



VILLA SIDE RESIDENCE



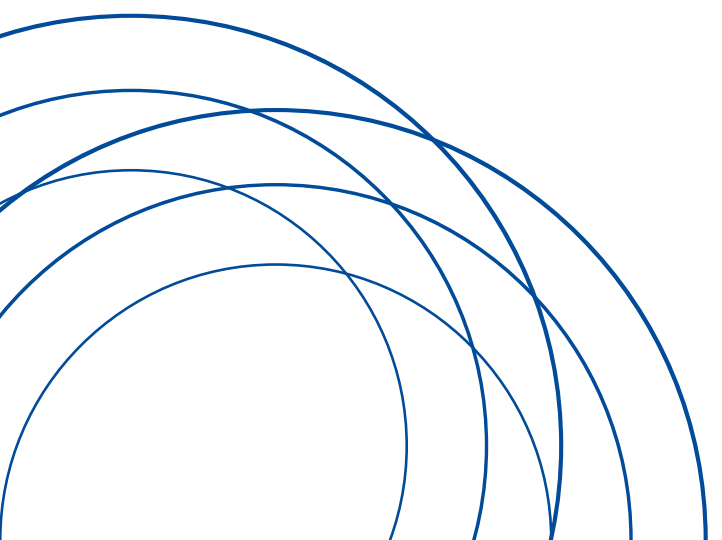
Sustainability Report 2023

Dear Colleagues;

As Villa Side Hotels, we are aware of our responsibility to leave a livable world for future generations, and we are committed to conducting all our activities with this awareness.

For a Sustainable World;

We aim to preserve, promote, and positively enhance our nature, environment, history, and culture in all aspects of our planning and implementation of activities. This includes the development of our region economically and socially, as well as increasing awareness among our guests and employees.



Scope of the Report

◆ **Sustainability Action Report**

- Regional Activities
- Guest Satisfaction
- Accessibility for All
- Activities for Our Employees
- Cultural Events
- Energy Conservation
- Water Conservation
- Environmental Activities
- Our Furry Friends

◆ **Sustainability Performance Report**





ACTION REPORT



REGIONAL ACTIVITIES

Support for Education in Our Region

- ◆ To contribute to the education of students and support the local community, our investor has built Gülsüm-Ramazan Öz Anatolian High School in Ilica neighborhood. The school consists of 16 classrooms, 3 laboratories, and 1 library, with a capacity for 524 students. It has been donated to the Ministry of National Education.





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Regional Employment and Procurement

- ◆ In accordance with our personnel and management employment policy, our priority is to select individuals residing in our region without compromising on meritocracy.
- ◆ In order to contribute to the development of the regional economy and reduce carbon emissions, our supplier selections prioritize Manavgat and Antalya regions.

Bringing the Local Community Together with Tourism

- ◆ The 8th-grade students from Belen Obası Middle School, located in a village away from the sea in our region, were hosted at our hotel. They were provided with information about our facility and were given the opportunity to gain insight into tourism services.





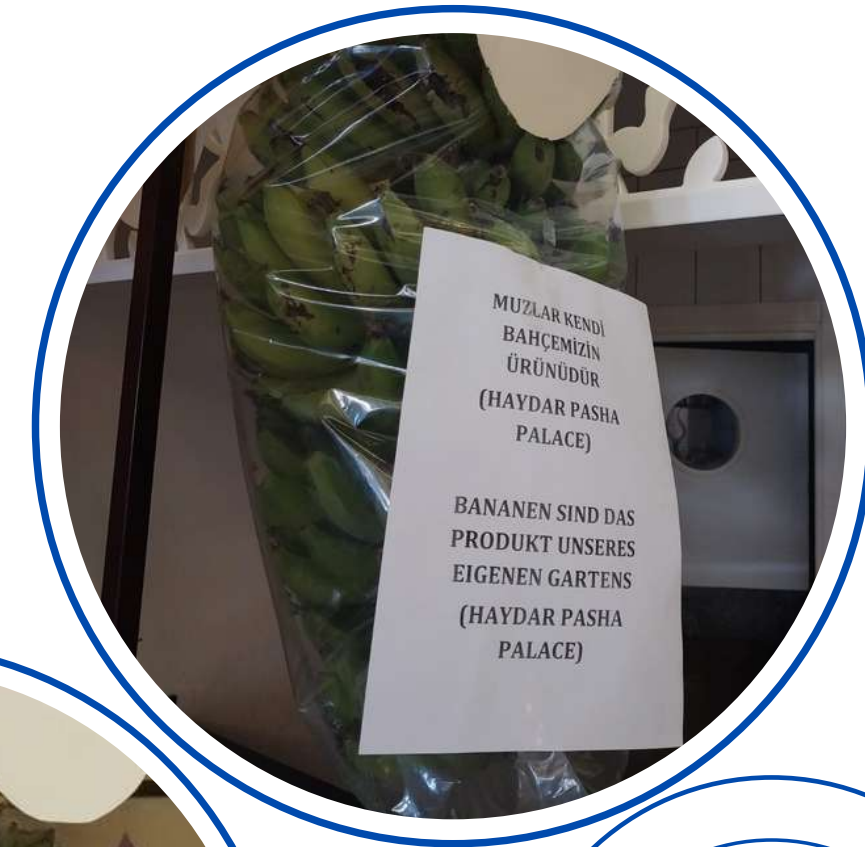
Supporting Local Communities

- ◆ Stationery assistance has been provided to students visiting our facility.



Procurement of Agricultural Products from Local Producers

- ◆ We support our local farmers by directly purchasing agricultural products grown in our region, including butter, bananas, olives, citrus fruits, artichokes, etc.





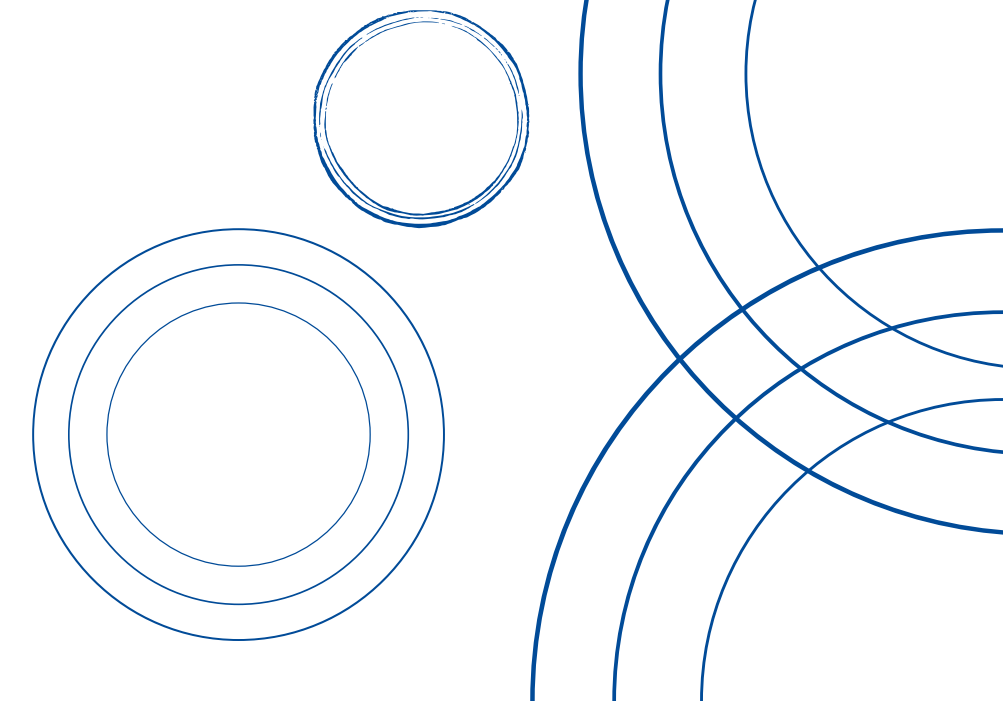
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GUEST SATISFACTION

Evaluation of Guest Feedback

- ◆ Guest satisfaction is measured,
- ◆ Requests, complaints, and suggestions are analyzed,
- ◆ Corrective actions and improvements are planned,
- ◆ Feedback is provided to our guests.





