



## **GÜRAL PREMIER TEKİROVA**

### **SUSTAINABILITY REPORT 2025**

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## **ABOUT THE REPORT**

At G ral Premier Hotels & Resorts, we aim to share the progress achieved through our sustainability initiatives with our senior management, employees, guests, suppliers and all our other partners, and to turn our shared objectives into achievements through the participation of all stakeholders.

Reporting period: 01 January 2025–31 December 2025

Sustainability initiatives at G ral Premier Hotels are coordinated by the Hotel Quality and Training Managers, and we welcome the expectations and views of our stakeholders.

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## INTRODUCTION

Tourism has become a major global industry and constitutes one of the principal sources of income for many countries, in some cases taking the leading position. Approximately one billion tourism-related journeys take place around the world each year. These figures demonstrate that a vast number of people travel and stay away from home for tourism purposes, consuming substantial quantities of natural resources in the process.

The environment is tourism's fundamental resource. It must therefore be managed sustainably and in a balanced manner. Rather than being degraded, its quality must be enhanced. Tourism activities can damage natural resources both during the construction of facilities and throughout their subsequent operation. This impact is primarily observed across four environmental components: water, soil, air, and flora and fauna.

In almost all Mediterranean countries, including Turkey, tourism activity is concentrated along coastlines. Tourism generally begins and develops in areas where the natural balance is particularly sensitive and, unless the necessary precautions are taken, can easily disrupt that balance.

The tourism industry in Turkey is largely concentrated in coastal areas. The cleanliness of seawater and beaches is therefore regarded as one of the most important indicators of environmental quality. Factors such as noise, traffic-related air pollution, unplanned urban development, the construction of second homes on fertile agricultural land and environmentally sensitive areas along the coast, and insufficient infrastructure for responding to forest fires disrupt the balance of ecosystems. Consequently, the assets that underpin tourism potential are gradually disappearing.

In view of these considerations, it is vital to the sustainability of tourism that tourists and tourism businesses, which lie at the heart of tourism activities, participate in national and international environmental protection programmes such as Travelife, Green Key, Sustainable Tourism and the Global Sustainable Tourism Council (GSTC).

## 1. ABOUT OUR HOTEL



Figure 1. General View of the Resort

Güral Porselen was established in 1989 and exports its products to 52 countries. Building on its established operations in this field, the company entered the tourism industry on 19 May 2010 under the Güral Premier brand, which has since established a prominent reputation in the Antalya/Kemer/Tekirova region.

Our Güral Premier resorts comprise Güral Premier Tekirova, which entered the sector in 2010, and Güral Premier Belek, which was refurbished in 2014. Both hotels were constructed across extensive tree-lined grounds in accordance with traditional Turkish architecture, surrounded by nature and away from the noise of the city, whilst maintaining the highest standards of comfort.

Operating under a five-star Ultra All-Inclusive Hotel concept, the resort welcomes guests for six months of the year. Situated on a 200,000 m<sup>2</sup> site with landscaped gardens and a 450-metre-wide mixed sand-and-pebble beach, our resort comprises separate two- and three-storey buildings. Our Deluxe Pool Rooms, located in the two-storey buildings, provide direct access to shared swimming pools.

With 600 employees, 20 management units and a 45-member management team, the resort welcomes an average of 265,000 guests from 36 countries around the world each year.

- 674 rooms and 1,600 beds
- 22,000 m<sup>2</sup> water park and 24 outdoor swimming pools
- 5 restaurants, 4 à la carte restaurants, 1 patisserie and 1 children's restaurant
- 14 bars
- 3,600 m<sup>2</sup> Happyland Children's Club and Survivor Park
- 3,500 m<sup>2</sup> Quu Spa
- 500 m<sup>2</sup> Fitness Centre
- 13 clay tennis courts

## 2. SUSTAINABILITY

### 2.1. Quality Management

Our hotels have made environmental sustainability their mission. With the teamwork of our specialist personnel and the support of management, we conduct all our activities in accordance with the highest social and environmental standards.

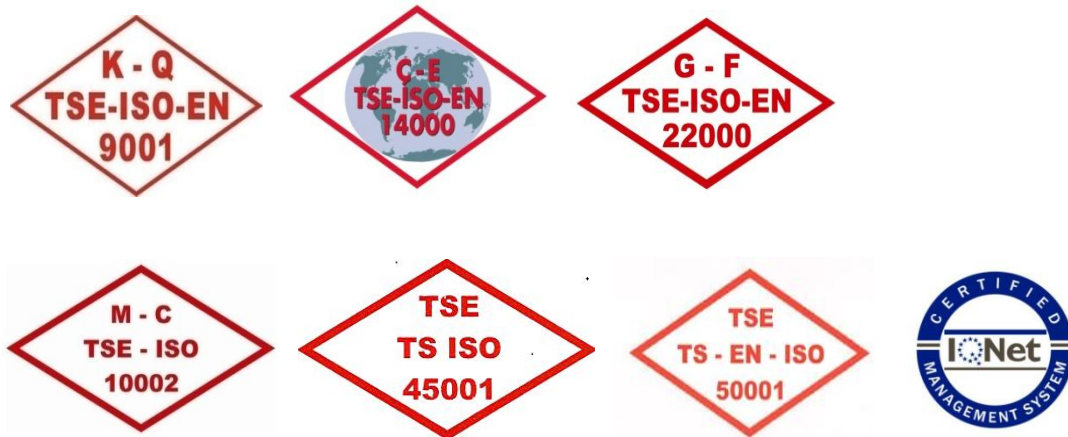
Sustainable Tourism provides the overarching framework for our approach. In keeping with our long-term vision and objectives, we have established our own Sustainable Development Goals in accordance with our policies and are working to contribute to our country.

#### 2.1.1. Our Awards and Certificates



Figure 2. Awards Received by the Resort

#### 2.1.2. Our International Standards





## 2.2 Our Quality Policy

### TOTAL QUALITY POLICY

- ❖ To make becoming one of the leading brands in our sector our primary objective.
- ❖ To continually review and improve the processes within our organisation.
- ❖ To continuously improve the quality of our products and services for the benefit of our guests and employees.
- ❖ To adopt a guest-satisfaction-focused approach, identify our guests' expectations and requirements, and provide the highest possible level of satisfaction.
- ❖ To enhance the quality of our services by complying with the legislation applicable to food safety, energy management, environmental pollution, and occupational health and safety.
- ❖ To regard environmental health as equal in importance to human health; to bring our consumption of natural resources and the waste we generate under control; to reduce environmental pollution; and to use environmentally friendly products.
- ❖ To manage all energy consumption within our organisation professionally, use energy as efficiently as possible, select energy-saving technologies and ensure that our employees participate in energy-awareness initiatives.
- ❖ To undertake initiatives to identify and control our greenhouse-gas emission sources, particularly those at the secondary level.
- ❖ To comply with hygiene requirements throughout every stage, from raw-material procurement to service, and provide our guests and employees with healthy, safe and reliable products catering to a variety of tastes.
- ❖ To continually improve our employees' working conditions, identify potential hazards and risks in advance, and prevent occupational accidents and diseases.

**Güral Premier Senior Management**  
**Levent TOPER**  
**General Manager**

## **ENVIRONMENTAL PROTECTION AND SOCIAL RESPONSIBILITY POLICY**

### **TO PROTECT THE ENVIRONMENT:**

- We identify the potential environmental risks arising from the activities of each department and take measures to reduce the resulting waste.
- We ensure that waste is separated and recycled throughout the resort and in guest rooms.
- We ensure that non-recyclable and medical waste generated at our resort is rendered harmless by companies licensed by the Ministry of Environment and Urbanisation.
- To preserve our natural resources, we regularly monitor our water and electricity consumption and take preventive measures to avoid excessive consumption.
- We provide our employees with ongoing training on using only the required quantities of chemicals to prevent excessive consumption.
- We prioritise biological control methods in garden maintenance and use drip irrigation to conserve water.
- We conduct regular drills with our Emergency Response Teams to guard against potential emergencies and environmental disasters.
- Each year, we fully satisfy the criteria for our Blue Flag, which symbolises a clean sea and a well-maintained, healthy and safe beach.
- We contribute to the protection of wildlife by safeguarding the loggerhead sea turtles visiting our beach and the endemic plant species in our gardens.

### **AS PART OF OUR SOCIAL RESPONSIBILITY:**

- We support all initiatives capable of contributing to the development of our region.
- We collaborate with foundations, associations and unions established to promote regional development.
- We regularly participate in events organised to support the development of tourism in the region.
- We attach importance to fostering harmonious relations between the local community and our employees.
- We continually raise awareness amongst our guests and employees to ensure the greatest possible harmony between tourism and the environment.
- We arrange external training to address the individual development needs of our employees.
- By working in partnership with our province's Regional Directorate of Child Services, we help to safeguard national and moral values in accordance with the best interests of children.
- We designate certain employees to safeguard the physical and emotional wellbeing of child guests and ensure that any concerns are monitored and followed up.

**Güral Premier Senior Management**

## 2.3 Our Sustainability Policy

### SUSTAINABILITY POLICY



- ❖ We seek to build resilience amongst people living in poverty or vulnerable circumstances, provide social assistance to those affected by extreme climate events and other economic, social and environmental shocks and disasters, ensure equality of opportunity in employment, and reduce their vulnerability.
- ❖ Through our strong organisational culture, we provide employment and internship opportunities to people from different cities across our country and from many countries around the world.



- ❖ With our specialist teams, we conduct food-hygiene controls throughout the entire process, from procurement to the dining table, to provide safe food and reduce food waste.
- ❖ We value the nutritional needs of our employees and stakeholders and offer safe food and balanced menus prepared by nutritionists.
- ❖ We prioritise plants that help protect ecosystems, strengthen resilience to climate change, extreme weather, drought, flooding and other disasters, and progressively improve the quality of land and soil. We also attach importance to afforestation.
- ❖ We protect endemic, local and endangered flora and fauna and provide the necessary care and monitoring to support their healthy development within their habitats.



- ❖ We prioritise occupational safety and quality throughout the provision of our services to ensure reliability.
- ❖ We organise training delivered by professional specialists to support the motivation and mental wellbeing of our employees.
- ❖ Our healthcare unit is equipped with readily available and accessible essential medical equipment. It provides continuous healthcare support to our guests and employees and emergency healthcare support to the local community.
- ❖ In addition to protecting the health and safety of our employees, who are our most important stakeholders, we support their access to high-quality vocational and technical training and invest in their development.
- ❖ Together with our guests, we organise environmental education activities concerning ecology, flora and fauna.



- ❖ We ensure that women have equal opportunities for leadership through their full and effective participation at every level of management.
- ❖ Everyone in our country enjoys freedom of thought and belief. We do not discriminate against anyone on grounds of language, religion, race, gender, social class, age or union membership. Protecting human rights is one of our fundamental principles, and we expect our stakeholders to demonstrate the same sensitivity.



- ❖ We provide safe drinking water for everyone and support equitable access, demonstrating our commitment to the local community.
- ❖ To ensure the efficient use of water, we regulate our garden irrigation times, upgrade our equipment in line with technological developments and regularly maintain our plumbing systems.
- ❖ Our wastewater is discharged directly into the wastewater sewerage system. To reduce its pollution load, we use beneficial bacteria to break down oils and grease.



- ❖ To support clean energy, we select our energy suppliers according to the proportion of renewable energy in their energy mix.
- ❖ We closely monitor technological developments, including hybrid systems, and update our systems accordingly.



- ❖ We provide equal pay for equal work to all our employees, irrespective of gender.
- ❖ In line with our target of reducing our carbon footprint, we monitor our emissions and undertake initiatives to achieve this target.

