



# SUSTAINABILITY REPORT 2023

AQUASIS  
DE LUXE RESORT & SPA



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## **ABOUT THE REPORT**

As Aquasis De Luxe Resort & Spa Hotel, we are aware of the responsibilities that sustainable tourism brings us in order to minimize the negative effects of sustainability efforts on the environment and cultural heritage. As of 2020, we started our sustainability efforts with the establishment of Zero Waste System and we continue our sustainability efforts with ISO 50001 Energy Management System, ISO 14001 Environmental Management System and Sustainable Tourism Certificate, which we included in our system in 2023.

Informing our stakeholders about our activities and their impacts in a transparent and effective manner is one of the issues we attach particular importance to. To this end, the sustainability reports we publish will be an important tool. Our sustainability report aims to serve for a better world for future generations by focusing on environmental, cultural and social activities.

### **The main responsibilities of our hotel within the scope of sustainability;**

- Create and utilize opportunities for recycling and reuse,
- Reducing the amount of waste,
- Improve energy efficiency and minimize the impact of carbon emissions,
- Reducing the impact on the environment,
- Sustainability has a wide scope, from providing optimal conditions for employees to sharing the added value created with society.

### **2023 sustainability report;**

Our hotel between January 01 - December 31, 2023

- Environmental, cultural, social and economic performance assessment,
- Targets set to improve this performance,
- The strategy and process to be followed to achieve these goals,
- Potential risks and solutions that may be encountered,
- Contribute to ecological balance and protect cultural heritage,
- To minimize the negativities and dangers that will affect the environment and to take the necessary precautions,
- It includes efforts to maximize performance results.

### **For your requests / feedback;**



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## **AQUASİS DE LUXE RESORT & SPA HOTEL**

Aquasis De Luxe Resort & Spa Hotel has been operating under the roof of Titaş Turizm İnşaat ve Ticaret Anonim Şirketi ("Titaş") since 2016. Aquasis De Luxe Resort & Spa is located in the harmony of green and blue with plenty of oxygen, away from the noise of the city, with its charming atmosphere and architecture that integrates with this atmosphere. It offers different opportunities for guests to enter the sea comfortably on its private pier and its own natural beach. Aquasis De Luxe Resort & Spa is located 3 km from Didim city center, one of the most oxygen dense regions of Turkey, and is located in Manastır Bay, one of the most beautiful bays.

### **Location & Transportation**

- Didim city center 3km,
- Priene Ancient City 47km,
- Bodrum Milas Airport 84km,
- Miletus 30km,
- Izmir Adnan Menderes Airport 142km,
- Herakleitos 44km,
- Kuşadasi 75km,
- Bodrum 90km,
- Söke Shopping Centers 54km,
- Temple of Apollo 3km,
- Ancient City of Ephesus 90km,
- Altinkum Beach 3km,





## AWARDS AND CERTIFICATES



- Blue Flag
- Sustainable Tourism
- ISO 9001:2015 Quality Management System
- ISO 22000:2018 Food Safety Management System
- ISO 50001:2018 Energy Management System
- ISO 14001:2015 Environmental Management System
- ISO 45001:2018 Occupational Health And Safety Management System
- ISO 10002:2018 Customer Satisfaction and Complaint Management System

## OUR POLICIES

Aquasis De Luxe Resort & Spa Hotel To reach our policies [click here.](#)

## OUR CORPORATE RESPONSIBILITIES

As Aquasis De Luxe Resort & Spa Hotel, while carrying out our activities, we work to maintain positive relations between the institution and the surrounding society, organizations and natural habitats; to ensure that the social and economic effects are positive and beneficial for the environment and the people of the region as much as possible, and to reduce and eliminate the negative effects.

**Being Environment Friendly:** Our primary goal is to work for the protection of the environment and cultural heritage in the region where we carry out our activities and as far as possible, and to protect the environment.

**Supporting the People of the Region:** We make sure that the personnel we employ are from the people of the region. We contribute to the revitalization of the economy in the region by the personnel we employ.

**Sustainable Tourism:** Our primary goal is to meet the needs of our guests and the people of the region with future generations in mind, to protect natural resources and wildlife, to save on natural resource consumption and to improve the quality of experience.

**Creating Opportunities:** We create internship opportunities for tourism students to gain work experience. We support our employees with trainings. We aim to train our own employees as much as possible, promote them to higher positions and grow together.

**Purchasing Practices:** We strive to be fair and impartial in our dealings with suppliers and external contractors. We contribute to stimulating the economy in the region by buying locally.

**Harassment and Discrimination:** We do not tolerate any harassment or discrimination based on any characteristic protected by applicable law.

**Safe and Healthy Working Environment:** We care about the health and safety of our Guests, Team Members and business partners.

