



Sustainability Report

30.08.2026

A1. SUSTAINABLE MANAGEMENT SYSTEM

As GREENBAY, our Sustainable Management System is based on risk analysis and crisis management. The management conducts a risk assessment once a year covering areas such as the environment, society, culture, economy, quality, human rights, health, and safety. The measures to be taken against the risks identified through the risk assessment, as well as crisis management procedures, are defined accordingly. Our emergency action plan and risk assessment are prepared by occupational health and safety professionals in compliance with applicable legislation and taking into consideration the current conditions of our hotel. Sustainability targets are established annually at our hotel and their progress is regularly monitored.

Within the scope of the Sustainable Tourism Phase 3 certification, the reporting of our Sustainable Management System (SMS) is explained specifically for our hotel, together with 41 additional criteria.

A2. LEGAL COMPLIANCE

Our hotel complies with, monitors, and ensures the up-to-date status of all applicable local/regional, national, and international legislation, laws, and regulations, including those related to health, safety, labor, and environmental matters. Our Legal Compliance Monitoring List and Compliance Obligations List, which include all applicable legal requirements, are reviewed every six months, and legislative changes are monitored accordingly.

A3. REPORTING AND COMMUNICATION

GREENBAY openly and transparently shares its sustainability-related practices, policies, actions, and activities with its employees, guests, and all other stakeholders. For this purpose, various communication channels are used, primarily our hotel's website. These include:

Stakeholder Group	Communication Method	Communication Frequency
Employees	Face-to-face meetings	Continuous
	Group meetings	At the beginning and end of each season, and in case of emergencies
	Training sessions	Throughout the annual training planning period
	Suggestions and complaints	Continuous
	Activity and sustainability reports	Once a year
	E-mail	As needed
	Instant WhatsApp communication group	Continuous
Guests	Guest Satisfaction and Complaint Surveys	Continuous
	Face-to-face meetings	Continuous
	Website	Continuous
Suppliers	Supplier Evaluation System	Once a year
	Meetings	At the beginning of the season
	Face-to-face and telephone communication	Continuous

Stakeholder Group	Communication Method	Communication Frequency
Local Communities / Associations	E-mail	As needed
	Website	Continuous
	Social projects	During project implementation
	Information requests	Whenever requested
	Activity reports	Whenever requested
	Meeting records	Whenever requested
	Cooperation agreements	Whenever requested
Public Institutions	Social projects	During project implementation
	Website	Continuous
	Face-to-face meetings	As needed
Tour Operators and Travel Agencies	Guest Satisfaction and Complaint Surveys	Continuous
	Face-to-face meetings	As needed
	Ratings	Continuous
Online Booking Platforms		Continuous
	Guest Satisfaction and Complaint Surveys	As needed
	Face-to-face meetings	Continuous
	Ratings	

Room and Bed Capacity: 289 rooms and 608 beds

Additional Services: Restaurant, À La Carte Restaurant, Snack Open Dining Area, Discotheque, Multi-Purpose Hall, Cinema Hall, Games Room, Pool Bar, Lobby Bar, Snack Bar, Main Pool, +16 Adult Pool, Aqua Pool, Mini Aqua Pool, Kids' Club, Turkish Bath (Hammam), Sauna, VIP Hammam, Steam Room, Massage Unit, Fitness Center, Amphitheater, Tennis Court, Mini Football Field, Basketball Court, Men's and Women's Hairdresser, Retail Unit, Outdoor Parking Area, Staff Accommodation

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A4. EMPLOYEE PARTICIPATION

Our hotel is a facility that values its employees, supports the local community, and contributes to sustainable tourism. We work in cooperation with our employees in the development and implementation of the Sustainable Management System, and their knowledge is regularly updated through continuous training. Job descriptions outlining the roles and responsibilities of our employees are communicated to them, and employees are provided with information on guest welcoming procedures. Periodic training programs related to sustainability and employees' areas of work, on-the-job training, as well as legally required training and guidance support are provided. All activities related to personnel management are carried out in accordance with the laws and legal regulations applicable in Türkiye. We undertake and document that no discrimination is made during recruitment on the basis of religion, language, race, age, or gender.

