



## CORNELIA DIAMOND GOLF RESORT & SPA HOTEL

### SUSTAINABILITY REPORT



**Sustainability** is the activities carried out to protect natural resources and leave a good environment for future generations while meeting today's needs.

**Sustainable development** means programming the development of the life of today and the future in a way that will allow the needs of future generations to be met and developed without Decimating natural resources by balancing between man and nature.

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

**Corporate Profile** is the perfect host to help you make your Cornelia Hotels Golf Spa travels more enjoyable than you ever imagined. While providing this, it has aimed to be an environmentally and socially sensitive facility since its establishment, has believed in the necessity of sustainable tourism, and aimed to increase this awareness in its social environment. For this reason, it has worked in a wide range of topics and areas and is trying to improve the studies it is currently pursuing with additional applications. The constructive support of the management, the awareness of the employees and the attitude in cooperation with the local authorities are the most important indicators of the sensitivity it shows to this issue.

**History of Cornelia;** Cornelia was born as the daughter of Scipio Africanus, a Roman legendary folk hero, in 185 B.C. She married Tiberius Sempornius Gracchus, her cousin coming from a noble family, and gave birth to 12 children, but only three lived to adulthood. Although she became a young widow after the death of her husband and received a marriage proposal from King Ptolemy VIII proffered her his crown and wanted to marry her, but she refused and devoted herself to educating her 3 children according to Roman traditions and in the highest standards. At a time, other Roman women were displaying their various ornamentation, Cornelia declared that her children were her most precious "Jewels". After her death, a marble statue of Cornelia was erected which was inscribed as "Mother of the Gracii". As the best example of the noble woman that symbolizes the grandeur of Rome, she is still accepted as a symbol of noble women even today well after the Roman era. Our hotel's basic principle, "Quality Service in High Standards", is taken from the life philosophy that Cornelia remained loyal to throughout her life. Our goal is to host our guests in the best way according to this philosophy.



### **As Cornelia Diamond Golf Resort & SPA;**

Committed to protecting nature and the environment, Cornelia Diamond Golf Resort & SPA Hotel and its employees have the determination and power to provide superior quality service.

While acting according to the Total Quality approach, we continuously support, protect, develop and improve the dynamic structure of our quality management system.

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

While conducting our activities, we detect how the environment is affected, and manage the negative impacts, possible dangers and waste. We also take necessary measures to minimize soil pollution, energy consumption and ensure the effective use of natural resources and provide the necessary support for the preservation of historical sites. We control and constantly improve our activities.

We provide training to raise awareness of all our employees and to gain individual responsibility in order to achieve success in the environment.

We ensure that environmental awareness is adopted not only by our employees, but also by our guests and authorities, and we contribute to the production of environmental protection projects by cooperating with non-governmental organizations or local unions.

To safeguard the health and safety of our guests and employees, we prioritize hygiene conditions with the application of 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.

Cornelia Hotels places a high priority on the acquisition of energy-efficient and energy-saving designs, products, and services that have an impact on our energy management system. This commitment is aligned with our integrated management system, and our objective is to continually improve our energy performance. Our organisation offers comprehensive information and tools to facilitate the identification, attainment, and evaluation of energy objectives and benchmarks.

In accordance with these principles, our hotel, which competes by operating in the national and international markets, will always show the necessary determination to be a leader.





### **Our Vision;**

Cornelia hotels is a chain of hotels recognized as the leading hotel in the sector with its quality service and guest satisfaction, both at home and abroad, its well-deserved awards. It constantly grows and develops with the confidence of being the best brand in a peaceful working environment preferred by employees and managers at the first level.

### **Our mission;**

We, by having a say in the tourism sector, Hotel, Golf, SPA and congress services both in our country and in the world, create opportunities for new investments and believe that we create a school with our employees. With the quality of the service we provide, we ensure that our guests always leave our country and our hotel with satisfaction, and we contribute to the promotion of the history and culture of our country.



## **OUR POLICY**

### **1. As Cornelia Diamond Golf Resort & SPA Hotel, Quality, Food Safety, Social and Environmental Policy;**

Cornelia Diamond Golf Resort & SPA has the determination and working power required to provide the best quality service by protecting nature and the environment together with all its employees. While acting according to the Total Quality approach, we continuously support, protect, develop and improve the dynamic structure of our quality management system. In order to protect and ensure the continuity of the environment we live in, we comply with the environmental legislation, laws and regulations in force in our country and fulfil all legal requirements completely. We encourage employees, customers, suppliers and the local community to raise and adopt environmental awareness through our environmental policies.

To safeguard the health and safety of our guests and employees: We prioritize hygiene conditions with the application of 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.

### **2. Our Responsibilities towards Regional Tourism and the Environment;**

Cornelia Diamond Golf Resort & SPA Hotel is a member of BETUYAB. In this way, we fulfil our duties of separating our wastes, bringing the wastes that can be recycled to the economy and disposing of the dangerous ones.

By establishing the ISO 14001 Environmental Management System within our structure, we examine the environmental dimensions of all departments and keep our environmental impacts at a minimum level for a sustainable tourism.

We also provide environmental training to our employees and ensure that they protect the environment they are in contact with and address the demands and expectations of the society.

### **Cornelia Diamond Golf Resort & SPA Hotel Respects the Environment;**

- We support natural life by hosting endemic plant species and animals within our structure.
- Since we are in the breeding zone of *Caretta caretta* turtles, which are threatened with extinction, we protect their nests and fulfil the necessary conditions for their spawning. We support the university students who come voluntarily to control the caretts by meeting their basic food and cleaning needs.
- In order to prevent the formation of flies in the lake located in the Azure villa area, instead of using chemicals, we prevent the formation of fly larvae in the fish living in the lake.
- We save water and electricity by irrigating our golf course and garden with a drip system,
- We support the protection of natural resources with our Solar Energy panels.
- We prepare practices and environmental manuals related to the use of economical towels in the rooms.
- Instead of using chemicals harmful to nature for disinfection of vegetables, we provide disinfection with ozone.
- We guide our guests by presenting the recipes of our foods next to the meals for our guests who may have food allergy.

### **3. In Order To Ensure The Continuity Of Our Local Relations And To Encourage Production In The Region;**

In line with our purchasing policy towards a sustainable environment, we purchase as many local products and services as possible. We undertake to comply with the relevant legal regulations and requirements in our sector. We are committed to contributing to the development of local culture by supporting local Non-Governmental Organizations. We respect the customs and traditions of the local people and ensure our continuity without harming them.

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

By establishing good relations with our suppliers, we ensure that the materials received are paid for on time.

We provide brochures to our guests staying at our hotel, informing them about historical monuments, museums, surrounding restaurants and shopping centres.

