

ROBINSON  PAMFILYA

Robinson Pamfilya

2025 Sustainability Report

GRI Standards-compliant(Core)

Manavgat, Antalya, Türkiye | Report Season: 2025

GRI CORE COMPLIANT • TUI GROUP • 5 STARS HOLIDAY
RESORT





About Us: Robinson Pamfilya

Location

Sorgun , Manavgat, Antalya — In the heart of Turkish Riviera

Total Area

A five-star resort built on a 156,102 m² site.

Capacity Of Rooms

284 guest rooms across 11 room categories, including 3 accessible rooms.

Robinson

A member of the TUI Group since 1987

Certified Club

Certified Sustainable" status on Trip.com and Booking.com; TripAdvisor rating: 4.6/5 (326 reviews); Trivago rating: 9.3/10 (5,598 reviews).

Accessibility

Approximately 70 km from Antalya Airport, with a transfer time of around 60 minutes.



Message from the General Manager

Dear Guests, Business Partners,

Our world is facing significant environmental and social challenges, including the rapid depletion of natural resources and the increasing impacts of climate change. These global developments highlight the critical responsibility we have as representatives of the tourism industry to act responsibly and contribute to a more sustainable future.

At Robinson Club Pamfilya, we consider sustainability not only as a guiding principle but as an integral part of our business strategy and daily operations.

With a strong commitment to environmental stewardship, social responsibility, and sustainable economic development, we continuously strive to minimize our environmental footprint, enhance resource efficiency, and create lasting value for our guests, employees, local communities, and stakeholders.

This sustainability report has been prepared to transparently present our commitments, initiatives, and progress throughout our sustainability journey. Through continuous improvement and responsible practices, we aim to generate value not only for today but also for future generations.

We remain committed to advancing our sustainability efforts in alignment with global sustainability principles and contributing positively to the environment and society.

— **Trudi Kreiss**
General Manager, Robinson Pamfilya





Quality And Sustainability Management

Dear Readers,

Sustainability has become an integral part of our quality approach. Today, not only the quality of the services we provide, but also how these services are delivered and the impacts they create are equally important.

We have integrated sustainable practices into our quality management system across various areas, including energy and water efficiency, waste management, collaboration with local suppliers, employee development, and social contribution initiatives.

We are not only improving our operational processes but also fostering a culture of sustainability among all our employees and business partners.

With every step we take, we measure our performance, make data-driven decisions, and continue to progress with a commitment to continuous improvement.





About the Report: GRI Compliance Statement

Standard Of the Reports

GRI Standards (2021) — Core Level

Season of the Reports

1 January 2025 – 31 December 2025

Scope

This report covers the Robinson Pamfilya resort and all its operations located in Manavgat, Antalya, Türkiye.)

Contact

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Manavgat, Antalya

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SECTION 1

Corporate Profile and Management

Corporate Identity, Governance Structure, and Strategic
Framework of Robinson Pamfilya





Profile of the Club and Main Features

Accommodations

284 Rooms, 5 categories — Standart to Family Rooms

Food & Bavarage

Main Restaurant with a capacity of 686 indoor and outdoor seats
1 Beach Restaurant
1 Specialty Restaurant
Outdoor dining and leisure areas

Spor & Activity

Tennis Beach volleyball Water sports
Catamaran activities
Football

WellFit Spa

Sauna, Turkish bath , massage, and outdoor pools , fitness studio

Conference

1 meeting room with a capacity of up to 60 people

Private Beach

Protected private beach with Caretta caretta nesting areas



Sustainability Management Structure

01

TUI Group Global Strategy

Global Sustainability Goals and Policies; 2030 Net Zero Carbon Commitment

02

General Manager — Resort Leadership

Facility-Level Leadership of the Sustainability Vision; Senior Management Responsibility

03

Sustainability Committee

The committee, which convenes twice a year, is responsible for policy development, goal setting, and performance monitoring.

04

Department Managers – Implementation

Operational implementation; execution of department-specific sustainability objectives.

05

All Employees – Daily Practices

Individual responsibility; environmentally responsible behavior and a culture of continuous improvement.

Key Principles of the Governance Structure

Sustainability decisions are managed through an integrated governance structure, from senior management to operational units.

The Sustainability Committee is responsible for coordinating sustainability initiatives and identifying the necessary training programs.

A systematic process is implemented for establishing sustainability policies and executing related projects. Sustainability is fully integrated into the organizational structure of Robinson Hotels.



Corporate Strategy and Economic Growth

Effective Marketing and Sales

Effective marketing strategies that enable access to a wide customer base across Türkiye and international markets.

Continuous Investment and Innovation

Continuous improvement of the guest experience through room renovations, spa expansions, and digital infrastructure investments.

Dynamic Pricing Strategy

A rational and market-responsive pricing policy that supports operational profitability.

