

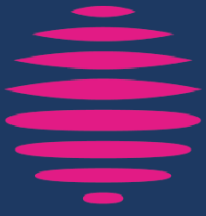
An aerial night view of the Akra Hotel, a large, modern building with many lit-up windows. In the foreground, there are two swimming pools with blue water and lounge chairs. The hotel is surrounded by lush greenery and palm trees. In the background, the ocean is visible under a dark blue sky, with mountains in the distance.

# **AKRA HOTEL SUSTAINABILITY REPORT 2023**



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## HISTORY OF AKRA HOTELS

In 2014, AKRA started its journey with the concept of city hotel in the center of Antalya. Akra is located on an area of 45,000 m<sup>2</sup>. Akra operates 12 months a year with a capacity of 471 rooms.

### VISION

The BHM Group continues to be an innovative and respected company that draws strength from local values.

### MISSION

**The Group adds value to its stakeholders with the principle of "Happy Employee-Happy Guest" .**

### VALUES

**Fair, Reliable, Responsive**

### PRINCIPLES

Principles of corporate governance;

Justice, Responsibility, Transparency, Accountability, Consistency, Participant-Dissemination, Effectiveness and Productivity

## HISTORY





MESSAGE FROM  
THE  
MANAGEMENT



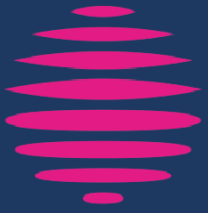
Gökhan POLAT  
GENERAL DIRECTOR OF AKRA

At Akra Hotel, we approach our sustainability strategies and future-focused development goals in consideration of the BHM Vision and changing needs.

While meeting today's needs, we aim to protect natural resources, to leave a good environment for future generations, to establish a balance between human and nature, and to meet and develop the needs of future generations.

We are determined to leave a better world for future generations.





## INTEGRATED MANAGEMENT SYSTEM POLICY

As BHM Group, in a way that covers all our activities, we promise;

By implementing an effective Integrated Management System, to comply with the relevant integrated management system Quality ISO 9001, Food Safety ISO 22000, Environment ISO 14001, Guest Satisfaction ISO 10002, Occupational Health and Safety ISO 45001, Energy ISO 50001 and Sustainability standards and to fulfill their requirements,

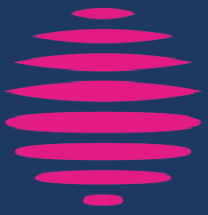
And to serve without compromising on quality by prioritizing the satisfaction of all our employees, guests and customers.

### **Our Strategic Management Approach**

As BHM Group, we accept to comply with legal requirements, standards, guest and customer requirements and rule sets in all product and service processes; to set measurable targets by effectively managing risks and opportunities and to continuously improve all our processes as a basic principle. In this regard, we ensure the necessary investment and employment.

In all our activities, we adopt the principle of achieving business results that will create value for our stakeholders and maintaining long-term cooperation by providing a transparent and reliable environment.

OUR POLICY



## Food Safety - Hygiene

Our common principles as all our facilities and brands are to produce and offer healthy, delicious products that meet the demands and expectations, to continuously improve, develop and increase the effectiveness of the food safety management system by providing good production, good hygiene practices and appropriate environmental conditions.

## Safety of Our Employees and Investing in People

The main purpose of BHM Group is to be an employer that all employees will be proud to be a part of and prefer by providing a fair, safe, peaceful, dignified and equal working environment.

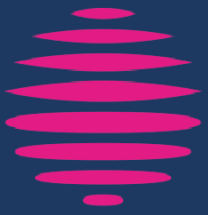
Our employees are our most valuable asset. We make continuous improvements with the participation of our employees in all our processes in order to minimize the risks that will jeopardize the health and safety of our employees and business partners and to prevent occupational accidents.

We carry out continuous training activities and provide training support to increase the knowledge and skill levels of employees by adopting a trained and conscious employee approach at all levels.

It is our indispensable rule to ensure equality of opportunity regarding the protection of human rights, language, religion, race, gender, sexual orientation, marital status, age, color, lineage, national origin, disability and other protected situations.

We develop social projects and cooperate with different institutions to support local communities by prioritizing local employment.

## OUR POLICY



## Respect for the Environment, Protection of Cultural Heritage, Wildlife and Endemic Species and Sustainability

We aim to develop a corporate culture in which we are aware of the impact of sustainability on our existence and future.

We are committed to meeting our environmental obligations and to sustainable resource use, climate change mitigation, biodiversity and ecosystem protection.

Our main goals are to prevent environmental pollution and protect nature by using our natural resources in the most efficient way, to reduce the amount of our waste at its source, to provide recycling or to render it harmless.

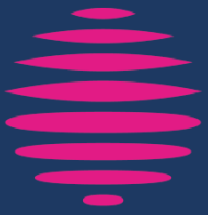
We aim to carry out our activities without harming our cultural heritage, to protect our cultural heritage and values, areas of spiritual importance and traditions, and to promote, spread and implement them. We enjoy and are pleased to include the authentic elements of our traditional and contemporary local culture in our operation, design and kitchen.

We cooperate with NGOs and provide project support for the protection of cultural heritage, environment, nature, endemic species and natural life.

We aim to leave a clean carbon and water footprint on our planet by making environmentally sustainable purchasing choices that consume less energy, water, and produce less waste in the supply of our products and services.

### OUR POLICY





## OUR POLICY

### **Efficiency and Management of Energy**

As BHM Group, we consider ensuring energy efficiency as one of the most important steps related to sustainability.

In all of our facilities, we primarily identify problems and possible areas of savings by measuring energy use.

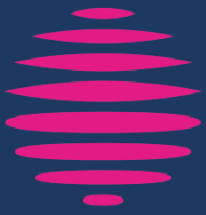
We provide long-term improvement by using automation management and monitoring resources. We continuously analyse energy savings through maintenance, surveillance and monitoring.

We demonstrate our sensitivity to electricity consumption by ensuring that all electronic products and equipment we purchase are energy-efficient.

We utilize renewable energy sources, develop projects aimed at reducing energy consumption, and support design activities that consider improving energy performance. We take into account factors such as technology, investment costs, global warming, and greenhouse gas emissions in our projects.

### **Guest Satisfaction – Guest Safety – Guest Orientation**

Our guests are the reason we exist. It is our principle to follow guest complaints from all sources with the principle of confidentiality, analyze complaints, inform our guests about them to turn complaints into opportunities for improvement, and provide restitution, refund, and compensation of equivalent service for guests who are justified in their complaints.



## OUR POLICY

### **Supporting the Local Economy**

We support the development of the region by sourcing services and products for our facilities and brands within the BHM Group from local producers, women entrepreneurs, or organizations in a way that supports the sustainability of raw materials and service-product suppliers. We contribute to the increase in employment by helping the local community create new business sectors. We monitor our local and environmental purchase rates.

### **Exploitation and Harassment of Vulnerable Groups**

We believe that everyone has a responsibility to protect vulnerable groups. We recognize the importance of the well-being and protection of vulnerable groups from all forms of harm, understanding that safeguarding them from physical and emotional abuse and harassment is our fundamental duty.

Improving the quality of life for our disabled guests and employees and making enhancements for accessibility within our facilities are among our primary goals.



Akra Hotels endeavors to maintain positive relationships between the surrounding community, organizations, and natural habitats, while conducting its operations. We strive for our social and economic impacts to be as beneficial as possible for the environment and local communities, working towards reducing and eliminating negative effects.

➤ **Being Eco-Friendly**

Our primary goal is to conduct activities that add value to the preservation of the environment and cultural heritage in the region where we operate and, wherever possible and controlling our environmental impacts is of utmost importance.

➤ **Supporting the Local Community**

We ensure that the employees we hire are from the local community. This way, by harnessing the multiplier effect of the economy, we contribute to our employed staff stimulating the local economy. At the same time, we help the local community to stay in the region rather than looking for job opportunities outside their own region.

➤ **Sustainable Tourism**

Meeting the needs of our guests and the local community while considering future generations, preserving natural resources and wildlife, ensuring energy and water conservation, and enhancing quality of life form the foundation of our sustainability efforts.

➤ **Creating Opportunities**

We create internship opportunities for tourism students to gain working experience. We support our employees with trainings and a career management program. We aim to train our own employees as much as possible and promote them to higher positions, fostering growth together.



2013-2014

Our initial efforts at our facilities began during the construction phase to comply with National Environmental Regulations. From this stage onwards, activities included initiating the process with our environmental officer to obtain environmental permits, establishing necessary procedures, waste management, chemical usage, initiating measurement, analysis, and monitoring activities regarding topics such as wastewater, potable water, air emissions, creating training plans, and ensuring continuous implementation through monthly inspections/reporting. We are still continuing our efforts in this direction.



2015 - 2016

To enhance the environmental awareness of our facilities and ensure that our goals and experiences in this regard reach our employees, guests, and suppliers, and to better assess potential savings and improvement opportunities, and to increase environmental consciousness within the facility, we applied to the Ministry of Culture and Tourism of the Republic of Turkey's Environmental Sensitivity Campaign (Green Star) project. Following the completion of our preparation process, our facilities became Green Star Hotels in 2015-2016.



T.C. KÜLTÜR VE TURİZM  
BAKANLIĞI



OUR EFFORTS

2016-2018-2020-2022

In 2016, as a member of TRAVELIFE, an international sustainability certification organization that conducts initiatives to implement sustainability in the tourism sector, rewards and incentivizes businesses, we began shaping our efforts according to defined criteria. In February 2016, we became the holder of the TRAVELIFE GOLD CERTIFICATE. We are committed to taking new actions and generating ideas each day to ensure the continuous growth and sustainability of the foundation we have established.



2022

Since its inception, Akra has been preserving the values of Antalya with its environmentally friendly policy. We've taken steps towards a more livable world. Akra offers its services with a bicycle-friendly hotel policy, aiming to preserve Antalya's historical and cultural texture and pass it on to future generations intact, allowing them to explore these treasures by bike. We're taking initiatives to reduce our carbon footprint by revising our consumption and service policies in response to the global climate crisis.