## SUSTAINABILITY POLICY



- ❖ We inform our guests about public transport and cycling options available in the vicinity.
- ❖ We provide all our stakeholders with information concerning the protection and promotion of our cultural and natural world heritage.



- ❖ We produce according to demand and need in order to ensure the sustainable management and efficient use of natural resources and prevent food waste.
- ❖ To ensure the environmentally responsible management of chemicals and all waste throughout their life cycles and minimise their harmful effects on human health and the environment, we store them correctly and send them to licensed facilities, thereby preventing their release into the air, water and soil.



- ❖ We conduct environmental drills to strengthen our resilience and capacity to adapt to climate-related hazards and natural disasters.
- ❖ We recognise our contribution to the local economy and therefore select our suppliers and raw materials from the local area. To support sustainable tourism, we procure environmentally friendly products that consume less energy and water and generate less waste.



- ❖ We maintain the highest possible standards of cleanliness throughout our beach, coastline and marine areas and protect biodiversity by respecting the habitats of aquatic species.
- ❖ When loggerhead sea turtles (Caretta caretta), which instinctively return to their place of birth to lay their eggs, nest on our beach, we place their nests under protection, safeguard them and monitor the development of the hatchlings.



- ❖ To protect terrestrial ecosystems, we promote the endemic plants found at our resort to raise awareness and provide them with regular care.
- ❖ We use eco-labelled paper products to support sustainable forest management.



- ❖ To reduce all forms of violence, our Security Unit works in partnership with the local authorities to maintain a safe environment.
- ❖ Children are our future. We are committed to ensuring that they grow up freely and safely, without being subjected to any form of exploitation. To combat the harassment, abuse and exploitation of children, we provide awareness training to our employees and work with local authorities and civil society organisations.
- ❖ The United Nations Convention on the Rights of the Child and UNICEF principles guide our approach.
- ❖ Any sexually suggestive conduct towards a child, whether verbal, non-verbal or physical, constitutes a violation of children's rights and is condemned and prevented by us.



- ❖ No child labour is employed at any level of our organisation, and we expect our stakeholders to demonstrate the same sensitivity.

- ❖ , We assess opportunities for effective partnerships through organisations, trade fairs and similar platforms to facilitate access to science, technology and innovation.

- ❖ Through our promotional activities in Turkey and abroad, we represent our country and destination whilst supporting ecotourism.

**Güral Premier Senior Management**

### 3. ENVIRONMENTAL IMPACT

#### 3.1 Targets/Objectives/Plans

##### 3.1.1 In line with our target of reducing our carbon footprint;

- To minimise vehicle exhaust emissions, we ensure that purchased products are sourced from locations as close to the resort as possible.
- We audit our suppliers at specified intervals to ensure their compliance with our environmental approach and our waste-management, water and wastewater policies.
- In accordance with our Procurement Procedure, our Green Procurement Policy guides our choice of products and equipment. For electrical equipment, we select environmentally friendly products rated Class A or above.
- We ensure that the lighting used throughout our hotel is energy-efficient and sensor-operated. All rooms, including those in our staff accommodation, are equipped with energy-saving control systems. Presence sensors are installed in refurbished rooms to improve energy efficiency.
- Our air-conditioning systems are controlled through an automated system within specified thermal-comfort parameters.
- Solar panels are used to heat water throughout the resort as a source of renewable energy.
- Through continuous technical maintenance, we prevent refrigerants from being released into the atmosphere.
- In line with our environmental protection objectives, we have provided environmental training to 72% of our employees.
- Electric club cars account for 73.5% of the vehicles used at the resort.
- Electric bicycles (Ginger) are used, leaflets encouraging the use of public transport are provided to guests, and bicycle parking areas and an electric-vehicle charging station are available.
- Notices are displayed instructing drivers of fuel-powered vehicles within the resort to switch off their engines when stationary for more than 2 minutes.
- To raise awareness of ozone-layer protection, we organise a World Ozone Day event with our children, who are our future, and provide information about the different layers of the atmosphere.



Figure 3. World Ozone Day Awareness Event

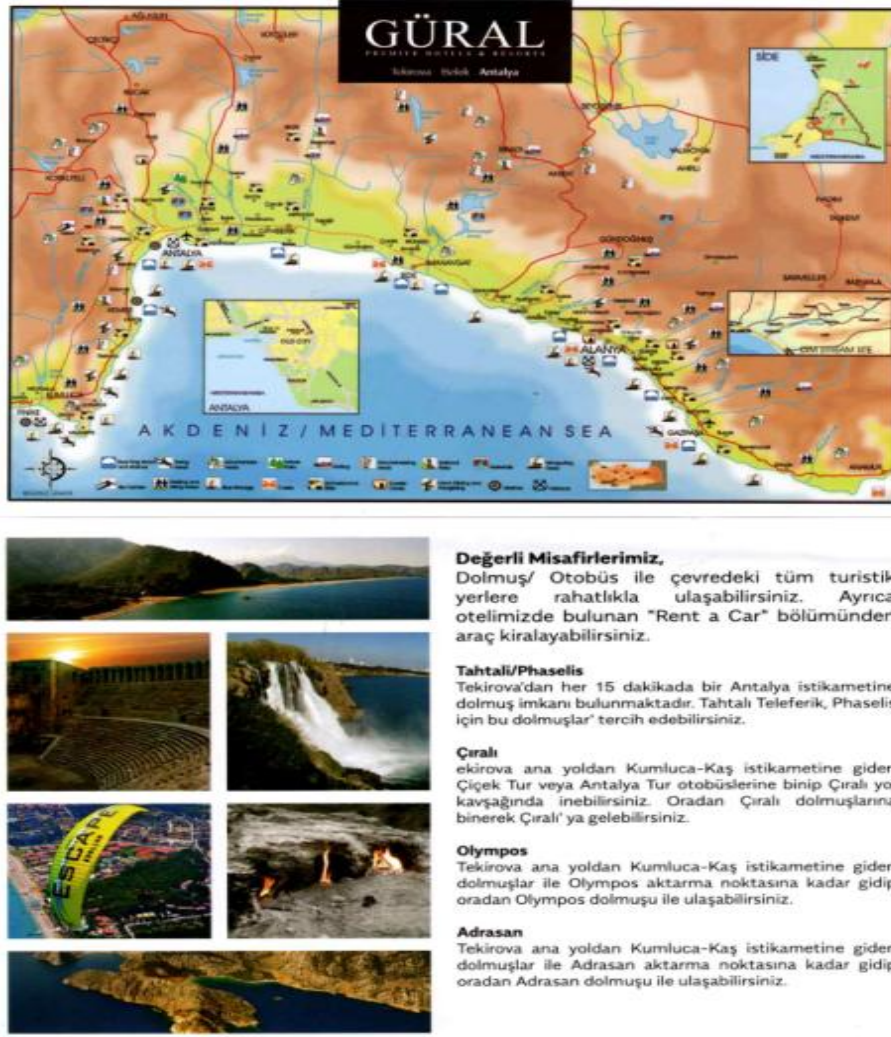


Figure 4. Information Leaflet on Nearby Places Provided to Our Guests

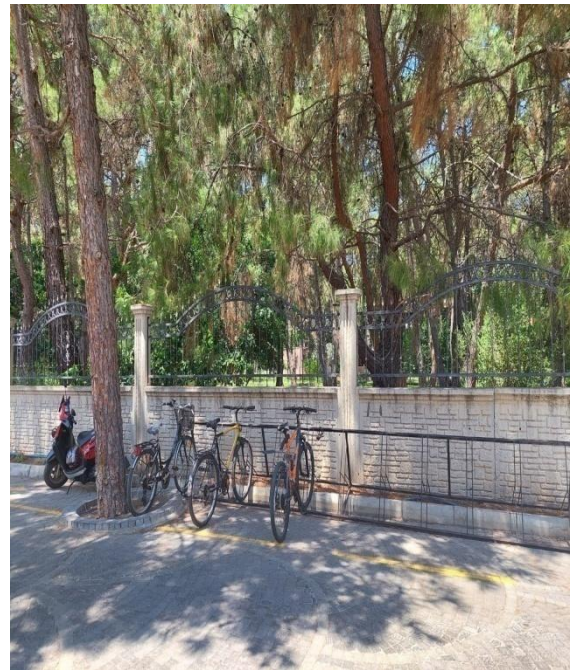


Figure 5. Electric Bicycles and Bicycle Parking Areas

### **3.1.2 In line with our targets for sustainable practices and the protection of wildlife;**

- We preserve the existing flora across our 200,000 m<sup>2</sup> site and continue our afforestation work in all suitable areas.
- To protect biodiversity, we label plants throughout the resort, both to help protect endemic species and to raise awareness amongst our employees and guests.
- We care for our endemic species, including Oriental sweetgum (Siğla) and floss silk trees (Floş). QR-coded plant labels provide information and help raise awareness.
- As part of our biodiversity initiatives, we introduce guests to bird species native to the region. Interested guests can also listen to recordings of their calls.
- Shelters and coops are provided in designated areas for stray animals. Their feeding and care are carried out in partnership with the municipality.
- Nesting boxes are provided for birds throughout the resort grounds.
- Water and food bowls are available for animals throughout the resort grounds.
- As part of our guest information and awareness initiatives, guest rooms are decorated with various animal figures on significant environmental awareness days.
- A "CATBOX" donation box has been placed in the guest area of the reception building to collect donations for stray animals and help meet their feeding and care requirements.
- To support animal welfare, we donate animal feed to Kemer Municipality and deliver discarded textile items to the animal shelter.
- The beach is monitored continuously for loggerhead sea turtles (Caretta caretta). Their nests are protected to ensure that all hatchlings reach the sea safely. Guests are informed through leaflets and warning signs, and beach lighting is directed so that it does not disturb the turtles.
- Specialist diving teams conduct seabed clean-ups to protect underwater ecosystems. Our volunteer employees also participate in regular beach clean-ups.
- Animal welfare is safeguarded throughout the resort, and we support the feeding and care of numerous animals, including cats, peacocks, guinea fowl, ducks, hens and cockerels. We also work with the District Municipality's Stray Animal Shelter.
- Wherever possible, areas are separated using natural green hedges.
- Where suitable alternatives are available, products and equipment made of wood or biodegradable materials are preferred.
- Damaged plants at the resort are rehabilitated in the "Güral Plant Rehabilitation Greenhouse" and subsequently reused.
- A firefighting water tanker is stationed in the area to mitigate the risk of forest fires and provides assistance throughout the region whenever required.
- Drought- and disease-resistant grass varieties are used in landscaping, thereby reducing water and pesticide consumption.
- In line with our objective of conserving natural resources, we use our intranet document-management system to reduce paper consumption. This has enabled the Quality and Training Department to achieve a saving of 38%.
- QR-coded room cards and a mobile application are used instead of printed hotel guides, saving 12,795 sheets of paper annually.



Figure 6. QR-Coded Plant Identification Initiative for Biodiversity Awareness



Figure 7. Water Bowls and CATBOX for Our Animals



Figure 8. Birdhouses and Bird Feeders

**Cins:** Caretta

**Tür:** Caretta Caretta

**Ergin Ağırlığı:** 70-150 kg

**Ergin Büyüklüğü:** 85-105 cm

**Görünüm:** Sırt tarafı kırmızımsı kahverengi alt tarafı ise beyazımsı açık sarı renklidir.

**Beslenme:** Etçil (Deniz omurgasızları, deniz anaları vs.)

**Davranış:** Dişi nisan-eylül arası yumurtlar ve genellikle her sezon 3-5 yuva yapar.

**Ortalama Yumurta Sayısı:** 90 adet

Caretta Caretta, Akdeniz sularında üremesi en verimli olan türdür. Akdenizde yıllık kuluçkalayan sını kaplumbağalarının tahmini sayısı 2280-2787'dir. İribaş kaplumbağa genellikle 2000 Dünya Doğayı Koruma Birliği Kırmızı Listesinde nesli tükenmekte olan türler olarak kategorize edilir. Yumurtaların gelişme süresi yaklaşık olarak 2 aydır ve yavru çıkışı Ağustos ile Eylül ayında sık görülür. Yavrular yumurtadan çıktıktan hemen sonra yuvadan çıkarlar, çılgınca bir hareketlilik dönemine başlarlar ve birkaç güne kadar kıydan yüzerek açık denizlere ve okyanuslara doğru uzaklaşırlar.

