in Risk Assessment and Risk Level Reduction activities at all levels.
- By continuously improving our Occupational Health and Safety culture, we aim to achieve the sustainable "Zero Work Accident" target.
- We share our work within the scope of occupational health and safety with all our employees and our environment in order to be a pioneer and an example.

OUR WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

We attach importance to gender equality in our business.

- We ensure the health, safety and welfare of all our employees regardless of gender.
- We support women's participation in the labour force in all our departments and offer equal opportunities.
- We act with the policy of "equal pay for equal work" without gender discrimination.
- We distribute duties in accordance with the principle of equality.
- We provide the necessary environment for equal utilisation of career opportunities.
- We create training policies, support women's participation and raise awareness.
- We create a working environment and practices that protect the work-family life balance.
- We support women in company management and provide equal opportunities.
- We do not allow women to be subjected to abuse, harassment, discrimination, suppression, coercion, slander, etc. in any way. We are always aware of the value they add to the world and our organisation and support their existence.

CHILDRENS RIGHTS POLICY

Children are our trustees of the future. It is our primary responsibility to recognise them as individuals, respect their rights, and protect them against all kinds of psychological, physical, commercial, etc. exploitation.

SUSTAINABLE MANAGEMENT SYSTEM APPLICATIONS

Legal compliance:

Our hotel undertakes to comply with applicable laws, regulations and international conventions, keeps an up-to-date list of these, regularly informs its staff about them, and provides the necessary training to the staff.

If asked or requested, our hotel submits all necessary permits, certificates and documents to the relevant persons and institutions.

These documents are Workplace Opening and Operation Licence, personnel insurance declaration for the last month, tax plate, emergency action plan, personnel trainings and certificates, sewerage connection certificate from the municipality, documents regarding pest control and other necessary documents.

STAKEHOLDERS AND COMMUNICATION

Our hotel provides accurate information to all segments in promotion. It always uses real visual material in promotion. Our hotel has a transparent and realistic structure in terms of its products and services on its website, social media accounts and other printed and written promotional channels and marketing communications. At the same time, it shares its policy and sustainability-related actions and transactions with its employees and customers in an open and transparent manner. Our hotel's website is used for this purpose.

Accessibility

Our hotel is committed to providing accessible tourism services for everyone within its means and informs its customers and stakeholders about the level of accessibility clearly and accurately through its website.

Our hotel is also committed to full compliance with legal regulations on accessibility and to continuous improvement in this regard.

Purchasing

Our purchasing policy includes policies for local, environmentally friendly, fair trade and efficient purchasing. Our sources of goods and services are monitored by our hotel. We hold meetings with our suppliers at certain intervals. We check their sustainability certificates, information and documents.

Yerel satın alma

When purchasing goods and services, our hotel gives priority to local suppliers, provided that they are of high quality and reasonably priced. For this reason, it regularly audits its suppliers, updates the supplier list and informs its suppliers. The ratio of goods and services purchased from local people is measured. When purchasing goods and services, our hotel also prioritises fair trade suppliers for imported products, provided that they are of good quality and reasonably priced. Environmentally sensitive purchasing: Our hotel follows an environmentally sensitive policy in purchasing, emphasising efficient purchasing, energy saving and water saving to reduce food and solid waste. Our hotel gives priority to environmentally sensitive products (environmentally labelled products) in its purchases. If there are no environmentally labelled products in the product group to be purchased, it selects the relevant products from suppliers and manufacturers whose production and all other processes do not harm the environment. Within this framework, our hotel prioritises the selection of suppliers with sustainability certificates when making purchases. Sample certificates that can be sought in suppliers are ISO14001, ISO50001, ISO14064, ISO20400.

Efficient purchasing

Satın alma politikamız, yeniden kullanılabilir, iade edilebilir ve geri dönüştürülmüş malları tercih etmektedir.

Otelimiz ayrıca, toplu alıma ve dökme ürün alımına öncelik vermektedir. Bu sayede otelimize daha az sayıda nakliyat yapılmakta, daha az sera gazı emisyonu üretilmektedir.

