

A scenic view of a beach with turquoise water and a blue sky with white clouds. The text is overlaid on the bottom left of the image.

**BLUE WATERS CLUB SUSTAINABILITY
REPORT
2019 -2020**

OUR SUSTAINABILITY APPROACH

As Blue Waters, we are aware of the responsibilities brought by sustainable tourism. We continue to work on many issues within the concept of sustainability, such as reducing environmental impacts, management energy, water and waste, protecting cultural and social heritage, providing economic and social benefits to local people and protecting the environment.

As Blue Waters, we have made since our establishment and will continue to make many social and environmental investments to ensure the sustainability of our business.

With our quality systems in place, we aim to improve our overall efficiency, quality and environmental performance for both the environment and our guests.

Message from our General Manager

Since day one, Blue Waters Club, as one of the prominent businesses in the Mediterranean Region, has demonstrated its quality by keeping pace with the needs of the developing sector and ever-changing guest expectations and is dedicated to becoming a leading brand in the region.

In this context, we aim to have a more sustainable life by ensuring sustainable growth in the tourism sector, meeting the expectations of our guests and employees in the fast-changing world, and providing more work opportunities to the local people with better environmental conditions.

As Blue Waters Club, we take care to understand and improve the social and environmental impacts that may arise out of our activities. In our sustainability-oriented plans, we attach great importance to the most beneficial forward projects and their continuities.

As the Blue Waters family, we are committed to carrying this approach, which we brought from the past to the present, into the future. I would like to express my deepest gratitude to all our stakeholders who supported us in this journey.



Nilgün ÖZER
General Manager

OUR STORY

Blue Waters Club was opened by Ece Turizm İnşaat Ticaret ve Mağazacılık AŞ in 1995 as a 1st class holiday village with a capacity of 312 rooms. With the opening of a 5-star resort hotel in 2001 as well as an additional building in 2010 and the addition of 20 club rooms in 2014, the facility, which reached a capacity of 674 rooms and 1612 beds, continues to serve as a 5-star hotel and first-class holiday village.

Blue Waters Club is one of the leading hospitality businesses in Turkey and the world with its proven history and acts with the vision of becoming a world brand in the service sector.

OUR VALUES

OUR MISSION

We are

Proud to be a facility that is constantly recommended and preferred over and over, with our environmentally friendly and welcoming service, never giving up on our principle of high-level guest satisfaction.

OUR VISION

As a world brand, it is to be an exemplary facility that guests would always prefer with its superior service quality and environmental awareness.

OUR VALUES

We are a facility that always smiles, who believes in external and internal guest satisfaction, is sensitive to the environment and takes the necessary precautions, improves itself through continuous training, complies with the requirements under the law, and believes in the efficiency of existing management systems.

Our Quality and Environment Policy

In the light of our values, we are a facility that;

- continuously measures and improves service quality,
- focuses on guest satisfaction,
- constantly monitors, minimizes and takes the necessary precautions against the negativities and dangers that may affect the environment in its activities,
- reduces waste generation and uses natural resources effectively,
- promotes quality and environmental awareness in its personnel and increases their knowledge and skills through training,
- adopts the principle of teamwork, thus enabling them to contribute to continuous improvement activities.



OUR SUSTAINABLE ENVIRONMENT APPROACH

Blue Waters Club has been an environmentally friendly facility since its establishment. In order to contribute to the ecological balance, we act with an approach that constantly monitors, minimizes, and takes all necessary precautions against, adversities and risks that may affect the environment in our activities.

As a result of acting with environmental management principles such as reduction at source, reuse, recycling and disposal, we reduce our environmental footprint through efficient use of energy and natural resources, etc., and reducing the use of hazardous chemicals.

ENERGY AND WATER MANAGEMENT

We are aware that we will need more energy and clean water resources in the future to lead a better life. By reducing the amount of energy and water used in our operations, we are trying to preserve our most important raw materials both for ourselves and for future generations. We prefer to benefit from renewable energy sources and strive to reduce our carbon footprint in nature. Through regular maintenance of the devices we use, personnel training and awareness-raising, energy-efficient aerators and bulbs, and many activities alike aimed at reducing consumption, we decrease our energy and water consumption each passing year.

60% of the hot water need of the facility is obtained through solar energy.

