



TUI HOTELS & RESORTS TÜRKİYE

SUSTAINABILITY REPORT 2025

ALL ABOUT TUI HOTELS & RESORTS TÜRKİYE

TUI Hotels & Resorts Türkiye (THR) is one of Türkiye's largest all-inclusive hotel chains with 16 newly renovated, high standard, all-inclusive properties in Türkiye's in the most famous touristic and natural regions.

Hotels; AQI Pegasos Royal, AQI Pegasos Resort, AQI Pegasos Club, TUI BLUE Palm Garden, AQI Pegasos World, TUI MAGIC LIFE Masmavi, TUI MAGIC LIFE Belek, Holiday Villages Turkey, TUI BLUE Tropical, TUI BLUE Sarigerme, TUI MAGIC LIFE Sarigerme, TUI BLUE Seno, TUI BLUE Grand Azur, TUI MAGIC LIFE Bodrum.

As we strive to be the best hotel chain in Türkiye, we also strive to have the best staff. Our staff is carefully selected, well trained and dedicated. This team also makes a great contribution to the success of the concept we implement in our hotels by utilising Turkish hospitality in the best way. Our colleagues do their best every day, ensuring that every guest leaves our facilities with satisfaction, which is a major factor for them visiting us again.

Another important element of our concept is its environmental sensitivity. Our efforts to minimise the damage we cause to our environment and not to consume more than necessary are indispensable for our corporate responsibilities.



OUR ENVIRONMENT AND SUSTAINABILITY POLICY

- To continuously improve the effectiveness and efficiency of our Management Systems, to provide smiling customer satisfaction with a responsible, honest, principled understanding and professional management,
- To always protect and raise the reputation of our company operating in the hospitality sector,
- By following the developments in the sector, to provide services that will meet current and future customer expectations,
- To work efficiently without sacrificing quality,
- To cooperate with our local suppliers with a win - win understanding, To create value within the framework of the management systems we implement in our facilities,
- To prioritise the awareness and continuity of our employees, especially our employees, our guests and the local community with the understanding of social responsibility brought by our brand, and to make and implement decisions in this direction,
- To ensure that the Food Safety Management System is implemented in the most effective way within the scope of national and international legislation and Food Safety Management standard; To ensure that the processes from the field to the fork are kept under control by creating the appropriate infrastructure in the services and products we offer,
- To comply with the current International and National Legislation and Environmental Management Systems standard requirements, to minimise the pollution that may arise as a result of its activities, to follow and implement technological developments in order to ensure the correct use of natural resources; to share our work to protect the environment with our employees, guests, suppliers and society; to set targets to ensure continuous improvement, to carry out the necessary research, project design and applications on the principles of protection of biodiversity and efficient use of energy cycle,
- To minimise all kinds of negativity by observing the health and occupational safety of our employees and customers, to be in a determined and continuous effort to provide equal opportunities to all our employees, to avoid language-religion-race and gender discrimination,
- Senior Management value the satisfaction and participation of our employees, we undertake to continue their training as a never-ending activity.



OUR APPROACH TO ENVIRONMENT AND SUSTAINABILITY

Since 2010, with the process of implementing Quality Management Systems practices, targets are regularly set every year to consume less natural resources and to protect the environment and nature. Due to the maturity of the systems, some of the targets are now only to protect the current consumption.

In all our hotels, process-based targets are regularly set and the relevant department managers continue to work regularly to achieve these targets. At the beginning of the season, targets are set in consultation with all relevant department managers and the current situation is evaluated at least twice a year with the relevant department managers and actions are planned to achieve each target.

In addition, there are Key Performance Indicators (KPIs) in all departments. KPI data are collected monthly and the current situation is evaluated by the Quality Department and the relevant department managers.

The targets cover many items that mainly include natural resource consumption (electricity-water-chemical-waste, etc.). Although department-based KPIs include any kind of environmental, sustainability or social responsibility, departments set targets freely.

Environmental, Occupational Health and Safety and Hazardous Material Safety Consultants and Building Energy Managers working in our hotels also support these efforts.



CONSUMPTIONS and TARGETS

Each year, all hotels are given environmental and sustainability-based targets and hotels create action plans that they follow to ensure that these targets are achieved.