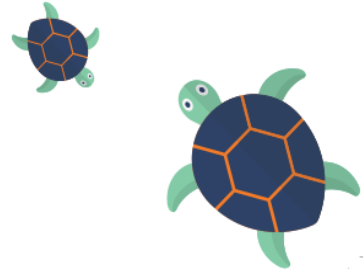
**Deniz kaplumbağalarının neslinin devamı için neler yapabilirsiniz?**

- Kumsalda geceleri ışık kullanmayarak, ateş yakmayarak
- Deniz kaplumbağalarının yuvalama bandında (denizden 35 metreye kadar şemsiye ve gezlong kullanmayarak,
- Kumsala ve denize çöp bırakmayarak
- Yuvalamak için kumsala çıkan deniz kaplumbağalarını korkutmamak için uzak durarak

**GÜRAL**  
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**GÜRAL**  
GREEN

**CARETTA  
CARETTA**



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Figure 9. Guest Information Leaflet – Caretta Caretta



Figure 10. Sustainable and Biodegradable Materials Used at the Resort



Figure 11. Bird Identification Signs

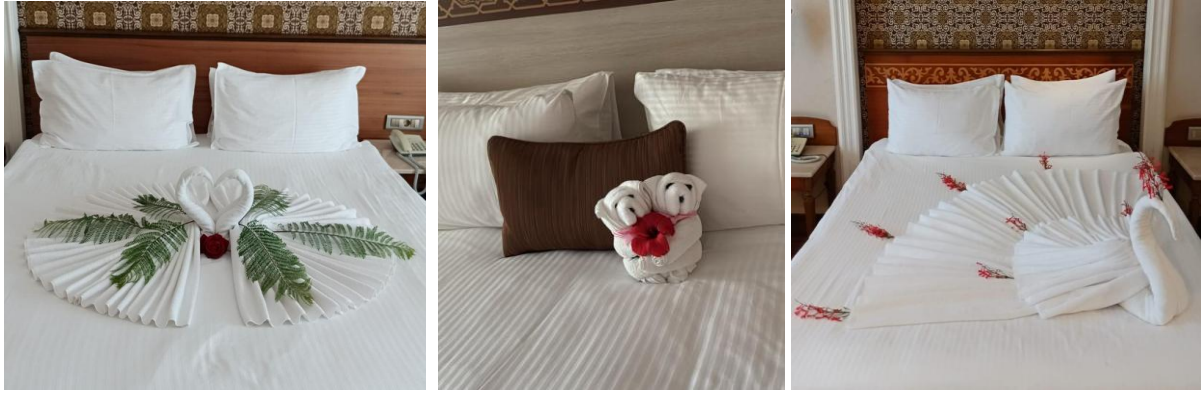


Figure 12. Biodiversity Awareness in Guest Rooms

### 3.1.3 In line with our target of conserving water resources:

- Sensor-operated fittings and dual-flush cisterns are used to reduce water consumption.
- Drip-irrigation and timer-controlled sprinkler systems ensure the efficient use of water for garden irrigation.
- Tap aerators are installed on all taps to reduce water consumption.
- Our laundry operations are conducted in accordance with programmes established by specialists, taking account of factors such as load size and degree of soiling.
- To reduce electricity, water and chemical consumption, bed linen and towels are changed at the request of our guests, and informative leaflets are provided in guest rooms.
- Native plant species and plants adapted to the local flora are used in our landscaping, thereby reducing water consumption.
- Timed showers and foot-operated showers help ensure the controlled use of water.
- Dual-flush cisterns throughout the resort carry informative labels stating “3 L – SAVE WATER – 6 L”.
- Our xeriscape gardens and drought-tolerant landscaped areas contain drought-resistant plants, thereby ensuring water-efficient landscaping.
- The spider plant, also known as the ribbon plant, located in front of our reception building has natural air-purifying properties.



Figure 13. Linen and Towel Change-on-Request Leaflet



Figure 14. Spider Plant



Figure 15. Xeriscape Garden



Figure 16. Natural-Resource Conservation Practices

#### 3.1.4 In line with our waste management and reduction policy:

- Through our Zero Waste system, we separate waste into different categories and encourage recycling.
- As part of our sustainable food initiatives, suitable food waste from our kitchens is used to feed birds, hens and cats. Surplus stale bread is also given to our employees for use as animal feed, thereby helping to reduce waste.
- To reduce food waste, we use single-portion servings and display informative posters drawing attention to food wastage.
- As part of our social responsibility projects, we collect blue plastic bottle caps and send them to the Turkish Spinal Cord Paralytics Association. In this way, we contribute to its manual and powered wheelchair project.



Figure 17. TOFD Plastic Bottle-Cap Campaign

- We reduce paper waste through the use of digital menus and QR-coded guides.
- In accordance with our Green Procurement Policy, we select equivalent products supplied in larger-format packaging instead of smaller packages in order to reduce packaging waste.
- At G ral Premier Hotels & Resorts, we separate waste at source to help reduce waste and the use of natural resources. By working with the Ministry of Environment, Urbanisation and Climate Change, we also contribute to the Zero Waste Project.
- We aim to reduce paper waste through QR-coded examination questions and our digital documentation system.
- We use products covered by deposit-return schemes and return them to contracted suppliers once empty, thereby reducing waste in line with our objectives.
- We use reusable, wipe-clean and washable placemats instead of single-use paper placemats, reducing the quantity of waste generated at our resort.
- We monitor monthly and per-person consumption of consumables with the aim of keeping waste quantities under control.
- Batteries are checked using a battery tester. Partially depleted batteries are then reused in low-power devices such as remote controls, thereby reducing hazardous waste.
- To reduce paper consumption, we use reusable laminated cleaning inspection forms.
- We have introduced polycarbonate cups to replace single-use plastic drinking cups, thereby reducing plastic waste.
- Forms and checklists used throughout the resort have been digitised and are maintained online, reducing paper consumption.
- To prevent paper wastage and conserve local and natural resources, the Kitchen Department records food-production information digitally on tablets. As a result, 12,180 sheets of paper have been eliminated from use, 1 mature tree has been saved from being felled, 1.2 tonnes of water wastage have been prevented, 252 kWh of energy have been saved, 11 kg of greenhouse-gas emissions have been avoided, and 0.152 m<sup>3</sup> of storage space has been saved.
- In our food-production areas, we have replaced the plastic containers and adhesive labels used for food-retention samples with more compact and environmentally friendly sample bags, thereby minimising plastic and paper consumption. In a single season, this change eliminated the use of 11,090 plastic containers and 70 sheets of paper used for adhesive labels. As a result, we saved 149 kg of raw materials, 27.7 tonnes of water, 567.5 kWh of energy and 3.6 barrels of oil, avoided 6.15 kg of greenhouse-gas emissions, and saved 0.345 m<sup>3</sup> of storage space.



Figure 18. Introduction of Sample Bags for Food-Retention Samples

### 3.1.5 In line with our targets for reducing and managing chemicals:

- We prefer eco-labelled chemicals for cleaning and pest-control operations throughout the resort. We use eco-labelled chemicals supplied by DIVERSEY, our chemical supplier.
- We use ozone and vinegar instead of chemicals such as chlorine and alcohol for disinfection. Ozone is used to disinfect fruit and vegetables, whilst white vinegar is preferred for cleaning glass surfaces.
- We apply beneficial bacteria to break down oils and grease accumulating in wastewater drains, rendering them biodegradable and harmless.
- We aim to reduce overall chemical consumption throughout the resort by monitoring consumption per person.
- We use dosing and refill systems for chemicals. This ensures that chemicals are used in the correct quantities and that consumption remains under control.
- In pest control, we seek to reduce chemical consumption by making greater use of natural measures such as fly traps and adhesive traps. Wherever possible, we prefer biological or physical control methods, including methods using bacteria, instead of chemical treatments.
- By monitoring chlorine consumption per person, we aim to prevent excessive use and ensure that chemicals are used at optimal levels.



Figure 19. Laundry Dosing and Refill Systems

| Table 1. Energy | kWh Quantities |            |             |            | % Change |
|-----------------|----------------|------------|-------------|------------|----------|
|                 | 2024           |            | 2025        |            |          |
| Month           | Consumption    | Per Capita | Consumption | Per Capita |          |
| January         | -              | -          | -           | -          | -        |
| February        | -              | -          | -           | -          | -        |
| March           | -              | -          | -           | -          | -        |
| April           | -              | -          | -           | -          | -        |
| May             | 789.944        | 29,84      | 701.001     | 43,58      | 46,05%   |
| June            | 1.181.004      | 27,84      | 1.150.263   | 24,62      | -11,57%  |
| July            | 1.396.634      | 30,76      | 1.513.237   | 23,47      | -23,7%   |
| August          | 1.475.098      | 22,58      | 1.638.791   | 23,37      | 3,5%     |
| September       | 1.256.444      | 22,82      | 1.274.389   | 24,58      | 7,71%    |
| October         | 809.752        | 29,93      | 768.257     | 21,14      | -29,37%  |
| November        | -              | -          | -           | -          | -        |
| December        | -              | -          | -           | -          | -        |
| Monthly average | 1.151.479      | 27,3       | 1.174.323   | 26,79      | -1,87%   |

| Table 2.<br>Month | Water Consumption (per Capita) |             | % Change     |
|-------------------|--------------------------------|-------------|--------------|
|                   | 2024                           | 2025        |              |
| January           | -                              | -           | -            |
| February          | -                              | -           | -            |
| March             | -                              | -           | -            |
| April             | -                              | -           | -            |
| May               | 0,69                           | 0,93        | 34,78%       |
| June              | 0,41                           | 0,38        | -7,32%       |
| July              | 0,56                           | 0,39        | -30,36%      |
| August            | 0,39                           | 0,31        | -20,51%      |
| September         | 0,34                           | 0,37        | 8,82%        |
| October           | 0,55                           | 0,32        | -41,82%      |
| November          | -                              | -           | -            |
| December          | -                              | -           | -            |
| Monthly average   | <b>0,49</b>                    | <b>0,52</b> | <b>6,12%</b> |

| Table 3.        | Recyclable Waste Quantities |            |             |            |          |
|-----------------|-----------------------------|------------|-------------|------------|----------|
|                 | 2024                        |            | 2025        |            | % Change |
| Month           | Consumption                 | Per Capita | Consumption | Per Capita |          |
| January         | -                           | -          | -           | -          | -        |
| February        | -                           | -          | -           | -          | -        |
| March           | -                           | -          | -           | -          | -        |
| April           | -                           | -          | -           | -          | -        |
| May             | 3750                        | 0,14       | 3189        | 0,21       | 50,00%   |
| June            | 13172                       | 0,31       | 11196       | 0,23       | -25,81%  |
| July            | 15191                       | 0,34       | 12913       | 0,21       | -38,24%  |
| August          | 15612                       | 0,24       | 13487       | 0,20       | -16,67%  |
| September       | 15311                       | 0,28       | 13015       | 0,26       | -7,14%   |
| October         | 9194                        | 0,35       | 7815        | 0,22       | -37,14%  |
| November        | -                           | -          | -           | -          | -        |
| December        | -                           | -          | -           | -          | -        |
| Monthly average | 12.038                      | 0,28       | 10.270      | 0,22       | -12,50%  |