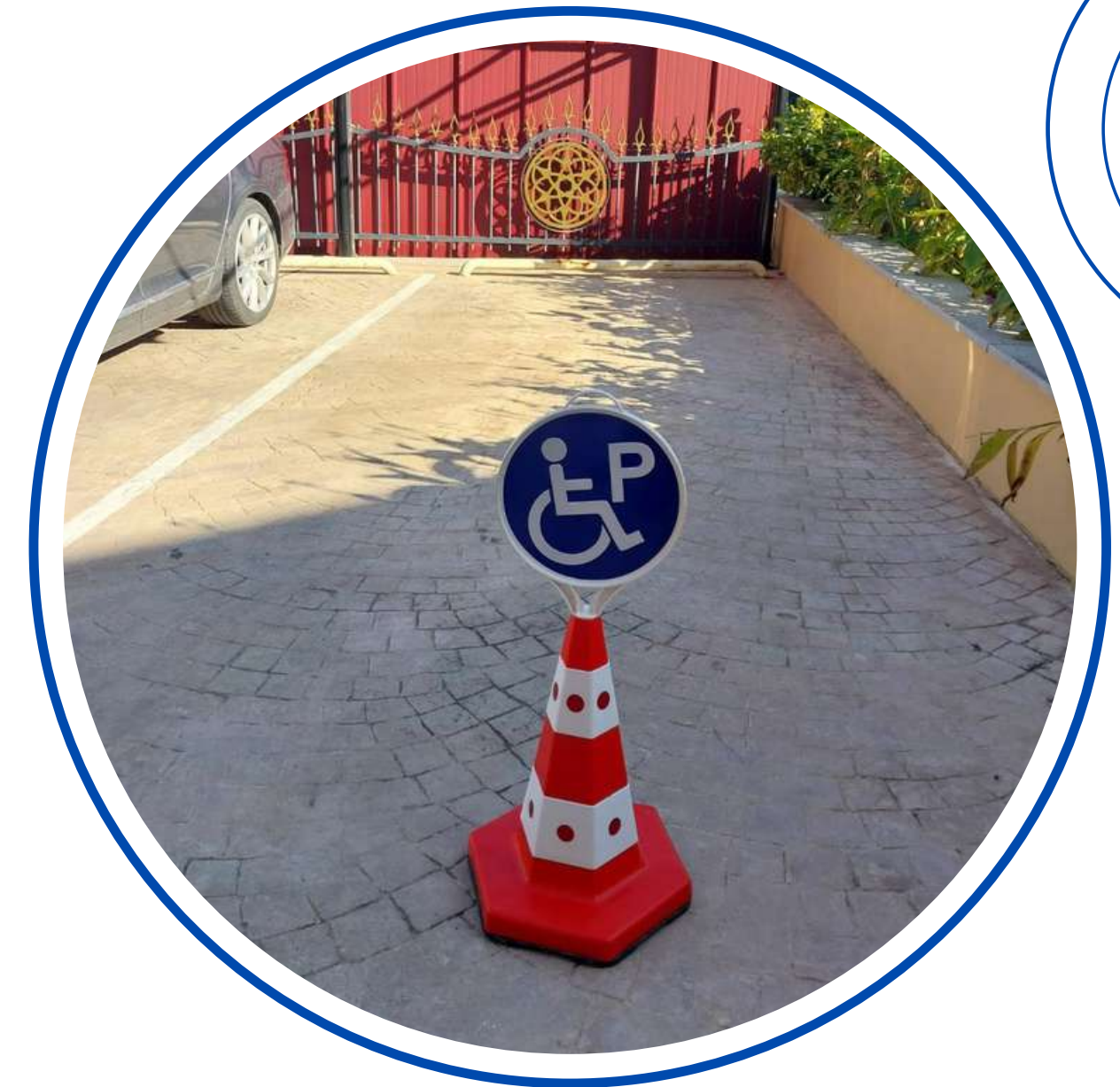
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ACCESSIBILITY FOR ALL

Our Activities for Accessibility

- ◆ For our guests with disabilities, a separate section for vehicle parking is designated at the entrance of our facility. In the restaurant, easily accessible tables are reserved near the buffet, separate from other guests.
- ◆ Our colleagues receive regular training on behavior, communication, attitude, and information delivery tailored for guests with disabilities.



Our Activities for Accessibility

- ◆ Our facility provides designated guest rooms for guests with disabilities.
- ◆ Additionally, within the hotel premises, one of the toilets in the common areas used by guests has been designated as an accessible restroom for individuals with disabilities.



Our Activities for Accessibility

- ◆ To ensure our guests can comfortably use the pool facilities, we have installed a total of 2 pool lifts, with one located in the indoor pool area and another in the outdoor pool area.
- ◆ To facilitate easy access to the sea, we provide 5 accessible sun loungers on the beach. Additionally, lifeguards are available to assist whenever necessary.



Activities for Children

- ◆ Mini club activities are organized to ensure children have a fun time during their stay.
- ◆ A special buffet is available for children, and dining tables are positioned in designated areas specifically for them to enjoy their meals.







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ACTIVITIES FOR OUR EMPLOYEES

Our Trainings

- ◆ Environmental awareness and sustainability
- ◆ Occupational health and safety (OHS), disaster awareness, and drills,
- ◆ Women's rights, children's rights, and behavior towards children and people with disabilities,
- ◆ Behavior towards guests,
- ◆ Energy efficiency and energy conservation,
- ◆ Promotion of natural and cultural areas, etc.



Motivation

- ◆ To boost employee motivation at the end of each season, we organize end-of-season events where employees can bring their families along. Additionally, employees who have dedicated over 10 years of service to our hotel are honored with plaques.
- ◆ Furthermore, at the end of each month, we celebrate the birthdays of employees born during that month.
- ◆ Every year, career evaluations are conducted based on our employees' performance.



Employees' Satisfaction

- ◆ We regularly measure employee satisfaction at least twice a year to ensure their well-being and address any concerns or issues they may have.
- ◆ We implement corrective actions and improvements to ensure and enhance satisfaction on an ongoing basis.



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CULTURAL EVENTS

Our Courses

- ◆ We organize culinary courses to introduce and showcase the unique flavors of Turkish cuisine to our guests.
- ◆ Additionally, Turkish language courses are provided to foreign guests who are interested in learning Turkish.



Reflecting our Culture

- ◆ The architecture and interior decoration of our à la carte restaurant reflect Turkish culture.
- ◆ During our weekly Turkish night themes, our main restaurant is decorated according to our culture.