OUR EFFORTS

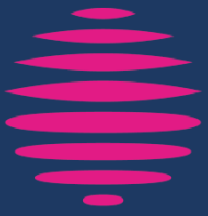
2023

As a result of the integration of the sustainability concept into the tourism sector, the decision to continue the efforts made in the facilities, approved by the international organization GSTC, was taken by the Ministry of Tourism. In line with this decision, in 2023, Akra Hotel applied for third-degree certification and was awarded certification following the audit we underwent. We've enhanced our development by incorporating new initiatives that complement our regular operations, thus adding value to the integration of sustainability within our corporate culture.



OUR EFFORTS





OUR  
ENVIRONMENTAL  
APPROACH

In order to be respected in the world, we respect the environment and the world...

We aim to control water, electricity, energy, chemical, and solid waste quantities while ensuring our guests' comfort, with the goal of minimizing potential harm to the environment and natural resources. With the measures we have taken in the light of sustainable tourism principles, the use of natural resources has been reduced, and practices have been updated to minimize and, if possible, eliminate the damage to soil, water and air.

Some of our sustainable tourism practices in our facilities...

# WASTE MANAGEMENT

## RECYCLABLE WASTES

Waste management is a form of management that involves reducing waste at its source, sorting it according to its characteristics, collecting, storing, recycling, transporting, disposing, and controlling it after disposal and similar processes. In our Waste Management System at Akra Hotels, our primary goal is to reduce waste and manage our generated waste effectively to ensure its disposal with minimal environmental impact and to recover recyclable materials whenever possible. A briefing has been added to our guests' environmental brochure in our hotels, requesting their support.



Our employees are provided with training on the importance of waste segregation, and waste segregation is monitored by the waste management department. Additionally, we alert guests through warning labels in the public area restrooms to dispose of toilet paper in waste bins rather than in the toilet, for the benefit of the environment and our facility.

## WASTE MANAGEMENT

Çocuklarımıza daha güzel bir dünya bırakmak için, atık kızartma yağlarımızı, ambalaj ve elektronik atıklarımızı çöpe atmıyoruz, topluyoruz.

Atık kızartma yağlarını toprağa, çöpe ve suya dökmeyin!

Kızartma yağları, ölçüm cihazı ile ölçülmeli ve 24 tpm değerini geçen kızartma yağları ayrılarak atık odasındaki özel bidonlarında saklanmalıdır.

**GERİ DÖNÜŞÜM MUHTEŞEM OLACAK!**



**ÜRÜNLERİN DOĞADA YOK OLUŞ SÜRELERİ**

CAM ŞİŞE 4000 yıl	ÇİKLET 5 yıl	KUTU KOLA 10 yıl	PET ŞİŞE 400 yıl	SİGARA FİLTRESİ 2 yıl	PLASTİK MİLMİSE 1000 yıl
PLASTİK ÇARMAK 100 yıl	KAĞIT, GAZETE 3 ay	ALÜMİNYUM 100 yıl	TELEFON KABLI 1000 yıl	POLİÜRETAN 1000 yıl	PLASTİK TABAK 500 yıl

atıklarımızı doğaya terk etmeyelim, ulusal ekonomiye kazandıralım...

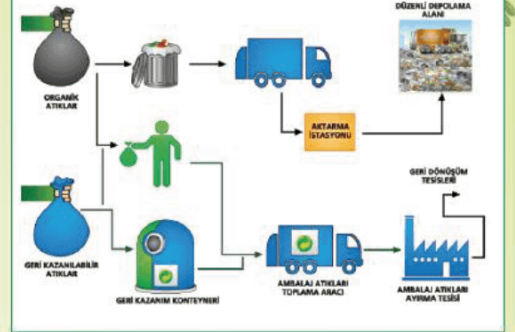


**Kullandıktan Sonra Attığımız Bazı Şeyler ÇÖP DEĞİLDİR!**

Geri Kazanımın 7 Yararı:

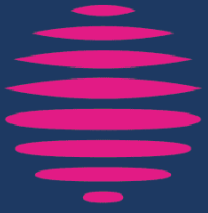
- ◆ Ekonomimize katkıdır.
- ◆ Doğal kaynaklarımızı korumaktır.
- ◆ Enerji kaynaklarımızı korumaktır.
- ◆ Sosyal birliklilik oluşturmaktır.
- ◆ İş, istihdam oluşturmaktır.
- ◆ Ülkemizin ekonomisine katkıdır.
- ◆ Çocuklarımızı güzel bir bahçe bırakmaktır.

**Kaynağında Ayrı Toplama**



<b>KAÇIN</b> Deri, Deriye, Saksı, Saksıya, Teneke, Tenekeye	<b>METAL</b> Genel Kurumlar İçin Her Zaman Açıkta: 1. Döner, 2. Döner, 3. Döner	<b>PLASTİK</b> Bulaç ve mutfak için her zaman açıkta: 1. Döner, 2. Döner, 3. Döner	<b>CAM</b> Bulaç ve mutfak için her zaman açıkta: 1. Döner, 2. Döner, 3. Döner
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A sufficient number of waste bins have been placed throughout the facility to enable our guests to separate their waste. We collaborate with relevant companies for the recycling of the waste we separate and ensure its monitoring.

## WASTE MANAGEMENT

In order to collect and recycle recyclable wastes separately, separate bins have been placed in each section for each waste and the importance of the matter is constantly emphasized to employees.





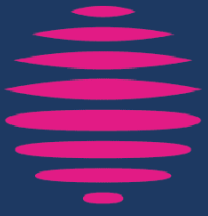
## WASTE MANAGEMENT

In our facilities, water dispensers with purification systems are used in employee dining halls, offices, fitness areas, hammam, and Panora Restaurant. This not only reduces the consumption of bottled water but also helps to minimize the use of cardboard/plastic cups.



Disposable breakfast items have been replaced with larger packaged box and bucket products to reduce packaging waste.





During the "Meze Festival" held in 2017-2018, tastings were conducted by our guests using plastic plates, forks, and spoons. Starting from 2019, in the Meze Festival, which has become an annual tradition, we have begun using 100% organic bamboo plates, forks, and spoons to reduce our plastic waste and raise awareness in an event that adds value to the city.

WASTE  
MANAGEMENT





## ECO-FRIENDLY ROOM AMENITIES

### WASTE MANAGEMENT



In all our rooms, we provide eco-friendly, vegan-friendly, wheat straw biodegradable packaged dispenser shampoo, conditioner, liquid soap, and body lotion.

We provide our guests with 100% raw cotton beach bags that are free from paint and chemicals for their use.







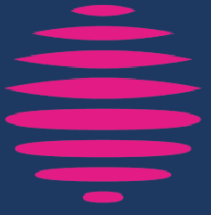
## ECO-FRIENDLY ROOM AMENITIES

### WASTE MANAGEMENT



We use fabric laundry bags and FSC-certified kraft outer packaging for our amenities.

Our toothbrushes, shoe horns, and combs are made from starch-based biodegradable materials.



## WASTE MANAGEMENT

The importance and necessity of collecting waste oil are emphasized in every orientation training and in the annual training plans within the facility.

Employees are reminded that they can bring the cooking oil they use at home to our facility to prevent environmental contamination from waste oil.



In 2023, approximately 11,235 **liters of** used cooking oil were delivered to a recycling company by Akra Hotel for the production of biodiesel.

In 2023, an average of **8 tons of biodiesel** was produced from the used cooking oil collected from Akra Hotels.

We are proud to share Akra Hotel's recycling figures for the year 2023.



Approximately 25,921 kg of paper and cardboard waste were recycled.

**441 trees,**

**Approximately 65 m3 of waste storage space,**

**106,279 kWh of electricity,**

**726 m3 of water were saved**

**and 4,588 kg of greenhouse gas emissions avoided.**

We aim to reduce paper consumption by conducting our correspondence and announcements via email as much as possible.



Approximately 1016 kg of metal waste has been recycled.

**1.28 tons of raw materials,**

**3.06 m3 of waste storage space,**

**652.31 kWh electricity savings achieved,**

**and 96.47 kg of greenhouse gas emissions avoided.**



Approximately 39,670 kg of glass waste has been recycled.

**48 tons of raw materials,**

**Approximately 65 m3 of waste storage space,**

**1666 kWh electricity savings were achieved,**

**and 1,190 kg of greenhouse gas emissions were avoided.**



Approximately 1683 kg of plastic waste has been recycled.

**4,389 liters of petrol,**

**Approximately 65 m3 of waste storage space,**

**9718 kWh electricity savings were achieved,**

**and 69 kg of greenhouse gas emissions were avoided.**

## WASTE MANAGEMENT



## HAZARDOUS WASTES

In order to ensure the environmentally safe disposal of hazardous waste generated in our hotels, we collect, label, and store hazardous waste in designated hazardous waste rooms under appropriate conditions. Subsequently, we deliver them to licensed companies for lawful disposal or recycling in accordance with regulations.

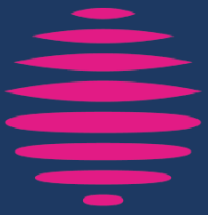
In 2023, a total of **1554 kg** of hazardous waste was delivered from Akra Hotel to licensed companies. By ensuring the collection and proper disposal of waste through delivery to licensed companies, we provide training to our employees and raise awareness to promote consciousness on this matter.

We have waste battery containers at various points within the hotel to prevent environmental harm.

In all orientation trainings, reminders are given to our employees to bring waste batteries from their homes to the facility.

In 2023, **56 kg** of waste batteries were sent to "TAP" for disposal.





## USE OF CHEMICALS

### USE OF CHEMICALS

Chemical substances are materials that we use in many areas of our lives, making our lives easier but they are also capable of causing negative consequences due to their harmful effects. Use of chemicals is involved in maintenance and repair activities as well as cleaning operations at our facilities.

