



# **SUSTAINABILITY PERFORMANCE REPORT 2023-2024**

**ANADOLU HOLIDAY VILLAGE  
GÜMBET MAHALLESİ, DAYILAR SOKAK  
BODRUM / MUĞLA**

**<https://www.anadoluhotelbodrum.com/>**

**[info@anadoluhotelbodrum.com](mailto:info@anadoluhotelbodrum.com)**



## **CONTENTS**

### **1. INTRODUCTION**

### **2. OUR FACILITY**

### **3. OUR QUALITY POLICY**

### **4. OUR SUSTAINABILITY POLICY**

### **5. OUR ACTIVITIES**

### **6. ACCESSIBILITY**

### **7. GUEST SATISFACTION**

### **8. SUPPLIER MANAGEMENT**

### **9. ENVIRONMENT, WASTE, AND WATER MANAGEMENT**

### **10. ENERGY MANAGEMENT**

### **11. CHEMICAL MANAGEMENT**

### **12. CARBON FOOTPRINT REDUCTION MANAGEMENT**

### **13. PERSONNEL MANAGEMENT**

### **14. DESTINATION PARTICIPATION**

### **15. BIODIVERSITY AND WILDLIFE PROTECTION**

### **16. COMMUNICATION MANAGEMENT**

### **17. RULES OF CONDUCT IN CULTURAL AND NATURAL AREAS**

## 1. INTRODUCTION



Anadolu Holiday Village, located in Gümbet on the Bodrum Peninsula, 50 meters from the sea, nestles beneath historic windmills, offering a blend of nature and greenery. It's 500 meters from Gümbet city center, 2 km from Bodrum city center, and 35 km from Milas-Bodrum Airport. Our 8,000-square-meter facility boasts a total of 156 rooms, including two accessible rooms.

Our facility offers a 20-car parking garage, a 250-seat indoor restaurant, and a 150-seat outdoor restaurant.

## OUR 2ND FACILITY

### OUR ROOMS

Smoke Detector - Shower - Hairdryer - Ceramic Tile Flooring - Split Air Conditioning -  
Television - Wake-up Service - Satellite Broadcasting - Toilet





## **ANIMATION**

Morning exercises, beach volleyball, pool games, themed night shows, and children's animation are available at our hotel's pool, beach, and entertainment areas.



## **POOL**

Our hotel's pool, which undergoes regular maintenance, offers sun loungers, umbrellas, and cushions free of charge.

## **MINI CLUB**

From poolside entertainment and face painting to movie nights, arts and crafts, and sports activities, there are a wide range of activities suitable for children ages 4 to 12. All activities are held within the premises of our facility and are run by our fully trained, multilingual team of professionals.

## **SLIDES**

Our hotel pays attention to every detail in entertainment and offers complimentary water slides for you to cool off and enjoy.

Game Room, Foosball, Billiards, Darts

Children's Playground, Kids Club, Beauty Center, Health Center

Fitness Center, Turkish Bath, Massage, Sauna

Parasailing Bar, Outdoor Restaurant, Indoor Restaurant

Wi-Fi, Gift Shop, Car Rental, Babysitter

Dry Cleaning, Concierge, Water Sports, Jet Ski



### **3. OUR QUALITY POLICY**

Our facility's sustainable management system encompasses environmental, social, cultural, economic, quality, human rights, health, and safety issues. As a result of our work to identify existing or potential external hazards at our hotel, analyze the factors that lead to these hazards becoming risks, identify and identify the risks arising from these hazards, and establish control measures, we have established methods and principles for identifying risks, reducing them to acceptable levels, and implementing control measures against potential risks. In this context, we have initiated training for our staff to ensure employee, guest, and workplace safety, and implemented various actions in accordance with legal regulations to ensure operational excellence.

