



baiahotels

# BAIA LARA 2020-2021 SUSTAINABILITY REPORT



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Dear Guests, Business Partners and Employees, As Baia Lara Hotel, we are aware that from past to present, guest satisfaction can only be achieved through employee satisfaction. We are proud to present to our sector examples of branded service with our management approach in which our employees are centered, our culture and values are protected, and change is integrated with nature . In this difficult process, we aim to provide the best and quality service to our guests in 2022, despite the difficult process of the pandemic . We have adopted the renewal and development not only to keep up with the world, but also as a requirement of our excitement and natural transformation in accordance with our name. We are deeply committed to the goals of a sustainable world and tourism-oriented growth. We strive to reach national and international standards in quality, environment, energy and occupational health and safety in our works by going one step ahead of

legal compliance . We are living in a process where many new expectations and needs that need to be answered, from the environment to business and social life, arise in the tourism sector around the world .

This process shows the importance of responsible and sustainable tourism, which we, as Baia Lara Hotel, emphasize and our corporate values also point out. We focus on effectively managing sustainability risks and ensuring sustainable growth with long-term strategies, and in this way, we aim to increase our success day by day.

This year, I would like to thank our suppliers, business partners and all our employees for their devoted work, which has made it possible for social life to continue in its normal course , especially during this pandemic process we are going through.

Kind regards,

Tuncay OZBAKIR

General Manager



With the quality systems in our hotel, we aim to increase our overall efficiency, quality and environmental performance both for the environment and for our guests. In this respect, we continue to work on many issues within the concept of sustainability, such as reducing environmental impacts, energy, water and waste management, providing economic and social benefits to the local people and protecting the environment.

Sustainability can be defined as bringing together environmental, economic and social factors for the benefit of people and the environment.

The main responsibilities of our hotel within the scope of sustainability are;

- To create and evaluate recycling and reuse opportunities,
- Continuously improving energy efficiency and minimizing the negative impact of carbon emissions,
- Reducing any environmental impact caused
- Social and economic factors that form the basis of sustainability are at least as important as the environment.

Sustainability has a wide scope from providing the most suitable conditions for the employees to sharing the added value created with the society. The information in this report includes our performance in 2021 unless otherwise stated.

2021 sustainability report;

- Evaluation of the environmental, social and economic performance of our hotels,
- The targets set in order to increase this performance,
- The strategy and process to be followed to achieve these goals,
- Possible risks that may be encountered,
- It includes measured performance results.



In order to protect the environment and ensure the necessity of sustainable tourism, we determine our impact on the environment, we control the negative effects, possible dangers and wastes. We strive to minimize the use of natural resources, energy consumption, air, water and soil pollution.

We comply with the laws, regulations, legislation and regulations published in our country regarding the environment, occupational health and safety and human rights, and we fulfill all requirements completely.

While carrying out our activities, we take and implement the necessary measures to protect our guests and employees from possible injuries and illnesses and to provide good working conditions.

Our environmental awareness and social responsibilities; We try to ensure that it is adopted not only by our employees, but also by our guests, suppliers, subcontractors and competent authorities.

We contribute to the production of environmental protection and social responsibility projects by collaborating with local governments, supplier companies and non-governmental organizations.

Where we are, we take all necessary measures to increase local employment, protect and enrich natural life, and share all our activities with the public in order to protect our environment.





We will not have any subjective savings other than fairness and good humanity towards our guests, the values envisaged by our state, our solution partners who provide suppliers, our employees, and our employers.

We will believe that we will always do better with our Total

Quality Management approach that follows innovative and international standards. With this belief, we will provide better service by constantly improving and developing ourselves. The way to progress through development is through education. Our duty is to provide theoretical and practical training activities to our subordinates; is to bring successful individuals who love their job and are ready to take responsibility in the sector.

