



Sustainability Report 2024

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World of  TUI



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Preface

Environment and sustainability issues are integral and central components of our hotel's strategy. Reducing our CO2 emissions, waste, energy consumption, and chemical usage are of paramount importance to us. Animal welfare and our social responsibility, ensuring benefits for the community and local population, are also highly significant.

We are continually reviewing and improving our dependence on the environment and sustainability, and we have been certified by various external standards to validate this commitment.

With this report, we aim to inform our stakeholders about our sustainability measures and our progress over the past three years.
Ihre Trudi Kreiß
Club Direktor/General Manager

As Robinson Hotels, we are aware of our responsibility for "sustainability." With this awareness, we view technological advancements, research and development, and innovation as the building blocks for sustainable growth. We take all necessary measures to eliminate or minimize the negative impacts of our activities on the environment. We strive to turn potential threats posed by environmental issues into opportunities by adopting environmentally friendly technologies and products. Through our strategies to conserve energy and water resources, we contribute to the protection of the ecosystem. We make socially beneficial investments and carry out corporate social responsibility projects in the areas of education and health.



The Sustainable Development Goals (SDGs), also known as the Global Goals, are a universal call to action by the United Nations member states to address social, cultural, and environmental challenges by the year 2030. They focus on solving a range of issues under 17 main themes, such as ending hunger and poverty worldwide, combating climate change, ensuring gender equality, promoting quality education, and fostering responsible production and consumption.

These 17 goals came into effect in January 2016 and are intended to be achieved by all 193 United Nations member states by the end of 2030. Their aim is to eradicate poverty, protect the planet Earth, and ensure that all people live in peace and prosperity.



Sustainability: Utilizing resources in an environmentally sensitive, socially just, and economically viable manner to meet the needs of current users without jeopardizing the possibility of use by future generations.

Sustainability Management System: A management system consisting of interconnected elements aimed at establishing a sustainability policy, sustainability objectives, and processes for achieving these objectives.

Sustainable Tourism: Taking into account the needs of visitors, the industry, the environment, and host communities, while fully considering their current and future economic, social, and environmental impacts. Sustainable tourism should utilize environmental resources optimally, maintaining key ecological processes and contributing to the conservation of natural heritage and biodiversity. It should respect the socio-cultural authenticity of host communities, preserving their built and living cultural heritage, traditional values, and contributing to intercultural understanding and tolerance. Sustainable tourism should also provide favorable, long-term economic transactions that distribute socio-economic benefits fairly among all stakeholders, including stable employment opportunities and social services, contributing to poverty reduction.



As Robinson Hotels, we have embarked on integrating the established development goals into all our activities. We will share all the initiatives we have undertaken on this journey with all our stakeholders through the sustainability reports we will produce annually.





Management And Sustainability

Our hotel holds itself to a high standard of corporate responsibility. We recognize our significant impact on the environment, economic development, education, employee empowerment, as well as their health and well-being.

Our goal is to minimize our impact on the environment now and in the future, empower local communities, and simultaneously provide the best possible experience for our guests. To achieve this, we have set the following objectives: improving energy and water efficiency, reducing waste and recycling materials, educating guests and partners, practicing sustainable procurement, and engaging in volunteer activities.

Therefore, our sustainability strategy is summarized under three headings: R-educer, Re-ecyler, R-eflector, aligning with the TUI Group's sustainability strategy of "Better Holidays, Better World."

We formulate goals, plan activities to achieve these goals, document activities carried out during the year, compare results with goals at the end of the year, and based on this assessment, formulate goals and activities for the next year.

Our code of conduct includes a commitment to climate protection, and employees are sensitized to the topic through training sessions. Promoting our employees and providing good working conditions, as well as contributing to the development of the local destination, are important objectives for us.

The sustainability report is based on three core areas: Environment, Community, and Local and Social Engagement.



Energy

Our hotel features various infrastructures that require energy, such as pools, air conditioning systems, and refrigerators. Our aim was to reduce our CO2 emissions by at least 1% annually. We aspire to generate electricity solely from renewable energy sources and enhance our energy efficiency.

In recent years, measures have been taken to achieve the following objectives:

We conducted a comprehensive replacement of traditional bulbs with LED and energy-efficient lamps. We utilize sensors such as timers and motion detectors for garden irrigation and climate control, along with frequency converters and automation systems. Through these measures and the use of heat pumps, along with employee awareness initiatives, we have achieved savings of around 250,000 kWh. These efforts not only contribute to reducing our carbon footprint but also demonstrate our commitment to environmental sustainability.

