NARCİA RESORT SİDE SUSTAINABILITY REPORT 2024

- OUR HOTEL
- SOCIAL RESPONSIBILITY
- SOCIAL AWARENESS
- HUMAN RESOURCES AND TRAINING
- BIODIVERSITY
- OUR ENVIRONMENTAL APPROACH AND POLICIES

OUR HOTEL - MESSAGE FROM SENİOR MANAGEMENT

Dear Esteemed Guests, Business Partners, and Employees,

As Narcia Resort Side, from past to present, we continue to provide service with guest and employee satisfaction, brand awareness, and a commitment to quality. We are wholeheartedly dedicated to our growth goals focused on "A Sustainable World and Sustainable Tourism."

Today, we are experiencing a process in which many new needs have emerged worldwide. In the tourism sector, numerous expectations have arisen regarding the environment, business life, and social life. At Narcia Resort Side, we emphasize the importance of sustainable tourism, as highlighted by our corporate values.

I hereby extend my sincere appreciation to our distinguished employees, esteemed business partners, and valued guests who place their trust in our service philosophy.

General Manager
MUSA KALDI

OUR FACILITY

2004

In 2004, under the name Vega Hotel, it had 62 rooms and 124 beds

2010

In 2010, under the name Narcia Resort Side, it was built with 293 rooms and 600 beds on an area of 8,820 m²

2023

GSTC Sustainability Award

Sustainable Development is a universal framework adopted by United Nations member states with the aim of achieving its goals by 2030. Of the 17 defined goals within this framework, Narcia Resort Side is committed to fulfilling all that fall within our capacity.

SUSTAINABLE DEVELOPMENT GOALS

17 SDG

NARCIA RESORT SİDE

DEFINITIONS

Sustainability: Sustainability is generally defined as meeting our own needs without compromising the ability of future generations to meet theirs. It is essential to recognize that resources are limited. Furthermore, the long-term consequences of how resources are utilized must be carefully considered.

Sustainability Management System: In general, a sustainability management system is used to identify risks, outline relevant management practices, and monitor and document performance related to environmental, social, cultural, economic, quality, human rights, health, and safety issues.

Sustainable Tourism: It is defined as a tourism approach that seeks to minimize adverse impacts on society and the environment, while enhancing the local economy, safeguarding natural and cultural heritage, and improving the overall quality of life for both local communities and visitors.
The tourism industry seeks to enhance and sustain the quality of both natural and human resources over the long term, by reducing tensions and conflicts arising from the interactions among visitors, the environment, and host communities.
Our goal is to enhance visitor satisfaction by sustaining progress in regions where tourism is developing.
The main objectives of sustainable tourism include: ensuring the proper use of environmental resources that play a significant role in the development of tourism; maintaining economic balance, natural heritage, and biodiversity; respecting the socio-cultural structure of host communities; promoting tolerance between cultures; preserving cultural heritage and traditional values; contributing to the improvement of the quality of life of local people and visitors; achieving gains in terms of social services; and reducing poverty by creating income opportunities.

What are the principles of sustainable tourism?

Economic sustainability: Ensuring that tourism enterprises can continue to grow and remain competitive in order to provide long-term benefits.

Local development: Enhancing the contribution of tourism to the host destination by supporting activities that increase visitors' spending locally.

Employment quality: Supporting professional specialization, improving wages and service quality, and increasing both the quantity and quality of tourism-generated employment, while ensuring non-discrimination based on race, gender, disability, or other factors.

Social participation and gender equality: Ensuring that the benefits of tourism, both economically and socially, are distributed fairly across the community.

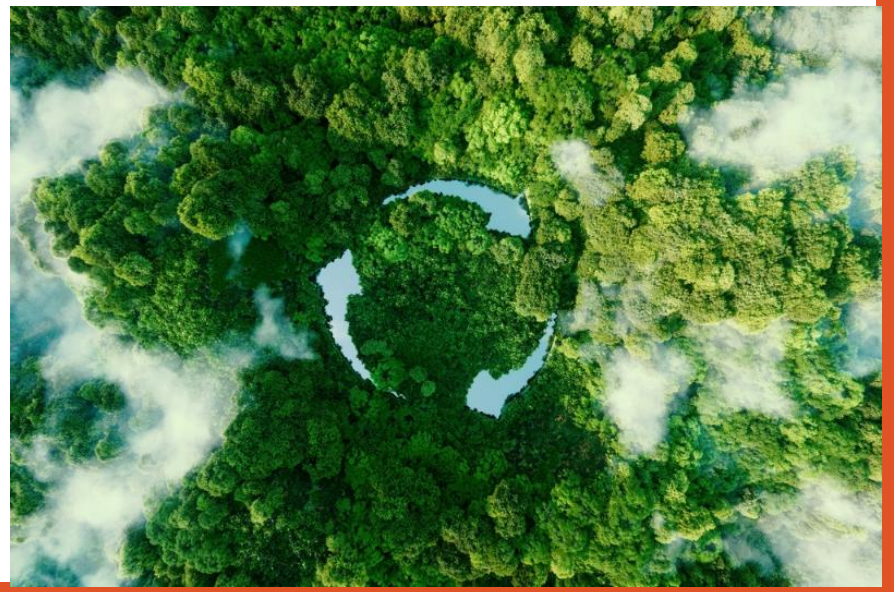
Visitor satisfaction: Providing visitors with a safe, fulfilling, sustainable, and innovative experience without discrimination based on race, gender, disability, age, or any other factor.