We establish and implement our quality management system in accordance with international standards. With the belief that there is always room for improvement, we constantly measure and strive to improve the services we offer to our guests. Our pioneering work leads the industry and sets an example. Our open and transparent management style is shaped by the principles of professionalism, honesty, diligence, and reliability. We prioritize providing service in line with our brand standards and promptly correcting any errors that arise. We prioritize continuous training and provide the necessary resources to ensure our commitment to quality, guest-centricity, environmental awareness, occupational safety and food safety, and to ensure our employees perform their jobs conscientiously, accurately, and safely. We prioritize guest expectations in our investments and utilize our experience, knowledge, and skills to improve ourselves by implementing developing and up-to-date technology. As our hotel, operating in both national and international markets, we are committed to maintaining our "superior quality" approach to remain a leader.



#### 4. OUR SUSTAINABILITY POLICY

At Anadolu Hotels Bodrum, the foundation of our sustainability approach lies in the goal of creating value for all our key stakeholders, beyond simply creating economic value, while also considering our social and environmental responsibilities. We conduct studies to manage our sustainability impacts and report on progress toward our goals. Our corporate and ethical values are the fundamental elements that guide us on our journey to achieving our sustainability goals.

We aim to make a meaningful and long-term sustainability investment with the participation of all our employees. This investment should first be made to the family, that is, to our employees, because it is our employees who will retain this investment for the long term, protecting their workplace and the environment.

As an organization that respects human and children's rights, our mission is to ensure that children are protected against all forms of neglect and exploitation.

We aim to ensure that our employees benefit from equal rights regardless of gender or ethnicity.

Our mission is to ensure the efficient use of natural resources within our business with an environmentally responsible approach, minimizing waste generated by resource consumption, separating it at its source, and eliminating hazards without harming the environment. Ensuring that all food and beverage products are prepared and presented in accordance with food safety criteria for our guests and employees, from procurement to consumption, enhance our business's service quality and satisfaction. Contribute to raising environmental and food safety awareness among our employees, guests, tour operators, suppliers, and the public. Comply with and continuously improve relevant laws and regulations, environmental management systems, and food safety standards.

To be an environmentally friendly hotel, we understand the environmental impact of our operations and strive to minimize these impacts.

We use water, energy, and raw materials efficiently, and we encourage the use of renewable energy whenever possible.

We act in accordance with human rights in our relationships with all our stakeholders, especially our employees, suppliers, and business partners, and encourage them to be mindful of these issues. We undertake the necessary steps to identify and prevent human rights risks posed to individuals in our workplace and within our value chain.

We anticipate our guests' expectations and needs, ensuring maximum satisfaction.

We take steps to benefit the local community, work in collaboration with local producers, contribute to the regional economy, and contribute to the development of local culture.

We aim to make our policy a way of life, ensuring the continuity and improvement of our practices so that they permeate every aspect of our lives, and keeping them open to public scrutiny.

## 5. OUR ACTIVITIES



**In our environmentally sensitive facility, our beaches and the hotel surroundings are cleaned regularly.**



**We determine the needs of our educational institutions and support them with our technical team.**



## 6. ACCESSIBILITY

Our facility implements mandatory minimum standards to ensure accessibility standards and eliminate barriers in all areas. Within the scope of accessible accommodation, we ensure that elements that can be provided to a normal, non-disabled individual are also inclusive of individuals with disabilities. We provide appropriate financial support and human resources, in line with the objectives of the Ministry of Culture and Tourism, to ensure that our facility can properly provide accessibility services. We continuously work to improve facilities to provide a healthy, peaceful, and safe environment for individuals with disabilities. We strive to continuously improve not only those with physical disabilities but also those who cannot participate in tourism activities due to disabilities such as vision or hearing impairments. Our hotel regularly maintains and repairs its accessibility measures and infrastructure, and makes improvements as needed. We also regularly inform our employees about accessibility. We are committed to providing accessible accommodations for individuals with disabilities in the same environment as everyone else, and to providing clear and accurate information about accessibility levels to our customers and stakeholders through our website.

### OUR ACCESSIBLE ROOMS



### OUR DISABLED AREAS



## 7. GUEST SATISFACTION

With our company's experience and awareness of our responsibility to provide the best possible service to our guests, we aim for customer satisfaction. Along the way, we plan to continuously implement a clean and healthy quality approach with all our employees and managers, ensuring continued effectiveness in this area. Our guests are our reason for existence. We believe that we can increase our competitive edge by ensuring guest satisfaction and, as a result, achieve even greater success in our markets.

