



CORNELIA DE LUXE RESORT

SUSTAINABILITY REPORT



Sustainability is any activity performed to protect natural resources while meeting today's needs and to leave a good environment for the next generations.

Sustainable development means programming the development of today's and future's life in such a way as to allow for the fulfillment and development of the needs of the next generations by balancing human and nature and without consuming natural resources.

Sustainable development is a concept that has social, ecological, economic, spatial and cultural dimensions.

Corporate Profile: Cornelia Hotels Golf.Spa is a perfect host who helps you to make your trips more enjoyable than you think. While providing this, it has aimed to be a facility that is environment-friendly and social environment-friendly since its establishment, believed in the necessity of sustainable tourism and aimed to increase this awareness in the social environment. For this reason, it has worked on a wide range of subjects and areas and has been trying to develop its current works with additional applications. Constructive support of management, awareness of employees and their cooperation with local governments are the most important indicators of awareness in this context.

The History of Cornelia: She came to the world as the daughter of Scipio Africanus, a legendary folk hero of Roman, in the year 185 B.C. She married Tiberius Sempronius Gracchus, her cousin who was born to the purple and gave birth 12 children but only 3 of them reached to adult ages. Despite she became a young widow after her husband's death and received a proposal from Ptolemy VIII King of Egypt, she declined this proposal and devoted her life to raising 3 children royally in the highest standards according to Roman traditions. While other Roman women prided themselves on their jewels, Cornelia prided herself on her children as her jewels. After her death, a bust called "Cornelia, the Mother of the Gracchi" was made. Because Cornelia is the best example of noble women who symbolize the glory of Roman, today she is also accepted as a symbol of noble female typology as it was in Roman era. 'Quality Service in High Standards', the basic principle of our hotel, is taken from this philosophy of life that Cornelia has been faithful to throughout her life. Our aim is welcoming our guests in the most perfect way.



Cornelia De Luxe Resort;

Cornelia De Luxe Resort Hotel together with all its employees, has the determination and working power to provide the best quality service by protecting nature and environment.

While acting with total quality understanding, we maintain and develop the dynamic structure of our quality management system.

We abide by all applicable environmental legislation, laws and regulations in our country and fully comply with all legal requirements in order to protect the environment we live in, to provide the necessary support to the local people and to ensure its continuity.

While we conduct our activities, we determine the effects on the environment; control the negative effects, possible hazards and our wastes; take necessary measures to minimize air, water and soil contamination and energy consumption; provide effective use of natural resources; and give the necessary support for the protection of historic sites. We control and constantly improve our activities.

We train all our employees to raise awareness and individual responsibility in order to achieve environmental success.

We ensure that environmental awareness is adopted not only by our employees but also by our guests and competent authorities and contribute to the creation of environmental protection projects in cooperation with non-governmental organizations or local associations.

For the health and safety of our guests; we keep hygiene conditions on the front with food safety management system application, adhere to all national and international standards and legal regulatory provisions related to healthy food production, meet the needs and expectations of our guests and we renovate our activities by continually improving these.

Our hotel which competes in the light of these principles by operating in national and international markets, will always show the required determination to be a leader.



Our Vision

Cornelia Group Hotels as the leading hotel in the industry with high quality service and guest satisfaction is a recognized chain of hotels at home and abroad thanks to the awards that it deserved.

It is constantly growing and developing with the confidence of being the best brand in a peaceful working environment that employees and managers prefer firstly.

Our Mission

We, having the right to comment on the tourism sector and Hospitality, Golf, SPA and congress services both in our country and the world, create opportunities for new investments and believe that we have created an ecole with our employees. We ensure that our guests are always satisfied when leaving our country and our hotel with the quality of service that we provide and contribute to the promotion of our country's history and culture.



Cornelia De Luxe Resort Certificates:

- We have the "**ISO 9001:2015 Quality Management System**" because it has contributed to our business in order to meet and exceed the expectations of our guests, staff and legislation.
- We have the "**ISO 14001:2015 Environmental Management System**" because of its contribution to our works through the protection of the environment, efficient use of natural resources and leaving a livable environment for next generations.
- We have the "**ISO 22000 Food Safety Management System**" to eliminate the threats in front of Food Security and contribute to our employees in the hygienic and reliable presentations for our guests.
- We became entitled to get the "**Green Stars Environment Award**" given in the scope of the "**Environment-Friendly Accommodation Facilities**" project by the Ministry of Culture and Tourism in 2015.
- We got the "**Greening Hotels**" award that includes energy management, water management and sustainable environmental practices and that is given in the partnership of TUROB and Bureau Veritas.
- We became entitled to get the "**TUI Environmental Champion**" award given by "**TUI**", one of the biggest tour operators, again in 2018 due to our superior performance with Environmental Performance and guest satisfaction.
- We ensure the continuity of the "**Travelife**" award in order to provide and support sustainability.
- We ensure the continuity of the international "Blue Flag" environmental award given to the beach and the marina. Within the scope of this award, we provide:
 - cleaning of sea water,
 - activities for the establishment of environmental management and environmental awareness,
 - Equipment and security to meet the needs of beach users.

