

**AKRA**

**SUSTAINABILITY  
REPORT 2020**

**Sustainability** is defined as activities carried out in order to protect natural sources and leave behind a good environment for next generations, while meeting the needs of today.

**Sustainable development** means programing the present and future development in a way to enable development and meeting the needs of future generations by maintaining a balanced relationship between human being and nature to avoid depletion of natural resources.

**Sustainable development** is a concept with social, ecological, economic, spatial and cultural dimensions.

**We, as AKRA HOTELS,** are determined and aware of our responsibilities in sustainable tourism and development.

***We are trying to leave behind a better world for next generations.***

## 1. HISTORY OF AKRA HOTELS

Invested in the operation of resort hotels until 2014, Barut Hotels started to run urban hotels with Akra and Akra V that it opened in the center of Antalya. The hotel was opened on July 28, 2014. It is located on an area of 45,000 m<sup>2</sup>. It provides service with a capacity of 471 rooms throughout the year.

## 2. VISION - MISSION - VALUES – PRINCIPLES

### VISION

BHM Group continues to be an innovative and prestigious company powered by local values.

### MISSION

It adds value to its shareholders by the principle of "Happy Staff - Happy Guest" .

### VALUES

Fair,  
Reliable,  
Aware

### PRINCIPLES

*Corporate governance principles;*

Justice, Responsibility, Transparency, Accountability, Consistency, Participatory - Deployment, Activity and Productivity

## 3. CODES OF AKRA HOTELS



### TOUCH

We touch our guests with a magical smile.  
Saying welcome is not an ordinary welcome for us.



### TASTE

A good taste is actually a feast. We believe that every taste is a different palatal delight.



### FRAGRANCET

A fragrance of your own will carry the memories along with you while leaving, and invite you to relive your memories. To Akra, to the fragrance of peace of your own.



### SOUND

Both the peaceful sound of the Mediterranean waves lapping up against the shore softly...  
And the lively sound of the life filling you with positive vibes...  
Whichever you need to hear...  
Akra always bundles you up with that sound. You just need to choose.



### A BETTER YOU

A Better you with The Life Co and Akra Fit!

#### **4. CORPORATE RESPONSIBILITY**

While operating, Akra Hotels carry out activities in order to maintain positive relations between the establishment and the surrounding community, organization and natural habitats, ensuring that its social and economic impacts on environment and local population are positive and beneficial as much as possible.

*Our Corporate responsibilities;*

- **Being Environment Friendly**

We primarily aim at conducting activities that would bring advantage to protect environment and cultural heritage and to control our environmental impacts in the region where we operate and beyond, that is as far as possible.

- **Supporting Local Population**

We pay attention to the fact that the personnel we employ are from the local population. In this way, with the multiplier effect of the economy, we contribute to enlivening the economy within the region by the personnel we employ. We also help the local population to stay in the region, rather than looking for business opportunities outside their own region.

- **Sustainable Tourism**

Our sustainability activities are based on fulfilling the needs of our guests and local population by taking into consideration the next generations, protecting natural resources and wildlife, ensuring energy and water saving and increasing the quality of life.

- **Creating Opportunity**

We offer internship opportunities for tourism students to gain work experience. We support our personnel by trainings and career management programs. We aim at boosting our personnel and growing together with them by raising them as much as possible.

#### **5. POLICY OF AKRA HOTELS**

Our hotels primarily aim at providing the best quality service by keeping the guest satisfaction above all together with all of our employees. *In accordance with this aim;*

- **Statutory Requirements**

Barut Hotels adopted compliance with statutory requirements in all product and service processes as a principle.

- **Safety of Our Employees and Investing In Human Being**

*Our personnel are our most valuable assets.*

In order to minimize the risks that may endanger the health and safety of our employees and business partners, and to prevent occupational accidents, we continuously improve all of our processes by ensuring participation and consultation at all levels and follow the latest technologies. Our essential principles are based on training of our employees, protection of human rights and ensuring that they benefit from equal rights regardless of religion, language or race.

- **Guest Satisfaction – Guest Safety – Guest Focus**

*Our guests are the reasons of our being.*

We prioritize following up and resolving all guest complaints from all kinds of sources and turning them into opportunities for us by informing our guests in this respect.

- **Respect to Environment**

It is one of our main targets to prevent environmental pollution by using our natural resources in the most efficient way and to protect nature, reduce the amount of waste, enable recycling or to render the wastes harmless.

- **Energy Conservation**

Akra Hotels adopt using the energy resources in the most efficient way and ensuring continuous improvement in energy efficiency as a principle.

- **Food Safety – Hygiene**

It is our common principle to apply and continuously improve the food safety system throughout the food chain, and to prioritize the hygiene conditions across all hotels in order to provide high-quality products that are in compliance with food safety guidelines.

- **Investor and Business Partners of Us**

We are committed to provide services better than our competitors with the most effective costs by determining in the best way possible the expectations and requirements of our business partners sharing the same objective with us and our investor, who provides a peaceful and safe working environment for our personnel.

- **Support to Local Economy and Sustainable Purchasing Practices**

We are aware of our contribution to the local economy and therefore 95% of our suppliers and raw materials are local. For sustainable tourism, we make environment friendly purchases that result in less energy, water and waste.

- **Child Abuse and Harassment**

We believe that everyone should be responsible for the protection of children. We know that child welfare and protection of children from any kind of damages are of utmost importance and that it is our primary mission to protect all children from physical and mental harassment.

Competing in the national and international markets in the light of these principles, our hotels show and continuously improve the determination required to be a leader at all times and provide resources.

## **6. SUSTAINABLE TOURISM**

Sustainable tourism goes far beyond the elimination of negative impacts.