**Against Human Trafficking:** We condemn all forms of human trafficking and commercial exploitation, including the sexual exploitation of men, women or children.

**Animal Welfare:** We do not keep animals in our facility for commercial purposes. We lead the way in the humane treatment of animals.

## COMMUNICATION WITH OUR STAKEHOLDERS

**Our Employees:** One-on-one meetings and Group Meetings, Rallies, Trainings, Performance Evaluation, Career Development, Staff Satisfaction Surveys, Staff Suggestion or Complaint Forms.

**Guests:** One-to-one interviews, Guest Satisfaction Surveys, Social Media, Guest Request or Complaint Records, Websites.

**Suppliers:** One-to-one interviews, Supplier Audits, Mailings and Complaint Minutes, Supplier Selection and Evaluation Schedule.

**Local Community:** One-on-one interviews, Social projects, information requests (when necessary), activity reports, suggestions or complaints.

**Public Institutions:** One-on-one meetings, meetings, trainings, information requests (when necessary), activity reports.

**Sectoral Groups:** One-on-one meetings, Meetings, seminars.

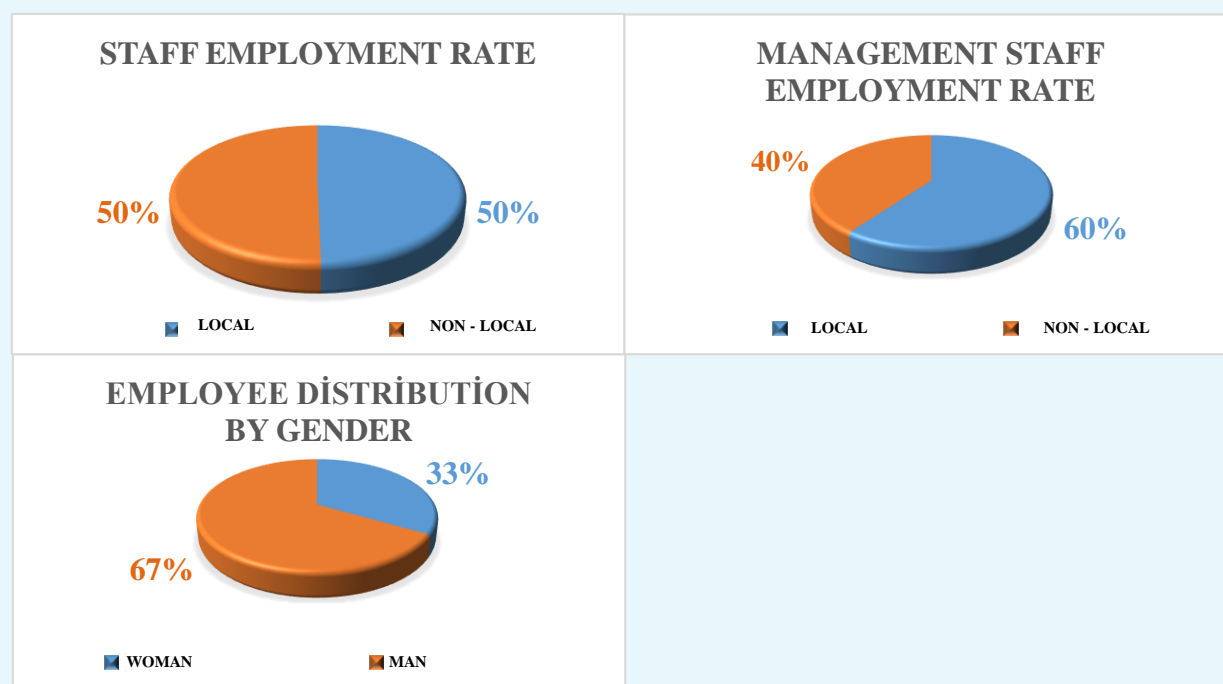
**Universities, High Schools, Faculty members:** One-to-one meetings, intern programs, conference calls, scholarships.

## HUMAN RESOURCES AND WORKING LIFE

We follow a policy that respects human rights. With this perspective, it is the responsibility of the management to ensure all the comfort of the employee in the workplace, such as the working environment, psychology, personal motivation and performance, in short, including the legal rights of the employee, including the fringe benefits provided by our business. There is no discrimination during and after the recruitment process, and equal opportunity is provided to everyone.

In addition, child labor is not employed within our hotel. We do not cooperate with companies that employ child labor. If personnel working in the status of child labor are sent from suppliers, they are not allowed to work. It is planned to provide information training against child abuse to all staff in our hotel.

### Staff Profile;



As Aquasis De Luxe Resort & Spa Hotel, we pay attention to regional employment and prioritize our female staff.