#### **4. Our Social Policy;**

To support and monitor internationally recognized human rights, to ensure the health, welfare and protection of the environment of employees while maintaining and developing our activities. We value our employees and their contributions. In line with our selection / evaluation criteria such as experience, skill level and merit in the recruitment and employment process of our employees (placement, promotion, social rights, etc.), everyone is given equal opportunity regardless of nationality, race, religion, belief, age, nationality, sexual orientation, marital status, pregnancy, disability, union membership and political opinion. In this direction, human resources and investment in people, projects ,Culture and vision of the company stakeholder ,educational support activities, all matters within the areas of culture and the arts developer applications, such as Corporate Social Responsibility and the principles are acted in accordance with specified criteria.

Our company is committed to providing a working environment with a high level of trust, where people can do their best work by treating each other fairly and respectfully, in peace and order, free from unlawful harassment, humiliation, intimidation, threats and discrimination, and these situations are strictly not tolerated. It prohibits all forms of forced labour. Necessary opportunities are provided for employees to easily voice their suggestions and complaints. Suggestion and complaint boxes are kept where everyone can reach, boxes are checked and evaluated.

#### **5. Ensuring Occupational Health and Safety;**

It is the primary duty of all our institutions and employees, by adopting the legislation and legally determined laws and regulations as minimum standards, to identify the hazards that may lead to occupational accidents and diseases in all our activities, to manage the risks, to provide safe and healthy environments for our employees, customers and suppliers, to organize awareness-raising training and information activities for all segments about all the studies in this context, to always develop and supervise the occupational health and safety system.

#### **6. Child Abuse Policy;**

It is the primary duty of all our institutions and employees to adopt local and international laws and regulations on the rights and protection of children as minimum standards, to stand against all kinds of child abuse and condemn these actions, to assist the legal authorities in relation to all these actions specified in the laws, to have an attitude against child labour and does not employ child labour except for the interns determined by law, to organize awareness-raising training and information activities (for employees, guests and suppliers), to ensure the development and supervision against children's rights and abuse. In case of any problems, the police will be notified by the Security Department.

## OUR VALUE CHAINS

### Business Principles;

As Cornelia Diamond Golf Resort & SPA Hotel, it is one of our business principles to be respectful to nature, life, environment and human rights, supporting its employees and suppliers, and being friendly to its guests.

For the sake of continuous development, we support our employees with trainings and a career management program.

FIRST OF ALL, WE AIM TO RAISE OUR EMPLOYEES AND GROW TOGETHER.

### Our Corporate Responsibilities;

- **Being Environmentally Friendly:** Our primary goals are to carry 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, and to control our environmental impacts.
- **Supporting the People of the Region:** We pay attention to the fact that the personnel we employ are from the people of the region. In winter, again we prefer local people to provide employment in renovation works, sand screening, weed removal in grass areas and daily work. In this way, with the multiplier effect of the economy, we contribute to the revival of the economy in the region with the personnel we employ.
- **Sustainable tourism:** Meeting the needs of our guests and the people of the region by considering future generations, protecting natural resources and wildlife, saving energy and water, and increasing the quality of life constitute the basis of our sustainability activities.
- **Creating Opportunities:** We are creating internship opportunities for tourism students to gain work experience. We support our employees with trainings and career management program. By training our own employees as much as possible, we aim to raise our own employees to top positions and grow together.

### Communication with our stakeholders:

- **Our Employees:** One-on-one meetings and Group Meetings, Rallies, Training and Workshops, Performance Evaluation, Career Development, Personnel Satisfaction Surveys, Personnel Suggestions or Complaint Forms
- **Our Guests:** One-to-one meetings, Guest Satisfaction Surveys, Social Media, Guest Request or Complaint Book, CRM team, Web sites, Euromessage surveys
- **Suppliers:** Purchasing Specifications, Supplier Audits, Supplier Survey, Mailings and Complaint Minutes, Supplier Selection and Assessment Chart
- **Local Community:** Social projects, information requests (if necessary), annual reports, suggestions or complaints
- **Public Organizations:** Meetings, trainings, r information requests (if necessary), annual reports
- **Sectoral Groups:** Meetings, seminars
- **Universities, Academics:** Trainee programs, conference meetings, scholarships
- **Press:** Interviews, launch meetings, press releases, social media

## **Purchasing and Procurement Practices**

As Cornelia Diamond Golf Resort & SPA Hotel, raw materials and other materials and services are supplied. We share the legal requirements, raw material specifications and customer conditions with the relevant suppliers for each product and take precautions before the product arrives at the facility.

Our purchasing contracts contain our principles of responsible procurement. We work with suppliers who comply with legal regulations. ISO 14001: 2015 Environmental Management System, ISO 9001: 2015 Quality Management System, ISO 22000: 2018 Food Safety Management System and ISO 50001:2018 Energy Management System certificates are our preferred priority in supplier selections.

We make our purchases as close to the regions as possible. Thus, it is aimed to reduce the impact on the environment by minimizing the CO<sub>2</sub> emissions of the delivery vehicles of the supplier companies and we support the associates of the region.

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

In order to reduce the amount of waste, large-packaged products are selected during the purchasing process, and the use of small-weight products is not preferred, except for obligatory cases. In addition, reusable products are preferred as much as possible.

## **Cornelia Diamond Golf Resort & SPA Hotel Our Environmental Approach:**

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 destruction caused by tourism on the environment should be taken into consideration at least as much as its positive effects. Development in tourism can only exist in the future if it is sustainable.

As Cornelia Diamond Golf Resort & SPA Hotel, we aim to create a common consciousness and understanding, which is one of the most important elements in achieving sustainability, while establishing the infrastructure for the protection of the natural environment, plant and animal assets and sustainable development in tourism in our sustainable tourism projects and practices.

Being 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 to ensure energy efficiency. First of all, energy use should be measured, problems should be determined and possible savings areas should be identified. Low-consumption equipment and systems should be preferred. Long-term improvement should be achieved by using automation management and monitoring resources. Energy savings are constantly analysed through maintenance, supervision and monitoring.

As Cornelia Diamond Golf Resort & SPA Hotel;

- **Boiler Room and heat centre;** Boiler combustion efficiency is constantly checked and areas where insulation is deficient are identified and corrected. The flue gas temperatures of the boilers are around 113 °C. This shows that energy is used efficiently. The heat of 38°C sent to the tower of the Chiller group in our facility is reduced to 28°C with the Heat-Recovery Chiller system, and the hot water used is preheated. The installation system is insulated. In addition, solar energy, which is a renewable energy source, is used. Flue gas measurements are performed in boilers. In addition, the Economiser system is used in steam and boilers.