Cleaning with consideration for the environment means being able to clean thoroughly while minimizing negative impacts on both health and the environment as much as possible. The damage to the environment can be minimized not only by using environmentally friendly cleaning products but also by using them sparingly and adjusting their dosage properly. Thus, the overall damage of chemicals to the environment can be significantly reduced.

Our priority is to ensure that all chemicals we use are approved, labeled, and in appropriate packaging, and that we have access to Safety Data Sheets (SDS). Employees responsible for using chemicals are trained by the purchasing department on the use of chemicals, information contained in SDSs, usage quantities and methods, personal protective equipment requirements, and the procedures to be followed in case of chemical spills according to the "Emergency Measures Instructions for Chemical Spills."







## USE OF CHEMICALS

Our chemical warehouses are equipped with necessary measures to prevent leakage, spills, and other situations that could potentially harm the environment. Chemical storage is conducted in accordance with the type of chemical, the storage instructions provided by the manufacturer, and relevant regulations. Our employees receive periodic training on "Environmental Accidents" and drills are conducted accordingly.

We work with relevant companies for the safe disposal of chemicals and ensure the tracking of chemical waste.

We monitor our chemical usage quantities and provide staff training to prevent wasteful and improper chemical usage. We prefer to use concentrated products whenever possible.

We use automatic dosing systems in our pools, which utilize minimal amounts of chemicals for appropriate hygiene practices.

We ensure that the pesticides used by the external pest control company are guaranteed to be safe for human health and the environment. We strive to utilize natural measures such as fly traps and sticky paper to a greater extent.

We utilize leak-proof trays on all shelves in our chemical storage areas to ensure chemical containment.





## USE OF CHEMICALS

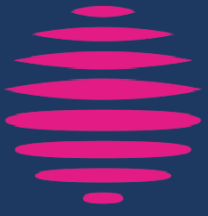


## ENVIRONMENT CARD

For guests staying for 2 nights or more who opt out of house keeping services and sheet changes, we offer them coupons that they can use within the hotel.

In 2023, Environment Cards were used for 5589 nights of accommodation at AKRA Hotel.





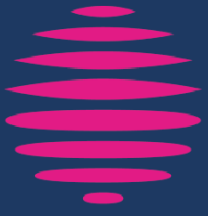
## ENERGY MANAGEMENT

One of the most important steps in sustainability is ensuring energy efficiency. Firstly, energy usage is measured to identify any issues and potential areas for savings are determined.

Low-consumption equipment and systems are preferred. Long-term improvement is achieved through automation management and monitoring resources. Energy savings are continuously analyzed through maintenance, supervision, and monitoring.

In 2023, to better manage energy management and savings, the ISO 50001 Energy Management System was planned to be established, and efforts have commenced towards that goal.





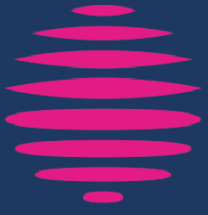
We aim for all the electronic products we purchase to be energy-efficient, and for all our employees to receive training on energy saving.

Our hotels are continuously implementing and ensuring the sustainability of the following energy-saving measures:

## ENERGY MANAGEMENT

- Our hotel has 114 solar panels, resulting in an annual savings of 60,000 m<sup>3</sup> of natural gas.
- The minibars, TVs, and air conditioning systems used in the rooms are all rated A++, providing savings of up to 40% in electricity consumption annually.
- Systems are in place in all rooms that deactivate the heating/cooling devices when balcony doors are opened.
- In our hotels, energy-efficient lighting or LED lights are used instead of incandescent or mercury-containing bulbs in all rooms and public areas to promote energy savings and reduce the amount of hazardous waste.
- The overall building's lighting, heating, and cooling systems in the hotel are controlled through automation to ensure efficient control and management.



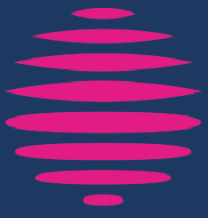


## ENERGY MANAGEMENT

- Motion-sensitive sensor lights are installed in all applicable guest common areas and in a large portion of staff areas throughout our hotels.
- Many areas within the facility are designed to take advantage of natural daylight, reducing energy consumption.
- Electronic key cards are used in our rooms.
- In our rooms, TVs with low standby power consumption are used.
- Employees have been briefed on the importance of closing the curtains when guests are not in their rooms.
- Our minibars in the rooms are positioned away from heat sources to save energy.
- The curtains of our vacant rooms are kept closed in the summer season and open in the winter season to reduce the use of climate control devices.
- Blinds are used in all of our meeting rooms, restaurants, and bar units to save energy on air conditioning.



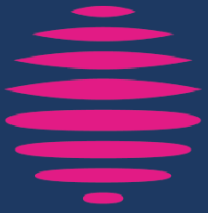




## ENERGY MANAGEMENT

- We use air curtains at the entrances of areas such as terraces, gardens, etc., which open from areas where the cooling system operates.
- We ensure that all electrical appliances undergo regular maintenance and cleaning at specified intervals to minimize potential energy losses.
- We periodically inspect and replace worn-out seals and gaskets of cold units, freezers, ice machines, and ovens.
- We take care to minimize the frequency and duration of opening the cold unit doors, and hot foods are cooled in the Blast Chiller before being placed in cold units.
- Convectional stoves are preferred over traditional stoves.
- In our kitchen and laundry areas, operating instructions are provided alongside the machines, and our staff are knowledgeable about machine usage.
- Electricity consumption is reduced thanks to frequency inverters installed in heating system pumps, booster pumps, and main air conditioning units.

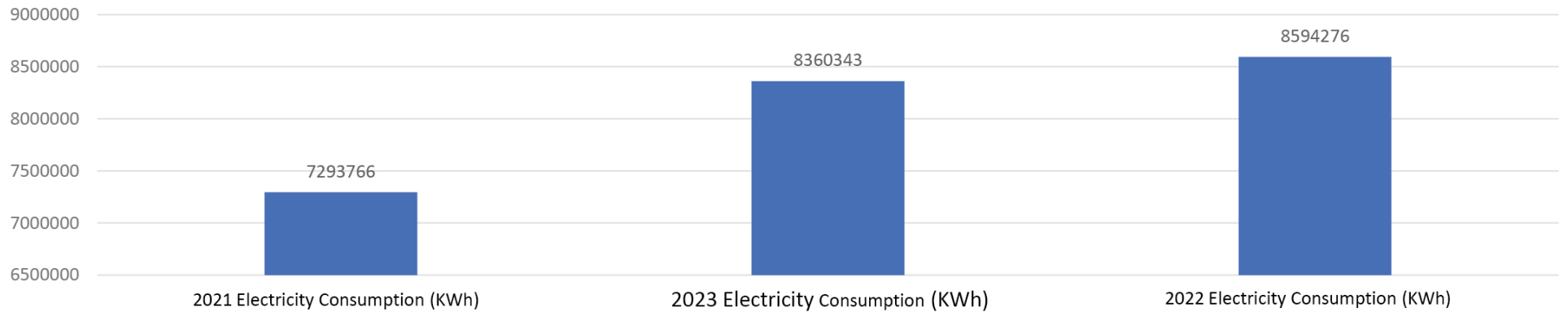




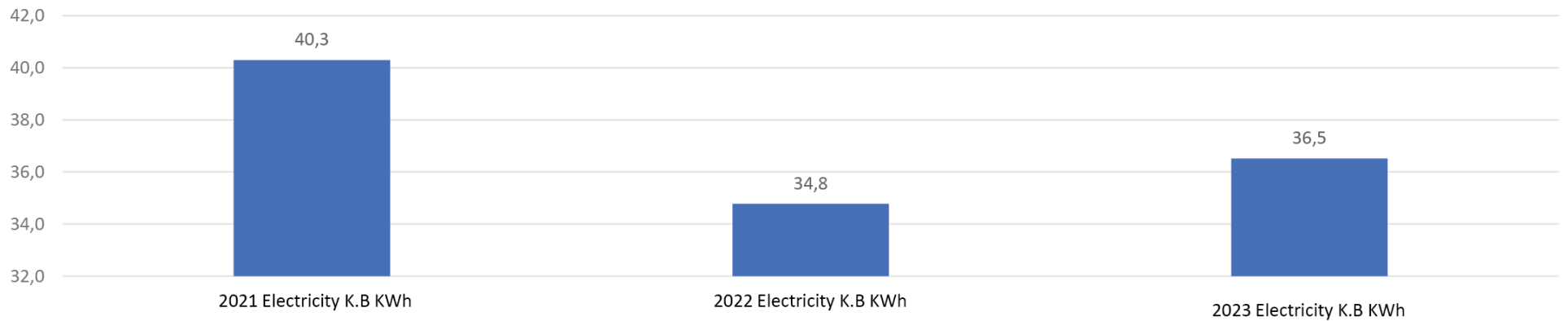
# AKRA ELECTRICITY CONSUMPTION DATA

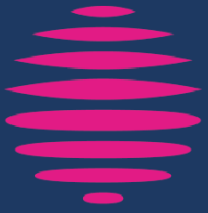
ENERGY  
MANAGEMENT

Comparison of Electricity Consumption by Years (per capita-kWh)



Comparison of Electricity Consumption by Years (per capita-kWh)