## **OPPORTUNITIES OFFERED TO OUR STAFF;**

### **Lodging Use**

Staff lodgings are open to the use of our staff working at the Hotel. The textile needs of our employees staying in the lodging are met free of charge by our hotel. In the 2024 season, our newly built lodging in Imbat Bay will be operational.

### **Laundry Use**

Uniforms of all our employees and all kinds of work-related clothing are provided and cleaned free of charge.

### **Career Management**

We create internship opportunities for tourism students to gain work experience. We support our employees with trainings. We aim to train our own employees as much as possible, promote our own employees to higher positions and grow together.

### **Staff Dining Hall**

Meals in the staff cafeteria are free of charge for employees. Breakfast-lunch-dinner-night meals in the staff cafeteria with our 15-day menus are free of charge.

### **Personnel Service**

As it is known in the tourism sector, duties are performed in different shifts. This requires transportation by shuttle service at different times. For this reason, we have shuttles to various regions at different times of the day for the transportation of our employees.

### **Doctor's Office -Hospital Assistance**

Our hotel has an infirmary for the benefit of our employees. Our employees can benefit from health services during working hours. In addition, they are referred to the hospital when they need to go to the hospital.

### **Workwear and Equipment**

Our employees are provided with 2 sets of uniforms according to the work group they will work in. Personal protective equipment is provided to our employees who need to work with personal protective clothing.

### **Employee of the Month Program**

It covers all staff below the level of supervisor. Every month, personnel of the month are selected from departments by evaluating their performance.

### **Training and Development of Our Employees**

All employees are provided with internal and external trainings with different contents in line with annual training plans. New trainings are included in the plan in line with the feedback and requests of our employees.



- **Orientation and on-the-job training**
- **Food safety and hygiene trainings**
- **Occupational health and safety trainings**
- **First aid trainings**
- **Fire trainings**
- **Environmental trainings**
- **Management system trainings**
- **Personal development trainings**
- **Ministry of Tourism vocational tourism trainings**
- **Chemical product use trainings**
- **ADR Awareness Training**
- **In Department Trainings**

<b>Training Name</b>	<b>Number of Personnel Attending Training</b>
<b>Food Safety</b>	<b>160</b>
<b>Sustainable Tourism</b>	<b>160</b>
<b>Sustainable Development Environmental Education</b>	<b>197</b>
<b>ADR Awareness Training (Task Specific)</b>	<b>15</b>
<b>Emergency Management and Fire Training</b>	<b>141</b>
<b>Legionella Awareness Training</b>	<b>73</b>
<b>ISG Chemical Usage Training</b>	<b>167</b>

## **OUR ENVIRONMENTAL APPROACH**

Aquasis De Luxe Resort & Spa Hotel is an organization that has adopted the principle of responding to the expectations of our guests, employees, stakeholders and the law in the most effective way. It is among our goals to adopt, implement and continuously improve the principles of ISO 14001 Environmental Management System and Sustainable Tourism. In order to protect the environment and ensure the necessity of sustainable tourism, it determines the effects on the environment, controls the negative effects and possible dangers. We strive to minimize the use of natural resources, energy consumption, air, water and soil pollution and monitor the wastes generated.

We strive to ensure that environmental awareness and sustainability efforts are adopted not only by our employees but also by our guests, suppliers and subcontractors.

- Resource consumption amounts are regularly monitored,
- LED lighting is preferred in facilities,
- Sensor (photocell) luminaires are preferred in order to save water,
- An energy saving card system is used to reduce energy consumption,
- Feedback is received from guests through guest satisfaction surveys and actions are taken for continuous improvement,

- Various activities are carried out to reduce the amount of waste in facilities,
- Attention is paid to purchase products in large packaging rather than small packaging,
- Reusable products/presentations are made instead of disposable products/presentations,
- Products such as postmix/premix are used instead of disposable beverage cans,
- Dosing systems are implemented and monitored to prevent uncontrolled use of chemical products.