- Much more productivity
- Decreasing the costs
- Higher quality products
- Increasing the pro-active participation and awareness (personnel, guests, suppliers)
- Improvement of living and ecosystem (resource required for tourism)
- More competition
- Strengthening the customer experience
- Not a single, but a continuous process.
- This is not a bureaucratic procedure (reporting, printing), but a philosophy, an attitude, and being open to new and innovative ideas.

## **7. OUR ENVIRONMENT APPROACH**

We respect the environment and World in order to be prestigious across the World...

We aim at controlling the amount of water, electricity, energy, chemical and solid waste, and minimizing any damage to environment and natural resources, without compromising the comfort of our guests. Through the measures we take in the light of sustainable tourism principles, natural resource usage has been reduced, and the practices have been updated to minimize the damages to soil, water and air and if possible, to eliminate aforementioned.

These are some of the sustainable tourism practices implemented in our hotel...

- **WASTE MANAGEMENT**

### **RECYCLABLE WASTES**

Waste management is a methodology involving minimization of wastes at source, segregation of them by types, collection, storage, recovery, transportation, disposal and post-disposal checks and many similar actions of them. We, as Akra Hotels, implement Waste Management System by primarily aiming at reducing waste amount, properly managing the wastes in order to ensure disposal with the least damage to environment, and recovering the recyclable ones. An information text is included in the environmental brochure, designed for the guests of our hotels, and they are asked for help.

Our employees are provided with informative trainings on the importance of waste segregation, and waste segregation processes are followed up by the respective departments. We also hanged warnings in the restrooms, available at public areas, requesting all our guests to throw toilet papers into the trash bins instead of the toilets for the benefit of both environment and our facility.



A sufficient number of trash bins are available across the facility to enable our guests to segregate the wastes. We are working in collaboration with the respective companies for recycling of all segregated wastes, and we follow-up the entire process.



Separate bins are available for each type of waste at all units for collection and recycling of all recyclable wastes separately, and our employees are continuously reminded of the importance of this issue.

Water fountains equipped with water treatment features are now in place at the personnel's dining hall, fitness hall and Turkish bath across our facility, reducing the consumption of dispenser size water.

Package waste has been reduced by use of large packaged boxes and bucketed products instead of disposable and boxed breakfast products.



We use refillable soap dispensers across the hotel.

We have provided awareness-increasing trainings to our employees, preventing them from pouring waste oils down the drains, and oil retainers have ensured that oil wastes are collected and disposed of. It is ensured that the waste oils, used for frying, are collected in the oil collection storage, and then they are disposed of.

During the "Mezze Festival" held in 2017-2018, our guests used plastic plates, spoons and forks to taste the mezzes. 100% organic bamboo plates, spoons and forks were used in 2019 to reduce our plastic wastes amount and create awareness across an organization that adds value to the city.



Starting its operations in July 2014, Akra Hotels have been segregating all recyclable materials since then. We are proud to announce our recycling values between 2014-2020.





We have recycled nearly 140 tons of paper-carton wastes.

**As a result of recycling 2.8 ton of used paper waste, 45 grown pine trees and 238 square meter forestland will not be destroyed.**

We use email for correspondences and announcements as much as possible in order to reduce paper consumption.



We have recycled nearly 36 tons of metal wastes.

**As a result of recycling 1 ton of metal waste, 1300 kg raw material is saved.**



We have recycled nearly 240 tons of glass wastes.

**In case of use of glass wastes in production, 315 kg of carbon emission is prevented per each produced 1 ton of glass.**



We have recycled nearly 210 tons of plastic wastes.

**As a result of recycling 1 ton of plastic waste, 14000 KWH energy is saved.**



**Nearly 219 tons of vegetable oil wastes have been delivered to the recycling company for production of bio-diesel fuel since 2014.**

## DANGEROUS WASTES

In order to ensure that all dangerous wastes, generated at our hotels, are disposed of without any damage to the environment, we collect and label all dangerous wastes at our dangerous wastes rooms at appropriate conditions, and deliver such wastes to the licensed companies for disposal of them or putting them into good use in accordance with the applicable laws.

There are many waste battery boxes at various points across our hotel to prevent any damage to the environment.

A total of **3398 kg** dangerous wastes, collected from our hotels, have been delivered to the licensed companies **in 2019**. We collect all wastes and deliver them to the licensed companies in order for disposal, and we provide our personnel with the related awareness-increasing trainings.



Trainings on "Recycling and Segregation of Wastes" and "Use of Chemicals" were provided in 2019. These trainings were delivered by the experts.

In 2020, we aim to collect all dangerous wastes, generated at our hotel, at the dangerous waste area properly and separate from the other wastes, and to deliver them to the licensed companies, and to carry out the activities to minimize the amount of dangerous wastes.

We check the amount of Dangerous Waste generated by us. We show maximum care to ensure that the materials, used by us, are free of dangerous goods to the extent possible, and that if any, they are disposed of properly.

## USE OF CHEMICALS

Chemicals are substances that we use in many areas in our lives and that can make our lives easier, but also cause negative consequences by their harmful effects. In our facilities, we use chemicals in maintenance-repairing and cleaning activities.

Cleaning by taking into consideration the environment means hygienic cleaning and affecting the health and environment negatively as less as possible. Damages to the environment can be minimized not only by use of environment-friendly cleaning products, but also by use of these products economically and by proper adjustment of the dosage. In this way, the total damage to environment can be significantly reduced.

It is our priority that all chemicals we use are approved, labeled and in proper packages, and that MSDS (Material Safety Data Sheet) of these are available at us. Our employees, who are going to use the chemicals, are trained by the department, which has purchased the chemicals, about the use of chemicals, information given on MSDS, dosages and methods of application, personal protective equipment requirements and actions required to be taken in accordance with the "Instruction on Emergency Measures in Leakage of Chemicals".

