



SAPHIR RESORT&SPA OTEL SUSTAINABILITY REPORT 2025



**We continue our
operations as a tourism
investment company
that prioritizes guest
satisfaction.**

Protecting nature more, preserving our cultural heritage, using resources more sparingly, focusing on human values, sharing and helping each other, enhancing our employees' sense of belonging, developing together and through learning, protecting our most valuable assets—our children and women—with a fair and equitable perspective, communicating more with the local community and people where we operate, and striving to seize opportunities to develop the region where we are located. We plan our work processes accordingly, analyze the results, and aim to improve our current situation day by day. Translated with DeepL.com (free version)



As Saphir Resort&SPA Hotel, we are pleased to present our sustainability report, which covers our activities in the environmental and social areas we prioritize.

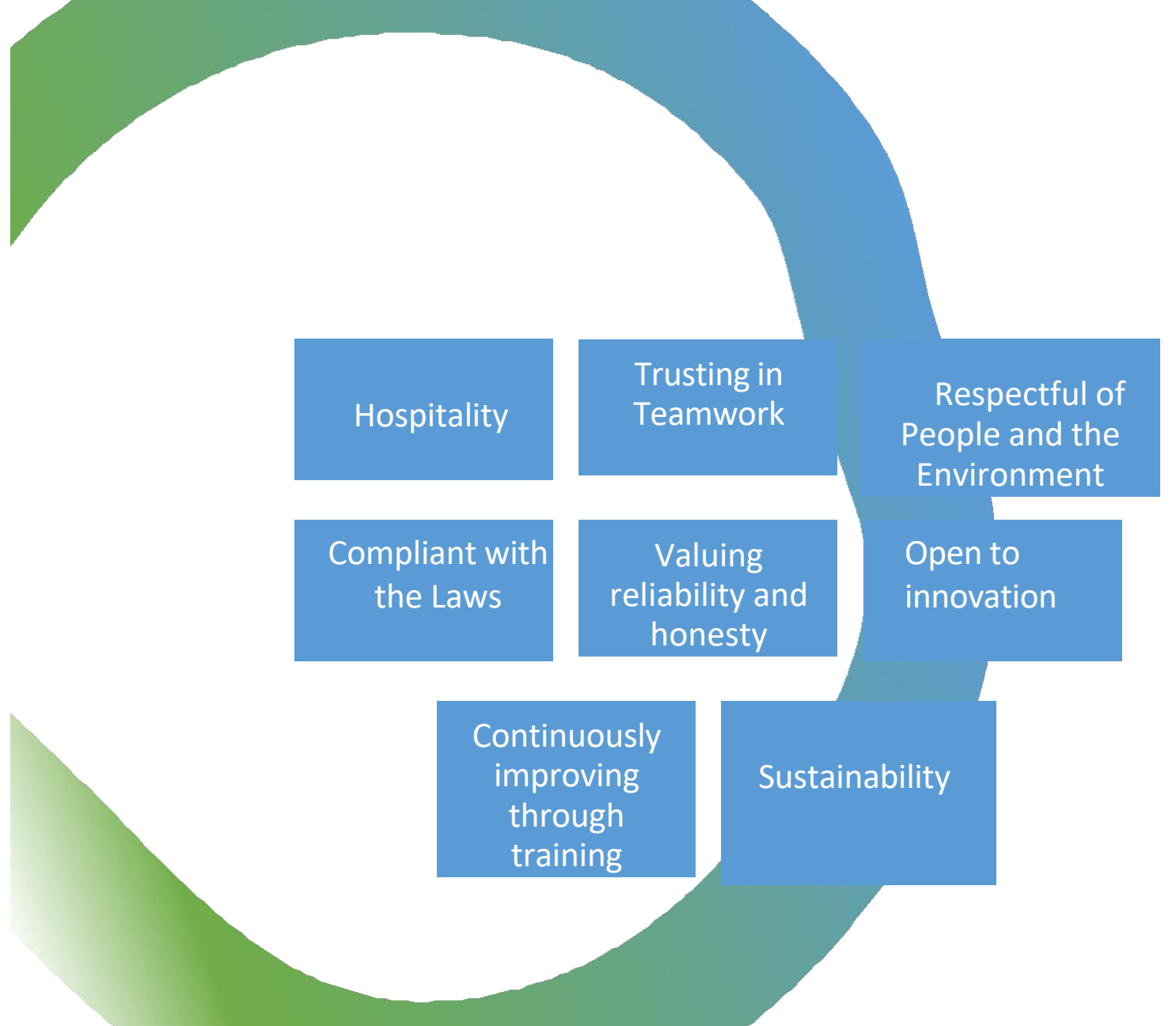
Vision;