A5. CUSTOMER EXPERIENCE

Guest satisfaction is highly valued at our hotel. Guest satisfaction is monitored regularly and systematically. Guest satisfaction monitoring also covers sustainability-related topics such as sustainability, quality, environmental issues, cultural aspects, and social and economic contributions. Guest satisfaction is measured through surveys and the hotel's rating system. The results obtained are analyzed, negative feedback and the responses provided are recorded, and the necessary measures are taken.

Current Customer Satisfaction Ratings:

OtelPuan: 8.6/10

Google: 4.5/5

Tripadvisor: 4.4/5

Tophotels: 4.42/5

A6. ACCURATE AND TRANSPARENT PROMOTION

GREENBAY always uses authentic visual materials in its promotional activities. On its website, as well as through other printed and written promotional channels and marketing communications, the hotel maintains a transparent and realistic approach regarding its products and services. Sustainability claims are based on records of past performance.

A7.1. COMPLIANCE

GREENBAY complies with all applicable zoning requirements and legislation. All necessary permits and licenses are up to date. Our hotel has the required Building Registration and Permit documentation.

A7.2. IMPACT AND INTEGRITY

In the location selection, design, and accessibility of our hotel, the visual environment, landscape, and cultural and natural heritage have been taken into consideration.

The integrity of any archaeological site, cultural heritage site, or sacred site has not been compromised, and the integrity and connectivity of natural and protected areas have been preserved. GREENBAY does not cause any harm to natural areas, wildlife, endangered species, or wetlands. Our hotel has an Environmental Impact Assessment (EIA) Exemption Certificate and an Environmental Permit.

A7.3. SUSTAINABLE PRACTICES AND MATERIALS

Wherever possible, endemic, non-invasive, and low-water-demand plants are preferred within the hotel premises.

A7.4. ACCESSIBILITY FOR ALL

Our hotel is able to provide services for guests with disabilities, particularly guests who are wheelchair users, in accordance with the criteria established by the Ministry of Culture and Tourism of the Republic of Türkiye and the relevant regulations. Our hotel has 2 accessible guest rooms, 2 accessible toilets in common areas, and 1 accessible sun lounger.

A8. LAND AND PROPERTY RIGHTS

The ownership and right of use of our hotel's land have been documented through the relevant Building Registration and Permit documentation.

A9. INFORMATION AND INTERPRETATION

GREENBAY provides regular training to its employees on the natural and cultural heritage of the surrounding area. Information about cultural heritage, including promotional materials, brochures, books, and organized tours, is available in the lobby. In addition, information and guidelines regarding the natural and cultural heritage of the region are provided for both hotel employees and guests.

A10. DESTINATION PARTICIPATION

As GREENBAY, we are a member of the following organization in the region where we operate and in Türkiye:

- **Milas Chamber of Commerce and Industry**

B1. SUPPORT FOR THE LOCAL AND REGIONAL COMMUNITY

Our hotel continuously fulfills its responsibilities regarding support for the local community. Meetings are held with the local community representative (Muhtar), and their opinions are taken into consideration. Receipts and supporting documents for donations made to institutions and associations in our region are retained. Our management system supports communication and cooperation with the local community. Local residents may benefit from the accommodation, food and beverage, entertainment, and educational facilities provided by our hotel.

B2. LOCAL AND REGIONAL EMPLOYMENT

Our hotel gives priority to local and regional employment. The employment rate of people residing in the region is measured and monitored. In accordance with the Turkish Personal Data Protection Law (KVKK), employee names and residential address information are not disclosed in our sustainability reports. However, such information may be shared with authorized authorities when required.

Total Number of Employees: 342

Number and Rate of Local Employees: 39%

B3. LOCAL AND REGIONAL PROCUREMENT

When purchasing products and services, our hotel gives priority to local or regional suppliers, provided that they offer the required quality at reasonable prices. Supplier records are maintained, and the products and services purchased from each supplier are regularly recorded and monitored. The proportion of products and services purchased from suppliers in relation to total purchases is measured. When purchasing from local suppliers is not possible, records are maintained for products and services obtained from suppliers that adopt fair trade practices, and their proportion of total purchases is measured. In accordance with our sustainability principles, we pay attention to ensuring that our suppliers comply with our Supplier Code of Conduct.

Total Number of Suppliers: 73

Number of Local Suppliers: 53

Local Procurement Rate: 72,6%

- Food: 75%
- Fixed Assets: 100%
- Consumable Materials: 24%
- Chemical Materials: 71%

B4. LOCAL AND REGIONAL ENTREPRENEURS

Where appropriate, GREENBAY provides recommendations and support to service providers in the region regarding the quality and sustainability of their services.