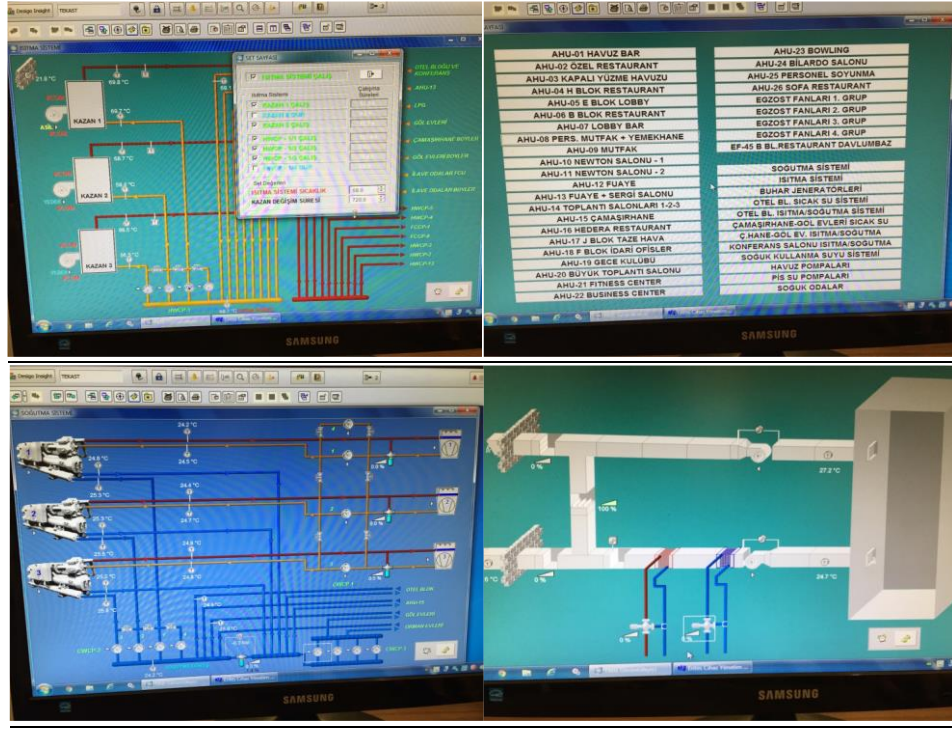
- **Installation insulations:** Thermal shots were made to all heating and cooling lines in the boiler room of the building. As a result of this process, all heating and cooling lines are insulated and no heat loss occurs. The heat of 280 ° C from the steam generator chimney is reduced to 60 ° C, and the heat of 110 ° C from the boilers is reduced to 60 ° C and given to the chimney. Insulation measurements are made by a private company.
- **Heat Exchanger:** The heat exchanger is a circuit element that provides heat transfer between two liquid or gas fluids (without mixing with each other) with a temperature difference between them without any physical contact. The heat exchanger application is a very efficient system that works quite efficiently and without consuming any energy. Heat exchangers are used in many areas in our business.
- **Solar powered hot water production:** For solar energy, a system consisting of 265 solar controls has been installed on the roof of the hotel and the heat energy obtained from this is used for hot water needs. Since most of our hot water production is provided by solar support, a large amount of profit is obtained from natural gas.



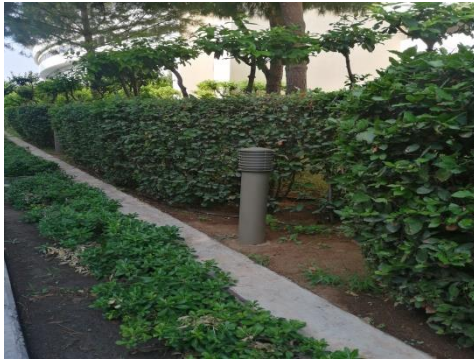
- **Doors and windows:** The main entrance and exit doors of the hotel are double doors and heat losses are not much.



- **Building automation system:** Our hotel has an automation system. The automation system controls air handling units, boilers, chillers, pumps in the heating – cooling line, cold rooms, boiler and accumulation tanks, pool pumps, booster engine room, solar energy, cooling towers, exhausts, fan coil system in rooms and corridors, restaurant and corridor lighting. In addition, set value and stage adjustment can be performed on boilers and chillers in the automation system.



- **Lighting:** The lighting system is generally controlled by automation within the hotel. At the same time, photocells are used in common areas. In our business, the lighting equipment, in general, led system and energy saving bulbs are used. Pool lighting, hotel corridors, restaurant, a la carte and bar lightings have been changed to LED. The bulbs we prefer in the hotel's lighting system are generally geared towards energy efficiency.



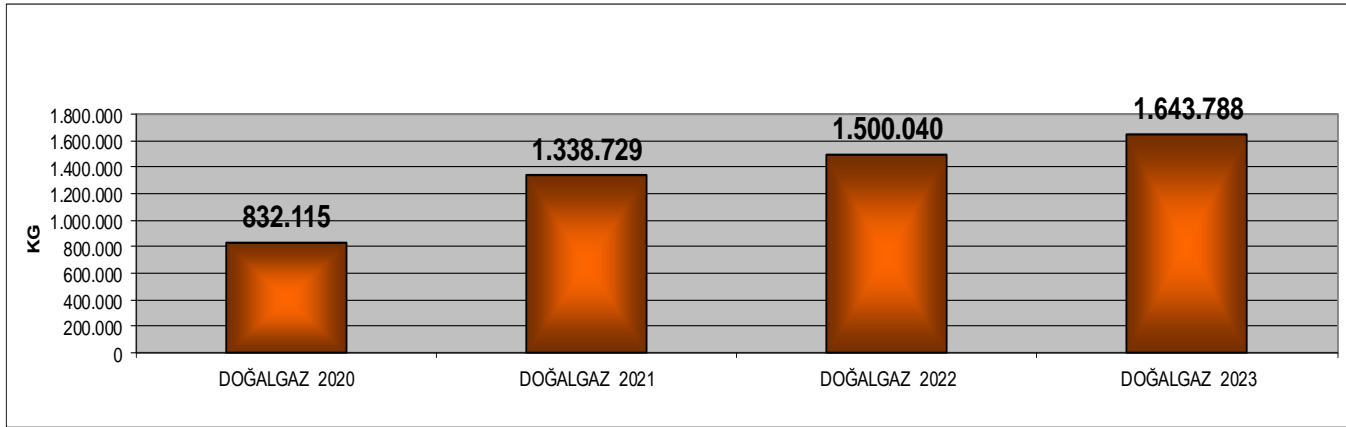
- **Installation system:** There are heating, cooling and plumbing systems in the mechanical part of our hotel and all of these systems are located in the boiler room. Heat recovery systems are used as a support in heating and cooling systems. The transmission lines of the heating and cooling systems are completely insulated and there is no heat loss. In addition, fast boiler tank and accumulation tank are used to assist



the hot water system, to store it and to save natural gas consumption. These storage tanks store excess hot water that is not used and ensure that the hot water does not lose its energy. Thus, there is no need to spend energy on reheating the same unused water. Thus, saving on natural gas consumption is ensured. Their monitoring is carried out by an automation system.