| Table 4.        | Non-Hazardous Waste |            |             |            | % Change |
|-----------------|---------------------|------------|-------------|------------|----------|
|                 | 2024                |            | 2025        |            |          |
| Month           | Consumption         | Per Capita | Consumption | Per Capita |          |
| January         | -                   | -          | -           | -          | -        |
| February        | -                   | -          | -           | -          | -        |
| March           | -                   | -          | -           | -          | -        |
| April           | -                   | -          | -           | -          | -        |
| May             | 4650                | 0,18       | 3953        | 0,25       | 38,89%   |
| June            | 12753               | 0,3        | 10840       | 0,23       | -23,33%  |
| July            | 15780               | 0,35       | 13413       | 0,21       | -40,00%  |
| August          | 23979               | 0,37       | 20382       | 0,29       | -21,62%  |
| September       | 24586               | 0,45       | 20898       | 0,40       | -11,11%  |
| October         | 12578               | 0,46       | 10691       | 0,29       | -36,96%  |
| November        | -                   | -          | -           | -          | -        |
| December        | -                   | -          | -           | -          | -        |
| Monthly average | 15.721              | 0,35       | 13.362      | 0,28       | -15,69%  |

| Table 5.        | Hazardous Waste |            | % Change |
|-----------------|-----------------|------------|----------|
|                 | 2024            | 2025       |          |
| January         | 0               | 0          | 81%      |
| February        | 0               | 0          |          |
| March           | 0               | 0          |          |
| April           | 0               | 0          |          |
| May             | 0               | 917        |          |
| June            | 0               | 7          |          |
| July            | 629             | 0          |          |
| August          | 1872            | 678        |          |
| September       | 0               | 2270       |          |
| October         | 7               | 0          |          |
| November        | 0               | 0          |          |
| December        | 840             | 2190       |          |
| Monthly average | <b>279</b>      | <b>505</b> |          |

| Table 6.        | Vegetable Waste Oil Quantities |            |             |            | % Change |
|-----------------|--------------------------------|------------|-------------|------------|----------|
|                 | 2024                           |            | 2025        |            |          |
| Month           | Consumption                    | Per Capita | Consumption | Per Capita |          |
| January         | -                              |            | -           |            | -60%     |
| February        | -                              |            | -           |            |          |
| March           | -                              |            | -           |            |          |
| April           | 500                            | 0,15       | 180         | 0,04       |          |
| May             | 680                            | 0,03       | 450         | 0,01       |          |
| June            | 900                            | 0,02       | 990         | 0,02       |          |
| July            | 1.600                          | 0,04       | 1150        | 0,02       |          |
| August          | 1.100                          | 0,02       | 1425        | 0,02       |          |
| September       | 780                            | 0,02       | 1550        | 0,03       |          |
| October         | 1000                           | 0,04       | 1045        | 0,03       |          |
| November        | -                              |            | -           |            |          |
| December        | -                              |            | -           |            |          |
| Monthly average | 1059                           | 0,05       | 916         | 0,02       |          |

| Table 7.<br>Month | CO <sub>2</sub> e Quantities |                      |                  |                   | % Change |
|-------------------|------------------------------|----------------------|------------------|-------------------|----------|
|                   | 2024<br>(Annual)             | 2024 (Per<br>Capita) | 2025<br>(Annual) | 2025 (Per Capita) |          |
| January           | 3611,90                      | 0,013623192          | 3647,61          | 0,012621516       | -7,35%   |
| February          |                              |                      |                  |                   |          |
| March             |                              |                      |                  |                   |          |
| April             |                              |                      |                  |                   |          |
| May               |                              |                      |                  |                   |          |
| June              |                              |                      |                  |                   |          |
| July              |                              |                      |                  |                   |          |
| August            |                              |                      |                  |                   |          |
| September         |                              |                      |                  |                   |          |
| October           |                              |                      |                  |                   |          |
| November          |                              |                      |                  |                   |          |
| December          |                              |                      |                  |                   |          |
| Monthly average   | 3611,90                      | 0,013623192          | 3647,61          | 0,012621516       | -7,35%   |

### 3.2 2024 Waste Tracker

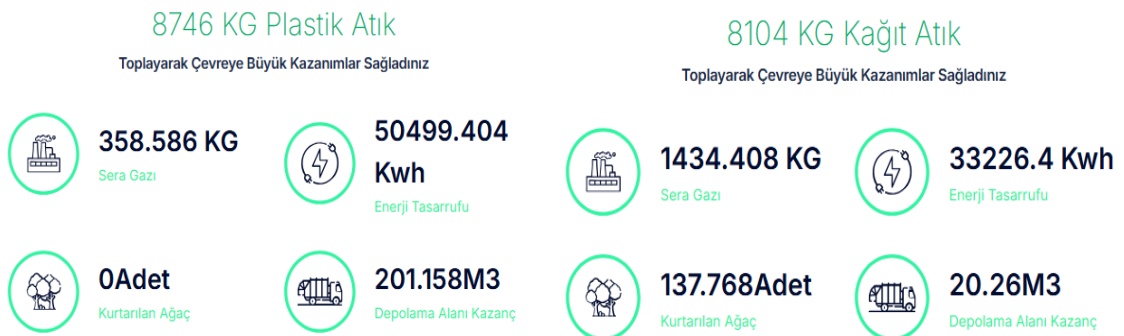


Figure 20. 2024 Plastic and Paper Waste Tracker

### 55804 KG Cam Atık

Toplayarak Çevreye Büyük Kazanımlar Sağladınız



**1674.12 KG**

Sera Gazı



**2343.768 Kwh**

Enerji Tasarrufu



**378.955 KG**

Sera Gazı



**2560.938 Kwh**

Enerji Tasarrufu



**0Adet**

Kurtarılan Ağaç



**83.706M3**

Depolama Alanı Kazanç



**0Adet**

Kurtarılan Ağaç



**11.967M3**

Depolama Alanı Kazanç

Figure 21. 2024 Glass and Metal Waste Tracker

### 3.3 2025 Waste Tracker

#### 7436 KG Plastik Atık

Toplayarak Çevreye Büyük Kazanımlar Sağladınız



**304.876 KG**

Sera Gazı



**42935.464 Kwh**

Enerji Tasarrufu



**1219.176 KG**

Sera Gazı



**28240.8 Kwh**

Enerji Tasarrufu



**0Adet**

Kurtarılan Ağaç



**171.028M3**

Depolama Alanı Kazanç



**117.096Adet**

Kurtarılan Ağaç



**17.22M3**

Depolama Alanı Kazanç

4

Figure 22. 2025 Plastic and Paper Waste Tracker

#### 47432 KG Cam Atık

Toplayarak Çevreye Büyük Kazanımlar Sağladınız



**1422.96 KG**

Sera Gazı



**1992.144 Kwh**

Enerji Tasarrufu



**322.24 KG**

Sera Gazı



**2177.664 Kwh**

Enerji Tasarrufu



**0Adet**

Kurtarılan Ağaç



**71.148M3**

Depolama Alanı Kazanç



**0Adet**

Kurtarılan Ağaç



**10.176M3**

Depolama Alanı Kazanç

Figure 23. 2025 Glass and Metal Waste Tracker



### 3.4 Conclusion

In 2025, average per-capita electricity consumption per guest-night decreased by 1.87% compared with the previous year. Electricity consumption per guest-night is affected by seasonal conditions and the hotel's operational status. Despite the higher occupancy recorded in 2025, per-capita consumption decreased as a result of installing additional presence sensors, replacing in-room appliances and equipment with energy-efficient alternatives, and using energy-saving systems. Renewable energy accounts for 35% of the energy supplied by our energy provider.

Applications have been submitted for investments in ground-mounted solar photovoltaic power plant projects with a combined capacity of 7.2 MW on behalf of Gral Premier Tekirova and Gral Premier Belek. The hotels' total energy consumption is 13,147,093 kWh, whilst the projects have a planned generation capacity of 12,500,460 kWh. Assuming expected total generation of 11,800,000 kWh, renewable energy would meet 89.75% of total demand.

In 2025, average per-capita water consumption increased by 6.12% compared with the previous year. Weather conditions, climate change and increased evaporation contributed to the rise in water consumption. To reduce water use at our resort, we aim to achieve savings through drip-irrigation systems, dual-flush cisterns, sensor-operated taps and timer-controlled sprinklers.

In 2025, the average per-capita quantity of recyclable waste, paper, plastic, glass and metal, decreased by 12.50% compared with the previous year. In line with our Zero Waste objectives, we have adopted a principle of 100% waste separation to achieve our target of reducing the proportion of waste sent for disposal by 15%. We provide our employees with training on environmental legislation and waste management. Waste-separation information leaflets are also provided in our guest rooms.

In 2025, the average per-capita quantity of non-hazardous organic waste decreased by 15.69% compared with the previous year. Although the number of guest-nights in 2025 was higher than in the previous year, we continued to reduce waste through single-portion servings and informative displays drawing attention to food waste. Food waste from our kitchens is distributed to employees who request it and to Kemer Municipality's Stray Animal Shelter for use as animal feed.

In 2025, the average quantity of hazardous waste increased by 81% compared with the previous year. Hazardous-waste quantities are affected by medical waste, annual maintenance, equipment failures, refurbishment work and similar factors. As regular equipment maintenance affects the quantities of chemicals, paints and similar materials required, we attach importance to timely intervention.

In 2025, the average per-capita quantity of vegetable waste oil decreased by 60% compared with the previous year. In accordance with our Food Safety Policy, we measure the total polar compounds in frying oils to determine when they must be discarded. Our target ratio of waste oil sent for recycling to oil purchased is 25%. In line with this target, we undertake initiatives to ensure that vegetable waste oil is collected for conversion into biodiesel.

In 2025, indirect energy-related CO<sub>2</sub> emissions per guest-night decreased by 7.35% compared with the previous year. In line with our carbon-emission reduction targets and taking account of room occupancy, energy consumption and maintenance requirements throughout the resort, we select energy-efficient technologies and actively use our automated systems.

The Gral Premier Tekirova grounds contain numerous plant species. Care is taken to protect inventoried endemic plants and prevent disruption to the ecosystem. Maintenance is carried out in accordance with a plan prepared by the Landscape Architect and tailored to the endemic plant species growing within the Mediterranean climate zone.

## **Recommendations**

- Electronic ballasts could be used instead of magnetic ballasts in lighting systems to save energy.
- Increasing the number of electricity, LNG and water meters and analysers throughout the resort would help provide more granular consumption data.
- The number of polycarbonate cups could be increased and their use extended throughout the resort.
- The use of paper straws could be considered to reduce plastic waste.
- Bamboo or wooden toothpicks could be used instead of plastic toothpicks to reduce plastic waste.
- Drought-tolerant plants could be prioritised as part of water-conservation initiatives.
- Activities could be organised to raise awareness through the reuse and recycling of non-hazardous waste. For example, zero-waste workshops and exhibitions could be held and souvenir items produced during significant environmental awareness days.
- Sponsorship arrangements and collaborative initiatives could be established with Eco-Schools.
- Foreign employees who succeed in staff tournaments could be presented with museum passes to encourage engagement with cultural heritage.
- Employees could receive training on exploitation and abuse.
- Job descriptions could be prepared in the respective languages of foreign employees and provided to them.

