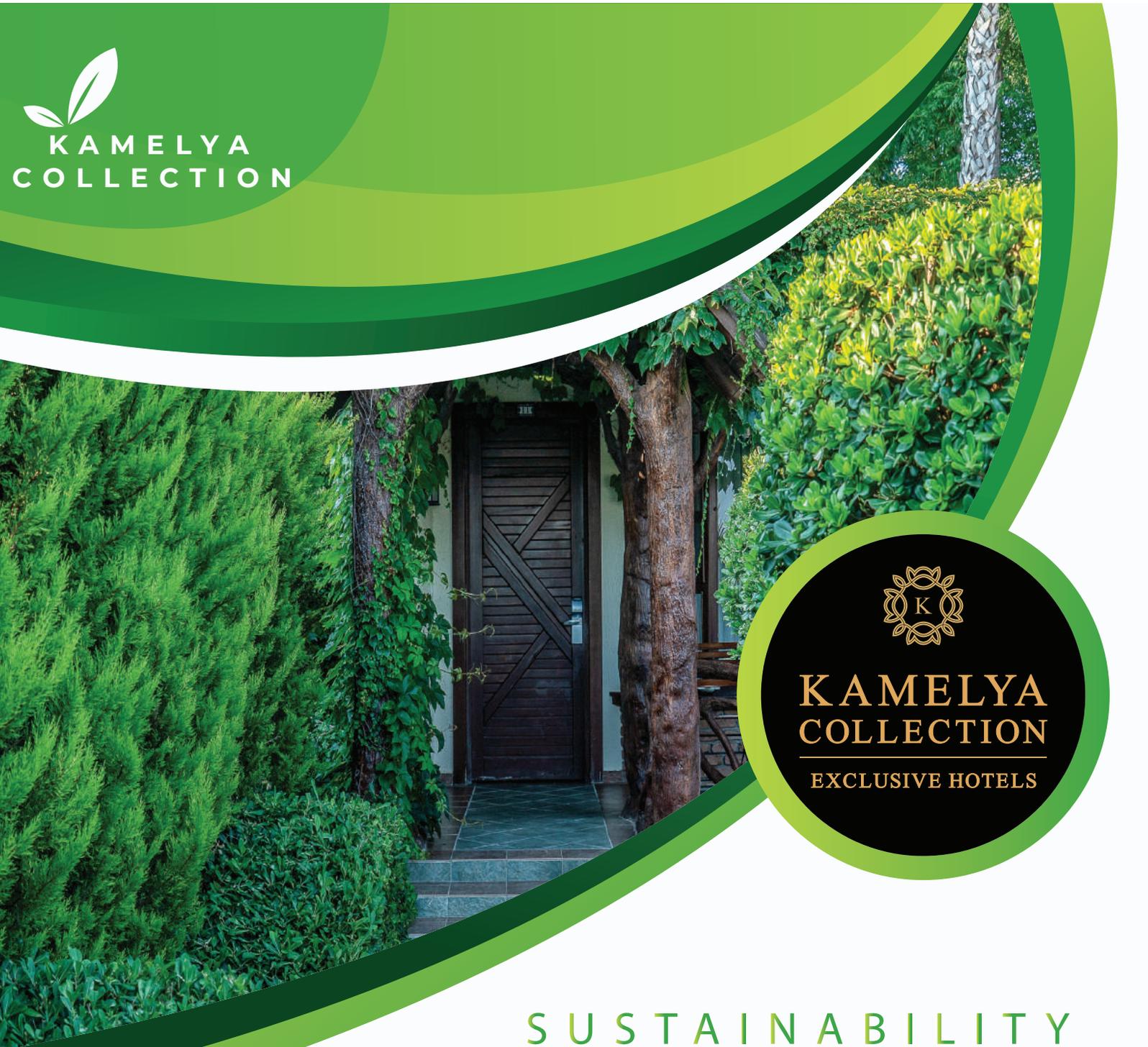




KAMELYA
COLLECTION



KAMELYA
COLLECTION

EXCLUSIVE HOTELS

S U S T A I N A B I L I T Y

R E P O R T

2019 - 2021



kamelyacollection



SELIN
KAMELYA COLLECTION
EXCLUSIVE HOTELS



FULYA
KAMELYA COLLECTION
EXCLUSIVE HOTELS



AISHEN
K Club
KAMELYA COLLECTION
EXCLUSIVE HOTELS





Sustainability;

This is the amalgam of activities carried out to protect the natural resources and leave a healthy environment for future generations while meeting today's needs.

Sustainable development



Sustainable development means programming the development of the present and the future in a way that will allow the needs of future generations to be met by establishing a balance between humans and nature, without destroying our natural resources.

Sustainable development



This is a concept with social, ecological, economic, spatial and cultural aspects

As Kamelya Collection Exclusive Hotels,

We pay special attention to informing our stakeholders about our activities and their impacts on the environment in a transparent and effective manner.

Kamelya Collection Exclusive Hotels olarak,

We are determined and aware of our responsibilities in sustainable tourism and development.

Our aim is to leave a better world for future generations.

As We Protect Nature, nature protects us.

Our corporate vision, mission, values and ethical principles guide us while fulfilling these responsibilities.



ABOUT THE REPORT

2021

For Your Requests/Feedback

Fikret DELİ



KAMELYA COLLECTION EXCLUSIVE HOTELS
QUALITY MANAGEMENT SYSTEMS MANAGER



fikret.deli@kamelyacollection.com



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As KAMELYA COLLECTION EXCLUSIVE HOTELS,

We give special importance to informing our stakeholders transparently and effectively about our activities and their impacts. In this direction, the sustainability reports we publish annually are an important tool that we use to be a transparent and accountable organization.

The main responsibilities of our hotels within the scope of sustainability are:

- *Creating and evaluating recycling and reuse opportunities,
- *Continuously improving energy efficiency and minimizing the negative impact of carbon emissions,
- *Reducing all kinds of environmental effects is prioritized.

The liability of economic actors is not limited to this. Social and economic factors that form the basis of sustainability are at least as important as the environment. Sustainability has a wide scope from providing the most suitable conditions for employees to sharing the added value created with the society.

2019-2021 sustainability report includes:

- * Evaluation of environmental, social and economic performance of our hotels,
- * Targets set to increase said performance,
- * Strategy to be followed to achieve these goals,
- * Possible risks that may be encountered and suggestions for solutions,
- * Contribution to the ecological balance,
- * To minimize the negativities and dangers that will affect the environment and to take the necessary precautions,
- * Efforts to keep performance results at the highest level.

Group Name: Kamelya Collection Exclusive Hotels

Hotel Name: Selin Hotel– Fulya Hotel– Aishen K Club

Concept: Ultra All Inclusive

Phone: +(90) 242 763 66 80

Fax: +(90) 242 763 66 84

Web Page: www.kamelyacollection.com

E-mail: info@kamelyacollection.com

Address: Çolaklı Beldesi, Side, 07600, ANTALYA-TÜRKİYE

Category: 2 5 Star Hotels and 1 First Class Holiday Village

Season: Open All Year

Latitude - 36°48'34.29"N Longitude 31°20'7.27"S

Location: The hotel is located by the sea and the facility is 55 km from Antalya International Airport and 5 km from the ancient city of Side.