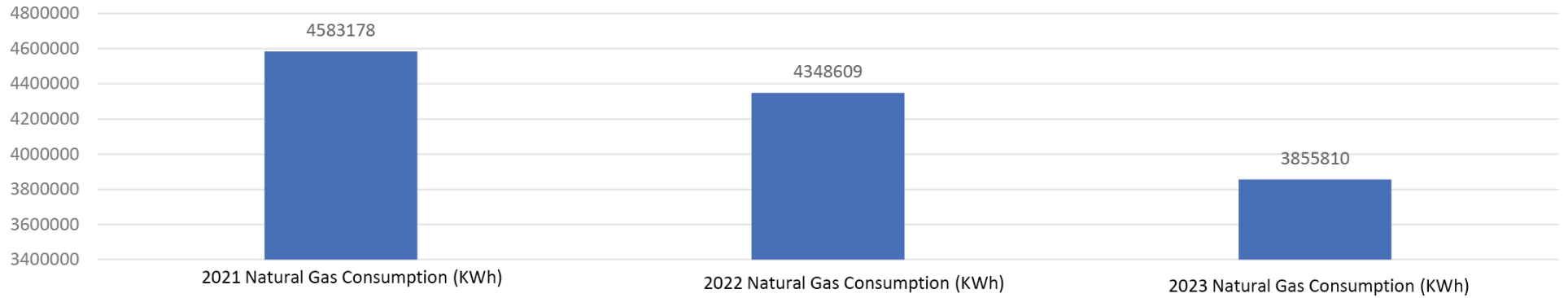




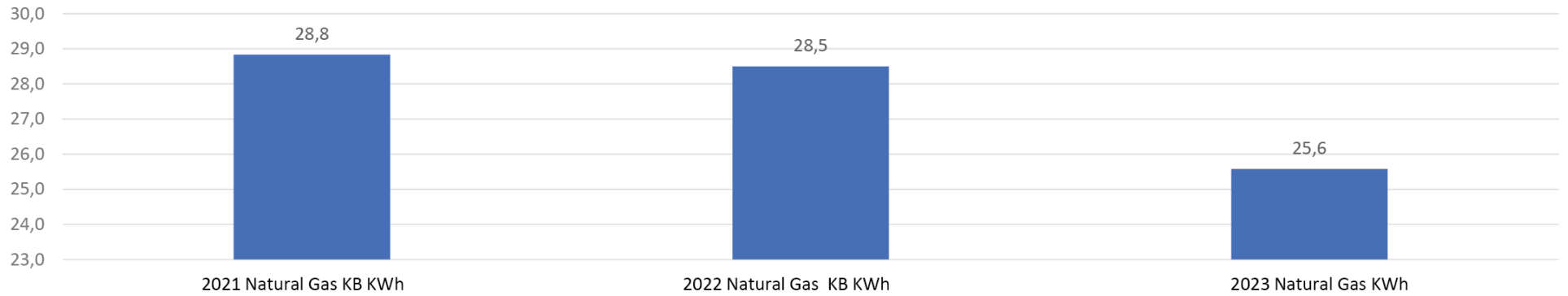
# AKRA NATURAL GAS CONSUMPTION DATA

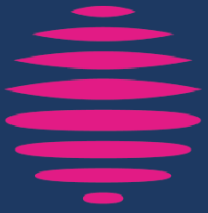
ENERGY  
MANAGEMENT

### Natural Gas Consumption Comparison by Years (KWh)



### Natural Gas Consumption Comparison by Years (KWh)

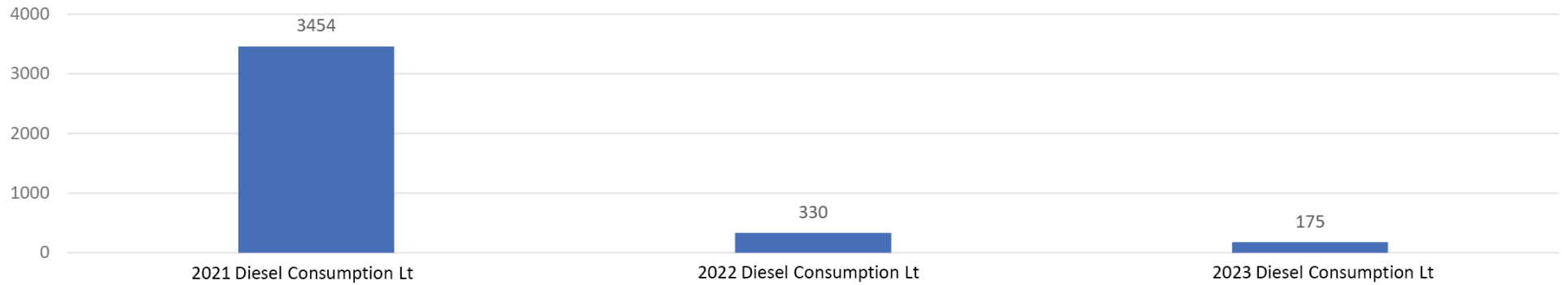




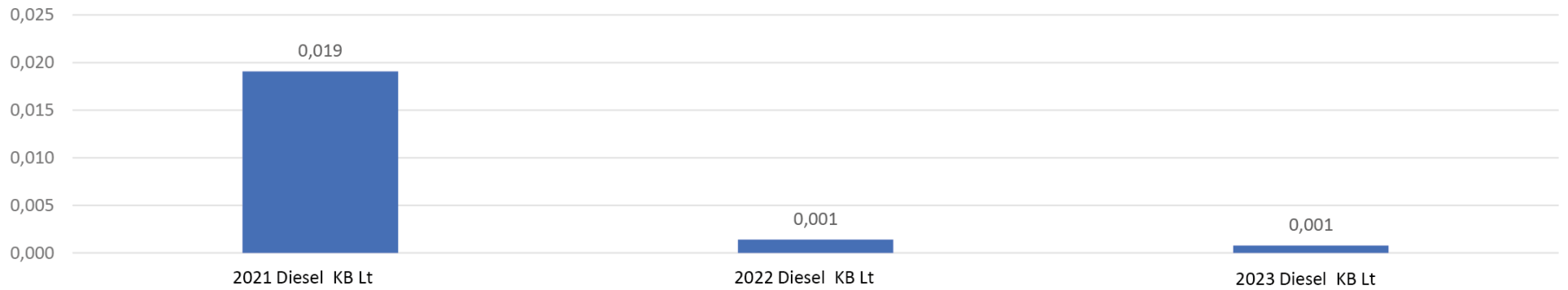
# AKRA DIESEL CONSUMPTION DATA

ENERGY  
MANAGEMENT

### Comparison of Diesel Consumption by Years (Lt)



### Comparison of Diesel Consumption by Years (per capita-Lt)



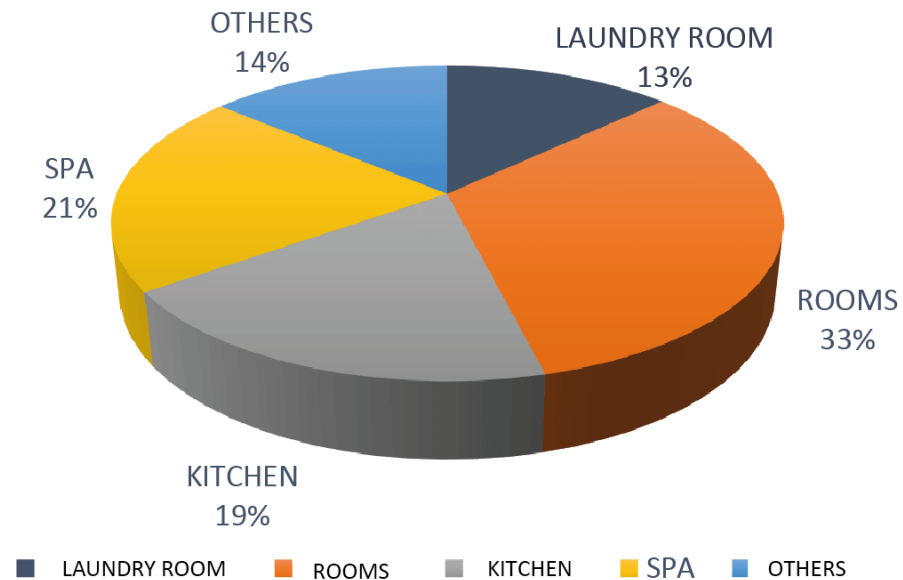


## WATER MANAGEMENT

Our facility experiences significant water consumption on a daily basis due to activities, swimming pools, and living areas. Therefore, water usage and control are important to us.

WATER  
MANAGEMENT

Without compromising on health, hygiene, and guest satisfaction, we aim to reduce overall water consumption by using water-saving equipment, placing "**Environment Cards**" in guest rooms related to water conservation, and training our staff on this matter.





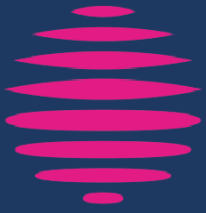


## WATER MANAGEMENT

Below are the initiatives implemented and sustained concerning water saving in our hotel:

- All room and common area fixtures have been fitted with aerators to restrict water flow. Regular checks are conducted on aerators, and they are replaced when necessary.
- All sink faucets in rooms and common areas are adjusted to have a water flow rate of no more than 5 liters, while showers are set not to exceed 10 liters. Regular measurements are taken to monitor the implementation, and if high flow rates are detected, they are corrected.
- Water-saving and/or dual flush systems are used in guest and employee restrooms. This ensures that water consumption does not exceed 6 liters with each use. Additionally, there are stickers in the toilets to encourage water-saving practices.
- There are sensor-operated urinals in the public restrooms.
- In the kitchens, sensor-operated faucets are used in handwashing sinks.
- Drip and sprinkler systems are utilized for watering in our gardens.
- Guests are informed that they will receive a discount voucher for the days they choose not to have house keeping for stays of 2 days or more with the Akra Green Support Card, aimed at reducing water consumption and chemical usage.
- Bed linens and towels are changed in rooms according to guest requests, and guests are informed about this policy. If there is no request from the guest, the change is made every other day.

