



ARMONIA HOLIDAY VILLAGE & SPA

SUSTAINABILITY REPORT



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OUR SUSTAINABILITY DEVELOPMENT MISSION

- It is the shaping of present and future life in a way that will allow the needs and development of future generations to be met without depleting natural resources by establishing a balance between human and nature.
- We have started our sustainability efforts as of 2023. We aim to share the progress we have achieved with this goal with our management, employees, guests, suppliers and all other partners, and thus increase the awareness we will create at this point and turn it into common goals and achievements.
- The sustainability report we prepared for 2023 records kept as of the beginning of the year.



OUR SUSTAINABILITY POLICY

As Armonia Holiday Village & SPA, our sustainability policy covers environmental, social, cultural, economic, quality, human rights, health and safety issues.

Together with all its employees, it has the determination and working power to provide the best quality service by protecting nature and the environment. While acting with a total quality approach, we maintain and improve the dynamic structure of our quality management system and plan to create systems based on safety and health in human rights, children's rights issues by maintaining its effectiveness. In order to protect and ensure the continuity of the environment we live in; Environmental legislation, laws and regulations in force in our country

We comply with regulations and fulfill all legal requirements.

Raise the environmental awareness of employees, customers, suppliers and the local community through our environmental policies, and ensure their adoption

We encourage

For the health and safety of our hotel guests and employees: We prioritize hygiene conditions with the implementation of the Food Safety Management System, comply with all national and international standards and legal regulations regarding healthy food production, meet the needs and expectations of our guests and constantly improve and renew our activities.

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HOTEL

It operates only during the summer season.

Armonia Holiday Village & Spa 5 Star Resort

It is located in Turgutreis - Kemer Mevkii and faces the magnificent view of the Greek-Kos Island.

It is also located on the seafront, has a private beach and was awarded with a blue flag.

The beach where we are located is one of the best on the peninsula. It attracts attention because it has a surf center.

- LOCATION

- CE

	DISTANCE
Turgut Reis	5 Km
Bodrum Center	24 Km
Bodrum -Milas Airport	53 Km
Dalaman Airport	251 Km
Izmir Airport	265 Km

- Total Number of Rooms: 381
- Standard Rooms 302
- Large Rooms: 48
- Junior Suite: 12
- Disabled Rooms: 4
- Oval Suit 2
- Deluxe Room 8
- Deluxe Suite 5



OUR GUEST RELATIONS POLICY AND ITS FUNCTIONING

Guest Satisfaction and Safety

Our guests are our reason for existence. We believe that we can increase our competitive power by ensuring guest satisfaction and thus we can reach much better places in the markets we are in. Our primary duty is to follow up our guests' complaints, inform our guests about the issue and turn their complaints into opportunities by solving them.

- ✓ We inform our guests about our sensitivity to the environment and expect them to contribute to respecting and protecting nature during their vacation.
- ✓ Our goal is to provide the services we have committed to in the best way with high quality.
- ✓ In order to achieve this, the most valuable support from our employees.
- ✓ We evaluate feedback from customers, employees and other parties fairly and impartially with a customer-oriented perspective beyond legal regulations.
- ✓ The conscious implementation of our existing quality and complaint handling system by each of our employees will contribute to the continuous improvement of our service quality and customer satisfaction.



OUR APPLICATIONS;

- Guest Satisfaction Surveys
- Request Forms
- Environmental Surveys
- Forms for Face-to-Face Conversation Surveys,
- Collection of Social Media Data





OUR WORKING LIFE

Armonia Holiday Village & SPA employees are included in the Orientation Training program as soon as they start work and are informed about the history of the hotel, the rules to be followed within the facility, our expectations from employees, our environmental studies, our policy and sustainability management systems.



EQUAL OPPORTUNITY

Education Opportunities;

With the understanding of continuous training and development, our employees are provided with Personal Development Trainings as well as in-departmental Professional Development Trainings. In 2023, our internal and external trainings continue to be provided according to the training plan.

Recruitment Process;

Recruitment is based on a fair, non-discriminatory, objective and general aptitude assessment interview process.

SOCIAL AIDS

Laundry Use;

The work uniforms of all our employees and all kinds of work-related clothing are cleaned free of charge. The sheets and daily clothes used by the staff using the lodging are also washed free of charge in the laundry in our lodging.

Staff Services;

Due to the nature of hotel businesses, employees work in different shifts. This requires transportation by shuttle service at different times. For this reason, we have shuttles between the hotel and Milas at different times of the day.