Year of Opening: 1992

Nearest Airport: Antalya Airport 55 km

Nearest City: Side 5 km

Transportation: Public Transport / Car Rental Airport / Transfer Services

The facility operates with a wide range of services that can meet all demands in 2 hotels and 1 holiday village established on an area of approximately 240,000 m²,



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Dear Guests, Business Partners and Employees,

As KAMELYA COLLECTION EXCLUSIVE HOTELS, being aware of the fact that from past to present, guest satisfaction can only be achieved with employee satisfaction; we blend our management approach to ensure the wellbeing of our employees and we are proud to present examples of branded service to our sector with our products where our culture and values are preserved, and change is in harmony with nature.

We have adopted the renewal and development not only to keep up with the world, but also as a requirement of our innovation and natural transformation in accordance with our name. In 2008, we renovated our Kamelya Fulya and Selin Hotel. In 2010, Aishen K Club was renovated, and in 2015, we redefined comfort and luxury and renewed both the body and spirit of our facility and brought the new brand concept to our guests.

We named it KAMELYA COLLECTION EXCLUSIVE HOTELS.

We are wholeheartedly committed to growth targets focused on "a sustainable world, sustainable tourism". We strive to reach international standards especially in the fields of quality, environment, food safety, energy and occupational health and safety by going one step ahead of legal compliance. We do not ignore social sensitivity in our work, with our communication based on trust, taking care to establish sincere, permanent and respectable relations with all our stakeholders. Today, we are experiencing a period in which many new expectations and needs arise in the tourism sector around the world, from environmental issues to business and social life.

This process shows the importance of responsible and sustainable tourism, which we, as KAMELYA COLLECTION EXCLUSIVE HOTELS, emphasize and our corporate values indicate. We focus on effectively managing sustainability risks and ensuring sustainable growth with long-term strategies; thus, we aim to increase our success day by day. I would like to express my sincere thanks to our valued employees, business partners and our guests who have always trusted our understanding of service, for KAMELYA COLLECTION EXCLUSIVE HOTELS, which makes a difference and is proud of the difference it has created, for reaching its rightful position today.

YAHYA KURT
CHAIRMAN OF THE BOARD OF DIRECTORS



Dear Guests, Business Partners and Employees,

As KAMELYA COLLECTION EXCLUSIVE HOTELS, we are aware of the responsibilities brought by sustainable tourism, where sustainability studies in tourism minimize the negative effects on environmental and cultural heritage. We strive to leave a better world for future generations.

Together with our Quality Management Systems, Customer Satisfaction Management System and Food Safety Management System, we aim to improve our overall efficiency, quality and environmental performance by providing quality products and services that are safe for both the environment and for our guests. We include performance indicators related to our work in our targets and make them a part of our management system. We aim to continuously improve the quality of service we provide to our guests, to maximize the level of satisfaction, to support the protection of natural life by increasing environmental awareness, to prevent accidents and dangerous situations by ensuring the safety of our guests and employees, and to reach perfection in food safety and service understanding.

As KAMELYA COLLECTION EXCLUSIVE HOTELS, our corporate values show the importance of responsible and sustainable tourism. We focus on effectively managing sustainability risks and ensuring sustainable growth with long-term strategies; thus, we aim to increase our success day by day. We give special importance to informing our stakeholders about our activities and their impacts in a transparent and effective manner. In this direction, the sustainability reports we publish annually are an important tool to be a transparent and accountable organization.

We are wholeheartedly committed to growth targets focused on "a sustainable world, sustainable tourism". I would like to express my sincere thanks to our esteemed employees, business partners and our guests who have always trusted our understanding of service, in bringing KAMELYA COLLECTION EXCLUSIVE HOTELS, which makes a difference and is proud of the difference it has made, to its current position.

POLICIES



1

LOCAL COMMUNITY POLICY



2

QUALITY AND FOOD SAFETY
INTEGRATED POLICY



3

CUSTOMER SATISFACTION,
COMPLAINTS HANDLING



4

ENVIRONMENTAL POLICY



5

OCCUPATIONAL SAFETY



OUR QUALITY AND FOOD SAFETY POLICY

As a pioneer in tourism,

By constantly evaluating the changes in the demands and needs of our guests, realizing their expectations in advance,

Continuously improving and renewing the quality system by improving the environment, personnel and sector,

Respecting the laws and human ethics in every area, Providing safe and healthy food,
Creating environments where guests will feel comfortable and safe

Is our policy.



**KAMELYA
COLLECTION**

EXCLUSIVE HOTELS

OUR ENVIRONMENTAL POLICY

In our organization, which has an important place in its region, our main principle is to provide quality service by fulfilling guest expectations and needs in accordance with national and international legislation and standards, under the leadership of senior management.

While performing our services, we adhere to the principles of protecting natural resources, using technologies that cause the least harm to the environment, and reducing the amount of raw material usage and waste generation.

In order to create added value for companies working with systems suitable for recycling and reuse methods and to save energy, we prefer suppliers that use renewable energy sources and contribute to energy conversion by evaluating our waste.

To meet all legal requirements regarding environmental aspects, taking into account the environmental effects of all our processes,

To constantly inform our guests, suppliers and employees in order to improve environmental awareness and environmental impact,

To instill the awareness of environmentally friendly facilities to our personnel,

Analyzing the emergency risks that may occur in the facility and taking precautions, To adopt an environmentally sensitive business awareness for a healthy and livable world comes from the respect we have for our country and the environment.

We invite you to make a difference in our responsible tourism practices and to support us in order to protect the natural environment and to keep the elements that make holiday experiences special.



ISO 10002 CUSTOMER SATISFACTION, COMPLAINTS HANDLING POLICY

Without compromising its core values, Kamelya Collection has adopted the following policies and decided to implement them:

Our policy is based on continuous improvement as much as possible to ensure that our achievements are sustainable.

We continuously increase the satisfaction of our customers in parallel with the development of our requirements and service standards.

We always handle customer requests with our understanding of providing quality service.

When we receive complaints from our customers, we examine each complaint objectively and meticulously and offer a solution as a result of this review.

In order to prevent the same complaint from occurring again, we implement permanent improvements in our systems and processes in line with complaints and suggestions.

We consider the principles of business ethics and fairness in our relations with our customers.

We take care to establish long-term relationships with our customers as much as acquiring new customers.



LOCAL COMMUNITY POLICY

We will support and work with local people and communities. During our activity, we will listen to the local people and consider their needs.

By employing local people whenever possible, we will not discriminate on the basis of religion, language, race or ethnicity, and we will respect the culture, customs and traditions of local people and communities.

Considering the guests as our focal point, researching their expectations and needs and ensuring that the appropriate services are provided,

To ensure the quality and reliability of our products by using TSE branded raw materials in accordance with the Food Codex (Codex Alimentarius),

Working primarily with locally operating suppliers who have the same quality philosophy as us, within the framework of our purchasing strategy and with our motto "Close to perfection",

We feel responsible not only to our employees and customers, but also to our suppliers and the public in particular. The relations with our suppliers are goal-oriented, reliable, and continuous.

Is our policy.



