



CITRUS PLAZA HOTEL SUSTAINABILITY REPORT

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1. CITRUS PLAZA HOTEL AND SUSTAINABILITY

With this sustainability report published on behalf of Citrus Plaza Hotel, the sustainability performance and impacts of our facility are presented to the attention of all our stakeholders.

We continue our activities as a tourism investment company that prioritizes guest satisfaction.

We are trying to seize the opportunities to protect nature more, to protect our cultural heritage, to use resources more economically, to tend towards human values, sharing and cooperation, to increase the sense of belonging among our employees, to develop together and by learning, to protect our most precious assets, our children and women, with a fair and egalitarian perspective, to be in more communication with the region and local people, and to develop the region we are in.

We plan our business processes accordingly, analyze the results and aim to improve our current situation every day.

As Citrus Plaza Hotel, we are pleased to present the sustainability report, which includes the activities in the environmental and social areas that it considers as its priority issues,

Vision;

To provide quality and safe service to our valued guests by keeping guest and employee satisfaction at the highest level with the idea of human and human rights and environmentally sensitive.

Mission;

As a result of a harmonious teamwork with our employees and stakeholders, our basic principle is to maximize customer satisfaction and contribute to local tourism in the best way possible by providing quality, peaceful and safe service to our dear guests. In addition, we aim to provide a sustainable service for a sustainable life.

Our values

Hospitality

Relying on Teamwork

Respects People and the

Environment Obeys the

Law

Attaches importance to reliability and

honesty Open to innovation

Sustainability continuously improving

itself through trainings

About Us

Citrus Plaza Hotel Antalya is located in Alanya district of Antalya. The distance to the sea is between 150 meters. The private beach of the facility consists of sand. You can have your meals in the indoor restaurant in the facility. You will find the opportunity to have fun and cool off in the outdoor swimming pool. You can relax and feel refreshed by taking advantage of the massage services within the facility. You can use the doctor and spa services in the facility according to your needs. There is a bar in the facility for you to have a pleasant time. Hotel Antalya Citrus Plaza Hotel serves you with the All Inclusive concept with specially prepared holiday options. Our hotel is located 130 km from Antalya Airport, 45 km from Gazipasa Airport, 4 km from Alanya center, and 64 km from Manavgat.



2. POLICIES

Our Quality Policy

To ensure and maintain our guest satisfaction by producing solutions that reach beyond guest expectations;

To ensure that the knowledge and skills of our employees are kept at the highest level by supporting them with trainings,

To be committed to the principle of granting equal rights to all our stakeholders without discriminating gender, sexual preference, age, language, religion, race, disadvantaged within the scope of respect for human rights

Implementation of production in our business by our employees in line with food safety, hygiene standards and correct supplier selection,

To provide an environmentally sensitive production by minimizing any negative environmental impact that arises during the fulfillment of all these activities,

To maintain our management system, which is effectively implemented and continuously developed, by working in compliance with international laws, and thus to be a corporate company whose name is sought and always remembered in the tourism sector with its system quality,

In this context, we are committed to ensuring the highest level of satisfaction of every guest who comes with the environment arrangement made within the framework of the legislation and experienced staff, and to realize the continuous development of the system in line with their suggestions and requests.

Environmental Policy

As a hotel, we protect the environment, prevent pollution and aim to reduce our negative impact on the environment. In this context

Evaluate the impact of the damage we cause to the environment within the framework of legal regulations and develop methods to reduce pollution,

To comply with environmental laws, regulations, legislation and regulations in force for the controlled use of natural resources, minimizing energy consumption, air, water and soil pollution,

We try to use water, energy and all natural resources economically and share this sensitivity with our employees, guests and suppliers,

To determine our negative impacts on the environment during the execution of our activities in order to protect and maintain the environment we live in and to control our possible hazards and wastes,

Taking care to separate our wastes at the source, so that more waste will have the chance to be recycled, knowing that it can be disposed of without harming nature, and aiming to reduce the amount of waste,

To prevent environmental pollution by trying to minimize the harmful substances used,

Measuring our performance in environmental management and monitoring this data with targets and working with the principle of continuous improvement,

To train our employees on environment and sustainability and to increase their sensitivity and awareness,

We work to ensure the participation of our guests, employees and suppliers in our environmental policy and work to make it a culture of life,

To inform our guests about the rules of behavior during visits to natural areas and to prevent damage to the areas,

Conducting studies on biodiversity conservation and raising awareness of our stakeholders on this issue,

We are committed to the protection of wild animals and the welfare of all animals, and we strongly oppose the exploitation of animals for activities such as feeding, captivity and hunting.