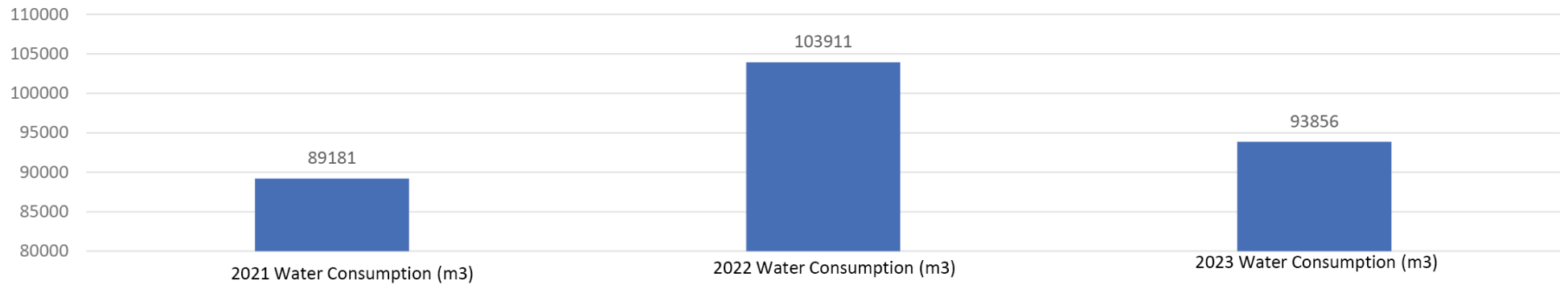




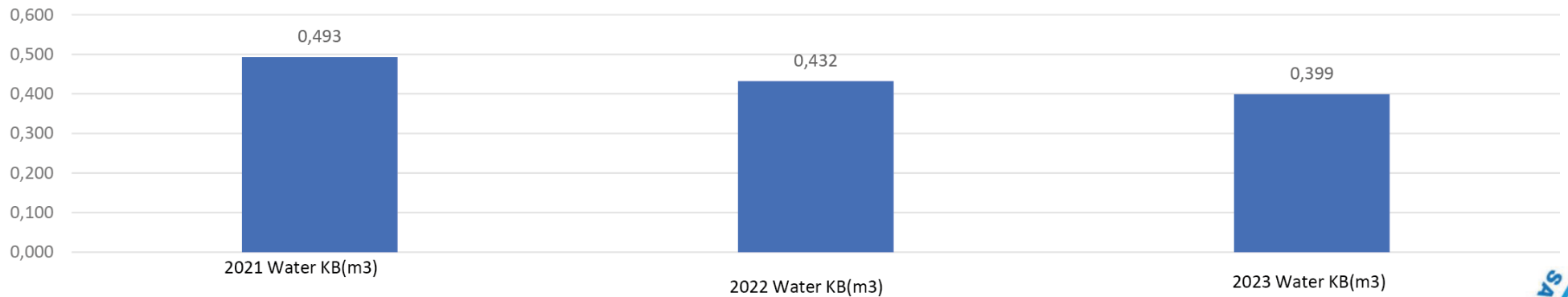
# AKRA WATER CONSUMPTION DATA

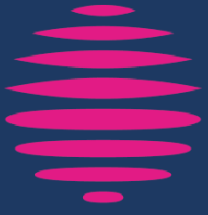
WATER  
MANAGEMENT

### Water Consumption Comparison by Years (m3)



### Water Consumption Comparison by Years (m3)





## CARBON FOOTPRINT

As the amounts of gases such as water vapor, carbon dioxide, methane, and nitrous oxide in the atmosphere increase, the Earth gets warmer, leading to climate change

The main factor is human activity. These activities can directly or indirectly cause the emission of greenhouse gases. Every day, the amount of carbon dioxide equivalent emitted into the atmosphere from heating, lighting, cooking, transportation, livestock activities, and industrial processes is increasing. This situation has brought the concept of carbon footprint to the forefront. The equivalence of greenhouse gases emitted into the atmosphere in terms of carbon dioxide, resulting from the activities of an individual, a country, or an organization, is referred to as the carbon footprint.

As Akra Antalya, we are committed to reducing our impact on climate change and global warming by calculating our carbon footprint and monitoring our consumption at every stage, with the goal of leaving a sustainable environment for future generations. We set our goals and work to reduce the carbon footprint based on these calculations.

**In 2023**, the carbon footprint was **5,447,530 kg CO<sub>2</sub>e per year**, or **23.14 kg CO<sub>2</sub>e per overnight** stay. For **2024**, the goal is to reduce the carbon footprint data by **5%**.







## PRESENTATION OF CULTURAL HERITAGE



### KYBELE

One of the most worshipped goddesses of the ancient era, transitioning from the earliest periods of Anatolia, revered by the Hittites, Phrygians, Greeks, and Romans, is acknowledged as the mother of the gods. Our guests can have the opportunity to learn about its place in Anatolian culture by seeing the statues of Kybele in the general areas of our hotel.

PRESENTATION  
OF CULTURAL  
HERITAGE



## PRESENTATION OF CULTURAL HERITAGE



### SHOE SHINING

In today's rapidly changing world, one of the dying crafts is shoe shining. We welcome all our visitors to the Lobby floor at Akra Hotel to ensure that this valuable profession is not forgotten and for a nostalgic experience.

PRESENTATION  
OF CULTURAL  
HERITAGE

## PRESENTATION OF CULTURAL HERITAGE

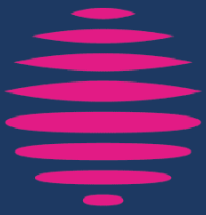


### OUR KITCHEN PRESENTATIONS

We are aware that one of the tools for introducing our geography is our rich culinary culture. In our product selections and menu designs, our special products sourced from local suppliers are presented to our guests by Akra's experienced and creative chefs, without losing their essence but with enjoyable touches.

PRESENTATION  
OF CULTURAL  
HERITAGE





## WILDLIFE

As a hotel business operating globally, we are aware that we can serve as an example to people of all nations and nationalities, and we can also engage them in our activities.

Some animals that live around our hotel and in the hotel garden, Whitetail waggers are mostly found in certain regions of Europe and Asia, as well as in the northern parts of Africa. Although it is the established bird of its habitat, it is also observed to migrate to Africa. Open fields, the surroundings of small settlements, and water edges are the settlement areas for this species. It is a slender, thin bird, approximately 18 cm in length. They are known for their black-and-white heads, black chests, gray backs, and characteristic long tails. Its tail is black, with outer tail feathers being white. They typically build their nests in stone wall crevices and hollows.

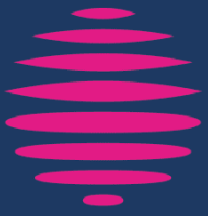
### WHITETAIL WAGGERS



### MEDITERRANEAN SEAL



The Mediterranean seal (*Monachus monachus*) is a marine mammal from the pinnipeds family (Phocidae). The Mediterranean seal, which only lives along the eastern Mediterranean and eastern Atlantic coasts, is the least numerous among all pinnipeds worldwide. They prefer coastal caves and hollows for shelter and breeding. The Mediterranean seal, a large marine mammal, typically measures between 2 to 3 meters in length and weighs between 200 to 300 kilograms.



## WILDLIFE

The Mediterranean flying fish (*Exocoetus volitans*) is a species of fish unique to the Mediterranean Sea belonging to the family Exocoetidae, and they can glide up to 200 meters. They live on the sea surface in the South Aegean and Mediterranean without descending to the bottom. Sometimes, to escape from larger fish, and sometimes due to their swimming speed reaching up to 80 km/h, they leap out of the water surface, rising 25-50 cm above it, and make gliding flights with their large wings for 2-13 seconds and covering distances of 50-250 meters. It is generally believed that fish utilize their flying ability to escape from larger fish that are trying to prey on them.

They feed on plankton, invertebrates, and juvenile fish. They can reach 20-30 centimeters in length.

### MEDITERRANEAN FLYING FISH



### HEDGEHOG



Hedgehogs (*Erinaceus*) are nocturnal, insectivorous mammals from the family of hedgehogs (*Erinaceidae*). They are about 30 centimeters tall. Their weight can vary between 500-1200 grams depending on gender, age and living conditions. Their trunks are covered with 2-2.5 cm long ruffled spines. When they get angry or feel in danger, they make their body round and turn into a ball of thorns. They can live in many places, from bushes to parks and gardens. They shelter in tunnels and rock cavities and love humid places. They are found in almost every part of Turkey, but they go into hibernation when the ambient temperature drops below 4 C. Antalya, with its warm weather, is one of the places where hedgehogs are constantly present, both in summer and winter. Their average lifespan is 18 years.





## LANDSCAPE AREAS

In 2023, we positioned QR code-enabled informational cards in our landscape areas, providing the names and encyclopedic information of the plants present.

	Total	Suitable for Mediterranean Climate	Low Water Requirement
Trees and Logs	35	35	14
Shrubs	27	27	18
Ground Cover	4	4	4
Ivies	2	2	0

We classified and inventoried the plants in our landscape areas based on their climate and water requirements.





## HOMELESS ANIMALS ARE OUR FRIENDS

To preserve natural wildlife, our hotel's carpenter crafted bird nests, which were then attached to trees, providing homes for our feathered friends.



WILDLIFE



In 2019, we provided support for the treatment, feeding, and care needs of our animal friends under the auspices of the "Bana Göz Kulak Ol" Association.

## COOPERATION WITH LÖSEV

2017

On April 23rd, we hosted 50 children with leukemia at the For Fun Entertainment Center, ensuring they had fun all day.

2017

On June 7th, we organized a seminar for our hotel staff where information about the symptoms, causes, treatment, and preventive measures for leukemia were provided. In the seminar, emphasis was also placed on the importance of volunteerism awareness.

2017

On Saturday, December 22nd, the Leukemia Children's Foundation (LÖSEV) hosted family representatives and volunteers at Akra to organize a New Year celebration to boost morale for children undergoing cancer treatment in the city.

## OUR SOCIAL RESPONSIBILITIES AND CONTRIBUTIONS TO THE COMMUNITY

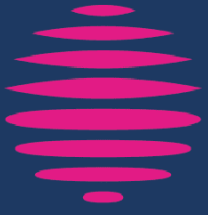
2017

On November 6th, Lösev Antalya Provincial Coordinator Tutku CANIDAR was the guest of the 37th program. An informative interview on the journey with leukemia and cancer was conducted.