OHS POLICY

Protecting Human Health in Team Spirit by Complying with
Legal Legislation and Conditions,

Identifying and Controlling Risks Regarding Our Production
and Services,

Working with Minimum Risks by Making Continuous Im-
provements in OHS Conditions with Trainings to Be Taken,

“No job is urgent and important enough to endanger the life
safety and health of employees.”



ZERO WASTE

KOMELYA

COLLECTION

ENVIRONMENTAL AWARENESS



PAPER / CARTON WASTE

Envelopes

Tetra Paks = Milk cartons, etc. Preserves and marmalade jars

Books Cartons Brochures

Newspapers

GLASS WASTE

Bottles

Window glass

Body care product containers

METAL WASTE

Degreased / drained parts

Aluminum foils

Metal caps / bottle caps

Beverage and preserves cans

Spray cans (with recycling mark)

PLASTIC WASTE

All plastics marked PET, PE, PVC, PP, PS

Empty – clean plastic boxes

Body care product containers
(must be cleaned)

Shampoo / Detergent containers
(must be cleaned)



Kamelya Collection Hotels Çevre Bilinci





RECYCLABLE RECOVERABLE WASTE

Recyclable Waste

1. Paper Waste
2. Plastic Waste
3. Metal Waste
4. Glass Waste
5. Electrical Cables
6. Computer parts, various circuits (carbon potentiometers, keypads, relays, sensors, glass/ceramic fuses, cables, etc.)

ORGANIC WASTE

1. Paper Towels
2. Tea - Coffee Grinds
3. Food Waste
4. Stretch Films
5. Aluminum Foil
6. Food Samples
7. Used Gloves
8. Paper Cups
9. Styrofoam Plates (If There is No Sign of Recycle)

HAZARDOUS WASTE

Hazardous - Chemical Waste

1. Engine Oils
2. Waste Vegetable Oils
3. End-of-Life Toners, Cartridges
4. Fluorescent Lamps, Fluorescent Lamps
5. Medical Waste
6. Accumulators - Batteries
7. Agrochemical Packaging
8. Antifreeze Fluids
9. Paint and Varnish Packages
10. Computer Parts (Containing Lead, Cadmium and Mercury)
11. Vehicle Tires
12. Used Brushes, Dirty Filters, Sponges
13. Absorbents, filter substances (including oil filters unless otherwise specified), cleaning cloths, protective clothing contaminated with hazardous substances



Kamelya Collection Hotels Environmental Awareness



KAMELYA COLLECTION EXCLUSIVE IS ENVIRONMENT-FRIENDLY BECAUSE:



It is respectful and sensitive to the environment, It incorporates and protects different plant and animal species,

It protects the "caretta caretta green sea turtles" in which it is in the life and reproduction band, and raises awareness for its staff and guests



It prepares applications for the economical use of towels on the beach and in the rooms in order to reduce the amount of wastewater and protect the environment; it is an active supporter of the World Waste Soap Project due to environmental awareness,

It decomposes all its garbage and contributes to the protection of nature; it collects hazardous waste duly and disposes of them properly in order to prevent harm to nature



It uses LED lighting system and energy-saving bulbs

Benefits from solar energy within the scope of energy saving, It saves energy by using natural energy sources



Collects waste vegetable oils to prevent soil, environment, and water pollution, It organizes activities promoting nature and improving environmental awareness at the Mini Club.

TO HELP US PROTECT THE ENVIRONMENT, PLEASE IN YOUR ROOM:



Throw your garbage in the trash can instead of down the toilet.
Help us save more water for the future of the planet.

We pay maximum attention to energy saving in our hotel. When leaving your room, please remove the room card from the energy unit. Please support our efficient use of energy resources for the future of the planet



We would like to state that the heating and cooling system is automatically turned off when the balcony door is opened to protect the energy sources in nature.

SOME OF THE TREES IN OUR GARDENS



- Port Jackson Fig
- Avocado Tree
- Orange Wattle
- Stone Pine
- Horsetail Tree
- Mulberry Tree
- The Southern Magnolia Tree
- Chinaberry Bitter
- Orange Tree
- Blue jacaranda tree
- Orange Tree
- Lemon Tree
- Tangerine Tree
- Palm Tree
- Date Tree
- Eucalyptus Tree
- Maple Tree
- Pygmy Date Palm Tree
- Kurrajong Tree
- Silky Oak
- Turkish Pine



DID YOU KNOW



The beaches of our hotels have the Blue Flag (clean, protected and well-maintained beach) international environmental award.



The general area of the hotel is 240 acres, 80 acres of which is green space.



Our hotels have the "Environmentally Friendly Facility" certificate issued by the Ministry of Tourism.



There are nearly 120 plant varieties and 40 types of trees in our garden; the total number of trees is around 3900.



Caretta caretta green sea turtles prefer the beaches of our hotels to lay their eggs.



Perge Antique City, which was considered among the richest and most beautiful cities during the Hellenistic period, is only 52 km from our hotels.

THESE?



The Ancient Theater of Aspendos with a capacity of 15-20,000 people is the most intact ancient theater from the time of Roman Civilization; shows are still held, and it is only 26 km from our hotels.



In Köprülü Canyon, Turkey's largest canyon, nearly 10,000 domestic and foreign tourists raft annually and the canyon is only 66 km from our hotels



The Dim Cave is the second largest cave open to visitors in Turkey and is only 86 km from our hotels.



Manavgat Waterfall, which is a unique natural wonder, is only 15 km from our hotels.



The god of music, arts, sun, fire, and poetry in mythology is Apollo, and the Temple of Apollo is just 3 km from our hotels.



The Ancient City of Side, the Ancient Theater of Side, and the Side Museum, which are home to many civilizations, are just 9 km from our hotels.

OUR ENVIRONMENTAL AWARENESS





OUR ENVIRONMENTAL AWARENESS

KAMELYA COLLECTION HOTELS' environmental policy and environmental awareness and objectives have been standardized in accordance with national and local government facilities. This, in turn, is the work carried out with all facility employees under the leadership of the Manager of Quality Management Systems to protect and ensure the continuation of natural resources:

WATER AND ENERGY SAVINGS

- KAMELYA COLLECTION HOTELS' water system is connected to the city network
- To prevent water loss, periodic controls
- Automatic irrigation systems
- Tap systems that reduce water consumption
- Towel change, only on guest request
- Linen change is only at the request of guests or in case of urgent need
- Water saving systems in public area toilets
- Energy stopper in guest areas
- Use of consumption measuring instruments

WASTE MANAGEMENT

- Bulk purchases
- Packaging that can be recycled
- To avoid one-time use materials such as plates, glasses, etc., hard plastic (PE) is preferred
- Reducing the use of aluminum foil
- Appropriate disposal of battery and hazardous materials (paint, oils, fluorescent, etc.)
- Separating paper, plastic, textile, metal, glass and porcelain waste
- Baby changing stations - garbage containers
- Garbage volume measurement reports

POLLUTION REDUCTION AND CONTROL

- Regular water analysis (drinking water, pool, sea water and, where necessary, biological treatment installations)
- Use of ecological chemicals wherever possible
- Use of water-based paint wherever possible
- Prohibition of smoking in discos and rooms