To provide our valued guests with high-quality and safe services by prioritizing human and human rights considerations, environmental awareness, and maintaining the highest levels of guest and employee satisfaction.

Mission;

Our fundamental principle is to maximize customer satisfaction and contribute to local tourism in the best possible way by providing you, our dear guests, with high-quality, peaceful, and safe service as a result of harmonious teamwork with our employees and stakeholders. At the same time, we aim to provide sustainable service for a sustainable life.

Our Values;





SAPHİR RESORT&SPA



SAPHİR HOTEL&VILLAS

Our hotels, named after the sapphire stone, one of the world's most valuable gemstones, were founded in 1988 based on the philosophy that both people and nature are invaluable. They continue to provide modern tourism services today, preserving this tradition as a family business. Our primary goal is to provide our guests with a peaceful vacation and the comfort of home through the location and architecture of our hotels, the beauty of their surroundings, the quality of their service, their attentive staff, delicious cuisine, and fun activities.



OUR POLICIES



Quality Policy

Ensuring that our employees' knowledge and skills are maintained at the highest level by supporting them with training,

In accordance with respect for human rights, we are committed to the principle of granting equal rights to all our stakeholders without discrimination based on gender, sexual orientation, age, language, religion, race, or disability.

Ensuring that our employees implement production in accordance with food safety, hygiene standards, and the selection of appropriate suppliers within our business,

Ensuring environmentally conscious production by minimizing any negative environmental impact arising during the implementation of all these activities,

We aim to maintain our actively implemented and continuously improved management system in compliance with international laws, thereby becoming a corporate company renowned in the tourism sector for its system quality and always remembered.

Within this scope, we commit to ensuring the highest level of satisfaction for every guest through environmental adjustments made in accordance with regulations and our experienced staff, and to continuously improving the system in line with their suggestions and requests.

We strive to ensure that environmental awareness and social responsibility are embraced not only by our employees, but also by our guests, suppliers, subcontractors, and authorities. We contribute to the development of environmental protection and social responsibility projects by collaborating with local governments, supplier companies, and non-governmental organizations.



Environmental Policy

We assess the impact of the damage we cause to the environment within the framework of legal regulations and develop methods to reduce pollution.

The controlled use of natural resources, compliance with environmental laws, regulations, legislation, and rules in force to minimize energy consumption and air, water, and soil pollution.

We strive to use water, energy, and all natural resources sparingly, and we share this sensitivity with our employees, guests, and suppliers.

To protect the environment in which we live and ensure its sustainability, we identify the negative impacts of our activities on the environment during their execution and control potential hazards and waste.

By carefully separating our waste at the source, we aim to reduce the amount of waste, knowing that this will give more waste the chance to be recycled and disposed of without harming nature.

Minimizing the use of harmful substances to prevent environmental pollution,

Measuring our performance in environmental management, monitoring this data against targets, and working with the principle of continuous improvement,

Training our employees on environmental and sustainability issues and increasing their sensitivity and awareness,

We work to ensure that our guests, employees, and suppliers participate in our environmental policy, striving to make it a way of life.

When visiting natural areas, we provide our guests with information about rules of conduct and adopt measures to prevent damage to the areas.

To conduct studies on biodiversity conservation and raise awareness among our stakeholders on this issue,

We commit to protecting wild animals, ensuring the welfare of all animals, and strongly opposing their use in activities such as feeding, captivity, and hunting.



Sustainable Procurement Policy

We prefer suppliers who meet the requirements of environmental safety, health, human rights, and social and cultural legal obligations, and who operate with a principle of continuous improvement while considering sustainability.

We monitor and evaluate our suppliers through regular meetings and visits, based on mutual trust, effective communication, and a partnership approach, ensuring that our sustainability practices are communicated to and supported by our stakeholders.