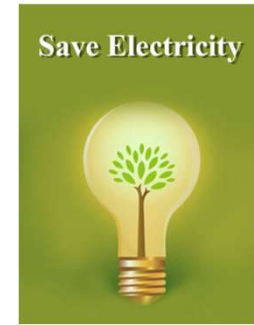
	Unit	TOTAL	
		TOTAL	Pp
Paid Guest		2,538,542	
Children		688,940	
Total Guest		3,227,482	
Electric Consumption	kWh	53,896,960	16.70
Water Consumption	m ³	2,078,491	0.64
LNG Consumption	KG	1,657,518	0.51
LPG Consumption	KG	68,671	0.02
Hazardous Waste	KG	15,669	
Recycable Waste	KG	912,217	0.28
Organic Waste	KG	3,719,548	1.15
Environmental Activities	Number	239.00	
HK Chemical Consumption	KG	111,095	0.03
Stewarding Chemical Consumption	KG	199,426	0.06
A4 Paper Consumption	Piece	2,484,038	0.77
Plastic Bag amount	Piece	3,208,093	0.99
Environmental Score	Score	93.76	
Washed Linnen Amount	KG	6,960,432	2.16
Pool Chemical Consumption	KG	1,274,771	0.39
Edible Waste Oil	KG	52,482	
Single Use Paper Cups	Number	12,692,837	3.93
Single Use Sauces	Number	88,042	0.03
Single Use Salt-Pepper	Number	4,209,464	1.30
Plastic Bottle-Water All size water bottle (1.5 lt, 0.5lt, 0.33lt, 0.25lt vb.)	Unit/pp	3,326,302	1.03
VIP Set Up (Diş seti, Traş Seti, Acil Durum Seti, Lif)	Piece	108,978	0.03



CONSUMPTIONS and TARGETS

Environmental consumption is strictly monitored in all hotels within TUI Hotels & Resorts Türkiye and targets are set for many environmental consumptions. Throughout the year, monitoring and, if necessary, additional activities are implemented to achieve these targets.

- The most important consumptions in order to reduce the carbon footprint of the hotels are Electricity, LNG & LPG consumption. When comparing consumption figures for 2025 with those for 2024, it was observed that electricity and LNG consumption in hotels generally fell by between 1-3% per cent. The aim is to maintain this trend in 2026.
- In 2025, the TUI Plastic Reduction Guide was published. The use of single-use plastic in hotels to be minimised. Serious reductions in the use of all single-use plastic, especially plastic water bottles, are targeted.
- Without compromising on service quality, the use of small-packaged for ketchup, mayonnaise and mustard has been completely phased out, whilst those for salt, black pepper and sugar has also been minimised.
- In addition to all this, the monitoring of water consumption – the most important natural resource – continues in a disciplined manner. In 2025, our total water consumption was very close to the 2024 figure.



CONSUMPTIONS and TARGETS

TUI Hotels & Resorts Turkey began implementing measures in 2022 to reduce the use of plastic water bottles in its hotels. The primary aim of these measures is to provide water to our hotel guests using more sustainable methods rather than plastic bottles. As a result of these efforts, between 2022 and 2025, the number of water bottles has been reduced by approximately 6.5 million – equivalent to a 55% reduction from a total of 11.5 million bottles.



ENVIRONMENT and SUSTAINABILITY AWARDS

- All hotels within TUI Hotels & Resorts Türkiye have the highest Sustainability level available with the Global Sustainable Tourism Council certificate (GSTC).
- Our TUI BLUE Palm Garden hotel has been awarded the Green Key certificate, another prestigious sustainability certificate.
- We have hotels with 'TUI Street Animal Friendly Certificate' issued by TUI. These hotels are:-
 - AQI Pegasos Royal-Resort-Club
 - TUI BLUE Palm Garden
 - AQI Pegasos World
 - TUI BLUE Sarigerme Park
 - TUI BLUE Seno



ENVIRONMENTAL and SUSTAINABILITY AWARDS

- Zero Waste Regulation is given importance in all of our hotels; there are sufficient number of waste sorting stations and information boards showing how long it will take for the waste to disappear from the environment.
- As of 2021, all Hotels within TUI Hotels & Resorts Türkiye are entitled to receive the Zero Waste Basic Certificate.
- In 2023, ISO 50001, Energy Management System was established, and all of our hotels were certified.