VALUE CHAIN

Business Principles:

As Cornelia De Luxe Hotel, our business principles include respecting nature, life, environment and human rights, supporting our employees and suppliers, and behaving in a friendly manner to our guests.

In the name of continuous improvement, we support our employees with trainings and career management programs.

By raising our own employees as much as possible, we aim to raise our own employees to the top positions and to grow together.

Corporate Responsibilities:

- **Being Environment-Friendly:** Making works that will provide positive contributions for the protection of the environment and cultural heritage as far as possible in the region in which we conduct our activities and beyond it and controlling our environmental impacts are our priority goals.
- **Supporting the People of the Region:** We pay attention to the fact that the people we employ are from the people of the region. We prefer local people in the renovation works performed in the winter and in the removing the weeds in grass areas again in order to provide employment in daily works. In this way, thanks to the multiplier effect of the economy, we contribute to the revitalization of the economy in the region by the personnel we employ.
- **Sustainable Tourism:** Meeting the needs of our guests and the people of the region by considering the next generations, protection of natural resources and wildlife, energy and water saving, and raising the quality of life constitute the basis for our sustainability activities.
- **Creating Opportunities:** We create an internship opportunity for tourism students to gain working experience. We support our employees with trainings and career management program. By raising our own employees as much as possible, we aim to raise our own employees to the top positions and to grow together.

Communication with our stakeholders:

- **Our employees:** Individual Interviews and Group Meetings, Trainings and Workshops, Performance Evaluation and Career Development Meetings, Personnel Satisfaction Surveys, Personnel Suggestions or Complaint Forms
- **Our Guests:** Individual interviews, Guest Satisfaction Surveys, Social Media, Guest Request or Complaint Book, CRM team, Web sites, Euromessage surveys

- **Suppliers:** Purchasing Specifications, Supplier Audits, Supplier Survey, E-mails and Complaint Minutes, Supplier Selection and Evaluation Schedule
- **Local Communities:** Social Projects, information requests (when necessary), activity reports, suggestions or complaints
- **Public Organizations:** Meetings, trainings, information requests (when necessary), activity reports
- **Sectoral Groups:** Meetings, Seminars
- **Universities and Academicians:** Internship Program, conference meetings, scholarships
- **Press:** Interviews, launching meetings, press releases, social media

Purchasing and Procurement Applications

We, as Cornelia De Luxe Resort, perform the purchasing process in two phases including supply of raw material and supply of other goods and services. We share legal, raw material and customer terms with the relevant supplier for each product and we take precautions before the product arrives in the facility.

Our purchasing agreements contain our responsible purchasing principles. We work with the suppliers that comply with all legal regulations. It is our preference that our suppliers have ISO 14001:2015 Environmental Management System certificate, ISO 9001:2015 Quality Management System and ISO 22000 Food Safety Management System certificate.

We purchase from the areas as close as possible. Thus, we aim to reduce the environmental effects by minimizing the CO₂ emissions of suppliers' delivery vehicles and support the workers in the region.

We share our quality policy, sustainability works, environmental and social responsibility projects with our suppliers we work with.

In order to reduce the amount of waste, larger packaged products are selected in the procurement process and the use of small weighted products is not preferred except in compulsory cases. In addition, reusable products are our first choice as much as possible.

Cornelia De Luxe Resort Environmental Approach:

The effects of tourism on the country's economy, cultural and social development are seen as a great opportunity especially for developing countries. Over time, it has been realized that the destruction created by the tourism on the environment should be taken into consideration as much as the positive effects. Development in tourism can only exist in the future if it is sustainable.

We, as Cornelia De Luxe Resort, aim to create common consciousness and understanding, one of the most important elements in achieving sustainability, while establishing the infrastructure of sustainable development in tourism and conservation of natural environment, plants and animals in our sustainable tourism projects and implementations.

As we are aware of our environmental impacts, we strive to take the necessary precautions and actions.

