



SUSTAINABILITY REPORT



2022-2023

Kumluca, ANTALYA

ABOUT RIZOM BEACH HOTEL

Safir Termal Turizm İnşaat Special Education Food Industry. ve Tic. Ltd. Sti. Rizom, which serves under the trade name beach ; It is a facility located on 17 acres in Kumluca, the most peaceful region of the Mediterranean, and has its own private beach of 100 meters. Consisting of 240 rooms in total, the facility has 25 Premium rooms, 190 standard rooms, 20 family rooms, 3 handicapped rooms, 1 king suite and 1 honeymoon room. Food all day long with 1 open buffet restaurant serving carefully selected flavors from Turkish and Ottoman cuisine, 1 a la carte restaurant and a snack buffet serving in the green area ; 24-hour beverage service is available. Our facility, which is one of the favorite facilities of conservative tourism , has a 2500 m² complex reserved for the use of women only . The complex serves our female guests all day long and includes a spa centre, snack buffet and pools. There is also a spa center and indoor pool option for our male guests. Various animation activities for children and adults are held throughout the day. Access to its private beach is provided by a tunnel from the facility, and the pavilions on this beach can be used free of charge. Food and beverages are served between beach usage hours, and shower and WC facilities are also available.

OUR MISSION;

Rizom Beach Hotel aims to send off every guest with a smile on their face by offering Rizom hospitality in the best way during their holidays .

OUR VISION;

Rizom Beach Hotel aims to be the indispensable name of conservative holiday with the understanding that takes care of your family sensitivities and Rizom It has adopted the vision of carrying the Hotels brand to the highest level .

Our facility is a facility with sustainability awareness since 2022, the opening season. In the same year, it received ISO 9001:2015 Quality Management System, ISO 22000:2018 Food Safety Management System, ISO 10002:2018 Customer Satisfaction Management System and Safe Tourism Certificates by TSE. At the end of the same year, it was entitled to receive the TS OIC/SMIIC 9:2019 Halal Tourism Services certificate and the certification process continues. When we come to 2023, Zero Waste and ISO 50001:2018 Energy Management System studies continue.

ENERGY EFFICIENCY POLICY

Rizom Beach Hotel, we use our energy efficiently to protect our world from possible dangers and set targets to reduce our energy consumption. For this,

- ❖ We follow national and international standards, laws and regulations in order to fulfill both our responsibilities towards nature and our legal obligations, we voluntarily carry out studies

to reduce energy use and/or continuously improve our energy consumption performance, and we monitor the results of our studies.

- ❖ We set goals and include energy efficiency in our training programs in order to ensure the participation of our employees.
- ❖ We attach importance to cooperating with all our stakeholders to create common goals and results in energy management. We try to maintain our interaction with our guests, employees, visitors and all business partners in order to reach a level of awareness and consciousness on these issues.
- ❖ We try to find, purchase and use energy efficient suitable products, equipment, equipment and technology alternatives.
- ❖ document our energy management system, disseminate it to all our departments, update, review and continuously improve when necessary.
- ❖ energy risks or emergencies such as energy shortages, and plan the measures that can be taken.

ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY

Rizom Beach Hotel, we protect the environment by adhering to TS EN ISO 14001 standards and zero waste system conditions within the scope of accommodation management, prevent pollution, and give importance to the protection of the environment by reducing the negative effects on the environment. For this;

- ❖ We comply with legal regulations and try to reduce the effects on the environment.
- ❖ Take care to effectively separate our wastes according to their source, groups and hazard classes.
- ❖ We declare that the use of dangerous substances and chemicals only when needed and as needed will reduce both their negative effects on the environment and the amount of waste.
- ❖ We contribute to the protection of nature by choosing those with recycling and environmentally friendly labels in the materials we buy at our facility. We try to create opportunities for reuse.
- ❖ We take care to leave less waste to nature by using disposable materials such as paper, napkins, toilet paper and packaging as much as necessary.
- ❖ We store the wastes correctly, in separate areas according to their characteristics, and deliver them to licensed/authorized companies without exceeding the legal storage time limits and preserve their records.
- ❖ We try to use water, energy and all natural resources economically. We share this sensitivity with our employees, guests and suppliers.

