



SUSTAINABILITY REPORT 2019

As Venosa Beach Resort & Spa we are aware of our responsibilities in sustainable tourism and development and committed. And we work to lay a better for future generations.

ABOUT REPORT

As VENOSA BEACH RESORT & SPA, our activities and effects to inform our stakeholders in a transparent and effective manner is one of the most important issues we attach importance to. Accordingly, sustainability reports, which we aim to publish annually, will be an important tool for us to be a transparent and accountable organization.

Since the day we started to operate in business life we have made and continue to invest in social and environmental issues for the sustainability of our business. This is the first sustainability our economic, environmental and social performance and to our employees, customers, business partners and other stakeholders.

In the process of preparing this report, our key stakeholders we began to investigate and examine the expectations in the framework of sustainability. We consider this report, which we plan to prepare regularly, as an important communication tool in which we will share the steps we will take to manage our impacts in the future.

2019 Sustainability Report;

- Environmental, social and economic performance of our facilities

assessment,

- In order to improve this performance,
- The strategy and process to be followed in order to achieve these objectives,
- The possible risks that may be encountered and solutions for the risks,
- It includes measured performance results.

SUSTAINABILITY MESSAGE FROM VENOSA BEACH RESORT & SPA

As VENOSA BEACH RESORT & SPA from past to present that customer satisfaction is only achieved through employee satisfaction.

As conscious; we blend our management approach, where our employees are centered, with our renewed body and spirit, 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 integrated with naturalness. We have adopted renewal and development not only to keep pace with the world, but as a requirement of our natural excitement and natural transformation in accordance with our name.

We wholeheartedly adhere to the growth targets focused on “a sustainable world and tourism”. We strive to reach international standards in terms of quality, environment, energy and occupational health and safety in our works by taking legal step one step ahead.

We strive to establish sincere, lasting and respectable relationships with all our stakeholders.

We do not ignore our social sensitivity in our studies with our communication based on trust.

Today in the tourism sector worldwide, environmental issues, business and many new expectations and needs to be responded to we are experiencing a process in which needs arise. This process, VENOSA BEACH RESORT & SPA It shows the importance of responsible and sustainable tourism, which is also pointed out by our values. We focus on effective management of sustainability risks and achieving sustainable growth through long-term strategies, thus aiming to increase our success day by day.

VENOSA BEACH RESORT & SPA, which makes a difference and bears the pride of its difference in the rightful position today, especially valuable

We would like to express our sincere gratitude to our employees, business partners and guests who have always trusted our understanding of service.

ENVIRONMENTAL POLICY

Within our food and beverage production, presentation and accommodation services activities; with the aim of 'Providing effective use of environmental resources with awareness of natural resources; Reduction of all kinds of waste generated from resource consumption to minimum level, decomposing the source and disposal of dangerous goods without harming the environment, comply with relevant laws and regulations and continuously improve, to our employees, to our guests, to our tour operators, to our suppliers and to contribute to the vaccination of collective environmental consciousness, to make our politics a lifestyle, to ensure the continuity of our applications is spreading to all areas of our life and keeping open to public scrutiny is our aim.

PROCEDURE FOR DISCRIMINATION FOR CHILDREN ABUSE

1.0 Purpose and Scope: At Venosa Hotel, the activities to be carried out on the premises for the protection of children's legal rights and the prevention of abuse are to be determined. Includes guests under 18 years of age.

2.0 Description T. C.K ARTICLE 278 Every citizen is obliged to report the crime of abuse committed against the child. (1) A person who does not report the crime being committed to the competent authorities shall be punished with imprisonment of up to one year.

2.1. During the Pre-office Guest Entry Procedures; In accordance with the second article of the Identity Reporting Law No. 1774, all guests staying at the hotel, including children, a copy of their identity or passport are taken, provided to law enforcement or made available for examination. In case of a suspicious situation (such as a fake document, passport, surname or picture dispute) about the identity or passports of the children in the guests during C / In, the Front Office Manager is informed. The General Manager shall be informed promptly about this situation and if it is deemed necessary, the guest shall be asked to give more detailed information about the child. Information is given to the Front Office Manager when booking is made with a child whose surname is not similar other than family members or when entrance to the room is noticed. In case of detection of suspicious behaviors, the Front Office Manager is informed. The Security Manager is informed by the Front Office Manager.

2.2. During the Departments' Activities; The hotel employees are responsible for informing the Safety Officer if they can not reach the department manager as soon as they testify to the following situations (made by any person).