Our primary duty is to monitor our guests' complaints, inform them about the issues, and turn them into opportunities by resolving them. We anticipate and analyze our guests' expectations and needs, and implement corrective actions to ensure maximum guest satisfaction. We view our guests' feedback as opportunities for self-improvement. We integrate guest requests and expectations with our management into our understanding of quality, and by raising awareness among our staff, we aim to maximize guest satisfaction.

GUEST SATISFACTION RATE	YEAR
% 89	2021
% 91	2022
% 92	2023
%93	2024

WHY GUESTS PREFER?	RATIO
Service Quality	%98
Central Location	% 94
Close to the Beach	% 90

## 8. SUPPLIER MANAGEMENT

**Our primary goal is to protect the environment for sustainability, minimize the negative impact of our business on the environment, and ensure sustainable purchasing practices to contribute to the development of our community and the environment we operate in.**

We ensure that the food and beverages purchased at our facility are of the highest quality, comply with their intended purpose and relevant regulations, and are also locally produced.

PURCHASING	2023	2024
Local Supplier Ratio	%89	%89
Environmentally Conscious Purchasing Ratio	%55	%57
Efficient Purchasing Ratio	%60	%65

## 9. ENVIRONMENT, WASTE, AND WATER MANAGEMENT

We operate with a commitment to environmental and social responsibilities, a belief in continuous improvement, and a commitment to sustainable development. We will ensure this continues. We will minimize the potential environmental pollution and damage caused by environmental pollution by controlling potential environmental factors. We will fulfill our legal obligations and comply with environmental legislation and administrative regulations. We will minimize the negative impact we inflict on the environment by utilizing the best possible technology during our operations. We will ensure that environmental awareness and the efforts we make to protect the environment are shared with our employees, guests, suppliers, and the public, and that they are adopted as a philosophy of life. We will organize necessary training to increase environmental awareness, ensuring that our employees are informed, aware, and motivated about environmental issues. We will work to reduce, reuse, or recycle polluting waste at its source to prevent environmental pollution.



With our Zero Waste system, we separate our waste into different categories and encourage recycling.

- In line with our Sustainable Food initiatives, suitable food waste from the kitchen is used to feed birds, chickens, and cats. Furthermore, leftover stale bread is given to the Milas animal farm for animal feed, thus reducing waste.
- To reduce our food waste, we offer single-portion servings and display informative posters highlighting food waste.
- As part of our social responsibility projects, we collect blue plastic bottle caps and send them to the Spinal Cord Paralytics Association. This contributes to the wheelchair/power chair project.

- In line with our Green Purchasing policy, we choose comparable, larger-volume products over smaller-packaged products to reduce packaging.
- To help reduce waste and natural resource use, we separate waste at our facility at its source and collaborate with the Ministry of Environment, Urbanization, and Climate Change to contribute to the Zero Waste Project.
- By using deposit-bearing products, we deliver them to a contracted company upon completion, reducing waste in line with our goals.
- We reduce your waste by using reusable, wipeable, and washable placemats instead of paper and disposable placemats at our facility.
- We monitor monthly and per-person consumable consumption, aiming to keep waste levels under control.
- Sensor-controlled faucets and dual-stage cisterns reduce water consumption.
- Drip irrigation systems and timed spring systems ensure efficient water use in garden irrigation.
- All our water faucets utilize aerators to reduce water consumption.
- Our laundry operations are carried out according to schedules determined by experts, taking into account load size, soiling, etc.
- To reduce electricity, water, and chemical consumption, linen and towel changes are made upon guest request, and informative brochures are available in the rooms.
- Our landscaping utilizes local flora or plants adapted to it, reducing water consumption.

## 10. ENERGY MANAGEMENT



**ELECTRIC VEHICLE CHARGING STATION**

To protect our world from potential threats, we use our energy efficiently and set goals to reduce our energy consumption.

To achieve this, we follow national and international standards, laws, and regulations to fulfill both our responsibilities to nature and our legal obligations. We voluntarily undertake initiatives to reduce energy use and/or continuously improve our energy consumption performance, and we monitor the results of our efforts.