The respect, trust and understanding we have for each other is the skeleton of our team spirit; the peaceful working environment that we will create together, the body of the team spirit; Open, healthy and ethical communication channels will ensure the continuity of our team spirit. Our marketing policy starts within the facility and reaches the global world conditions from here. In addition to domestic and international advertisements and promotions, we strongly believe in the impact and power of the promotional activities carried out within our facilities. The most accurate address where we will share the successful results we will achieve by researching and developing with our guests is our own facility. Tourism regulations, international regulations, agreements and even trends will shed light on us. But under no circumstances will we forget that the most important thing is the guest requests and needs that can change. According to location, season, profile and situation; Finding solutions to guest requests without sacrificing basic standards is the golden key of the industry. The superior service understanding we will show towards our guests will make us a big family full of respect and love that grows every day with its loyal guests. With the efforts to reduce the consumption of natural resources, the rate of reaching the targets is followed numerically, and decreases or increases in electricity, water and natural gas consumption are studied.



are energy efficient and that all our employees receive training on energy saving. The following studies are carried out on energy saving in our hotels and their continuity is ensured.

- All rooms have notices for our guests about saving electricity.
- In all rooms, systems that disable heating/cooling devices are used in case the balcony door is opened.
- Energy-saving bulbs or LED lights are used in our hotels.
- Sensors are used for lighting in common areas, toilets, corridors, staff areas and ground floors .
- Outdoor lighting is controlled by timers.
- Electronic key cards are used in our rooms.
- Led TVs are used in our rooms . (A class, low consumption TVs are used in our rooms.)
- Our mini bars in our rooms are positioned away from the heat source in order to save energy.
- The use of air conditioning devices is reduced by keeping the curtains of our empty rooms closed in the summer season and open in the winter season.
- In the cooling rooms and in the general areas where the cooling system works, terrace, garden, etc. A cooling air curtain is used on the doors opening to the areas.
- Hot water production is supported by solar panels.
- 50% of our hotels' hot water needs are obtained from solar energy.
- Electrically operated devices are positioned in such a way that they are not exposed to sunlight.

Aim to ensure that all the electronic products we purchase

## ELECTRICITY CONSUMPTION

Electricity Consumption ( kWh )	Total 2020	Total 2021	Difference	Change (%)
	2339990,00	3430822,00	1090832,00	46.62
	Per Person 2020	Per Person 2021	Difference	Change
	<b>51.55</b>	<b>41.47</b>	<b>-10.07</b>	<b>-19.54</b>

## Our Goal

- To save 1% per person in energy consumption in 2022,
- Continuing to develop energy consumption reduction projects,
- Continuing to purchase devices with high energy efficiency,
- Replacing older devices with energy-saving devices,
- To raise awareness of personnel by continuing energy saving trainings every year.



## NATURAL GAS (LNG) CONSUMPTION

Natural gas system is used, which causes little harm to the environment.

Natural Gas Consumption (m <sup>3</sup> )	Total 2020	Total 2021	Difference	Change (%)
	105525,00	206945,00	101420,00	96.11
	Per Person 2020	Per Person 2021	Difference	Change (%)
	<b>2.32</b>	<b>2.50</b>	<b>0.18</b>	<b>7.62</b>

Natural Gas Consumption (kWh)	Total 2020	Total 2021	Difference	Change (%)
	1113288.75	2183269.75	1069981,00	96.11
	Per Person 2020	Per Person 2021	Difference	Change
	<b>24.52</b>	<b>26.39</b>	<b>1.87</b>	<b>7.62</b>

## Our Goal

- To save 1% per person in natural gas consumption in 2022.

## WATER CONSUMPTION

It uses water-saving equipment to reduce overall water consumption without compromising on health, hygiene and guest satisfaction; We place informative "Environmental Cards" about water saving in guest rooms and train our employees on this issue.

In our hotels, the following studies are carried out to save water and its continuity is ensured.

- Water flow limiting equipment is used in faucets and showers.
- Saving and/or double flush systems are used in the toilets.
- Photocell taps and urinals with sensors are used in the toilets in the common areas.
- The drip system is used while irrigating our gardens.

Water Consumption (m <sup>3</sup> )	Total 2020	Total 2021	Difference	Change (%)
	53269.00	78453.00	25184.00	47.28
	Per Person 2020	Per Person 2021	Difference	Change
	1.17	0.95	-0.23	-19.18

In 2021, there was a 19.18% decrease in water consumption per capita. However, water consumption increased by 47.28%. The increase in water consumption is due to the increase in the occupancy rates of the facility in 2021 compared to 2020.