Sustainable Procurement Policy

With our Sustainable Procurement approach, to ensure that our suppliers and all business partners we receive services from support Sustainable Tourism,

We prefer our suppliers who meet the requirements of environmental, safety, health, human rights, social and cultural legal obligations. Human rights, social and cultural legal obligations, as well as those who consider sustainability and work with the principle of continuous improvement,

To announce our sustainability practices to our stakeholders and ensure their support by auditing and evaluating our suppliers through regular meetings and visits, based on mutual trust, effective communication and business partnership understanding,

To act in accordance with the principles of "Fair Trade" and "Equal Opportunity" when purchasing products and services for our business

To strengthen the socio-economic structure of our country and to promote its culture by preferring local and cultural products at the purchasing stage,

Contribute to the development of local entrepreneurs and the development of the region by favoring local production and service providers.

Carefully manage the purchasing process of consumables and disposable goods, including food, to minimize waste, and prefer recyclable disposable consumables that we have to use in our Purchasing Processes,

Ensure that the products we supply are environmentally friendly, economical, recyclable and reclaimed materials or products,

We are committed to choosing suppliers who are aware of the protection of wildlife, animal rights and natural habitats.

Employee and Human Rights Policy

Adopt the Universal Declaration of Human Rights,

To select our team members from people who have the necessary training, experience and competencies and who are compatible with our corporate culture, values and goals,

Investing in our team members, organizing trainings that will ensure their development and promotion, improving the health and safety conditions of their workspaces and conditions,

To carry out information and announcement activities to create employee awareness on sustainable elements,

Implementing systems to ensure honest, transparent, fair, respectful and trust-based relationships between our team members,

By respecting each other's rights and ideas without discriminating on the basis of gender, sexual orientation, age, language, religion, race or disability, and by adopting the understanding that we are a whole,

Providing equal, dignified and safe working conditions,

To receive feedback from our team members and make improvements and developments, To monitor their performance and offer career planning opportunities, To support women's participation in the workforce and promotion opportunities in all our departments

Protect the personal information of our team members,

To distribute wages fairly and pay them in accordance with legal requirements,

We are committed to ensuring that all our team members benefit from the social benefits, fringe benefits and rewards we have planned.

Cultural Social Awareness Policy

We accept it as our responsibility to get to know the regions we are in, to respect their historical values and cultures, and to contribute to their economic and social development.

Conserve local resources,

Benefit the regional economy by providing local employment and supply,

Provide support to our community to maximize social and economic benefit,

Supporting local entrepreneurs,

Protect local culture and traditions, and prevent discrimination based on opinions, ethnicity, beliefs, etc,

To work to protect the natural texture, historical, cultural and archaeological assets in the regions where we are located,

Negotiations to ensure that local characteristics, sensitivities and the needs of local people are taken into account in the decisions to be taken,

Support in introducing the food, activities, culture, traditions of the region to the guests

to give,

Guiding our guests in their cultural interactions and informing them about the rules of behavior,

We are committed not to impede local people's access to cultural heritage and to respect all rights of local people.

Child Rights Policy

We embrace the Convention on the Rights of the Child, recognize every individual up to the age of eighteen as a child, respect their rights, and accept it as our responsibility to protect them against psychological violence, physical violence and commercial exploitation, except when they come of age earlier than the law of other countries.