ARCHITECTURE AND GARDEN

- Environmentally friendly gardens with minimal use of chemicals
- Use of natural pesticides in required areas
- Flora and fauna mainly consisting of Mediterranean and regional plants
- Production of plants where necessary
- Protecting the natural life of animals (e.g. health checks, mini zoo)

INFORMING GUESTS AND ACTIVITIES

- Environmental brochure stating our environmental activities
- Waste classification notices in all areas
- Environmental activities in the Bubble Kids Club program
- Environmental survey conducted for our guests
- Participation in the annual European "Blue Flag" program
- Collaboration with local and general environmental organizations
- Periodic trainings for staff



AWARDS and CERTIFICATES

DER Touristik Hotes & Resorts - GLOBAL PARTNER MEETING

TEZ WORLDBERRY

EXPEDIA GROUP - BEST REVENUE GENERATOR

CORALTRAVEL - TOP 100 World Best Hotels

CORENDON - HOTEL OF THE YEAR AWARD

HEALTHY HOLIDAY SYSTEM - ISIS

E- CRYSTAL CHECK SAFETY FIRST - DIVERSEY

CERTIFICATE OF ACHIEVEMENT - BIX

CORPORATE BLUE FLAG - TURÇEV

CLEAN POOL CERTIFICATE - MINISTRY OF HEALTH

**ENVIRONMENTALLY RESPONSIBLE ACCOMMODATION FACILITY -
MINISTRY OF CULTURE AND TOURISM SUSTAINABILITY IN TOURISM -
GOLD TRAVELIFE**

ISO 9001 QUALITY MANAGEMENT SYSTEMS - BV ISO 22000

FOOD SAFETY MANAGEMENT SYSTEM - BV

ISO 10002 CUSTOMER SATISFACTION MANAGEMENT SYSTEM - BV

**KAMELYA COLLECTION EXCLUSIVE HOTELS is proud to be the first
choice of its guests with many awards from different authorities.**

**We know the importance of winning these awards, and we work tirelessly
to ensure the excellence of our brand.**

OUR VALUE CHAIN

OUR WORK PRINCIPLES

KAMELYA COLLECTION EXCLUSIVE HOTELS adopts a business policy that supports its employees and suppliers that respect legislation towards environmental and human rights.

In the name of continuous development, we support our employees with trainings and a career management program. Our priority is to grow together with our employees.

CORPORATE RESPONSIBILITY

While performing its activities, KAMELYA COLLECTION EXCLUSIVE HOTELS, aims to maintain positive relationships with the local community, organizations and natural habitats. It works to make its social and economic effects as positive and beneficial for the environment and the people of the region as possible, and to reduce and eliminate any negative effects.



Water risk and management, energy management, waste, and packaging management



Employee satisfaction and development, internal health, and safety, employee loyalty



Contribution to the local economy and social investment in the community

Our Corporate Responsibilities

Being Environmentally Friendly

As KAMELYA COLLECTION EXCLUSIVE HOTELS:

Our primary goal is to carry out studies that contribute to the protection of the environment and cultural heritage in the region where we carry out our activities and beyond as much as possible, and to control our environmental impacts.

Sustainable Tourism

As KAMELYA COLLECTION EXCLUSIVE HOTELS:

Meeting the needs of our guests and the people of the region by thinking about future generations, protecting natural resources and wildlife, saving energy and water, and increasing the quality of life constitute the basis of our sustainability activities.

Supporting Local Residents

As KAMELYA COLLECTION EXCLUSIVE HOTELS:

We pay attention to the fact that the personnel we employ are local residents. In this way, due to the multiplier effect of the economy, we contribute to the revitalization of the economy in the region by the personnel we employ. At the same time, we help the people of the region to stay in their region rather than looking for job opportunities elsewhere.

Creating Opportunities

As KAMELYA COLLECTION EXCLUSIVE HOTELS:

We provide internship opportunities for tourism students to gain work experience. We support our employees with trainings and career management program. We aim to raise our own employees to higher positions and grow together by training our own employees as much as possible.

SUSTAINABLE TOURISM

Sustainable tourism: It's more than just eliminating the negative effects

- ⦿ More productivity
- ⦿ Reducing expenses
- ⦿ Pro-active participation; awareness-raising (staff, guests, suppliers)
- ⦿ Ecosystem (resources needed) and livelihood improvement
- ⦿ Strengthening customer experience
- ⦿ It is not a one-time process, but a continuous one
- ⦿ It's not a bureaucratic situation (writing reports, printing papers), it's a philosophy, an attitude, being open to new and innovative ideas !

Better price

Better management

More competition

Better quality service



Communication with Stakeholders

Effective and versatile communication with stakeholders is of great importance. We work to maintain transparent communication by identifying different communication methods with different stakeholder groups. We shape our sustainability strategy based on the opinions of our stakeholders and use effective communication methods in line with the suggestions and ideas of different stakeholder groups. We contribute to sectoral development by collaborating with stakeholders.

Stakeholder Group	Method of Communication
Employees	One-on-one meetings, group meetings, trainings, monthly events, suggestion and complaint surveys, employee satisfaction surveys, events and volunteer activities, OHS Board meetings, annual and sustainability reports, website
Guests	Guest Satisfaction Surveys, Request Forms, Contact Forms, Social Media, website, Call Center, Guestranet application.
Suppliers	Purchasing specifications, Supplier audits, Performance Evaluation System, Meetings, Negotiations
Local Communities	Social Projects, information requests (when necessary), annual reports, meetings, complaint system
Public Institutions	Social Projects, annual and sustainability reports, website, stakeholder analysis, one-on-one interviews, effective relationship management,
Sectoral Groups	Meetings, Seminars
Universities	Internship Program, conference-meetings
Press	Interviews, launch events, press releases

WE THINK GREEN...





OUR ENVIRONMENTAL AWARENESS



We determine the effects we have on the environment and take them under control.



We are prepared for risks related to pollution, emergencies (fire, explosion, flood, earthquake, leakage, etc.) and comply with environmental legal regulations.



We strive to minimize our waste, prevent pollution at its source, use energy efficiently and reduce the negative effects of our activities on the environment.



We continuously improve our environmental performance through activities such as waste sorting and reducing the amount of waste and efficient use of natural resources, etc.



We follow up all the wastes through to the recycling/disposal stage.



We protect the endangered Caretta-Caretta sea turtles that spawn on our beaches.