B5. PREVENTION OF ABUSE AND HARASSMENT

Vulnerable groups include elderly people, children, persons with disabilities, women, ethnic minorities, and other individuals who may be more vulnerable to discrimination and violence. GREENBAY has a **Vulnerable Groups Protection Policy** and a **Sexual Harassment Prevention Procedure**. Regular training is provided to employees on the implementation of these policies and procedures, and training records are maintained. Employee ages are recorded, and it is demonstrated that there is no child labor, as defined by the International Labour Organization (ILO). GREENBAY supports the measures specified in its **Child**

Abuse and Harassment Prevention Policy and **Child Labour Prevention Policy**. To date, there have been no complaints of abuse or harassment involving either employees or guests at our hotel.

B6. EQUAL OPPORTUNITY

GREENBAY does not discriminate in areas such as recruitment, compensation, wages, access to training, promotion, termination of employment, retirement, or entitlement to overtime on the basis of race, social class, ethnic or national origin, religion, age, disability, gender, marital status, pregnancy, sexual orientation, trade union membership, political affiliation or membership, social background, or any other status that may constitute grounds for discrimination. Priority is given to the employment of women.

B7. DECENT AND RESPECTFUL WORK

GREENBAY demonstrates awareness of and compliance with international labor standards and regulations. Wage levels are regularly monitored and reviewed in accordance with national minimum wage standards. Employees are paid at least the minimum wage. Most of our employees receive wages at or above the living wage level, and social security contributions are paid based on their actual salaries. All of our hotel staff undergo regular medical examinations and are monitored accordingly. A personnel file is maintained for each employee. Our hotel has a **Decent and Respectful Work Procedure**, which is taken into consideration in our employment practices.

B8. COMMUNITY SERVICE ACTIVITIES

Our hotel has a complaint mechanism available for the local community. Anyone who is negatively affected by GREENBAY's activities can submit a complaint and seek a resolution. The complaint mechanism can be accessed through the hotel's website.

B9. LOCAL AND REGIONAL LIVELIHOODS

GREENBAY's activities do not negatively affect local access to livelihoods, including the use of land and water resources, rights of way, transportation, and accommodation. Our hotel has official documentation regarding this matter, and the relevant documentation has been reviewed and verified.

C1. CULTURAL INTERACTIONS

GREENBAY demonstrates awareness of and compliance with existing international, national, and local good practices and guidelines regarding tourist visits to cultural sites and interactions with the local community.

C2. PROTECTION OF CULTURAL HERITAGE

While carrying out its activities, our hotel respects the tangible and intangible cultural heritage of the region and contributes to its preservation. Our hotel respects the local traditions, lifestyles, beliefs, and social structure of the region in which it operates. Employees and guests are encouraged to receive information about these matters. Our hotel has established a set of rules for employees and guests to prevent the destruction or damage of cultural assets such as historical buildings, monuments, and archaeological sites.

C3. PRESENTATION OF CULTURE AND HERITAGE

Our hotel does not purchase or sell historical or archaeological artifacts, facilitate their trade, or display them. Our hotel gives priority to promoting and encouraging the consumption of local products. Information about tourism sites in the region is provided by our employees verbally and through brochures. Our hotel has a Cultural Heritage Presentation Plan. In addition, visual materials, brochures, and tour information brochures introducing cultural and historical sites in the region are available.

C4. HISTORICAL ARTIFACTS

Historical and archaeological artifacts are not purchased, sold, or displayed at our hotel, except where permitted by local and international legislation.

D1.1. ENVIRONMENTALLY RESPONSIBLE PROCUREMENT

GREENBAY follows an environmentally responsible procurement policy, with a focus on efficient purchasing, preventing food waste, reducing solid waste, saving energy, and conserving water. Purchased products are generally procured in larger packaging sizes. When selecting suppliers and procuring products, we give preference, wherever possible, to products and suppliers with eco-friendly or environmental certifications.

D1.2. EFFICIENT PROCUREMENT

Our primary priority and preference is to ensure that products delivered to our hotel do not contain unnecessary or excessive plastic, nylon, paper, glass, or wooden packaging.