Total electricity consumption/ day (in kWh).



Total electricity consumption per guest per day (in kWh).



We are making our employees and guests aware through education and communication. In addition to standard practices, bed linens and towels are only changed upon the guest's request.

Water

In addition to conserving energy resources, reducing water consumption is also a fundamental objective of our hotel. Our goal is to decrease our water consumption by at least 2% each year.

To prevent leaks, we have maintained and upgraded our infrastructure, resulting in the renewal of numerous water pipes in recent years. We also conduct multiple checks on our pools daily to prevent water loss and overflow.

To eliminate the waste associated with bottled water consumption and reduce waste, we have introduced water dispensers at various points in the facility.

We source our water from ASAT, the State Hydraulic Works. After use, it is returned through the state sewage treatment facility via ASAT.



Total Water Consumption (As L)



Total Water Consumption/Guests (L)



Waste Management & Pollutants

We have successfully reduced the amount of waste per guest per night to 1,54 kg compared to previous years, but it is important for us to further reduce this in the coming years.

We measure food waste and take action to further reduce it. Our employees are trained accordingly, and our guests are informed about our meals and waste prevention measures. Waste separation is also monitored by one of our employees.

We source our food from sustainable and regional sources.

The products we use, such as cleaning agents, are environmentally certified and biodegradable. Our aim here is to reduce the amount of cleaning product used by 1.5%.

Waste per Night (kg)

■ 2024



1,54



In 2008, we implemented a waste management system that encourages our guests and employees to separate their waste. Our certified partners recycle recyclable materials such as paper, plastic, and glass, or hazardous waste is collected by certified companies. Materials such as paper, plastic, tin cans, glass, batteries, towels... are separated for recycling.

Biodiversity List of Manavgat Region

For more information about the biodiversity list of the Manavgat Region, scan the QR Code.



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ROBINSON ANKARA

Integrated Sustainable Tourism Policy

As ROBINSON HOTELS, we are committed to our Integrated Sustainable Tourism Policy, which acknowledges our responsibility to the environment, employees, and the community. We adhere to International and National Legal Regulations, Occupational Health and Safety, Food Safety, Quality Management Standards, Sustainable Development, and Sustainable Tourism Principles, as well as the Universal Declaration of Human Rights and the United Nations Sustainable Development Goals.

In alignment with these principles, we pledge to:

Support social and environmental conditions in the region where our facility is located, control any factors that could potentially harm nature and the environment, minimize and maintain any adverse effects resulting from our activities, and ensure the proper use of natural resources by staying updated on technological advancements.

Preserve the unique cultural heritage of Turkey, pass it on to future generations, and systematically and sustainably protect our country's cultural and historical richness.

Carry out practices in line with these principles during Supply Chain Management processes, prioritize guests as the focal point, research their desires, expectations, and needs to plan and provide suitable services, opt for materials with minimal energy consumption, and choose natural materials that reduce carbon emissions.

Share all our efforts with our employees, guests, suppliers, and the community.

Provide ongoing education tailored to the need for increased awareness of environmental protection, workers' rights, human rights, regional life rights, the rights of disadvantaged people, and children's rights to ensure a safe and healthy environment for employees and guests.

Make our actions measurable, set goals to establish connections between results, and continuously improve services provided.

Ensure unity between management and employees, conduct necessary research, project planning, and implementations to uphold the principle of preserving biodiversity and human life.

Adhere to the principles of the best quality, best price, least environmental burden, and highest guest satisfaction during Supply Chain Management processes, prioritize the health of our guests and employees by selecting quality products, and prefer local product groups if they meet the expected quality standards.

Community & Supply Chain



Our Employees

Currently, we have 324 employees from 5 different countries working at our hotel, with 81% of them being from Turkey. The proportion of female employees is 34%. Additionally, we employ 11 disabled individuals in various departments.

We adhere to national and international standards in environmental protection, labor law, and safety. Through comprehensive, six-month training programs, we not only educate our employees on sustainability matters but also continuously raise awareness among our colleagues (via emails, signs, or explanations) to enhance environmental responsibility.