Energy Management:

One of the most important steps in sustainability is ensuring energy efficiency. First of all, energy use should be measured to identify problems and identify possible savings areas. Low-consumption equipment and systems should be preferred. Long-term improvement should be achieved using automation management and monitoring resources. Energy savings are continuously analyzed through maintenance, surveillance and monitoring.

We, as Cornelia De Luxe Resort:

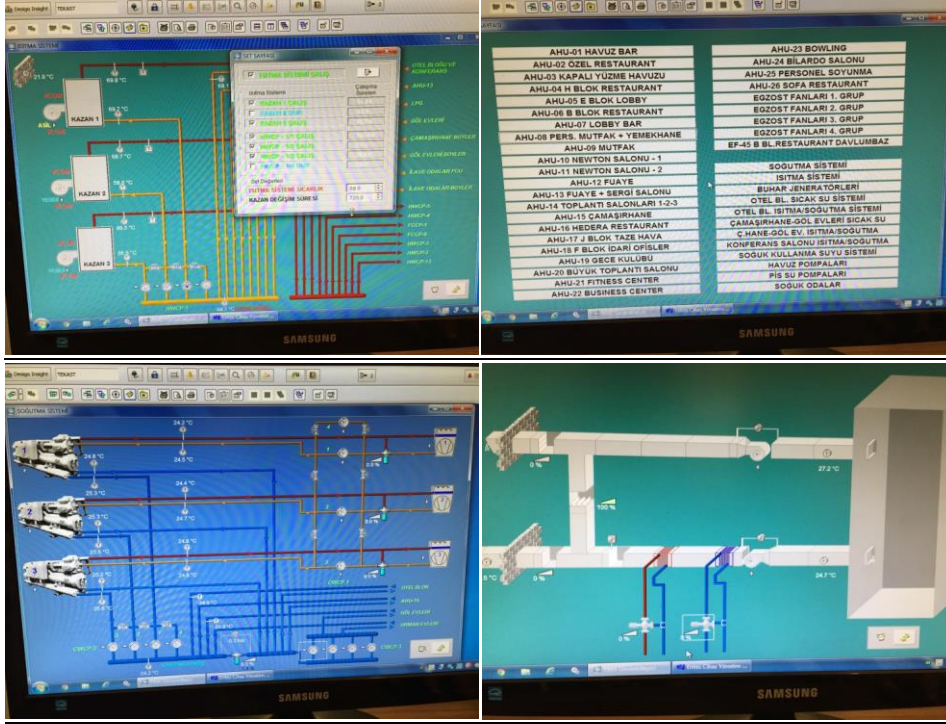
- **Boiler room and heat center:** Boiler combustion efficiency is constantly checked, the places with insulation deficiencies are identified and repaired. The flue gas temperatures of the boilers are around 113 °C. This indicates that energy is used efficiently. The installation system is insulated. Solar energy, a renewable energy source, is also utilized. Flue gas measurements are made in the boilers.
- **Installation insulation:** The thermal checks have been conducted on all heating and cooling lines in the boiler room of the building. As a result, all the heating and cooling lines were insulated and no heat loss occurred.
- **Heat exchanger:** A heat exchanger is a circuit element that provides heat transfer from one liquid or gas fluid to another (non-intermixing) with a temperature difference between them without any physical contact. The heat exchanger application is a very efficient system that works without any energy consumption. The heat exchanger is used in many field in our business.
- **Solar energy-assisted hot water production:** A system consisting of 265 solar control units was installed on the roof of the hotel for solar energy and the heat energy obtained therefrom is used for hot water needs. Since our hotel provides a large part of hot water needs from solar energy, a large profit is obtained from natural gas.



- **Heat pump application:** The heat pump application among the renewable energy sources is taking place for our heating and cooling system of our hotel. A heat pump is an electrically powered system based on the principle of transferring heat energy from one medium to another. The heat pump is used for heating purposes in winter and for cooling in summer. The most important feature of heat pump systems is that they can transfer more than the energy that is consumed to generate the cycle between the sources.
- **Doors and Windows:** The main entrance and exit of the hotel is a revolving door, so the heat losses are not much.



- **Building automation system:** Our hotel has an automation system. Automation system controls air conditioners, boilers, chillers, heating and cooling pipelines, cold rooms, boilers and accumulation tanks, pool pumps, hydrophore engine room, solar energy, cooling towers, exhausts, restaurant and corridor lighting. Besides, in the automation system, set value and step setting can be done in boilers and chillers.