Fast Decision-Making Processes

The ability to respond rapidly to changing market conditions through years of experience and a dynamic corporate culture.

Diverse Guest Profile

A comprehensive range of services tailored for couples, families, individual guests, and the MICE segment.



Legal Compliance and Business Ethics

Legal Review Process

All agreements with third parties are subject to review by the Legal Department prior to the commencement of the signing process.

Board of Directors Responsibility

Ultimate responsibility for ensuring that all activities are carried out accurately, honestly, and in compliance with applicable laws and standards.

Status of Legal Proceedings

As of 2025, there are no significant legal proceedings that could have a material impact on the financial position.

Human Rights Commitment

Commitment to international human rights principles, ILO standards, and the Universal Declaration of Human Rights.

Anti-Corruption

Work and business strategies are conducted in line with the principles of human rights, labor conditions, environmental protection, and anti-corruption.

Compliance Risk Management

The continuous compliance of company activities and employee conduct with applicable laws and standards is ensured systematically.



Stakeholder Engagement and Communication

Stakeholder	Communication	Period
Shareholders and Investors	Monthly Reports and Meetings	monthly
Government Authorities	Periodic Audits and Legal Updates	Consistent
Guests	GR, Mobile App, Website, and Review Platforms	Real Time
Colleagues	Monthly Meetings, PGB Platform, and Annual Survey	Montly/Yearly
Supply Chain Partners	Annual Sustainability Report Sharing	Yearly

Sustainability criteria are taken into consideration in supplier selection..



Our Priority Topics (Materiality Analysis)

Environmental Priorities

Climate Change, Energy Management, Water Management, Plastic Reduction, Biodiversity Conservation

Governance Priorities

Risk Management, Responsible Procurement, Corporate Social Responsibility, R&D, Digital Transformation

Social Priorities

Employee Competency Development, Social Diversity, Child Abuse Prevention, Substance Abuse Prevention

Methodology

It is updated annually by the Sustainability Committee in line with stakeholder expectations and sectoral trends.



Our Supported Initiatives and Partnerships



The Gerald Asamoah Stiftung für herzkrankte Kinder is a foundation established by former German national football player Gerald Asamoah. The foundation aims to improve the living conditions of children with heart diseases, enhance access to treatment opportunities, and provide support to their families. In this regard, it carries out projects, donation campaigns, and awareness initiatives in Germany and internationally.



DEKAFOK (Mediterranean Monk Seals and Sand Lilies Coastal Conservation Association) is a non-governmental organization established in Manavgat, Antalya, with the aim of protecting coastal ecosystems. The association conducts scientific studies, environmental education programs, volunteer activities, and collaborations with public institutions to protect caretta caretta sea turtles, Mediterranean monk seals, sand lilies, and coastal habitats. Over time, DEKAFOK has established an education and research center to raise awareness among local communities, students, and visitors. It has expanded its marine and coastal conservation efforts by developing joint projects with public institutions and the private sector. In recent years, the association has continued its activities through various collaborations, including an environmental education protocol with the Manavgat District Directorate of National Education and coastal conservation projects.



The TUI Care Foundation is a foundation established by TUI Group to carry out social responsibility initiatives. Founded in 2010, the foundation develops projects to support sustainable tourism and create positive impacts for local communities and the environment. The main focus areas of the TUI Care Foundation include education, environmental protection, local development, and the conservation of natural resources.



Our Contribution to the United Nations Sustainable Development Goals

Robinson Pamfilya has placed the United Nations 2030 Sustainable Development Goals at the core of its corporate strategy. The 9 key goals we support are:

SDG 3 — Good Health and Well-Being

Employee health programs and guest well-being services

SDG 4 — Quality Education

Employee training programs and local children's education projects

SKH 7 = SDG 7 (Sustainable Development Goal 7)

