



PALMİN KUŞADASI

Sustainability Report / Sürdürülebilirlik Raporu (Haziran 2018)



GENERAL MANAGER MESSAGE

While we strengthen our financial performance and competitiveness in the hospitality sector, we adopt an approach that respects all our stakeholders and the environment and creates added value. With the mission of contributing to the United Nations Sustainable Development Goals, we work in all areas from digitalization to gender equality, from strengthening our value chain to operational excellence.

In the winter season of 2017-2018, we renovated our rooms, we utilized local workforce and locally produced raw materials. We donated the goods and equipment that we would not use with charities and schools in need, Unusable materials were given to authorized companies for recycling.

- * At the beginning of the season, we organized Waste Management training for our staff.
- * We put up a poster and information on the types of waste and their disposal in the staff cafeteria.
- * We informed our guests about our efforts regarding environment protection and Sustainable Environment issues and information about how they could help by posting a notice at our hotel entrance.

PURCHASING

- * While purchasing products and materials; We paid utmost attention to the purchase of environmentally friendly products. In cooperation with local suppliers who support environment-friendly and sustainable business methods specified in the procurement procedure.
- * We have reduced the amount of packaging waste by preferring products intended for bulk consumption.

Topic	2017	2018 (June)	Improvement
Number of Eco-Friendly Suppliers	7	11	%57

At the end of 2018 season, our goal is to increase our number of environmentally friendly suppliers by at least twice as much as the previous year (a 100% improvement).

WATER MANAGEMENT

- * In order to save water, we improved our water consumption by regularly cleaning the water saving apparatus in taps every month.
- * We have trained our staff this year to save water in our hotel and to intervene quickly regarding water leaks.
- * We carried out annual maintenance of our garden irrigation drip system.
- * We changed the seals to prevent water leaks in the Hotel Water pressure supply pumps.
- * We have repaired water leaks in pool circulation, balance tanks and filters.

Topic	2017	2018 (June)	Improvement
Total Water Usage (pp,m ³)	1,38	1,22	%11

At the end of the 2018 season, our goal is to save at least 20% water per stay night compared to the previous year.

ELECTRICITY MANAGEMENT

- * We provided training to our staff at the beginning of the season to save electricity.
- * More than 95% of the lighting in our hotel consists of energy saving and led bulbs.
- * Sensor lighting is used in general areas.
- * Ice machines were cleaned every 7 days to save energy due to lime.
- * The room split air conditioner interior and exterior units use the optimum energy by cleaning and disinfecting carried out by an external specialist team.
- * In all of our rooms, when the balcony doors are opened the Air conditioning is switched off, maintenance of the switch apparatus for the air conditioners was also carried out.

Topic	2017	2018 (June)	Improvement
Toplam Electricity Usage (pp,kW)	13,9	8,9	%35

July, August and September are the months when our electricity consumption is the highest. At the end of the 2018 season, our overall goal is to save at least 15% electricity per night, compared to the previous year.

CHEMICAL MANAGEMENT

- At the beginning of this season, we provided training to our personnel with the support of the main company that supply chemicals to the hotel.

Topic	2017	2018 (June)	Improvement
Total Chemical Protection Training (per staff / hour)	0,6	1,1	%83

At the beginning of the season, MSDS-Chemical protection training was given to all staff. Nevertheless, by the end of the 2018 season, our total goal is to provide at least 1.2 hours training per employee compared to the previous year.

WASTE MANAGEMENT

- * Lobby, room floors, staff cafeteria, technical service area, main kitchen, snack kitchen and all bars, new colour coded waste disposal buckets added for separation of waste for recycling.
- * Meeting with and renewed agreement with municipality appointed company for Recycling of glass, paper, plastic and food waste showing our continued commitment and sensitivity on this issue.
- * We have delivered all end-of-life waste batteries to authorised collector.
- * In our hotel restaurant, we added an information poster about the need to prevent food waste.

Topic	2017	2018 (June)	Improvement
Total Environmental Awareness Training (per staff / hour)	0,5	0,7	%40

We provided environmental awareness trainings at the beginning of the season to all staff. Nevertheless, until the end of 2018 season, our aim is to provide at least 1.0 hours training per employee compared to the previous year.

STAFF WORKING CONDITIONS AND HUMAN RIGHTS

As stated in our staff working conditions and human rights procedure (PALMIN-80);

- National and international laws;
- All requirements that we are obliged to comply with,
- ILO Conventions,
- the International Convention on the Rights of the Child,
- Universal Declaration of Human Rights,
- Complies with the United Nations Convention on the Rights of the Child.