- Lighting:** The lighting system is generally controlled by automation or timer in the hotel. Hotel corridors, restaurant and ala carte lighting are controlled by automation and environmental lighting controlled by timer. In addition, photocells are used in the common areas. We mainly use led system and saving bulbs as lighting equipment in our business. Pool lights, hotel corridors, restaurant, ala carte and bar lighting have been changed to led system. Garden lighting has a timer. In the common areas of the hotel, photocells with motion sensor are used. The light bulbs that we prefer in the hotel's lighting system are generally directed towards energy efficiency.



- **Installation system:** Heating, cooling and sanitary systems are available in the mechanical part of our hotel and all these systems are in the boiler room. Heat recovery systems have been used as a support in heating and cooling systems. Transmission lines of heating and cooling systems are completely insulated and there is no heat loss. In addition, fast boiler tank and accumulation tank are used in order to help the hot water system, store and save natural gas consumption. These accumulation tanks prevent hot water from losing its energy by storing excess unused hot water. Thus, there is no need to waste energy in order to heat the same water that is not used again. Thus, natural gas consumption is saved. These are monitored by automation system.



- **Heating system:** There are two steel boilers with 1.500.000 Kcal/h capacity and HOVAL brand in our business. The boilers are used with replacements and are mainly used to meet the need for hot water. In addition, the vast majority of the need for hot water is met by the cogeneration system. An authorized company provides boiler inspections every 3 months. There are also 265 solar panels to help with the hot water and heating system. In this way, the heating system is supported by solar energy and natural gas consumption is saved. Seven fast boilers are used to store the water heated by the solar energy and to help the accumulation tank and the boiler. In addition, all the windows in our business are double glass and comfort glass. Thus, the efficiency of the heating and cooling load is greatly improved.



- Cogeneration system:** It is a combined energy system in which electricity and heat are produced together by burning other fuels, especially natural gas, in an engine or turbine. In this system, the gas engines for electricity generation work with natural gas fuels and the heat of 500 °C, which is to be thrown to the atmosphere through the chimney of engines during the production of electric energy, is passed through boilers to obtain hot water. The cooling energy is obtained from the body temperature of the motors working for electricity production through the absorption chiller. When hot water and cooling are obtained extra energy is not consumed. These are completely supplied from the heat which is thrown to the atmosphere. Thanks to our COGENERATION system we established in our facility, we provide 90% electricity, 60% hot water and heating and 40% cooling energy.



Compared to the per capita electricity consumption (kw) in 2018 and 2019, when the hotel was open for 12 months before the pandemic, consumption decreased by 17% in 2019 compared to the previous year.

Due to pandemic restrictions, the hotel operated for 5 months in 2020 and 7 months in 2021. Savings percentages are calculated based on annual consumption rates and the total number of guests staying compared to the previous year. However, since the facility was not in operation for 12 months in 2020 and 2021 due to the pandemic, our target for 2022 is planned according to 2019, and the target is to reduce per capita consumption by 1%.

Water Consumption:

Water-saving equipment is used to reduce overall water consumption without compromising health, hygiene and guest satisfaction. We place informative “Environmental Cards” about water saving in guest rooms and educate our employees on this issue.

The following studies on water saving are carried out in our hotels and their continuity is ensured.

- Water flow is limited with the aerator installed in all room and common area fixtures. Aerator controls are carried out regularly and renewed if necessary.
- We save water by sending the perspiration water caused by the hot-cold difference of the fan coils in our rooms to the reservoirs and pool balance tanks.
- All room and common area sink faucets are adjusted so that the water flow rate does not exceed 5 lt, and 10 lt in showers. Application follow-up is carried out with regular measurements and corrected in case of high flow detection.
- Our showers in the sea area and pool areas are time adjusted. In this way, the possibility of keeping the water running is prevented.
- An economical and/or double flush system is used in guest and employee toilets. Thus, the water consumption does not exceed 6 liters in each use. In addition, there are stickers for the efficient use of water in the toilets.
- Toilets in common areas use faucets with photocells and urinals with sensors.
- Photocell faucets are used in hand washing sinks in kitchens.
- In many rooms of our facility, the use of bathtubs has been canceled and shower trays have been used instead of bathtubs.
- Drip and sprinkler systems are used in irrigation in our gardens. By using the automatic irrigation system in our hotel, the irrigation hours are scheduled at times to prevent water losses.
- In the Environment Card given to our guests, we have cards stating that the towels and sheets are not constantly changed, but are changed according to the guest's request, in order to reduce water consumption.
- Trainings are provided to our employees on the correct use of water and notification of any leaks.
- We have a wastewater plan that shows that all wastewater from our facilities is treated and safely discharged without affecting the environment. Waste water is connected to the sewage system in accordance with the discharge regulations.