The actions required for the cases such as leakage, spilling, etc. have been taken in chemical stores. Chemical storage is in accordance with the type of chemical, storage instruction of the manufacturer and regulations.

For safe disposal of chemicals, we work with the relevant companies and follow up chemical wastes.

We check the amount of chemicals we use, and train our personnel to avoid unnecessary use and misuse of chemicals. We prefer concentrated products as much as possible.

For proper hygienic application in our pools, we use automatic dosing systems that enable minimum chemical use.

We guarantee that the products used by the pest control company, which is outsourced, are not harmful to human health and the environment. We are trying to benefit from natural measures (fly catcher, adhesive paper, etc.) as more as possible.



In chemical stores, we use leak-proof trays on all shelves.

## • ENERGY MANAGEMENT

One of the most important steps in sustainability is to ensure energy efficiency. Firstly, energy use should be measured to find out the problems and potential saving areas should be determined. Low energy consuming equipment and systems should be preferred. Automation management and monitoring sources should be used to ensure long-term improvement. Energy savings should be continuously analyzed through maintenance, supervision and monitoring.

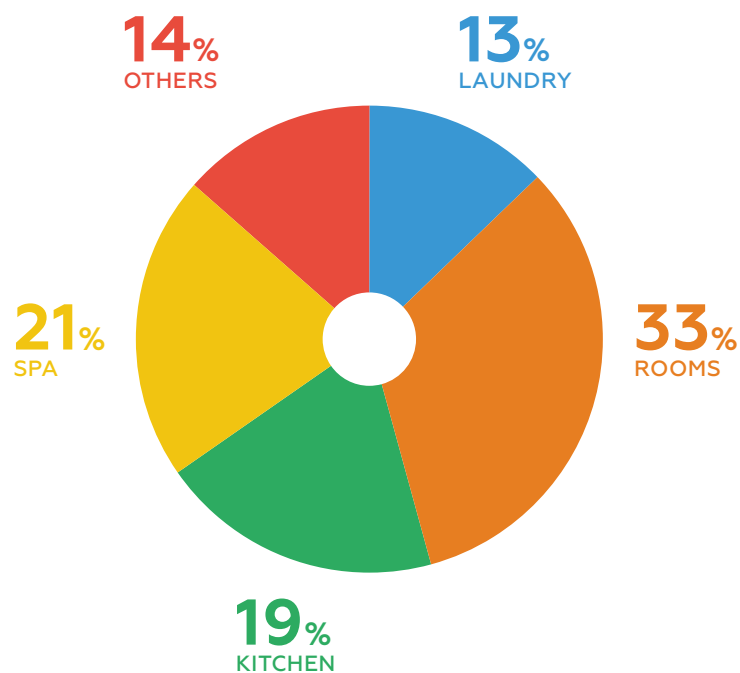
## ELECTRICITY CONSUMPTION

We aim to ensure that all electronic products, procured by us, are of energy-efficient nature, and that all our employees are provided with trainings on energy saving.

The below-listed actions are taken and maintained for energy saving at our hotels.

- Our hotel is equipped with 114 solar power panels which make an annual saving amount of 60,000 m<sup>3</sup> in natural gas.
- All minibars, TVs, air-conditioning systems, available at the rooms, are A++, saving on electric energy up to 40% on annual basis.
- All rooms are equipped with the systems to deactivate the heating/cooling equipment if the door of the balcony is opened.
- Energy-efficient lighting equipment or LED lamps are used instead of incandescent lamps or mercury-vapor lamps to save energy and minimize the amount of dangerous wastes at all rooms and public areas across our hotel.
- The lighting, heating and cooling systems for the building surroundings are automated and remote-controlled across the hotel.
- Motion-sensitive lighting equipment is used at all guest common areas, and most of the personnel areas across our hotel.
- Many areas of the facility have been designed in a manner to maximize the daylight and minimize the energy consumption.
- Electronic key cards are used at our rooms.
- All our rooms are equipped with the TVs with low level of stand-by consumption.
- Employees have been made aware of the requirement to keep the curtains closed when the guests are not at the rooms.
- Our minibars have been located away from the source of heat to save energy.
- The curtains of the empty rooms are kept closed during the summer season, and open during the winter season, minimizing the use of air-conditioning systems.
- Roller blinds are used at all meeting halls, restaurants and bar units to save air-conditioning energy.

- Cooling air curtain is used at all doors opening to such areas as terrace, garden, etc. from the public areas where the cooling system is running.
- All electrical equipment is subject to regular maintenance and cleaning processes, minimizing any potential energy losses.
- Roving and seals of the cooling units, freezers, ice machines and ovens are checked periodically, and the worn-out ones, if any, are replaced.
- It is paid attention to open the covers of the cooling units for as shortly and rarely as possible, and all hot meals are cooled at the Blast Chillers before being placed inside the cooling units.
- Convectional cookers are preferred instead of traditional ones.
- User's manuals are available next to the machines, used in the kitchen and laundry rooms, and all employees are familiar with how these machines should be used.
- Power consumption is reduced by the frequency inverters found in heating system pumps, booster pumps and main air handling units.



We use all kinds of equipment to minimize the overall water consumption and save water without compromising on health, hygiene and guests' satisfaction, and we place "Environment Cards" and "Akra Card to Support Greens" at the guests' rooms for water saving, and deliver the related trainings to our employees.