## **ENERGY MANAGEMENT**

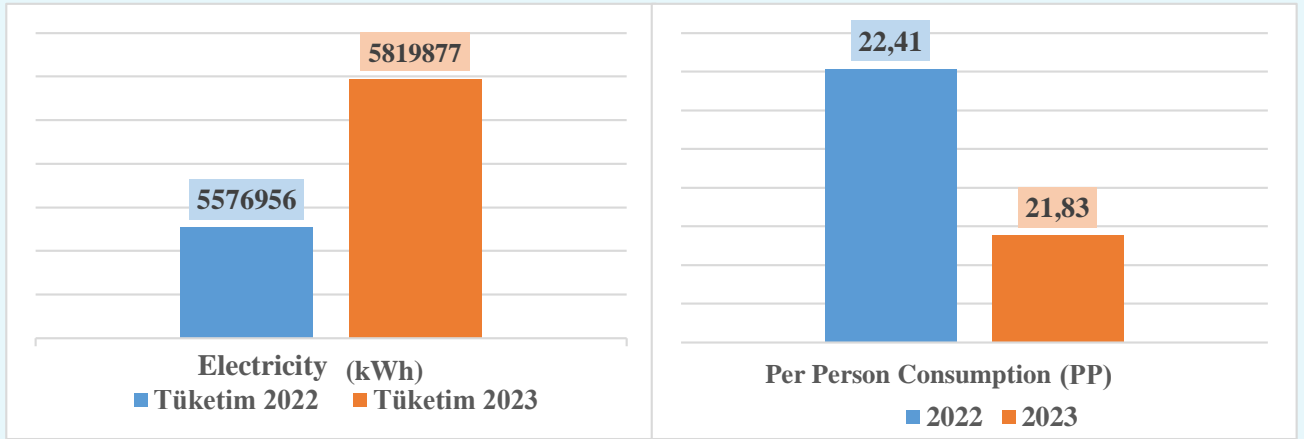
We are aware that the available energy resources in the world are limited. It is among our goals to adopt, implement and continuously improve the principles of ISO 50001 Energy Management System. We prefer the energy sources used in our hotel to be from renewable energy sources. Our consumption is monitored daily, monthly and annually. We raise awareness of our employees and guests to reduce our resource consumption. Photocell luminaires, led lamps, fan-coil systems, energy cards in rooms, photocell lamps in public areas are used. Our staff are given trainings on resource consumption.

## **ELECTRICITY CONSUMPTION**

The following activities are carried out in our hotels to save electricity and their continuity is ensured.

- All rooms are equipped with systems that disable heating/cooling devices when the balcony door is opened,
- In our facility, the heating/cooling system is centrally controlled,
- Energy-saving light bulbs or led lights are used in our hotels,
- Our hotel uses sensors for lighting in many common areas.
- Exterior lighting is controlled by timers,
- Electronic key cards are used in our rooms,
- LED TVs are used in our rooms,
- The curtains of our empty rooms are kept closed during the summer season, reducing the use of air conditioning devices,
- Cooling air curtains are used on the doors opening from the general areas where the cooling system operates to the terrace, garden, etc,
- Electrically powered devices are located so that they are not exposed to sunlight.
- Equipment is maintained on time according to the annual maintenance plan and replaced at certain intervals.

### Annual Electricity Consumption Comparison;



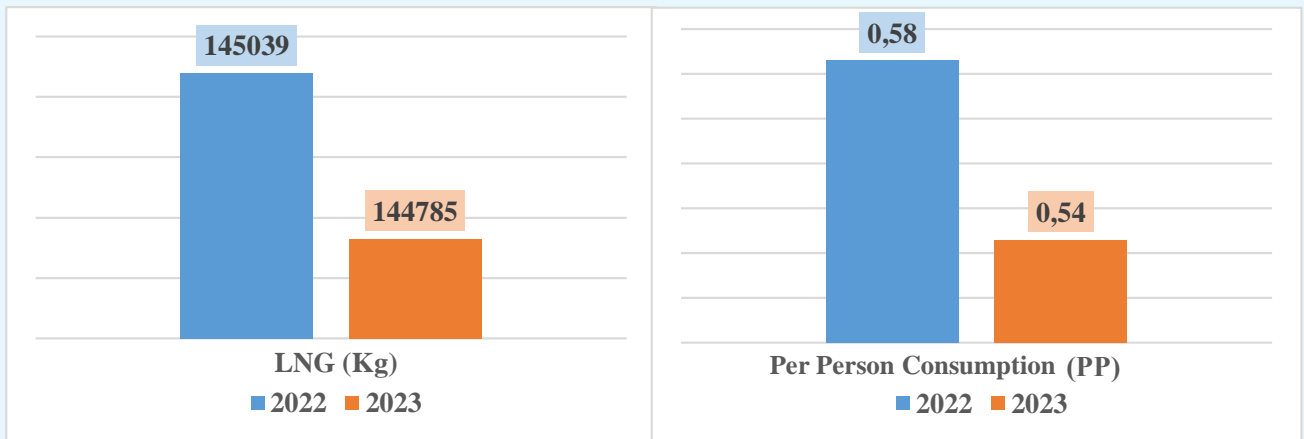
### Our Targets:

- To save 2% of total electricity consumption in 2024.
- Continue to purchase energy efficient devices.
- To continue energy saving trainings every year to raise awareness of personnel.