- By using organic fertilizers, soil moisture is preserved.
- Kitchen and F&B staff use washtubs while washing fruits and vegetables.

Water consumption is constantly monitored and recorded in the daily energy consumption table in our application portal.

Savings percentages are calculated based on annual consumption rates and the total number of guests staying compared to the previous year.

Compared to per capita water consumption (m³) in 2018 and 2019, when the hotel was open for 12 months before the pandemic; Consumption in 2019 decreased by 12% compared to the previous year. Due to pandemic restrictions, the hotel operated for 5 months in 2020 and 7 months in 2021. The per capita water consumption during the periods it was active decreased compared to the season in which it was open for 12 months. Our per capita water consumption target in 2022 is to reduce by 1% based on 2019 values.

WASTE MANAGEMENT

As Cornelia De Luxe Resort, our primary goal in our Waste Management System is to reduce the amount of waste, to ensure that our wastes are disposed of with minimal damage to the environment by managing them well, and to regain the recoverable ones.

Recyclable Wastes

We are working to reduce our waste production at its source and encourage our guests and employees to participate in the recycling program. Within the scope of the zero waste project, we make waste separation according to color codes. Our staff are trained in waste separation. There are also colored waste boxes in the common areas for our guests. In addition, there are informative environmental booklets on waste separation in our guest rooms.

- In our main waste unit section, plastic, paper-cardboard, metal, glass, organic and grass wastes are stacked separately and our waste is delivered to a licensed company for disposal in order to be recycled later.
- Packaging waste is reduced by purchasing large packaged box and bucket products instead of disposable products as much as possible.
- Disposable water consumption is reduced by using water dispensers in personnel areas.
- Refillable soap dispensers are used in guest rooms, bathroom-toilets and general area toilets, staff washbasins and toilets.

- In order to reduce our paper consumption, we make our correspondence and announcements as much as possible in the e-mail environment. We monitor the document systems in our hotel in electronically, and the documentation, instructions, forms and departments access the records from here.
 - Instructions, procedures, memorandums, memos and updates are announced to departments by e-mail.
 - In the general areas of our hotel, "Waste Separation Bins" are available in order to separate the waste at their source.



- In Housekeeping Services, separations are made according to the color codes used in the scope of zero waste in maid cars.



- Our rooms have two different waste bins for organic and inorganic waste. In our bathrooms, special medical waste bags are available for medical waste.



- In our bars, restaurants and production areas, waste is separated at its source according to their types.

In 2019-2020 and 2021, as every year, the wastes generated are separated and sent for recycling on a daily basis.

The amount of non-hazardous packaging waste that emerged in 2019 increased by 13% in 2021. In 2021, due to the pandemic, the amount of waste generated by the increase of personal protective equipment such as commitments received from guests, masks and gloves used in the facility has also increased.

In 2022, the correspondence will continue to be made electronically with due care for waste separation, records that can be monitored electronically will not be printed, and both internal and external trainings will continue to be given for personnel awareness.

Hazardous Waste

- We ensure that the hazardous wastes generated in our facility are disposed of without harming the environment. The wastes are stored in the temporary storage area and then disposed of by licensed companies.

Year-Operating Period	2019 (12 months)	2020 (5 months)	2021 (7 months)
The Amount of Hazardous Waste (kg)	2918	607	1455

In 2019 and 2021, the amount of hazardous waste generated is high due to maintenance and renovation processes at the facility. Due to the 2020 pandemic, the facility remained open for 5 months.

- There is a separate Hazardous Waste area for hazardous waste in our facility. Our hazardous wastes (agricultural pesticide cans, chemical bottles, cables, batteries, fluorescents, medical wastes, mineral waste oils, paint and thinner cans, sprays, etc.) are stacked in accordance with the legislation and laws.
- Vegetable oils used for frying purposes are changed by measuring the percentages of free polar substances with a Polar Compounds Measuring Device. Our waste vegetable oils with high polar compound value are temporarily stored in our hazardous waste area and then delivered to the licensed company to be recycled with the "National Waste Transportation Form (Ulusal Atık Taşıma Formu)".



- Battery Collection stations have been established at different points of our facility for waste batteries. The batteries collected at the stations are sent to the Turkish Battery Manufacturers Association (Türkiye Pil Üreticileri Derneği) for recycling.
- As every year, our goal for 2022 is to properly store all hazardous wastes in our hotel without mixing with other wastes and to give them to the licensed company for disposal, as well as to minimize the formation of hazardous wastes.