Yenilenebilir enerji yatırımları, enerji verimliliği

SDG 13 — Climate Action

Carbon reduction targets and climate adaptation strategies

SDG 14 — Life Below Water

Caretta caretta conservation and marine ecosystem management

SDG 16 — Peace, Justice and Strong Institutions

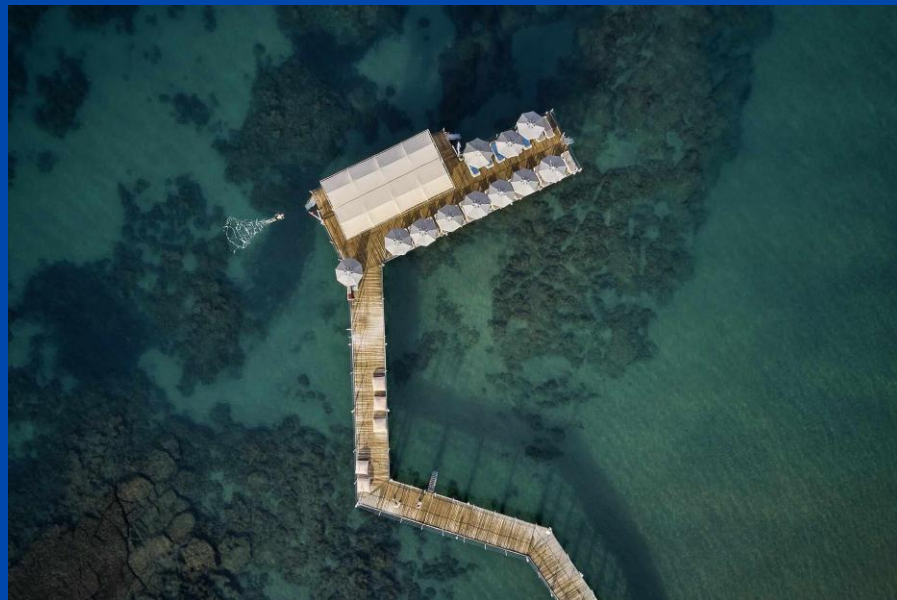
Transparent governance and ethical business practices



SECTION 2



Environmental Factor



Water, Waste, Carbon Emissions, and Biodiversity Management —
GRI 302, 303, 305, 306. You Can Reach the Our Environment File
With Scan the QR

Energy Management (GRI Standard 302 — Energy)

LED Lighting Upgrade

The conversion to LED lighting has been completed in all public areas and accommodation blocks

Solar Power

GES Projesi için çalışmalar devam etmektedir. 2025 yılı I-REC Belgesi alınmıştır. Preparatory work for the Solar Power Plant (GES) Project is ongoing. The 2025 I-REC Certificate has been obtained.

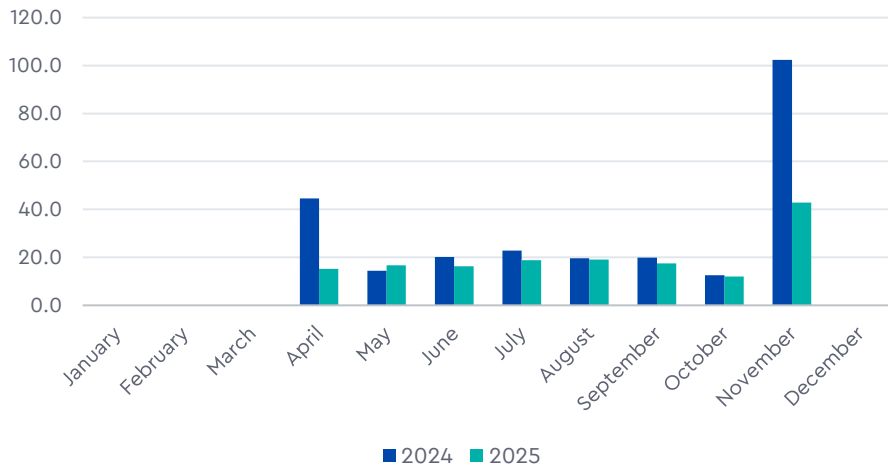
Smart Energy Management System

Automated energy control systems have been implemented in guest rooms and common areas.

Heat Recovery System

Waste heat recovery systems are utilized in the kitchen and laundry facilities.

Electricity Consumption per Guest Night



Energy efficiency investments have contributed to a year-on-year reduction in energy consumption intensity. The 2025 target is a 4% decrease.



Water Management (GRI 303)

Guest Awareness and Engagement

Water conservation information is provided through room cards and digital displays.

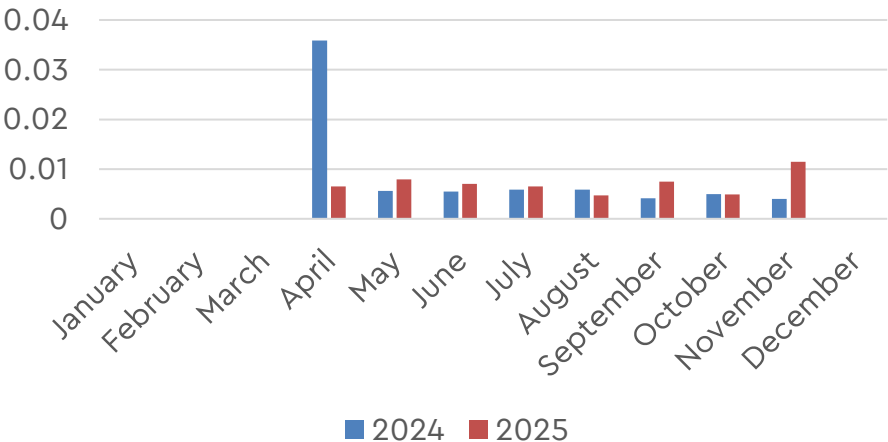
Low Low Fixtures

Water-saving fixtures and showerheads are used throughout all guest rooms and common areas.