**Our goal:**

- Reducing water consumption by 2% per person compared to 2021,
- Increasing staff training on water saving

## TOTAL CONSUMPTIONS 2019 – 2020 - 2021 (NATURAL GAS (LNG), ELECTRICITY, COAL, LPG, MOTORINE)

MONTHS	2019		2020		2021	
	kWh	kg CO2e _	kWh	kg CO2e _	kWh	kg CO2e _
<b>January</b>	1,109,822.28	312,296.94	67,851.00	36,910.94	186,852.88	60,412.89
<b>February</b>	895,994.40	256,648.93	71,857.86	38,523.37	176,093.82	55,762.02
<b>March</b>	902,902.72	270,459.94	75,411.70	40,290.03	205,638.48	70,711.60
<b>April</b>	750,779.74	253,358.23	53,844.14	28,470.00	201,194.44	76,831.46
<b>May</b>	746,933.96	287,324.01	56,949.02	30,182.86	309,414.80	129,086.04
<b>June</b>	899,615.70	364,483.65	158,809.12	64,747.12	650,620.56	269,721.86
<b>July</b>	1,008,846.22	420,429.78	243,114.64	111,497.97	882,657.52	379,890.74
<b>August</b>	1,015,918.14	430,838.66	936,051.10	400,887.40	958,438.72	414,133.44
<b>September</b>	889,916.20	369,422.66	956,141.28	403,846.36	840,067.14	350,052.71
<b>October</b>	833,880.36	324,823.87	551,988.42	217,878.99	805,916.76	310,127.40
<b>November</b>	139,928.64	54,571.35	153,140.44	55,252.36	365,552.76	119,762.67
<b>December</b>	55,396.00	30,135.42	177,716.78	58,438.09	128,908.02	49,492.56
the overall total	<b>9,249,934.36</b>	<b>3,374,793.44</b>	<b>3,502,875.50</b>	<b>1,486,925.49</b>	<b>5,711,355.90</b>	<b>2,285,985.41</b>



## CARBON RELEASE

We make our purchases from regions as close as possible. Thus, we aim to reduce the environmental impacts by minimizing the CO<sub>2</sub> emissions of the delivery vehicles of the supplier companies. Carbon emission is calculated in KgCO<sub>2</sub>e unit as total electricity and natural gas energy consumption.

Carbon Emission (kgCO <sub>2</sub> e)	Total 2020	Total 2021	Difference	Change (%)
	1,486,925.49	2,285,985.41	799,059.91	53.74
	Per Person 2020	Per Person 2021	Difference	Change
	32.75	27.63	-5.12	-15.63

We will make our plans by determining our greenhouse gas-generating activities and measuring how much we emit.

We will decarbonize our lives .

We will prefer products that are produced with low-carbon, that is, climate-friendly methods, and we will use energy efficiently.

We will prefer public transportation systems more in our modes of transportation, we will make vehicle route and transportation plans, and we will prefer vehicles that use fuel efficiently.

We will give more support to recycling by taking measures to reduce our consumption.

We will prefer suppliers that support recycling.

We will take measures to do more with less energy. When purchasing a product, we will also pay attention to the energy efficiency class.

We will make greener choices. We will make a greater contribution to energy efficiency by compensating for our carbon. We aim to erase our carbon footprint with various activities, especially tree planting.

Baia Lara Hotel, our primary goal is to reduce the amount of waste, to manage our wastes well and to ensure that they are disposed of with the least damage to the environment and to regain the recyclable ones.

## RECYCLABLE WASTES

We contribute to recycling by consciously separating our packaging waste and organic waste.

- We carry out various studies to reduce our waste production, and we encourage our guests and employees to participate in the recycling program.
- We maintain waste separation containers in various departments and office areas for the recycling of glass, paper, oil, plastic and food waste.
- We also keep waste sorting buckets in the guest areas. We work with relevant companies for the recycling of these wastes that we separate and we follow up.