USE OF CHEMICALS

Chemicals 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. It is used in maintenance and repair activities, cleaning activities and garden spraying in our facility.

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. Environmental damages can be minimized not only by using environmentally friendly cleaning products, but also by using them efficiently and adjusting their dosage well. Thus, the total damage of chemicals to the environment can be significantly reduced. Also;

- Detergents, disinfectants and chemicals 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 stored as long as they are used. The suitability of CAS codes is evaluated for compliance with international standards.
- Care is taken to ensure that the pesticides and fertilizers used for our garden are organic. In all garden practices, if there is an equivalent organic product, it is primarily preferred.
- All our swimming pools have an automatic dosing system.



- In our engine rooms, there are overflow pools in all sections where chemicals are located in order to prevent dangers such as leakage in chemical warehouses and mixing with nature.



- For Snail-type pests in the garden, instead of using chemicals, a manual collection method is applied. The fight against weeds is also carried out by removing it from its roots manually instead of using chemicals.



- We use the ozonation system instead of the chlorination system for fruit-vegetable disinfection.



- All products used in our SPA center are selected from brands that do not test on animals.



NOT TESTED ON ANIMALS

- We work with the relevant companies to monitor chemical wastes for safe disposal of chemicals.
- We control our chemical usage amounts and provide personnel training to prevent waste and misuse of chemicals. We try to use concentrated products whenever possible.
- We guarantee that the pesticides used by the pest control company we receive service from are products that do not harm human health and the environment. We try to make more use of natural measures (fly trap, adhesive paper, etc.).



Year-Operating Period	2019 (12 months)	2020 (5 months)	2021 (7 months)
Chemical Consumption Amount (kg)	174421	91728	100872

Due to the pandemic in 2020 and 2021, the number of disinfectant units in restaurants, elevators, WCs, personnel areas and all common areas has increased and the amount of use has increased accordingly. Chemical consumption amounts has increased compared to 2019 due to the disinfection process performed on each product during the acceptance of goods and the frequency of cleaning and disinfection process in common areas.

Our target for 2022 is to continue the use of chemicals in a controlled manner and to repeat the training and drill practices for necessary precautions against Chemical Leakage, Hazardous Chemical Wastes etc.

CARBON EMISSION CARBON FOOTPRINT

Carbon footprint; It means the harm caused to the world by the use of energy by individuals and companies directly or in terms of the production of the products they use, by the carbon dioxide (CO₂) emission, which is shown as the main responsible for global warming, causes the formation of gases that cause greenhouse effect and emitted into the atmosphere by the use of fossil fuels. Total electricity, LNG, charcoal, hotel vehicles, diesel consumption affects carbon emissions.

The paths we will take to reduce emissions;

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

WILDLIFE CONSERVATION

- Cleanliness of sea water is one of our top priorities both in the scope of wildlife conservation and sustainable tourism. Our hotel has a Blue Flag Award. In this context, we have enough Recycling Bins on the beach. We host or support different international activities aimed at raising awareness in the cleaning of our beaches. We also regularly clean the beach of our own hotel.
- We are protecting the endangered *Caretta caretta* Sea Turtles that lay eggs on our beach. We provide continuous trainings to the staff with the protection of the caretas and we have warning signs for our guests.



- There is a cat house in our hotel. The necessary care, sterilization process and the veterinary checks of our cats is carried out.



- "Environment Handbooks" prepared for our guests are available in our rooms These booklets are printed with recycled paper.

SOCIAL RESPONSIBILITY PROJECT

We provided Belek Elementary School Students with training on environmental awareness and waste separation by our Environmental Consultant and we undertook the detailed cleaning of the school. We also provided the school with the necessary equipment for waste separation.



- We met the basic food needs of volunteer Hacettepe University students who came to Belek Region during the breeding season of *Caretta caretta* turtles.



- With the organization of EKAD and BETUYAB, guests were informed about the protection of caretta and their endangerment.



- We are trying to provide support for our disabled citizens by sending the Blue Caps that we have accumulated to the Turkish Association of Spinal Cord Paralytics.



- We celebrated April 23rd for our children who received dialysis treatment from hemodialysis and peritoneal dialysis who are being followed up by the Department of Pediatric Nephrology at Akdeniz University.