Water Efficient Irrigation

Optimization of water use for landscape and golf course irrigation.

Water Consumption



Waste Management(GRI 306)

Waste Separation at Source

A color-coded waste segregation system is implemented for plastic (yellow), paper (blue), glass (green), organic waste (grey), and general waste.

Organic Waste

Organic waste from the kitchen is sent to the composting system, with the produced compost utilized in landscape areas.

Plastic Reduction Initiative

Refillable glass bottles are provided in guest rooms, replacing single-use plastic bottles.

Target 2026

Increasing the proportion of recycled waste to 60% of total waste

Non-Hazardous Waste



While the recycling rate is increasing, the total amount of waste is decreasing. The current recycling rate is 52%, with a target of 60% by 2026.



Carbon Emissions and Climate Action Initiatives (GRI 305)

Scope 1 Emissions

Direct greenhouse gas emissions from natural gas, fuel consumption, and refrigerant gas leaks.

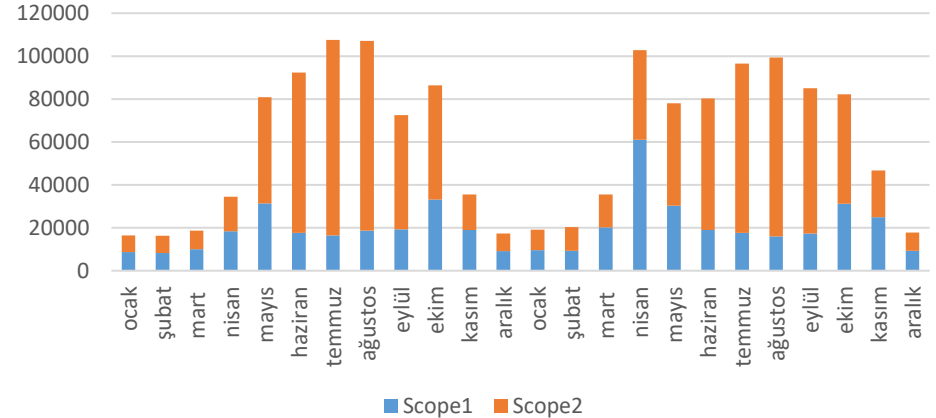
Scope 2 Emissions

Scope 2 emissions arising from purchased electricity consumption are reduced through renewable energy sources.

TUI Group Commitment

Facility-level reduction plans are being implemented in line with the 2030 net-zero carbon target.

Emissions





Biodiversity ve Ecosystem Conservation

Caretta Caretta Protect

Nesting areas on the private beach are protected through nest marking, monitoring activities, and guest awareness initiatives.

Pine Forest Protection

The property is located within Manavgat's characteristic pine forests, with tree cutting kept to a minimum.

>Titreyengöl-Sorgun

The natural ecosystem of the river flowing through the property is safeguarded, and riparian habitats are conserved.

Chemical Use Reduction

Organic fertilizers and biological control methods are used in landscape areas.



TUI Turtle Aid Antalya Project

Robinson Pamfilya participates in the Turtle-Friendly Tourism Certification Program, implemented within the framework of the TUI Turtle Aid Antalya Project supported by the TUI Care Foundation and carried out by the Ecological Research Society (EKAD). The program aims to reduce the impact of tourism activities on nesting habitats, protect biodiversity, and promote sustainable coastal management.

Turtle-Friendly Tourism Certification

Hotels are assessed based on more than 40 sustainability criteria, including beach and nesting habitat management, control of nighttime lighting, mechanical beach cleaning practices, staff and guest awareness initiatives, environmental education for children, and cooperation with NGOs..

Studies Conducted at Robinson Pamfilya

Through collaboration with DEKAFOK, various initiatives were implemented, including training programs for managers and staff, guest awareness activities, environmental workshops for children at the kids' club, World Sea Turtle Day events, and the "Endangered Species in the Mediterranean" photography exhibition.

Contribution

Robinson Pamfilya integrates the certification criteria into its operational practices, supporting scientific research and environmental awareness efforts focused on sea turtle conservation, and continues its long-term commitment to protecting biodiversity.





Sustainable Supply Chain and Chemical Management

Local Supplier Preference

Local suppliers from the Antalya region are given priority, helping to reduce carbon emissions while contributing to the development of the local economy.

Sustainability Standards

Environmental and social sustainability practices are considered among the key criteria when selecting suppliers.

Child Labour Due Diligence

Supplier audits systematically assess risks related to: Child labour
Forced labour
Compliance with internationally recognized labour standards is expected throughout the supply chain.