Natural gas consumption is continuously monitored and recorded in the daily energy consumption table on our application portal.



- **Heating system:** There are two units of HOVAL brand 1.800.000 Kcal/h, and one unit of ERENSAN brand 1.800.000 Kcal/h capacity steel boiler. Boilers work with redundancy and are mainly used to meet the hot water needs. At the same time, the vast majority of hot water needs are met from the trigeneration system. Boiler controls are provided by an authorized company once a year. There are also 265 solar panels to assist the hot water and heating system. In this way, efficiency in natural gas consumption is ensured by benefiting the heating system with the energy received from the sun. 11 fast boilers are used to help the accumulation tank and boiler to store the water heated by solar energy. In addition, all the windows in our business are double glazing and comfort glazing. Thus, a large degree of efficiency is achieved in the heating and cooling load.

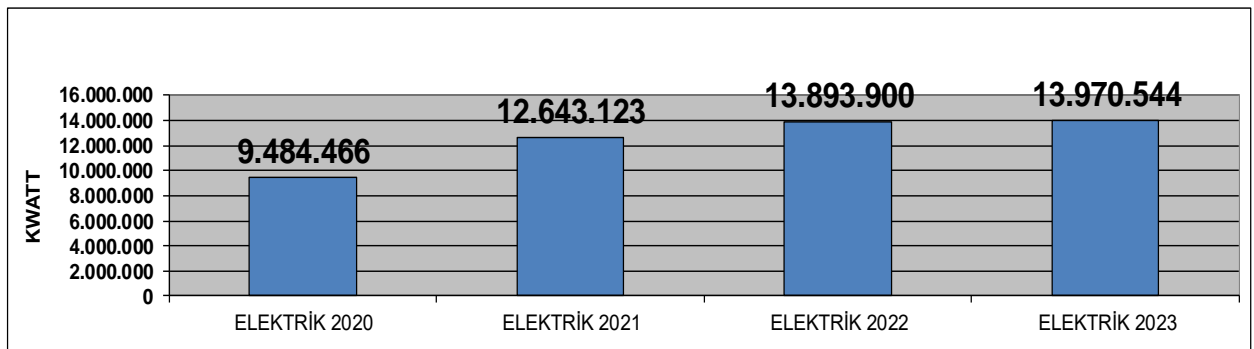


- **The trigeneration system:** It is a combined energy system in which electricity and heat are produced together by burning other fuels, especially natural gas, in an engine or turbine.

In this system, gas engines for electricity generation work with natural gas fuel, and hot water is obtained by passing 500° C heat to be discharged to the atmosphere from the chimney of the engines during electrical energy production. The cooling energy is obtained from the body temperature of the engines operating for electricity generation by means of the absorption chiller. Extra energy is not spent when obtaining hot water, steam and cooling. It is provided entirely from the flue gas temperature. We provide 90% electricity, 50% hot water heating, 80% steam and 40% cooling energy of our hotel with the Trigeneration system we have established on site.



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



### **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 conservation in guest rooms and train our employees on this issue.

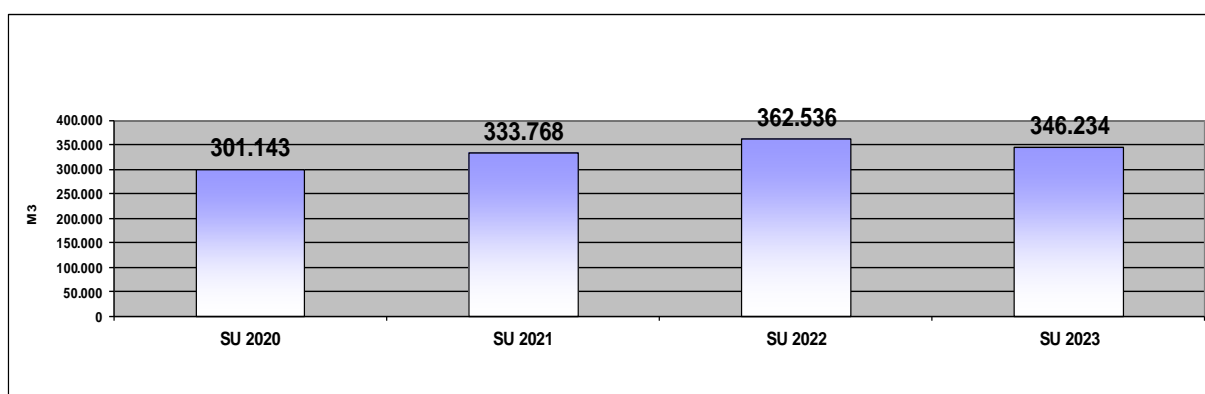
The following studies are carried out in our hotels regarding water conservation and continuity is ensured.

- 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.
- The water flow rate of the whole room and general area sink faucets is adjusted so that it does not exceed 5 lt and 10 lt in the showers. Application follow-up is carried out with regular measurements and corrected in case of high flow rate 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 litres in each use. In addition, there are stickers for the efficient use of water in the toilets.
- Photocell taps and sensor urinals are used in the toilets in the common areas.
- Knee-operated faucets are used in hand washing sinks in kitchens.
- 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 order to reduce water consumption, we have cards in the Environmental Card that the towels and sheets are not changed continuously but are changed according to the guest's request.
- Water consumption can be monitored and measured on a regional and daily basis.
- Trainings are provided to our employees on the correct use of water and notification of any leaks.
- We have a wastewater plan which shows that all wastewater from our facilities is treated and safely discharged without affecting the environment. Wastewater is connected to the sewage system in accordance with the discharge regulation.
- By using organic fertilizers, soil moisture is preserved.
- Municipal water is not used for irrigation of gardens and golf courses, natural stream is used.
- Kitchen and F&B staff use washing troughs while washing fruits and vegetables.





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



## **WASTE MANAGEMENT**

Our primary goal in our Waste Management System, which we implement as Cornelia Diamond Golf Resort & SPA Hotel, is to reduce the amount of waste, to manage our wastes well, to ensure their disposal with the least damage to the environment, and to regain the recyclable ones.

### **Recyclable Wastes;**

We carry out various studies to reduce our waste production at its source, and we 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 colour codes. Our staff are trained in waste separation. There are also coloured waste bins 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 wastes are delivered to the licensed company for disposal in order to ensure their recycling 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 the guest rooms, bathroom-toilets and public area toilets, staff hand washing sinks and toilets.
- In order to reduce our paper consumption, we make our correspondence and announcements in the e-mail environment as much as possible. We follow the document systems in our hotel electronically and the departments access documentation, instructions and form records from here.
  - Instructions, procedures, memorandums, internal correspondence and updates are announced to the departments via e-mail.
  - Records that can be monitored electronically will not be printed, and both internal and external trainings will continue to be provided for personnel awareness.
  - We have “Waste Separation Bins” in our hotel general areas in order to separate the wastes at their source.