- ❖ We measure our performance in environmental management, monitor this data with targets and try to improve our performance.
- ❖ We aim to educate our employees about the environment and increase their sensitivity.

RIZOM BEACH HOTEL POLICIES

Rizom Beach Hotel, within the scope of accommodation management, by adhering to TS EN ISO 9001, TS EN ISO 22 000 and TS ISO 10 002 and SMIIC 9 Halal Tourism Services standards;

- ❖ Rizom of your guests beach To inform its employees about the reasons for choosing the Hotel ,
- ❖ To comply with the legal requirements by providing the necessary resources and information while continuing the tourism activities, to comply with the legal conditions in its products and services, from the quality management system, food safety management system, halal tourism service management system, occupational health and safety management system, environmental management system, energy management system and information security management systems. and not to compromise on guest satisfaction,
- ❖ To produce and present in accordance with food safety and halal food requirements in Rizom kitchen and service,
- ❖ Adopting a waste prevention approach with a zero waste management system,
- ❖ To continuously improve its system in line with the demands of its guests, staff and stakeholders and developing conditions,
- ❖ We are committed to providing guest satisfaction with the principle of 'justified complaints are compensated' and to take quick action on guest suggestions.

1. Facility Introduction and Features

Rizom Beach Hotel is a five-star hotel that started its activities in 2022 on an area of 17 decares with a capacity of 240 rooms and 552 beds.

The facility, which provides conservative tourism services with its young and dynamic team employed from Kumluca and the surrounding area, offers entertainment services as well as congresses, conferences, panels in meeting rooms, weddings, engagements, etc. in line with demands from the region. hosts events.

At the Rizom Beach Hotel, the unique tastes of Turkish and Ottoman cuisine are served at Yakamoz Restaurant . Turquoise A La Carte with garden view for a dinner accompanied by the scent of jasmine flowers The restaurant has been put into service.

For ladies, there is a spa center with an area of 2500 m2, including a hammam, sauna, steam room, skin care room, hairdresser, fitness room, massage rooms. There are 4 pool options for adult and

child guests, including slide and relax. Activities are carried out by the pool at certain times of the day, and food and beverage services can be used throughout the day in the complex.

For men , a spa center with a hammam, sauna, steam room, massage rooms, fitness center and indoor pool is available .