To offer our child guests special areas in our facilities where they can feel safe, free and happy, and where they can express their feelings, thoughts and wishes freely,

To be able to reach the parents or another adult, trustworthy individual from the family/group in the areas where we provide services such as mini clubs, care services, etc,

Adult supervision of the activities they participate in,

Supporting their communication with other children, recognizing and encouraging their achievements,

To teach our team members the types of child abuse (physical, sexual, emotional abuse and neglect), child abuse reporting practices and our social obligations in this context,

We organize trainings and support related projects to raise awareness on the protection of children's rights,

To be aware of their parents' attitudes and behaviors towards their children, signs of physical-verbal-psychological violence or neglect,

During the detection of child abuse, our guests can contact the reception desk at extension (0) and our colleagues will inform the relevant department managers.

Asking for help from the Social Support Line,

To announce all our work and measures on children's rights to our stakeholders and get their support,

We are committed to supporting relevant projects for all children and their rights.

3. HUMAN RESOURCES AND TRAINING

We make sure that our team members have the necessary training, experience and competencies, are compatible with our corporate culture, values and goals, and are from the local community.

One of our human rights targets is to ensure that all our personnel receive on-the-job trainings, OHS, environment, etc. in line with the annual training plan. We identify the personnel who did not receive training during the season and ensure their participation in trainings in line with the training needs.

Environmental and sustainability trainings for our employees;

- Environment-waste management, zero waste training
- Energy efficiency and saving measures
- Training on chemical use
- Waste oil training
- The importance of water - water saving methods
- Spraying training
- Environmental pollution response team training
- Training on energy efficiency and saving measures
- Carbon footprint training in hotels

Benefits offered to our employees;

- Professional, cultural and foreign language trainings are provided to our personnel.
- National holidays are celebrated.
- Gifts such as books, mugs, etc. are given to the personnel of the month.

Recruitment process;

In our company, recruitment procedures are carried out in line with the framework drawn by the Human Resources Manager / Chief. Fair, objective, honest, strong communication, self-confident, positive, solution-oriented people are selected for recruitment.

Fair Remuneration;

Our employees are informed about the wages they will receive, working conditions, working hours and when they will receive their wages before they start working at our facilities.

Employment of local and foreign staff,

Number of employees will be written

4. ENVIRONMENT

4.1.Our Environmental Approach

As Citrus Plaza Hotel, we protect the environment, prevent pollution and aim to reduce our negative impact on the environment.

4.1.1.Environmentally Friendly

- We are prepared for pollution-related risks and emergencies; we comply with environmental regulations.
- We continuously improve our environmental performance through activities such as waste separation and reduction of waste quantities, efficient use of natural resources, etc.
- We follow up the waste until the recycling/disposal stage.
- We use energy and water saving systems in our hotel and train our employees on these issues.
- We train our employees on the measures to be taken in case of spills of hazardous chemicals.

4.2.1. Energy, Water, Solid Waste, Hazardous Substances, Biodiversity, Personnel

4.2.1.1. Energy Consumption

4.2.1.1. Solid Waste

Wastes will be collected in a controlled manner by Zortas Waste and Recycling Company in 2025 and records will be kept.

4.2.1.2. Water Consumption

Water consumption will be calculated and recorded as daily consumption and monthly consumption in 2025.

Recommendations;

- To complete the installation of water flow restrictors.
- All laundry staff receive sustainability trainings and information reminding staff of the most appropriate working procedures are posted on the machines.
- Providing trainings to the staff on the subject.
- Posting warning signs in conspicuous places.

4.2.2. Community Integration & Support

Our 2025 community integration and support goal is to work with local suppliers. Sourcing as much of the products used in the buffet from local farmers as possible and posting information explaining this to guests in the restaurant.

Results

Feedback from guests about supporting local people and using local products. Due to the positive feedback from staff and guests, we have included more locally sourced ingredients in the buffet and menus, which has worked well.

1. SUPPLY CHAIN MANAGEMENT

Within the scope of Supplier Management as part of our responsible purchasing practices, the companies we supply raw materials to are evaluated by our purchasing, technical and technology departments. We work with suppliers that comply with all legal regulations. We encourage our suppliers to grow and develop with us within the scope of the Quality Management System requirements we are implementing. Our priority in supplier selection is to have a 14001 Environmental Management System certificate and for our food suppliers to have an ISO 22000 Food Safety Management System certificate. We prefer local suppliers within the scope of sustainability.