- Physical or verbal violence / abuse
- Children are locked in the room or left alone in the room for a long time
- Having the child do the work for the adults,
- Sexual abuse, pornography,
- Making prostitution,
- Leave without family or friends in the premises. If there are older people watching and watching in front of the room door until the person entering the room leaves the room, or if different people enter and leave the room constantly, you will reach the authorities. Signatures are taken from the families of children who are receiving nursery services. Notify your supervisor if the family member forgets to take the child or if you act insensitive. At the Miniclub, children's physical conditions and hurdles can not be a joke. Psychological pressure is prevented. It is forbidden to touch and kiss guest children without the intervention of their family. Guests who display incompatible behavior despite the warning made by the hotel management are removed from the hotel according to the seriousness of the situation with the approval of the General Manager and are notified to the security units.

WORK HEALTH AND SAFETY POLICY

ADAKALE TURİZM OTELCİLİK A.Ş. Based on the slogan "clean, healthy and quality production" we have adopted, our Occupational Health and Safety Policy is based on respect for human beings and the environment they live in. ADAKALE TURİZM OTELCİLİK A.Ş.'s Occupational Health and Safety (OHS) is our top priority in the field of tourism in which we operate. Our Occupational Health and Safety (OHS) Policy is a safe and secure way for our employees, trainees, customers, walks, subcontractors and suppliers by taking preventive measures and ensuring that possible hazards are removed. environment. In order to provide a safe and healthy working environment, everyone is obliged to make the necessary work within their own jurisdiction. One of our most important goals is to protect our employees and the environment we are in against the risks of our work.

In this direction;

- Complying with legal regulations related to Occupational Health and Safety in all our activities,
- Educating and raising awareness of all our employees in order to ensure their health and safety,
- Ensuring that all our employees, suppliers and visitors comply with the OHS guidelines of our suppliers and our travels,
- Pre-determining and removing the factors that may cause occupational accidents and occupational diseases in our enterprises,
- Measuring the performance of the OHS management system and to working on behalf of increasing performance,
- In the workplace and its attachments; ensuring that all employees, subcontractors, employees and other employees working outside the workplace receive health care and safety and that they take all kinds of precautions, tools and personal protective equipment in accordance with the OSH legislation and other requirements related to OHS,
- Identifying and eliminating the risks of possible accidents may be caused by Insecure situations and movements that can cause occupational accidents and occupational diseases in the workplace and its attachments by performing an effective risk assessment,
- Identifying the risks that may cause work accidents and occupational diseases in the workplace and to ensure the health, safety and social welfare of the employees at all levels, the welfare and subcontractors, to reduce any future financial and moral losses of themselves and their families,
- Training our employees in the area of occupational health and safety and ensuring that they have good occupational health and safety awareness,
- Ensuring the The subcontractor who serves at the workplace and the visitors follows the work health and safety rules that applied by ADAKALE TURİZM OTELCİLİK A.Ş.

- Making the ADAKALE TURİZM OTELCİLİK A.Ş. a model company in terms of OSH practices
- Following technological developments in Business Health and Safety and to direct our investments accordingly,
- Ensuring the participation of our employees in all our processes,

In this respect, we are committed to continue our work in order to ensure a healthy working environment in our operations.

OUR QUALITY POLICY

Ensuring Our Quality Management System is documented, applied the way fulfilling ISO 9001, 14001 and 10002 standards and incessant improvement, assimilating it to all the staff and in this direction increasing the market share, profitability, competition power and risk control.

Acting in the thoughts contemporary management awareness and that employees are the core of our organization, working in accordance with the rules of work health and safety During all kinds of service activities; not harming the ecological balance, preventing the negative effects on the health of our employees and hotel guests, providing any protection necessary to control any accidents, damages and hazards that may arise in the property of our property or ourselves,

Help us with our legal obligations,

Applying our legal obligations and to the applicable legislation, implement and maintain the conditions of the organizations we are members of, Training existing staff, reduce costs and spread environmental awareness among all employees

Providing food safety with the food engineer channel at all stages from the raw material to the presentation stage of the foods that are presented to our guests and to consume our employees, applying the appropriate quality system to associate the balance of taste and quality with safe food and to continuously improve its effectiveness

Targeting guest satisfaction to the highest level in the framework of an innovative, creative and solution-oriented approach and measurement and improvement mechanism by looking at the guest's eyes, We are committed to integrating our activities with quality standards in this direction.