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

Green Team

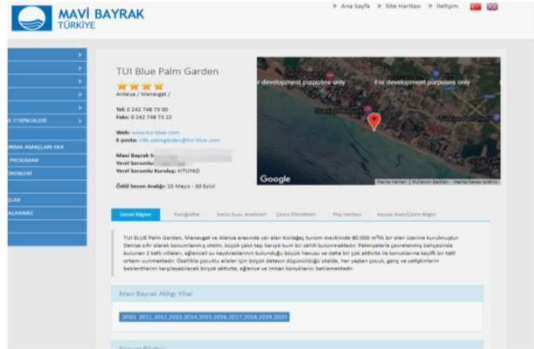
- At TUI Hotels & Resorts Türkiye, 'Green Team' teams are formed in all hotels and carry out environmental and sustainability activities during the season.



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

BLUE FLAG

All of our hotels in TUI Hotels Resorts Türkiye have a Blue Flag Award. 'Blue Flag Raising Ceremonies' are held during the season with the participation of guests.



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

Mini Club Activities

- Our Mini Club employees regularly carry out many activities with children in the mini clubs. Examples of these include plant watering, sapling planting, flower planting, hand painting, wheat planting, bio garden visit, plant information, waste sorting and environmental paintings prepared from waste materials.



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

- At each of our hotels, we regularly carry out environmental and beach clean-ups at least twice a month as part of the TUI Clean Up Campaign, involving our volunteer guests and hotel staff.
- At all our hotels, we organise environmental activities on World Environment Day, World Water Day, Blue Flag Week and all other special occasions, striving to raise awareness amongst our staff, guests and the local community.
- As THR Türkiye, we carried out a total of 239 environmental and sustainability activities across all our hotels in 2025.



Sarıgerme – World Environmental Day Activity



Sarıgerme Environmental Educational Association- Environmental Activity



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

TUI Care Foundation

- In our hotels in the Aegean region, products from cooperatives in our region are purchased and offered to our guests with the Flavours from the Field Project within the scope of TUI Care Foundation. Each of our hotels has a bio-garden and organically grown products are served to our guests.
- We support the 'Stitches of Lycia' project with the Fethiye Lycian Women's Cooperative supported by the TUI Care Foundation. Dastar weaving products are sold at the stands in our hotels in the Sarigerme region.
- In collaboration with the TUI Care Foundation, awareness-raising activities regarding the Mediterranean monk seal have been carried out at our hotels in the Aegean region.



Mediterranean Monk Seal Protection Project



Taste of Fethiye



Stitches of Lycia



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

Endemic species

- THR Türkiye pays attention to the protection of endemic plant species in the regions where it is located. Among the endemic species in the hotels are the Sand Lily (*Pancreatium maritimum*), Daily Tree (*Liquidambar orientalis*) and Serik Pear (*Pyrus serikensis*).



	Sand Lily	Serik Pear	Sweet Gum	Datça Date Palm
AQI Pegasos Club				
AQI Pegasos Resort	✓			
AQI Pegasos Royal				
AQI Pegasos World	✓	✓		
Holiday Village Sarigerme	✓		✓	
TML Masmavi	✓	✓		
TML Sarigerme				
TML Belek	✓	✓		
TBL Sarigerme Park	✓		✓	
TBL Tropical	✓		✓	
TBL Seno	✓		✓	
TBL Grand Azur			✓	✓



