

ROYAL WINGS HOTEL



SUSTAINABILITY REPORT 2023-2024

We continue to protect our world and our future, realizing our responsibility on this long journey we have made to ensure sustainable tourism development.



Royal Wings Hotel

1. HISTORY

Our facility Royal Wings Hotel, located in Lara, the pearl of tourism, continues to maintain the high level of service and quality within Royal Group Hotels, offering stylish accommodation with magnificent views and all the colors of nature. Built on 63.166 m2, our facility started its operations in April 2005 in Kundu/Lara region with 457 rooms and 996 bed capacity.



2. MANAGEMENT SYSTEM

As Royal Wings Hotel, we proceed with our management approach that values human and nature while carrying out our activities.

Together with our sustainability management team, we strive to raise awareness by raising awareness among all employees and guests.

We have successfully completed the Sustainable Tourism Program developed by the Republic of Turkey Ministry of Culture and Tourism, which consists of 3 stages and 42 criteria, and we have been awarded the GSTC-approved Sustainable Tourism Certificate.

We implement ISO 22000 Food Safety Management System, ISO 50001 Energy Management System and Sustainability Management System in our company.

3. POLITICS

➤ Sustainability Policy

We comply with all applicable environmental, food safety, human rights and occupational safety laws and regulations.

Together with our sustainability team, we encourage our guests and staff to participate in sustainability efforts.

We ensure that our employees have equal rights and work in a healthy and safe environment.





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➤ **Food Safety Policy**

We offer physically, chemically, microbiologically, microbiologically and allergenically clean foods for the healthy nutrition of our guests and staff.

➤ **Sustainable Procurement Policy**

We try to make environmentally friendly purchases that give importance to recycling. 92% of our suppliers are local (Antalya region) suppliers.

➤ **Child Protection Policy**

We respect children's rights and take measures against child abuse. We regularly provide trainings on "Child Abuse" to our staff and stakeholders in our facility.

➤ **Women's Rights and Gender Equality Policy**

We ensure the health, safety and welfare of all our employees regardless of gender. We do not allow women to be subjected to abuse, harassment, discrimination, suppression, coercion, slander, etc. in any way.

➤ **Open Door Policy**

We always keep communication channels open between employees and managers.

4. SUSTAINABLE TOURISM

➤ **Environmentally Friendly Product Selection**



When selecting the materials and equipment to be used in our facility, we pay attention to making sure they are recyclable and eco-labeled.

We aim to reduce our carbon footprint during transportation by sourcing 92% of our products from local companies.



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We aim to significantly reduce the amount of waste by offering polycarbonate products that can be washed in the dishwasher and reused instead of disposable paper-plastic products in areas such as poolside and beach areas.

➤ Waste Management



By implementing the Zero Waste System in our facility, we support the prevention of waste, more efficient use of resources and recycling of waste in the most efficient way.

In 2023, as a result of waste reduction efforts at our facility, the amount of plastic waste decreased by 42%, paper waste by 48%, glass waste by 35% and metal waste by 67% compared to the previous year.

Recyclable Wastes



In 2023, 26920 kg of plastic packaging waste was sent to recycling facilities;

- ✓ 1103.72 kg greenhouse gas emissions were prevented.
- ✓ 155436.08 Kwh of energy was saved.
- ✓ 438.80 barrels of oil was saved.



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PAPER

In 2023, 39480 kg of paper packaging waste was sent to recycling facilities;

- ✓ 6987.96 kg of greenhouse gas emissions were prevented.
- ✓ 161868 Kwh of energy was saved.
- ✓ 671.16 trees were saved.



GLASS

In 2023, 84260 kg of glass packaging waste was sent to recycling facilities;

- ✓ 2527.80 kg greenhouse gas emissions were prevented.
- ✓ 3538.92 Kwh of energy was saved.
- ✓ 101.11 tons of raw materials were saved..