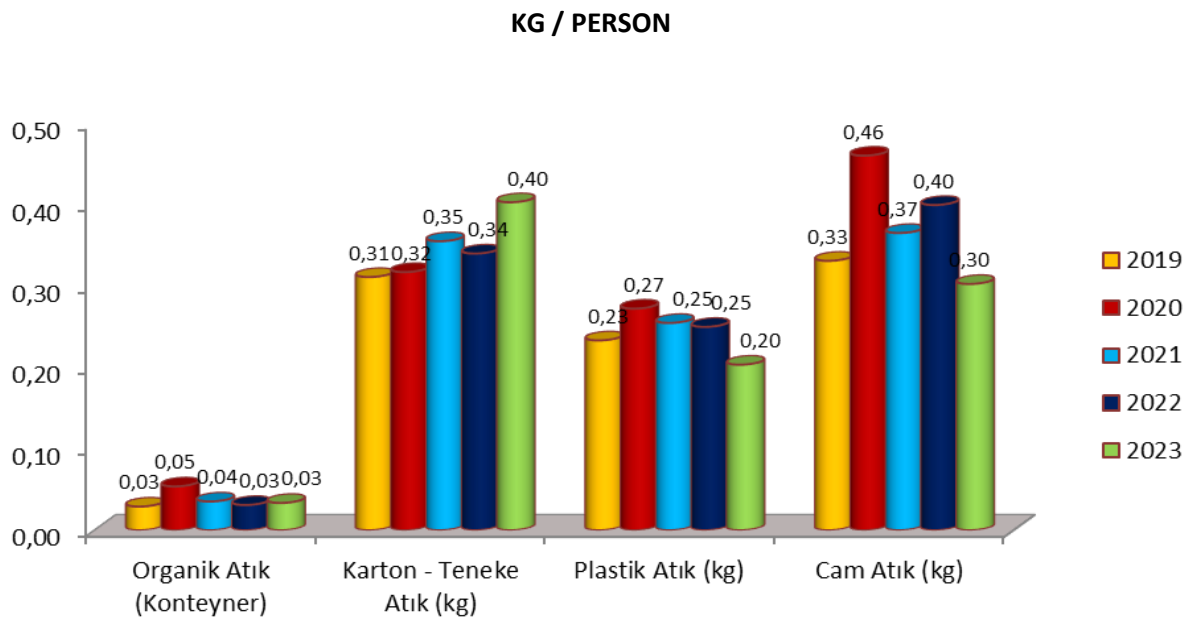
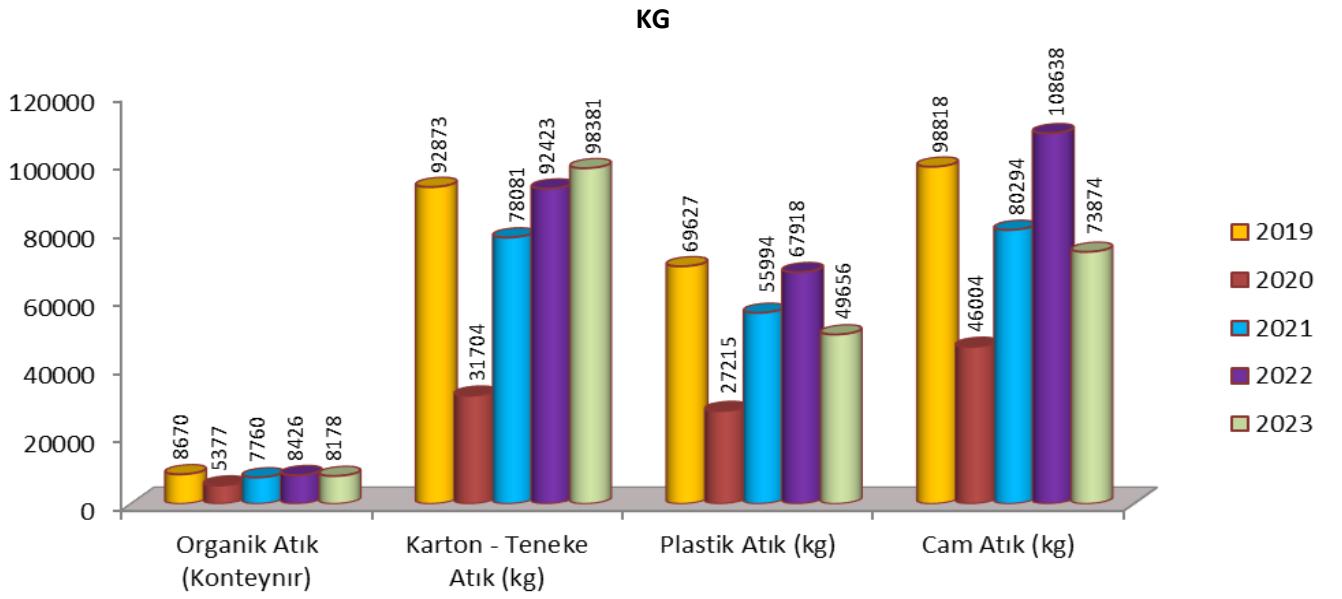
- In Housekeeping Services, separations are made into colour codes used in the scope of zero waste in maid cars.



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



The distribution and per capita comparison of the amount of waste generated in our facility by year is as follows;



## **Hazardous Wastes;**

- 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.
- There is a separate Hazardous Waste area for hazardous waste in our facility. Our hazardous wastes (pesticide boxes, pressure vessels, chemical bottles, cables, batteries, fluorescents, medical wastes, mineral waste oils, paint and thinner boxes, sprays, etc.) are stacked in accordance with legislation and laws.