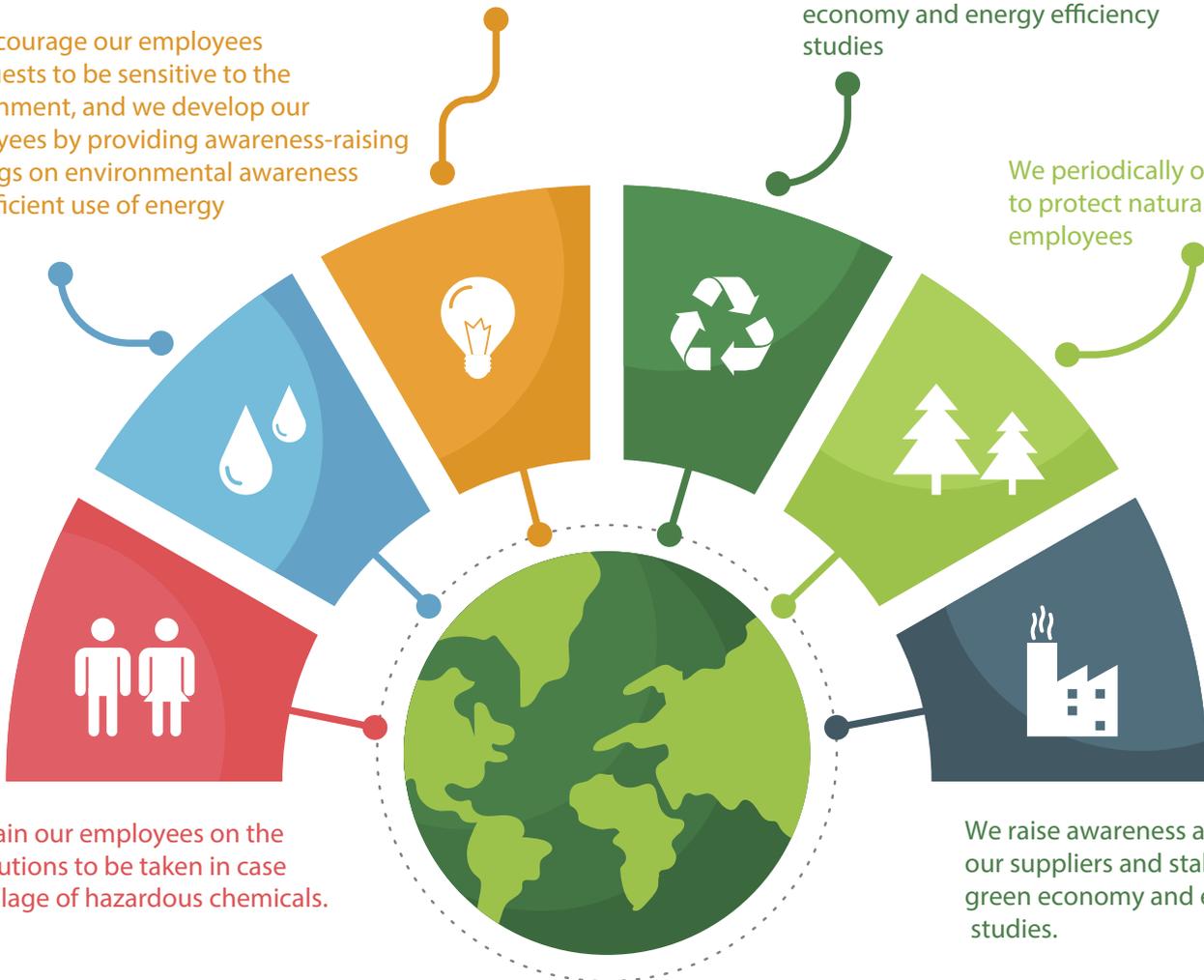
WE THINK GREEN...

We use energy and water-saving systems in our hotels.

We raise awareness and encourage our suppliers and stakeholders on green economy and energy efficiency studies

We encourage our employees and guests to be sensitive to the environment, and we develop our employees by providing awareness-raising trainings on environmental awareness and efficient use of energy

We periodically organize activities to protect natural areas with our employees



We train our employees on the precautions to be taken in case of spillage of hazardous chemicals.

We raise awareness and encourage our suppliers and stakeholders on green economy and energy efficiency studies.



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We are prepared for risks related to pollution, emergencies (fire, explosion, flood, earthquake, leakage, etc.) and comply with environmental legal regulations



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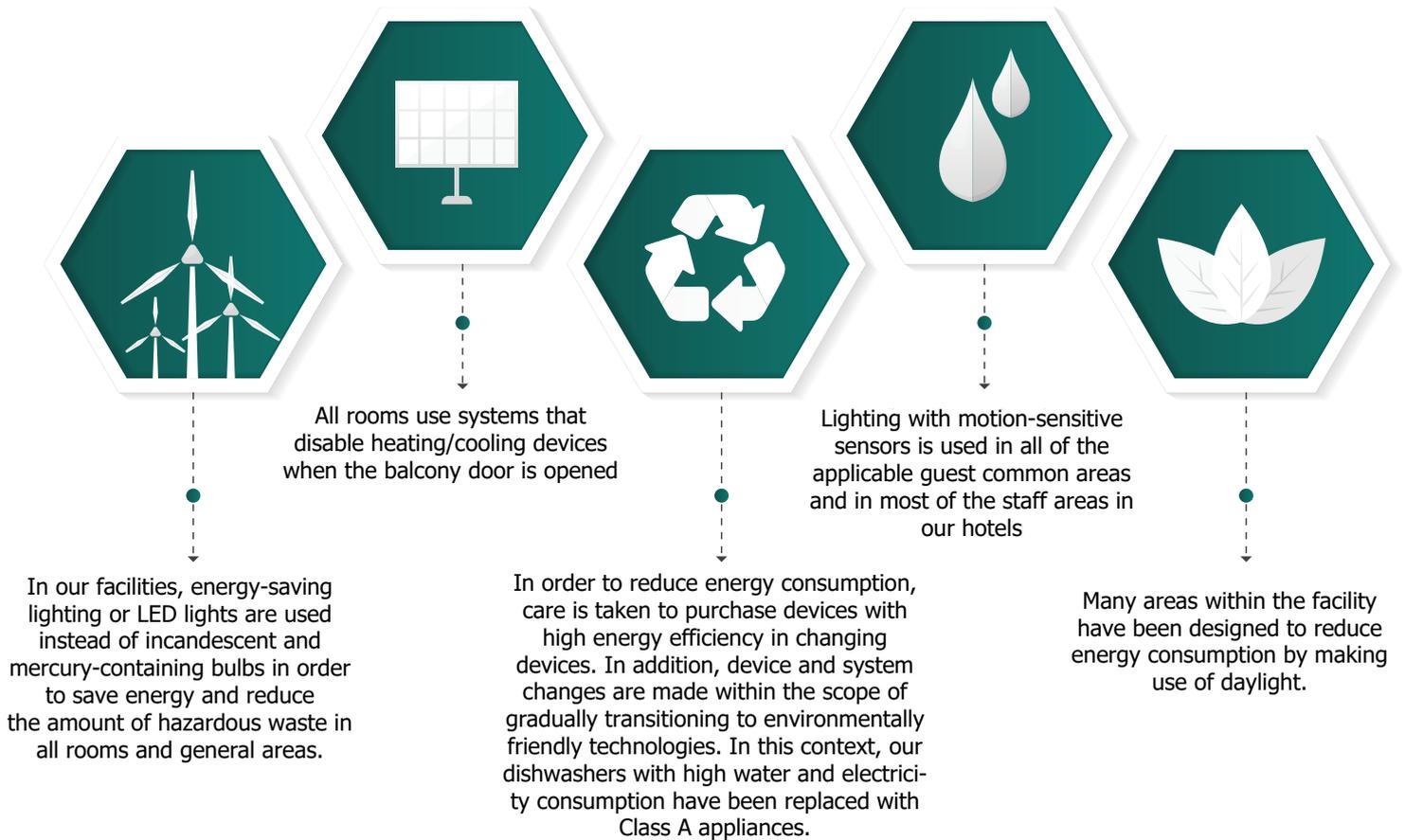


We protect the endangered Caretta-Caretta sea turtles that spawn on our beaches.