Environmentally Friendly Cleaning

A program for transitioning to biodegradable and eco-friendly cleaning products is in place, supported by integrated pest management practices.

Reduction of Packaging Waste

Suppliers are requested to prioritize the use of minimal and recyclable packaging solutions.



SECTION 3

Social Performance

Human Rights, Diversity, Education, Work Healthy and Safety —
GRI 401, 403, 404, 405, 408





Human Resources Policy and Employment Practices (GRI 401)

Principle of Equal Opportunity

Equal opportunity is ensured in recruitment processes without discrimination based on race, religion, language, gender, age, sexual orientation, or disability.

Employee Suggestion System

Employees' creative ideas are encouraged, and successful suggestions are recognized and rewarded.

Professional Development

Training, assignment, and promotion processes are based on objective criteria, with current announcements communicated through the corporate portal.

Forced Labor Prohibition

The company maintains a zero-tolerance approach to forced labor and child labor, and expects suppliers to comply with the same standards.

Employee Profile and Diversity Management (GRI 405)

Multicultural Workforce

A rich diversity environment is created through a workforce consisting of employees from different countries and cultures.

Age Diversity

The workforce combines young professionals with experienced employees, promoting knowledge sharing, innovation, and intergenerational collaboration.

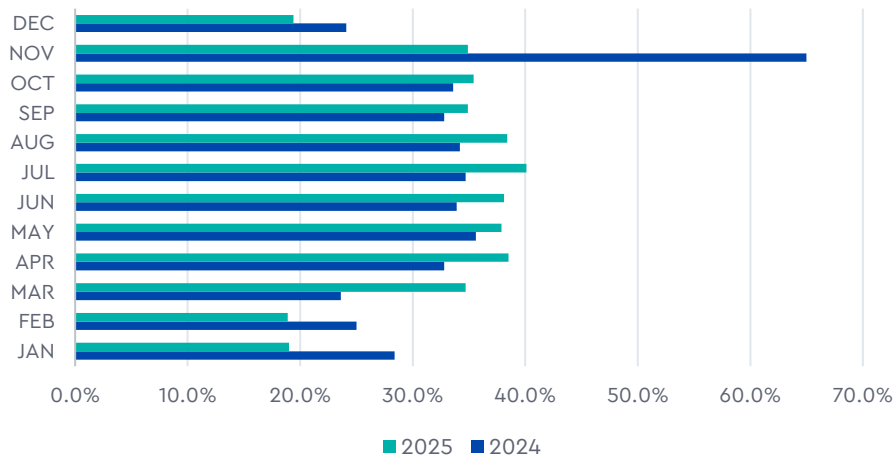
Employment of Persons with Disabilities

Suitable positions and accessible working conditions are provided to support the employment and professional development of persons with disabilities.

Local Employment

Priority is given to recruiting qualified candidates from Manavgat and the surrounding region, contributing to local economic development and employment.

Female Employee Ratio



2026 Target: Increase the overall proportion of female employees to **45%**.



Gender Equality (GRI 405)

Equal Pay for Equal Work

Compensation practices are based on the principle of equal pay for equal work. Regular salary analyses are conducted to ensure fairness and eliminate unjustified pay disparities.

Mentoring Programmes

Projects are being developed to provide female employees with:

- Mentorship opportunities
- Leadership development programmes
- Professional training
- Career advancement support

Salary Differences

Where differences exist, they are generally attributable to tenure, professional experience, and job responsibilities. Strategies are continuously implemented to further enhance pay equity.

Women's Empowerment Principles (WEPs)

Robinson Pamfilya supports the **UN Women's Empowerment Principles (WEPs)** and contributes to local initiatives that promote women's social and economic empowerment.



Training and Development (GRI 404)

Sustainability Training

Employees receive regular training covering:

Environmental management

Energy efficiency

Waste segregation

Sustainable tourism practices

Child Rights Training

Training programmes based on the **UN Convention on the Rights of the Child** and the **GRI Standards** promote safe and responsible tourism practices.

Professional Development

Department-specific technical training, language courses, leadership development programmes, and continuous learning opportunities support employee growth.



Occupational Health and Safety (GRI 403)

Occupational Health and Safety Management System

Robinson Pamfilya operates in full compliance with Turkish Occupational Health and Safety legislation. Risk assessments are conducted and regularly updated to maintain a safe working environment.

Medical Services

An on-site medical unit provides first aid and healthcare support for both employees and guests

Emergency Preparedness

Comprehensive emergency response plans are maintained for: Fire Earthquakes Other emergency situations Regular drills and preparedness activities are conducted.

Ergonomics

Continuous improvements are made to ergonomic working conditions, particularly within:

- Kitchen operations
- Housekeeping
- Technical Services



Employee Satisfaction and Well-being

Annual Employee Satisfaction Survey

Employee satisfaction is measured through a comprehensive annual survey. Survey results are analysed and reported to senior management to support continuous improvement.