Reflecting our Culture

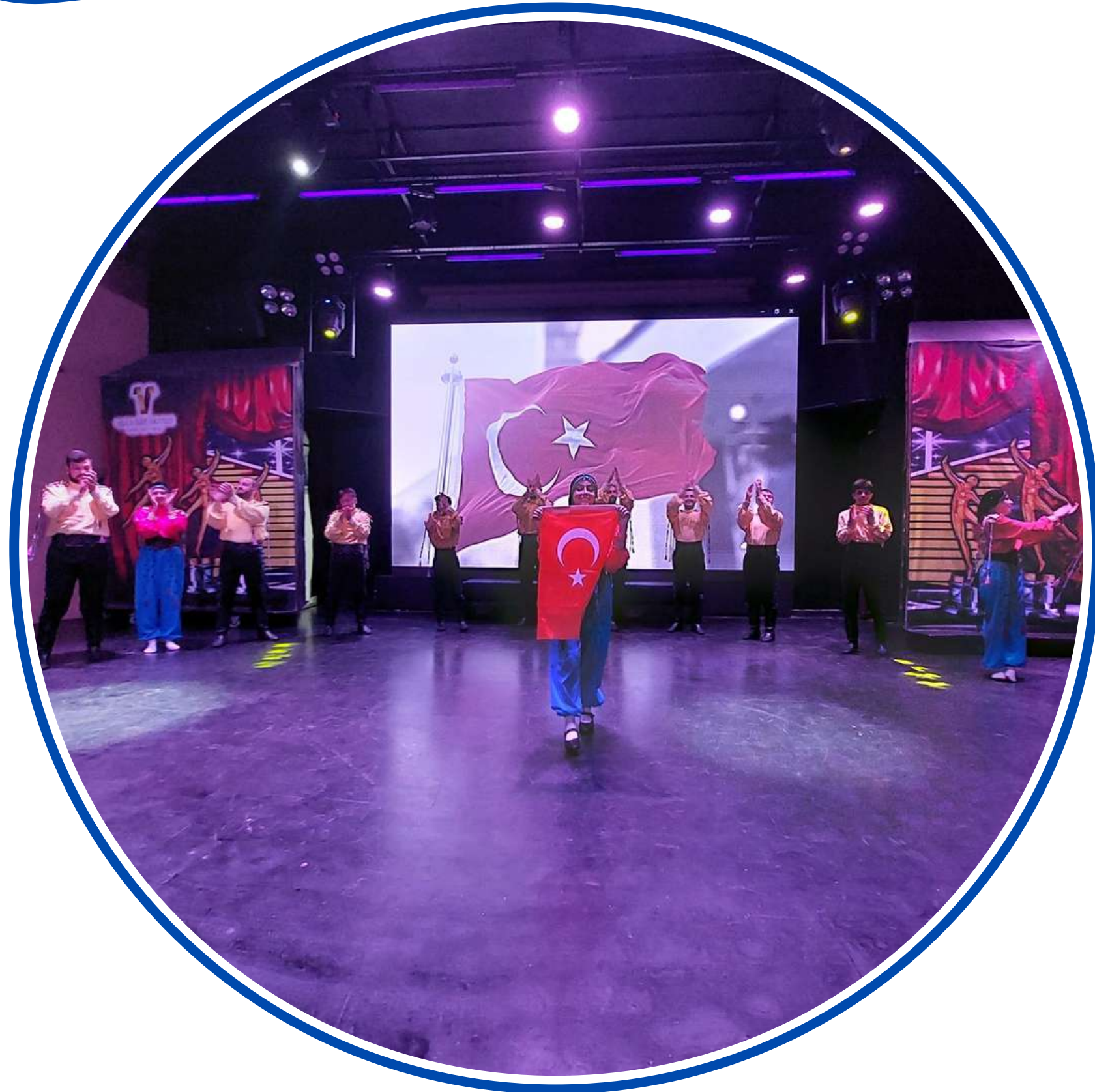
- ◆ The architecture of our Turkish bath, which is accessible to all guests, reflects the traces of our culture.
- ◆ The services provided in our Turkish bath completely reflect our culture.



Reflecting our Culture

- ◆ During our Turkish nights in the summer season, we showcase Turkish Folk Dance performances to introduce our culture.







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Support for Cultural and Artistic Activities

- ◆ The actors participating in the theater performances held in our region were hosted at our facility.
- ◆ Refreshments were provided to theater audience members.







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ENERGY CONSERVATION

Energy Consumption Reduction

- ◆ At our facility, which holds the ISO50001 Energy Management System certificate, our aim is to achieve energy savings by ensuring energy efficiency.
- ◆ Energy audit completed.
- ◆ Key energy consumption points are monitored daily with meters.
- ◆ To reduce energy consumption:
 - When balcony doors are open in rooms, the air conditioning is turned off.
 - In the rooms, energy cards activate the electricity.



Energy Consumption Reduction

- ◆ To reduce energy consumption;
 - We utilize motion sensor lighting in some of our common areas.
 - A portion of the heated water is sourced from solar energy.
 - We aim to increase awareness among our employees and guests about energy conservation.



Energy Consumption Reduction

- ◆ To reduce energy consumption;
 - The climate control settings in common areas are kept constant during certain periods.
 - LED lighting is generally preferred for illumination, contributing to energy efficiency efforts.
 - Generally, appliances are selected with A+ energy efficiency ratings in mind.



- ◆ We have air curtains in our cold rooms to prevent energy loss.
- ◆ We have air curtains at the entrances of our restaurant to prevent heat loss.
- ◆ To prevent heat loss in unoccupied rooms, dark and thick curtains are kept open or closed according to the season.





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WATER CONSERVATION

Water Consumption Reduction

To reduce consumption;

- ◆ Sensor-activated faucets are used in some of our public areas.
- ◆ Transitioning to water-saving faucets and showerheads is aimed at achieving a 60% savings.
- ◆ Drip irrigation systems are used for garden watering.
- ◆ 1/4 of the backwash water from the pool is reclaimed.
- ◆ Increasing awareness among our employees and guests about water conservation is aimed at.

Water Conservation

- ◆ There are informative visuals in rooms and public areas to reduce water consumption.





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ENVIRONMENTAL ACTIVITIES

Tree Planting Donation

- ◆ On behalf of Öz Turizm Otelcilik ve Tic. A.Ş., 100 trees were donated to the Malatya Karıncalık Memorial Forest in 2022 and 100 trees were donated to the Adana Taşpınar Memorial Forest in 2023.



Service Practices

- ◆ In our restaurant, the presentation of cloth napkins on tables has been reduced. They are now only provided during themed nights.
- ◆ The service set has been reduced during lunch and dinner (from double to single service).



Recycling

- ◆ Unused textiles are sent for recycling and turned into kilim rugs.
- ◆ Discarded sheets and towels are converted into cleaning rags for reuse.



Waste Reduction

- ◆ Straws are provided to guests upon request to reduce plastic waste.
- ◆ Switching from packaged products like jam, honey, and butter to bulk products is aimed at reducing waste in guest and staff buffets.
- ◆ Waste consumption is reduced by minimizing the use of paper in internal and external correspondence.



Our Environmental Initiatives

- ◆ As a team, we collect valuable waste such as plastic, glass, paper/cardboard, and others around our facility and recycle them to contribute to environmental sustainability.



Zero Waste Activities

- ◆ All our waste is separated according to its type (packaging waste, hazardous waste, food waste, etc.).
- ◆ The amount of waste is measured.
- ◆ It is then delivered to a licensed company for disposal.

DEPARTMAN ADI: MUTFAK		TESIS ADI: RESIDENCE					AD/SOYAD/ IMZA
TARİH	KAGIT ATIK (KG)	PLASTİK ATIK (KG)	METAL ATIK (KG)	CAM ATIK (KG)	ORGANİK ATIK (KG)		
05.02.2023					15kg	Mehmet DEĞİRMEN	
06.02.2023					90kg	İbrahim Ho	
06.02.2023	15kg		3kg		75kg	HASAN YEĞER	
06.02.2023					1kg	AYGÜN	
06.02.2023					15kg	Mehmet DEĞİRMEN	
07.02.2023	10kg		5kg		18kg	Niyazi Gökçe	
07.02.2023					80kg	AYGÜN	
07.02.2023					7kg	Mehmet DEĞİRMEN	
07.02.2023					17kg	Niyazi Gökçe	



Reducing Packaged Materials

- ◆ In guest rooms, we provide items like combs, shoe horns, shoe polish, and tissue packets upon request since guests use these items less frequently.





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OUR FURRY FRIENDS

Our Furry Friends

- ◆ Leftover meals are sent to the animal shelter under the Manavgat Municipality.
- ◆ We have a cat house for our cats, and our guests and staff take care of their feeding and care needs.
- ◆ When our cats experience any health issues, we seek assistance from our contracted veterinarian.