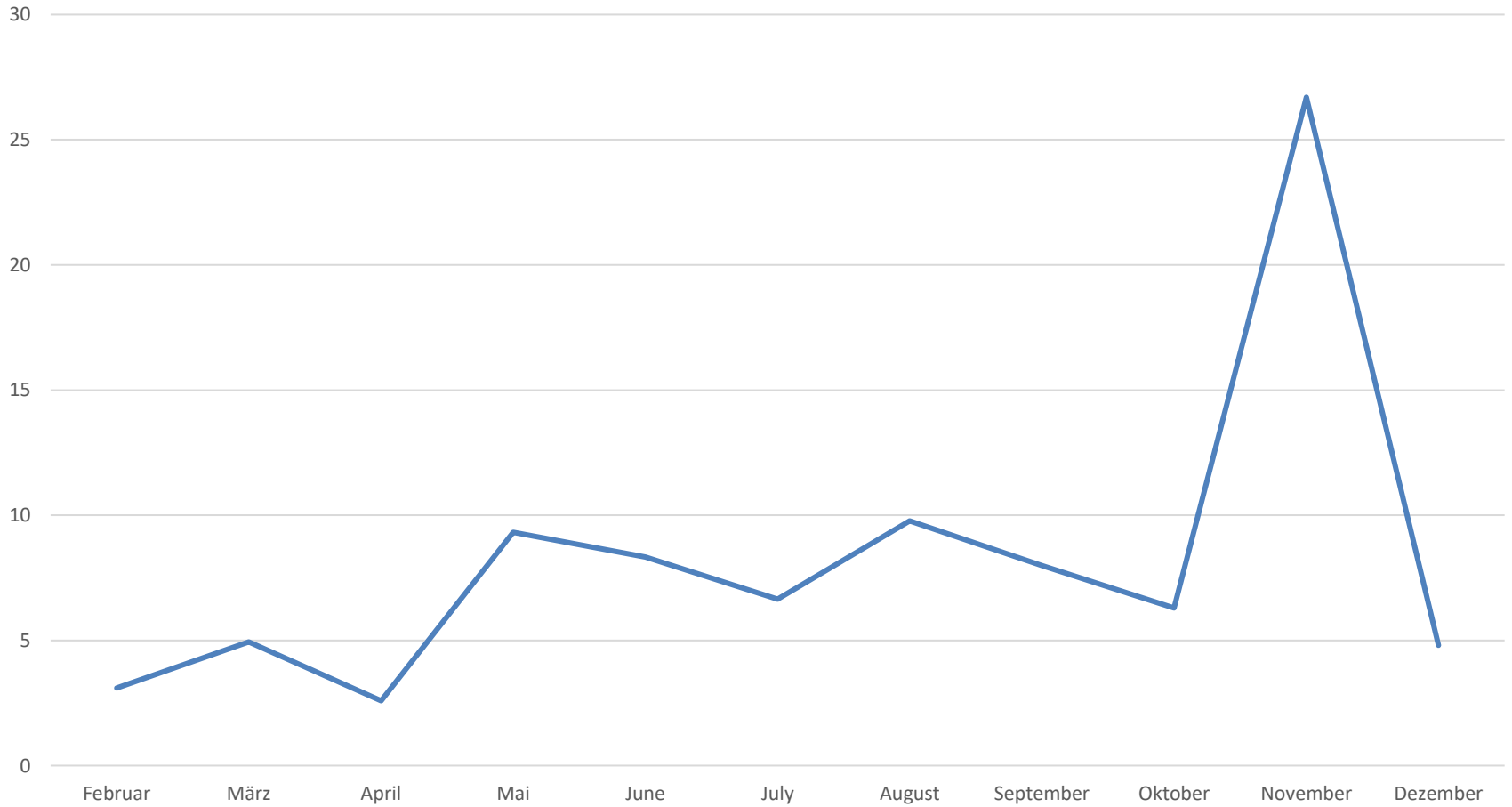
High levels of job satisfaction are important to us. Therefore, we regularly conduct employee satisfaction surveys through external organizations to increase loyalty and satisfaction.

At every level, compliance, the possibility of anonymous reporting to management, comprehensive training measures, and internal job postings are central and vital components of our hotel.