- Through Antalya Metropolitan Municipality, we have ensured that textile and kitchen equipment needs are met in the male student dormitory.
- Our employees donate blood to the Red Crescent (Kızılay) every 6 months.
- In accordance with the "Lost & Found System" created within our facilities for items that our guests have forgotten or lost, items that have not been asked for by the

guests for certain periods of time are donated to various charities after undergoing appropriate procedures.



- Discard materials, as a result of renovations throughout our facility, are donated to various charitable organizations after appropriate processes on an annual basis.
- We carry out planting in order to raise environmental awareness in the children of our guests.
- After the renovation in our hotel, the unused carpets were given to the staff and delivered to those in need.
- Promotional products from contracted companies are distributed to the personnel, ensuring staff satisfaction.
- We carry out sand screening by the local people in order to prevent carbon emissions by using vehicles in the sand screening process in our coastal area and also to increase the employment of the local people.



- We have a UNICEF piggy bank for our guests to support UNICEF. We inform the UNICEF official of the money accumulated here and ensure that they receive the accumulated money.



EMPLOYEE ENVIRONMENTAL TRAININGS AND DRILLS

In accordance with the annual training programs, Environmental Training is provided to our employees once a year by our Environmental Consultant. In addition, trainings; Consumption of Natural Resources, Information About Waste, and What Can We Do to Reduce It?, Information on Hazardous Wastes, Information on the Protection of Caretta Carettas, Information on ISO 14001:2015 Environmental Management System, Information About Chemical Use etc.

Trainings are carried out as internal and external trainings. With the trainings given periodically by our environmental officer, environmental consultant and energy consultant, it is ensured that all our employees are aware of the environmental issue.

Studies are carried out by our facility to prevent trees from being damaged in case of a fire. In this context;

- Fire training is provided to our employees.
- Fire drills are being conducted.
- Emergency Teams have been established.
- Maintenance of fire hydrants, fire tubes, etc. is carried out regularly.

In addition, the departments are trained on what to do against chemical leaks and necessary exercises are carried out.





WORKING LIFE

Cornelia De Luxe Resort employees are included in the Orientation Training program as soon as they start working, and they are informed about the history of the hotel, the rules to be followed in-facility, our expectations from the employees, our environmental studies, our policy and quality management systems.

EQUAL OPPORTUNITY

Training Opportunities

In addition to Personal Development Trainings, in-departmental Professional Development Trainings are also provided to our employees with the understanding of continuous training and development.

	2019	2020	2021
External Training Hours Per Personnel in Trainings Provided Throughout the Hotel	14	9	12
Internal Training Hours Per Employee	1	0.5	1

In 2022, our internal and external trainings continue to be provided according to the training plan.

SOCIAL BENEFITS

- ❖ **Use Of Laundry;** All employees' work uniforms and any work-related clothing are cleaned free of charge. Bed linen and casual clothes used by the staff using the lodging are also washed free of charge in the laundry room in our lodging.
- ❖ **Personnel Shuttle;** Due to the nature of hotel businesses, employees work in different shifts. It also provides transportation by shuttle service at different times. This requires transportation by shuttle at different times. For this reason, we have shuttles between the hotel and Antalya / Serik at different times of the day.
- ❖ **Use of Lodgings;** Personnel lodging is open to the use of all our personnel whose residence address is outside the city.
- ❖ **Staff Dining Hall;** Meals in the staff cafeteria are free for employees. It serves breakfast, lunch, dinner and night menu. Hot and cold drinks are also available.
- ❖ **The Doctor's Office;** Our hotel has a doctor's office with a doctor and a nurse. Our employees can benefit from health services during working hours.
- ❖ **Marriage Benefit;** The married personnel are provided with a marriage allowance of one quarter of gold coin.
- ❖ **Maternity Benefit;** Birth assistance is provided to the woman who gives birth and the male staff whose wife gives birth, with one quarter of gold.
- ❖ **Ramadan Benefit;** Every year in Ramadan, a shopping voucher is given to the staff with an agreed grocery store.
- ❖ **Distribution of Sacrificial Meat;** Meat distribution takes place every year on Eid al-Adha for staff who do not cut meat. The 1st day of the Feast is served in the form of roasting (kavurma) for the staff staying in the lodging.
- ❖ **Complementary Health Insurance;** Complementary health insurance is an additional support for the employees of our company. No deductions are made for this insurance policy. The policy fee is covered by our company.
- ❖ **Intern;** Internship opportunities are offered to high school students in our hotels.