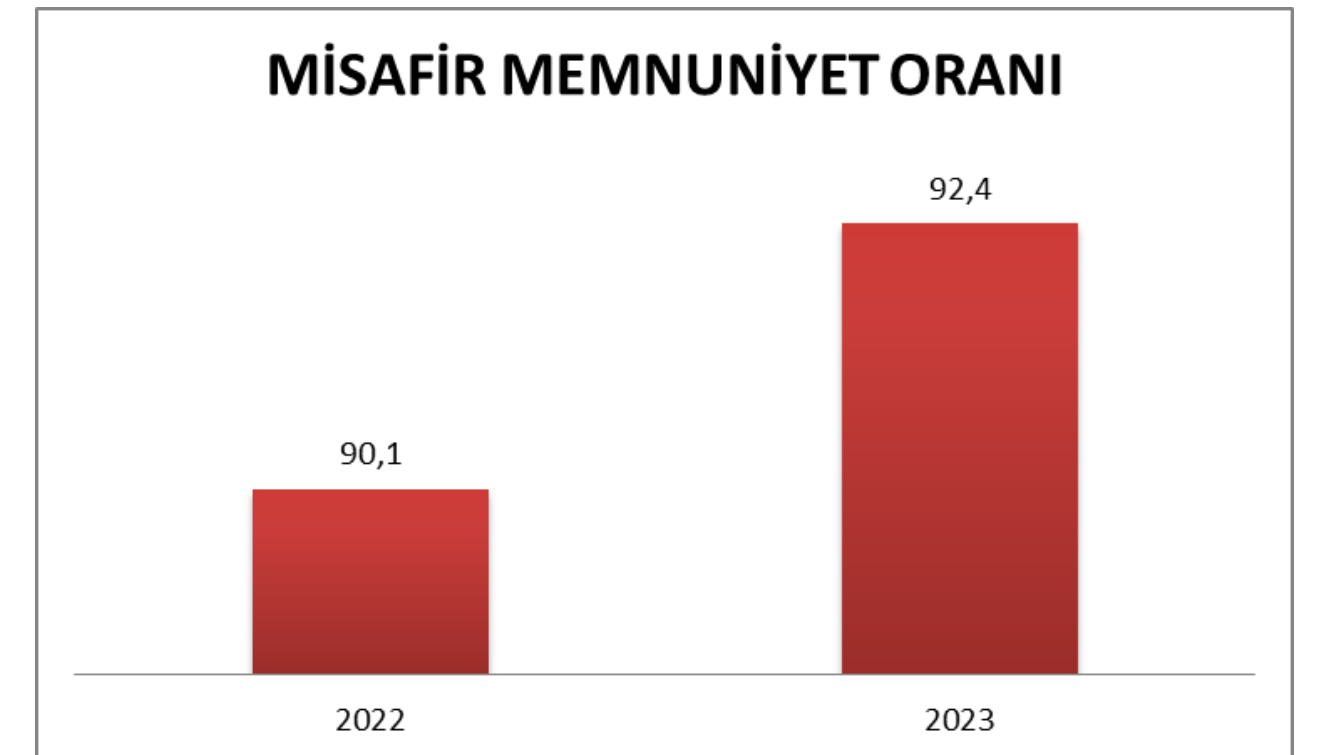




PERFORMANCE REPORT

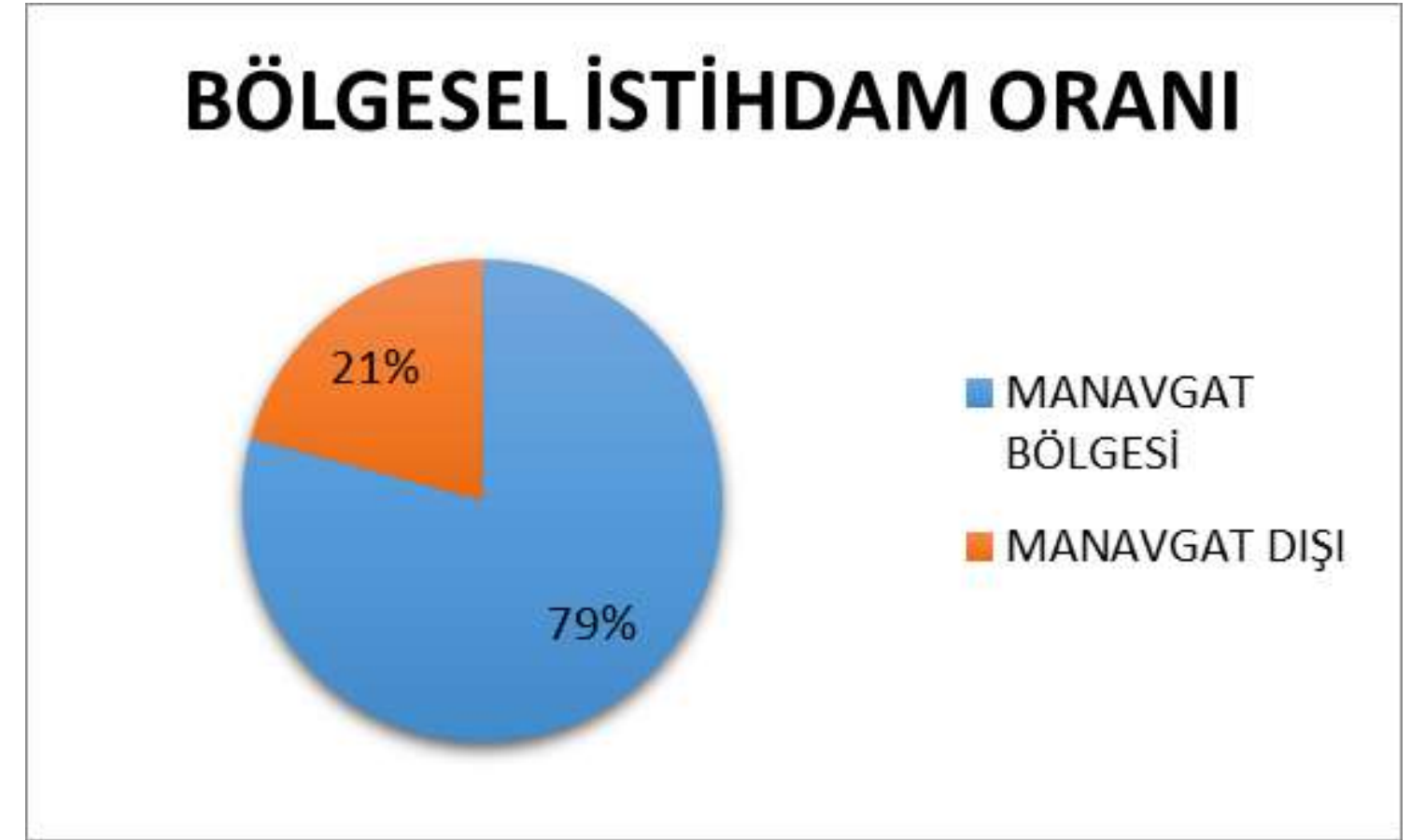
Evaluation of Guest Feedback

- ◆ Our guest satisfaction rate increased from 90.1% in 2022 to 92.4% in 2023.
- ◆ The goal for 2024 is to increase guest satisfaction.



Our Regional Employment Rate

- ◆ Our employees are distributed as follows:
 - 79% reside in the Manavgat region.
 - 21% reside outside of Manavgat.
- ◆ We prioritize employing individuals who reside in our region.





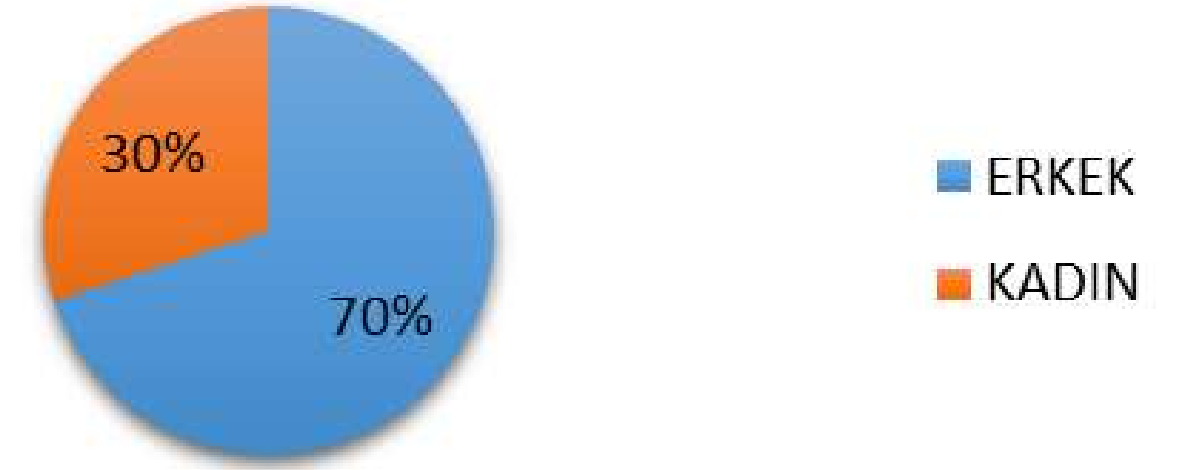
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Employment Rate