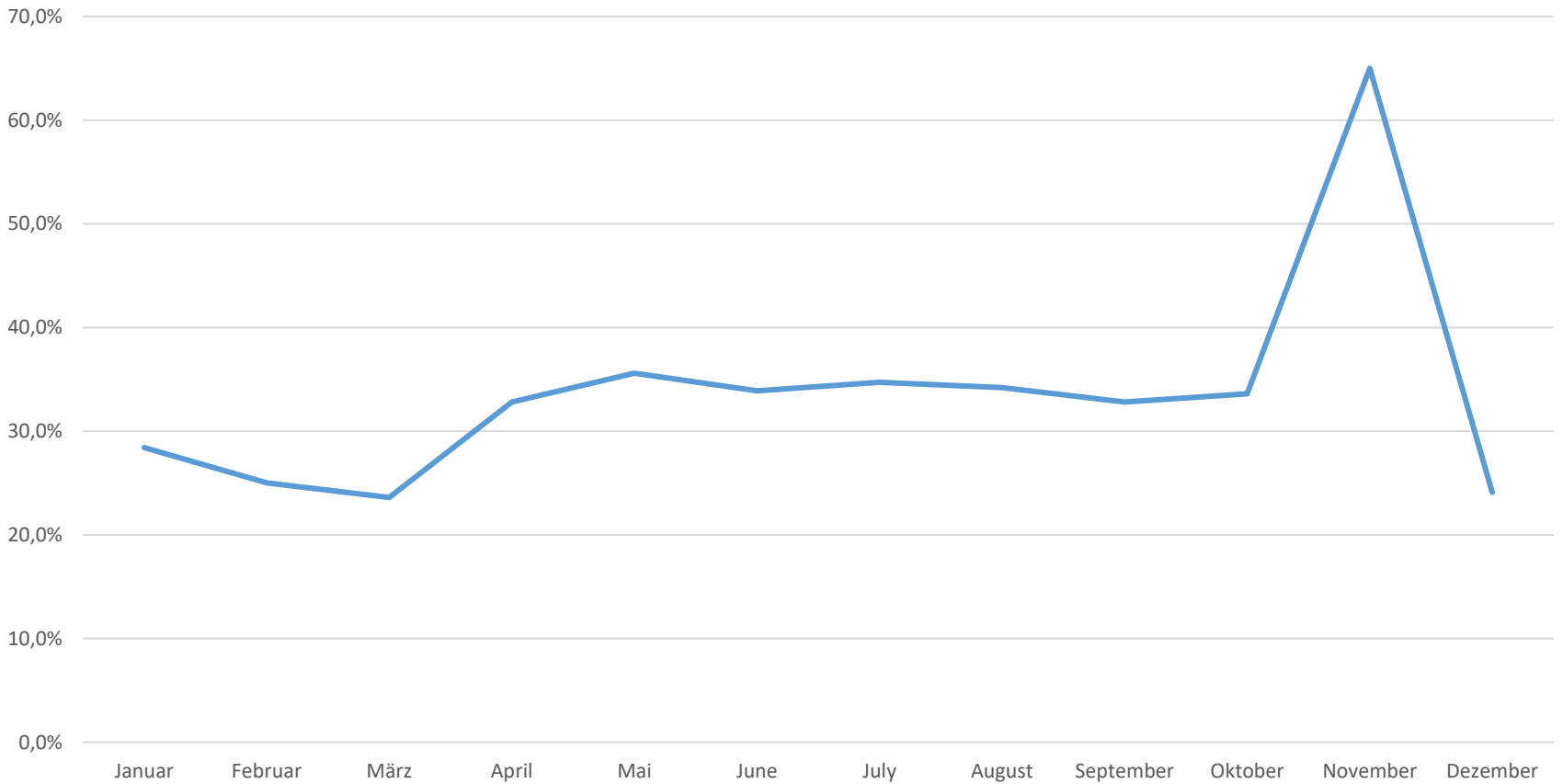
Turnover

2024 Turnover

