

# OUR SUSTAINABILITY ACTIVITIES

## 1. INTRODUCTION OF THE FACILITY

Lykia World Antalya was established on an area of 1,000,000 m<sup>2</sup> with the Mediterranean Sea on one side and the Taurus Mountains on the other. It offers a unique view where blue and green meet, and you can enjoy the historical and archaeological sites worth seeing a step away. Lykia World Antalya has a 2.5 km beach and the first Links Golf course in Turkey, right by the sea on the Mediterranean coast. It has a hotel design that combines Turkey's most exciting architecture with comfort and naturalness. In addition, it offers a wide range and unique atmosphere with its area, golf course and accommodation units in different designs that meet every expectation. Lykia Links Golf Course is one of the 300 Links courses among 36.000 golf courses in the world and is the first in Turkey with this feature. The architecture of the 18 hole, Par 73 course is the famous American designer Perry Dye, and it was built for golfers, where Scottish "Hit and Run" shots are also sometimes made. This field design that Dye brought to southern Turkey can be seen in the Harbor area and Kiawah Island (Ocean Field) in Southern California on the western side of the United States.

## 2. SUSTAINABILITY POLICY

LYKIA WORLD ANTALYA, starting from the principle that we see as two inseparable parts of human and nature; We believe that our industry, which makes use of natural resources, should do its part in order to protect our environment and our integrity of life and to improve it day by day. We provide comprehensive training to all our employees in order to instill this goal, and we are taking firm steps towards becoming an enlightening facility.

As LYKIA WORLD ANTALYA, in order to support and develop the units in our settlement area, we are trying to procure the materials consumed at the same time in our facility from the suppliers located in the region and to choose our colleagues from this region for the same purpose, and we aim to increase our quality.

We try to provide a comfortable environment in our facility to our valued guests and staff with special needs, and we care about you.

Together with all our stakeholders, we aim to offer our valued guests the highest quality holiday experience. We ensure to follow up all guest suggestions and complaints from all kinds of sources, resolve complaints in accordance with ethical codes of conduct, and turn complaints into opportunities for ourselves by informing our guests transparently about this issue.

As LYKIA WORLD ANTALYA, we are planning the necessary activities to present to you all the historical sites in our region and the unique beauties in the cultural heritage list.

We set improvement targets for our SYS Performance and review progress.

We are doing our part in protecting the environment and in our sustainability principle by complying with the laws in force to which we are subject.

We plan our activities to reduce and eliminate our risks by calculating all our risks on the way to sustainability,

Our hotel, which respects human rights and cares about employee health and safety, continues its activities for the protection of our cultural heritage.

By adopting the sustainability management system, we contribute to both the national economy and the hotel economy.

For the continuous improvement of our sustainability management system, we meticulously follow technological developments, environmental regulations, local activities and guest expectations, including raising personnel awareness.

## **OUR SUSTAINABILITY ACTIVITIES**

As LYKIA WORLD ANTALYA;

To minimize the negative impact on the environment,

- Increasing the Sustainability awareness of all our colleagues,
- Reducing our electricity, water, natural gas and chemical consumptions every year,
- Reducing waste while continuing our activities,

We aim to work with environmentally certified suppliers who provide the necessary working environment, pay attention to working hours and wages, and work by complying with all legal regulations.

### **3. WATER CONSUMPTION**

With the awareness that our water resources are not unlimited, our hotel has carried out the following activities to use water sparingly, and works in cooperation with employees, guests and other interested parties to prevent water waste.

- We use water-saving equipment to reduce water consumption.
- We place the “Environment-Towel-Sheet Card” in the rooms of our guests, which draws attention to water savings. In this card, we provide information that the towels and sheets are not changed constantly, but are changed according to the guest's request in order to reduce water consumption.
- We reduced the water flow with air mixed aerators that we installed in all our guest rooms and general area fixtures.
- We regularly maintain and clean the aerators.