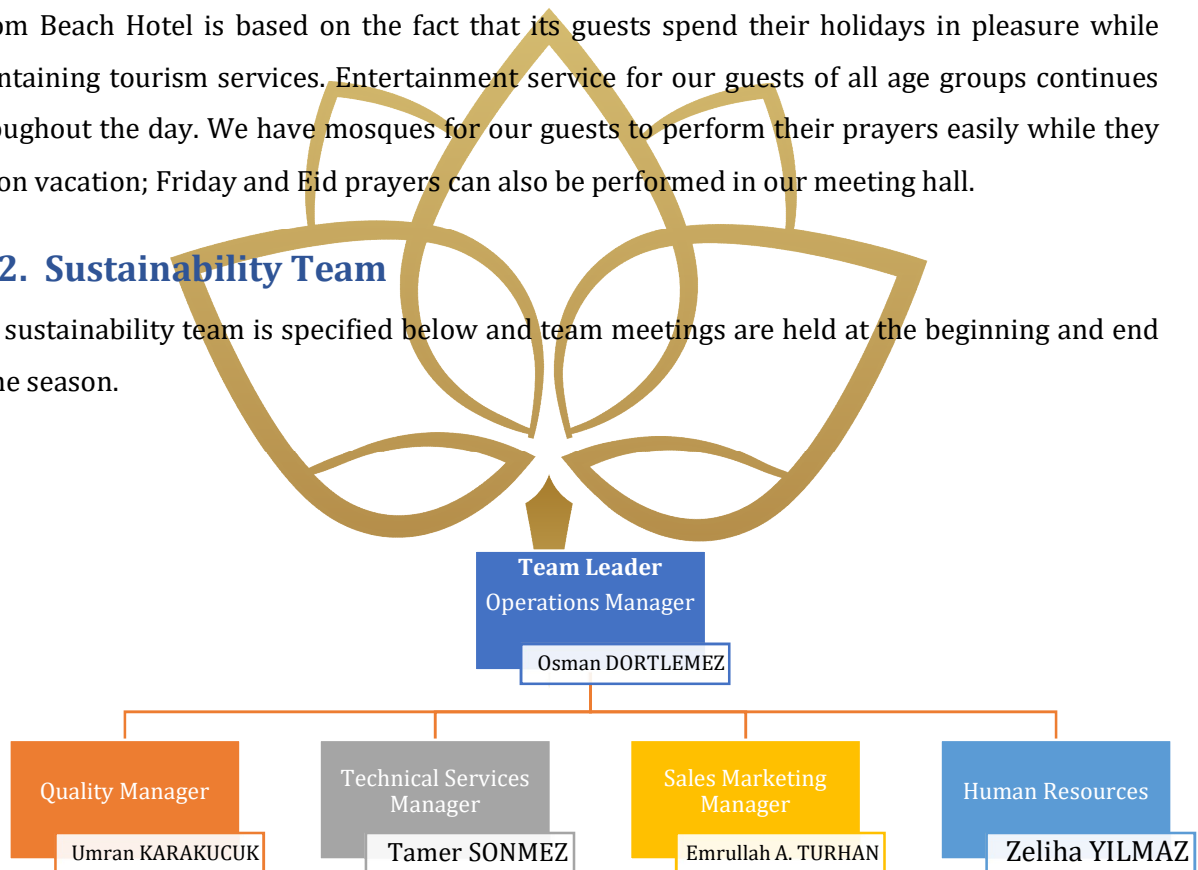
There are dress codes in our pools, which are offered to **our male and female guests together** . Our beach, which is connected to our facility with an underpass, is also a common area.

Various activities are held at Rizom Kids Club throughout the day for **our child guests to have a pleasant and safe holiday**. With the garden toys in the green area, every detail has been considered so that they can enjoy the fun in the open air. Every evening in the amphitheater, our little ones have an unforgettable holiday experience with the Mini Disco.

Rizom Beach Hotel is based on the fact that its guests spend their holidays in pleasure while maintaining tourism services. Entertainment service for our guests of all age groups continues throughout the day. We have mosques for our guests to perform their prayers easily while they are on vacation; Friday and Eid prayers can also be performed in our meeting hall.

2. Sustainability Team

The sustainability team is specified below and team meetings are held at the beginning and end of the season.



Sustainability Goals

Target Subject	Things to Do to Capture the Target	Source	Person in charge	Deadline	Evaluation Result

<p>35% increase in the amount of waste oil compared to the used oil</p>	<p>Waste oil measurements are made according to the result, oil change is done, if the oil is suitable but looks dirty, continue to use it by filtering the oil with a strainer, the oil will definitely go into the drains/sink etc. not spilling; handing over to disposal organization</p>	<p>Warehouse,</p>	<p>Steward Chief</p>	<p>Monthly</p>	<p>Improvement</p>
<p>5% reduction in water consumption compared to the previous year (kb)</p>	<p>Providing information when necessary to raise awareness of personnel, providing information at trainings and meetings</p>	<p>Invoice, monthly forecast ,</p>	<p>Technical Service, Quality</p>	<p>Monthly</p>	<p>Improvement</p>
<p>5% reduction in LNG consumption compared to the previous year (kb)</p>	<p>Providing information when necessary to raise awareness of personnel</p>	<p>Invoice, monthly forecast</p>	<p>Technical Service, Quality</p>	<p>Monthly</p>	<p>Improvement</p>
<p>5% reduction in electricity consumption compared to the previous year (kb)</p>	<p>Organizing device working hours in the most efficient way, choosing devices with low electricity consumption for newly</p>	<p>Invoice, monthly forecast</p>	<p>Technical Service, Quality</p>	<p>Monthly</p>	<p>Improvement</p>