ENERGY-SAVING...

We aim to ensure that all our electronic products are energy efficient and that all our employees receive training on energy saving. The following activities related to energy saving are carried out in our facility and are provided continuously.



Outdoor lighting is controlled by timers

Electronic key cards are used in our rooms.

TVs with low standby consumption are used in our rooms.

Employees are made aware of closing the curtains when the guest is not in the room.

Mini bars in our rooms are positioned away from the heat source in order to save energy.

The use of air-conditioning devices is reduced by keeping the curtains of our empty rooms closed in the summer season and open in the winter season.

Support is provided from solar panels as a pre-heater for hot water supply and boilers.



ENERGY-SAVING...



Energy loss that may occur arise minimized by regular maintaince and cleaning of all electrical devices.



The wicks and gaskets of the cold units, freezers, ice machines and ovens are periodically checked and replaced.



We use cooling air curtains in the cooling rooms and the doors opening from the general areas to the terraces, gardens, etc.



Convection stoves are preferred.



There are operating instructions next to the machines used in kitchens and laundry rooms, and our employees are knowledgeable about their use



Care is taken to open the cold unit doors as briefly as possible; hot food is cooled in the Blast Chiller before being placed in the cold units.

WATER SAVING

We use water-saving equipment to reduce overall water consumption without compromising on health, hygiene, and guest satisfaction.

We share our sensitivity and activities on this subject with the slogan **"Kamelya Collection Exclusive Hotel is Environmentally Friendly Because"**, including water saving in guest rooms.

The following activities are carried out in our hotels related to water saving and are provided continuously:

Water flow is limited with the aerator installed in all room and general area fixtures. Aerator controls are carried out regularly and renewed when necessary.

All room and common area sink faucets are adjusted so that the water flow rate does not exceed 5 liters, and 10 liters in the showers. With regular measurements, the application is followed up and corrected in case of high flow rate detection

An economical and/or double flush system is used in guest and employee toilets. Thus, the water consumption does not exceed 6 liters with each use

Photocell taps are used in hand washing sinks in kitchens.

In the renovations of the facilities, use of bathtubs was stopped and shower trays were used instead of bathtubs.

Drip and fountain systems are used in our garden irrigation. By using the automatic irrigation system in our facility, the irrigation hours are scheduled at times to prevent water loss.

WATER SAVING



Our guests are informed in the Hotel Directory about supporting the two-day use of towels in order to reduce water consumption



Our employees are provided with training on the correct use of water and reporting in case of any leaks



We have a wastewater plan that shows that all wastewater from our facilities is treated and safely discharged without affecting the environment. Wastewater is connected to the sewer system in accordance with the discharge regulation



By using organic fertilizers in our gardens, the moisture balance of the soil is maintained



Kitchen and F&B staff use sinks to wash fruits and vegetables.

There are separate water meters in many parts of our facilities, in our lodgings, laundry and garden irrigation. Thus, it is possible to monitor efficiency to reduce water consumption



Water consumption is constantly monitored and recorded in the daily energy consumption table

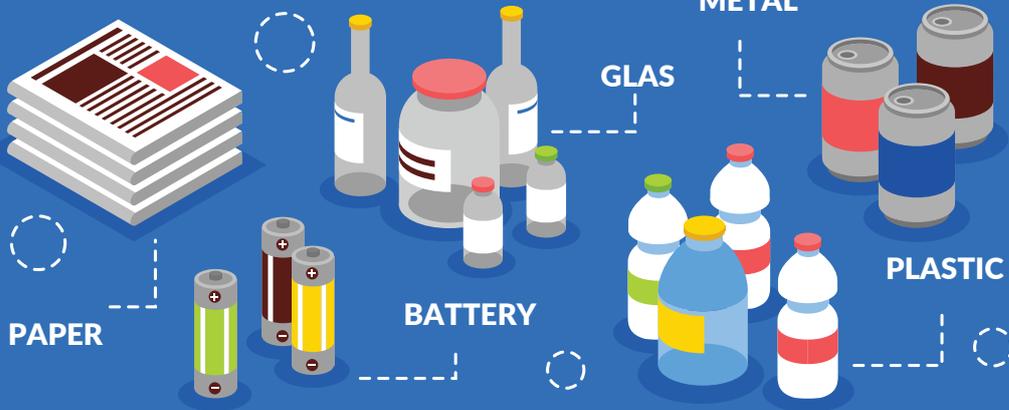
In the Hotel Directory in the guest rooms, it states:

"Your room is cleaned daily; sheets and towels are changed every 2 days. Leaving towels on the floor means we will change them and hanging them will give the message that you will use them again."

WASTE MANAGEMENT



The amount of waste is reduced by using beverage units instead of disposable metal cans, plastic bottles, etc.



Packaging waste has been reduced by purchasing large packaging boxes and buckets instead of disposable breakfast products



We aim to protect the environment and natural resources by conducting studies and meetings within the scope of zero waste.



In order to reduce our paper consumption, we carry out our correspondence and announcements as much as possible via email



We conduct various studies to reduce our waste production at its source, and we encourage our guests and employees to participate in the recycling program.

By offering quality products in returnable glass bottles in minibars and lobbies, we try to act more sensitively to the environment and in terms of recycling.

We encourage the use of glass and flexiglass glasses instead of paper and plastic glasses in bars



SPECIAL CONTAINERS



In many units and areas, we have garbage containers for all types of waste for on-site separation of waste

ÜRÜNLERİN DOĞADA YOK OLUŞ SÜRELERİ DISSOLUTION TIME OF THE MATERIALS IN THE NATURE



CAM ŞİŞE
GLASS BOTTLE
4000 (YIL)



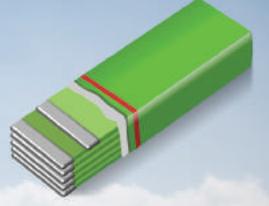
PET ŞİŞE
PLASTIC BOTTLE
400 (YIL) YEARS



KUTU KOLA
CAN
10 (YIL) YEARS



SİGARA İZMARİTİ
CIGARETTE END
2 (YIL) YEARS



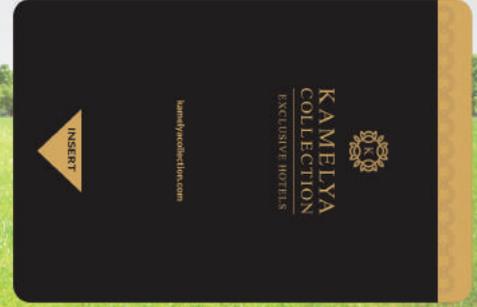
SAKIZ
GUM
5 (YIL) YEARS



GAZETE
NEWSPAPER
3 (AY) MONTH



PLASTİK TABAK
PLASTIC PLATE
500 (YIL) YEARS



ODA KARTI
ROOM KEY CARD
1000 (YIL) YEARS





USE OF CHEMICALS



Chemicals are used in many areas of our lives to make our lives easier but can also have negative consequences with their harmful effects. Chemicals are used in maintenance-repair activities and cleaning activities in our facilities.