In this regard, we have been trained regarding our responsibilities and awareness about child abuse by SAI International and by your involvement with Travelife.

At the beginning of the season, all our staff were prepared buffet lunches in our main restaurant, meeting and orientation activities were held and department managers were introduced. All opinions and opinions of our employees are handled and evaluated seriously.

A wish box and a suggestion box were placed next to the bulletin board. The key of this box is held by senior management and it is a facility to convey the wishes, complaints and suggestions of personnel to the senior management.

Besides the minimum wage, health insurance, food and lodging facilities were provided to all personnel.

The work clothes of our staff are washed in our hotel's laundry.

Transport Service is provided to our staff.

Our employees are provided with legal working conditions.

Utmost care is given to the personnel cafeteria layout, hygiene requirements and variety of personnel food. Our employees are served cookies and cakes during tea break.

The manager, department heads and their staff have rights to unpaid purchases within the hotel.

These rights are published by accounting.

The children of our staff have the right to have lunch in our hotel (with the condition of receiving permission).

Trainings are organized periodically on different subjects by giving importance to continuing education (such as Department On-the-Job Training, Health and Hygiene, Occupational Health and Safety, Fire, Environment, Certified First Aid Training, including Travelife program related training).

Our employees are entitled to a free examination at the infirmary (doctor) within the hotel.

Developments and implementation in supporting international labor and human rights standards and principles;

In our hotel, we work with an authorized Partner, Health and Safety Unit (OSGB) to ensure the health and safety of our staff and to provide them with a better working environment.

Risk analysis, first aid and personnel health examinations have been conducted and these practices are still ongoing.

We also work with SAI for health, safety, food and water hygiene. In addition to food & water & pool safety, detailed trainings were given to the personnel on the management of diseases and epidemics.

The records of all trainings are stored.,

- OSGB - Occupational Health and Safety
- SAI - Basic Food Safety and Personal Hygiene Training
- SAI - Legionella & Basic Pool Water Safety and Pool Care
- SAI Housekeeping Hygiene and Disease Prevention (POSI) Training
- Fire training
- Chemical Use Training
- SAI- Pest Control Training
- SAI Ministry of Health Approved First Aid Training

All relevant personnel have been trained and certified in the above mentioned subjects. Our hotel is a member of KODER (Kusadasi Hoteliers Association).

Topic	2017 (%)	2018 (June%)
Women Employee Ratio	10	15
Male Employee Ratio	90	85
Local Employee Ratio	70	75
Non Local Employee Ratio	30	25
Foreign Employee Ratio	1	1

In 2018, we have developed policies to positively discriminate for our female employees. While 10% of our employees were women in 2017, we increased this to 15% as of June. Next year we aim to increase this to 20%.

We have prepared projects to increase employment from the locality we live in. In 2017, 30% of our employees came from outside Kuşadası (Selçuk, Söke), we reduced this to 25% this year. We increased our employment rate from 70% to 75% in Kuşadası. For the year 2019, we aim to increase this to 80%.

The rate of foreign employees remained at 1% as before.

PROTECTION OF BIODIVERSITY

In the area of protection of the endemic species in the Dilek Peninsula in our region, a contribution was made by contacting the regional non-governmental organization.

At the end of 2018, we have targeted to contribute to at least one more organization.

CARBON EMISSIONS

By giving priority to local companies while supplying products to our hotel, we reduced CO2 emissions from vehicles during transportation.

By calculating our total carbon footprint this year at the end of 2018, we will make improvements for 2019.

SOCIAL RESPONSIBILITY

In 2017, during renovation, we donated the beds and other items in usable condition (approximate value of 3,000-TL) to a charity association.

Topic	2017	2018	Improvement
Social Responsibility Budget	3.000.-TL	5.000.-TL	%66

By the end of 2018, we have prepared our budget to increase by 66% in order to take part in at least one more social responsibility project and we started work for 2019's budget, we project our budget to increase by 50% to be 7,500 TL.

We have increased the number of suppliers based in Kuşadası.

Topic	2017	2018 (June)	Improvement
Number of Resident Suppliers in Kuşadası	6	9	%50

In 2017, the number of suppliers resident in Kuşadasın was 6; we increased it by 50% from 2018 to 9 and we plan to increase it to 12 by 2019.