METAL

In 2023, 9470 kg of metal packaging waste was sent to recycling facilities;

- ✓ 899,65 kg greenhouse gas emissions were prevented.
- ✓ 6079,74 wh of energy was saved.
- ✓ 12.31 tons of raw materials were saved.



1 liter of waste oil pollutes 1 million liters of drinking water.



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We contribute to preventing the pollution of our water resources by raising awareness of our personnel through regular environmental trainings.

Thanks to the oil traps in our facility, waste oils are collected and disposed of to a licensed recycling company.

In 2023, 9896 kg of waste oil pulp from the grease trap was delivered and prevented from entering the waste water line.

Vegetable waste oils used as frying oil are collected in our hazardous waste storage area and delivered to a licensed recycling company.

4985 kg of vegetable waste oil was delivered in 2023.



Hazardous Waste

These are wastes that have the potential to harm human health and the environment.

Hazardous waste can have flammable, combustible, corrosive, reactive and toxic properties.



Hazardous waste generated at our facility is stored in a closed hazardous waste temporary storage area and delivered to licensed recycling companies for a maximum of 180 days.



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In 2023, the hazardous wastes shown in the table below were received from our facility by licensed recycling companies.

Hazardous Waste	Quantity(kg)
Fluorescent lamps and other mercury-containing waste	55
Empty pressurized container	70
Contaminated packaging with dangerous goods	150
Leaded batteries and accumulators	100
Waste containing harmful silicone	70
Discarded electronic equipment	200
Waste paint and varnish	180
Engine oil	-
Oil filter	-
Antifreeze fluids containing hazardous substances	-
Agrochemical waste containing hazardous substances	15
Medical waste	38
Waste battery	3
Total	881



Source: Ministry of Environment, Urbanization and Climate Change Zero Waste Information System



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➤ **Energy Management**

We aim to increase energy efficiency with the ISO 50001 Energy Management System.



- ✓ With the flash steam system in the laundry, hot water is produced by converting the steam energy used in the system into heat energy. This system contributes significantly to the efficient operation of the system and energy saving.
 - ✓ We save energy by automatically turning off the air conditioning system when the balcony doors are opened in the rooms.
 - ✓ We use LED lighting fixtures in the pools.
 - ✓ We prevent energy loss by regular maintenance of cold rooms in kitchen areas.
 - ✓ We save energy by using insulating glass on the hotel roof.
- ✓ We apply sponge and foil insulation on the valve bodies of mechanical systems in the boiler room installations.
- ✓ We save energy with double glazed balcony doors in the rooms.
- ✓ We use an automatic system with digital timer in exterior lighting.
- ✓ We use motion-sensitive sensor lighting in general areas (such as WC).
- ✓ We aim to shorten the working time of air conditioning devices by opening curtains in many areas within the facility during the winter months and utilizing daylight.
- ✓ We use revolving doors at the entrance doors of the facility to prevent the air conditioned air from escaping.
- ✓ With the VRF system, the air conditioning devices of the kitchen and other working areas that are not in use are turned off to save energy.
- ✓ It is aimed to increase energy efficiency by performing routine maintenance of all materials and equipment such as air conditioners, dishwashers, ovens, etc.