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

Bug Hotel

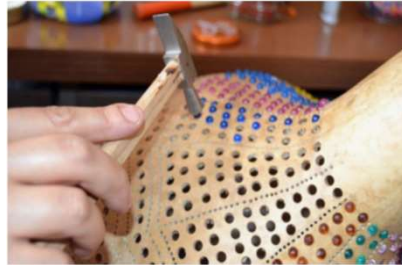
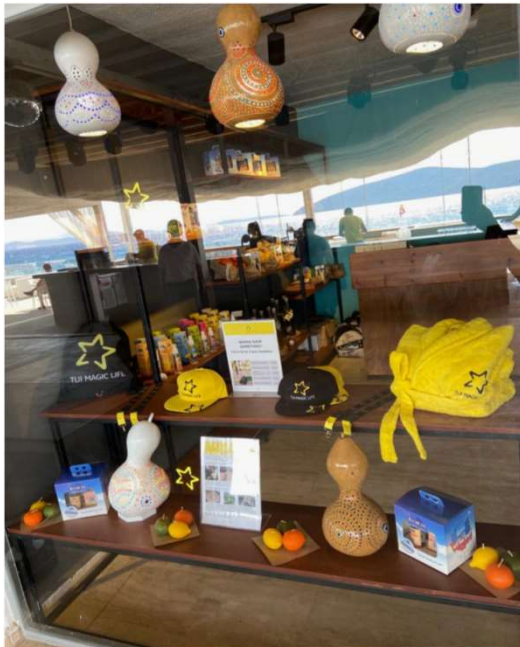
- As part of the TUI Blue global project, decorative insect hotels have been established across all TUI Blue properties within THR Türkiye. These structures provide vital sanctuaries for local entomofauna, supporting regional biodiversity and ecological balance. This initiative seamlessly blends environmental stewardship with resort aesthetics to protect our natural heritage.
- As part of another TUI Blue global project, a total of 239 fruit trees have been planted at all of our TUI Blue properties owned by THR Türkiye .



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

TUI MAGIC LIFE Bodrum Fun Shop

- We operate a FUN SHOP with local products shop, within TUI MAGIC LIFE Bodrum. Local products of the Bodrum region (dried fruits, cologne, olive oil, souvenirs, etc.) are sold here, contributing to the development of local producers. This organisation is carried out in cooperation with the TUI Care Foundation. In the Fun Shop, € 3493 was donated in the 2025 season.



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

Plastic Reduction

- TUI's first TUI Plastic Reduction Seminar on Plastic Reduction was held at TUI MAGIC LIFE Sarigerme with employees of TUI.
- Each hotel minimises the use of plastic bottles, cups, straws, stirrers, etc. and conducts evaluation studies. In this regard, the use of disposable plastic is minimised in the light of the Plastic Reduction Guide updated by TUI Germany.



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

Social Responsibility

- We first took part in Runtalya in 2020 with a team of 10 people, and in 2025 we ran in the event again with a large contingent representing TEV.
- We also took part in the Bodrum Marathon in 2025.



- The company makes donations at various times to civil society organisations, the İzmir Gaziemir Forest Enterprise and the Antalya Promotion Foundation.



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

Caretta Caretta (Loggerhead sea turtle)

- Turtle nests are found at many of our hotels. These nests are protected with the support of local organisations and universities in the region.
- In 2025, 89 nests were identified at our hotels.



	2023	2024	2025
AQI Pegasos Club	9	5	20
AQI Pegasos Resort			
AQI Pegasos Royal			
AQI Pegasos World	23	32	32
Holiday Village Sarigerme	3	4	4
TBL Tropical			
TBL Sarigerme Park	3	5	0
TBL Palm Garden	5	4	4
TBL Seno	1	0	0
TBL Grand Azur	0	0	0
TML Masmavi	18	21	17
TML Sarigerme	0	0	2
TML Belek	6	8	10
TML Bodrum	0	0	0



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

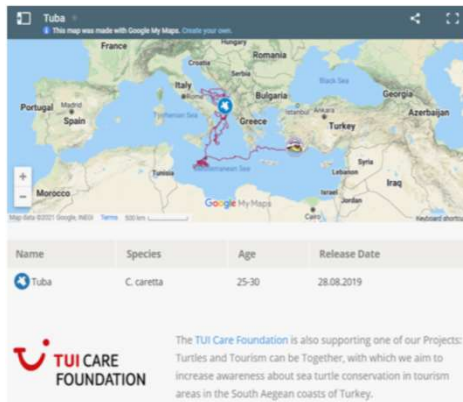
Tuba

- An injured Loggerhead sea turtle (*Caretta caretta*) found on Dalyan Iztuzu beach was treated in cooperation with Dekamer and TUI Care Foundation. The treatment lasted approximately two months. This turtle was named Tuba. After the completion of Tuba's treatment, a monitoring device was installed and released to the sea. Through this tracking device, Tuba's journey can be monitored.