Otelimize gelen ürünlerde gereksiz ve fazla plastik, naylon, kağıt, cam, ahşap ambalajların olmaması temel önceliğimiz ve tercihimizdir.

Sarf malzemesi ve buklet ürünlerin satın alımında tek kullanımlık ürünlerden ve gereksiz ambalajdan (özellikle plastikten) kaçınılmaktadır. Sarf malzemeleri ve tek kullanımlık ürünlerin satın alınması ve kullanımı izlenmekte ve yönetilmektedir.

Enerji ve çevre

Our purchasing policy favours reusable, returnable and recycled goods.

Our hotel also prioritises bulk and bulk purchasing. In this way, fewer shipments are made to our hotel and less greenhouse gas emissions are produced.

Our main priority and preference is to avoid unnecessary and excessive plastic, nylon, paper, glass, wood packaging in the products coming to our hotel.

Disposable products and unnecessary packaging (especially plastic) are avoided in the purchase of consumables and boucle products. The purchase and use of consumables and disposable products are monitored and managed.

Water management and waste water

Our hotel complies with all legal requirements and regulations in the use of water.

Water comes from a legal and sustainable source. Our water comes from mains water.

We measure our water consumption. Total water used per guest or overnight stay is calculated and reported.

Water-saving equipment is used in our hotel.

Our hotel informs and guides its employees and stakeholders about water saving. Our hotel mobilises all its means to ensure that waste water does not harm the environment.

The regulations determined by the local administration for the disposal of waste water are complied with. Legal requirements are complied with in this regard.

Food waste and solid waste

Solid wastes are separated according to types such as food, recyclable, toxic/hazardous and organic, and recycling and reuse are taken into consideration while separating.

Our hotel regularly informs and guides its employees and stakeholders about waste management through various visual and communication materials.

Solid wastes separated according to their types in our hotel are collected by authorised and licensed companies.

Solid waste, including food waste, is measured by type. The amount of solid waste per guest or overnight stay is calculated and reported.

Our hotel has also identified activities and risk areas where solid waste generation is high. It plans and implements corrective measures to reduce food waste and wastage.

It is aimed that solid waste disposal does not have a negative impact on the local population or the environment. Compliance with the "Zero Waste Regulation" legislation on solid waste management is ensured.

MINIMISING ENVIRONMENTAL IMPACTS

Being aware of the fact that the natural resources we use, the immediate environment and region we interact with, and the big family we create with our employees have a great impact on our corporate success and the experiences we provide to our guests, we adopt a management approach of reviewing our responsibilities at every stage. In this direction, we have established an "Environmental Policy" for the protection and continuity of the environment we live in and we aim to improve our current situation day by day by planning our business processes in this direction and analysing the results. In order to realise this goal:

- -We comply with the environmental laws, regulations, legislation and regulations in force and fulfil all their requirements; we realise our activities and ourselves by continuously improving ourselves.
- With the understanding of social responsibility brought by our brand, we have adopted the primary role of raising awareness and continuity of our guests and local people, especially our internal customers, namely our staff, and taking and implementing decisions in this direction.
- Without compromising on quality, we add value within the framework of the management systems we apply in our facilities with a win-win understanding by cooperating with our suppliers.
- It is of great importance for us to protect the environment and deliver it to future generations in a clean and healthy way and to contribute to the protection of ecological balance.
- Believing in the continuity of education, we ensure that environmental awareness is adopted not only by our employees but also by our guests, and we contribute to environmental protection projects in cooperation with local authorities.
- One of our goals is to prevent environmental pollution and to recycle a large proportion of recyclable wastes.
- To comply with the current international and national legal legislation and ISO 14001 standard requirements, to minimise the pollution that may arise as a result of our activities, to share our efforts to use natural resources correctly with our employees, guests, suppliers and society; to set targets for continuous improvement, to carry out necessary research, project design and implementation on the principle of protection of biodiversity and efficient use of energy cycle önceliğimizdir.