The below-listed actions are taken and maintained for water saving at our hotels:

- We installed aerators to the armatures, available at all rooms and common areas, limiting the water flow. Aerators are subjected to regular checks, and replaced if and when so necessary.
- The water flow rate was adjusted to be maximum 5 liters for all lavatory faucets available at all rooms and common areas, and 10 liters for shower cabins. These flow rates are monitored via regular measurements, and in case of detection of any high-speed rate, it is readjusted.
- Water-saving and/or dual siphon system is/are employed at the guests' and employees' toilets. It ensures that water consumption is limited to 6 liters per use. Stickers are also available at the restrooms for efficient use of water.
- There are urinals with photocell in public space restrooms.
- There are faucets with photocell in hand rinse basins in the kitchens.
- Drip and sprinkler irrigation systems are used at our gardens.
- All our guests are informed, via the Akra Card to Support Greens, of that if they don't ask for any cleaning service during their accommodations for minimum 2 days, they will be granted with discount vouchers to minimize water consumption and use of chemicals.
- The towels and bed linen are changed upon guest request, and the guests are informed in this respect. In case of no guest request, these are changed every two days.
- Pre-immersion water is not used as waste water at the stewarding department, instead, it is used to wash the floors where appropriate.

## 8. PRESERVATION OF WILDLIFE

We, as a group of hotels operating globally, are aware of the fact that we can reach and set an example for people of all nations and nationalities, and make them participate in our activities.

Here are the examples for some animals which live at and around our hotel garden:



### WHITE WAGTAIL

White wagtails are generally found across some regions of the Europe and Asia, and the northern parts of the Africa. Despite being a non-migratory bird species of these regions, they are also observed to migrate to the Africa. They are populating on open lands and around small residential areas and water sources. It is a thin and tiny bird species with an approximate height of 18 cm. It is characterized by its black & white head, black neck, grey back and long tail. It has a black tail, and white feathers. They mostly build their nests inside the stone wall cracks and hollows.



### MEDITERRANEAN MONK SEAL

The Mediterranean monk seal (*Monachus monachus*) is a sea mammal belonging to the Phocidae family. Living along the eastern Mediterranean coasts and the eastern Atlantic coasts only around the world, the Mediterranean monk seal is the fewest one among the pinnipeds. They prefer coastal inns and coves for shelter and breeding. The Mediterranean monk seal is a giant sea mammal reaching up to 2-3 meters in length and 200-300 kilograms in weight.



### AKDENİZ UÇAN BALIĞI

Tropical two-wing flyingfish (*Exocoetus volitans*) is a fish species, belonging to the Exocoetidae family and peculiar to the Mediterranean Sea, and it can fly up to 200 meters. They live on the surface of the sea across the South Aegean and Mediterranean waters, without diving into the deep. It is capable of rising 25-50 cm above the sea level, and gliding for 50-250 m for a period of 2-13 seconds thanks to its big wings sometimes to escape from the big fish species, and sometimes due to the need to swim at 80 km/h. It is a common belief that it makes use of this gliding capability to escape from their big hunters. Planktons are fed on invertebrates and fry. They can reach up to 20-30 cm in length.



## KIRPI

Hedgehogs (Erinaceus), are nocturnal and insectivorous mammals belonging to the Erinaceidae family. They are around 30 cm in length. Their weights can differ from 500 to 1200 gr depending on their sexes, ages and living conditions. Their bodies are covered with spines with a length of 2-2.5 cm. When they get angry or feel themselves in danger, they turn into spiky little balls. They live at many areas ranging from bushes to parks and gardens. They shelter in the tunnels, they dig into the soil, and rock holes, and they like humid areas. They can be seen nearly anywhere across Turkey, but they go into hibernation when the ambient temperature falls below 4°C. Antalya is an ideal location for them to live during both summers and winters due to hot temperatures. They live approximately for 18 years.



## HOMELESS ANIMALS ARE OUR FRIENDS

Wooden bird nests were built and placed on the trees by the carpenter of our hotel to preserve the natural life, which means that our birds now have their own nests.



We provided support in 2019 to meet the treatment, nutrition and caretaking needs of our animal friends kept under the control of the "**Bana Göz Kulak Ol**" association.

We intend to increase similar activities as of 2020.



## 9. OTHER ACTIVITIES WE PERFORM TO PROTECT THE NATURE

- Double glazing is preferred for the thermal insulation of the windows used in rooms and public spaces.
- Our guests are informed about leaving the books, magazines and newspapers, which they read and want to dispose of, in our book reading area within the hotel. Likewise, the guests are guided to select and take books, magazines and newspapers they want to read from our library.
- All medical wastes, injectors and empty pillboxes, used by our guests, are collected by our well-trained personnel in a manner to not to give any damage to the nature or humans.
- The guests are advised to use public transport during the city tour, and are informed about the routes.
- Time-controlled panels are in place inside the saunas to prevent any unnecessary energy consumption.
- Pencils are used at all our meeting halls unless any different request is received from the guests.
- We are aware of our contribution to the local economy, and this is why 95% of the supplied products are from the local market. 17 of them are the local companies situated in Antalya.
- Waste waters of all our hotels are connected to the Waste Water Treatment Facilities.
- The garden irrigation is carried out by timed irrigation systems in our hotels. Drip irrigation is preferred in every possible space in the garden.
- All fire extinguishers and industrial cold rooms, available at our hotel, are free of any CFC (Chlorofluorocarbon) gases which are hazardous to the ozone layer.
- Bicycles have been purchased and provided to our guests free-of-charge to protect the nature and environment, and to minimize the carbon emissions, and also to guide them into sports.



- Our laundry services are provided by Buket Yikama. Buket Yikama provides service to 41 more hotels. 13 of these are the facilities owned by Barut Hotels. It operates with a capacity rate of around 80% in April-November. 250 persons are currently employed.