Where is Tuba?

Tuba is a 25 year old female loggerhead turtle who was recently rescued from the sea after seriously injuring her shell. We're tracking a satellite transmitter.



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

Training

- Annual training plans are made so that every employee working in our hotels can receive training on environmental awareness, waste management and sustainability issues in Orientation presentations, ISO 14001 and in-department trainings. These trainings are implemented periodically throughout the season



ENVIRONMENTAL and SUSTAINABILITY ACTIVITIES

Reducing Food Waste with Smart Scale

- THR Türkiye has started using Kitro smart weighing systems supported by artificial intelligence to minimise food waste. Launched in 2023 as a pilot, the project has now been rolled out to six TUI BLUE hotels within THR Türkiye with a total of 18 scales.
- TUI BLUE collaborates with the Kitro to monitor and analyse food waste on a global basis. This collaboration is important as part of the hotels' efforts to reduce carbon footprint and achieve sustainability goals.



SUSTAINABILITY OPERATIONS

ENVIRONMENTAL POLICY

Since its establishment, it has committed to being a facility that is sensitive to both environmental and social issues, believes in the importance of sustainable tourism, and strives to raise awareness in its community. For this reason, it has conducted studies across a wide range of topics and continues to enhance its ongoing efforts with additional initiatives.

The constructive support of management, the awareness of employees, and a cooperative approach with local authorities are the key indicators of the sensitivity demonstrated on this issue.

MAINTENANCE AND REPAIR ACTIVITIES

- Maintenance Plans have been established in order to ensure that the equipment works efficiently and does not harm the environment, and the service provided to the guests is not interrupted.
- All maintenance is carried out in accordance with this plan. For example, the boilers used in our hotel are maintained once a year by the authorised service and emission measurements are made within the legal periods.
- In this way, it is recorded that the gases emitted are at a level that will not harm the environment and human health.



SUSTAINABILITY OPERATIONS

CHEMICAL USAGE

- The detergents and disinfectants used throughout our hotel are of the type that do not harm the environment (nature) and human health. In the selection of these materials, especially Material Safety Data Sheet (MSDS) reports are examined. These reports are kept during their use. For compliance with international standards, compliance with Chemical Abstracts Service (CAS) codes is evaluated.
- Care is taken to ensure that the pesticides and fertilizers used for our garden are organic. In all garden applications, if there is an equivalent organic product, it is primarily preferred. In the fight against weeds, instead of using chemicals, the weeds are removed by hand by uprooting them from their roots.
- All our swimming pools have an automatic dosing system. There are overflow pools in all sections where chemicals are located in order to prevent hazards such as leakage - mixing with nature in our machine rooms. Fruit - vegetable disinfection is provided with Ozone system.

FIRE SAFETY

- Our fire safety system is automated. Fire extinguishers are maintained every 6 months and our hydrants located throughout the facility are sufficient for the entire area of the hotel. In addition, we have fire and smoke detectors and fire extinguishing equipment in all public areas used by our guests and employees.
- Fire escape routes and emergency assembly points for hotel guests and employees are indicated on the signs showing the hotel plan behind the doors of our guest rooms and in the general areas.



SUSTAINABILITY OPERATIONS

PURCHASING

- Recyclable packaging materials for food and beverage purchases are emphasised and primarily glass and Tetrapak packaging products and refillable deposit packaging materials are preferred.
- For room mini bars, we try to reduce the amount of waste by using litre products instead of small packaged products.
- Suppliers with ISO 14001 Environmental Management System certification or an internationally recognised environmental certificate are given priority in procurement.
- Central Purchasing has adopted the Sustainable Purchasing approach and established instructions in line with this approach.