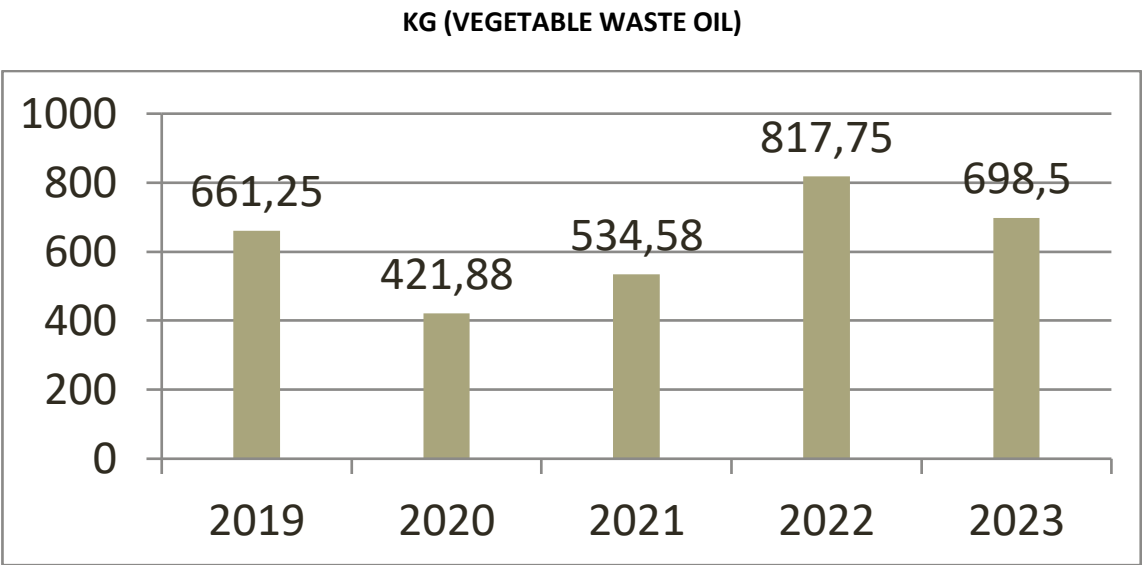
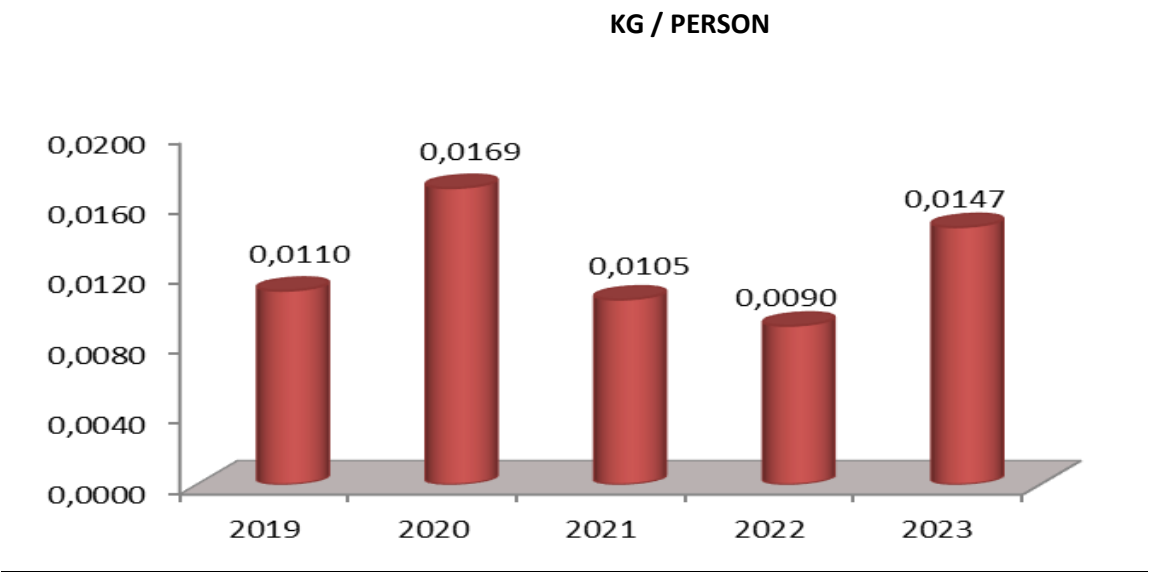
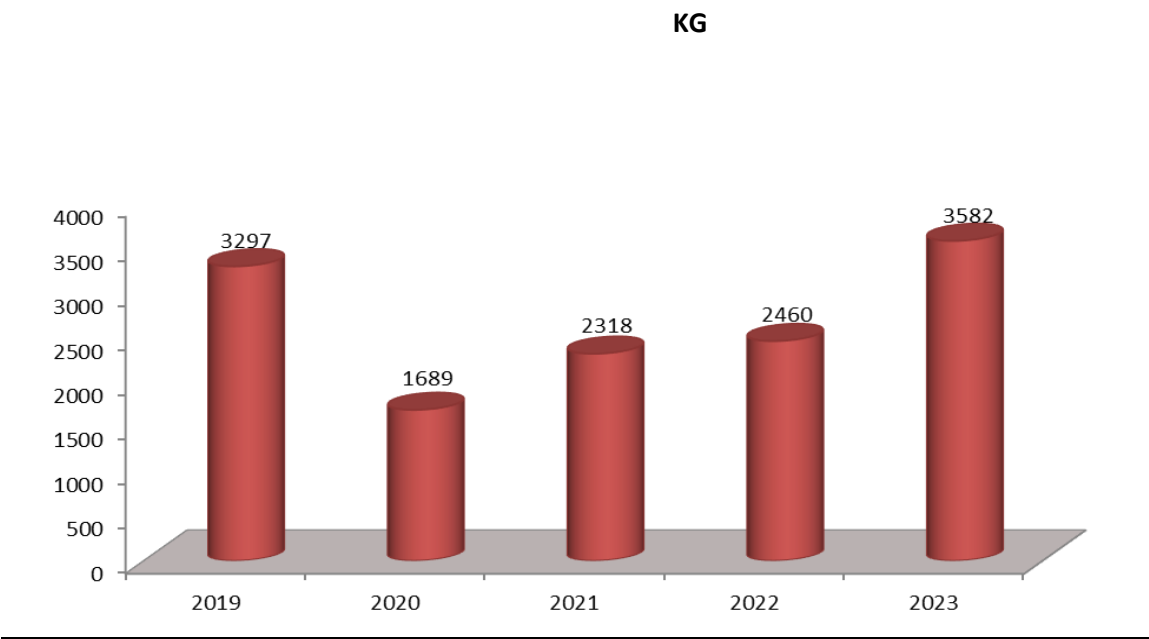
- Our vegetable oils used for frying are changed by measuring the percentages of free polar substances with the Polar Compounds Measuring Device. Our waste vegetable oils with high polar compound value are temporarily stored in our hazardous waste area and then delivered to a licensed company for recycling.



- 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.



The distribution and per capita comparison of the amounts of hazardous waste generated at our facility by year is as follows;





## USE OF CHEMICALS

Chemicals are substances that we use in many areas of our lives, that 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. Damages to the environment can be minimized not only by using environmentally friendly cleaning products, but also by using these products sparingly and by adjusting their dosage. Thus, the total harm of chemicals to the environment can be significantly reduced. Also;

- The detergents, disinfectants and chemicals generally used in our facility are of the kind 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 conformity 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 centre are selected from brands that do not test on animals.