We act in accordance with the principles of “Fair Trade” and “Equal Opportunity” when purchasing products and services for our business.

By prioritizing regional and cultural products during the purchasing process, we aim to strengthen our country's socioeconomic structure and promote its culture.

By choosing local production and service providers, we aim to contribute to the development of local entrepreneurs and the growth of the region.

To minimize waste, we carefully manage the purchasing process for consumables and single-use items, including food, and prioritize recyclable options for single-use consumables that we must use in our procurement processes.

We commit to ensuring that the products we supply are eco-friendly, energy-efficient, recyclable, and made from recycled materials or products.

We commit to selecting suppliers who are conscious of wildlife, animal rights, and the protection of natural habitats.



Employee and Human Rights Policy

Adopting the Universal Declaration of Human Rights,

Selecting our team members from individuals who possess the necessary education, experience, and competencies, and who are compatible with our corporate culture, values, and goals, Investing in our team members, organizing training programs that will facilitate their development and advancement, improving the health and safety conditions of their work areas and conditions,

Conducting information and awareness campaigns to raise employee awareness regarding sustainability issues,

Implementing systems that foster honest, transparent, fair, respectful, and trust-based relationships among our team members,

Implementing systems that will ensure honest, transparent, fair, respectful, and trust-based relationships among our team members,

Without discrimination based on gender, sexual orientation, age, language, religion, race, or disability, respecting each other's rights and opinions, embracing the understanding that we are one whole,

Providing the opportunity to work under equal, respectful, and safe conditions,

Receiving feedback from our team members and making improvements and enhancements, Monitoring their performance and offering career planning opportunities, Supporting women's participation in the workforce and promotion opportunities in all our departments

Protecting the personal information of our team members,

Ensuring a fair distribution of wages and making payments in accordance with legal requirements,

We commit to providing all team members with the social benefits, fringe benefits, and rewards we have planned.

Monitoring their performance and offering career planning opportunities, supporting the participation of women and people with disabilities in the workforce and their promotion



Cultural and Social Awareness Policy

We accept it as our responsibility to understand the regions we operate in, to respect their historical values and cultures, and to contribute to their economic and social development.

To protect local resources,

Contributing to the regional economy by providing local employment and supply, providing support to the community we are in to maximise social and economic benefits,

Supporting local entrepreneurs,

To preserve local culture and traditions, and to prevent discrimination on grounds of opinion, ethnic origin, belief, etc.

To undertake work to protect the natural fabric, historical, cultural and archaeological assets in the regions where we operate,

To hold discussions to ensure that local characteristics, sensitivities and the needs of the local community are taken into account in the decisions to be made,

Supporting the promotion of the region's cuisine, activities, culture and traditions to visitors,

Guiding our guests in their cultural interactions and providing information about rules of conduct,

We undertake not to impede the local community's access to cultural heritage and to respect all the rights of the local community.



Children's Rights Policy

We endorse the Convention on the Rights of the Child, recognising every individual as a child until the age of eighteen, except in cases where other countries' laws stipulate earlier age of majority, respecting their rights and accepting it as our responsibility to protect them from psychological violence, physical violence and commercial exploitation.

We provide our child guests with special areas in our facilities where they can feel safe, free and happy, and where they can comfortably express their feelings, thoughts and desires.

In areas where we provide services such as mini clubs and childcare, we ensure that parents or another reliable adult within the family/group can be contacted at any time.

To ensure they are supervised by adults during the activities they participate in,
To support their communication with other children, to acknowledge their achievements and to encourage them.

We teach our team members about the types of child abuse (physical, sexual, emotional abuse and neglect), child abuse reporting practices and our social responsibilities in this regard.

We organise training sessions to raise awareness about the protection of children's rights and support relevant projects.

We raise awareness about the attitudes and behaviours of parents towards their children, and the signs of physical, verbal, psychological violence or neglect,
During the identification of child abuse, our guests will inform the reception desk (0) and our colleagues will inform the relevant department managers. In necessary cases, they will request assistance from the Social Support Line.