2017

Following the awareness-raising seminar with the Red Crescent on June 19th, blood and stem cell donation was carried out on Wednesday, June 20th.





## COOPERATION WITH LÖSEV

2019

On Saturday, December 28th, children along with their families once again said "Hello to the New Year" at Akra.

2021

On Saturday, December 25th, the Leukemia Children's Foundation (LÖSEV) hosted family representatives and volunteers at Akra to organize a New Year celebration to boost morale for children undergoing cancer treatment in the city.

### OUR SOCIAL RESPONSIBILITIES AND CONTRIBUTIONS TO THE COMMUNITY



2022

**Pillows prepared with the handcrafted workmanship of LÖSEV were purchased, supported and gifted to our guests during the celebration week of our Hotels 7th year.**



The Leukemia Children's Foundation (LÖSEV) hosted family representatives and volunteers at Akra to organize a New Year celebration to boost morale for children undergoing cancer treatment in the city. Every year, with the same purpose, on Saturday, December 24th, children along with their families once again said "Hello to the New Year" at Akra.

## OUR BLUE CAP PROJECT

**We are collecting blue caps for the Spinal Cord Paralytics Association.**

As Akra Hotels, we support the "Plastic Cap Campaign" organized by the Spinal Cord Paralytics Association of Turkey (TOFD), which works nationally and internationally to solve the medical, occupational, economic and social problems of all orthopedic disabilities, especially spinal cord paralysis, and collect blue caps.



## OUR SOCIAL RESPONSIBILITIES AND CONTRIBUTIONS TO THE COMMUNITY

By creating cover collection centers in various areas of our hotel, we support the Spinal Cord Paralysis Association with the high volunteerism of the employees.







## RUNATOLIA MARATHON

2018



Collected donations for the Mother Child Education Foundation (AÇEV).



2020

Collected donations on behalf of the Make A Wish association.

2021



Collected donations on behalf of the Spinal Cord Paralytics Association of Turkey.

## OUR SOCIAL RESPONSIBILITIES AND CONTRIBUTIONS TO THE COMMUNITY

Our team, who took part in the Runatolia Marathon, participated in the "Step by Step - Run for Good" movement collected donations.



2022



Collected donations on behalf of the Association of Children with Cerebral Palsy.

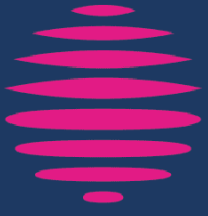


2023



Collected donations for the Association for Supporting Contemporary Life.





## AKRA JAZZ FESTIVAL

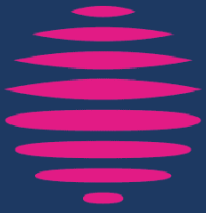
In the 6th edition of the Akra Jazz Festival held this year, our facility, supporting music culture, brought jazz culture back to the city. The festival, sponsored by Turkish Airlines, brought together world-renowned artists and audiences from November 20th to October 7th, 2023.



## OUR SOCIAL RESPONSIBILITIES AND CONTRIBUTIONS TO THE COMMUNITY

As part of the jazz festival, the Akra Talks program features jazz talks every year. This event is open to the public and free of charge.





# AKRA JAZZ FESTIVAL

OUR SOCIAL RESPONSIBILITIES AND CONTRIBUTIONS TO THE COMMUNITY



Music



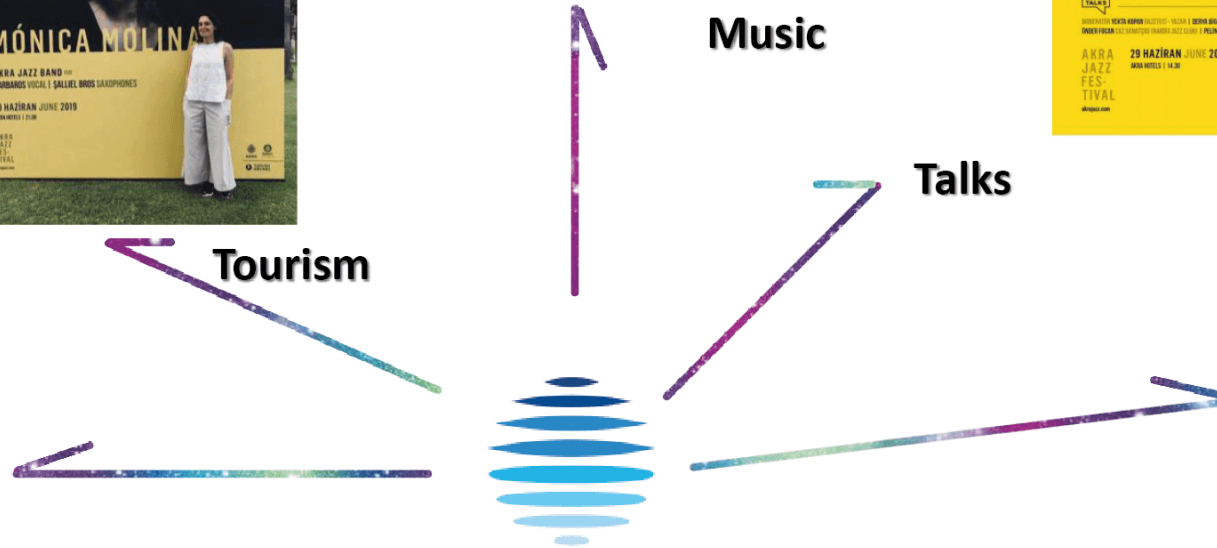
Talks



Tourism



Entertainment



**AKRA**  
*caz*  
FESTIVALI  
ANTALYA



Culture



Sponsorship





## The main theme is our future - TEMA...

As in previous years, in 2022, we supported the Tema Foundation with tree donations to protect and restore nature, which is rapidly disappearing and becoming polluted. The revenue from ticket sales at the Akra Jazz Festival was used to plant trees in the areas devastated by the fire in Manavgat, creating the Akra Jazz Festival Memorial Forest.

OUR SOCIAL RESPONSIBILITIES AND  
CONTRIBUTIONS TO THE COMMUNITY





## Antalya Chamber of Commerce and Industry Adding Importance to the City Ceremony (2022)

OUR SOCIAL RESPONSIBILITIES AND CONTRIBUTIONS TO THE COMMUNITY



As Akra Hotels, we were deemed worthy of the award at the Adding Importance to the City Ceremony held at ATSO.

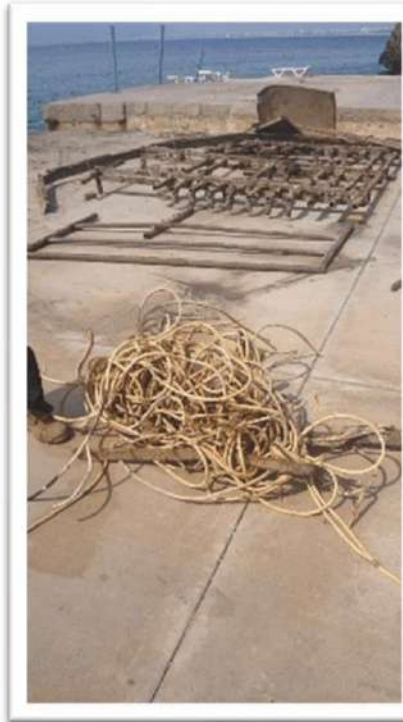




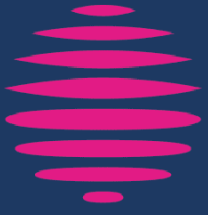
## Underwater Cleaning

In March 2019, diving teams retrieved approximately **5 tons of** waste from the sea to provide our community and guests with a pristine underwater environment.

OUR SOCIAL RESPONSIBILITIES AND  
CONTRIBUTIONS TO THE COMMUNITY







## Supporting Our Tomorrow, Growing with Hope (KAÇUV)

Donations were made to "KAÇUV," ensuring the continuity of treatments for children at risk of treatment disruptions due to financial issues. KAÇUV provides crucial psychological support and a treatment environment suitable for children's psychology, which is essential in the fight against cancer.

## OUR SOCIAL RESPONSIBILITIES AND CONTRIBUTIONS TO THE COMMUNITY

**The proceeds from the paintings sold at the Akra Painting Contest were donated to the Koruncuk Foundation.**

As part of our social responsibility project , following the 4th edition of the "Traditional Akra Painting Contest" held in 2018, the proceeds from the sold paintings were donated to the Koruncuk Foundation. The contest, held under the slogan "Nature in Your Hands," attracted participation from 35 individuals from various professions.



## To a healthier tomorrow with Akra Gran Fondo...

Akra Gran Fondo, bringing a new perspective to Antalya's tourism and promotion, holds significant importance in contributing to the environment by aiming to reduce carbon footprint. By encouraging people in Antalya to cycle and significantly reducing car usage, Akra Gran Fondo invites cycling enthusiasts to pedal more for a healthier lifestyle.



Within the scope of Akra Grand Fondo, we carry out awareness drives every year.

In 2023, under the theme #BeAGoodwillAmbassador, bicycles were gifted to children in earthquake-affected areas.