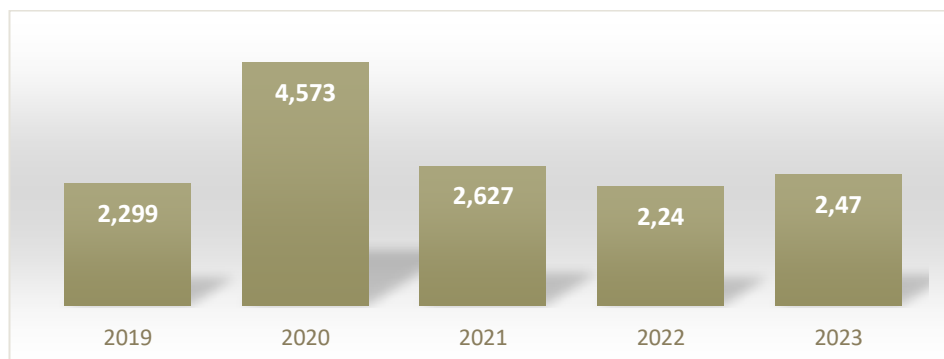
**NOT TESTED ON ANIMALS**

- 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.).



The distribution and per capita comparison of the amounts of chemicals used in our facility by year is as follows;

**KG / PERSON**



Due to the pandemic between 2020 and 2022, 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 have 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 goal for 2024 is to continue the use of chemicals in a controlled manner and to repeat the trainings for the necessary precautions and drill applications for Chemical Leakage, Hazardous Chemical Wastes, etc.

### **CARBON EMISSION CARBON FOOTPRINT**

Carbon Footprint means the damage that individuals and companies leave to the world by using energy directly or in terms of the production of products used by the emission of carbon dioxide (CO<sub>2</sub>), which is shown as the main responsible for global warming, causes the formation of gases that cause greenhouse effects and is emitted to the atmosphere with the use of fossil fuels. The total consumption of electricity, lng, charcoal, hotel vehicles and diesel fuel affect the carbon emission.

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 recycling efficiency by increasing the awareness training of personnel about wastes such as glass, paper, plastic and metal in our hotels. 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 is required for recycling. For example, with the recycling of 1 ton of paper, 36 tons of CO<sub>2</sub> emission are not released into the atmosphere.
- By choosing our suppliers in the vicinity, you can choose the delivery vehicles of the supplier companies<sub>2</sub> by minimizing Tue emissions, we ensure that the emission to nature is reduced.

### **WILDLIFE CONSERVATION**

- Cleanliness of sea water is one of our top priorities within the scope of both wildlife conservation and sustainable tourism. Our hotel has a Blue Flag Award. In this context, we have enough Waste 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. With the protection of caretas, we provide continuous trainings to the personnel and we have warning signs for our guests.



## **SOCIAL RESPONSIBILITY PROJECT**

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



- With the organization of EKAD and BETUYAB, guests were informed about the protection of caretas 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.

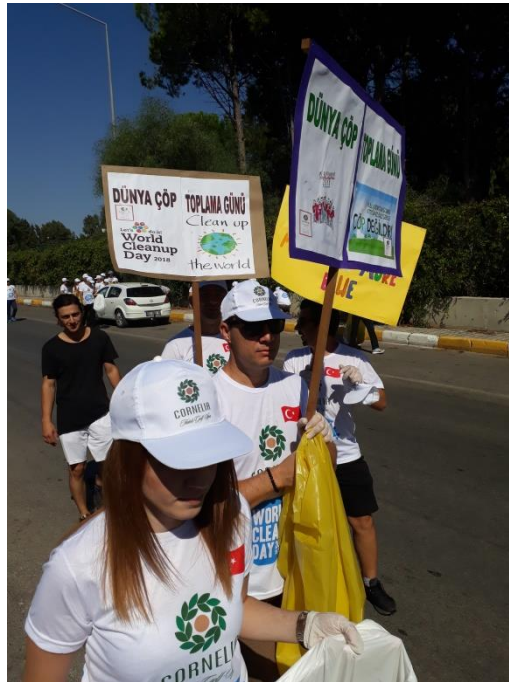


- Our employees donate blood to the Red Crescent (Kızılay) every 6 months.
- In accordance with the "Lost & Found System" created within our facilities for items that our guests have forgotten or lost, items that have not been asked for by the guests for certain periods of time are donated to various charities after undergoing appropriate procedures.





- Every year, especially on the World Garbage Collection day, Environmental Cleaning is carried out together with local residents and guests.



- On an annual basis, discard materials that are produced through renovations throughout our facility are donated to various charities after undergoing appropriate processing.





- 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.
- Staff activities are regularly held on our lawn area.



- A modern, state-of-the-art greenhouse has been built in our hotel to create more awareness for our guests.



- 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 LOSEV piggy bank for our guests to support LOSEV. We inform the LOSEV official of the money accumulated here and ensure that they receive the accumulated money.
- As a contribution to the society, there is a camera connected to the gendarmerie within the facility. Electricity consumption support is provided from our facility to ensure social safety.
- Citrus trees (lemon, orange, tangerine and kumquat) unique to the Mediterranean region are located throughout the facility.



- Golf Training was provided for the students of the Muratpaşa Municipality Ermenek Education and Science Centre



#### **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 Diamond Golf Resort & Spa Hotel 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.

In 2024, 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. 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 sacrifice. 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.

#### **Cornelia Diamond Golf Resort & SPA Hotel Documents;**

- **"ISO 9001: 2015 Quality Management System"** is in place because it contributes to our business by meeting and exceeding the expectations of the guests, staff and the laws.
- **"ISO 22000:2018 Food Safety Management System"** is in place in order to eliminate threats to Food Safety, to make hygienic and reliable presentations to our guests and to contribute to our employees.
- **"ISO 14001: 2015 Environmental Management System"** is in place because it contributes to our work through the protection of the environment, the efficient use of natural resources and the leaving a liveable environment to future generations.
- **ISO 50001:2018 Energy Management System"** is in place because facility can create the necessary systems and processes for the continuous improvement of energy performance, including energy efficiency, energy use and energy consumption.
- Within the scope of sustainability studies, we were entitled to receive the 3rd Stage **GSTC** certificate from the Ministry of Culture and Tourism.
- We maintain the continuity of the **"Greening Hotels / Yeşillenen Oteller"** award, which is issued in partnership with TUROB and Bureau Veritas, covering energy management, water management and sustainable environmental practices.
- We were entitled to receive the **"Green Star Environment Award"** in 2015, which was issued within the scope of the **"Environmentally Friendly Accommodation Facilities"** project initiated by the Ministry of Culture and Tourism. We maintain its continuity.