	PINE	PLASTIC	METAL	PAPER / CARTON	ORGANIC	TOTAL
<b>TOTAL 2020 (KG)</b>	38840,00	6876,00	4584,00	11460,00	399267,00	461027,00
<b>TOTAL 2021 (KG)</b>	37370,00	8885,00	5923,00	14809,00	479451,00	546438,00
<b>difference</b>	-1470,00	2009,00	1339,00	3349,00	80184,00	85411,00
<b>CHANGE %</b>	-3.78476	29.21756835	29.21029668	29.223386	20.082802	18.52624684

- We do our correspondence and announcements via e-mail as much as possible in order to reduce our paper consumption. Updates on documents are made from our partner network. Printouts are not taken unless necessary . Papers are used double-sided.
- By informing our guests about the waste management we apply at our hotel, with their room card; we encourage them to reduce the amount of waste and to separate the wastes generated.

## HAZARDOUS WASTES

In order for the hazardous wastes generated in our facilities to be disposed of without harming the environment, the hazardous wastes generated in our departments are collected in our hazardous waste rooms under appropriate conditions, labeled and delivered to licensed companies for legal disposal or evaluation.

	Total 2020	Total 2021	Difference	Change (%)
Hazardous Wastes (kg)	404.00	1802.00	1398,00	346.04
	Per Person 2020	Per Person 2021	Difference	Change
	0.01	0.02	0.01	144.77

There was a 346% increase in the amount of hazardous waste in 2021. The main reason for this is that the pandemic of 2020 was the highest and the number of guests was less than in previous years, and the investments made after the end of the season.

**. Our goal:**

- To further reduce the amount of hazardous waste generated in 2022.

## WASTE VEGETABLE OIL

We increase the recycling amount of used vegetable waste oils every year. The resulting vegetable waste oils are regularly given to licensed companies that we have contracted with.

Waste Vegetable Oil (kg)	Total 2020	Total 2021	Difference	Change (%)
	560.00	740,00	180.00	32.14

**Our goal:**

- To increase the amount of used vegetable waste oil recovery compared to previous years
- raise awareness of our staff about waste oil.



## CHEMICAL CONSUMPTION

We control our chemical usage amounts, and personnel trainings are provided to prevent wasted and wrong chemical use.

- We train our employees on the use of chemicals and the precautions to be taken in case of spillage/scattering of hazardous chemicals.
- The use of chemicals is reduced by spraying plants in the hotel area as needed, not routinely.
- Chemicals are used with an automatic dosing system in the laundry section of our hotel.





Studies are carried out on the protection, care and feeding of wild or domestic animals in the environment.

Cleanliness of sea water is one of the issues that we prioritize both within the scope of natural life protection and sustainable tourism.

Our hotel has a Blue Flag Award.

In this context, we keep a sufficient number of trash cans on the beach, empty them regularly, and keep the beach clean.

We provide training to our beach staff and control the cleanliness of the beaches so that our beaches can be cleaner.

We have an information letter on the Blue Flag Board about the endangered sand lilies on the beach.

There is also a cat house for cats in our hotel.



Cat House



There are informative articles for our guests about environmental behavior on our Blue Flag Board at the beach.



Birdhouses have been built in the trees for wild birds in the area of our hotel.







In order to reduce hazardous waste, instead of fluorescent lighting containing mercury and having a shorter life, longer-lasting LED lighting has been used in many usable sections. In areas where it is not possible to use LEDs, energy-efficient lighting is preferred.

- Sensored lighting system has been chosen in all of the applicable guest common areas in our hotels and in most of the personnel areas.
- Larger packaged products are selected during the purchasing process in order to reduce the amount of waste.
- Re-use of purchased glass bottled beverage products is ensured by preferring returnable products where possible.
- In order to contribute to the disposal of hazardous wastes in our facilities without mixing with nature, battery waste boxes are placed in the reception section for our guests and in the technical office for personnel, and they are regularly given to the waste company.