Lodging Use;

Personnel lodging for all our personnel whose residence address is outside the city is available for your use.

Staff Dining Hall

Meals in the staff cafeteria are free of charge for employees. Breakfast, lunch, dinner, etc.

Ramadan Aid

Every year during Ramadan, Ramadan parcels are given to the staff with a contracted market.

ENSURING OCCUPATIONAL HEALTH AND SAFETY

By adopting the legislation and legally determined laws and regulations as minimum standards, in all our activities, work accidents and occupational diseases identify hazards and manage risks that may cause harm to our employees, our customers, To provide safe and healthy environments for our suppliers, to organize awareness-raising training and information activities for all segments of the work within this scope, to ensure the continuous development and supervision of the occupational health and safety system is the primary duty of all our institutions and employees.



OUR SOCIAL POLICY

To support and monitor internationally recognized human rights, to ensure the health and well-being of employees and the protection of the environment while maintaining and developing our activities. We value our employees and their contributions.

In the recruitment and employment (placement, promotion, social benefits, etc.) process of our employees, in line with our selection/evaluation criteria such as experience, skill level and merit, everyone is given equal opportunity regardless of nationality, race, religion, belief, age, nationality, sexual orientation, marital status, pregnancy, disability, union membership and political opinion. To this end, the Company acts in accordance with the criteria and principles set out in all matters falling within the scope of corporate social responsibility, such as human resources and human investment projects, stakeholder culture and company vision, educational support activities, and practices to develop culture and arts. Our company is committed to providing a working environment with a high level of trust in peace and order, free from unlawful harassment, humiliation, intimidation, threats and discrimination, where people can bring out their best work by treating each other fairly and respectfully, and these situations are absolutely not tolerated. It prohibits all forms of forced labor. Necessary opportunities are provided for employees to easily voice their suggestions and complaints. Suggestion and complaint boxes are kept within everyone's reach and the boxes are checked and evaluated.

A close-up photograph of a traditional Turkish coffee ceremony. A small white ceramic cup filled with dark, frothy coffee sits on an ornate silver tray. To the left, a woven basket is filled with white almonds. The background is softly blurred, showing more of the tray and the almonds.

CULTURAL ACTIVITIES

OUR CULTURAL ACTIVITIES

Turkish coffee is served to our guests.

We treat it to our guests.

Although coffee is a plant that does not grow in Turkey, it has a distinctive place among other coffees due to the way it is obtained and the unique way it is made, and has spread around the world under the name "Turkish Coffee". The history of coffee, which has been around for a few centuries in Western countries, dates back to ancient times. Thought to have originated in 575 AD, coffee spread from Yemen to Mecca and Medina and then to the entire Islamic geography. With the Ottoman Empire's conquest of the regions in the Arabian Peninsula, Turks were introduced to coffee. Historians state that coffee was brought to Istanbul after Selim I's Egyptian Expedition. At first, it was consumed in the palace and was very popular. The post of "head of coffee shop" was created in the palace for coffee. Over time, coffee spread around the palace and among the people, and became an indispensable drink. Coffee, which replaced alcoholic beverages that were forbidden for Muslims to drink, has an important place for Turks as an enjoyable and relaxing substance. Coffee spread rapidly throughout the Ottoman Empire and was spread to various parts of the world by foreign travelers and writers who visited the country. Although it is not known for certain who drank the first cup of coffee, it is believed that the first person to use coffee was
It is variously narrated that he was Solomon.

Although coffee is a plant that does not grow in Turkey, it has a separate place from other coffees both by its production and its unique style of production and has spread around the world under the name of "Turkish Coffee". The history of coffee, which has an adventure of several centuries in Western countries, dates back to very ancient times. M.Coffee, which is thought to have originated in the s 575 years, spread from Yemen to Mecca and Medina and then to the entire Islamic geography. With the conquest of the regions in the Arabian Peninsula by the Ottoman Empire, the Turks became acquainted with coffee. 1 Of coffee. It is stated by historians that Selim was brought to Istanbul after the Egyptian Expedition. At first, it was consumed in the palace and was very liked. The office of "head of coffee shop" has been established in the palace for coffee. Over time, coffee, which has also spread around the palace and among the public, has gained everyone's liking and has become an indispensable drink. Dec. Coffee, which has replaced alcoholic beverages that Muslims are forbidden to drink, has taken an important place as a pleasant and relaxing substance for Turks. Coffee spread rapidly to the Ottoman geography and was spread to various parts of the world by foreign travelers and writers who came to visit the country. Although it is not known for sure who drank the first coffee, it is known that the first person who used coffee was Hazrat. It is narrated with various narrations that he is Solomon.