	purchased devices				
The amount of packaging waste per person is 0.85 kg/ kb	Providing training to staff and raising awareness	Municipal waste purchase quantities form	Quality, Steward Chief	Monthly	Improvement
The amount of organic waste per person is 0.70 kg/ kb	Providing training to staff and raising awareness	Municipal waste purchase quantities form	Quality, Steward Chief	Monthly	Improvement
0.01 kg of waste oil per person	Providing awareness visuals and studies	Motat System	Quality	Yearly	Improvement

Contaminated wastes , oil filters, pressure vessels, batteries, mineral oils, electronic waste, fluorescent, cartridge-toner, cloths contaminated with hazardous waste, medical wastes, which are hazardous waste, are stored in a locked way in a separate area and delivered to licensed companies.

The realization rates of these targets, which were determined at the beginning of the 2023 season, are followed from the beginning of the season.

3. Reducing Environmental Impacts

In our hotel, all activities, areas, environmental dimensions and environmental effects are determined; Environmental dimensions, including all employees, guests, subcontractors, trainees and visitors, are evaluated according to the analysis chart.

Environmental dimension and impact assessments and related practices are reviewed at the management's review meetings at least once a year and necessary arrangements are made.

- Our activities, products and services
- Environmental law and legislation
- Identified environmental dimensions and effects

in the issues , the evaluation of environmental dimensions and effects is repeated without waiting for the management review meeting and the environmental dimensions analysis chart is updated. Each department head is responsible for notifying the management representative of changes in the environmental dimension and impacts arising from their own activities.

The activities of our subcontractors and stakeholders in contact with our organization within the hotel and the management representative regarding all activities in practice review the environmental dimensions analysis chart.

If the improvements determined in the environmental dimensions analysis chart are not made, what kind of risk and danger this situation will pose in the field of activity is examined. The issue is brought to the agenda at the environmental team meetings and the results are recorded.

In the environmental dimensions analysis chart, the dimensions that emerged in office, kitchen, steward, housekeeping, pest control and pest control, food and beverage service, infirmary, hazardous waste and chemical storage area, technical service activities were determined and the environmental effects of these dimensions were determined . The pre-precautionary situation analysis was made, the control measure was determined, and the result of the value of the dimension was evaluated with the post-measure analysis. The method for determining the significant environmental dimension was evaluated in the environmental dimensioning procedure . The measurement frequency of environmental impacts is recorded with the environmental measurement plan, and measurements are made at the frequency specified in the table below:

NO	ENVIRONMENTAL IMPACT	MEASUREMENT	MEASUREMENT FREQUENCY	RELEVANT REGULATION	RESPONSIBLE	RECORD
one	Air pollution	Chimney Emission Measurement	1 per year	Regulation on Control of Air Pollution Caused by Heating	Technical manager	Emission Measurement Report
2	Noise pollution	Noise Measurement	1 in 5 years	Regulation on Evaluation and Management of Environmental Noise	Technical manager	Noise Measurement Report
3	Waste Vegetable Oils	Amount Delivered	1 or 2 per week	Regulation on Control of Waste Vegetable Oils	Steward Chief, Quality Manager/Quality Assistant	Waste Oil Delivery Form
4	Waste Batteries	Amount Delivered	Once in 6 Months	Regulation on Control of Waste Batteries and Accumulators	Technical manager	Delivery Form
5	Waste Mineral Oils	Amount Delivered	Once in 6 Months	Hazardous Waste Control Regulation	Technical manager	Delivery Form
6	Medical Wastes	Amount Delivered	1 time per month	Regulation on Control of Medical Wastes	Nurse/Quality Manager/Quality Assistant	Delivery Form