- Activities involving the local community and local associations could be expanded, and events could be organised with new stakeholders.
- Animal shelters could be supported through donations of discarded textiles.
- Assistance could be provided to schools and scholarship support could be offered.
- Zero-waste workshops, exhibitions and souvenir-making activities could be organised as part of Environment Day events.
- Initiatives could be undertaken to support LÖSEV's work or organise fundraising campaigns.
- During Plastic-Free Week awareness events, single-use plastic equipment and individually packaged food products could be removed from restaurants to reduce plastic waste.
- A "Zero Waste Canteen Day" could be organised in the staff canteen to draw attention to organic and food waste and encourage waste reduction.
- Individually packaged single-serving products could be replaced with products served from bulk dispensers, such as jam, chocolate and honey, to reduce waste.
- A wildlife garden could be established to provide a natural habitat for birds, butterflies and other species and thereby support biodiversity.
- Seeds cultivated and produced within the hotel grounds could be presented to our domestic guests as a "Güral Green" legacy.
- A World Ozone Day event could be organised with our children, who are our future, to raise awareness of ozone-layer protection.

## **4. EMPLOYEES AND HUMAN RIGHTS**

### **4.1 Objectives/Targets/Plans**

To safeguard the rights of our employees and other tourism stakeholders; prevent discrimination; provide fair working conditions and opportunities for promotion; and meet employees' needs for decent living conditions, education and accommodation.

#### **4.1.1 Recruitment and Promotion Process**

Employees are not discriminated against on grounds of religion, denomination, language, race, colour, gender, political opinion, philosophical belief or any similar consideration.

The proportion of women employed was 26.35% in 2024 and 27.97% in 2025, representing an increase of 6.15% compared with the previous year.

- Women account for 25% of management employees. Foreign nationals account for 10.03% of our employees. Interns employed to gain professional experience account for 6.28% of our workforce.

Our hotels do not employ child labour, and we do not work with companies that employ child labour.

#### **4.1.2 Benefits Provided to Our Employees:**

- Use of laundry facilities
- Use of staff accommodation
- Staff shuttle service
- Staff canteen
- Medical services
- Workwear and equipment
- Request and suggestion boxes
- Preferential discounts and benefits secured through corporate partnerships, including banking and healthcare services
- Employee development through vocational qualification and mastership training
- End-of-season completion bonus
- Return flights to employees' home countries and associated transfer services for foreign employees

#### **4.1.3 Special Occasions and Activities:**

Events are frequently organised to increase employee motivation and foster team spirit. Examples of activities organised with the participation of our management team include:

- Season-opening party
- Flowers presented on International Women's Day and Mother's Day
- Barbecue parties
- Women-only entertainment events
- À la carte dinner invitations for operational departments
- Concerts
- Boat trips
- Amphitheatre performances
- Iftar dinners
- Table-tennis, backgammon and beach-volleyball tournaments
- End-of-season staff night and prize draws

Outputs

- Employee Satisfaction Survey
- Employee Development: Staff Competencies

## 4.2 Results

The employee satisfaction survey conducted throughout the resort recorded a satisfaction rate of 72.32% in 2024 and 76.59% in 2025. The satisfaction rate therefore increased by 5.90% in 2025 compared with the previous year.

In 2024, 60% of employees participated in the survey, rising to 63% in 2025. The participation rate therefore increased compared with the previous year. A total of 21 submissions were made through the employee grievance mechanism. Each complaint is reviewed and improvements are implemented where necessary.

Employees may report their concerns directly to their department managers, the Human Resources Department, senior management.

The employee's name and personal details remain confidential.

### Employee Development

Through personal-development and regulatory training, employees have acquired professional and personal competencies.

In 2024:

- Training was provided on 25 different subjects, amounting to 11,504 person-hours.
- A total of 1,795 employee attendances were recorded for the training sessions.
- The participant evaluation and satisfaction rate for training was 95.43%.
- 161 employees received Cultural Heritage training.
- 90% of employees received environmental training.
- 102 employees received training entitled "Child Abuse and the Nuances of Communication".

In 2025:

- Training was provided on 17 different subjects, amounting to 10,441 person-hours.
- A total of 2,465 employee attendances were recorded for the training sessions.
- The participant evaluation and satisfaction rate for training was 94.80%.
- 102 employees received Cultural Heritage training.
- 74% of employees received environmental training.
- 90 employees received training entitled "Child Abuse and the Nuances of Communication".

The training programmes were designed to develop the following competencies: communication, teamwork, guest focus, coaching skills, analysis and reporting, hygiene awareness, environmental awareness, compliance with occupational health and safety requirements, leadership, problem-solving, emotional intelligence, quality control and creativity.

### 4.3 Our Training Programmes

|                                    |                                     |                                   |
|------------------------------------|-------------------------------------|-----------------------------------|
| Environmental Legislation          | COVID-19 Awareness                  | Interview Techniques              |
| Safe Handling of Chemicals         | Legionella Control Procedures       | Housekeeping Trolley Organisation |
| English Language Training          | Lifeguarding and the Use of         | Minibar Replenishment and Deposit |
| Russian Language Training          | Lifesaving Equipment                | System                            |
| Occupational Health and Safety     | Water-Slide Operations and Guest    | Cleaning Equipment                |
| Working at Height                  | Supervision                         | Zero Waste                        |
| Fire Safety                        | MSDS (Material Safety Data Sheet)   | Waste-Separation System           |
| Emergency Response                 | Pest-Control Rules                  | Cleanliness and Order             |
| Hygiene                            | Types and Characteristics of        | Lost Property Procedures          |
| First Aid                          | Alcoholic Beverages                 | Isolation Room Procedures         |
| Hazardous Substances Safety        | Bar Service and Presentation        | Friendly Service and Effective    |
| Vocational Qualifications          | Complaint Handling and              | Speaking                          |
| Quality Management Systems         | Assessment                          | Telephone Communication and       |
| Induction                          | Protection of Guest Property        | Forms of Address                  |
| Professional Hospitality Staff     | Hot-Beverage Service                | Welcoming Guests                  |
| Training                           | Cocktail Preparation                | Occupational Diseases and Their   |
| Management Skills                  | Wine                                | Prevention                        |
| Effective Communication            | On-the-Job Training                 | Sales Policies                    |
| Teamwork                           | Receipt of Goods and Food           | Spa Service Standards             |
| Body Language                      | Deliveries                          | Cosmetics and Massage             |
| Infectious Disease Awareness       | Storage Conditions and Shelf        | Waste and Stock-Loss Prevention   |
| Guest Satisfaction                 | Organisation                        | Energy Efficiency                 |
| Software Applications              | Food Safety                         | Motivational Skills               |
| Mass Catering                      | Buffet Concepts and Presentation    | Four-Dimensional Leadership       |
| Cultural Heritage and Biodiversity | Physical and Technical Security     | Time Management                   |
| Sustainability                     | Measures                            | Crisis Management                 |
| Personal Data Protection           | Ergonomics                          | Problem-Solving                   |
| Combating Child Exploitation       | Microsoft Office                    | Communication and Persuasion      |
| Excellence in Service Quality      | Sabotage Prevention Measures        | Management                        |
| Club Car Driving Techniques        | Labour Law, Electronic Declarations | Relationship and Communication    |
| Disinfection and Hygiene Practices | and Payroll                         | Management                        |
|                                    |                                     | From Group to Team                |
|                                    |                                     | Mindful Management                |

### Recommendations

Initiatives could be undertaken to increase employee participation in the satisfaction survey.

## 5. COMMUNICATION WITH OUR STAKEHOLDERS

Employees: One-to-one meetings, committee meetings, training, surveys and the “Write to Us” channel on our website

Guests: Guest Satisfaction Surveys, the Haklı Misafir Hotline, the “Write to Us” channel on our website and social media

Suppliers: Procurement specifications, supplier audits, meetings and discussions

Local communities: Social projects, information requests, meetings and the “Write to Us” channel on our website

Public bodies: Meetings, information requests and activity reports

Business partners: One-to-one discussions, meetings, seminars and trade fairs

The press: Interviews and press releases

## 6. COMMUNITY INTEGRATION AND SUPPORT

### 6.1 Objectives/Targets/Plans

- To organise joint environmental-awareness initiatives and activities with local authorities, administrative bodies and other resorts in the region.
- We prefer to work with local suppliers to reduce the carbon footprint generated by logistics. We also work with local tourism associations such as KETOB and KETAV and with local schools to promote employment amongst the local population.
- We provide lunch in our staff canteen to employees of local public institutions.
- By participating in social-responsibility projects with local organisations and taking part in activities such as environmental clean-ups, we raise awareness amongst the local community.
- In 2025, we supported 4 activities contributing to cultural heritage.
- Through our cooperation with stray-animal shelters, we support the care, treatment and feeding of an average of 22 animals each month.



Figure 24. Kindilçeşme Environmental Clean-Up Event

- As part of the annual celebrations for National Sovereignty and Children's Day on 23 April, we work with the Directorate of Family and Social Services to invite and host children living in Sevgi Evleri. We also provided day access to the resort for children attending a course operated by Muratpaşa Municipality.
- We provide technical refurbishment and maintenance support to the Public Education Centre in the Tekirova area.
- Table-tennis equipment was provided to the Tourism Vocational High School in our region for use in sporting activities.
- Information about LÖSEV is displayed on televisions in all guest rooms, encouraging guests to visit its donation page.
- The marching band from Kemer High School performed as part of our celebrations for Victory Day on 30 August.
- We provide local artists with a venue at our hotel where they can perform and earn an income.
- We come together with members of the local community for an Iftar dinner and provide food and beverages.



Figure 25. Municipal Iftar Dinner Event

- We come together with members of the local community for Iftar dinner and provide food and beverages.



Figure 26. Phaselis Festival Event

- We join the local community at the festival held in our region and provide food and beverages.
- To promote the region's natural, cultural and historical heritage, we provide guests with a map of the surrounding area.
- A map of Antalya and the surrounding area is provided under the "Cultural Heritage" section of the GÜRAL Premier Tekirova Resort website to promote our region.