D1.3. ENERGY CONSERVATION

At GREENBAY, heating and cooling in our guest rooms are controlled efficiently. The equipment and appliances in our rooms, such as minibars, refrigerators, televisions, split air-conditioning units, and similar equipment, use high-efficiency and low-energy-consumption technologies. Energy-efficient lighting fixtures are used in guest rooms. Equipment used in guest rooms, such as refrigerators and minibars, is positioned to operate efficiently and consume less energy. Such equipment is placed away from direct sunlight and heat sources, with adequate ventilation provided around the units. Curtains or blinds are kept closed in unoccupied guest rooms. We ensure that the equipment and machinery used throughout our hotel are based on high-efficiency and low-energy-consumption technologies. Energy-efficient lighting fixtures are used throughout the hotel. Smart lighting systems are used in areas such as corridors, gardens, technical

units, and staff areas. In addition, new technologies are used for electricity, heating, and cooling systems. The amount of energy consumed at our hotel is monitored and recorded regularly every month through our energy monitoring table. Energy consumption is calculated based on guest overnight stays and reported accordingly. Approximately **80% of the lighting fixtures used at our hotel are LED**. In order to maximize energy savings and increase awareness among guests and employees, energy-saving reminder labels are placed in guest rooms and common areas.

ENERGY TYPE	May	June	July	August
Monthly Electricity Consumption (kWh) (Electricity purchased from the utility and/or solar panels)	202325	303683	342739	243842
Monthly Motor Fuel Consumption (Can be obtained from the purchasing department)	1.509	219,38	2681	3.113,93
Monthly LNG Consumption (Liters) (Can be obtained from the purchasing department)	14.617	15.819	18.880	18.068
Monthly Total Overnight Stays (Number of guests × number of nights; calculation details are provided in the notes section)	7814	15421,5	18393,5	18836
Electricity Consumption per Guest/Night (kWh/Guest·Night)	25,89262862	19,69218299	18,63370212	12,94552984
Motor Fuel Consumption per Guest/Night (L/Guest·Night)	0,193114922	0,014225594	0,145758012	0,165318008
Natural Gas Consumption per Guest/Night (m³/Guest·Night)	1,870616842	1,025775703	1,026449561	0,959227012

D1.4. WATER CONSERVATION

As GREENBAY, we undertake and declare our commitment to comply with all legal and other applicable requirements regarding water efficiency, water use, and water consumption. We are committed to continuously improving our water conservation practices and ensuring that the necessary information and resources are provided to achieve our water conservation targets. We aim to promote water conservation awareness among our employees and guests through all services provided at our hotel. The water risk level of the region where our hotel is located has been identified. For this purpose, the **Water Risk Atlas** developed by the **World Resources Institute (WRI)** is used. The amount of water consumed at our hotel is monitored and recorded regularly every month through our water consumption monitoring table. Water consumption is calculated based on guest overnight stays and reported accordingly. In order to maximize water conservation and increase awareness among guests and employees, water-saving reminder labels are placed in guest rooms and common areas.

Water Consumption Sources (m³) (Water consumption amounts can be obtained from invoices and water meters)	May	June	July	August
HOTEL (m ³)	29777	50792	34580	14289
Total Monthly Water Consumption (m ³)	29777	50792	34580	14289
Total Monthly Guest-Nights (Calculation details are provided in the notes section)	7814	15421.5	18393.5	18836
Water Consumption per Guest-Night (m ³ /Guest·Night)	3,810724341	3,293583633	1,880011961	0,758600552

D2.1. GREENHOUSE GAS EMISSIONS

We carefully monitor the greenhouse gas emissions generated by our hotel's operations and calculate our corporate carbon footprint

D2.2. TRANSPORTATION

Guests are provided with information about climate-friendly and alternative transportation options during their arrival, departure, and visits. Employees commute to the hotel using public transportation. For procurement activities, preference is given to local businesses located close to the hotel. Within the hotel, transportation operations are optimized by adopting fuel-efficient vehicles, implementing route planning systems to minimize travel distances, and encouraging shared transportation among employees. Efforts are made to keep the use of transportation to a minimum in daily operations. Optimal transportation guidance and directions to the hotel are provided for both guests and employees.

D2.3. WASTEWATER

The greywater and blackwater generated by our hotel are treated at our own wastewater treatment facility and subsequently used for applications such as garden irrigation. Our facility operates independently of the municipal sewage system.