Around 85000 dirty clothes are delivered to it, and 75000 clean ones are received from it on daily basis.

Here is the comparison of the laundry services, provided by Buket Yikama, and the ones performed at the hotel.

LAUNDRY SERVICES AT A STANDARD HOTEL	BUKET YIKAMA
Water Cost: TL 6.45/M3	Water Cost: TL 1.54/M3
Electricity Cost: TL 0.56/kw	Electricity Cost: TL 0.39/kw
Natural Gas Cost: TL 0.146/kw	Natural Gas Cost: TRY 0.1270/kw
1 person 250 kg/day laundry service	1 person 400 kg/day laundry service
25 l water to wash 1 kg dirty clothes	6 l water to wash 1 kg dirty clothes
Fresh water is continuously needed during pre-soak period, which requires a heating cost to increase the water temperature to 40°C.	During pre-soak period, fresh water and final rinse water are mixed. As the final rinse water is around 40-45°C, no energy is needed to increase the water temperature to 40°C. This also saves on water.
Natural gas is used to increase the water temperature.	5 steam generators, installed at the facility, are used to heat the rinse water at low costs. 1 generator is capable of generating 2000 kg/h steam.
50% humidity for 8-minute wringer at a standard machine	30-35% humidity for 70-80-sec wringer at Buket
Temperature in normal rinse Drying lasts for 50-60 mins with a humidity of 50% at 15 °C.	Temperature increases to 45-50°C during rinse at Buket. It increases up to 110 °C during drying. As the temperature difference is low, a lower amount of energy is consumed. Drying lasts for 20 mins with a humidity of 30% at 50 °C.
<b>If we take the peak season as 180 days, and assume that 3 pieces of textile fall to 1 person</b>	
1 product is washed for 60 times in a season, meaning that it will be washed for 120 times in 2 years, resulting in discarding of it after 2 years due to uncontrolled wringer and use of chemicals.	It has been determined that the textiles, controlled via the chip system at Buket Yikama, are washed for approximately 200 times.

**For Example:** Let's assume that a hotel is equipped with the machines with their washing capacities provided below.

100kg 80kg 55kg 50kg 40kg 30kg	355kg/h washing capacity
If dirty clothes are washed in a 40-minute program	400 kg/h washing capacity
In case of inaccurate loading of the machine	300 kg/h washing capacity

This increases both consumption of energy and chemicals, and decreases the washing capacity per person by 25%.

Consumption of chemicals, temperature values and wringer speed are controlled in an automated manner at Buket Yikama. When the cart carrying dirty clothes arrives, the products with chips are passed through the device, and they are recorded upon determination of their types and quantities. Washing machines are loaded at the optimum level, preventing unnecessary consumption of water, temperature and chemicals.

## 10. OUR SOCIAL RESPONSIBILITIES and SOCIAL CONTRIBUTIONS

We, as AKRA HOTELS, are aware of the fact that building a community requires protection of our values. We are aware of our social responsibilities, and we organize our social activities based on volunteerism by also the participation of our personnel and local community throughout the year.

### Career Management

We offer internship opportunities for tourism students to gain work experience. We support our employees with trainings. We aim at boosting our personnel and growing together with them by raising them as much as possible.



### We collect blue caps for the Spinal Cord Paralytics Association

We, as Akra, support the "Plastic Cap Campaign", initiated by the Spinal Cord Paralytics Association of Turkey engaging in national and international activities to bring solutions to the medical, professional, economic and social problems of all orthopedically handicapped persons, especially the ones suffering from paraplegia, and collect blue caps to that end.

### 50 Children with Leukemia Hosted at ForFun on April 23 (2017)

We, as the Akra family, hosted 50 children with Leukemia, and gave them the opportunity to enjoy a day full of fun at the ForFun Entertainment Center

### A seminar on Leukemia held for the hotel personnel on June 07

During the seminar held for our hotel personnel to provide information on the Leukemia, they were informed about the symptoms, causes, treatment methods and protective measures of the Leukemia. The seminar also emphasized the importance of the sense of volunteering.

### New year party held for Losev on December 22, Saturday (2018)

We welcomed the family representatives and volunteers in the new year party held at Akra by the Foundation for Children with Leukemia (LOSEV) to give the local children with Leukemia moral support. In 2019, the children again said "Hello to the New Year" with their families at Akra on December 28, Saturday, for the same purpose.



### Akra Talks held with Tutku Canidar, the Provincial Coordinator of Losev in Antalya, on November 06

Akra Talks hosted Tutku Canidar, the Provincial Coordinator of Losev in Antalya, in the 37th program in November. During the event held at Akra Urban Social Lounge, detailed information was provided to the participants on the Leukemia and the journey with cancer at Losev.

**Awareness-raising seminar held jointly with the Turkish Red Crescent on June 19, followed by blood and stem cell donation on June 20, Wednesday**

Always drawing attention to blood and stem cell donation, Akra donated blood and stem cell following the awareness-raising seminar held jointly with the Turkish Red Crescent.



**A team formed up and fund raised for ACEV in Runatolia 2018 marathon**

Our Runatolia 2018 Marathon team joined the activity "Step by Step - Run After Goodness", and raised fund for the Mother Child Education Foundation (ACEV).

**Revenues of the paintings, sold following the Akra Painting contest staged for the 4th time this year, donated to the Turkish Foundation for Children in Need of Protection**

Revenues of the paintings, sold following the "Traditional Akra Painting Contest", staged for the 4th time this year as part of the social responsibility project, were donated to the Turkish Foundation for Children in Need of Protection. 35 persons from various professional groups participated in the contest held under the theme "Nature is in Your Hands".