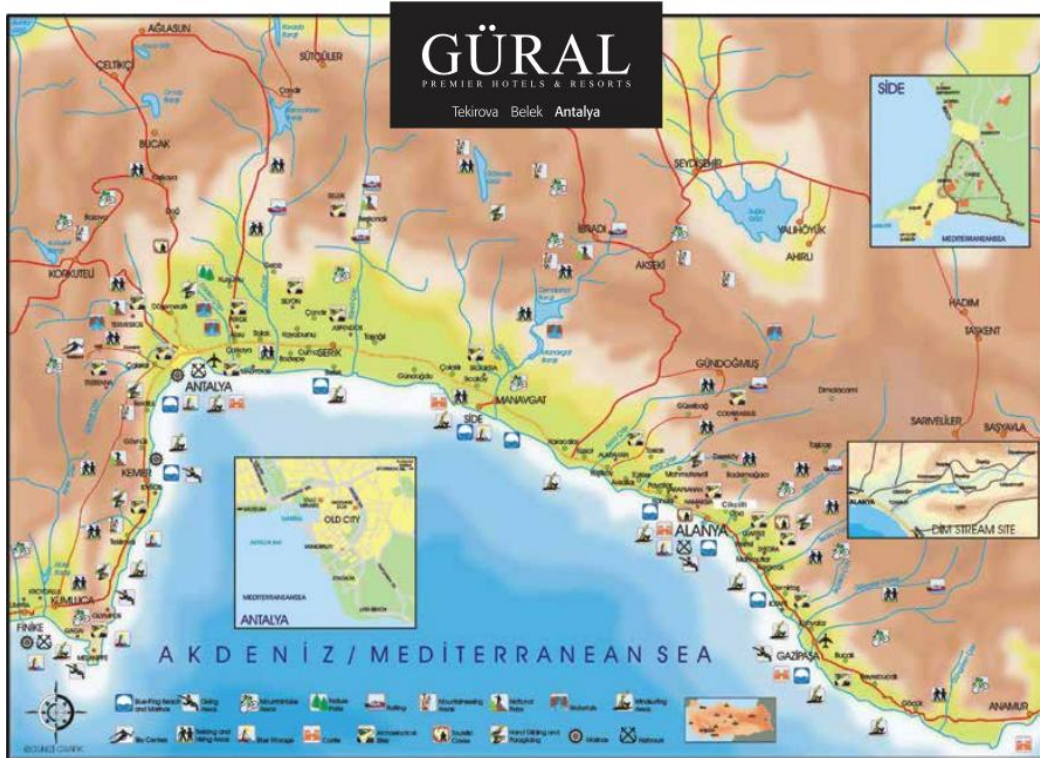


Figure 27. Map of the Kemer Area

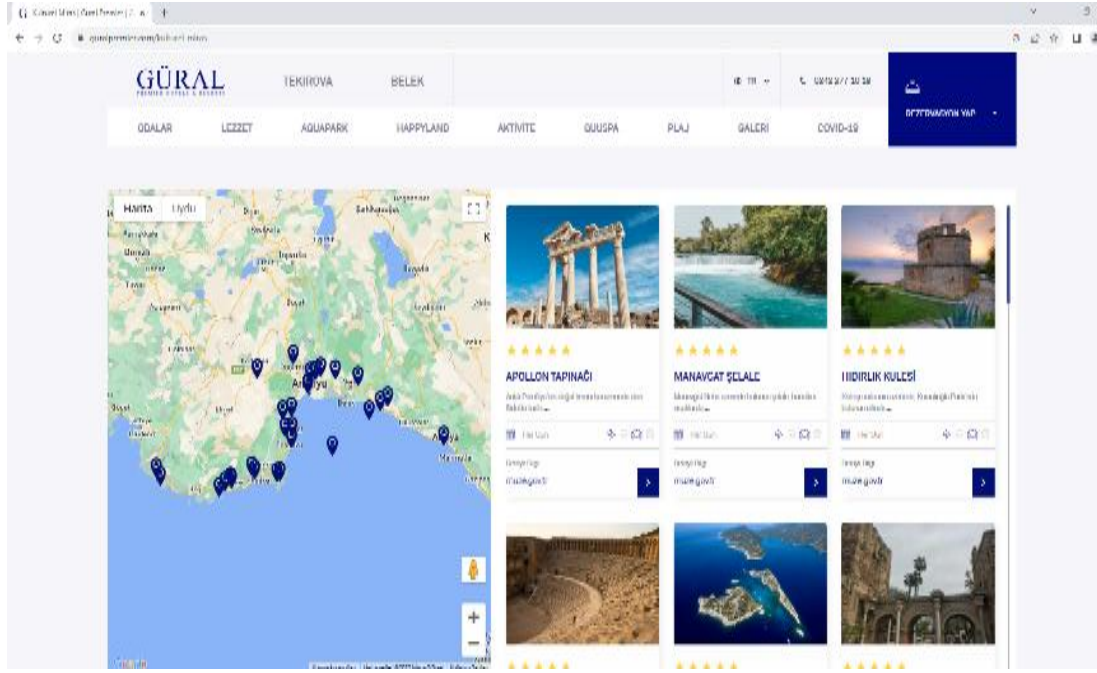


Figure 28. Our Cultural Heritage Web Page: <https://www.guralpremier.com/kulturel-miras>

- Through our “Turkish Night” events, we introduce our guests to Anatolian cuisine.



Figure 29. Turkish Night Event Presentation

- To direct employees towards cultural heritage, encourage their participation and promote their engagement, they are invited to Fire of Anatolia performances at the amphitheatre.
- Employees who win staff events and tournaments are presented with admission tickets to ancient cities.
- All retail units leased at our resort are operated by local entrepreneurs.
- To contribute to the region's commercial activity, 66.94% of our suppliers are local suppliers.

➤ We attach importance to employing people from the local community and prioritise local recruitment. Local employees account for 23.67% of our workforce, whilst the proportion of locally recruited managers is 100%.

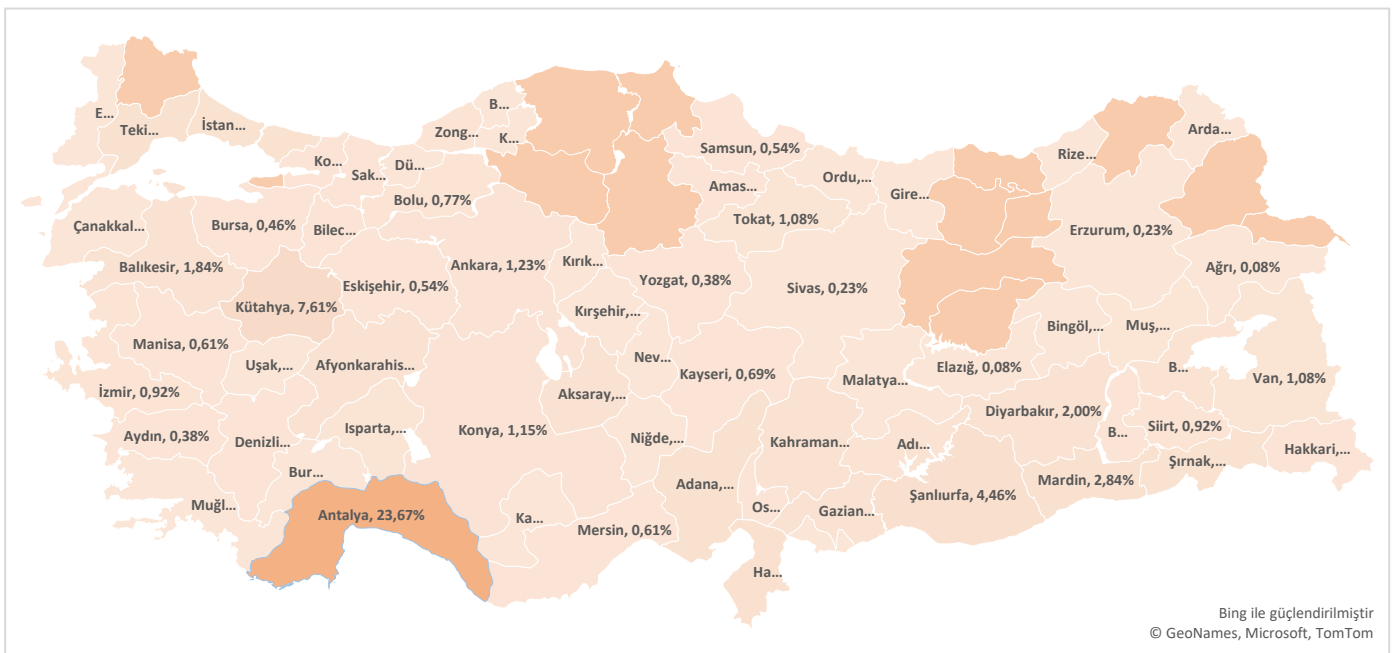


Figure 31. Employment Rate by Province

KETOB activities, *Caretta caretta* nests, Tourism news



## 6.2 Results

Güral Premier Tekirova contributes to numerous environmental protection activities at both regional and national levels. Regionally, it participates in environmental education and awareness-raising initiatives with tourism businesses in the area. Nationally, it plays an active role in seminars and presentations through which its exemplary environmental-management practices are shared with the industry and other stakeholders.

- In 2025, cooperation was established with 26 associations, foundations and civil society organisations. A further 16 collaborative initiatives were organised with other institutions.
- We have added links to our corporate website directing visitors to the civil society organisations we support.
- We supported the Antalyaspor Women's Volleyball Team by becoming its title sponsor.
- In cooperation with Akdeniz University and the Antalya Chamber of Landscape Architects, a technical visit to the hotel was organised for fourth-year Landscape Architecture students.
- We sponsored the Escape2Acro Acrobatics and Flight Festival, which plays an important role in promoting Tahtalı Mountain in Kemer, thereby contributing to the promotion of the region.
- Nursery-school pupils from the Tekirova area were invited to lunch and provided with entertainment.
- Cleaning work is carried out in areas adjoining our resort to reduce fire risks and maintain cleanliness throughout the surrounding area.
- Awareness was raised during Children with Leukaemia Week through an "Orange Day" event.
- Job descriptions were prepared in the respective languages of foreign employees and provided to them when they commenced employment.



Figure 32. Mini Club World Environment Day Event



Figure 33. Kemer Municipality Coastal Clean-Up Event



Figure 34. Seminar on Preventing Child Exploitation and Certificate of Appreciation



Figure 35. LÖSEV Week Orange Day Event and Certificate of Appreciation



Figure 36. Effective Communication Training for Managers



Figure 37. Management Skills Training



Figure 38. Kemer Municipality Environmental Clean-Up Event



Figure 39. Protection of *Caretta caretta* Nests



Figure 40. Mini Club Biodiversity Seed-Box Event



Figure 41. Kemer Municipality World Environment Day Event



Figure 42. Mini Club Planting and Ecological Exhibition Event



Figure 43. Endangered Species Event – Mini Club



Figure 44. Employee Backgammon Tournament



Figure 45. Gral Premier Tekirova Intern Recognition Plaques

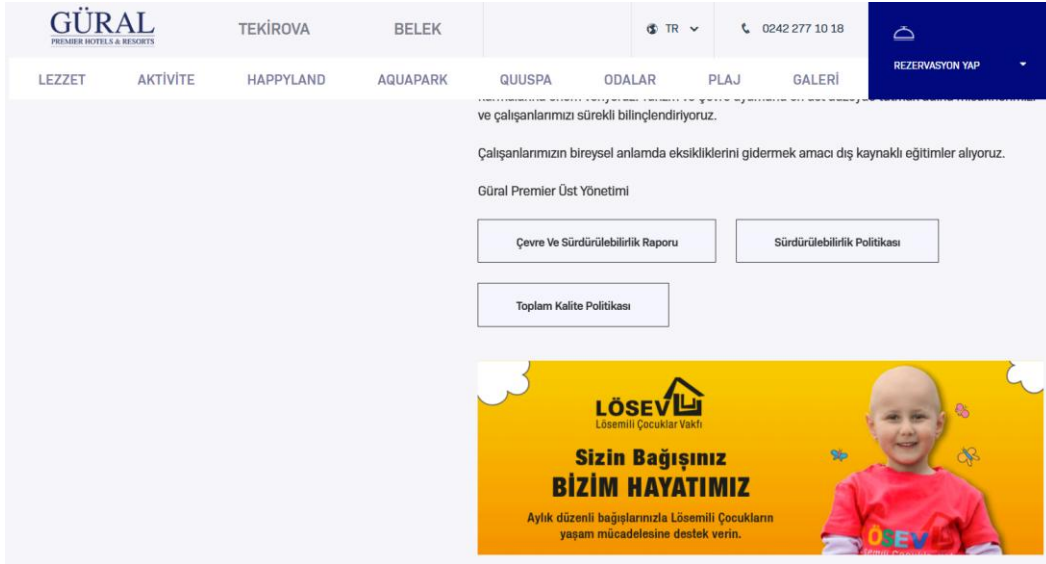


Figure 46. LSEV Donation Banner on Our Corporate Website



Figure 47. Meeting with Students from the Muratpařa Municipality Support Education Course as Part of Our National Sovereignty and Children's Day Events on 23 April



Figure 48. Balanced and Healthy Nutrition Training



Figure 49. Sponsorship of the Antalyaspor Women's Volleyball Team

## ŞUBE ÇALIŞMALARI



**PMO GENÇ OTEL TEKNİK GEZİ PROGRAMI**  
AKDENİZ ÜNİVERSİTESİ MİMARLIK FAKÜLTESİ 4.SINIF ÖĞRENCİLERİ İLE  
BİRLİKTE İKİ OTELDE TEKNİK GEZİ DÜZENLENMİŞTİR



TMMOB  
PEYZAJ MİMARLARI ODASI  
Antalya Şubesi 16. Dönem Yönetim Kurulu

Figure 50. PMO–Güral Premier Technical Visit



Figure 51. Escape2Acro Acrobatics and Flight Festival Sponsorship

## Recommendations

Activities involving the local community and local associations could be expanded, events could be organised with new stakeholders, and initiatives could be developed to participate in LÖSEV's work or conduct fundraising campaigns.