7	Waste water	Values of Purified Water	1 in 2-3 Months	Water Pollution Control Regulation	Technical manager	Waste Analysis Report
8	Swimming Water Analysis	Chemical and Microbiological	Once a Month	Bathing Water Quality Regulation	Technical manager	Analysis report
9	Electricity consumption	Per Capita Consumption	Once a Month	Regulation on Increasing Efficiency in Energy Resources and Energy Use	Technical manager	Resource Consumption Chart
10	Paper Consumption	Papers Consumed in Offices	Once a Month	Packaging Waste Control Regulation	Accounting Manager	Cost Report
11th	Hazardous Substances	Amount Delivered	Once in 3 Months	Dangerous Goods Regulation	Technical Manager/Quality Manager/Quality Assistant	Delivery Form
12	Toner/Cartridge Consumption	Amount Consumed in Printers	Once a Month	Dangerous Goods Regulation	IT Manager/Quality Manager/Quality Assistant	Cost Report

4. Personnel and Working Life

a) Trainings

Internal and external trainings are carried out for our employees within the scope of annual training plans and are recorded with the Training Registration Form. As a result of the trainings, the personnel are observed on the job and renewal training is provided when necessary. In addition, within the scope of our cooperation with the tourism faculties of universities, trainings are carried out to meet the expectations of our conservative guest audience. Our trainings such as the hotel management program we use at the hotel, careful use of chemicals, waste separation, fire training, first aid training are also carried out continuously and their records are kept. Our facility is in the less dangerous class according to the Occupational Health and Safety Law No. 6331, and all of our employees are provided with basic occupational health and safety training at the start of work and their records are kept.

b) Personnel employment

Rizom, after the start of the season, an average of 200 personnel are employed at Beach every month, among which the local employment rate is as high as 70%. The monthly personnel averages for 2022 were as follows:

PERSONAL NUMBER		
MALE	WOMAN	TOTAL
116	96	212

There is absolutely no gender discrimination in personnel employment, and recruitment is made according to competence. Vocational high school students are also offered the opportunity to do internships in cooperation with the school with the approval of their families. Our hotel also offers internship opportunities for university students, and employment is provided in case of a productive internship period.

Rizom Beach Hotel, our Women's Rights and Gender Equality Policy and Children's Rights policy have been established and are as follows:

WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

Rizom Beach Hotel, we are aware of the necessity of protecting the rights of women, the source of life, in business life and ensuring the implementation of gender equality. For this,

- ❖ We comply with all legal and international laws, regulations, legislation and regulations published on women's rights and gender equality, and fully fulfill all requirements.
- ❖ It is a requirement of our corporate culture to protect all the rights of our employees, regardless of gender. With this awareness, we believe that help should be sought in case of abuse and we support it.
- ❖ Regardless of gender, in the suitability of our employees for the job; we create working spaces in safety and well-being.
- ❖ female employees in all departments .
- ❖ has always strived to raise awareness with its concept that prioritizes the satisfaction of our female guests . In this sense, we also organize information for our female employees and support their participation.
- ❖ We do not discriminate on the basis of gender in the labor of our employees, and we consider the nature of the work in equality.
- ❖ We observe equality of opportunity in all socioeconomic, political and legal rights that women have equally with men.
- ❖ Our goal is to raise awareness of the violation of women's rights, not only in our employees and guests, but also together with all our business partners, stakeholders and third parties.

CHILD RIGHTS POLICY

Rizom Beach Hotel , we are aware that the common desire of humanity is to leave a bright and beautiful future for all children. As a facility, it is our primary goal to protect them and to respect all their rights, especially the right to life. For this,

- ❖ We comply with all legal and international laws, regulations, legislation and regulations regarding children's rights, and we adhere to the process of compliance with universal standards.
- ❖ Legally or morally all children are born into the world; education, health, living, housing; We believe and support the need for help in situations such as protection against physical, psychological or sexual exploitation.
- ❖ Due to our facility sensitivities, we do not allow child labor to be employed (In accordance with the law, no child labor is employed outside the internship program).
- ❖ Our child guests are the most special guests of our concept , we support social responsibility projects in order to protect their rights and contribute to their happiness, and we plan trainings for our facility employees on the awareness and prevention of child abuse.
- ❖ We attach importance to adult supervision in activities organized for children, and if there is a need for special sensitivity, we care about it.
- ❖ It is our goal to raise awareness of the violation of children's rights not only in our employees and guests, but also together with all our business partners, stakeholders and third parties.