HOTEL SOCIAL RESPONSIBILITY POLICY

While operating our hotels, contributing to the development of both our employees and the community we are in, is for the purposes of our businesses to ensure sustainable tourism.

Our group is mainly to make regional schools; for the protection of historical and cultural values will help both in kind and in cash.

Will provide scholarships to support the education of the needy students, will also support them by meeting their school needs.

Attention should be paid to personnel qualifications, references and training, and foreign language training in recruitment. Tüm adaylar genel müdür ile görüştürmelidir. Bu kriterlere uyan tüm adaylarda ayrımcılık yapılmaksızın işe alınmalıdır.

Our company will continue to increase its membership and involvement in non-governmental organizations related to local and national tourism and the sustainable environment.

As much as possible, we will contribute to both employment and local economy by providing employment in the regions where our facilities are located and preferring locally produced products. We will provide training for employees for long-time work and improve their the knowledge, manners and skills related to the business.

A special emphasis is placed on employing disabled personnel in our facilities.

We will work closely with the local authorities and public institutions to remove the negative effects that may arise as a result of tourism development.

ACHIEVEMENTS

- Meeting and exceeding the expectations of our guests and laws In order to contribute to our efforts in 2014 “ISO 9001 Quality Management System” certificate was obtained.
- Environmental protection, efficient use of natural resources and to leave a livable environment for future generations. In order to contribute to our efforts in 2014 “ISO 14001 “Environmental Management System ”.
- To be guest-oriented and always offer our guests to ensure the satisfaction of our services 1000 ISO 10002 Customer in 2014 in order to contribute Satisfaction Management System was obtained.
- To bring a sound and systematic approach to information management In order to protect our organization and reduce risk “ISO 27001 Information Security Management System was obtained.
- In 2018 to ensure and support sustainability “Travelife Gold Award” received.

GUESTS SATISFACTION

Average in 2016 - %88,8 / Average in 2017 - %91,5 – Average in 2018 %93

Would you consider repeating your visit in Venosa Beach Resort & Spa?

In 2016 - %93,4 / in 2017 - %95 / in 2018 - %97

Would you recommend Venosa Beach Resort & Spa?