D2.4. SOLID WASTE

Our hotel operates in accordance with the requirements of the Zero Waste Regulation and complies with all applicable requirements set forth under this regulation. Our hotel holds a **Zero Waste Certificate**. Within this framework, solid waste is separated according to its type, including food waste, recyclable waste, toxic/hazardous waste, and organic waste. Recycling and reuse opportunities are taken into consideration during the waste separation process. All separated waste is collected by licensed companies and disposed of using appropriate methods. In addition, all waste generated by our hotel is monitored and calculated based on guest overnight stays through our Waste Monitoring Table. Annual waste reduction targets are established accordingly.

Zero Waste Certificate No.: TS/48/B2/9/276
Zero Waste Certificate Date: 15/08/2024

D2.5. HAZARDOUS SUBSTANCES

Our hotel maintains a list of all chemicals used on the premises. Current **Safety Data Sheets (SDS/MSDS)** for all chemicals included on this list are retained. All chemicals are stored appropriately. The use of hazardous substances, including cleaning products, is minimized and, where possible, replaced with non-hazardous products or processes. The storage, use, handling, transportation, and disposal of chemicals are managed in accordance with applicable national legislation.

D2.6. MINIMIZATION OF POLLUTION

The status of potential sources of pollution at our hotel is identified and listed below, and no significant sources of pollution have been identified. In addition, our hotel separates used vegetable oil appropriately and delivers it to licensed used vegetable oil collection companies in accordance with contractual arrangements. Delivery receipts are obtained for the collected oils and retained for record-keeping purposes.

Potential Pollution Sources	Current Status
Noise	Music is played at the hotel, and the required permit is available.
Light	LED, sensor-operated, and low-energy-consumption lighting fixtures are used.
Surface Runoff	Due to the hotel's architectural design, there are no conditions that would cause surface runoff.
Erosion	Due to the hotel's architectural design, there are no conditions that would cause erosion.
Ozone-Depleting Substances	There are no appliances or materials containing ozone-depleting substances, such as refrigerants used in cooling equipment, freezers, or air-conditioning systems.
Hygiene (Cleaning Cloths)	Separate cleaning cloths are used for each department.
Hygiene (Cutting Boards)	Separate cutting boards are used for each department and different food products to prevent cross-contamination.

Hygiene (Cutting Knives)

Different knives are used for different products and are stored in designated containers.

D3.1 BIODIVERSITY CONSERVATION

GREENBAY supports and contributes to the conservation of biodiversity through the appropriate management of its own property. Particular attention is paid to natural protected areas and areas of high biodiversity value. An annual regular donation is made to TEMA. No activities that cause harm to biodiversity are carried out. Our hotel keeps a copy of the **Muğla 2023 Environmental Status Report** on site. In addition, our hotel has prepared a **Flora Structure List** for the plants present within the facility. This list includes relevant information about the plants, including their endemic status and whether they are classified as invasive species.

D3.2: INVASIVE SPECIES

The presence and status of invasive species at our hotel are specified in our **Flora Structure and Biodiversity List**. When selecting plants, priority is given to endemic species and species with low water requirements.

D3.3. VISITS TO NATURAL AREAS

GREENBAY follows appropriate guidelines for managing and promoting visits to natural areas in order to minimize negative impacts and maximize guest satisfaction. Our hotel has a **Natural Areas Visit Instruction** to provide information and guidance to both employees and guests.

D3.4. WILDLIFE INTERACTIONS

GREENBAY does not have any negative impact on wildlife. Our hotel has established a policy regarding wildlife interactions, as well as a list of rules to be followed when visiting natural areas and interacting with wildlife.

D3.5. ANIMAL HEALTH AND WELFARE

As GREENBAY, in line with the principles of ecosystem sustainability and biodiversity conservation, we uphold animal health and welfare at the highest level. We do not permit any harm to animals at any stage of our operations and fully comply with national and international animal rights standards. We do not interfere with the wildlife living within or around our hotel boundaries, and we protect their natural habitats. We meet the food, shelter, and essential veterinary needs (such as vaccination, neutering, etc.) of stray animals around our property

D3.6. WILDLIFE HUNTING AND TRADE

GREENBAY is aware of and complies with the legal regulations concerning the harvesting and trade of wildlife. No hunting or wildlife trade activities are carried out at our hotel.