The number of local suppliers could be increased.

The number of environmental activities involving guests could be increased.

Decommissioned equipment and equipment surplus to requirements could be donated to local tourism schools or institutions.

The resort could participate in awareness campaigns to provide moral support to civil society organisations.

## 7. OUR GUESTS

### 7.1 Guest-Nights in 2024–2025

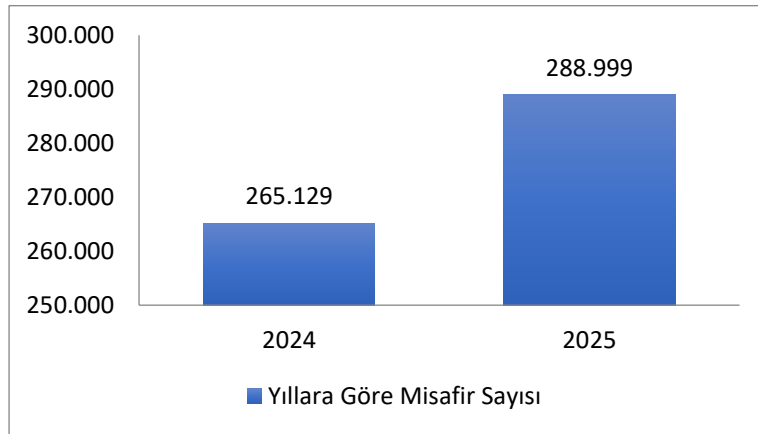


Figure 52. Graphical Representation of Guest Numbers in 2024–2025

### 7.2 Repeat Guest Rate by Year

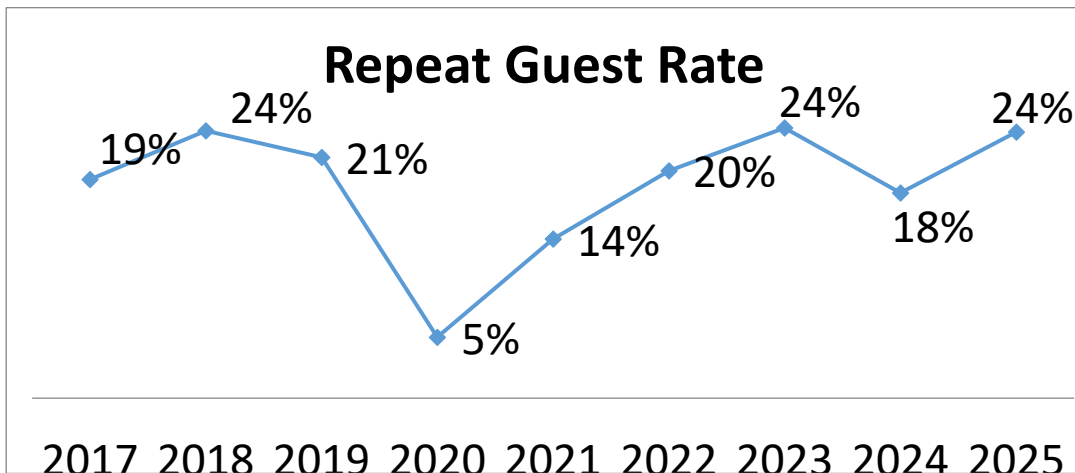


Figure 53. Graphical Representation of Repeat Guest Numbers by Year

### 7.3 Guest Satisfaction

During the reporting period, guest surveys were completed by guests representing 19.1% of occupancy in 2024 and 15.9% in 2025. The year-on-year comparison was as follows:

| Table 8.<br>Department | Average Scores out of 5 |      |
|------------------------|-------------------------|------|
|                        | 2024                    | 2025 |
| Front Office           | 4,54                    | 4,62 |
| Housekeeping           | 4,58                    | 4,60 |
| Kitchen                | 4,35                    | 4,30 |
| Food and Beverage      | 4,46                    | 4,45 |
| Entertainment          | 4,34                    | 4,34 |
| Aquapark               | 4,67                    | 4,65 |
| Quu Spa                | 4,33                    | 4,40 |
| Guest Relations        | 4,42                    | 4,53 |
| Children               | 4,70                    | 4,69 |
| Overall Satisfaction   | 4,52                    | 4,53 |

The Environment and Sustainability Satisfaction Survey, which was sent to our guests electronically by email, recorded a satisfaction rate of 90% in 2025.

| Concepts in Sürdürülebilirlik |                 |           |    |             |           |        |        |            |            |
|-------------------------------|-----------------|-----------|----|-------------|-----------|--------|--------|------------|------------|
| Trendler                      | Kavramlar       | ↓ Anımlar |    |             | Poz.Cilt. | Poz. % |        | Negatif... | Negatif... |
|                               | geri dönüşüm    | 2         | +2 | <div></div> | 2         | %100,0 | +100.0 | 0          | %0         |
|                               | plastik         | 2         | +2 | <div></div> | 2         | %100,0 | +100.0 | 0          | %0         |
|                               | sahil temizliği | 1         | +1 | <div></div> | 1         | %100,0 | +100.0 | 0          | %0         |

Figure 54. Online Reputation Management: "Sustainability" Results

| Mentions                                                                                                                                                                                                                       | Date       | Sentiment |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------|
| <div> <p>я бы сделал новый пирс с хорошим входом в воду, с хорошими закругленными травмобезопасными <b>пластиковыми</b> ступенями, с мягкими бамперами и хорошим защищенным от ветра душем на пирсе</p> </div>                 | 8 Sep 2025 |           |
| <div> <p>Herşey çok güzel ve başarılıydı bebekli bir aile olduğumuz için yalnızca denizde biraz zorlandık girişi çakıldı ayakta durmakta zorlandık, <b>Sahil temizliği</b> ve şezlong temizliği güzeldi ve rahattı.</p> </div> | 1 Sep 2025 |           |

Figure 55. Online Reputation Management: "Sustainability" Feedback



#### **7.4 Conclusion**

In 2025, the guest survey completion rate decreased by 16.75% compared with the previous year. The satisfaction rate, however, increased by 0.22%. The principal factors contributing to higher overall satisfaction were language diversity, satisfaction with room services, the standard of general services and facilities, and satisfaction with food services.

All guests staying at our resort are provided with information about environmental protection measures, biodiversity and the environment. Beginning upon their arrival at reception, guests have access to informative materials and on-site initiatives explaining how they can support our environmental protection efforts and providing information about the biodiversity of the area in which the resort is located. Examples include a roll-up banner at reception displaying our environmental policy and actions through which guests can contribute to environmental protection, together with informative materials available at the information desks. Bathroom and environmental information cards in guest rooms and awareness-raising videos shown on information screens are further examples.

At the beach, the Blue Flag information board provides information about environmentally sensitive natural areas in the vicinity. Rules of conduct concerning *Caretta caretta* are also displayed. An environmental information board at the main beach entrance presents our environmental awards and environmental policy and constitutes another of our initiatives in communal guest areas.

A "Responsible Tourist Guide" is provided to raise awareness and help our guests reduce the environmental impact of their travels.



Figure 56. Responsible Guest Guide in Turkish, German and English

## Recommendations

Work could be undertaken on the mobile application to increase guest survey completion rates.

## 8. SPECIAL GROUPS AND ACCESSIBILITY FOR ALL

The resort aims to provide environments and facilities in which members of special groups, including children, people with physical or intellectual disabilities, people aged 65 and over, pregnant women and people affected by disasters, can freely and comfortably express their thoughts, wishes and feelings.

Facilities for guests with disabilities and appropriate accessibility arrangements are provided throughout the resort. Depending on the nature of the relevant operation, areas, buildings and activities are accessible to people with physical disabilities and those with other particular needs. The resort aims to provide facilities and assistance that ensure equal access to all aspects of the accommodation experience.

In our accessible guest rooms, room numbers are also displayed in Braille.





Figure 57. Room Numbers in Braille

## 9. CULTURAL HERITAGE

### 9.1. Experiencing Cultural Heritage at Our Resort

Reflecting the nature of our core business, traditional Kütahya tiles and handcrafted works are featured throughout our resort. Motifs incorporating elements of Seljuk architecture are also used in various areas. In this way, we contribute to preserving and sustaining cultural heritage.

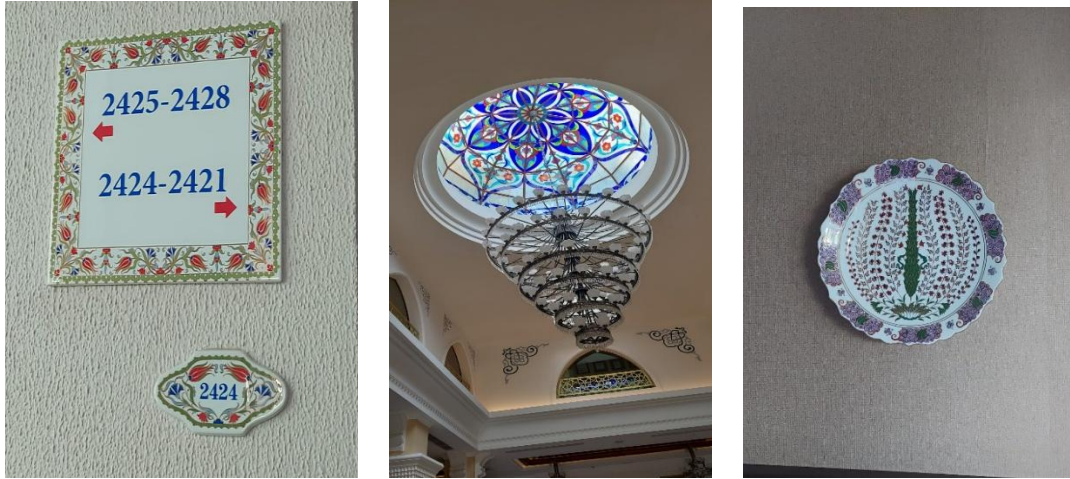


Figure 58. Tile Patterns and Handicrafts Displayed Throughout the Resort

As part of our efforts to protect and sustain tangible and intangible cultural heritage, guests can also experience the historical, architectural, functional and traditional features of the Turkish bath.