Local control: Ensuring that local authorities are in consultation with other tourism stakeholders during planning, management, and implementation processes; involving them in relevant stages of tourism development to enhance their authority.
Community well-being: Ensuring that local residents have access to social structures, services, and life support systems without causing social disruption or exploitation, thereby maintaining and improving their quality of life.

Cultural richness: Respecting and preserving the culture, traditions, distinctive features, and historical heritage of host communities while enhancing their value.
Physical integrity: Preserving and improving the quality of urban and rural areas, while preventing physical and visual deterioration of these spaces.

Biodiversity: Supporting the protection of natural areas, habitats, wildlife, and species, while minimizing potential harm.
Efficient use of resources: Minimizing the use of limited and non-renewable resources in the development and operation of tourism facilities and services.

Environmental impact: Minimizing air, water, and land pollution as well as waste generation from tourism businesses and visitors; promoting the concepts of "responsible business" and "responsible tourist" by educating local residents, employees, and visitors about environmental impact.



OUR SERVICE POLICY

- We show respect and care both to each other and to our guests, working with a team of passionate professionals who act in accordance with our mission and vision.
- We approach our work with a mindset of creating value at every stage.
- We are committed to our traditions while closely following developments in global tourism.
- We act in line with our vision and carefully consider the feedback of our guests.
- We trust our talented and well-trained workforce and believe that they are our greatest asset.
- We love to smile and make a point of maintaining eye contact when speaking.
- We value discipline in everything we do, yet we avoid excessive formality.
- We are meticulous about details.

OUR VISION

- To be the first choice of our guests, guided by corporate values and a commitment to quality, and to ensure the continuity of this status.

OUR MISSION

- To uphold the highest standards of quality in our industry, delivering results that meet expectations, and earning the satisfaction and trust of our employees and customers.

VALUES OF NARCIA RESORT SIDE

• **People First**
The essence and guarantee of our work is the people.
• **Pride**
We make a difference, take ownership, and perform work we can be proud of.
• **Fostering Bonds**
We build sincere, lasting, and respectful relationships.
• **Sustainability**
We invest in the future through the efficient use of our resources and environmental awareness.
• **Reliability**
We create trust in every moment and with everyone.

QUALITY MANAGEMENT

Narcia Resort Side has adopted a quality-focused management approach, aiming to respond to the needs and expectations of our guests and employees in the most effective way and to maintain this as a continuous practice.
In today's rapidly evolving and changing world, needs and expectations are rising and diversifying at a similar pace.

Through our established Quality Management System, we aim to continuously improve the quality of service we provide to our guests, maximize satisfaction levels, support the protection of nature by increasing environmental awareness, ensure the safety of our guests and employees to prevent accidents and hazardous situations, and achieve excellence in service through food safety.

OUR QUALITY POLICY

At Narcia Resort Side, we recognize that Environmental Management, Occupational Health and Safety, Food Safety, and Customer
Satisfaction are integral components of quality:

- To establish mutual trust, care, and respect between the employer and our employees,
- To combine these values with our quality principle and the principle of continuous improvement applied in every aspect of our services,
- To consider our guests as the focal point.
- To make continuous efforts, with the participation of all employees, to increase guest satisfaction,
- To provide a safe, clean, and healthy work environment that eliminates workplace accidents,
- To enhance mutual trust, understanding, and communication among employees,
- To facilitate the exchange of ideas and foster team spirit through the participation of all employees,
- To ensure the continuous training and professional development of employees, To continuously strive to improve quality,
- To work with suppliers aligned with our quality standards,
- To prepare new proposals by conducting cost-benefit analysis,
- It will be continuously recognized that costs are one of the main elements of quality; as a natural result of these efforts, reducing costs, increasing profitability, and ensuring greater job security for employees are the objectives. Although the business quality policy has been prepared and published by the Quality Management Representative and the top management, it must be known and adopted by all personnel working at Narcia Resort Side.