(PGB) Employee Feedback Platform (PGB)

Employees may communicate directly with the TUI Germany Headquarters through the online PGB platform.

Monthly Communication Meetings

Departmental meetings are held regularly to encourage employee participation in decision-making processes.

Social Activities

Employees are offered a variety of social events, sports activities, and team-building programmes that promote engagement and well-being.

Recognition and Rewards

Outstanding performance and innovative ideas are recognised through structured employee reward programmes.



Child Rights and Safe Tourism (GRI 408)

Child Protection Policy

Robinson Pamfilya applies a zero-tolerance approach to child labour across both its operations and supply chain. Child protection requirements are incorporated into supplier agreements.

Employee Awareness Training

Employees receive regular training based on: The United Nations Convention on the Rights of the Child, GRI Standards, Safe Tourism principles

Child-Friendly Facilities

At the ROBY Club, all employees receive specialised child protection training. Photography or video recording of children without appropriate permission is strictly prohibited.



Guest Satisfaction and Quality Management

4.7/5

TripAdvisor

Based on 948 guest reviews, demonstrating consistently high levels of guest satisfaction.

9.3

Trivago

Based on 5,598 guest reviews.

9.5

Booking.com

Guest ratings indicate excellent performance, particularly in terms of property location.

Standards and Procedures

Regular performance evaluations are conducted across all departments to ensure continuous service quality improvement.

Rapid Resolution System

Guest feedback and complaints are addressed promptly through structured response procedures. Processes are reviewed annually to improve service quality and guest satisfaction.



Section 4

Guest Experience and Sustainable Services

Sustainability integrated into accommodation, dining, wellness, recreation, and family experiences.





WellFit® Spa and Healthy Living

WellFit Spa Oasis

A comprehensive wellness experience featuring saunas, Turkish baths, massage rooms, multiple swimming pools, and health and beauty treatments.

Sustainable Spa Products

Natural and organic spa products are preferred, while single-use plastic packaging is kept to a minimum.

Fitness Studio

A modern fitness center overlooking the surrounding pine forest, offering group classes, yoga, Pilates, and personal training opportunities.

Energy Efficiency

Sauna and Turkish bath heating systems incorporate energy recovery technologies, and water-efficient fixtures contribute to resource conservation.



Sports and Recreational Activities

Sport

Wide Range of Sports Facilities

Tennis

Beach volleyball

Archery

Football

Water sports

Catamaran

Sailing

Snorkelling

WellFit Active Program

Personalised fitness and sports programmes are offered to guests, supported by high-quality and increasingly sustainable sports equipment and materials.



Food & Beverage and Sustainable Cuisine

Farm-to-Table Approach

Fresh herbs and vegetables are sourced from the resort's own gardens, while local producers are integrated into the supply chain through direct partnerships.

Food Waste Reduction

Production planning and portion management are continuously optimised according to actual consumption patterns in order to minimise food waste.

Preserving Turkish Culinary Heritage

Traditional Turkish and Mediterranean cuisine is placed at the centre of the culinary experience, contributing to the preservation of local cultural heritage

Inclusive Dietary Options

A variety of dietary alternatives is available, including: Vegan Vegetarian Gluten-free Allergen-sensitive options Single-use plastic straws have been eliminated across restaurants and bars.



Accommodation: A Sustainable Room Experience

Energy Management

Key-card activated energy control systems automatically reduce energy consumption when guests are absent from their rooms.

Water Conservation

Low-flow showerheads are installed throughout the property, and towel and linen replacement programmes are based on guest preference.

Water Conservation

Low-flow showerheads are installed throughout the property, and towel and linen replacement programmes are based on guest preference.

Natural Ventilation

Balcony and terrace designs support natural airflow, helping to optimise air-conditioning use and improve energy efficiency.



Beach and Marine Activities

Private Beach

The resort's private beach is located within walking distance of the ancient city of Side.

Marine Ecosystem Awareness

Guests receive information about marine biodiversity and conservation measures through awareness activities and educational materials.

Caretta caretta Protection

Nesting areas are protected, and beach lighting and activities are restricted during the nesting season to minimise disturbance to sea turtles.

Beach Clean-Up Activities

Regular beach clean-up events are organised, with active participation encouraged among both guests and employees.



Children and Family Programmes

ROBY Club

A supervised programme operating six days a week for children aged three and above, providing a safe and nurturing environment led by trained ROBINS staff.

Educational Activities

Programmes include: Nature exploration
Arts and crafts workshops
Sports lessons
Cultural activities
Youth programmes

Water Park

Safe water slides and swimming pools designed for children of different age groups.

Environmental Education

Children participate in nature and environmental awareness activities that encourage responsible and sustainable holiday behaviour.