Cleaning with consideration for the environment means being able to clean hygienically and at the same time having as little negative impact on health and the environment as possible. Damage to the environment can be minimized not only by using environmentally friendly cleaning products,

But also by using these products sparingly. Thus, the total harm of chemicals to the environment can be significantly reduced. It is our priority that all the chemicals we use are approved, labeled and in appropriate packaging, with the MSDS (Material Safety Data Sheet). Our employees who will use the chemical are trained by the purchased department on the use of chemicals, the information in their MSDS, the amount and methods of use, personal protective equipment requirements and the measures to be taken according to the "Waste Management Process Procedure".

Necessary precautions have been taken against leaks, spillage, etc., that may harm the environment in our chemical warehouses.

Chemical storage is carried out in accordance with the type of chemical, the manufacturer's storage instructions and regulations.

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

We control our chemical usage amounts and provide personnel training to prevent waste and incorrect chemical use. We prefer concentrated products whenever possible.

We use automatic dosing systems that use the minimum amount of chemicals for proper hygienic application in our pools.



We guarantee that the pesticides used by our pest control service company are products that do not harm human health and the environment. We try to make more use of natural measures (fly traps, adhesive paper, etc.).

As with every consumption item, we monitor our chemical consumption with daily controls and monthly activity meetings, ensuring that excessive waste and misuse are prevented.



We take the necessary precautions for hazardous chemical waste, leakage, etc., and provide personnel training to respond to spills, harmful exposure and other incidents.

Chemicals are stored in sealed containers in our chemical warehouses.

NATURAL LIFE PROTECTION

Studies are carried out on the protection, health, care and feeding of wild or domestic animals in the surrounding area, and there is a minizoo in the facility with quarrions, conure, budgies, hybrid species, peacocks, rabbits and guinea fowl.

Efforts are being made to prevent thousands of trees in our facilities from being damaged in the event of a fire. In this context,

- Our employees have been provided with fire training
- Emergency teams have been formed.
- The number of fire hydrants has been increased.
- Emergency teams have been formed.



Cleanliness of sea water is one of the issues we prioritize in the context of both natural life protection and sustainable tourism. All three of our hotels have the Blue Flag Award. In this context, we keep a sufficient number of garbage bins and waste containers on the beach, empty them regularly and keep them clean. We provide training to our beach staff to maintain and improve the cleanliness of the beaches.



As part of the World Environment Day celebrations, we try to contribute to the development of our children's environmental awareness from an early age with activities such as planting flowers, collecting waste, making shapes out of packaging waste in the children's clubs of each of our facilities.



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We make use of natural resources with 325 solar panels and make an effort to reduce carbon emissions. We are trying to protect nature by using nature's own energy...

Environmental training is given to our employees in line with annual training programs. The trainings cover areas such as reducing the consumption of natural resources, reducing waste and separating it correctly, dealing with hazardous waste, and topics related to efficiency and protection of Natural Wealth

With the support of our guests, we take care of our animal friends and carry out veterinary checks. We make sure our cats are vaccinated and neutered. Adoption announcements are made for newborn kittens, and we help them find a home.



STAFF SUPPORT OFFERED

Personnel Service
Due to the nature of the hotel business, employees work in different shifts. There are shuttles between the hotel and Antalya/Serik at various times of the day.

Staff Cafeteria
Meals served in the staff cafeteria are free of charge for employees. Four types of dishes are available on the 15-day menus.

The Doctor's Office
Our hotels have a Doctor's Office with a doctor and a nurse. Our employees can benefit from the health service during working hours.

Lodging Use
Staff lodgings are available for staff who work at Kamelya Collection HOTELS and are not resident in Antalya.

Birthday Celebration

The Personnel Management Department keeps track of the birthdays of all employees and a birthday message is sent via mobile. A cake-cutting ceremony is held every month to celebrate those with birthdays in that month.

Staff Night

A "Staff Night/Staff Activity" is held at the end of each year for employees to socialize and celebrate the efforts of the past year. The organization of the night is done by Human Resources.

Staff Children's Party

A "Staff Children's Party" is held on April 23 with the participation of employees' children who attend primary school and before the school opening.

Human Resources and Entertainment & Animation Departments (Mini Club) organize the event.

Monthly Staff Events

With the participation of all department personnel, monthly social events are aimed at increasing motivation and morale in activities accompanied by food and beverages and music.





SOCIAL COMMITTEE ACTIVITIES

The committee we have established with our employees aims to meet the needs of our employees or for support purposes in case of emergency.

Monthly bulletins containing various topics are published in order to raise awareness of tourism employees.

There are visits to the Child Protection Agency, Aged Care Homes and schools in need of support.

In addition, social and cultural events are organized to keep employees motivated



CAREER MANAGEMENT

We create internship opportunities for tourism students to gain work experience. We support our employees with trainings and a career management program. We aim to raise our own employees to higher positions by training our own employees as much as possible and to grow together.



CAP COLLECTION CAMPAIGN AND BATTERY CHAIR AID CAMPAIGN

In the project, which is carried out with the participation of our staff, recyclable caps are collected within the hotel to be given to those in need and associations are provided with support for the Wheelchair campaign.



BLOOD AND STEM CELL DONATION CAMPAIGN

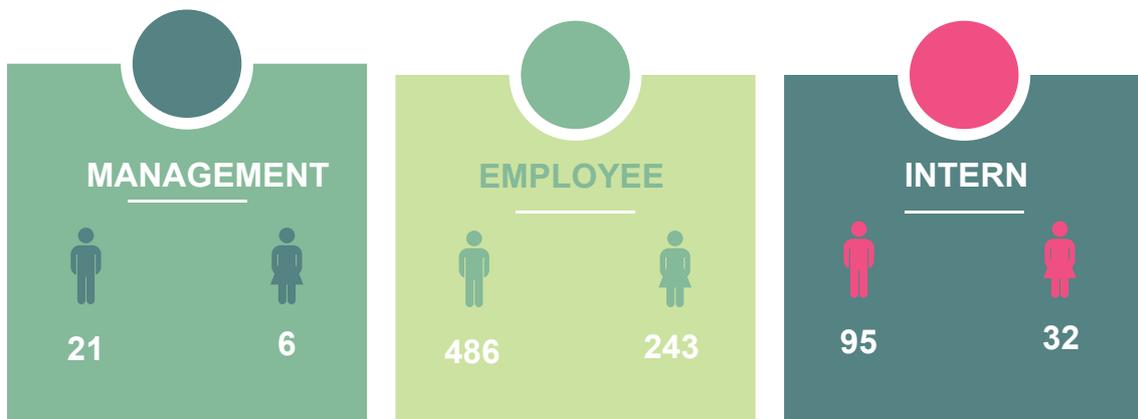
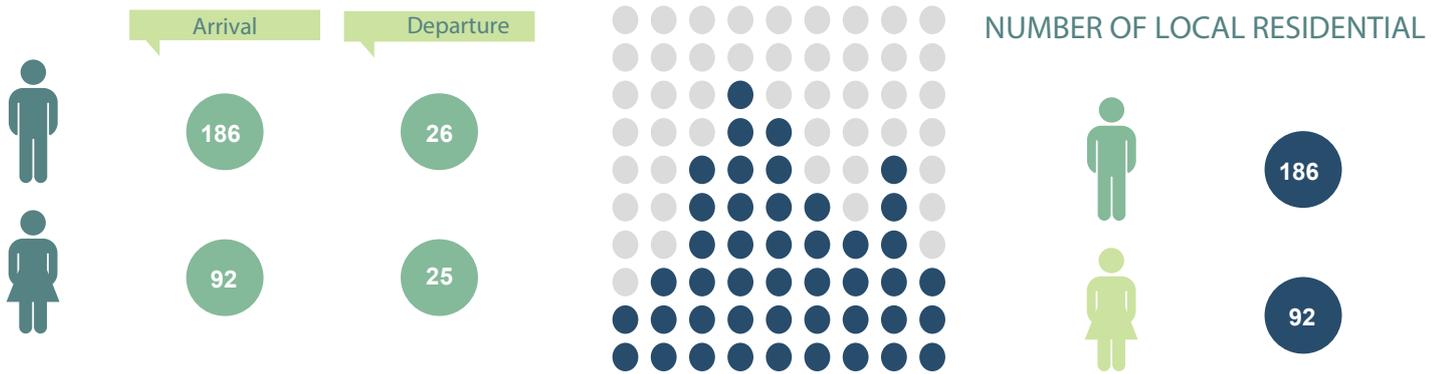
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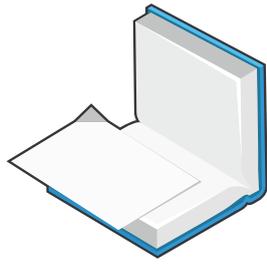
CARE AND NEUTRALIZATION OF CATS