OUR BUSINESS PRINCIPLES

Narcia Resort Side adopts a business policy that respects natural life and human rights, and supports its employees and suppliers.

We support our employees with training and career management programs in the name of continuous development. Our priority is to promote our employees and to grow together.

CORPORATE RESPONSIBILITY

While carrying out its activities, Narcia Resort Side works to maintain positive relationships between the company and the surrounding community, organizations, and natural habitats; to ensure that its social and economic impacts are as positive and beneficial as possible for the environment and local people; and to reduce and eliminate any negative effects.

Our Corporate Responsibilities;

➢ **To Be Environmentally Friendly**
Our primary goal is to carry out activities in a way that adds value to the preservation of the environment and cultural heritage in the regions where we operate, and, as much as possible, to control our environmental impacts.

➢ **To Support the Local Community**

We ensure that the personnel we employ come from the local community. In this way, through the multiplier effect on the economy, the employed staff contribute to stimulating the local economy. At the same time, we help the local population stay in their region rather than seeking job opportunities elsewhere.

➢ **Sustainable Tourism**

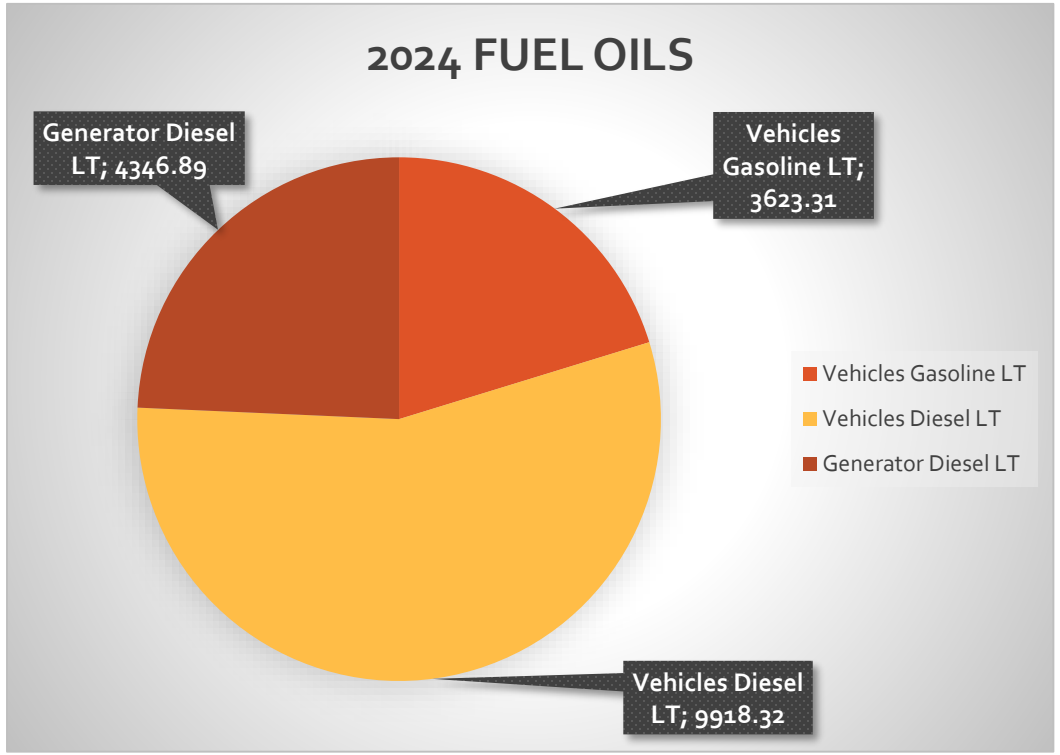
Meeting the needs of our guests and the local community with future generations in mind, protecting natural resources and wildlife, ensuring energy and water savings, and improving quality of life form the foundation of our sustainability activities.