Entertainment and Cultural Experiences

Live Performances

International-standard shows and concerts are presented in a 550-seat indoor theatre.

Celebrating Turkish Culture

Traditional Turkish music, folk dance performances, and cultural events introduce guests to local traditions and heritage.

Evening Entertainment

Poolside events, themed parties, and dance activities provide a diverse range of entertainment experiences.

Supporting Cultural Heritage

Collaboration with local artists and craftspeople includes handicraft workshops and cultural excursions organised through TUI.

Sustainable Event Management

Single-use plastics have been reduced across event operations, and comprehensive waste management practices are implemented during entertainment activities.



SECTION 5

Risk Management and Corporate Governance

Corporate risk framework, sustainability-related risks, and digital transformation strategy.





Corporate Risk Management Framework

Global Risk Assessment

Global, national, and industry-specific risks are evaluated with reference to the annual World Economic Forum Global Risks Report and other relevant international risk assessments.

Climate Risk

The resort continuously develops adaptation strategies to address climate-related risks, including: Water scarcity, Extreme temperatures, Sea level rise, Increasing frequency of extreme weather events.

Supply Chain Risk

Strategies are implemented to strengthen supply chain resilience, improve business continuity, and ensure preparedness for potential disruptions.

Cybersecurity

As digital transformation progresses, Robinson Pamfilya continues to strengthen cybersecurity measures to safeguard guest information, business systems, and operational continuity.

Opportunity Management

Potential risks are also evaluated as opportunities for innovation. Sustainability investments are considered a strategic competitive advantage that supports long-term business resilience.



Digital Transformation and Innovation

Smart Energy Management

IoT-based monitoring and control systems provide real-time optimisation of energy consumption throughout the property.

Data Analytics

Sustainability performance is monitored through data analytics and digital reporting systems, supporting the transition towards a paperless office.

Digital Guest Experience

Guests can access a range of digital services through mobile applications, including: Room controls Restaurant reservations Activity bookings Guest information

Research and Development

Continuous research is conducted to identify and implement innovative sustainability technologies and operational improvements.



SECTION 6

Community Engagement and Local Economic Development

Supporting local communities through employment, responsible procurement, cultural heritage, and social responsibility initiatives.





Contribution to the Local Economy

Local Employment

Priority is given to employing qualified people from Manavgat and neighbouring communities, contributing directly to regional economic development.

Local Procurement

Local businesses are prioritised for the procurement of food, beverages, and services whenever feasible, strengthening the regional economy while reducing transportation-related emissions.

Tourism Revenue

International tourism contributes significantly to the regional economy through foreign currency inflows, while all statutory tax obligations are fulfilled in full compliance with applicable legislation.

Supplier Development

Training and support programmes are provided to strengthen the capabilities and sustainability performance of local suppliers.



Corporate Social Responsibility Projects

Education for Children

Projects and scholarship opportunities support children's access to quality education within local communities.

Women's Empowerment

Community initiatives contribute to the economic and social empowerment of women through education, employment, and development opportunities.

Environmental Volunteering

Employees and guests are encouraged to participate in environmental initiatives such as: Beach clean-up campaigns Tree planting programmes Biodiversity conservation activities

Protection of Cultural Heritage

Robinson Pamfilya actively supports initiatives aimed at preserving the historical and cultural heritage of Side, Manavgat, and the wider Antalya region.

TUI Care Foundation

Through the TUI Care Foundation, the resort contributes to projects promoting sustainable tourism, local development, and environmental protection.



Cultural Heritage and Local Identity

Promoting Turkish Cuisine

Traditional Turkish and Mediterranean cuisine is showcased to international guests, helping preserve and promote Türkiye's rich culinary heritage.

Cultural Excursions

Organised excursions allow guests to explore Antalya, Side, Perge, and surrounding archaeological sites, promoting appreciation of the region's cultural heritage.

Local Arts and Handicrafts

Works created by local artists are exhibited throughout the resort, while handicraft workshops introduce guests to regional craftsmanship.

Traditional Events

Turkish Nights, folk dance performances, traditional music, and multilingual cultural presentations offer authentic cultural experiences for guests.



SECTION 7

Performance Summary and 2025 Sustainability Targets

Environmental, social and governance performance indicators
together with future commitments





Environmental Performance Summary

Energy

Energy consumption per guest night continues to decrease through investments in LED lighting, renewable energy, and energy efficiency initiatives.

Recycling

The recycling rate continues to improve while organic waste is diverted to the composting system.

Water

Water consumption per guest night continues to decline through low-flow fixtures, smart irrigation systems, and guest awareness programmes.

Carbon

Reduce greenhouse gas emissions to 3,000 tonnes CO₂e.