**To a healthier future with Akra Gran Fondo...**

Bringing a new perspective to tourism and promotion of Antalya, Akra Gran Fondo is highly important to provide contribution to the environment with the aim of minimizing the carbon footprint. Inspiring all locals to bicycles and reducing the utilization percentage of cars substantially, Akra Gran Fondo invites all cycling-lovers to pedal more for a healthy life.

**Our future is our main team with TEMA...**

We gave away young plants to TEMA (the Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats) in 2019, like the previous years, to protect the nature which is ruined and polluted more and more gradually.

**A team formed up and fund raised for the Turkish Foundation for Children in Need of Protection in Runatolia 2019 marathon**

Our Runatolia 2019 Marathon team joined the activity "Step by Step - Run After Goodness", and raised fund for the Turkish Foundation for Children in Need of Protection. We again donated monetary support to the Turkish Foundation for Children in Need of Protection in 2019 for the new year.

**Support for Our Next Generations Growing with Hopes (KACUV)**

We donated monetary support to the Hope Foundation for Children with Cancer (KACUV) which ensures continuity of treatments of our children, whose treatment processes bear the risk of interruption due to monetary problems, and provides psychological support, a must in fight against cancer, as well as an appropriate treatment environment for children's psychology.

**Underwater Cleaning**

Nearly 5 tons of wastes were collected from the sea by the diving teams in March 2019 to enable our local community and guests to enjoy a deep-blue and clean underwater.



**A team formed up and fund raised for (Make a Wish) in Runatolia 2020 marathon**

Our Runatolia 2018 Marathon team joined the activity "Step by Step - Run After Goodness", and raised fund for the Foundation of Make A Wish.

**Cushions handmade by LOSEV exclusively for the 6th anniversary of our facility were purchased to provide support, and presented to our guests during the celebration week.**



## 11. OUR AWARDS

2014 Breathing Walls-Ecocarat certificate was granted by INAX by Lixil.com (Japan) since we preferred environment-friendly products.

2014 Clean Pool Certificate, Ministry of Health

2015 Clean Pool Certificate, Ministry of Health

2015 Environment-Friendly Facility Certificate, Green Star, Ministry of Culture and Tourism

2016 Clean Pool Certificate, Ministry of Health

2017 Clean Pool Certificate, Ministry of Health

2016/2018 Environment-Friendly Facility Certificate by Travelife

2018 Favorite of Otelpuan.com ETS Hotel Guests 9.5 points

2018 Hotels.com Loved by Guests Most Wanted 9.4 points

2018 Expedia Best Revenue Generator

2018 Expedia Best Package Share

2018 Q.m Awards - Best-managed event hotel of Turkey

2019 Booking.Com Guest Review Awards 9.0 points

2019 Expedia Loved By Guests Award 9.2 points

2019 Expedia Guest Recommendation Widget 100%

2019 Expedia Verified Reviews Widget

2019 Expedia Property Rating Widget 9.4 points

2019 Trip Advisor Excellence Certificate

2019 Recommended On Holidaycheck

2019 Kayak Turkey's Best Hotel

2019 Kayak Turkey's Best Luxury Hotel 2019

2020 Holiday Check

2020 Tripadvisor Traveller's Choice

2020 Kayak Turkey's Best Hotel

2020 Kayak Turkey's Best Luxury Hotel

## 11. ENVIRONMENTAL TRAININGS AND DRILLS FOR OUR EMPLOYEES

Environmental trainings are provided to our employees in accordance with the annual training programs. The trainings involve reduction of consumption of natural resources, reduction and proper sorting of wastes, actions to be taken for hazardous wastes, Protection of Natural Life, etc.

The trainings are both insourced and outsourced. The awareness of our employees has been raised by trainings provided periodically by Our Environment Official. In addition, it is aimed to raise the awareness of our employees, who use chemicals, by the trainings on chemicals, which are provided by our suppliers, towards ensuring standardization of chemical consumption. The awareness has been raised through the trainings provided by vegetable waste oil company regarding the damages incurred by waste oil and the importance of collection of waste oil.

Actions are taken to prevent any damage to thousands of trees in our facilities in the event of a fire. Accordingly;

- Fire trainings have been conducted for our employees.
- Emergency response teams have been built.
- Fire drills have been organized.