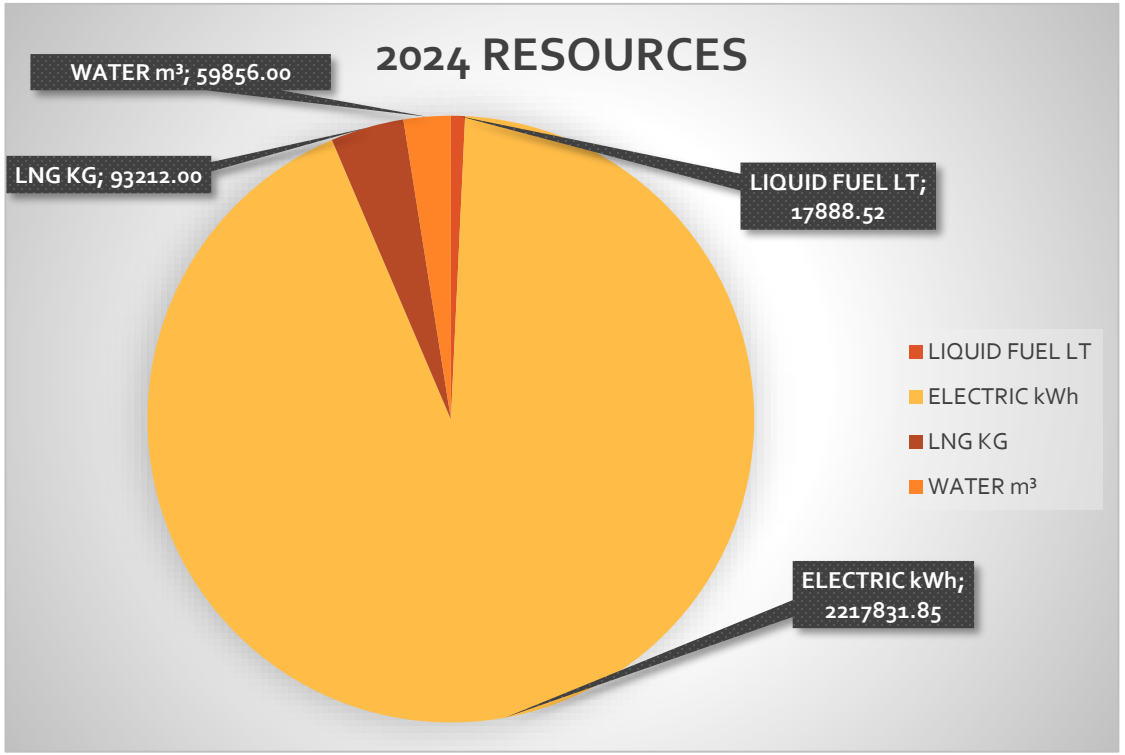
➢ **Create opportunities**

We create internship opportunities for tourism students to gain work experience. We support our employees through training and career management programs. As much as possible, we aim to train our own staff, promote them to higher positions, and grow together.

ENERGY AND NATURAL RESOURCES MANAGEMENT

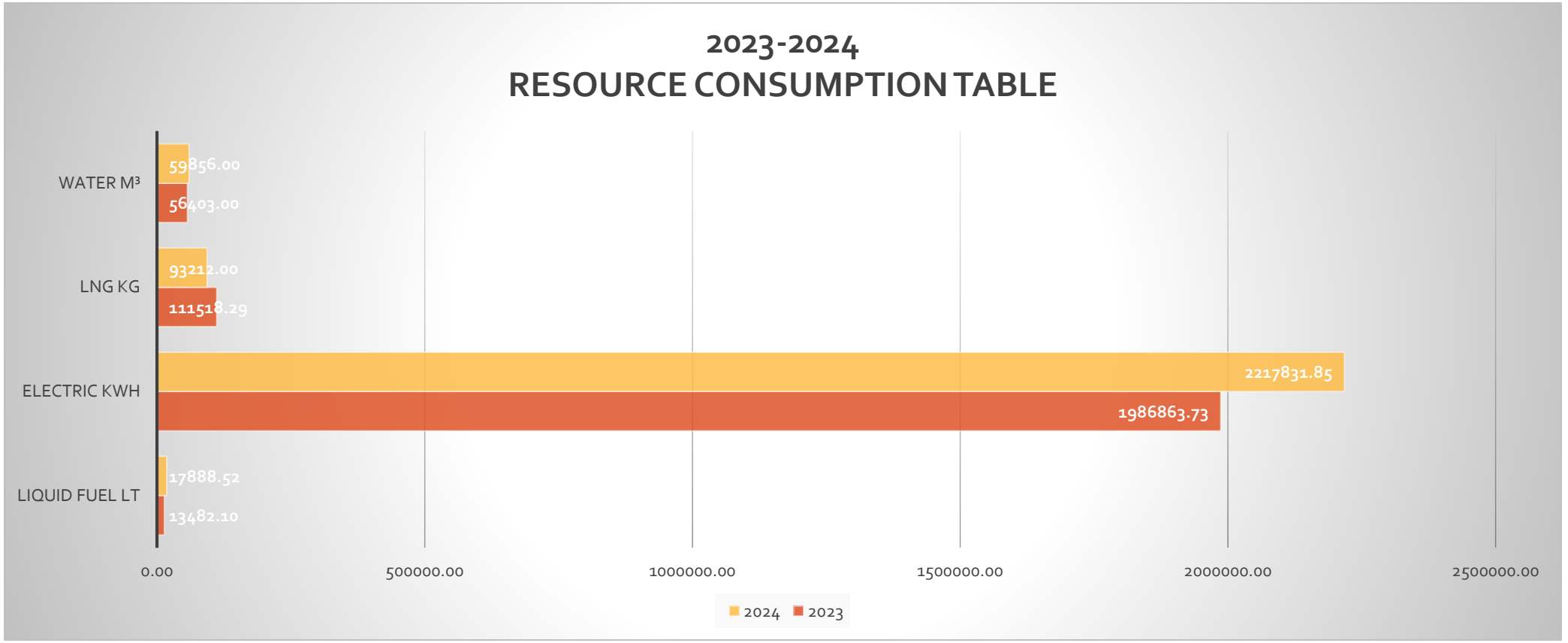
As Narcia Resort Side, we regularly monitor the energy sources we use and have initiated and continue our efforts on the TS EN ISO 50001 Energy Management System for 'Efficient Energy Management.' Regarding energy resources, we have prepared an 'Energy Tour Distribution Table' and continue to track it.