- ◆ In 2023, our employees consisted of:
 - 30% women
 - 70% men

İSTİHDAM ORANI

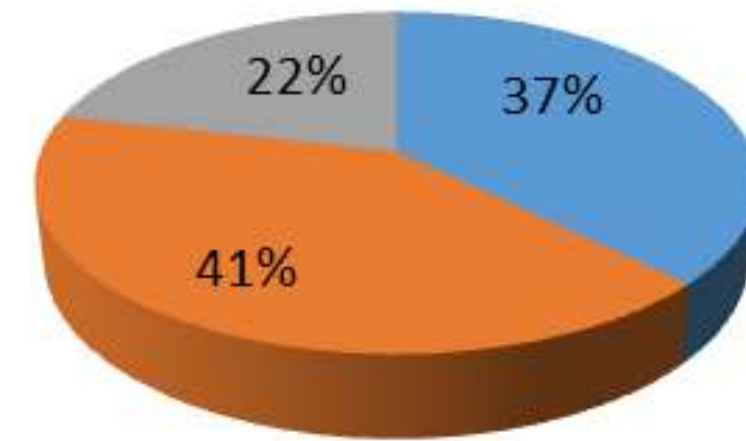


Our Average Age

- ◆ Our age ratio statistics are as follows:
- ◆ In 2023, our employees' age distribution is as follows:
 - 37% are between 18-30 years old,
 - 41% are between 30-45 years old,
 - 22% are between 45-60 years old.