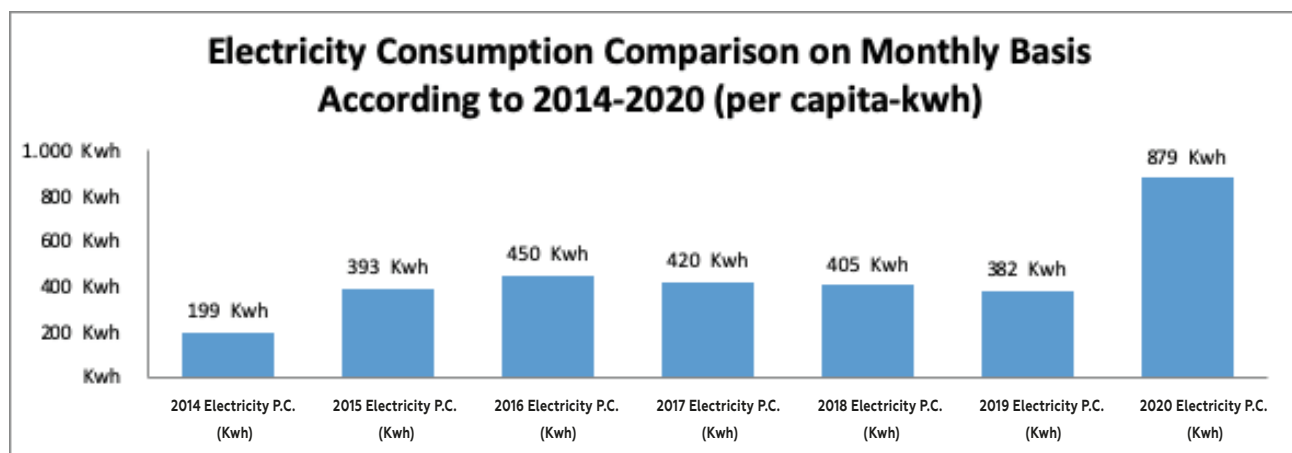
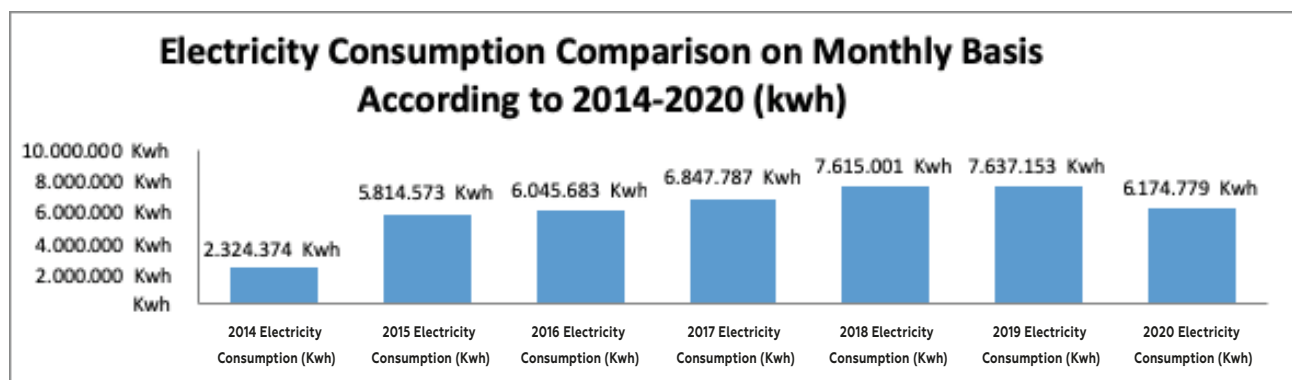


### 13. AKRA HOTELS ENVIRONMENTAL PROGRESS REPORT/ ASSESSMENT

As a result of the activities that we performed in Akra Hotels in 2020, the data and results related to the spent resources are given below.

The progress report focused on consumption of ELECTRICITY – WATER –NATURAL GAS.

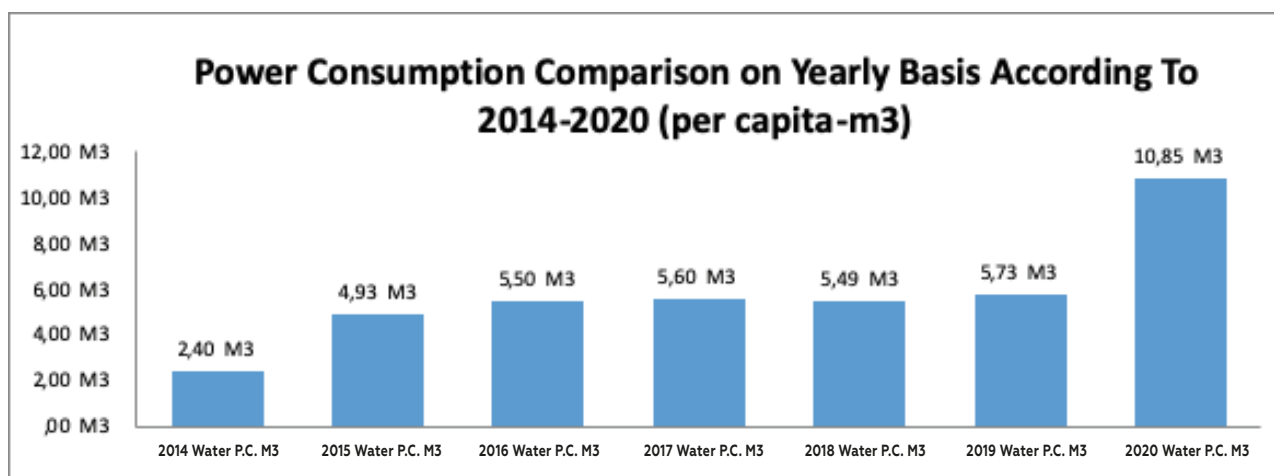
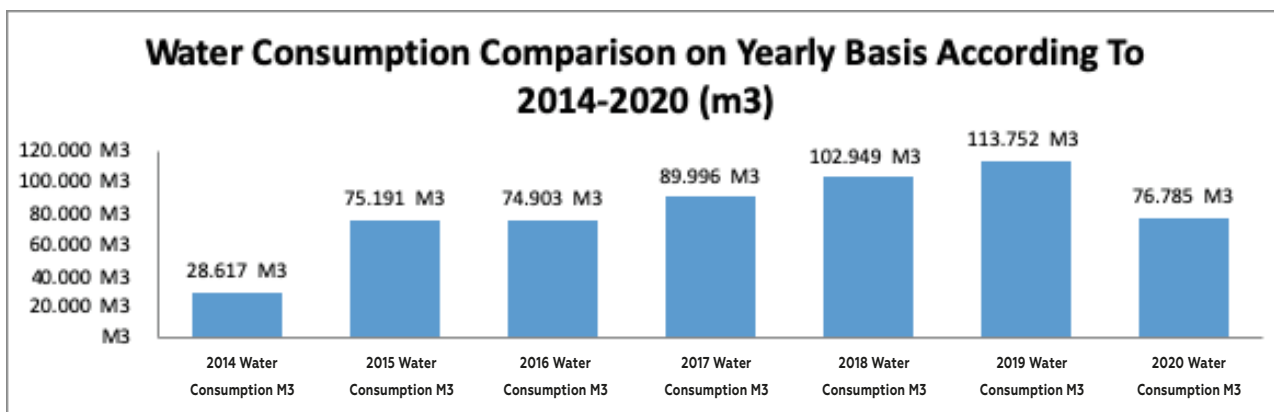
The tangible results of the studies performed for environmental sustainability are given in the attached tables and graphs along with the actual consumption, per capita consumption and 2014-2020 comparisons.