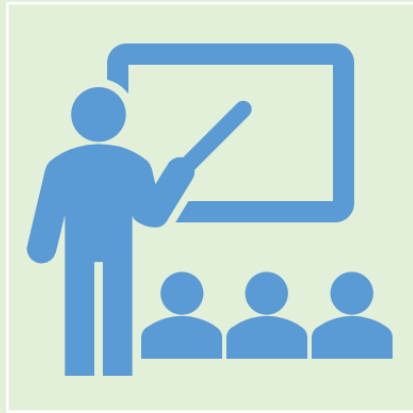
We announce all our work and measures regarding children's rights to our stakeholders and obtain their support. We are committed to supporting relevant projects for all children and their rights.

AWARDS AND CERTIFICATES

- Blue Flag, meaning clean and safe beaches
- Safe Tourism Certificate, prioritising hygiene and human health
- TUI Global Hotel Awards 2020
- Environmentally Conscious Accommodation Facility Certificate



HUMAN RESOURCES AND TRAINING



We take care to ensure that our team members possess the necessary training, experience and skills, are compatible with our corporate culture, values and objectives, and are locally integrated.



One of our human rights objectives is to ensure that all our staff receive on-the-job training, health and safety, environmental and other training in line with their annual training plan. We identify staff who have not received training during the season and ensure they participate in training according to their training needs.

Environmental and sustainability training we will provide to our employees;

Environmental and
waste
management, zero
waste training

Energy efficiency
and saving
measures

Chemical usage
training

Waste oil training

The importance of
water -
watersaving
methods

Pesticide
application
training

Environmental
pollution
response team
training

Energy efficiency
and conservation
measures training

Carbon footprint
training in
hotels

The recruitment process;

Recruitment procedures are carried out in accordance with the framework established by the Human Resources Manager/Director in our company. In recruitment, we select individuals who are fair, objective, honest, strong communicators, confident, positive, and solution-oriented.

Fair Remuneration;

Our employees are informed about their salary, working conditions, working hours, and when they will receive their salary before starting work at our facilities.



ENVIRONMENT



Our Environmental Approach

- As Saphir Resort&SPA Otel, we protect the environment, prevent pollution, and aim to minimise our negative impact on the environment.
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Environmentally Friendly

We are prepared for pollution-related risks and emergencies; we comply with environmental regulations.

We are continuously improving our environmental performance through activities such as waste separation and reduction of waste quantities, efficient use of natural resources, etc.

We track waste until the recycling/disposal stage.

We use energy and water saving systems in our hotel and train our staff in these matters.

We train our employees on the precautions they should take in the event of a hazardous chemical spill.

Biodiversity

Biodiversity refers to the variety of life forms across the globe and the ecological processes of which they are a part.

Plants, animals and fungi form the fundamental elements of this diversity. Some endemic plant and local animal species found in the Alanya region are as follows:

- Snakeskin plant (*Arum maculatum*)
- Goshawk(*Ferula Communis*)
- Arabian nightingale (*Pycnonotus Xanthopygos*)
- *Caretta caretta*

Environmental Impact

One of our environmental impact targets was to reduce water usage by 5% by 2025 through the following initiatives:

Projects	Durum/Güncelleme
Training laundry staff on how to operate machines most efficiently (in terms of water consumption).	We have planned to conduct regular training sessions on water conservation.
We kindly request our guests to minimise the use of towels and sheets in their rooms and offer complimentary coffee as a token of mutual appreciation for their cooperation.	We have planned to conduct regular training sessions for staff on energy conservation.
Placing notices containing water-saving tips in guest bathrooms.	Information regarding water conservation is provided via the information channel in all rooms.
Installation of flow restrictor equipment in the showers in the rooms.	The aerator was ordered and installed.

Our Energy and Environmentally Friendly Infrastructure

Smart sensor systems are installed in the rooms.

A switch is installed on the balcony doors that turns off the air conditioning when the door is opened.

95% of the lighting throughout the hotel is LED lighting.

Sensor-controlled lighting is used in the public toilets and corridors.

Most of the outdoor lighting is timer-controlled.

Energy-saving comfort heat-insulating glass is used in the rooms and common areas.

Frequency-controlled hydropumps and air conditioning units are installed.