### NATURAL GAS CONSUMPTION

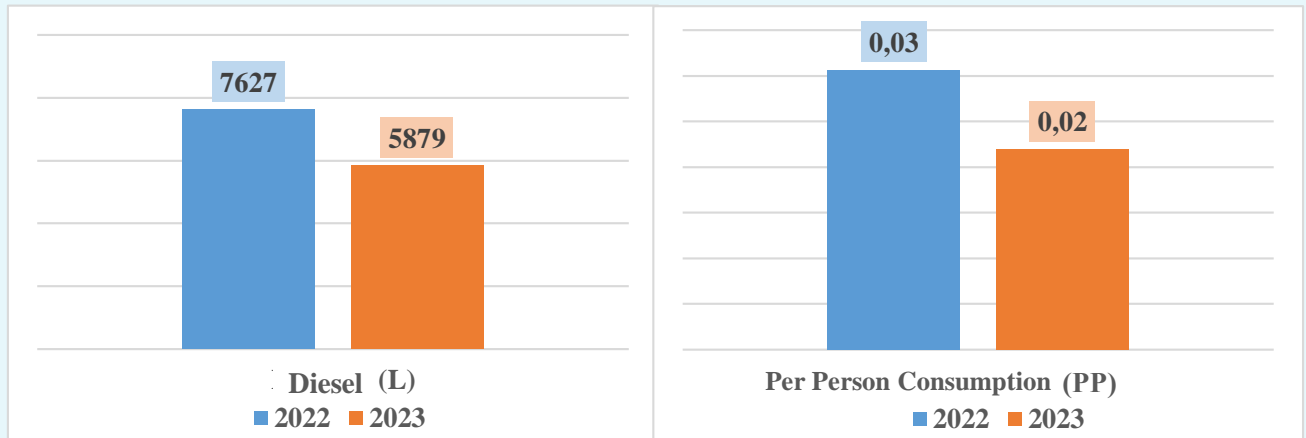
We are experiencing changes in the world with developing technologies and as a result, our natural resources are rapidly depleting. We are aware of this situation and show the necessary dedication for the effective use of resources.

### Annual LNG Consumption Comparison;





### Annual Diesel Consumption Comparison;



### Our Targets:

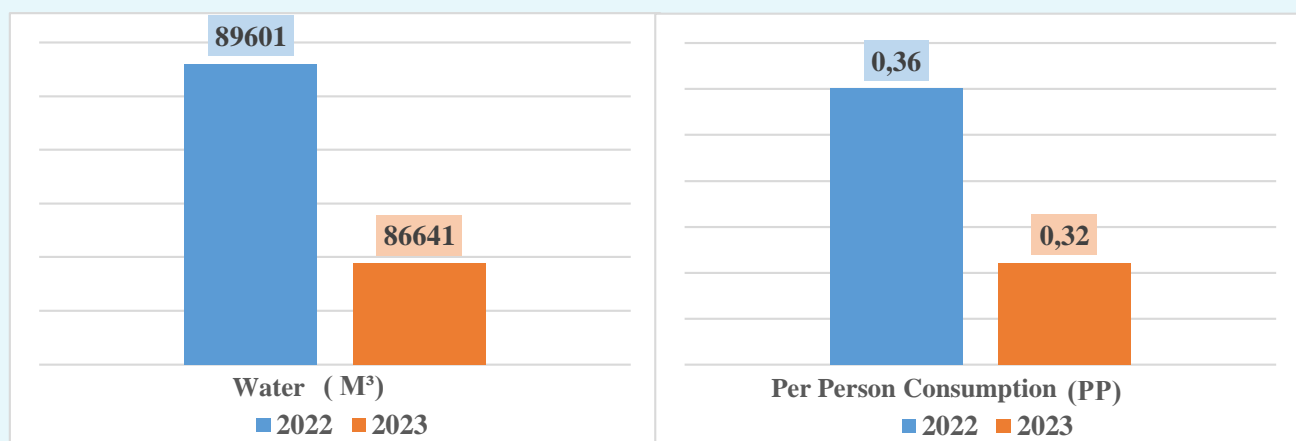
- Achieve 1% per capita savings in LNG consumption by 2024.
- To prefer economical devices in new devices to be purchased.
- To continue energy saving trainings every year to raise awareness of personnel.

### WATER MANAGEMENT

In our hotel, we use water-saving equipment to reduce overall water consumption without compromising on health, hygiene and guest satisfaction. The following water saving activities are carried out in our hotels and their continuity is ensured.