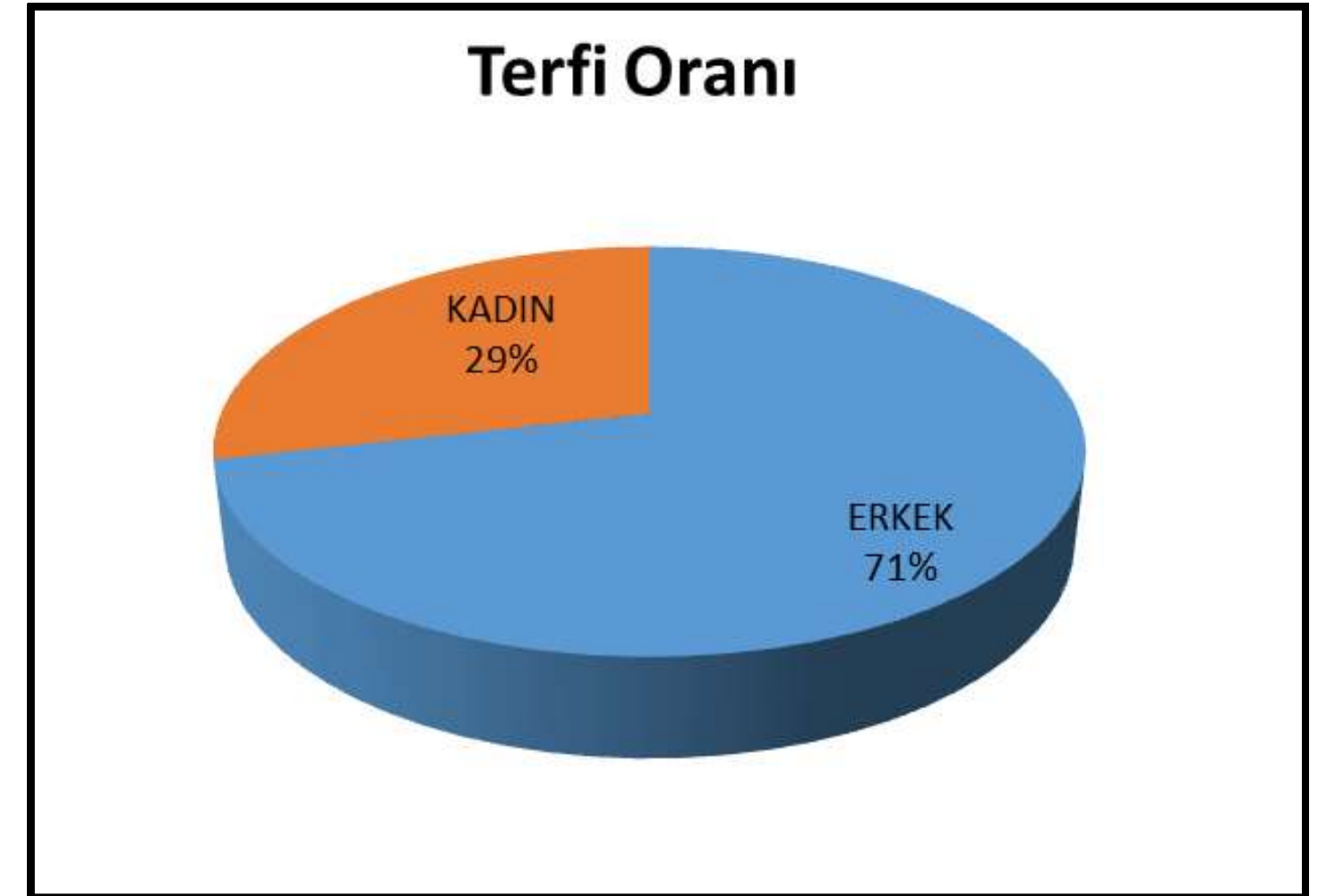
Yaş Ortalaması

■ 18-30 ■ 30-45 ■ 45-60



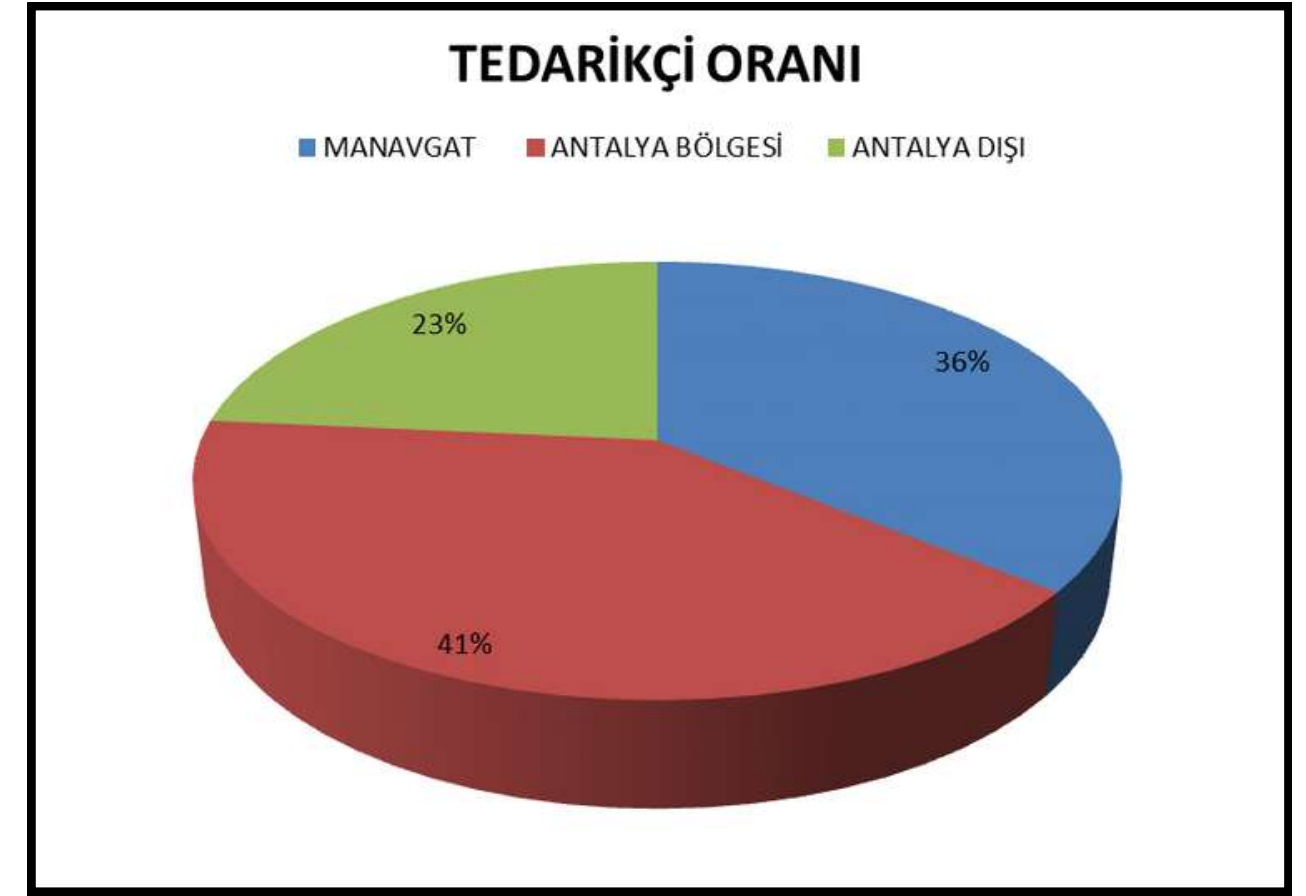
Promotion Rate

- ◆ Our promotion rates for women and men are given in the table on the side.
- ◆ In 2023, 21 of our employees were promoted. Among them:
 - 29% were women
 - 71% were men



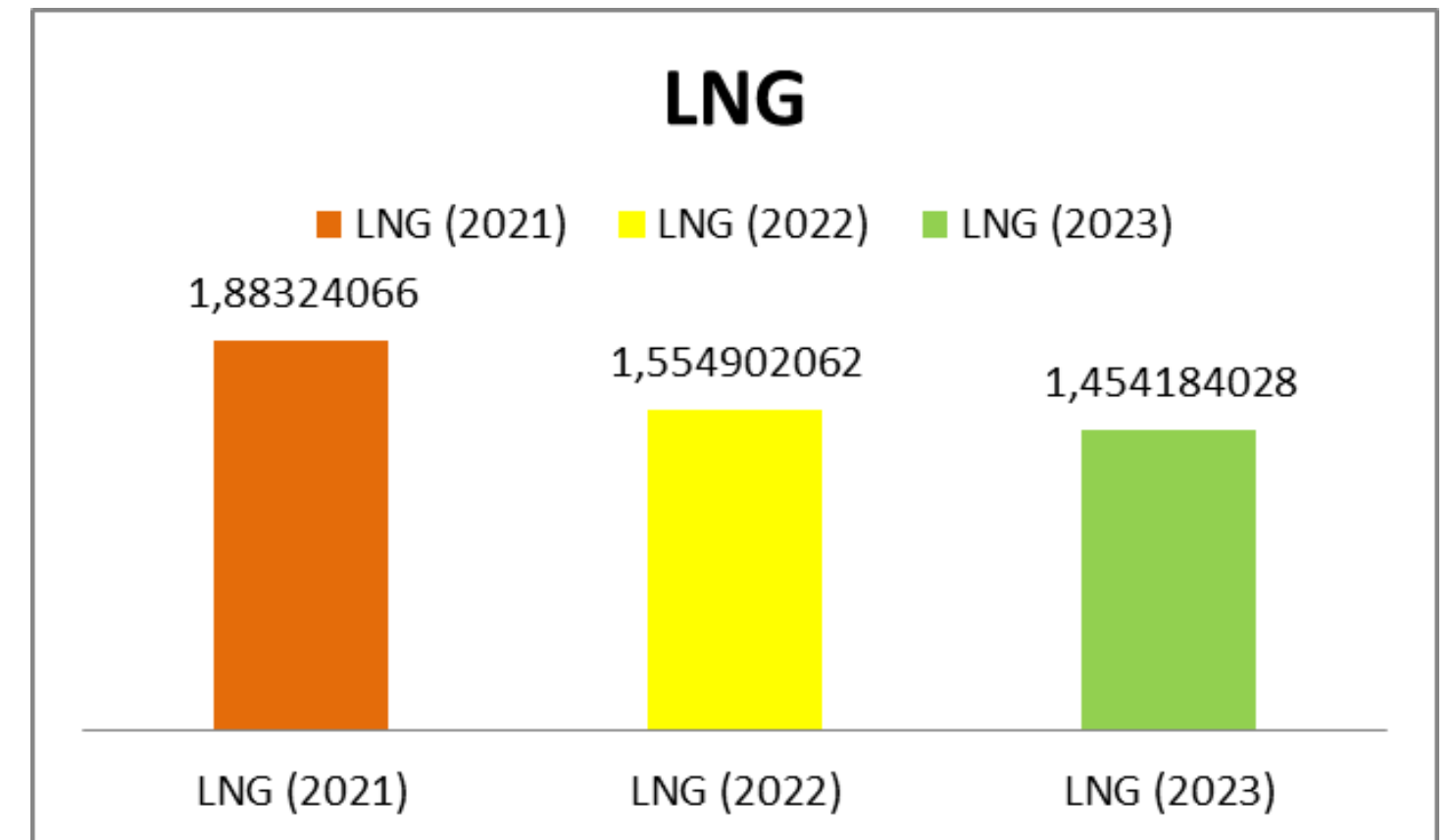
Our Regional Supplier Ratio

- ◆ Our suppliers are distributed as follows:
 - 36% are in the Manavgat region,
 - 41% are in the Antalya region,
 - 23% are outside the Antalya province boundaries.