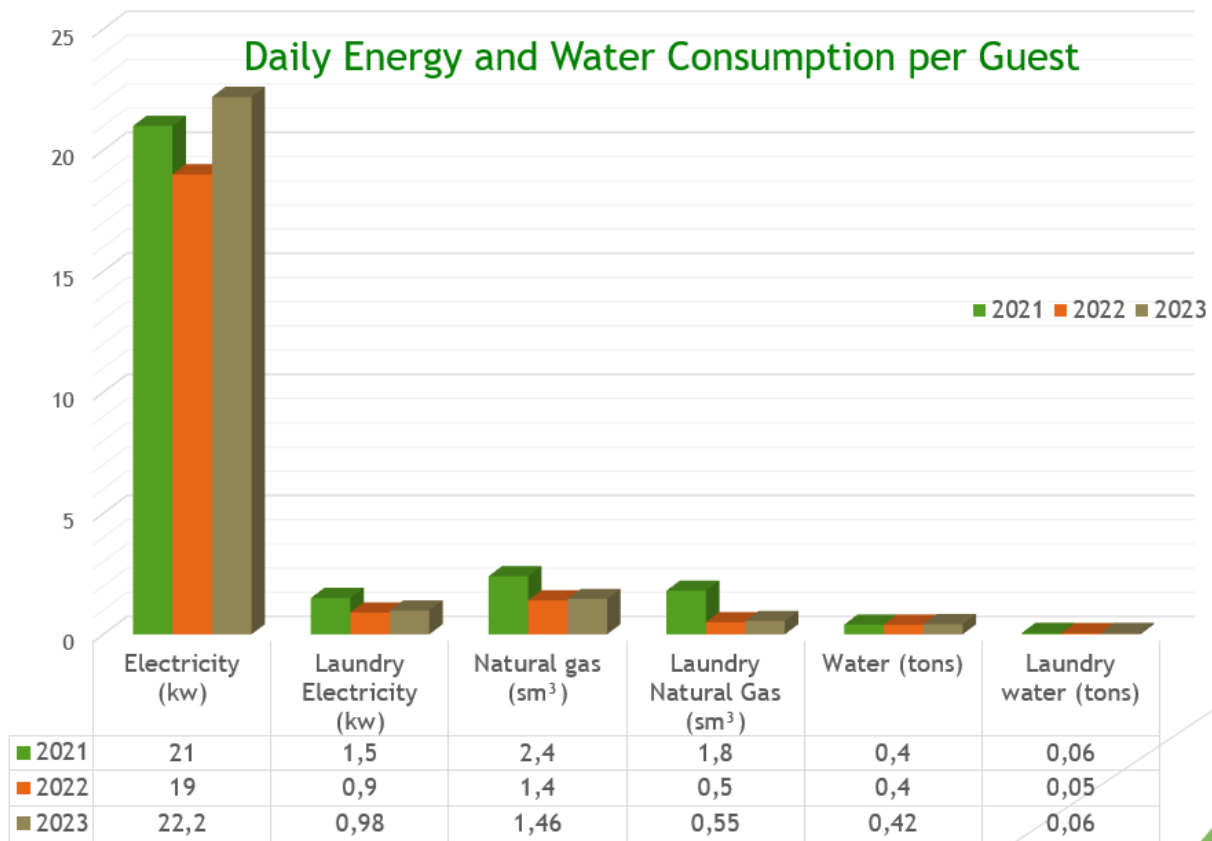




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- ✓ Guiding information is provided to our guests and staff to save energy.
- ✓ All devices such as tea and coffee makers that are not used outside of service hours are turned off.
- ✓ Electric energy is activated in the rooms of our facility by using the "energy saver" electronic card system. They are automatically turned off when not in use to save energy.



We monitor our daily energy and water consumption data per guest by evaluating factors such as changing seasonal conditions, guest density, guest satisfaction, etc. and set our annual targets.



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➤ Water Management

When you look at the world map, only 2.5 percent of the blue you see is fresh water. 70 percent of this water is in glaciers.

Contrary to popular belief, our country is not a water-rich country. It is a 'water-stressed' country with 1,519 m³ of water per capita per year.

It is projected that Turkey's population will reach 100 million in 2030 and the amount of water per capita will decrease to 1,120 m³. In other words, with its increasing population and growing cities, Turkey is on its way to becoming 'water poor'.



Source: https://www.wwf.org.tr/calismalarimiz/tatli_su/



In our facility, we are working to use our water resources economically, taking into account health, hygiene and guest satisfaction.

- ✓ Photocell faucets are used in hand washing sinks in our kitchen departments.
- ✓ Photocell faucets are used in public toilets.
- ✓ Dual flush system is used in general area and room toilets.
- ✓ All faucets in the general area and rooms are fitted with aerators to increase the flow intensity with less water consumption. The aerators are regularly maintained and water saving is ensured.