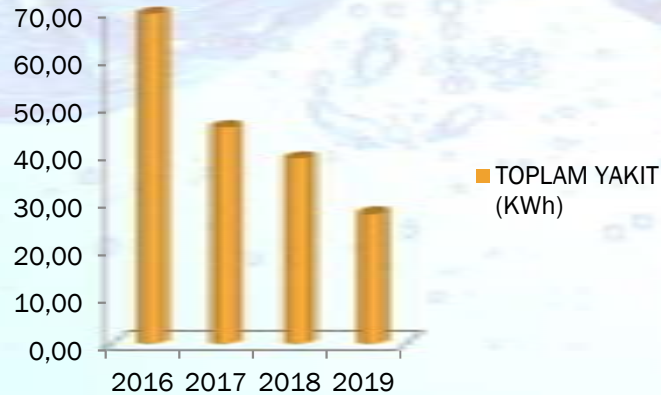
Due to the right steps we took in environmental issues, we were granted International awards such as Travelife, Green Star and Green Key.

As a result of the monitoring, it was observed that 31% saving was achieved in electricity consumption per capita and 30% in LNG consumption in 2019 compared to 2018.

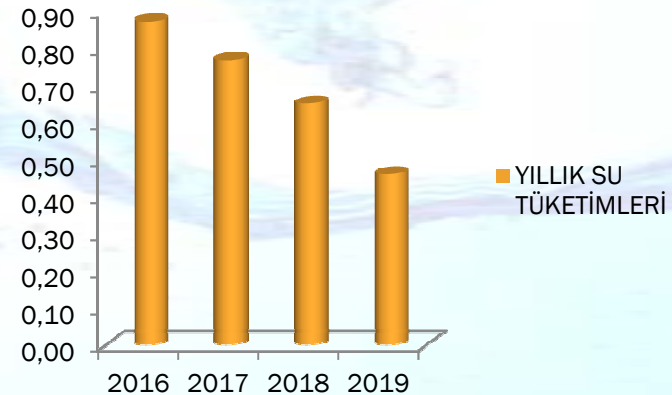
As in every year, in 2021, it is among our targets to continue personnel awareness training for reducing energy consumption rates and to make more use of renewable energy sources and increasing spring and drip irrigation systems in order to reduce water consumption.

Per capita values of energy and water consumption by years can be found in the following graphs.

ENERGY CONSUMPTION(kWh)



WATER CONSUMPTION



WASTE MANAGEMENT

Through the waste management in our facility, we ensure that waste is reduced at its source, separated according to its characteristics, collected, stored and recycled.

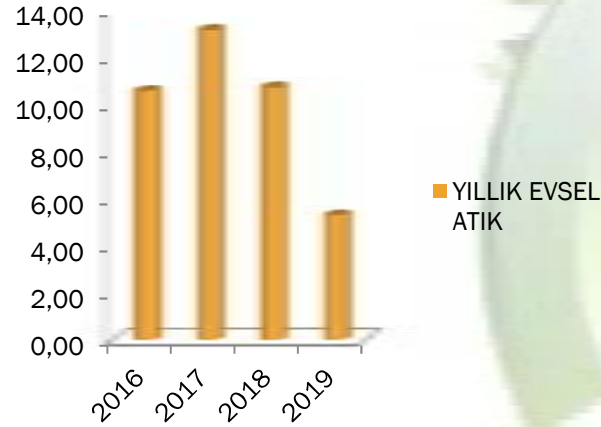
Biodegradable, recyclable and other wastes are separated and daily delivered quantities are recorded. Waste amounts are monitored on a daily, monthly and annual basis, and waste reduction efforts continue according to such monitoring.

Hazardous wastes are separated according to their types and disposed of by authorized companies.

Due to our good practices in 2020, we became the owner of the Zero Waste Certificate given by the Ministry of Environment. In 2021, in addition to continuing our waste reduction efforts, we will renew the labels of all waste boxes under the Zero Waste Project and purchase eco-friendly water flask and offer them to our guests in order to reduce pet bottle waste, and we also aim to encourage the use of melamine plates in pancakes, bagel houses and pizza areas to reduce foam plate waste.

Our per capita waste amount by years is given in the following graphs.

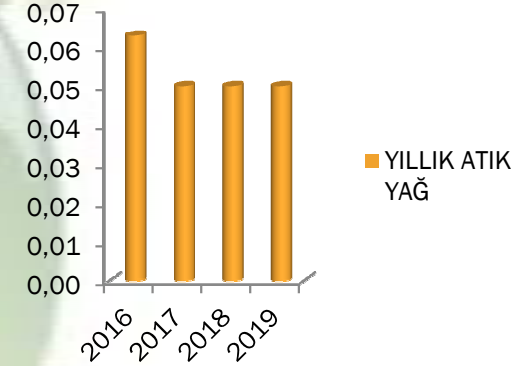
ANNUAL DOMESTIC WASTE



ANNUAL RECYCLABLE WASTE



ANNUAL BACK WASTE OIL



GUEST SATISFACTION

Our most important achievement is that we adopt the "guest" approach instead of "customer" and not only in words, but also in our understanding of service, and that we host our guests by making them feel Turkish hospitality as if they were at home.