In our Turkish A la Carte restaurant, we introduce and present Turkish dishes accompanied by Turkish melodies every day.

Our restaurant hangs Ottoman caftans and wall panels depicting the women in the harem of that period chatting while drinking Turkish coffee.



Every week at our Traditional Turkish Night event,
Turkish dishes are served in our restaurant decorated with Turkish flags.



Baths were common in Assyria, in the ancient kingdoms of Israel, and the Shita pools have survived to the present day. The beginnings of typical bath architecture from classical Greece to the present day are noteworthy. This architecture was further developed in Roman and Byzantine times. developed and reached the style of the Turkish bath.

Our hotel also has a Hammam decorated with Turkish motifs we provide service.

Turkish bath culture for all our guests coming to our hotel We provide information about the beach towels. By directing our guests to take their beach towels from the Spa section, we ensure that they see them at the Hamamcı at the same time.



SOCIAL ACTIVITIES



Traditional Classic Automobiles meeting
our organization.



Our annual Let's Scale Up event.



ARMONIA HOLIDAY VILLAGE & SPA RESPECTS THE ENVIRONMENT

We support natural life by harboring endemic plant species and animals.

We have Bougainvillea trees and Ilgin trees unique to the Aegean region.

We use drip irrigation in our garden to save water and electricity,

In order to save water in the rooms, we prepare applications and environmental handbooks regarding the request for towel washing and present them to our staff and guests.

We serve with 2 electric vehicle charging stations.



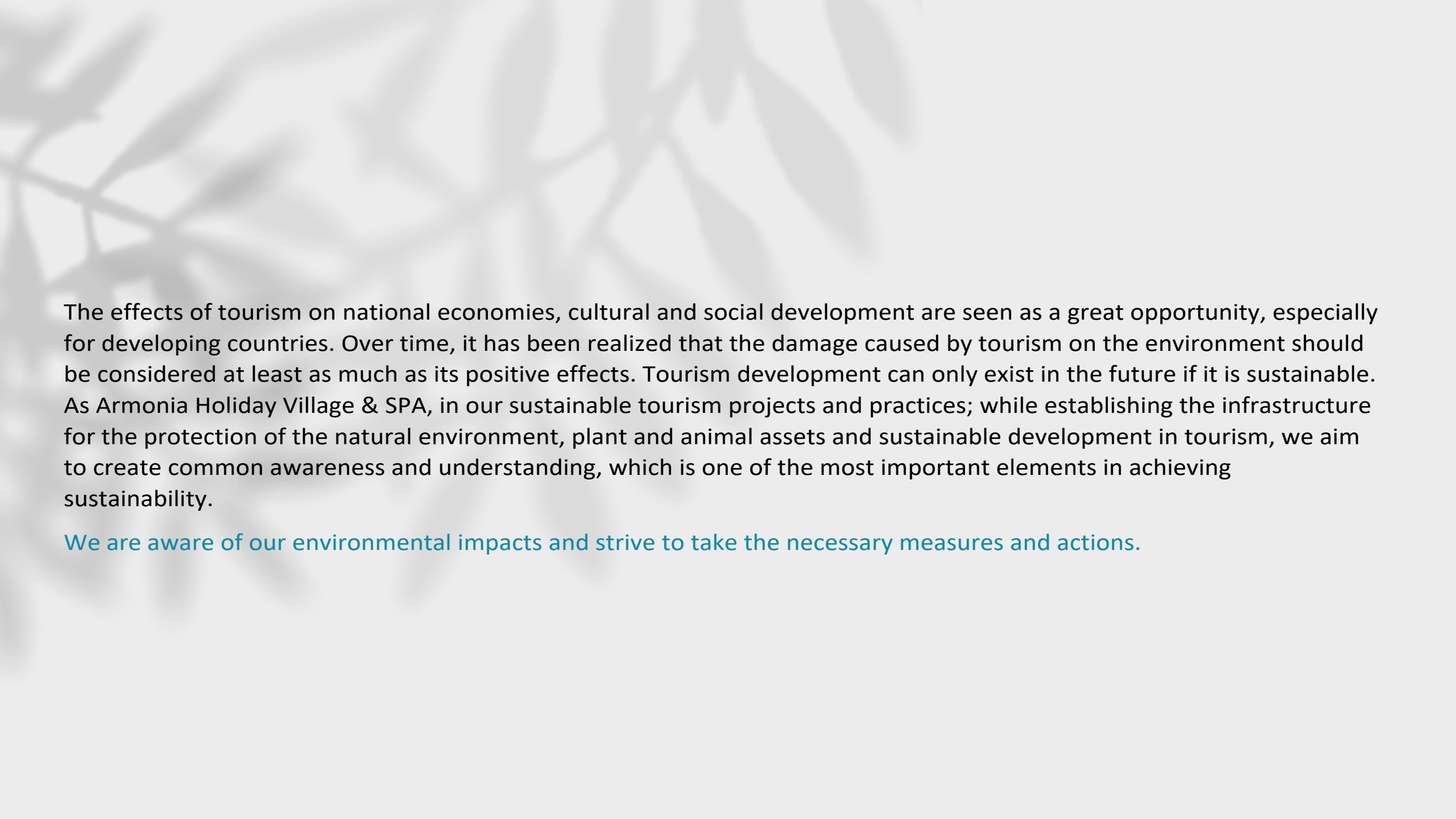
Carbon Footprint; carbon dioxide (CO₂) emission, which is shown as the main culprit of global warming, causes the formation of gases that cause the greenhouse effect and is emitted into the atmosphere by the use of fossil fuels, means the damage that individuals and companies leave to the world by using energy directly or in terms of the production of the products they use. The total consumption of electricity, LNG, charcoal, hotel vehicles, diesel fuel, etc. affect carbon emissions. Pathways for emission reduction:



OUR ENERGY SAVING TARGETS:

- We try to reduce the energy consumed by using energy efficient machinery and equipment.
- Recycling, we aim to increase the recycling efficiency of wastes such as glass, paper, plastic, metal, etc. in our hotels by increasing the awareness training of our staff. If waste is collected and recycled, emissions are reduced. Because the energy required to produce a raw material from scratch is more than that required for recycling. For example, by recycling 1 ton of paper, 36 tons of CO2 emissions are not released into the atmosphere.
- By selecting our suppliers from the immediate vicinity, we minimize the CO2 emissions of the delivery vehicles of the supplier companies, thereby reducing the emissions to be released into nature.





The effects of tourism on national economies, cultural and social development are seen as a great opportunity, especially for developing countries. Over time, it has been realized that the damage caused by tourism on the environment should be considered at least as much as its positive effects. Tourism development can only exist in the future if it is sustainable. As Armonia Holiday Village & SPA, in our sustainable tourism projects and practices; while establishing the infrastructure for the protection of the natural environment, plant and animal assets and sustainable development in tourism, we aim to create common awareness and understanding, which is one of the most important elements in achieving sustainability.

We are aware of our environmental impacts and strive to take the necessary measures and actions.

ENERGY MANAGEMENT;

One of the most important steps towards sustainability is to ensure energy efficiency. Our starting point is to determine the amount of energy consumption of all our equipment in terms of energy use, and then to develop practices that can reduce this consumption. Equipment and systems with low energy consumption will become our preferences.

Energy savings will be continuously analyzed through maintenance, surveillance and monitoring. All data will be recorded.

As Armonia Holiday Village & SPA; Boiler Room and heat center; Boiler combustion efficiency is constantly checked and places with insulation deficiencies are identified and corrections and improvements are made. The flue gas temperature of the boilers is around 113°C. This shows that energy is used efficiently. The installation system is insulated. Flue gas measurements are made in boilers



USE OF CHEMICALS;

Chemical substances are substances that we use in many areas of our lives, which make our lives easier, but can also cause negative consequences with their harmful effects. In our facility, they are used in maintenance-repair activities, cleaning activities and garden spraying.

Cleaning with the environment in mind means cleaning hygienically and at the same time having as little negative impact on health and the environment as possible. Damage to the environment can be minimized not only by using environmentally friendly cleaning products, but also by using these products sparingly and adjusting the dosage well. This can significantly reduce the overall environmental impact of chemicals.

In addition, the detergents, disinfectants and chemicals generally used in our facility are of the type that do not harm the environment (nature) and human health. In the selection of these materials, especially MSDS reports are examined. These reports are kept during their use. CAS codes are evaluated for compliance with international standards. Equipment that does not require chemicals or needs very little chemicals are used in general area cleaning (such as pressure washing equipment, combi watt devices).