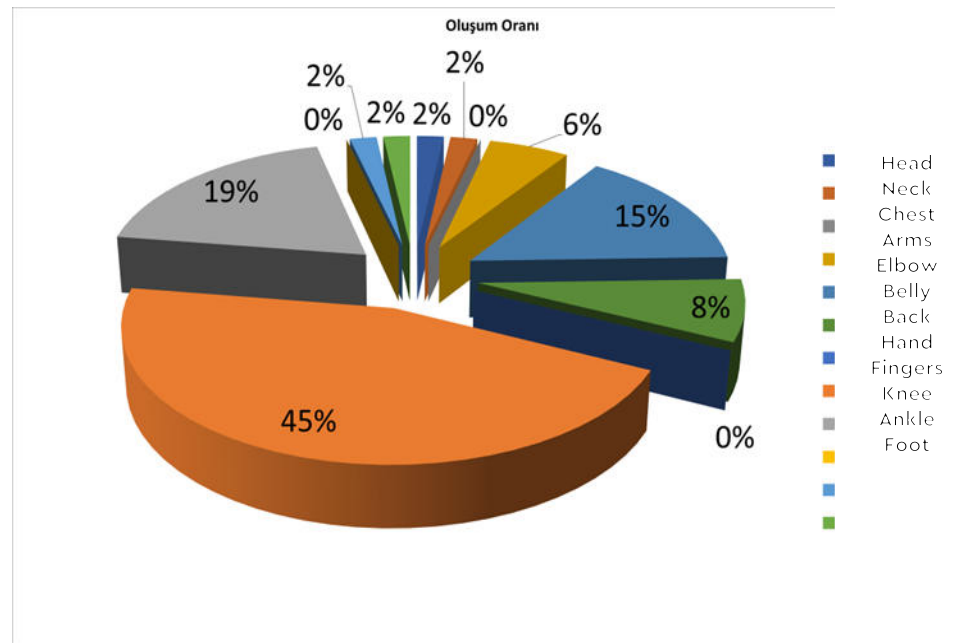
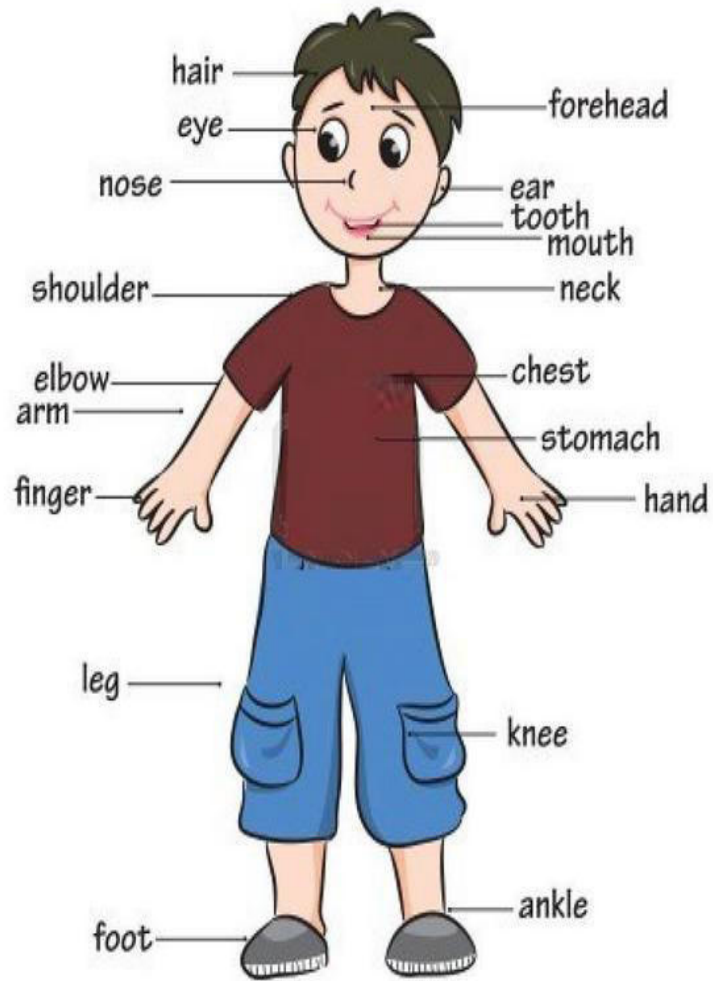