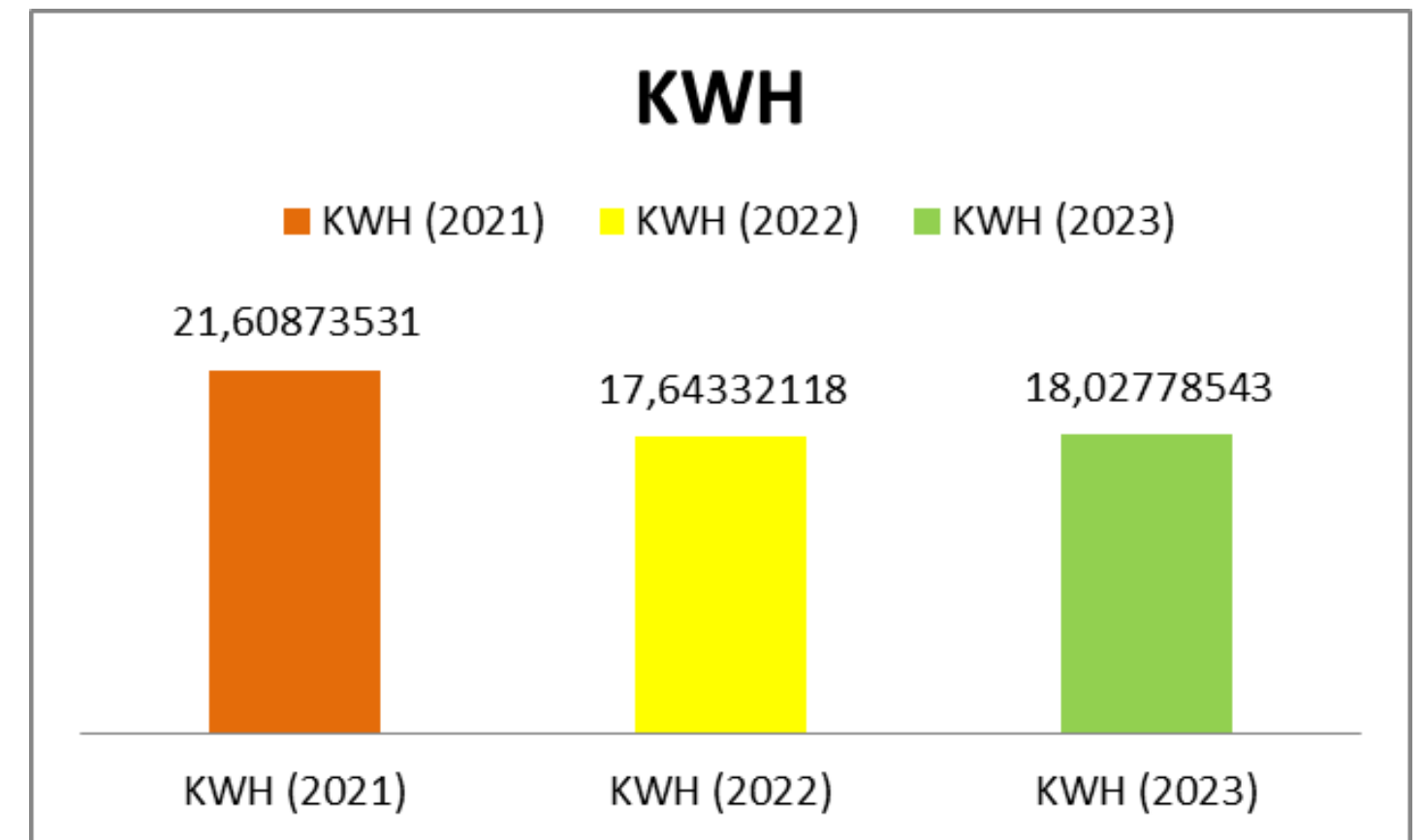
LNG Consumption

- ◆ In 2021, the average LNG consumption per overnight stay per person was 1.88 kg. In 2022, it decreased to 1.55 kg, and in 2023, it further decreased to 1.45 kg.
- ◆ The annual per capita LNG (kg) consumption is given in the table.
- ◆ Between 2021 and 2023, there was a decrease of 0.46 kg in the average LNG consumption.



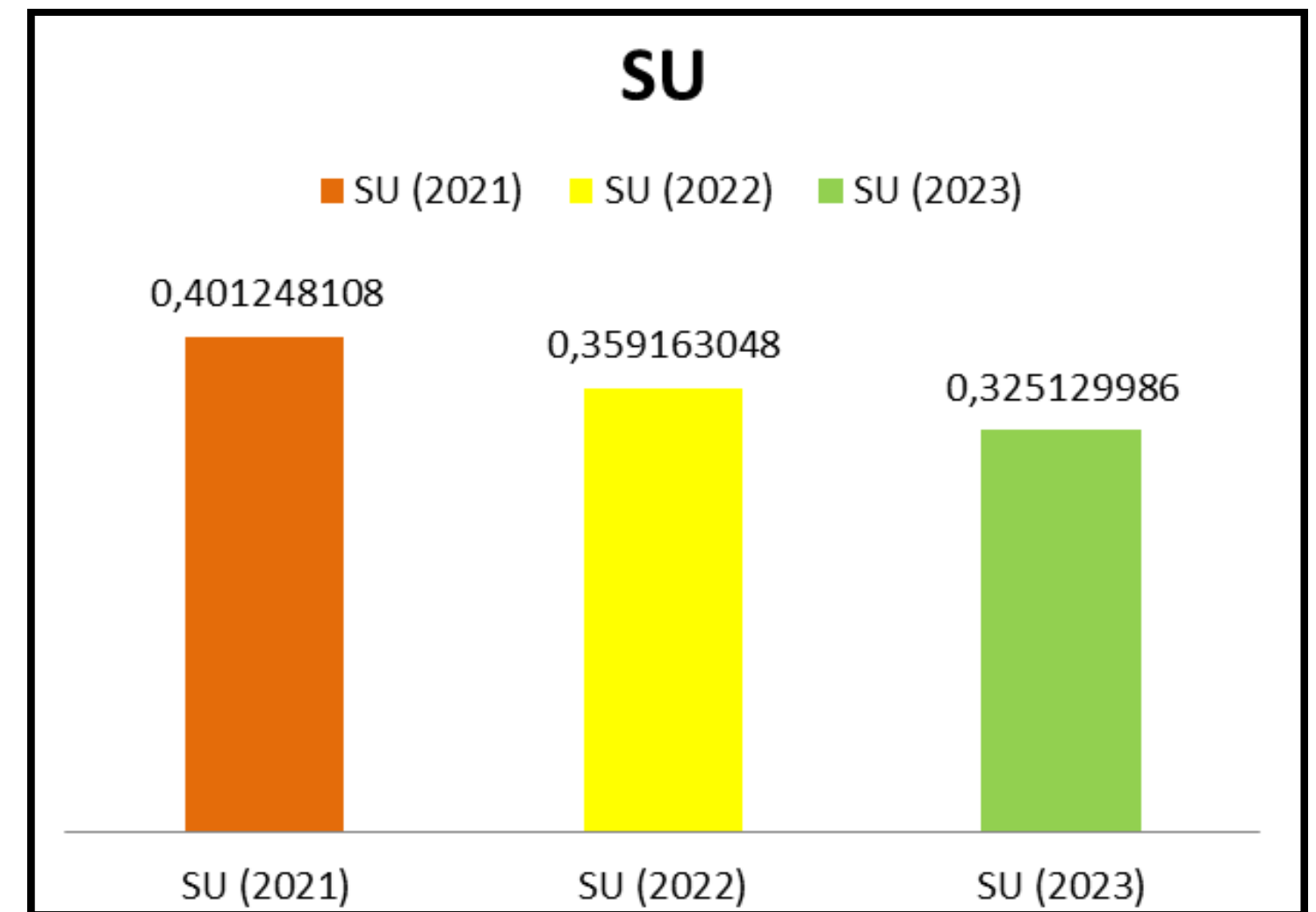
Electricity Consumption

- ◆ In 2021, the average electricity consumption per overnight stay per person was 22.19 kWh. In 2022, it decreased to 17.64 kWh, and in 2023, it increased to 18 kWh.
- ◆ The annual per capita electricity (kWh) consumption is given in the table.
- ◆ Between 2021 and 2022, there was a decrease of 3.84 kWh in the average electricity consumption.



Water Consumption

- ◆ In 2021, the average water consumption per overnight stay per person was 0.40 m³. In 2022, it decreased to 0.35 m³, and in 2023, it further decreased to 0.32 m³.
- ◆ Annual per capita water consumption is given in the table.
- ◆ Between 2021 and 2023, there was a decrease of 0.8 m³ in the average water consumption.



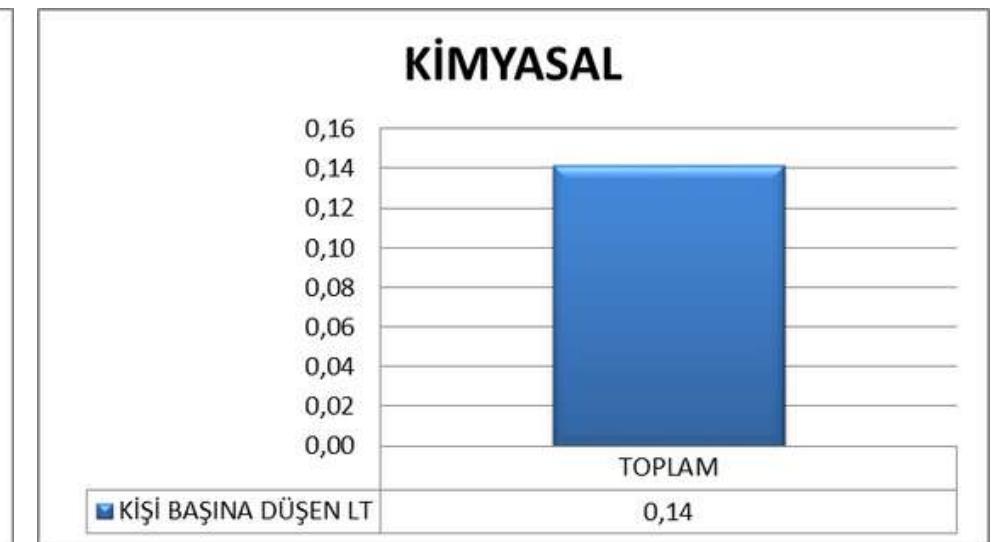
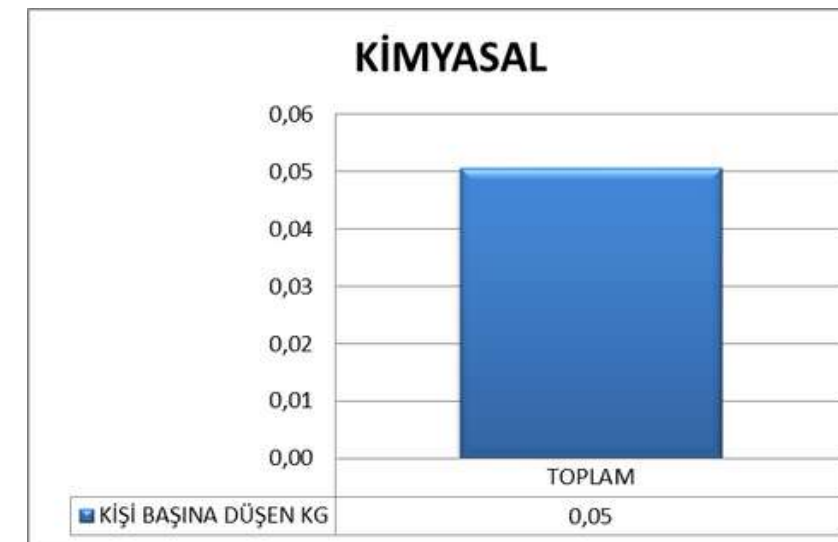
Water Consumption