- ✓ Care is taken to ensure that the pesticides and fertilizers used for our garden are organic. In all garden applications, if there is an equivalent organic product, it is primarily preferred.
- ✓ All our swimming pools have an automatic dosing system.
- ✓ Fruit and vegetable disinfection with ozonation instead of chlorination system system for the use of the system.
- ✓ We follow up chemical wastes by working with the relevant companies for the safe disposal of chemicals.
- ✓ We control the amount of chemicals we use and train our personnel to prevent wasteful and incorrect use of chemicals. We try to use concentrated products whenever possible.
- ✓ We guarantee that the pesticides used by the pest control company we outsource are products that do not harm human health and the environment.
Our target for 2023 is to continue the use of chemicals in a controlled manner and to repeat the trainings and drills for the necessary precautions for situations such as Chemical Leaks, Hazardous Chemical Wastes, etc.
- ✓ Doors and windows; The main entrance and exit doors of the hotel are sensorized and heat losses are not excessive.



ARMONIA HOLIDAY VILLAGE & SPA DOCUMENTS;



Blue Flag

The facility is a Blue Flag holder, an international environmental award given to beaches and marinas. In this context, we keep a sufficient number of garbage bins on the beach, empty them regularly and keep them clean. In order to keep our beaches cleaner, we provide trainings to our beach attendants and control the cleanliness of the beaches.



Safe Tourism Certificate holder.



Zero Waste Certificate holder.



BUSINESS PRINCIPLES

As Armonia Holiday Village & SPA, it is one of our business principles to be respectful to nature, environment and human rights, to support our employees and suppliers, and to be friendly to our guests. In the name of continuous development, we support our staff with trainings. First and foremost, we aim to raise our employees and grow together.

OUR CORPORATE RESPONSIBILITIES

- Being Environmentally Friendly; Our goals include carrying out activities that will contribute to the protection of the environment and cultural heritage in the region where we carry out our activities and beyond as much as possible.
- Supporting the People of the Region; We make sure that the personnel we employ are from the people of the region. In this way, we contribute to the revitalization of the economy in the region with the multiplier effect of the economy.
- Sustainable Tourism; Meeting the needs of our guests and the people of the region with future generations in mind, protecting natural resources and wildlife, saving energy and water and improving the quality of life constitute the basis of our sustainability activities.
- **Creating Opportunities;** We create internship opportunities for tourism students to gain work experience. We support our employees with trainings and career management programs. By training our own employees as much as possible, we aim to promote our own employees to higher positions and grow together.
- We ensure the health, safety and welfare of all our employees regardless of gender.
- We support women's participation in the workforce in all our departments.
- We act with equal wage policy without gender discrimination.
- We distribute tasks based on the principle of equality.
- We provide the necessary environment for equal access to career opportunities.
- We create education policies, support women's participation and raise awareness.
- We create working environments and practices that protect work-family life balance.
- We support women in company management.

PURCHASING AND PROCUREMENT PRACTICES;

As Armonia Holiday Village & Spa, we have revised our purchasing policies with the understanding of sustainability. We have prioritized sharing our new goods acceptance criteria with our stakeholders by sharing them with all our suppliers.

In line with our sustainable hotel management activities, we want to develop environmentally friendly purchasing practices, develop efficient purchasing options, and determine our priorities within the scope of fair trade, taking into account our local supplier priorities.

With our stakeholders that we reviewed again with our revised supplier evaluation criteria, We aim to build and develop our list of suitable approved suppliers.

We make our purchases from nearby regions as much as possible. In this way, we aim to minimize the CO2 emissions of the delivery vehicles of the supplier companies, thereby reducing the impact on the environment and supporting the employees of the region.

We call on our suppliers and collect their certificates of conformity within this scope, and we even invite them to do so. We invite compliance in scope.

ACCESSIBILITY;

Our hotel has 4 disabled rooms for our disabled guests are available.

And there are disabled WC at 2 separate points. Poolside WC and Restaurant WC.

Our disabled rooms are close to the reception and located in the front block.

Also ramps for ease of access,
There are 2 elevators, pool lift.

A grab ramp on the beach, on the sand, so that they can enter the sea comfortably

Wheeled beach chairs are available for ease of movement.



CHILD ABUSE POLICY;

It adopts local and internationally determined laws and regulations on the rights and protection of children as minimum standards, stands against all kinds of child abuse and condemns these actions, assists the legal authorities regarding all these actions specified in the laws, has an attitude against child labor and does not employ child labor except for interns determined by law, organizing awareness-raising training and information activities for all segments (employees, guests and suppliers) regarding all of the activities within this scope, ensuring the development and supervision of children's rights and abuse is the primary duty of all our institutions and employees.

In case of any problem, you can be contacted by the Security Department will be reported to the police.





THANK YOU