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- ✓ We try to raise awareness by using information cards and info channels about water saving in the rooms.
- ✓ We change towels and sheets daily upon guest request. If there is no guest request, towels and sheets are changed every two days.
- ✓ We mostly prefer drought-resistant plants in the landscaping of our garden. We try to reduce water consumption by using drip and spring systems for garden irrigation.



➤ **Preservation of Biodiversity**

Our nature and the ecological services it provides are being rapidly damaged. 75 percent of terrestrial areas have been significantly altered by humans and have lost their natural character. More than 60 percent of marine areas are under intense human impact and we have lost 85 percent of wetlands. In Turkey, the number of globally endangered species has quadrupled in the last 10 years, reaching 400.

Source : <https://www.wwf.org.tr/?9000/biyolojik-cesitlilik-icin-hareket-zamani>

We attach importance to the protection of biodiversity in our facility. We share endemic species specific to the Antalya region with our guests and staff and aim to increase their awareness.



***Sand Lily** (*Pancratium maritimum*)*

When sand lilies are seen in our facility

The garden is maintained and protected by our garden staff.



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Serik Pear (*Pyrus serikensis*)



Kemer Orchid (*Ophrys climacis*)



Side Monster Weed (*Orobanche sideana*)



Kangay (*Rhaponticoides hierroi*)



Olympos Saffron (*Crocus wattiorum*)



Kaputas Andizot (*Inula sechmenii*)



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We grow most of our landscape plants in our on-site greenhouse.



We try to avoid using pesticides against invasive plant species as much as possible.

We try to prevent the uncontrolled proliferation of weeds such as thistle, nettle, iron thistle, daricane, oily vinegar by physically picking them by hand.

We use low doses of pesticides in the fight against pests such as whitefly, green worm, red spider, cotton weevil, etc. by taking safety data sheets into consideration.

Caretta Caretta



More than 100 million years of sea turtles have logged kilometers in the world's oceans and have an indispensable and complementary role in the health of marine and coastal ecosystems.

Antalya coasts are the most important nesting grounds for

loggerhead turtles in the Mediterranean Basin.

is one of the most important areas. When a *Caretta Caretta* nest is seen in our facility, we try to increase the chance of survival of the offspring by taking it under protection.





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Nature-Friendly Energy Projects

In 2023, we support renewable energy production by increasing environmentally friendly energy investments. With the renewable energy plants within Royal Group Hotels, we generate more than 20 times more renewable energy than our own electricity consumption and reduce greenhouse gases by more than 100,000.00 tons per year. The greenhouse gas reduction achieved is equivalent to the carbon dioxide emission reduction of approximately 250 thousand trees*.



The annual 156 thousand MWh of renewable energy produced at the power plants is equivalent to the zero-emission production of electricity consumed by approximately 50 thousand** people per year and the reduction of all greenhouse gas emissions caused by 15 thousand people in a year.

**The biomass (vegetative mass) of a red pine tree with a diameter of 25 cm is 220 kg and this tree takes 220 kg x 0.51 (carbon concentration of the tree) = 112.2 kg of carbon from the atmosphere until it reaches a diameter of 25 cm. This is equivalent to 112.2 x (44/12) (carbon to carbon dioxide conversion coefficient) = 411.4 kg of carbon dioxide (CO2). (<https://www.egeorman.org.tr/hesaplayicilar/karbon-ayakizi/>)*

*** TEİAŞ Electricity Production / Consumption Statistics*

Konya - Cumra Solar Power Plant



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Isparta-Sarkikaraagacac Solar Power Plant



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Mersin - Sertavul Wind Power Plant - Solar Power Plant



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✓ **Good and Respectable Work**

- ✓ We attach importance to our personnel working in healthy and safe conditions.
- ✓ Occupational health and safety practices in our facility are carried out in the presence of an occupational safety specialist.
- ✓ We regularly provide occupational health and safety trainings to our personnel.