- All room and public area sink faucets are equipped with aerators.
- Sensor faucets are used in sinks in public areas.
- Dual flush system is used in toilets.
- Photocell systems are used in urinals.
- We have a connection license from the relevant municipality to demonstrate that all wastewater sources are treated and discharged safely without impacting the local community or the environment. Our wastewater is connected to the sewerage system in accordance with the discharge regulations.
- Water tanks are maintained during the winter months and water leaks that may occur are prevented.
- Our staff is regularly trained on water conservation and reporting possible water leaks.
- Automatic, sprinkler and drip systems are used for garden irrigation to reduce water consumption. Garden irrigation is done after the daylight loses its effect (00:00 - 08:00), preventing both excessive water consumption and evaporation.
- Water consumption is continuously monitored and recorded.
- Information on water saving is available in guest and staff areas.

## Annual Water Consumption Comparison ;



## Our Targets:

- Reduce our total water consumption by 2% by 2024.
- To prefer economical devices in new devices to be purchased.
- To continue water conservation and water leakage trainings every year to raise awareness of personnel.

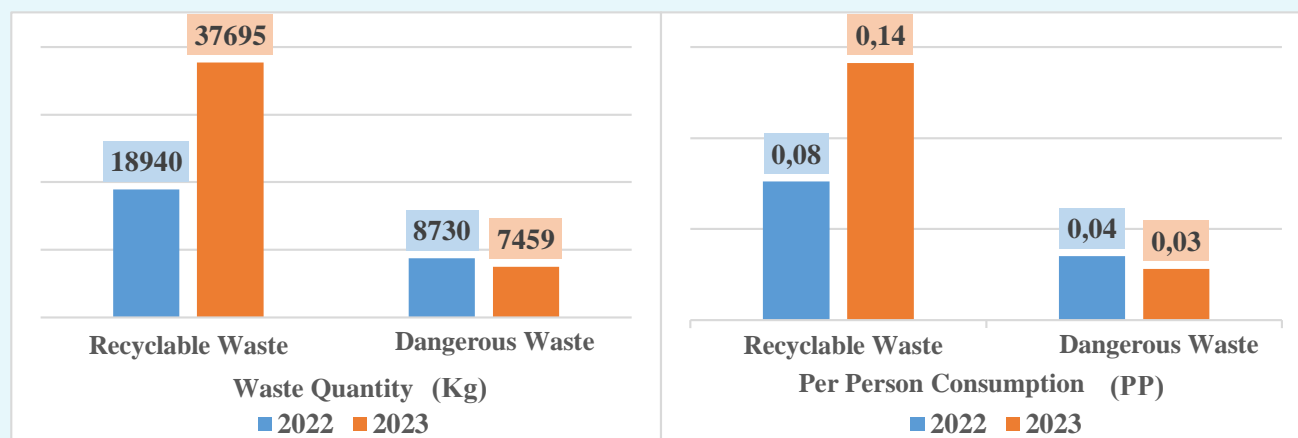
## WASTE MANAGEMENT

In our Waste Management System that we implement in our hotel, our primary goal is to minimize the amount of waste, to ensure the disposal of our wastes without harming the environment by managing them well and to regain the recyclable ones. Our hotel receives services from environmental and hazardous substance consultancy firms. Hazardous and recyclable wastes are separated on-site and stored in the waste areas within our hotels. Our wastes are given to licensed disposal and recycling companies with which we have an agreement. Our employees are regularly trained on waste and garbage separation every year.

- There are sorting stations in public areas where our guests and employees can separate their solid waste.
- There are special bins at many points for our guests to separate their battery waste.
- Hazardous wastes are regularly accumulated in the hazardous waste warehouse and recycled and recovered by companies that have obtained an Environmental License from the Ministry of Environment and Urbanization.
- Packaging waste is minimized by purchasing large packaged products such as boxes, sacks, drums and buckets instead of disposable products.
- Disposable water consumption is reduced by having water dispensers in areas where we ensure the welfare of our employees.
- Refillable soap dispensers are used in bathrooms and toilets in guest rooms and public area toilets.
- We take care to use glass and porcelain instead of disposable products in guest rooms.
- In order to reduce our paper consumption, our correspondence and announcements are made via e-mail as much as possible.

- In order to create environmental awareness in our correspondence, we inform our employees not to print out unless necessary to create the least amount of paper consumption.
- Double-sided paper is used when necessary. Draft papers are also used for our printout needs.

### Annual Waste Quantity Comparison;



### Our Targets:

- In 2024, our primary goal is to take measures to reduce our total hazardous/non-hazardous wastes by 2% and to ensure that the wastes are separated correctly and delivered to authorized companies.
- We will continue to raise awareness of our employees by providing environmental trainings and conducting drills every year.
- Awareness will be raised by informing guests and employees about waste through various communication methods.
- We will continue to increase our activities with our little guests on sustainability and recycling issues.