c) Sustainability training status of the personnel

Training topics including sustainability are given to our personnel periodically and their continuity is ensured. On-the-job training from trainers provided by the Ministry of Culture and Tourism in 2022, hotel management program training, orientation training, occupational health and safety training, management systems training, environment, chemicals, hazardous materials, guest satisfaction, guest needs analysis, emergencies, waste separation , color coding in garbage bags, halal tourism, etc. trainings were planned and carried out, and training effectiveness evaluations were made.

d) Job description and assignments related to sustainability

the Sustainable Tourism criteria , a sustainability team and an energy team have been established in our hotel and job descriptions of the teams have been created. The sustainability team meets twice a year, the energy team meets at the beginning of the season, and a control meeting is held 1 month later, and annual evaluation and end-of-season evaluation meetings are also held.

Sustainability team members are as follows and are recorded with the Sustainability Team Appointment Letter:

SUSTAINABLE TOURISM MANAGEMENT SYSTEM TEAM				
		Department	Competence	Deputy
Sustainability Team Leader	Osman DORTLEMEZ	Senior management	Operations manager	Ümran KARAKÜÇÜK Quality Manager
Team member Customer Representative	Emrullah A. TURHAN	Sales and marketing	Sales Marketing Manager	Ayşe SONMEZ Reservation Chief
Team member Environmental Representative	Umran KARAKUCUK	Quality	Quality manager	Dilara CANDAN Quality Assistant
Team member Employee Representative	Zeliha YILMAZ	Human Resources	Director of human resources	Gülami SEN Security chief
Team member Energy Management Representative	Tamer SONMEZ	Technical service	Technical manager	Mehmet Ali ERAY Technical chief

e) Sustainability education level of the personnel

Our staff contributes to sustainability in line with the trainings we have planned, and they are knowledgeable about, for example, the layout of waste areas, waste separation, sensitivity to energy consumption, beach and environmental order. Information about the change of textiles in the room in terms of energy and environmental sensitivity is given in the hotel guide . Sustainability studies of our facility are broadcast on the television in the staff cafeteria, increasing staff awareness is provided in all areas of our hotel and our staff adapts to this.

5) Studies Performed in Our Hotel within the Scope of Sustainability

Rizom Beach Hotel is a facility with sustainability awareness since the first day it was opened. It aims to raise awareness in this direction to its guests, employees, suppliers, stakeholders and all third parties. When the facility was put into operation in 2022 and the renovation and landscaping works were carried out, it was tried to protect the natural beauties of the facility. As a facility, the flood disaster experienced in our region in December 2022 was not ignored, and the highway workers who came to the region to support were hosted at the facility. Our facility opened its

doors to earthquake victims in February 2023 in the ongoing process . It organized morale events for earthquake survivors, and organized activities for children almost every day in cooperation with different institutions. March 8, International Women's Day was celebrated with earthquake victims. Air conditioning, etc. for the mosque, which is close to our facility. assistance has been provided. Again, a donation was made to the Kumluca Demirspor Club Association in order to support sports and athletes in our region. Coastal cleaning activities with the participation of all our employees have been carried out, Caretta protection areas have been prepared, and information in this regard has been posted on the beach. Our facility, which has a high local employment rate, is also sensitive about personnel motivation . Barbecue entertainment during the holidays, the selection of the personnel of the month every month, the staff night with family participation, where gifts are given at the end of the year, and meals with the participation of the manager are some of these motivational activities.

6) Cultural Studies

Our region is a rich region in terms of cultural heritage. It is located on the Lycian way and is close to many ruins. Our tour company located at the facility contributes to the promotion of the region and provides information about tours to our guests who wish.