In 2016 - %94,6 / in 2017 - %97,2 / in 2018 - %98,4

Did you get your money's worth

In 2016 - %95 / in 2017 - %95,9 / in 2018 - %97,4

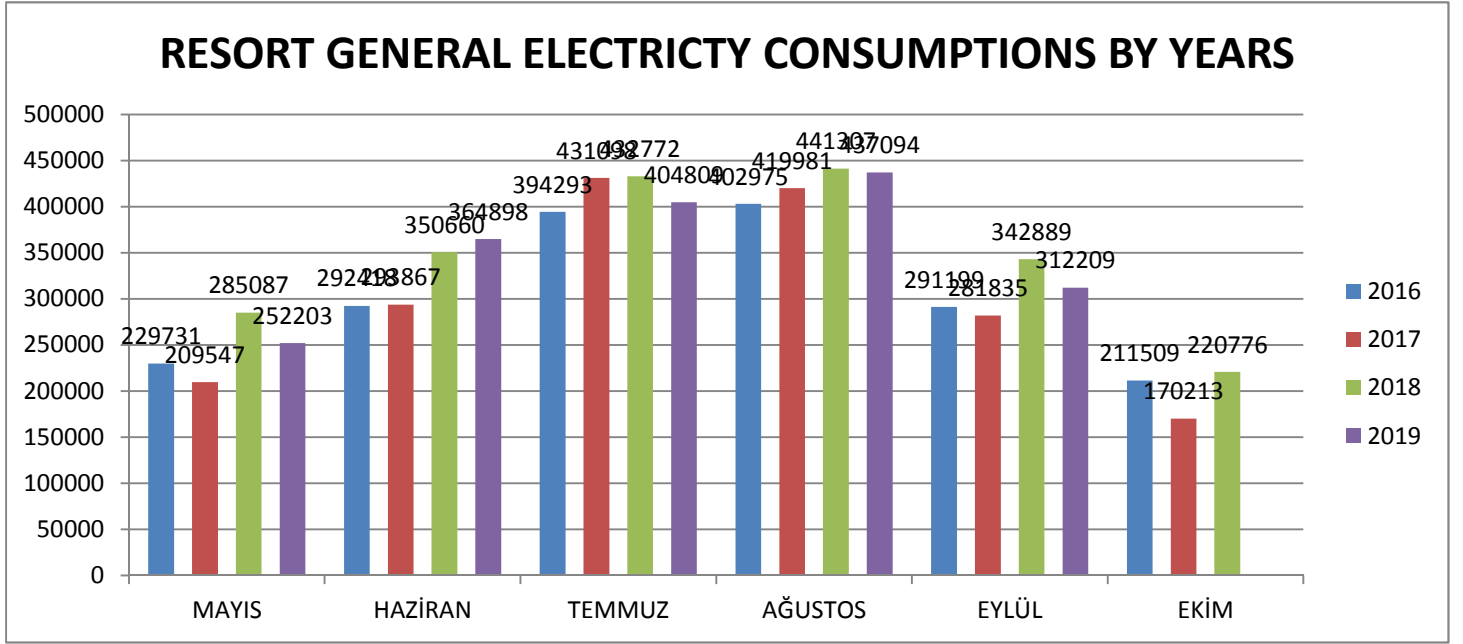
ELECTRICITY CONSUMPTION

In year 2016 electricity consumption , 1822125 kwh and per person 18,71 kwh.

In year 2017 electricity consumption , 1806541 kwh and per person 16,18 kwh.

In year 2018 electricity consumption , 2073491 kwh and per person 16,81 kwh.

In year 2019 electricity consumption , 1771213 kwh and per person 17,73 kwh.



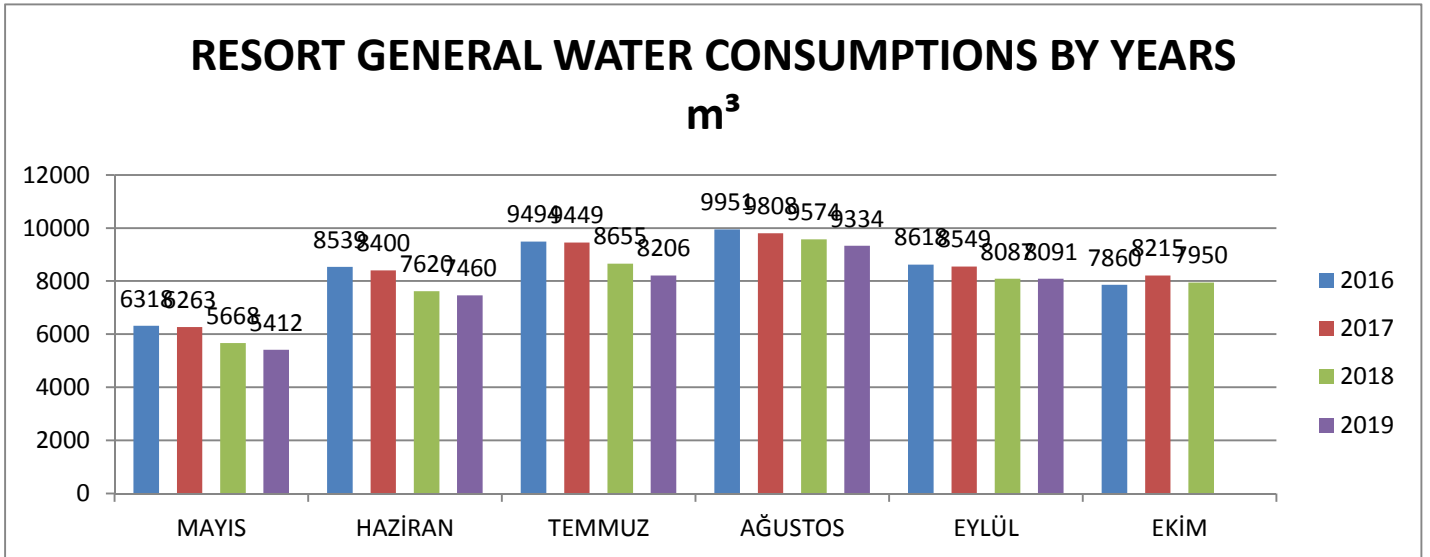
WATER CONSUMPTION

In year 2016 water consumption , 50769 m³ and per person 0,51 m³.

In year 2017 water consumption , 50684 m³ and per person 0,42 m³.

In year 2018 water consumption , 47554 m³ and per person 0,41 m³.

In year 2019 water consumption , 46305 m³ and per person 0,41 m³.



EMPLOYEE SATISFACTION AND WELFARE OF LOCAL SOCIETY

Venosa Beach Resort & Spa employees can easily contact to high management for staff welfare.

Venosa Beach Resort & Spa management prepare games and activities for employees which can make staff happier.

We always work on to care about local society to purchase something we first look at local places.