OUR POLITICS

1. Quality, Food Safety, Social and Environmental Policy of Cornelia De Luxe Resort Hotel:

Cornelia De Luxe Resort Hotel together with all its employees, has the determination and working power to provide the best quality service by protecting nature and environment. While acting with total quality understanding, we maintain and develop the dynamic structure of our quality management system and perpetuate its effects. We abide by all applicable environmental legislation, laws and regulations in our country and fully comply with all legal requirements in order to protect the environment we live in, and to ensure its continuity. We encourage to raise awareness for our employees, customers, suppliers and the local community through our environmental policies and we ensure that these are adopted.

For the health and safety of our guests; we keep hygiene conditions on the front with food safety management system application, adhere to all national and international standards and legal regulatory provisions related to healthy food production, meet the needs and expectations of our guests and we renovate our activities by continually improving these.

2. Our Responsibilities Towards Regional Tourism and the Environment:

Cornelia De Luxe Resort Hotel is a member of BETUYAB. By separating our wastes, recycling affordable wastes, disposing of the hazardous ones, we fulfill our duties perfectly.

We examine all departments from environmental point of view by establishing ISO 14001 Environment Management System in our company and keep our environmental impacts minimum for a sustainable tourism.

We train our employees about the environment and make them protect the environment they are in contact with and address the demands and expectations of the society.

Cornelia De Luxe Resort Hotel respects the environment:

- We support the natural life by holding the endemic plant species and animals in our environment.
- Because we are in the breeding region of the Caretta Caretta sea turtles that are in danger of extinction, we will protect their nests and fulfill the requirements for ovulation. We provide support by meeting the basic food and cleaning needs of university students who come voluntarily to control Carettas.
- We save water and electricity by using drip irrigation system on the golf course and in the garden.
- We support the conservation of natural resources with our Solar Energy panels.
- We prepare applications and environmental handbooks on using towels in the rooms.
- We make disinfection with ozone instead of using harmful chemicals for vegetable disinfection.
- We guide our guests by presenting the contents of our foods together with the meals for the guests who may be Food Allergies.

3. In order to ensure the continuity of our local relations and to encourage production in the region:

We purchase local products and services whenever possible in line with our sustainable environment-oriented purchasing policies. We committed to comply with relevant legislation and requirements in our industry. We also commit to contribute to the development of local culture by supporting local non-governmental organizations. We respect the customs of the local people and maintain our continuity without harming them.

We obtain our products from local sources at a level that does not affect guest satisfaction while purchasing, so that we reduce CO₂ emissions because there is no unnecessary transportation.

We establish good relations with our suppliers and ensure that the payment of the purchased materials is made on time. We provide our guests who stay in our hotel with brochures by informing them about historical monuments, museums, surrounding restaurants and shopping centers.

4. Social Policy:

Our social policy is to support and follow internationally recognized human rights, to protect the health and well-being of our employees and environment while maintaining and improving our activities. We value our employees and their contributions. Our employees are selected according to selection / evaluation criteria such as experience, skill level and merit in the process of recruitment and employment (placement, promotion, social rights etc.); and everyone is given equal opportunity regardless of nationality, race, religion, belief, age, sexual orientation, marital status, pregnancy, disability, union membership and political thought. It is acted according to determined criteria and principles in all areas of corporate social responsibility such as human resources and human investment projects, stakeholder culture and company vision, educational support activities, cultural and artistic development practices.

Our company is committed to providing a fair, peaceful, orderly, safe and respectful working environment and does not tolerate harassment, humiliation, intimidation, threats and discrimination. All forms of forced labor are forbidden. Employees are provided with the necessary facilities to easily express their suggestions and complaints. Suggestions and complaint boxes can be found where everyone can reach and these are checked and evaluated.

5. To provide Occupational Health and Safety:

To identify the dangers that may lead to occupational accidents and occupational diseases in all our activities and to manage the risks by adopting legislation and legally defined laws and regulations as minimum standards; to provide safe and healthy environments for our employees, customers, suppliers; to organize awareness raising trainings and informing activities for everyone in this context; to ensure continuous improvement and control of occupational health and safety system are the primary duty of all our institutions and employees.

6. Child Abuse Policy:

We have adopted local and international laws and regulations on children's rights and protections as minimum standards. We condemn these actions by standing against all kinds of child abuse, help legal bodies in relation to all these actions mentioned in the law, protest child labor and do not employ child labor other than trainees determined by law. We organize awareness raising trainings and informing activities for everyone (employees, guests and suppliers) regarding the whole of the works in this scope. Ensuring continuous development and supervision on the children's rights and abuse is the primary duty of all our institutions and employees. In case of any problem, It will be notified to Police Station by security department

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