Our veterinarian team carries out the necessary neutering and vaccination of our cats at regular intervals in our facility. Cat food is provided thanks to donations from guests and there are donation boxes in our guest relations department.

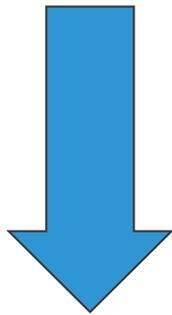
JUNE 2021 ARRIVAL - EXIT MOVEMENTS



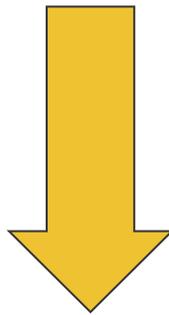
Education Level	Male	Female
MANAGEMENT	166	114
SECONDARY SCHOOL	80	21
HIGH SCHOOL	230	83
VOCATIONAL HIGH SCHOOL	56	8
ASSOCIATE DEGREE	31	32
BACHELOR'S DEGREE	39	23



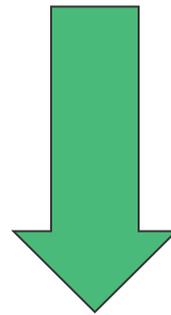
PAPER



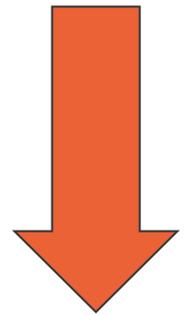
PLASTIC



GLASS



METAL



2019

49.910

42.690

58.240

30.650

2021

8.240

6.460

4.200

10.180

TYPE

2019

PAID
SOLD
BED

RATE

2021

PAID
SOLD
BED

RATE

DIESEL

JAUNARY	3071
FEBRUARY	96
MARCH	600
APRİL	1101
MAY	200
JUNE	200
JULY	0
AGUST	525
SEPTEMBER	722
OCTOBER	53
NOVEMBER	0
DECEMBER	0
TOTALLY	6568

3146	0,35
14067	0,0142
14200	0,0141
15322	0
15233	0,0345
14116	0,0511
14591	0,0036
1414	0
0	
92089	

100	
JAUNARY	100
FEBRUARY	400
MARCH	300
APRİL	500
MAY	230
JUNE	70
JULY	4735
AGUST	965
SEPTEMBER	
OCTOBER	0
NOVEMBER	0
DECEMBER	0
TOTALLY	7300

2.025	0,11358
2.015	0,034748
13.385	0,353754
14.948	0,064559
13.883	
0	
0	
0	
46.255	

TYPE

2019

ÜCRETLİ
SATILAN ORAN
YATAK

2021

ÜCRETLİ
SATILAN
YATAK

ORAN

LNG

JAUNARY	673,35
FEBRUARY	224,6
MARCH	326
APRİL	14719,18
MAY	41866,98
JUNE	1911,76
JULY	18095,26
AGUST	16834
SEPTEMBER	20421,68
OCTOBER	19719,19
NOVEMBER	6894,82
DECEMBER	3040,66
TOTALLY	

3146	4,6787
14067	2,9763
14200	0,1346
15322	1,181
15233	1,1051
14116	1,4467
14591	1,3515
1414	4,8761
0	
92089	

6913,3	
JAUNARY	6913,3
FEBRUARY	5315,9
MARCH	7545,56
APRİL	13582,28
MAY	12416,97
JUNE	13843,93
JULY	23940,89
AGUST	19988,89
SEPTEMBER	20668,74
OCTOBER	0
NOVEMBER	0
DECEMBER	0
TOTALLY	46.255

2.025	6,131837
2.015	6,872142
13.385	1,788636
14.948	1,337273
13.883	
0	
0	
0	
46.255	

ELEKTRIC

TYPE	2019	PAID SOLD BED	RATE	2021	PAID SOLD BED	RATE
JAUNARY	673			JAUNARY	6914	
FEBRUARY	224			FEBRUARY	5316	
MARCH	280			MARCH	7545	
APRIL	14720	3146	4,679	APRIL	13582	
MAY	24194			MAY		
JUNE	20154	14200	1,4193	JUNE	13843	2.015
JULY	18095	15322	1,181	JULY	24267	13.385
AGUST	16834	15233	1,1051	AGUST	19988	14.948
SEPTEMBER	20421	14116	1,4467	SEPTEMBER	20668	13.883
OCTOBER	19719	14591	1,3514	OCTOBER		0
NOVEMBER	6894	1414	4,8755	NOVEMBER		0
DECEMBER	3040	0		DECEMBER		0
TOTALLY	145248	92089		TOTALLY	124539	46.255

WATER

TYPE	2019	PAID SOLD BED	RATE	2021	PAID SOLD BED	RATE
JAUNARY	13080			JAUNARY	0	
FEBRUARY	14244			FEBRUARY	0	
MARCH	24508			MARCH	0	
APRIL	35551	3146	11,3	APRIL	7678	
MAY	52375	14067	3,7233	MAY	23835	2.025
JUNE	57838	14200	4,0731	JUNE	26300	2.015
JULY	65190	15322	4,2547	JULY	64882	13.385
AGUST	66583	15233	4,371	AGUST	76376	14.948
SEPTEMBER	55576	14116	3,9371	SEPTEMBER	64830	13.883
OCTOBER	44951	14591	3,0807	OCTOBER		0
NOVEMBER	23642	1414	16,72	NOVEMBER		0
DECEMBER	14817	0		DECEMBER		0
TOTALLY	468355	92089		TOTALLY	263901	46.255



KC7 DEC 2019



Kamelya



GREEN TEAM



KAMELYA
COLLECTION

EXCLUSIVE HOTELS