## 11. CHEMICAL MANAGEMENT

We prefer that chemicals used for cleaning and disinfection throughout the facility be eco-labeled. We use eco-labeled chemicals from our chemical supplier, DIVERSEY. Whenever possible, we prefer biological control using bacteria rather than chemicals.

- We use ozone and vinegar instead of chlorine and alcohol for disinfection processes. We use ozone for fruit and vegetable disinfection, while white vinegar is preferred for glass cleaning.
- We use bacteria to break down accumulated oils in wastewater channels, making them biodegradable and harmless.
- We aim to reduce the amount of chemicals consumed throughout the facility by monitoring per capita consumption.
- We use dosing and refill systems for chemical use. This ensures the appropriate dosage of chemicals is used and consumption is controlled.
- We strive to reduce chemical consumption and utilize more natural measures (fly traps, adhesive paper, etc.) in pest control.
- We aim to prevent excessive consumption by monitoring the amount of chlorine per person and using chemicals at optimum levels.

### OUR CONSUMPTION DATA

Consumption Type	2023 Year	2024 Year
Water	0.714 m3/night	0.68 m3/night
Electricity	0.533935 kW/night	0.51542 kW/night
Gas-LNG	0.078 m3/night	0.076 m3/night
Organic Waste	0.435 kg/per person	0.422 kg/per person
Non-Hazardous Waste	0.126 kg/per person	0.124 kg/per person
Hazardous Waste	0.002 kg/per person	0.0015 kg/per person
Vegetable Waste	0.004 kg/per person	0.004 kg/per person
Chemicals	0.277 liters/per person	0.260 liters/per person
Electronics	79 kg	78 kg
Waste Batteries	1850 units	1746 units



## 12. CARBON FOOTPRINT REDUCTION MANAGEMENT

In line with our goal of reducing our carbon footprint, we ensure that our products are sourced from as close as possible to prevent exhaust emissions.

We periodically inspect our suppliers to ensure their compliance with environmental policies, waste management, and water and wastewater policies.

Our Green Purchasing Policy influences our product/device choices as part of our purchasing procedure. We prefer environmentally friendly electrical appliances with Class A ratings or higher.

We ensure that our hotel lighting is energy-efficient and equipped with sensors. All rooms, including our lodgings, are equipped with energy-saving systems. Presence sensors are used in newly constructed rooms to ensure energy efficiency.

Our air conditioning systems are inspected at regular intervals.

We prevent the release of refrigerant gases into the atmosphere through ongoing technical maintenance.

CARBON FOOTPRINT	2023 YEAR	2024 YEAR
Annual Carbon Amount	<b>1268 tCO<sub>2</sub>e</b> <b>0.38 tCO<sub>2</sub>e /night</b>	<b>1160 tCO<sub>2</sub>e</b> <b>0,36 tCO<sub>2</sub>e / night</b>

## 13. PERSONNEL MANAGEMENT

Our human resources policy at our facility is fair, transparent, and empowering. We aim to create a company culture where employees have opportunities to realize their potential, where each employee contributes to the future of our organization by creating value and is valued. We aim to create a high-performance, development-oriented company culture that reflects the company spirit and a highly engaged, happy, productive, successful, and healthy workforce.

2023

2024

LOCAL EMPLOYMENT RATE	% 25	%28
MALE-FEMALE RATIO	% 72 - % 28	%69-%31
TRAINING HOURS	2,5 HOUR / PER PERSON	2,8HOUR /PER PERSON
EMPLOYEE SATISFACTION RATE	%85	%88

Our goal is to:

- Improve the quality of employee training and increase the number of training hours per person
- Increase local employment by 3%
- Increase the number of female employees by 3%



#### **14. PARTICIPATION IN THE DESTINATION**

Our hotel is committed to working collaboratively with local communities, tourism businesses, government bodies, and other relevant stakeholders for the development and promotion of a tourist destination. To this end:

- We participate in various marketing and promotional activities for the destination to increase the region's tourist appeal.
- We strive to collaborate with local governments, businesses, and communities to develop tourism infrastructure and improve service quality.
- We engage in initiatives to best utilize the destination's tourism potential and jointly resolve problems by bringing together various tourism stakeholders (local businesses, government bodies, non-governmental organizations, etc.).