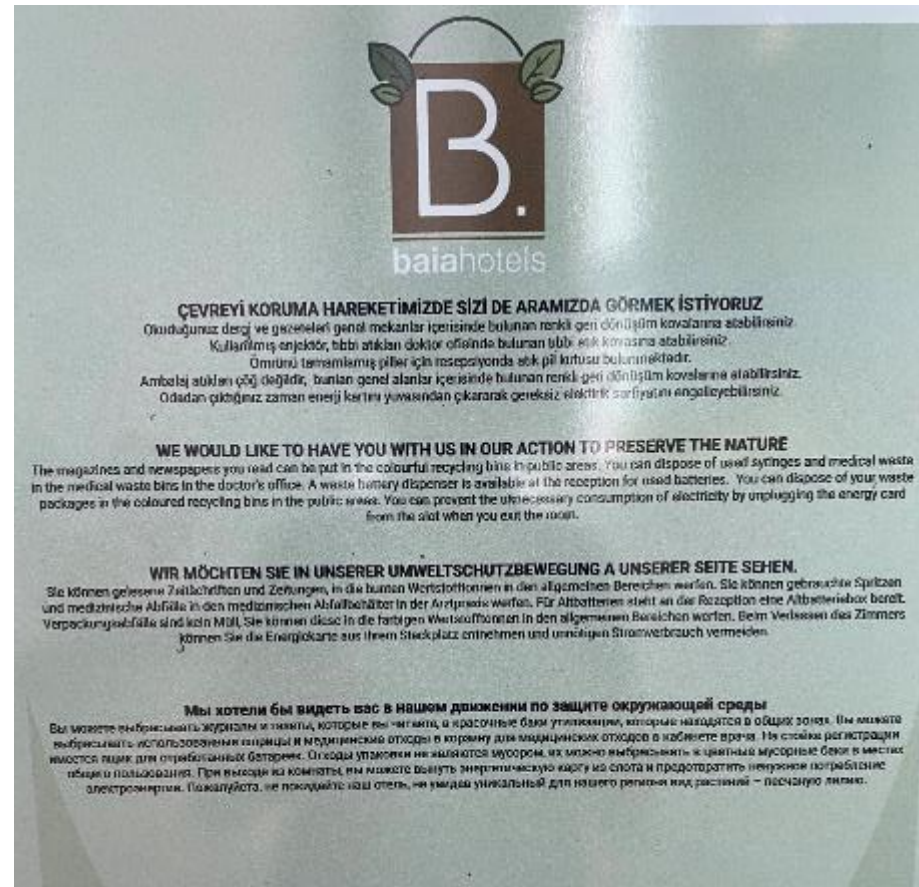
Staff Area Battery Recycling



Guest Area Battery Recycling

## THE IMPORTANCE I GIVE TO THE ENVIRONMENT

- Photocell lighting and taps are used in our facility to minimize energy savings.
- Bed linen in our rooms is not requested by guests or upon check -in. Unless it is out , water is saved every other day.
- switches on the balconies of our rooms . When the balcony door is opened, the air conditioner turns off automatically.
- There are posters informing our guests about recycling throughout our facility and there are sufficient recycling units within the facility.





## PERSONNEL TRAINING AND SOCIAL ACTIVITIES

In line with the annual training plans we have created, food safety and environmental trainings are given in our hotels. Our trainings are planned as internal training and external training. Our environmental trainings; environmental cleaning, protection of natural life, correct separation of waste, waste reduction, safe use of chemicals, zero waste. Our environmental consultant company provides training in certain periods to raise awareness of our personnel. In addition to our consultant company, we also receive training from our chemical supplier companies. Apart from environmental training, an emergency team has been established for emergencies that may occur in our hotels. We are aware of the importance of being conscious in such situations. That's why we take fire and first aid training. In order to be prepared for emergencies, we conduct drills at certain intervals. We dispose of our waste vegetable oils and pulp by giving them to licensed companies. In the internal and external trainings we have received, we raise awareness about the importance of recycling waste vegetable oils and the damage they cause to the environment, and we raise awareness of our environment. In order to ensure the continuity of the environmental awards we have won, apart from the trainings and activities we do in our hotels, we also participate in environmental activities with local organizations and raise the awareness of the people of the region. We provide chocolate to our staff during the holidays and market and food aid to our staff in need. We take part in social projects with local organizations and we work to raise awareness of the people of the region by participating in environmental activities. We aim to provide a work environment that respects human rights, in line with international standards, where employees can develop themselves, express their opinions freely and not be discriminated against.