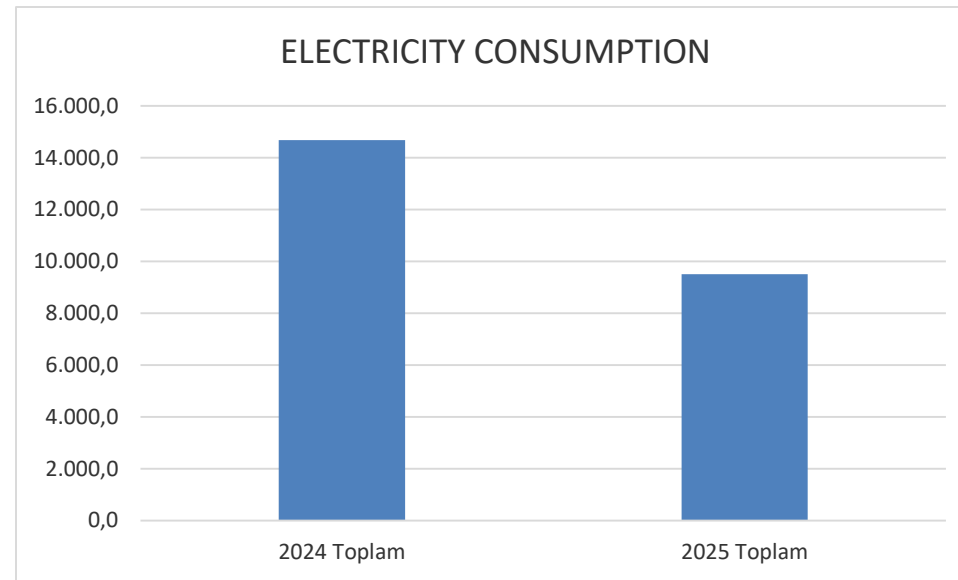
SOLAR PANELS

- There are 102 solar panels used for water heating.