When we compare the electricity consumption for **2019-2020**;

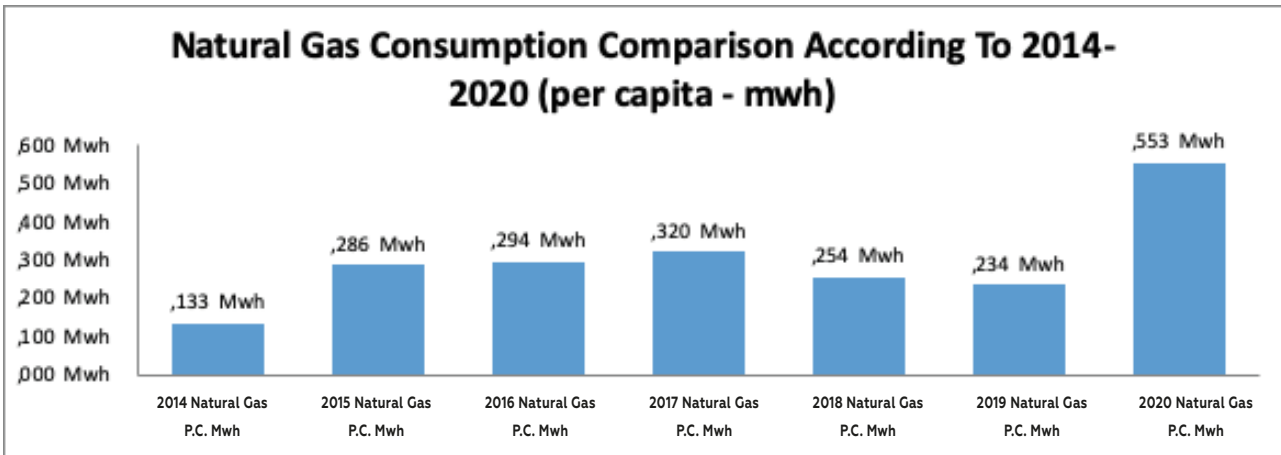
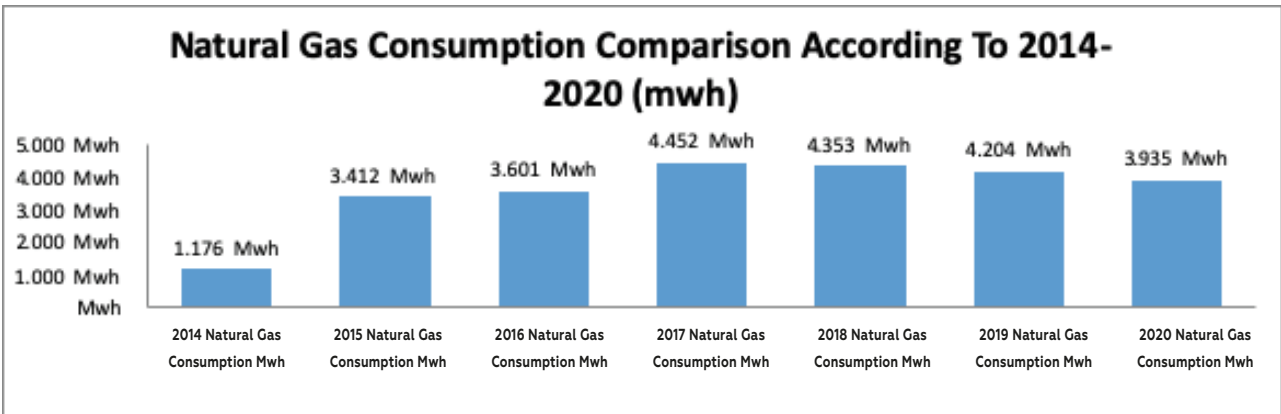
There have been changes in the activities of our hotel due to Covid-19 pandemic affecting the whole world. There had been sudden decreases in our occupancy rates as of March. Despite the fact that power consumption within the scope of guest and employee satisfaction and needs remained below 19% in 2019, per capita consumption increased by 130% compared to 2019 due to the decrease in occupancy rates.





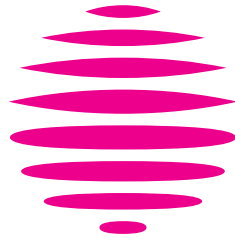
When we compare the water consumption for **2019-2020**;

There have been changes in the activities of our hotel due to Covid-19 pandemic affecting the whole world. There had been sudden decreases in our occupancy rates as of March. Despite the fact that water consumption within the scope of guest and employee satisfaction and needs remained below 32% in 2019, per capita consumption increased by 52% compared to 2019 due to the decrease in occupancy rates.



When we compare the natural gas consumption for **2019-2020**;

There have been changes in the activities of our hotel due to Covid-19 pandemic affecting the whole world. There had been sudden decreases in our occupancy rates as of March. Despite the fact that natural gas consumption within the scope of guest and employee satisfaction and needs remained below 7% in 2019, per capita consumption increased by 57% compared to 2019 due to the decrease in occupancy rates.



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