Our Guest Relations department is actively involved and in one-to-one contact with our guests in every aspect of the hotel from the moment our guests arrive at the facility until they leave. They strive to solve the problems of the guests quickly so that they can have a nice holiday and to ensure their satisfaction during their stay.

For our guests who want an active holiday, we offer football, basketball, tennis, volleyball and similar activity options, as well as football and swimming camp opportunities for children, various water sports for thrill-seekers, an adrenaline-filled holiday opportunity and various alternative sports such as fitness, pilates, yoga, Kangoo jumps.

It is the common goal of all our employees to treat our guests with kindness and smile, to try to resolve any complaint or carry out a request of the guest within their authority so that our guests feel that they are in the right place for a holiday.

Due to our high guest satisfaction, we were entitled to receive many important awards such as TUI Holly, TUI Top Quality, TUI Family Champion, TUI Umwelt Champion in 2019 and 2020.

In 2021, again, we aim to achieve high guest satisfaction, to build 21 volleyball courts and to offer them to our guests, to add Survivor activities to our already existing activities, and to provide free internet service to all guests.

SOCIAL RESPONSIBILITY

We contribute financially to the Manavgat Peace Water Festival, the International Motorcycle Festival and many concert organizations organized by the Manavgat municipality every year. In addition, we have been donating dry food to the Manavgat Municipality Animal Shelter on a monthly basis since 2013.

We have been donating regularly to Tema Foundation since 2011. Through the donations we make, we symbolically plant trees on behalf of each of our personnel and present the certificates to the personnel on their birthdays. In this way, we both contribute to nature and raise awareness of our staff on this issue.

We continue to be a member of and contribute to the efforts of many tourism associations that aim to place our region in a systematic union structure in the hospitality sector of our region and to keep the sector in the triangle of quality, modernity and leadership.

We contribute to the promotion of our region by informing our guests about local transportation opportunities, residential areas near our facility, historical beauties and archaeological sites.

With the contribution of our guests and staff, we carry out environmental cleaning activities in Sorgun Forest and on the beach every month within the scope of environmental activities.

As part of the Sister School Project, we organize tree planting activities with our students and children.

We aim to continue our social responsibility projects in 2021, as we do every year.

HUMAN RESOURCES

Among our goals is creating a young and dynamic human resources profile that considers our work ethic as a priority, who adopts guest satisfaction-oriented work while meeting their responsibilities, and are sensitive to society and the environment. We strive to make our business attractive to our potential employees with our sustainable practices in Human Resources, and we take steps to strengthen the loyalty of our current employees.

We assist our employees in their professional and individual development by offering training and development opportunities and through performance evaluations.

In all our human resources processes, we ensure that qualified people are appointed to vacant positions, regardless of religion, language, gender, or ethnic origin.

Our personnel can freely express their opinions by filling out the "Employee Satisfaction Questionnaire" in our Human Resources department. They can also convey their requests and suggestions verbally and in writing.

We provide regular training to our personnel on occupational safety issues and provide personal protective equipment according to the work they do and the department they are in.

As in every year, it is among our goals to focus on visual and practical training studies in 2021 as well.

OUR QUALITY APPROACH

Nowadays, there is a fast trend of improvement and change in social and economic fields as in the industry and technology. This trend of development and change brings the understanding of "Quality" to all services received and provided. The guests, now, prefer the best, fastest and most convenient service. We are aware that we have to adopt the philosophy of quality in order to increase the satisfaction of the guests, to meet their expectations and to provide a better service.

Our facility has been maintaining the Quality (ISO 9001), Environment (ISO14001) and Food Safety (ISO 22000) Management systems determined by ISO (International Standard Organization) since 2009. In this sense, we hold monthly Improvement Meetings and annual Management Review meetings to review the effectiveness of these systems and set new targets, and strive to achieve these targets.

We take care to prepare all our products with the freshest and first class ingredients. We check and record every stage of the production of the products offered in our restaurants, from raw materials to the final product, in accordance with the principles of the ISO 22000 Food Safety Management System. Accordingly, we fulfil the requirements of food hygiene, personnel hygiene, equipment and environment hygiene, and strive to be a reliable facility of higher quality.

We continuously check the effectiveness of our systems through monthly and annual audits and strive to improve them.