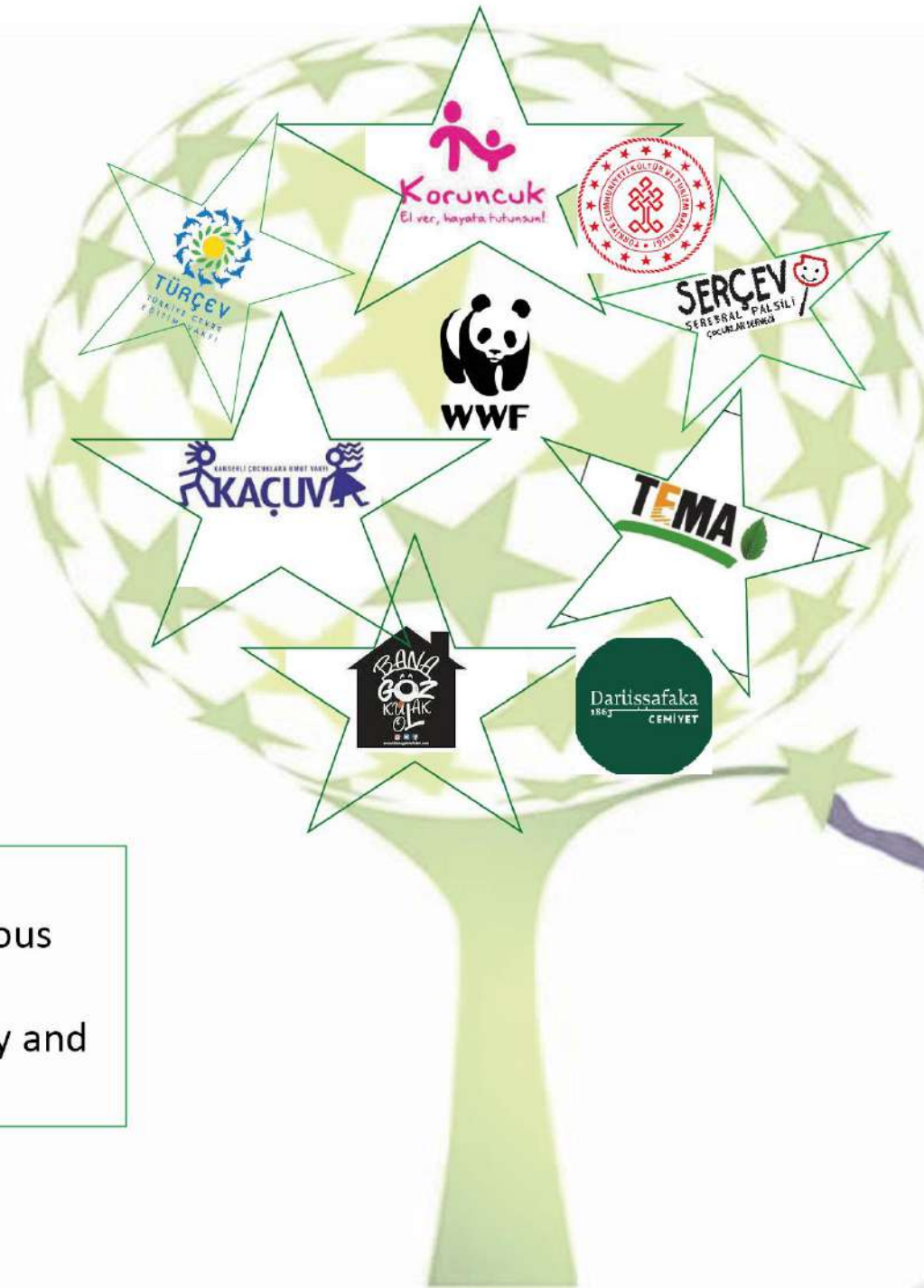


OUR SOCIAL RESPONSIBILITIES AND CONTRIBUTIONS TO THE COMMUNITY



## DONATIONS

## COMMUNITY INVESTMENTS

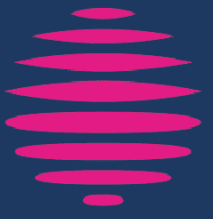


Every Year we make donations to various associations through our organizations, our company and our guests.



Donation on Behalf of Our Guest





We host our Akra Talks events free of charge and open to the public. We discuss various topics including culture, art, science, music, sports, theater, and cinema, among many others.

COMMUNITY  
INVESTMENTS

## SCIENCE



## SPORTS



## NATURE



## CINEMA



## CULTURE



## THEATER



## CAMP

## MUSIC





## OUR CHILDREN ARE OUR FUTURE

The architects of the future will take a look at our «Plant Planting Activity» to spark curiosity while supporting the mental, physical and social development of our children.

COMMUNITY  
INVESTMENTS



Vecto  
Water





## SUPPORTING PRODUCERS

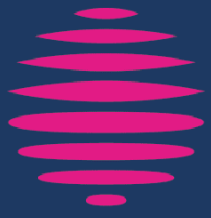
On March 8th, International Women's Day, female employees were gifted soaps produced by women laborers, who contribute value through their work.



## COMMUNITY INVESTMENTS



The women of Yırca Village, recognizing the insufficiency of their livelihoods, established a cooperative named "Hanımeli." They produce their products under the name "Yırca **Hanımeli Hand and Home Made Products.**" With the slogan "The heat of coal, the essence of soap," they first made olive oil soap, and later, candles from beeswax. These soaps and waxes are a source of livelihood for many households in the village.



## ENVIRONMENTAL ACTIVITIES AND DRILLS

Environmental trainings are provided to our employees in line with annual training programs. The trainings include topics such as reducing consumption of natural resources, reducing and properly segregating waste, procedures regarding hazardous waste, and conserving wildlife.

Trainings are carried out internally and externally. Through periodic trainings provided by our Environmental Officer, all of our employees have raised awareness about environmental issues. Additionally, our supplier companies provide chemical training to ensure the standardization of chemical consumption, aiming to raise awareness among employees who use chemicals.

Efforts are underway to prevent any harm to the thousands of trees on our premises in the event of a fire. In this context;

- Fire training has been provided to our employees.
- Emergency teams have been created.
- Fire drills have been organized.







## FIRST OF ALL, WHY HUMAN ASSETS AND NOT HUMAN RESOURCES?

Resources deplete, value increases. Resources are budgeted, spent, and replaced with new ones. Value is appreciated, developed, recognized, and enhanced.

Seeing people as asset aims to create and develop the most suitable environment for them to reach their maximum potential, so they can progress on their journey towards achieving their best over time.

As BHM Group, we are aware that our employees are the most important asset that defines us, and we add value to our stakeholders with the principle of "Happy Employee, Happy Guest."

The social and ancillary rights of our employees, their rewards, training and career management, and employee safety are always our top priority.







## WORK LIFE

- In our **Recruitment Facilities**, recruitment procedures are carried out within the framework drawn by the **Group Human Assets Directorate**. In recruitment; a gradual interview process is applied in which fair, non-discriminatory, objective, and general talent evaluations are made.
- Minimum qualifications have been determined for **Placement in Fair Conditions and Fair Remuneration and Positions**. The fair placement, development, and career planning of employees in recruitment and new position requirements have a developmental impact on management. Our employees are informed about their wages, working conditions, working hours, and when they will receive their salaries before starting work at our facilities.
- All of our employees have equal access to training opportunities as part of our **Education and Career Management program**. Our group, which particularly values investment in employee training, provides opportunities for training in numerous areas that we believe will contribute to personal development, awareness, and competence enhancement, in addition to legal and professional training required by the hospitality industry. We prioritize promoting from within the organization, whether within the facility or the group, reflecting our investment in employee development, especially in the field of education.



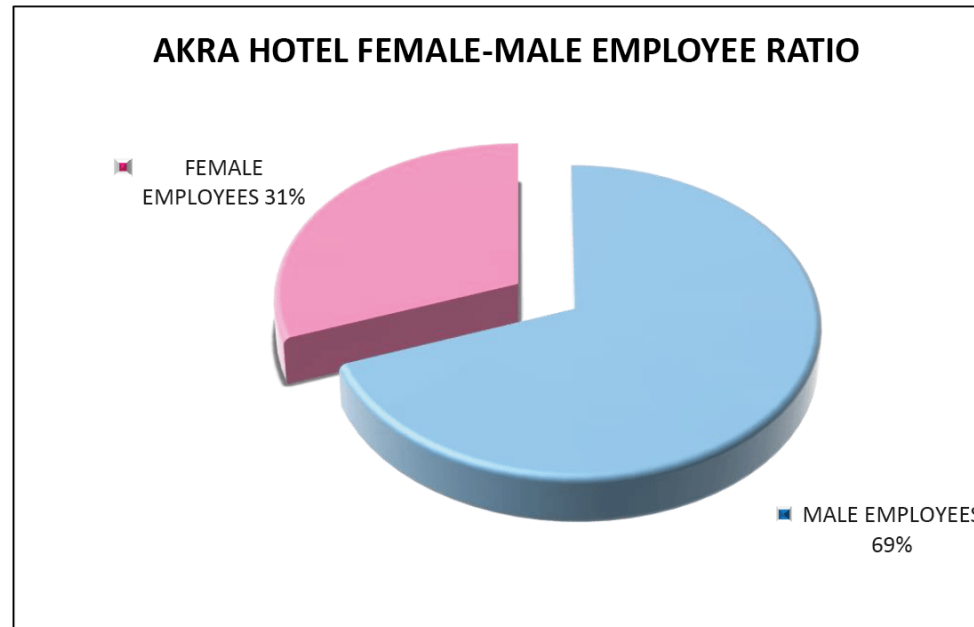
In 2023, **47** employees were promoted and **16** employees were included in the internal procurement process.

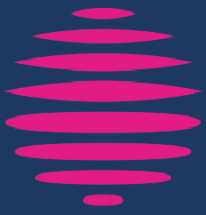


➤ **Employee and Human Rights**

Ensuring the absolute satisfaction of BHM Group employees is a matter of paramount importance. With this perspective, ensuring the employee's overall comfort in the workplace, including their legal rights and additional benefits provided by our establishment, as well as their working environment, psychology, self-motivation, and performance, is the responsibility of management.

In the hospitality sector, we strive to maintain a balance between men and women in our workplaces to the extent possible. We do not engage in wage disparity between male and female employees, basing our approach on the principle of equal pay for equal work.