Social Performance Summary

Employee Satisfaction

Employee satisfaction increased from 72% to 80%. 2025 Target: 85%

Training Hours

Average annual training increased from 32 hours to 43 hours per employee.

Women in Management

Female representation in management increased from 30% to 35%. 2025 Target: 40%

Guest Satisfaction

Tripadvisor: 4.7 / 5 Trivago: 9.3 / 10 Guest satisfaction remains consistently above industry averages.



2025 Sustainability Targets

Area	Target	Durum
Energy	Reduce unit energy consumption by 10%; increase solar capacity by 25%	In Progress
Water	Reduce unit water consumption by 8%; expand smart irrigation systems	In Progress
Waste	Increase recycling rate to 60%; reduce food waste by 20%	In Progress
Carbon	Reduce Scope 1 & Scope 2 emissions by 15% from the 2022 baseline	In Progress
Employees	Employee satisfaction 85%; 50 training hours; 35% women managers	In Progress
Certification	Apply for Green Globe or Travelife Certification	Planned



Long-Term Sustainability Vision (2030)

Net Zero Carbon

In alignment with the TUI Group Net Zero Carbon 2030 Commitment, Robinson Pamfilya has established a property-specific roadmap to significantly reduce greenhouse gas emissions across all operations.

Zero Waste

Robinson Pamfilya is committed to eliminating waste sent to landfill through:

- Waste prevention
- Reuse initiatives
- Recycling
- Composting
- Full integration of circular economy principles

100% Renewable Electricity

The resort aims to source 100% of its electricity from renewable energy by 2030 through on-site generation and certified renewable electricity procurement.

Biodiversity Positive

The resort aims to create a measurable positive impact on surrounding ecosystems by:

- Protecting natural habitats
- Restoring biodiversity
- Achieving water-neutral operations
- Strengthening ecosystem resilience



SECTION 8

GRI Content Index

GRI Standards 2021 – Core Option





GRI Content Index – General Disclosures (GRI 2)

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GRI İçerik Endeksi — Çevresel Konular

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Certifications and Awards

Certified Sustainable

The resort has achieved internationally recognised Certified Sustainable status on Trip.com and Booking.com. Additional sustainability initiatives and recognitions include: GSTC-aligned sustainability practices, TUI Care Foundation – Turtle Aid Programme, ISO 50001 Energy Management initiatives, Travelife programme alignment.

Future Certifications

Applications for the following internationally recognised certifications are planned: Green Globe, Travelife.

TripAdvisor Travellers' Choice

Robinson Pamfilya consistently receives high guest satisfaction scores and has been recognised through the TripAdvisor Travellers' Choice programme.

ISO Standards

The resort continues evaluating certification opportunities related to: Quality Management Systems, Environmental Management Systems.

TUI Group Sustainability Standards

The resort operates in full alignment with the global sustainability standards established by TUI Group.



Reporting Methodology and Limitations

Data Collection

Environmental performance data are collected monthly by departmental managers and consolidated within the corporate data management system.

Calculation Methodology

Energy and water consumption are based on meter readings. Greenhouse gas emissions are calculated using internationally recognised IPCC emission factors.

Data Quality

Data are verified through internal audit procedures. Independent third-party assurance is planned for future reporting periods.

Restatement of Information

Where reporting methodologies change, historical data are restated to ensure consistency and comparability.

Reporting Boundary

This report covers operations directly controlled by Robinson Pamfilya. Scope 3 greenhouse gas emissions are not yet comprehensively reported and will be incorporated in future reporting cycles.

Continuous Improvement

Reporting quality, data coverage and disclosure scope continue to improve annually. The inclusion of comprehensive Scope 3 reporting is targeted for the 2026 Sustainability Report.



Contact and Feedback

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Next Report

The 2026 Sustainability Report is planned for publication during the second quarter of 2026

.Questions, comments and suggestions regarding this report may be submitted through the communication channels listed above

**. Trudi KreissGeneral
ManagerRobinson Pamfilya**



Together for a Sustainable Future

At Robinson Pamfilya, we believe that sustainability can only be achieved through collaboration. Together with our guests, employees, suppliers and local communities, we are committed to creating lasting value for future generations.

Protecting Nature

Reducing our environmental footprint while preserving biodiversity and natural ecosystems for future generations.

Economic Sustainability

Supporting local communities through responsible business practices and generating long-term shared value.

Valuing People

Creating an inclusive, safe and respectful environment that promotes human rights, employee well-being and guest satisfaction.

Robinson Pamfilya Respecting Nature. Inspiring People. Creating Sustainable Tourism. 2025



Robinson Pamfilya

451

Oda

11 Categories

4.6/5

TripAdvisor

948 Comment

9.3

Trivago

Based on 5,598 guest reviews

2025

Report Year

GRI Core Option

GRI Standartları Option (Core) | 2025 Sustainability Report

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