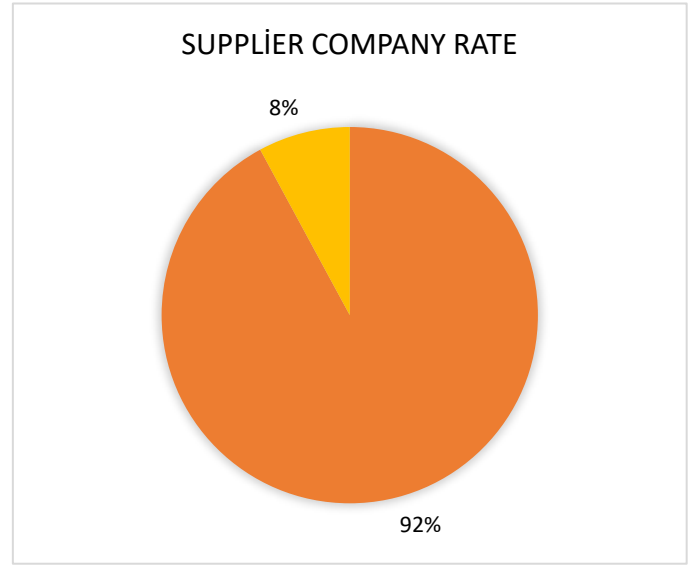
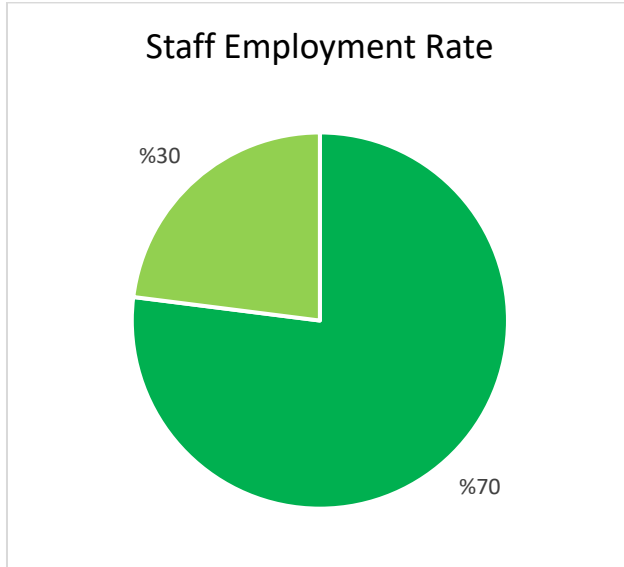
- ✓ We offer equal opportunities to our employees regardless of gender, race, age and ethnic origin.
- ✓ We support gender equality. Our 2023 female employee employment rate is 31%.
- ✓ Our employees are regularly trained to support their personal and professional development according to annual training plans.
- ✓ We aim to keep the communication channels between our personnel and their managers always open with our open door policy. We try to improve working conditions by evaluating the complaints and suggestions of our employees.
- ✓ In order to protect our guests and staff against child and women abuse, we raise the awareness of our staff and stakeholders within the facility with Child Abuse and Women's Rights trainings.



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✓ **Social Responsibilities**

- ✓ In order to increase the employment and initiatives of local people, we take care to select our personnel from the Antalya region. In 2023, 70% of our personnel consisted of people residing in Antalya. 92% of our suppliers are also located in Antalya.



- ✓ We work in cooperation with Tez-Tur Vocational and Technical Anatolian High School. In order for students to have education and training opportunities in healthier conditions;
- ✓ Student canteen floor, tables and chairs were renewed in 2023.
- ✓ Music equipment (piano, guitar, cello, etc.) was donated in 2023.





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✓ Plastic Cover Campaign

We have been supporting the successful plastic cap campaign of the Spinal Cord Paralytics Association of Turkey for more than a year by collecting plastic caps of all colors and sizes in our facility.