### CHEMICAL MANAGEMENT

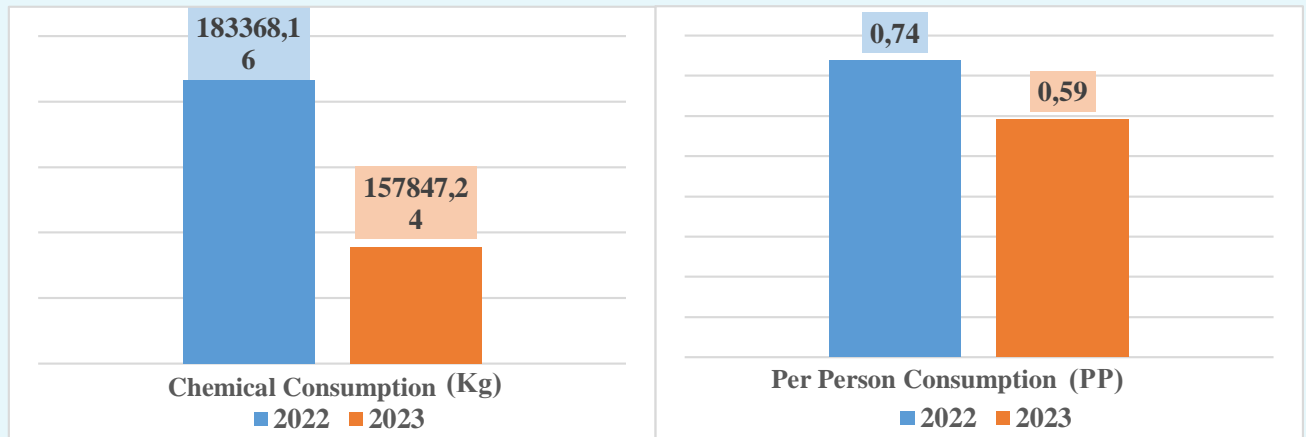
Our primary goal in our hotel is to minimize the amount of chemical use, to manage the use of chemicals well, to ensure their disposal and to recycle those that can be recovered. To protect the health of our employees from the dangers and harmful effects of chemicals used or processed in any way, to provide a safe working environment and to protect our future;

- The amount of chemicals used is controlled and our employees are trained to prevent wasteful and incorrect use of chemicals.
- We work with authorized companies for the safe disposal of chemicals and monitor our chemical wastes.
- Ozone device is used for kitchen fruit and vegetable disinfection.
- Chemical consumption is kept under control by using an automatic dosing system in pools and Housekeeping departments.



- Necessary precautions are taken for situations such as hazardous chemical waste, leakage, etc. and protective equipment is provided to our employees to respond to spills, exposure and other incidents, and regular trainings are provided and drills are organized during the period.

#### Annual Chemical Consumption Comparison;



#### Our Targets:

- To increase our measures and achieve a 1% reduction in our consumption in 2024.
- Continue to purchase devices with high energy and dosage efficiency.
- Increasing the number of eco-labeled products.
- We will continue to raise awareness of our employees by increasing the number of participation and training hours of the chemical use training given to our employees every year.

#### CARBON FOOTPRINT

In our hotel, we work to reduce our carbon footprint, which is the numerical equivalent of all greenhouse gases, including carbon dioxide gas emitted into the atmosphere by our daily activities and consumption, in simple language, the damage we cause to nature. Hotel Carbon Measurement Initiative (HCMI) prepared by Sustainable Hospitality Alliance was used to calculate our carbon footprint.

- In order to prevent exhaust emissions, it is ensured that the products supplied are procured from as close distances as possible.
- We prefer A class and above environmentally friendly devices in electrical appliances.
- Containers are provided for our glass and packaging wastes and more waste is sent at one time.
- Our air conditioning systems are controlled through automation.
- We prevent the emission of cooling gases into the atmosphere with continuous technical maintenance.
- We are replacing our vehicles used for on-site transportation with electric buggies.
- Bicycles are available for on-site use and transportation for our staff.
- Electric vehicle charging station is available.