- We have adjusted the water flow rate of all room and common area sink faucets to not exceed 5 lt, and 8 lt in showers.
- We use an economical and/or double flush system in guest and employee toilets, so water consumption does not exceed 6 liters in each use.
- There is a water saving sticker in the toilets that draws attention to the efficient use of water.
- There are photocell taps and sensed urinals in the toilets in the public areas.
- Knee percussion and sensor taps are used in kitchens and hand washing sinks.
- In addition, our irrigation system is made with an automatic timer system adjusted to irrigation times, which will prevent water losses.
- In the hotel landscape, we prefer local plants that are well adapted to the climate and require minimum irrigation.
- We monitor our water consumption in our hotel on a daily, monthly and annual basis and calculate the water consumption per person.
- We provide training to our employees on the efficient use of water and reporting water leaks.
- The wastewater of our facility is connected to the sewage system of our local administration in accordance with the wastewater discharge regulation.

#### 4. WASTE MANAGEMENT

In order to support sustainable tourism, contribute to the economy, prevent waste, protect the environment, prevent pollution, increase public awareness, and contribute to our future by adopting an environmentally friendly lifestyle, we carry out a series of waste reduction programs in all operational departments in our hotels by saying "Zero Waste".

- We separate our wastes for recycling and proper disposal, paying particular attention to hazardous wastes, and ensure that they are transported and disposed of through licensed companies.
- We provide continuous training to our employees regarding the recycling, reduction and separation of wastes.
- We store our plant, grass and branch wastes from the garden separately and send them to the areas determined by the Municipality in order to bring them back into the soil.
- We attach importance to purchasing small-packaged foods in place, refillable-packaged, large-sized foods
- We prefer to purchase bottled, premix and postmix drinks with returnable
- In order to reduce consumption and waste while preserving our variety of amenities in our guest rooms, we provide a boucle service with "here it comes" cards.
- We use soap and shampoo with refill system in our general areas of use.

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- The soap, disinfectant and paper dispensers we use are dosed with sensors and limit consumption. It contributes to waste reduction.
- We put warning letters in our e-mail signatures to reduce the use of paper waste, and we also ensure that the papers used in the offices are used on both sides.
- We have made the necessary arrangements for the separation of wastes in all our departments throughout the hotel. Sorting buckets, bags, etc. with colors in accordance with the Zero Waste regulation. we have provided

### 5. ELECTRICITY AND ENERGY CONSUMPTION

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

- We are trying to reduce the energy consumed by using machines and equipment with high energy efficiency.
- We make purchases by looking at the energy class of newly purchased machines.
- We use sensed lighting in public areas
- LED lighting is the lighting we use throughout our hotel and in our guest rooms. Thus, we provide the same amount of lighting by consuming less electricity.
- We regularly maintain our electrical equipment so that they work more efficiently.
- A heat exchanger is used in our hotel, and energy efficiency is achieved with this system, which provides heat transfer between two fluids, liquid or gas, with a temperature difference (without mixing with each other), without any physical contact.
- We have made a double door system in our hotel to prevent heat escape from our doors and we reduce heat loss with air curtains.
- We increase energy efficiency by ensuring that the windows of our hotel are double glazed.
- We regularly provide training to all our employees about using energy efficiently and saving energy.
- Garden lighting and general lighting of our hotel are sensitive to sunlight.
- We monitor and measure the energy consumed in our hotel by day, month and year.

## 6. PROTECTION OF THE LOCAL ENVIRONMENT AND CULTURAL HERITAGE

With the intensity of tourism and the increase in the human population in our destination, our city will face significant transformations.

The success of our hotel is directly related to the culture, traditions and people that shape and live our regions. Respecting and valuing these social aspects and contributing to their learning by our colleagues and guests are among our priorities. We want the entire population to benefit from the benefits that tourism brings to the destination. For this, in order to introduce our cultural heritage around us to all our guests,

☒ our website,

☒ our info channel,

☒ our visual signs,

☒ and our employees, through

We share regional information, cultural heritage, national parks, endangered plants and animals.