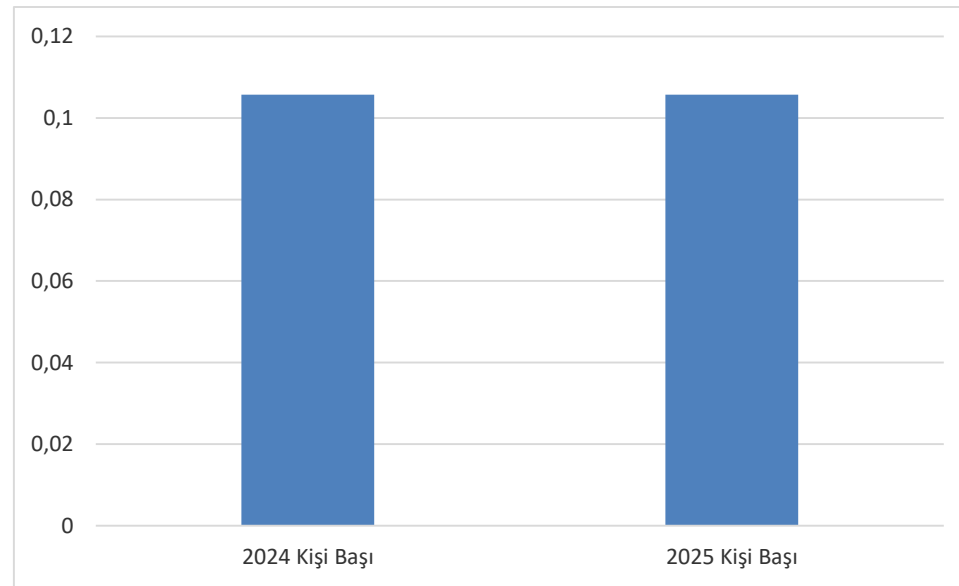
Energy Consumption

ELECTRICITY CONSUMPTION KWH



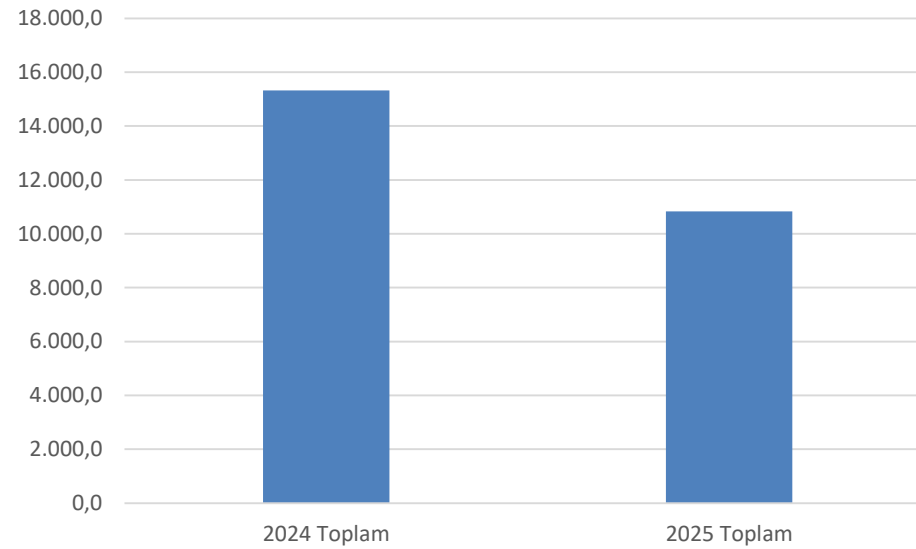
Energy Consumption

ELECTRICITY CONSUMPTION PER PERSON KWH



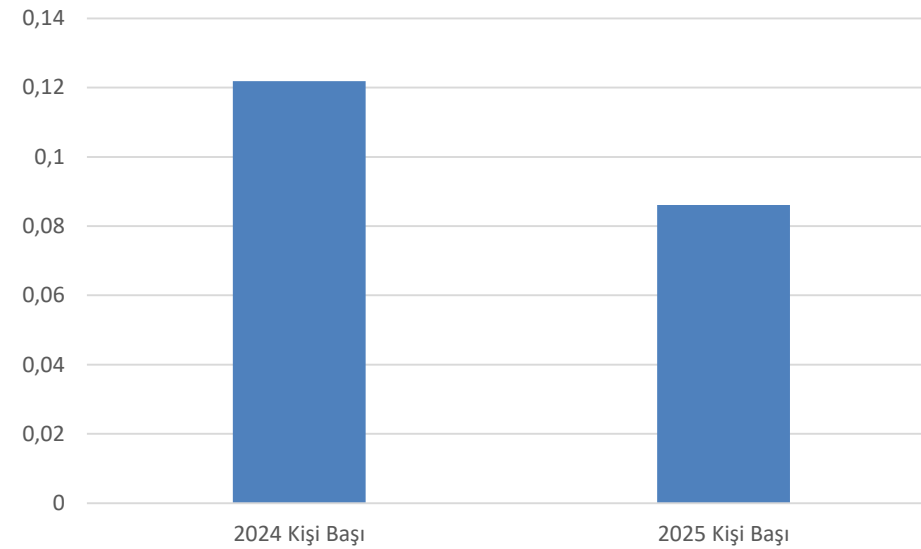
Water Consumption

WATER(M³)



Water Consumption

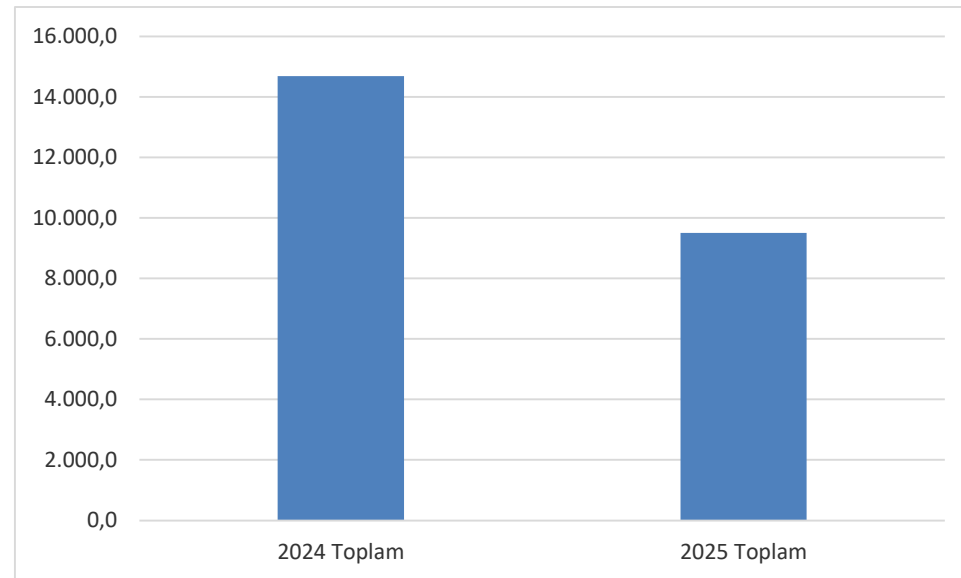
Water Consumption Per
Person(M³)