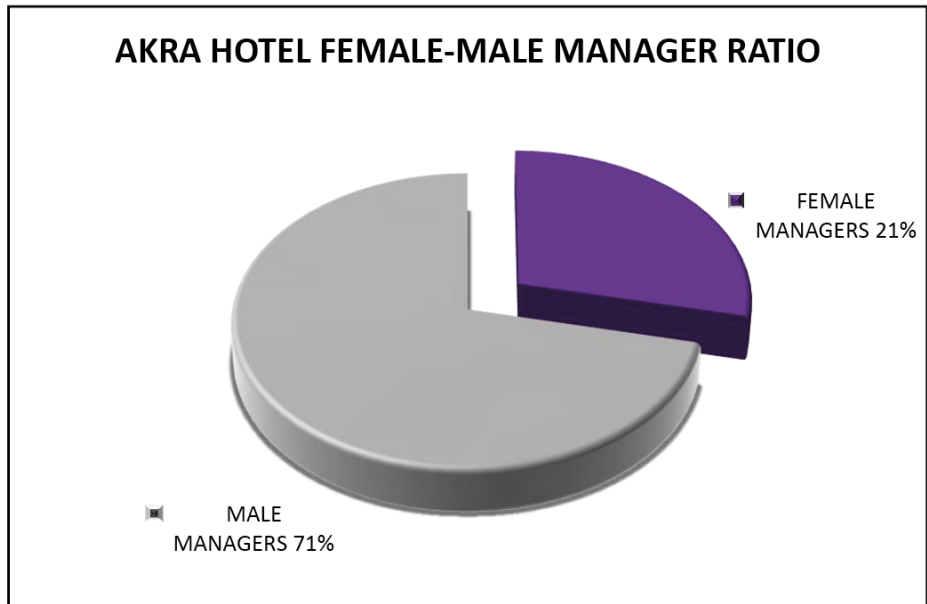




➤ **Employee and Human Rights**

We ensure equal pay for equal work, without engaging in wage disparity between male and female employees. All of our employees' personnel processes are meticulously followed by our Human Resources Departments in accordance with legal regulations and our corporate policies. Equal opportunities are provided to all employees within the hotel, regardless of any characteristics.

We are aware that in an environment where respect is shown to our work, people, and society, productivity increases. We believe that it is very important to ensure diversity and equality of employees within the organization. That's why we promote cultural diversity and equal opportunities.







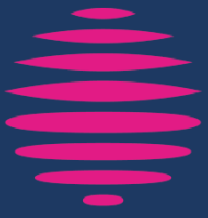
## EMPLOYEE SATISFACTION COMMISSION

The Employee Satisfaction Committee is a group composed of non-managerial staff from each department, ensuring a homogeneous distribution and formed on a voluntary basis to represent all departments.

The Employee Satisfaction Commission gets together every 3 months. Members of the Commission represent the employees. Feedback from employees regarding working conditions, suggestions to improve job and service quality, and ideas for motivation-enhancing activities are compiled to be presented to senior management.

In 2023, out of the **24** decisions determined by the committee, **13** were accepted by senior management and implemented.





## SUPPORTING DEVELOPMENT

The professional qualification certificate allows our employees to demonstrate the knowledge, skills, and competencies they possess when applying for a job. The aim is to support career mobility as professional advancement opportunities become more accessible.

National qualifications enable individuals to achieve personal development through a wider range of flexible pathways, as they allow for the recognition of widespread informal learning.

In 2022, Professional Training Support was provided to **15** of our colleagues.



## SUPPORTING LEARNING

In 2023, **58** of our colleagues benefited from training support.



## FOREIGN LANGUAGE SUPPORT

We provide language education support in German, English, and Russian from **A1** to **C2** levels, both online and in-person, for our employees.



In 2023, **65** of our colleagues benefited from foreign language support.

We have an online platform where our employees can access at any time during the year. Employees on this platform can participate in the employee satisfaction survey and share their feedback, complaints and suggestions with senior management or Human Assets Management.

In 2023, **110** suggestions were reported from our colleague through the path, and **12** of them were accepted.

**PATİKA**  
İnsan Kaynakları Yönetimi Eğitim & Danışmanlık

**Sisteme giriş için SMS ile gelen kodu giriniz.**

SMS kodu

←

Ben robot değilim 

EMPLOYEE LIFE



## SOCIAL AND FRINGE BENEFITS

1 full republic gold is given to our employees who have kids. It was gifted to our **18** employees in 2023.



Dünyemizde KISIM ŞEFİ olarak çalışan MURAT YILDIZ'ın 26.08.2022 tarihinde oğlu ASLAN KAYRA dünyaya gelmiştir. Akra Hotelis ailesi olarak anne ve babasına tebrik ederiz, ASLAN KAYRA bebeğe sağlık, huzur ve başarılar dileriz.

akrahoteles.com | 0 242 310 99 99 | @akrahoteles



Sponsorship is given to our Athlete Employees. In 2023, sports sponsorship support was provided to **33** employees.



### Birthday Celebration

All employees who have a birthday are given a birthday cake for 6 people.



1 full republic gold is given to our employees who are getting married. In 2023, **17** of our employees were given gifts for marriage.

## EMPLOYEE LIFE





## SOCIAL AND FRINGE BENEFITS

### EMPLOYEE LIFE







Bowling Tournament



Backgammon  
Tournament



Our Technical Service Team



Akra Jazz Festival, Our Front Office  
Team

Our BBQ Party



Orientation Dinner for Our  
Employees



Thanking Our Interns and Farewell  
Event



EMPLOYEE LIFE



## TOUR OF ANTALYA

We introduce the history of Antalya and its historical sites to the world through the routes determined in the Tour of Antalya Marathon, which takes place every year.

### CULTURAL STUDIES







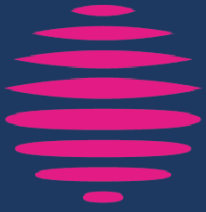
## TOUR OF ANTALYA

We also promote historical places on marathon routes on our social media accounts.



CULTURAL  
STUDIES





ISO 9001:2015 Quality Management System



TS ISO 45001:2018 Occupational Health and Safety Management System



ISO 14001:2015 Environmental Management System



ISO 10002:2018 - Customer Satisfaction Management System



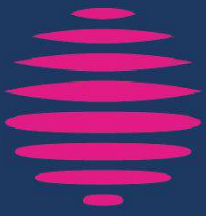
ISO 50001:2018 Energy Management System



ISO 22000:2018 Food Safety Management System

OUR CERTIFICATES





## BICYCLE FRIENDLY HOTEL

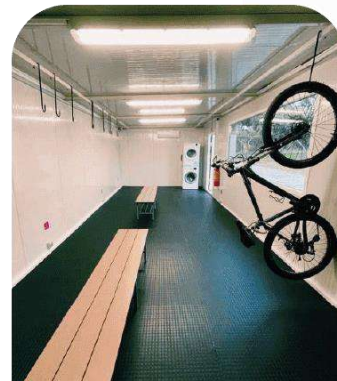
In January 2022, the Bicycle Friendly Hotel Certification Requirements were fulfilled and the certificate was awarded.

### OUR CERTIFICATES

**Free bicycle rental service**



**Bicycle Rental Service**



**Supply of Equipment and Routes**



**Nutrition Service and Menus**



**Bicycle Repair and Mechanical Service**

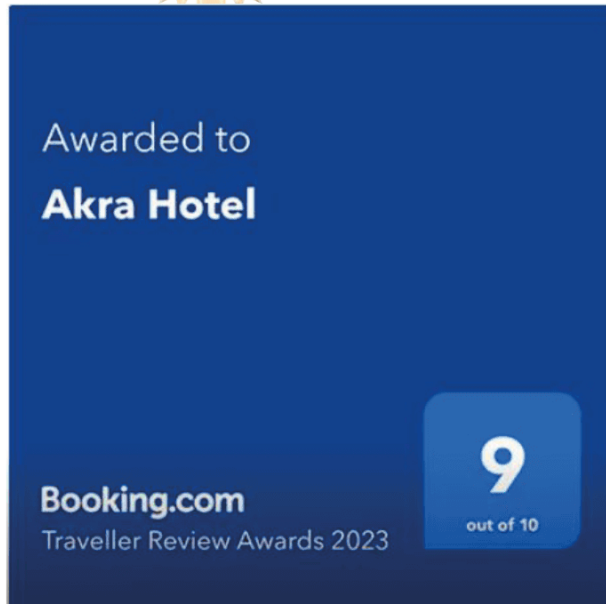
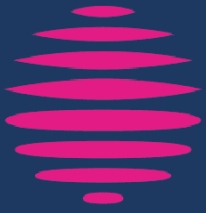


**Bicycle Housing and Cleaning**



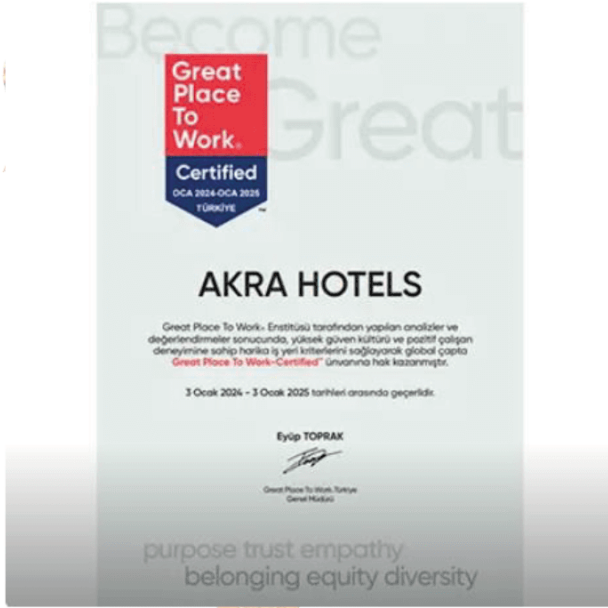
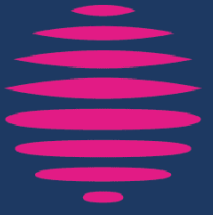
**Supporting Bicycle Marathons**





OUR AWARDS





OUR AWARDS





OUR AWARDS