We prioritize local companies in our supplier selection. Currently, 95% of the suppliers we are working with

are local companies.

1. Our Sustainable Tourism Practices

Energy Saving

*In order to save electricity in **our hotel**, we pay attention to the fact that all electrical devices purchased are class A and environmentally friendly devices.

*With the use of motion-sensitive sensors in **lighting** devices, it is aimed to save electricity by ensuring use within the need.

*In all rooms of our facility, there are energy saver systems that save energy by preventing the switch and all other electrical devices from working when there are no guests in the room by turning off the air conditioner when the door is opened.

*Our facility has solar panels and heat pump as a renewable energy source.

*The efficiency of all electrical devices in the facility is maintained by regular service maintenance.

* The use of a timer system in garden lighting contributes to energy saving.

Water Saving

* Controlling water flow and reducing water consumption with aerators, sensor faucets and special reservoirs.

* Reducing rinse water by making laundry chemicals easy to rinse.

*Prevention of leaks and leakages by regular maintenance of installations.

*Prefer wiping and machine washing instead of hose washing. → Reducing water consumption by irrigation in the evening hours.

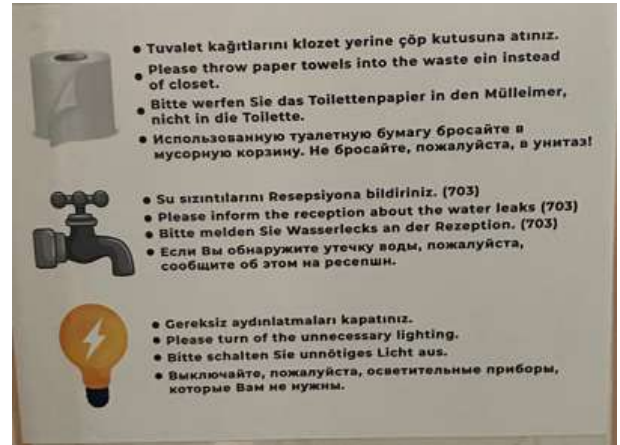
* Watering the garden with sprinklers and drip irrigation systems instead of hoses.

*Irrigation with timed springs to reduce consumption.

*Reducing water consumption by using machines for cleaning general areas.

* Water saving posters in guest rooms and public areas.

*In addition, in order to reduce pet bottle waste and prevent water waste, we aimed to include our guests in sustainable life by opening water dispensers that our guests can easily reach in the general areas of our facility.



TRAINING

*All employees are regularly trained on sustainability.

*Our guests and employees are informed about the environment and sustainable tourism through environment and sustainability boards and info channels in our facilities.



WASTE MINIMIZATION

*The amount of waste is reduced by using bulk products instead of small packaged products in our facility.

* All waste oils are given to the licensed recycling company and followed up.

* Reducing the use of small packaged products as much as possible to reduce packaging waste.

* Elimination of straws and single-use plastics. Separating plastic waste and giving it to the

recycling company.



WILDLIFE PROTECTION

* Food and water are provided for wild animals in our facility.

* Sea creatures are offered for consumption by taking into account the hunting bans, and no fish forbidden to be caught is served in our buffets. We pay attention to working with suppliers who have adopted this understanding.

RESOURCE CONSUMPTION

We identify reductions and increases and develop corrective actions by making comparisons with consumption data that are regularly monitored and recorded every day.

We adopt the principle of sharing with them all corrective and remedial activities carried out by prioritizing the satisfaction of our guests.

WASTE MANAGEMENT

We tried to increase the awareness of our staff by painting our waste areas in our facilities in the colors included in the Zero Waste Project. We created zero waste banners in our facilities. We placed garbage separation containers in general areas to increase the awareness of our guests. We fulfilled the requirements for the zero waste certificate and applied.



7.CONCLUSION

Recommendations: Studies will be carried out on the arrangements to be made for the end of the year and planned for 2025.