TRAINING

- Fire Training is given to all our employees once a year by the Fire Brigade and Fire Systems Company and Fire Drills are organised in response to this training.
- Professional Environmental Officer (Environmental Engineer) provides “Environmental and Waste Management Training” to all employees once a year.
- All our employees are given “Energy Saving” training once a year by Professional Energy Consultants.
- All departments in our facilities support Environmental Awareness, Waste Management and Sustainability issues at least once a year, both in the orientation presentation and in ISO 14001 and in-departmental trainings.
- Training Plans prepared by all departments are organised by department managers, Human Resources and Quality departments at the beginning of each season to cover Environmental and Sustainability topics.



SUSTAINABILITY OPERATIONS

OCCUPATIONAL HEALTH and SAFETY

- Our hotel's occupational safety and health service is provided by a professional Occupational Safety and Health Company, and the occupational safety specialist visits our hotel every week to provide the necessary information and support on legal obligations. Corrective actions in the reports written by the Occupational Safety Specialist are followed and non-conformities are eliminated.

LIAISON WITH LOCAL INDIVIDUALS & ORGANISATIONS

In our hotels, many meetings and communication activities are carried out with the institutions and people of the region. These activities are: Mayors and Hotel General Managers in the region where the hotels are located both discuss the problems of the region and make courtesy visits.

In the light of the negotiations with the municipalities, it is ensured that the acquaintances of the municipal employees are directed to our hotels, and it is ensured that both the people of the region are employed and the hotel obtains personnel resources.

Within the scope of World Environment Day, plant-tree planting activities are held with our guests. In addition, our guests are told about our social responsibility projects and environmental activities. The area around the hotel and the beach are cleaned at regular intervals.

During the season, blood donations are made to the Red Crescent by the hotel staff.



SUSTAINABILITY OPERATIONS

ENERGY SAVING

- Solar energy is used for water heating in some of our facilities. Thus, water heating is provided naturally and energy is saved. Some of the electrical energy we use is provided from renewable sources.
- In order to minimise electricity, water and energy costs, we pay attention to the use of A energy class equipment in the positioning of equipment in our facilities, the preference of 'Nature Friendly' and 'Recyclable Products' and the implementation of saving measures.
- Energy Saver system is available on the doors in our rooms. There are switches that deactivate the air conditioner when the balcony doors and windows are opened.
- Electricity consumption is minimised by using economical-led lighting in general areas.

WATER SAVING

- Our showers by the sea and pool are timed, to stop wastage.
- The taps in the public toilets are photocell. The flow rate of the water flowing from the taps in all guest rooms, general areas and production areas has been reduced with the help of aerators.
- Unless there is a special request by the guests, the sheets are changed every 3 days.
- An Info video is played in our rooms, explaining the saving measures and practices we have taken to protect the environment.
- Some of the garden irrigation is done with the water obtained from the Wastewater Treatment system in our facility. (TUI MAGIC LIFE Bodrum)



SUSTAINABILITY OPERATIONS

INTERNATIONAL LABOUR AND HUMAN RIGHTS STD.

- There are members of different religions, languages and races in our company and hotel, both as guests and staff. Our basic principle is that no one should be discriminated against on the basis of gender, religion, language or race. This topic is explained in the orientation presentation given by the Human Resources department. In addition, information about employee rights is explained in detail in the orientation presentation.

OTHER APPLICATIONS

- In order to save paper, internal correspondence and reports are not printed unless necessary and archived on computers. In addition, our management systems (ISO 14001, ISO 9001, ISO 22000 and ISO 50001) are monitored through a web-based software.

Noise measurements of all our speakers and sound systems are made so that they remain within the legal limits. Un-used food is donated to the animal shelter. At the end of the season, we will donate the money accumulated in the tip box in our cat house to the animal shelter and ensure that our animal friends in the shelter can use it for their treatment. In addition, we will ask our guests to leave their clothes that they do not take with them in a "clothing collection box" and give them to families in need at the end of the season.



- Apart from this report, which covers all TUI Hotels & Resorts Türkiye hotels, there are more detailed Environmental and Sustainability Reports specific to hotels.

These reports are presented to our guests in our Guest Relations department and hotel applications.



Thank you.

TUI Hotels & Resorts Türkiye
Quality & Sustainability Department