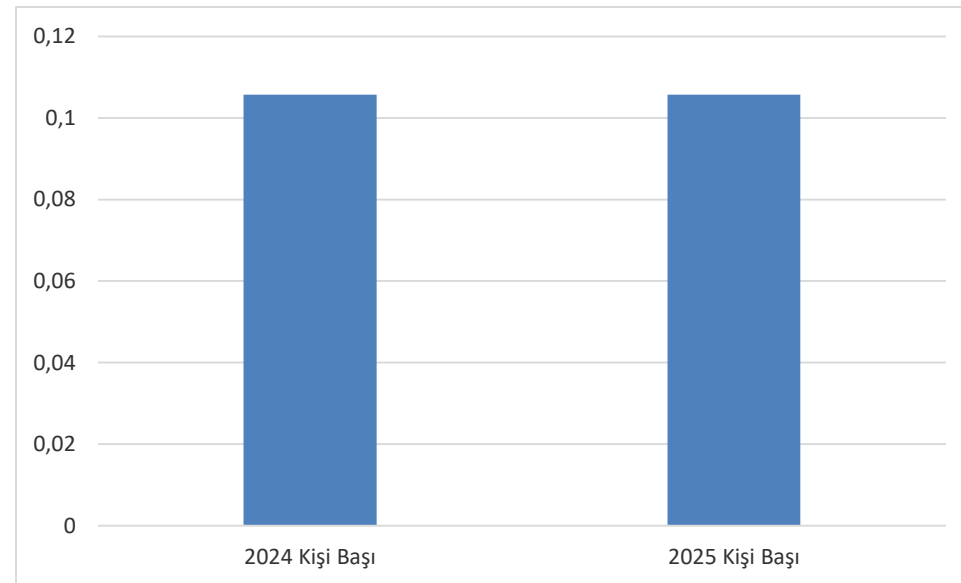
WATER CONSERVATION

- Sensor-operated taps and sensor-operated urinals are used in public areas.
- Water savings are achieved by adjusting the flow rate in bathroom taps, washbasin taps and toilet cisterns.
- The flow rates of shower and tap fittings are measured regularly.

FUEL Consumption



FUEL Consumption



Recommendations

Complete the installation of the water flow restrictors.

All laundry staff must undergo sustainability training, and information reminding staff of the most appropriate working procedures must be displayed on the machines.

Providing training to staff on the subject.

Posting warning notices in conspicuous places.

Community Integration & Support

- Our 2025 goal for community integration and support is to work with local suppliers. Products used in the buffet should be sourced from local farmers as much as possible, and information explaining this should be provided to guests.

Results



Guests provided feedback on supporting the local community and using local products. Thanks to the positive feedback from staff and guests, including more locally sourced ingredients in our buffets and menus has yielded excellent results.

SUPPLY CHAIN MANAGEMENT

Our local
supplier ratio
% 57

As part of our responsible purchasing practices under Supplier Management, the companies from which we source raw materials are evaluated by our purchasing, technical and technology departments. We work with suppliers who comply with all legal regulations. Within the scope of the requirements of the Quality Management System we implement, we encourage our suppliers to grow and develop with us. In supplier selection, we prioritise those with an ISO 14001 Environmental Management System certificate and, for food suppliers, an ISO 22000 Food Safety Management System certificate. In terms of sustainability, we prefer local suppliers.

CONCLUSION

There has been a local increase in proportion compared to the previous year.

Recommendations

Work will be carried out on the regulations to be implemented by the end of the year and those planned for 2025.