- ✓ In order to introduce Turkish culture to our guests, we organize open buffets and events with the theme of Turkish Night on one day of the week.
- ✓ With our Sahan restaurant, we bring the unique flavors of Turkish cuisine together with our hospitality to our guests.
- ✓ With our Turkish tent, we offer our popular local delicacies such as gözleme and pita with meat.



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- ✓ As a member of AKTOB (Mediterranean Touristic Hoteliers and Operators Association) and LATUYAB (Lara Tourism Investors Association), we cooperate with hotels in Lara Tourism Center. Together, we are working to develop tourism in our region.

- ✓ We aim to reduce both regional development and carbon footprint by directing our guests to local public markets and public transportation.



- ✓ We aim to increase environmental awareness and social solidarity by regularly planning activities such as beach cleaning with our staff and guests.



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- ✓ Every year, we celebrate March 8th International Women's Day with the working women in our facility and present them with flowers.



- ✓ We organize staff entertainment to increase the motivation of our staff and improve our social relations.



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- ✓ On Mother's Day, we celebrate Mother's Day by presenting all our valuable female colleagues with flowers that they will grow with love and compassion.



- ✓ We organize harvest festivals with our olive trees in our facility in order to raise environmental awareness and to have a pleasant time for our little guests.



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- ✓ We aim to increase the environmental awareness of our staff by making presentations on "The Importance of Recycling" by licensed recycling company officials.



- ✓ Workshop of Love. We try to provide all our material and moral support by offering the soaps produced with love and labor by the Antalya Down Syndrome and Disabled Association for sale in the Spa Center of our facility.



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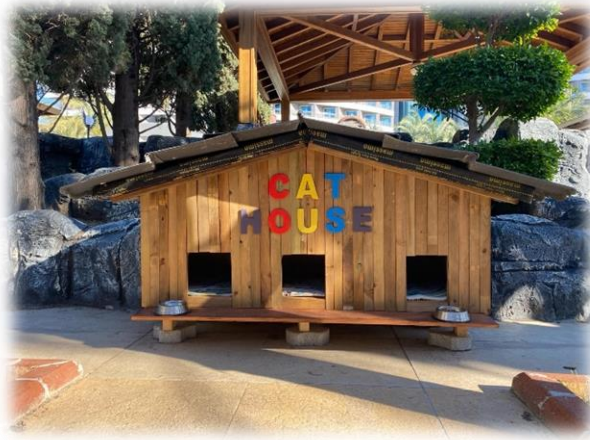


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- ✓ In order to encourage our staff to recognize and visit our natural and cultural heritage, we present a Museum card to the staff member of the month.



- ✓ In order to make the living conditions of our valuable animal friends in our facility healthier and more comfortable, we keep cat houses and bird houses in the garden area.



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➤ Targets



For 2024, in order to ensure sustainability, some targets have been set by taking into account factors such as the physical conditions of our facility and guest satisfaction.

- ❖ In order to reduce waste production;
 - No straws will continue to be used in bar areas and restaurants unless requested by guests.
 - Polycarbonate products that can be washed in the dishwasher and reused will continue to be used instead of cardboard plates / cups in areas such as poolside and beach.
- ❖ Care will be taken to ensure that the electronic equipment purchased is in the A+ energy class.
- ❖ Royal Group Hotels will reduce its carbon footprint by producing more renewable energy than the energy we consume.
- ❖ The awareness of our little guests will be increased with environmental workshops and activities in Miniclub areas.
- ❖ The staff lodging will be renovated to provide a more comfortable environment for the staff.
- ❖ In order to reduce paper consumption, some documents used in communication between departments will be sent via e-mail..
- ❖ An ID reader system that reduces paper consumption will continue to be used in the reception area.
- ❖ A donation box will be created for the cats in the facility upon the requests of the guests. Support will be provided to meet their needs such as nutrition and veterinary services
- ❖ Malfunctioning lamps will be replaced with LED light systems.
- ❖ A staff handbook will be created to support the orientation and motivation of new staff.





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WHAT ABOUT PROTECTING OUR WORLD TOGETHER?



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