- ◆ The water flow rate from the shower in guest rooms has been reduced from 18 L/min to 6 L/min, achieving a 66.6% savings.
- ◆ The water flow rate from the sink has been reduced from 7.5 L/min to 3 L/min, achieving a 40% savings.
- ◆ The water flow rate from the beach showerheads has been reduced from 12 L/min to 4 L/min, achieving a 66.6% savings.



Chemical Consumption

- ◆ In 2022, the per capita chemical consumption was 0.17 liters, which decreased to 0.14 liters in 2023.
- ◆ The aim for 2024 is to reduce the per capita chemical consumption.
- ◆ The annual per capita chemical amounts are given in the table.



Waste Generation

- ◆ In 2022, the average waste generation per overnight stay per person was 1.06 kg.
- ◆ The monthly per capita waste amounts are given in the table.
- ◆ The per capita waste amount for 2023 was calculated as 1.2 kg.



1/4 Reclamation

- ◆ Thanks to the additional tanks in the pool equipment room, a 25% water savings is achieved after the backwash process, which is performed twice a week.





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CARBON FOOTPRINT



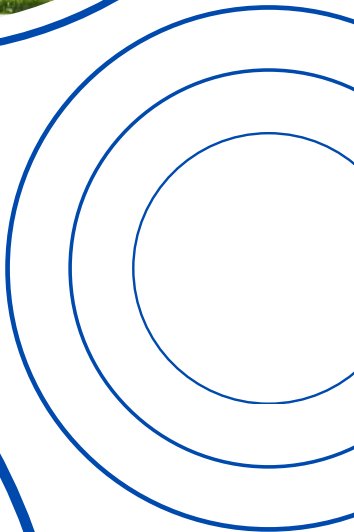
Reducing Our Carbon Footprint

- ◆ Our carbon footprint in 2022 was 12.3 kgCO₂, and in 2023, it was 12.4 kgCO₂.
- ◆ We aim to reduce our carbon footprint and become more environmentally friendly by encouraging both our guests and staff to use public transportation.
- ◆ Informative posters are available for both our guests and staff.



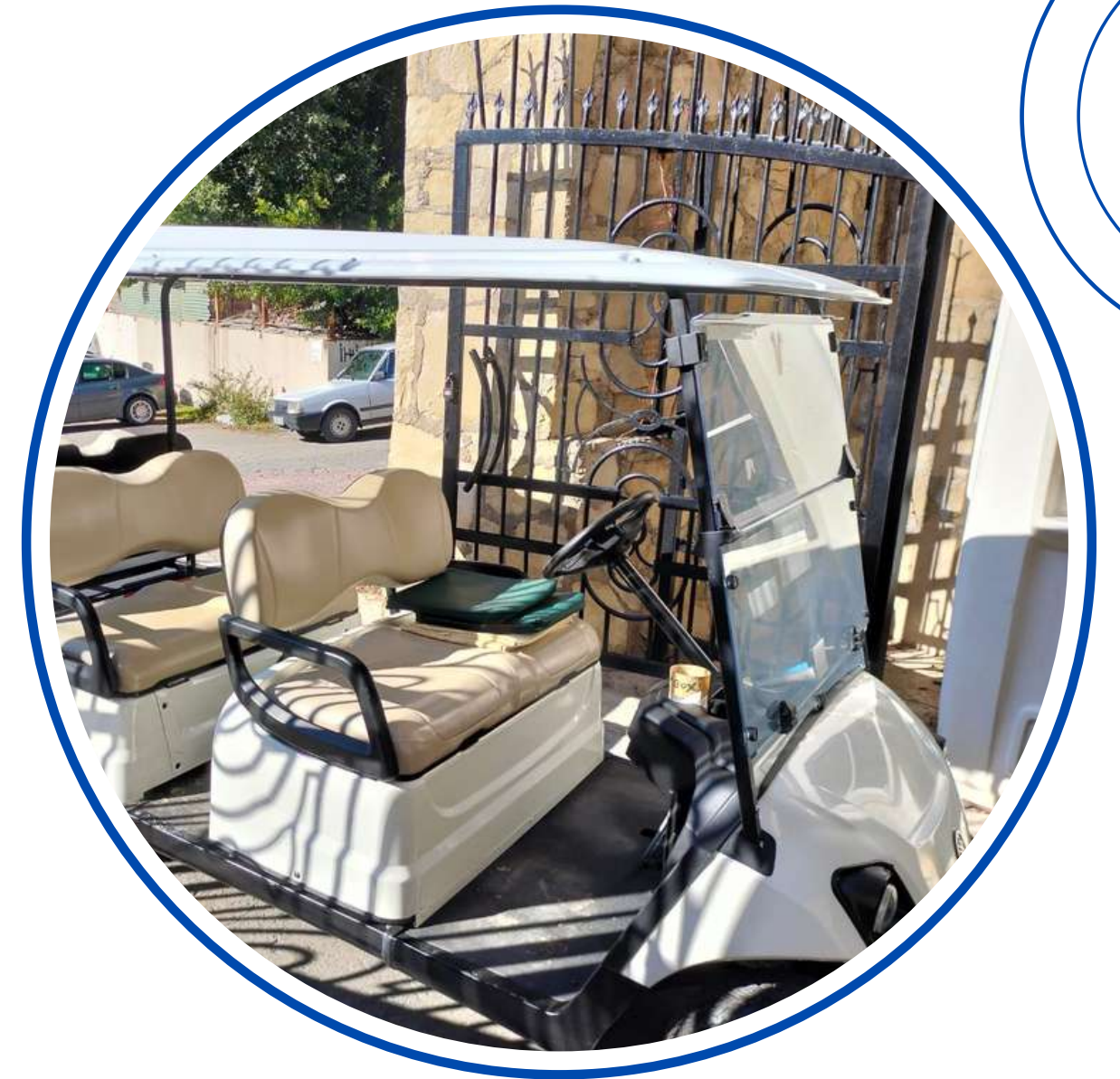
Reducing Our Carbon Footprint

- ◆ We prioritize tree planting in our facility's landscaping to reduce our carbon footprint.
- ◆ Our facility has various types of trees such as lemon, kumquat, mandarin, pomegranate, laurel, and many others.



Our Energy is Renewable

- ◆ Water heating is achieved using solar energy during the day, resulting in approximately 37% energy savings in water heating due to solar energy utilization.
- ◆ Our guests' transportation from the hotel to the beach is provided by buggy vehicles.





VILLA SIDE HOTELS

TURKLER – KUMKOY – SIDE

THANK YOU

Sustainable Living, Sustainable Future.