Information such as how to get to the places worth seeing in our destination and how to behave there are delivered to our guests.

In addition, we inform our employees in order to minimize the damage caused by tourism to our environment, we support the local people, We convey cultural heritage, national values and cultural values to our guests. In order to support the sustainable tourism of our region, we keep in touch with local administrations and the public and support their support. We are constantly receiving feedback. We support local purchasing, provide necessary assistance to local entrepreneurs and support the development of our region.

## 7. ACCESSIBILITY

Our hotel has adopted the philosophy of access for all and is committed to being more accessible every year. Accessibility of our hotel for our guests with special circumstances;

Our Accessible Facilities for Our Physically Disabled Guests

- Availability of disabled ramps at the hotel entrance and inside the hotel
- Door openings at elevator entrances are suitable for wheelchairs to pass through.
- Availability of disabled support areas in the bathrooms and toilets in the Rooms for the Disabled
- General technical equipment for our physically handicapped guests in our handicapped rooms.
- Positioning the thermostat, air conditioner and lighting buttons so that our disabled guests can easily reach them.

- Beach access ramp

## 8. CHEMICAL CONSUMPTION

Chemicals we use to make our lives easier, but there are also harmful effects on the environment. For this reason, the use of chemicals is managed in our hotel.

- Chemicals that do not harm the environment or cause the least harm are used.
- MSDSs of all chemicals used are taken and storage, transportation, use and disposal methods are determined accordingly.
- Environmental awareness certificates are provided for suppliers from which chemicals are purchased, and if chemicals have Eco certificates.
- While cleaning, natural products are preferred. We reduce chemical consumption by taking advantage of the pressure of the water, its temperature, etc.
- The detergents, disinfectants and chemicals used in our facility are of the type that do not harm the environment (nature) and human health.
- Care is taken to ensure that the pesticides and fertilizers used for our garden are organic. In all garden applications, if there is an equivalent organic product, we prefer it primarily.
- We pay attention to the fact that the fertilizer in the garden is a slow-release fertilizer that is effective for a long time, not the one that is constantly thrown away.
- All our swimming pools have an automatic dosing system.
- There is an overflow pool or an overflow pan in our chemical warehouses and areas with chemicals.
- Our chemical transports and maintenance are also carried out by taking precautions against leakage and spillage.
- We follow up chemical wastes by working with relevant companies for the safe disposal of chemicals.
- We control our chemical usage amounts and provide personnel training to prevent wasted and wrong chemical use.
- In HK, we reduce chemical consumption and waste generation by using chemicals with formulators.

## 9. WHAT WE DO

- We built a cat house for the cats in our hotel, we host our pawed friends there and meet all their need
- Meals are produced in our buffets according to the number of guests, and we serve them in small portions in order to reduce waste.

- Within the scope of sustainable menu production, we use our vegetables and fruits, which do not use the peel and the stem, in the production of sauces, both increasing the taste and carrying out the zero waste philosophy.
- We ensure that local foods and dishes are displayed in our buffet. The foods unique to our city are opened to the taste and knowledge of our guests as defined in a separate area.
- In order to promote the natural beauties and cultural heritage of our city, we have a corner where we use these beauties in the decoration objects of our hotel.
- In addition, brochures promoting our natural beauties, cultural heritage and our city were presented to the attention of the guests at the reception.
- Satisfaction of our guests is the priority of our hotel. For this reason, our guests' demands, expectations, complaints and satisfaction are constantly monitored by our hotel. Relevant departments are contacted and their demands are met, and they are constantly improved.
- Guest satisfaction measurements are monitored and measured through questionnaires placed in the rooms and reception, with QR codes, on the website and through Google comments.
- We give priority to the environmental certification of our suppliers and the products we use when purchasing, and contribute to the awareness of all our suppliers in the name of sustainability.