Our hotel and its manager are members of the Bodrum Tourism Hoteliers, Operators, and Investors Association.

- We provide support for promotional activities through the Bodrum Promotion Foundation.
- We support the Bodrum Gastronomy Culture and Tourism Association.
- We participate in the activities of the Bodrum Chamber of Commerce. - Supports Bodrum Municipality's social, cultural, and solidarity activities.
- Support is provided to the Bodrum Sports Team's activities.

## 15. BIODIVERSITY AND WILDLIFE CONSERVATION

Biodiversity refers to the diversity of life forms worldwide. All ecological processes that these life forms are a part of are referred to as biodiversity. Plants and animals constitute the fundamental elements of this diversity. In this regard, we are committed to preserving our biodiversity within our business and are diligent in using native plants.



We participate in tree planting activities and make financial donations.

Our hotel is committed to protecting the wildlife in our region.

In this context, we take precautions by protecting areas where wildlife and tourists interact, to the extent required by law.

We inform our guests and tourists about the protection of wild animals. We take precautions to ensure that our hotel activities do not impact wildlife. We support natural habitats and prioritize animal welfare throughout our hotel operations. We prioritize the shelter and feeding needs of pets in the hotel area. We oppose the harvesting, consumption, and trade of wildlife and take precautions against this.



## **16. COMMUNICATION MANAGEMENT**

**Our Employees - Our Guests- Agencies- Suppliers- Public Institutions –  
Sector Representatives – NGOs- Local Communities Universities-Schools-Students  
Press and Media**

Communication is provided through meetings, surveys, training, e-mail, telephone, WhatsApp, bulletin boards, website, social media accounts, fairs and career days.

## **17. RULES OF CONDUCT IN CULTURAL AND NATURAL AREAS**

### **CULTURAL SPACES**

- Avoid damaging historical monuments and natural areas by touching them.
- Do not write, draw or leave marks on any objects.
- Dispose of garbage and waste only in designated areas.
- Keep your volume low; respect the experience of other visitors, especially during guided tours.
- In areas of cultural or religious significance, behave appropriately and respect worshippers.

Check the rules for taking photos and videos. In some areas it may be prohibited to take flash photos or use professional equipment.

- Be careful not to shoot in prohibited areas.
- Follow the signs, directions and warnings in the area.
- Do not go off the designated route; it may pose a danger, especially in excavation areas.
- Pay attention to the guide's directions when visiting in crowded groups.
- Do not disrupt visits by other groups or individuals.



## **NATURAL AREAS**

- Carry your garbage with you or dispose of it in designated waste bins. Do not leave non-biological waste in natural areas.
- It is forbidden to pluck, uproot or damage plants. Particular attention should be paid to endemic species.
- Do not approach, feed or interfere with animals in a way that disrupts their natural behavior.
- Do not go beyond the marked paths to avoid damaging the natural structure of the area.
- Follow this rule in areas where fires are strictly forbidden. Take care to have controlled fires in permitted areas.
- Smoking is generally prohibited in natural areas due to the risk of fire.
- Do not bring chemicals that could damage the area.
- Do not talk loudly, play music or engage in any other behavior that disturbs the silence of natural areas or disturbs other visitors.
- Unauthorized drone use is prohibited in most natural areas because it can disturb animals.
- If you are accompanied by a guide, take care to follow the group leader's instructions.

In some sensitive areas, the number of visitors may be limited. Avoid overloading the area by following such rules.

- Make sure that food brought into the site from outside is not consumed, especially by wild animals.
- If you notice a dangerous situation (e.g. fire, injured animal or missing person), notify the authorities as soon as possible.
- Telephone use may be restricted in some areas; pay attention to signs or information.

**ANADOLU HOLIDAY VILLAGE**

**GÜMBET MAHALLESİ, DAYILAR SOKAK**

**BODRUM / MUĞLA**

**<https://www.anadoluhotelbodrum.com/>**

**[info@anadoluhotelbodrum.com](mailto:info@anadoluhotelbodrum.com)**