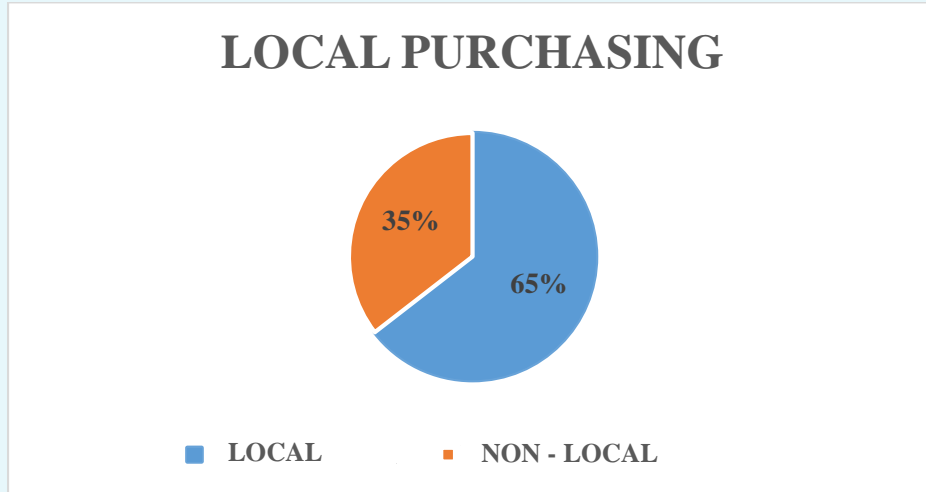
RESULTS		
CARBON FOOTPRINT		
Total CO2e for reporting period (Raporlama dönemi için toplam CO2e)	10.601,70	tCO2e
Total Guestrooms Carbon Footprint (Toplam Misafir Odası Karbon Ayak İzi)	10.457,45	tCO2e
Total Meetings Carbon Footprint (Toplam Toplantı Karbon Ayak İzi)	144,25	tCO2e
Carbon footprint per occupied room on a daily basis (Günlük olarak dolu oda başına karbon ayak izi)	80,72	kgCO2e/occ room
Carbon footprint per area of meeting space (1 sqm/sqft) on an hourly basis (Saatlik bazda toplantı alanı başına karbon ayak izi (1 metrekare/sqft))	0,054065	kgCO2e/sqm/hr
Carbon footprint per sqm/sqft on an annual basis (Yıllık bazda metrekare başına karbon ayak izi)	197,34	kgCO2e/sqm/yr

### Our Targets:

- To achieve a 10% reduction in carbon footprint by reducing our consumption in 2024.
- Klima sisteminde kullanılan soğutucu gazların kullanımını %10 oranında azaltmak.

### LOCAL PURCHASING

We are aware of our contribution to the local economy, which is why we source most of our supplies from local producers.



### Our Targets:

- Increase the local supplier ratio by 5% in 2024.

## SOCIAL ACTIVITIES

- The coastline of our hotel is one of the Caretta Caretta nesting areas. Between May 1 and October 1, necessary arrangements are made on the beach to protect and live with sea turtles, which are in breeding season, and our guests are informed with warning signs.



- We do not throw away our plastic caps, we deliver them to the Spinal Cord Paralytics Association of Turkey.



- We reuse our electronic waste as spare parts. We deliver the waste that we cannot use to the Autistic Support Foundation of Turkey.





- We do not throw our food waste in the garbage, we deliver it to our friends in the shelter for the food project. We also build houses for our friends in our business and have them treated.



- We are cleaning our beach and the areas on the way to our hotel.



- We donate our unused textiles to the Kızılay.

	
<b>Aquasis De Luxe Resort &amp; Spa Otel Yönetimi</b> <b>Didim/AYDIN</b>	<b>Aquasis De Luxe Resort &amp; Spa Otel Yönetimi</b> <b>Didim/ Aydın</b>
<p>Müracaatımız üzerine teslimini uygun gördüğünüz 411 kg. kullanılamaz vaziyette tekstil ürünü tarafımızdan teslim alınmıştır. İlgili başşınız Kızılay insani yardım faaliyetlerine kaynak oluşturmak için kullanılacaktır. İyilik faaliyetlerine yapmış olduğunuz katkılardan dolayı teşekkür eder, saygılar sunarım. 16.11.2022</p>	<p>Müracaatımız üzerine teslimini uygun gördüğünüz 348 kg. kullanılamaz vaziyette tekstil ürünü tarafımızdan teslim alınmıştır. İlgili başşınız Kızılay insani yardım faaliyetlerine kaynak oluşturmak için kullanılacaktır. İyilik faaliyetlerine yapmış olduğunuz katkılardan dolayı teşekkür eder, saygılar sunarım. 12.12.2023</p>
	
<b>Taner Öztürk</b> Lojistik Operasyon Müdürü Kızılay Lojistik A.Ş.	<b>Taner Öztürk</b> Lojistik Operasyon Müdürü Kızılay Lojistik A.Ş.
	
1	1

- We introduce our cuisine with Turkish nights, Lalezar and Kebab house a la carte. We serve Turkish delight with Turkish coffee and offer Turkish delight and cezerye at our welcome stand.



- We do not forget our special days.



- We keep Cultural Heritage alive in our facility.





# THANK YOU

## AQUASIS

DE LUXE RESORT & SPA



*Doğayı seviyoruz ve koruyoruz. Lütfen gerekmedikçe çıktı almayınız.  
We love the nature and protect it. Please do not print unless necessary.*