- We continue to maintain the **"Clean Pool Water Certificate"** issued by the Ministry of Health in terms of pool hygiene and pool water quality.
- Within the scope of General Waste Management, we were entitled to receive a **Zero Waste Certificate** (Basic Level) from the Ministry of Environment on 30.11.2020.
- We have been awarded the **"TUI Environmental Champion"** by **"TUI"**, one of the largest tour operators, due to its superior performance with Environmental Performance and guest satisfaction.
- We ensure the continuity of the international **"Blue Flag"** environmental award given to beaches and marinas. Within the scope of this award, we provide;
  - Cleanliness of sea water,
  - The importance we attach to Environmental Management and activities to create environmental awareness,
  - The equipment and security to meet the needs of those who use the beaches.



**Bureau Veritas Certification**

**YAZICI DEMİR ÇELİK SANAYİ VE TURİZM TİC. A.Ş.**  
**CORNELIA DIAMOND GOLF RESORT & SPA**

İSKELE MEVKİİ BELEK, ANTALYA, TURKEY

Bureau Veritas Certification Holding SAS – UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

**ISO 9001:2015**  
 Scope of certification

**HOTEL MANAGEMENT, ACCOMMODATION, FOOD & BEVERAGE AND MEETING SERVICES**

Original cycle start date: 24-11-2004  
 Expiry Date of Previous Cycle: NA  
 Certification / Recertification Audit date: NA  
 Certification / Recertification cycle start date: 18-02-2022  
 Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: 20-02-2025

Certificate No.: TR011328 Version: 1 Issue date: 18-02-2022

*Signed on behalf of BVCH SAS UK Branch*  
**IBRAHİM TAGAY**

Certification Body Address: 5th Floor, 66 Prescott Street, London, E1 8HQ, United Kingdom  
 Local Office: Esas Maltepe Otopark Altaypınar Mah. Çamlı Sok. No: 21 Kat: 8 Maltepe, İstanbul, 34843 Turkey

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +90 216 518 40 50

**UKAS**  
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**Bureau Veritas Certification**

**YAZICI DEMİR ÇELİK SANAYİ VE TURİZM TİCARET A.Ş.**  
**CORNELIA DIAMOND GOLF RESORT & SPA**

İSKELE MEVKİİ BELEK, ANTALYA, TURKEY

Bureau Veritas Certification Holding SAS – UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

**ISO 22000:2018**  
 Scope of certification

**FOOD AND BEVERAGE PRODUCTION AND PRESENTATION SERVICES**

Product category: E - Catering

Original cycle start date: 30-03-2010  
 Expiry date of previous cycle: 29-03-2022  
 Certification / Recertification Audit date: 04-02-2022  
 Certification/Recertification Cycle Start Date: 04-04-2022  
 Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: 29-03-2025

Certificate No.: TR011329 Version: 1 Issue Date: 04-04-2022

*Signed on behalf of BVCH SAS UK Branch*  
**Jagdeesh N. MANIAN**  
 HEAD Certification – South Asia CIF

Certification Body Address: 5th Floor, 66 Prescott Street, London, E1 8HQ, United Kingdom  
 Local Office: Esas Maltepe Otopark Altaypınar Mah. Çamlı Sok. No: 21 Kat: 8 Maltepe, İstanbul, 34843 Turkey

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organization.  
 Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +90 216 518 40 50

**UKAS**  
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**Bureau Veritas Certification**

**YAZICI DEMİR ÇELİK SANAYİ VE TURİZM TİCARET A.Ş. / CORNELIA DIAMOND GOLF RESORT & SPA**

İSKELE MEVKİİ BELEK, ANTALYA, TÜRKİYE

Bureau Veritas Certification Holding SAS – UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

**ISO 14001:2015**  
 Scope of certification

**HOTEL MANAGEMENT, ACCOMMODATION, FOOD & BEVERAGE AND MEETING SERVICES**

Original Cycle Start Date: 02-03-2020  
 Expiry Date of Previous Cycle: NA  
 Certification / Recertification Audit date: NA  
 Certification / Recertification cycle start date: 01-03-2023  
 Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: 01-03-2026

Certificate No.: TR012245 Rev: 1 Issue date: 01-03-2023

*Signed on behalf of BVCH SAS UK Branch*  
**IBRAHİM TAGAY**

Certification Body Address: 5th Floor, 66 Prescott Street, London, E1 8HQ, United Kingdom  
 Local Office: Esas Maltepe Otopark Altaypınar Mah. Çamlı Sok. No: 21 Kat: 8 Maltepe, İstanbul, 34843 Turkey

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +90 216 518 40 50

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**Bureau Veritas Certification**

**YAZICI DEMİR ÇELİK SANAYİ VE TURİZM TİCARET A.Ş. / CORNELIA DIAMOND GOLF RESORT & SPA**

BELEK MAH. İSKELE CAD. NO:2/202 SERİK, ANTALYA, TÜRKİYE

Bureau Veritas Certification Holding SAS – UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

**ISO 50001:2018**  
 Scope of certification

**HOTEL MANAGEMENT, ACCOMMODATION, FOOD & BEVERAGE AND MEETING SERVICES**

Original cycle start date: 30-04-2024  
 Expiry date of previous cycle: NA  
 Certification / Recertification Audit date: 08-03-2024  
 Certification/Recertification Cycle Start Date: 30-04-2024  
 Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: 29-04-2027

Certificate No.: TR013347 Version: 2 Issue date: 24-06-2024

*Signed on behalf of BVCH SAS UK Branch*  
**IBRAHİM TAGAY**

Certification Body Address: 5th Floor, 66 Prescott Street, London, E1 8HQ, United Kingdom  
 Local Office: Esas Maltepe Otopark Altaypınar Mah. Çamlı Sok. No: 21 Kat: 8 Maltepe, İstanbul, Türkiye

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +90 216 518 40 50  
 UKAS Certificate Template Single Site Rev. 4.1

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T.C.  
ANTALYA VALİLİĞİ  
Çevre ve Şehircilik İl Müdürlüğü



Belge No: TS/7/B2/9/17

Tarih: 30/11/2020

### SIFIR ATIK BELGESİ (Temel Seviye)

Adı : YAZICI DEMİR ÇELİK SAN. VE TUR. TİC. A.Ş. - CORNELIA DIAMOND GOLF RESORT & SPA  
Adresi : ANTALYA,BELEK Mahallesi, TURİZM CADDE, No: 2-A, SERİK,Türkiye  
Vergi No : 9450039391

12/07/2019 tarihli ve 30829 sayılı Resmî Gazete'de yayımlanarak yürürlüğe giren Sıfır Atık Yönetmeliği'nce Sıfır Atık Yönetim Sistemi'ni kurarak **Sıfır Atık Belgesi**'ni almaya hak kazanmıştır.

Belge Son Geçerlilik Tarihi: 30/11/2025

e-imzalıdır  
Ceyhan ÖĞREN  
ECİŞ

Çevre ve Şehircilik İl  
Müdürlüğü Vekili