STAFF WORKING LIFE

In its spirit, the most important resource that makes us who we are is our employees. Being aware of this, issues such as social and fringe benefits, performance management, rewarding, training and career management, employee safety are always our priority.

Our Human Resources Vision

To plan and train the human resources that will realise the goals and strategies of the corporation, to carry out personnel works and transactions at an optimum level, to have personnel with high self-confidence who are specialised in their fields, who have the ability to represent the corporation and who can put forward new initiatives in their fields.

To provide strategic support to all companies and departments to improve business results through human resources management in line with the Group's business strategies, to contribute to the creation of value for all stakeholders by creating and promoting a high performance culture.

Our employees are aware of what they need to do in our management system and sustainability policies and practices. What our employees are required to do is defined in writing, communicated to them and necessary training and guidance are provided regularly. Trainings on this subject are recorded.

Our employees take an active role in the development and continuous improvement of our management system and sustainability performance.

We review and improve our system in line with the feedback received from our employees

Fair remuneration

Our employees are informed about the wages they will receive, working conditions, working hours and when they will receive their wages before they start working in our facilities.

SOCIAL WORKS CARRIED OUT

In-house activities carried out to increase the motivation of all our employees and to keep the team spirit alive:

- Distribution of gifts and souvenirs on special occasions
- Attaching importance to the timely payment of salaries and personnel progress payments
- Giving gifts to personnel who get married and have children
- Participatory social responsibility projects.

In addition to the fact that the processes and businesses operating at all stages of the service provided by our hotel until it reaches the final consumer comply with all international, national and local laws in the public interest, social, physical and environmental conditions are also taken under control and social compliance is also observed.

- Compliance with laws and other obligations
- Prevention of child labour
- No illegal employment of foreign workers
- Prevention of forced and compulsory labour
- Working hours
- Regular employment
- Prevention of discipline, harassment and ill-treatment
- Payments and entitlements
- Prevention of discrimination
- Ensuring occupational health and safety
- Prevention of environmental pollution

CULTURAL ACTIVITIES

We are aware of our duty to protect local culture and values.

In this context

Cultural Promotion

Contribution to the Commercial Volume of the Region

Introducing Natural and Historical Riches

Our sensitivity in carrying out studies and participating in activities on the e
employment of local people is at a high level.

Communication with the local community

Through facility managements and designated representatives

Strengthening local employment

Increasing local awareness

Protection of local resources and facilities

Protection of historical and cultural assets

Local solidarity

Supporting activities that promote the promotion of the region,

Hotel associations, municipalities, regional mukhtars, official authorities are
consulted on important issues and problems that will affect the region, and joint
studies are carried out by determining the needs.



REPUBLIC OF TÜRKİYE
MINISTRY OF CULTURE AND TOURISM



Sustainable Tourism VERIFICATION

This verification recommended by Türkiye Tourism Promotion and Development Agency is issued by Control Union Gözetim ve Belgelendirme Ltd. Şti.

Control Union Gözetim ve Belgelendirme Ltd. Şti. is accredited by TURKAK and its accreditation coverage is published at www.turkak.org.tr

LYCIA HOTEL

Based on an audit according to the requirements stated in the Türkiye Sustainable Tourism Standard, Version 1.0, 19 May 2022 and a signed contract, Control Union Gözetim ve Belgelendirme Ltd. Şti. herewith verifies that the facility listed above is found to be in compliance with specified 30% (1st Tier) of Türkiye Sustainable Tourism Standard, Version, 1.0 19 May 2022. This guarantees that the criteria for managing Sustainable Tourism – 1st Tier verified tourism services have been met.

Verification Number	CU-V1-LY-1088
Date of First Verification	29 / 10 / 2023
Issued On	29 / 10 / 2023
Date of Expiry	28 / 10 / 2024

Tuğçe TAPAN YÜNLÜ
System and Tourism
Certification Manager

Facility Type
Accommodation Facility



*The Sustainable Tourism Program was developed under the leadership of the Republic of Türkiye Ministry of Culture and Tourism.