Female Employee Rate

2024 Female Employee

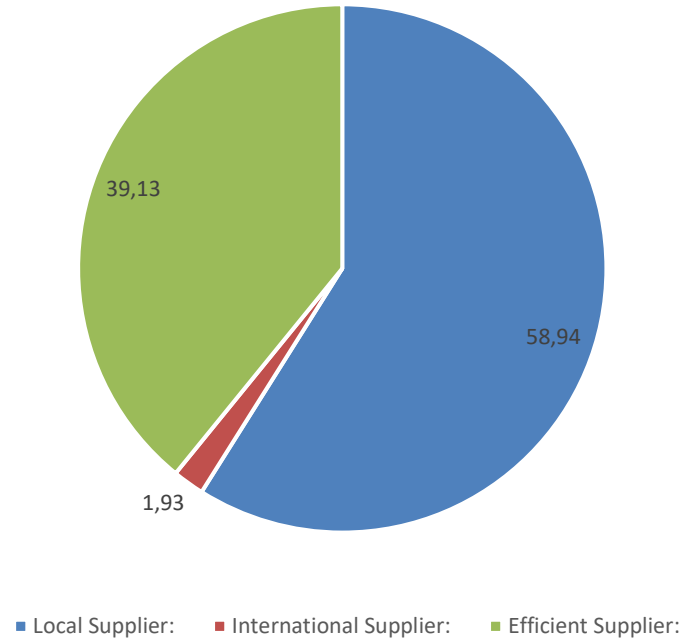


Work Accident Rate



Supply Chain Management

Supplier Distribution Table



Procurement and Stakeholders



Procurement personnel prioritize sustainable and environmentally friendly products. For instance, any renewal of technical devices must be proven to be environmentally friendly. When shopping for groceries, we prefer fresh, regional, and sustainable products to avoid long-distance transportation.

We involve our stakeholders throughout the entire value chain. When selecting a contractual partner, we pay attention to shared goals for climate protection and benefit from the experiences of science, government, and civil society organizations through dialogue and coordination with the local community.

Our Guests



Our hotel is dedicated to the environment, shared with guests and employees alike. Upon request, discussions about sustainability or addressing concerns are possible at any time between guests and environmental managers.

Our guests are always invited to participate in our environmental and sustainability efforts.

We communicate our activities through our sustainability report and social media channels.

Social & Local Commitment



Social Commitment



Holiday guests and TUI Care Foundation work together to use tourism opportunities to do good for people and communities in destinations. The TUI Care Foundation attaches particular importance to implementing changes directly in the field. It establishes strong partnerships with regional and international organizations to achieve sustainable and positive change. 100% of donations flow into projects. In 2017, 7.3 million euros were raised in donations, and ten new projects supported by the TUI Care Foundation have been initiated.

For example, the TUI Care Foundation and its partners facilitate a winemaking project in Lanzarote, ensuring ideal conditions for local Malvasia grapes with sun and volcanic rock, thereby preserving viticulture and creating employment in Lanzarote.

For more information, visit: www.tuicarefoundation.com

Protection of Children



We condemn all forms of exploitation of children, which constitute a fundamental disrespect for their rights and integrity.

We do not employ children, and we will report any suspicious behavior towards children by employees or guests to local authorities. Our employees are trained in identifying and reporting incidents that do not protect children during training courses.

We reserve the right to sever any relationship with individuals or companies found to be associated with child abuse.

Our Animal Guests

We are proud to be part of the ROBINSON Cat Project. Approximately 50 stray cats living in the club are cared for in collaboration with the non-profit organization Sonnenpfoten Berlin eV. The aim of our project is to classify the cat population as sustainable and permanent and to keep the cat population in the club healthy.

All cats living in the club have been neutered and tagged on the tips of their ears. Of course, the cats receive regular medical care and are fed with dry food and water from various feeding stations throughout the year.

Sonnenpfoten Berlin eV sends volunteers at regular intervals under the guidance of experienced veterinarians. Additionally, we collaborate with a veterinarian in Side and an animal rescue station in Alanya.





Certifications



Awards



The internationally recognized Travelife certification seal is particularly used to evaluate sustainability performance within the TUI Group. To obtain the quality seal, measures including relevant sustainability initiatives and ecological and social aspects are required. Audits are conducted by an external auditor.

The quality seal, awarded as gold for meeting 163 test criteria, is valid for two years.



TUI Germany awards the TUI Environmental Champion to the most environmentally friendly hotels in its product range. The basis for awarding this title is the criteria set by Travelife. An additional success check is based on feedback from the TUI guest survey regarding the question "How satisfied are you with the measures taken to protect the environment?" Both criteria are considered for entry into the annual review and award of the best hotels. The impartiality of the selection and evaluation process is verified by an independent expert on behalf of TUI Deutschland.