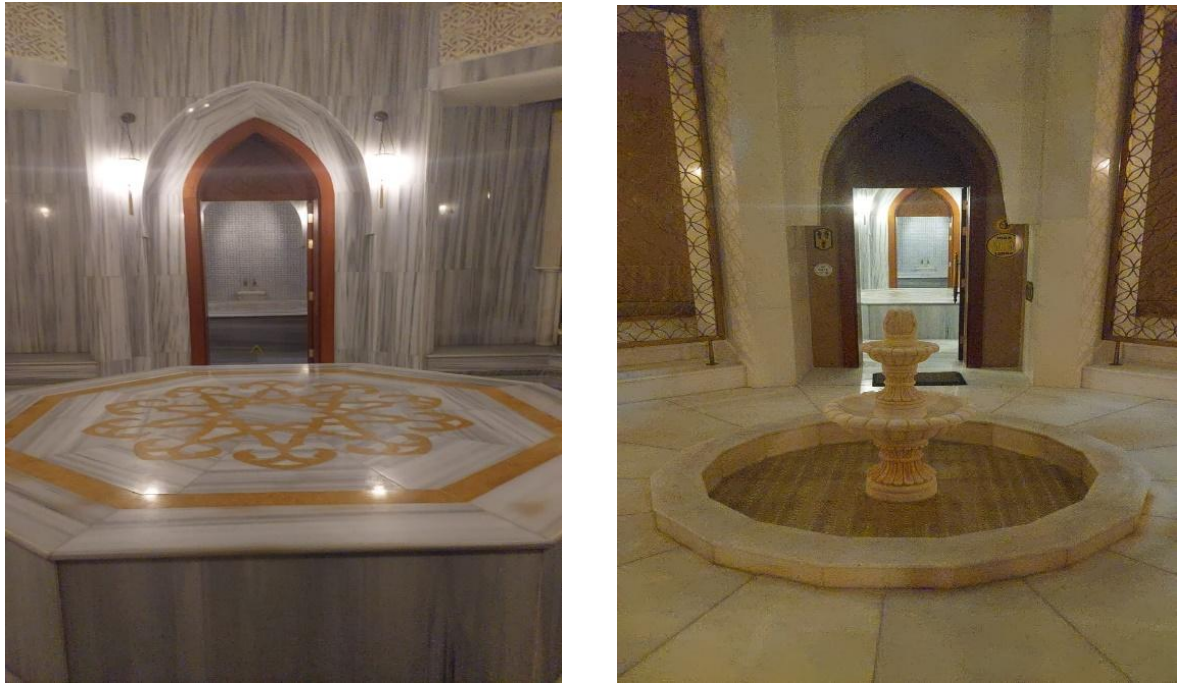


Figure 59. Turkish Bath Area at Quu Spa

## 9.2. Some Cultural Sites in the Vicinity

### Olympos Ancient City



Figure 60. Olympos Ancient City

Located 13.1 km from Tekirova, Olympos was the second most important port city on Antalya's southern coast after Phaselis. The city takes its name from Mount Tahtalı, which rises to an elevation of 2,375 metres, lies 16 kilometres to the north and forms one of the western extensions of the Taurus Mountains. The city lies within Beydağları–Olympos National Park. Most of its surviving remains are covered by trees and shrubs within the forest and date from the Hellenistic, Roman and Byzantine periods. To the east of Olympos, approximately 300 metres from the coast, lies the settlement of Çıralı, renowned for its magnificent beach, where *Caretta caretta* lay their eggs, and its coastal dunes, which support a wide variety of plant life.

### Yanartaş



Figure 61. Yanartaş

The Eternal Flame of Olympos: Yanartaş is a small natural-gas source of historical and touristic importance, situated near the village of Çıralı in the Kemer district of Antalya. It is located 17.9 km from Tekirova. Situated in a scenic location close to the sea, its flames emerge from between the rocks and attract considerable interest from visitors. They have been burning for approximately 2,500 years and have also featured in Greek mythology.

## Gelidonya Lighthouse



Figure 62. Gelidonya Lighthouse

Gelidonya Lighthouse takes its name from the Lycian word "kaledonya", meaning "swallow", and was so named because of the swallows that migrate to the area. The lighthouse stands on a headland known as Gelidonya Cape or Taşlıkburnu. Built at an elevation of 227 kilometres, it is the highest lighthouse in Turkey. In 2007, it was also selected as the lighthouse offering the most beautiful view in the country. Situated between Karaöz, Adrasan and Kumluca, Gelidonya Lighthouse is 45.6 km from Tekirova.

## Phaselis Ancient City



Figure 63. Phaselis Ancient City

Phaselis Ancient City, also known as Faselis, is situated in the Kemer district of Antalya, 5.8 km from Tekirova. Located beside a beach shaded by dense pine forests, Phaselis was founded as a Rhodian colony in 690 BC. Maritime trade was the city's principal source of income. Its main surviving remains are situated along the paved main street connecting the military harbour with the southern harbour.



## 10. OUR RECOMMENDATIONS FOR RESPONSIBLE ACCOMMODATION

Dear Guests, At Gral Premier Hotels, we would like to remind you of the following points as part of our commitment to contributing to the sustainable development of tourism:

- We encourage you to visit the cultural heritage sites in our region, information about which has been provided to you.
- During your visit, you may purchase local products, join guided tours and take part in local tourism experiences.
- Wherever possible during your journey, we recommend using low-emission forms of transport, such as public transport and hired bicycles.
- Please treat Caretta caretta nesting areas with particular care and do not touch or damage the nests.
- Please avoid contact with stray animals and do not feed them.
- If you encounter a wild animal, please do not disturb it, respect its natural habitat and avoid all physical contact.
- At museums and archaeological sites, please follow the instructions of staff and comply with all displayed visitor rules.
- Please do not consume food or beverages in the area.
- Do not damage artefacts or touch them under any circumstances.
- Please refrain from speaking loudly or otherwise disturbing others during your visit.
- Please take photographs and videos only where permitted under the rules of the museum or archaeological site concerned.
- When participating in activities such as rafting or paragliding, you must use all recommended safety equipment correctly to protect your personal safety.
- Please avoid damaging, altering the natural character of or polluting protected areas such as forests, coastlines and caves.
- Please refrain from activities that could harm living organisms and disrupt the balance or continuity of the natural environment.
- Do not litter in the places you visit or engage in activities that could harm nature or living organisms.
- Please comply with the rules applicable to theatres, concerts, festivals and similar events.

We kindly ask you to observe these points.

Removing any material from a tourist attraction or historical site is contrary to the laws of the Republic of Turkey.

Thank you for supporting the protection of our cultural and natural heritage and contributing to Sustainable Tourism.

## 11.SUMMARY OF RECOMMENDED ACTIONS

| <b>Action</b>                                                                                                                                                                                 | <b>Lead(s)</b>                                                             | <b>Deadline</b>   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|-------------------|
| <i>Prioritise the use of paper straws and polycarbonate cups</i>                                                                                                                              | <i>Restaurant and Bar Manager</i>                                          | <i>30.10.2026</i> |
| <i>Use bamboo or wooden toothpicks instead of plastic toothpicks</i>                                                                                                                          | <i>Head Chef; Restaurant and Bar Manager; Quality and Training Manager</i> | <i>30.10.2026</i> |
| <i>Prioritise drought-tolerant plants as part of water-conservation measures</i>                                                                                                              | <i>Head Gardener</i>                                                       | <i>30.10.2026</i> |
| <i>Establish sponsorship arrangements and cooperation with Eco-Schools</i>                                                                                                                    | <i>Quality and Training Manager; General Manager</i>                       | <i>30.10.2026</i> |
| <i>Increase the use of polycarbonate cups and extend their use throughout the resort</i>                                                                                                      | <i>Restaurant and Bar Manager</i>                                          | <i>30.10.2026</i> |
| <i>Present museum passes to foreign employees who succeed in tournaments to encourage engagement with cultural heritage</i>                                                                   | <i>Human Resources Manager</i>                                             | <i>30.10.2026</i> |
| <i>Provide employees with training on child exploitation and abuse</i>                                                                                                                        | <i>Head of Security; Travelife Leader</i>                                  | <i>30.10.2026</i> |
| <i>Increase the number of electricity, LNG and water analysers throughout the resort and introduce online monitoring</i>                                                                      | <i>Mechanical and Electrical Engineers</i>                                 | <i>30.09.2026</i> |
| <i>Increase activities involving the local community and local associations and organise events with new stakeholders</i>                                                                     | <i>General Manager; Travelife Leader</i>                                   | <i>15.07.2026</i> |
| <i>Support animal shelters by donating discarded textiles</i>                                                                                                                                 | <i>Quality and Training Manager; Laundry Manager</i>                       | <i>30.10.2026</i> |
| <i>Provide support to schools and offer scholarships</i>                                                                                                                                      | <i>Quality and Training Manager; General Manager</i>                       | <i>30.10.2026</i> |
| <i>Participate in Environment Day activities by organising waste-free workshops, exhibitions and souvenir-making activities, including an Ecological Exhibition and Flower-Planting Event</i> | <i>Quality and Training Manager; Mini Club Manager</i>                     | <i>30.06.2026</i> |
| <i>Replace individually packaged single-serving products with products served from bulk dispensers, including jam, chocolate and honey, to reduce waste</i>                                   | <i>General Manager; Head Chef</i>                                          | <i>01.09.2026</i> |
| <i>Reduce plastic waste during Plastic-Free Week awareness activities</i>                                                                                                                     | <i>Food and Beverage Manager; Head Chef; Quality and Training</i>          | <i>30.10.2026</i> |

|                                                                                                                                                                                               |                                                                          |                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|-------------------|
|                                                                                                                                                                                               | <i>Manager</i>                                                           |                   |
| <i>Organise a Zero Waste Canteen Day</i>                                                                                                                                                      | <i>Head Chef; Quality and Training Manager</i>                           | <i>30.10.2026</i> |
| <i>Raise awareness by organising an Orange Day event during Children with Leukaemia Week and participating in awareness campaigns to provide moral support to civil society organisations</i> | <i>Quality and Training Manager; General Manager</i>                     | <i>30.10.2026</i> |
| <i>Establish a wildlife garden</i>                                                                                                                                                            | <i>Head Gardener</i>                                                     | <i>30.10.2026</i> |
| <i>Prepare seed boxes and present them to guests as gifts</i>                                                                                                                                 | <i>Head Gardener; Front Office Manager; Quality and Training Manager</i> | <i>30.10.2026</i> |
| <i>Organise a World Ozone Day event</i>                                                                                                                                                       | <i>Quality and Training Manager; Mini Club Manager</i>                   | <i>30.09.2026</i> |
| <i>Increase employee participation in surveys</i>                                                                                                                                             | <i>Human Resources Manager</i>                                           | <i>30.10.2026</i> |
| <i>Increase the number of environmental activities involving guests</i>                                                                                                                       | <i>Quality and Training Manager; Entertainment Manager</i>               | <i>30.10.2026</i> |
| <i>Increase the number of local suppliers</i>                                                                                                                                                 | <i>Procurement Manager</i>                                               | <i>30.10.2026</i> |
| <i>Donate decommissioned equipment and equipment surplus to requirements to local tourism schools or institutions</i>                                                                         | <i>General Manager</i>                                                   | <i>30.10.2026</i> |
| <i>Develop the mobile application to increase guest survey completion rates</i>                                                                                                               | <i>Guest Relations Manager</i>                                           | <i>30.10.2026</i> |
| <i>Introduce guests to bird species native to the region to raise awareness as part of our biodiversity initiatives</i>                                                                       | <i>Quality and Training Manager; Head Gardener</i>                       | <i>30.10.2026</i> |
| <i>Provide a Responsible Tourist Guide to raise awareness and help guests reduce the environmental impact of their travels</i>                                                                | <i>Quality and Training Manager; Guest Relations Manager</i>             | <i>30.10.2026</i> |

### Approval

| Mark | Title                                 | Initials |
|------|---------------------------------------|----------|
| X    | General Manager                       | L.G.T.   |
| X    | Procurement Manager                   | O.T.     |
| X    | Quality and Training Manager          | B.E.C.   |
| X    | Human Resources Manager               | N.D.     |
| X    | Food and Beverage Manager             | G.D.     |
| X    | Housekeeping Manager                  | H.S.     |
| X    | Guest Relations Manager               | Z.V.     |
| X    | Technical Manager–Mechanical Engineer | F.D.     |
| X    | Night Manager                         | M.Ş.     |
| X    | Head Gardener                         | H.A.     |
| X    | Head of Security                      | A.B.     |

Please contact us using the email address, website or telephone number below with any requests, suggestions or enquiries.



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