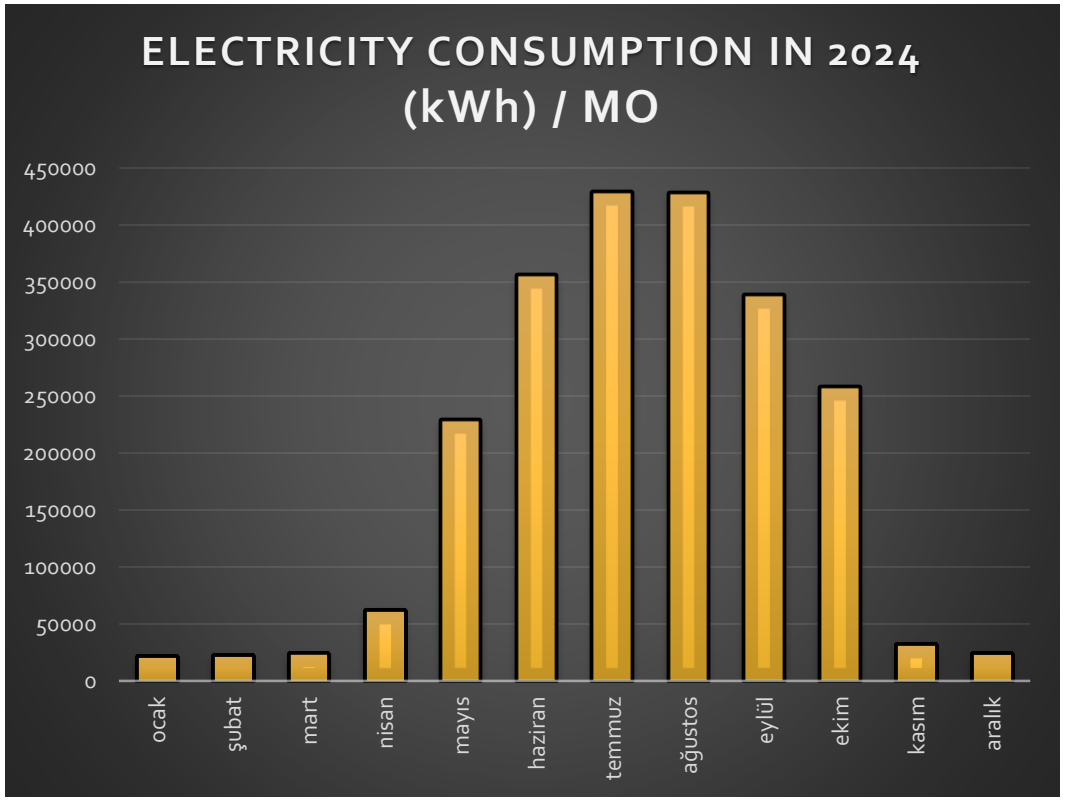
ENERGY AND NATURAL RESOURCE MANAGEMENT

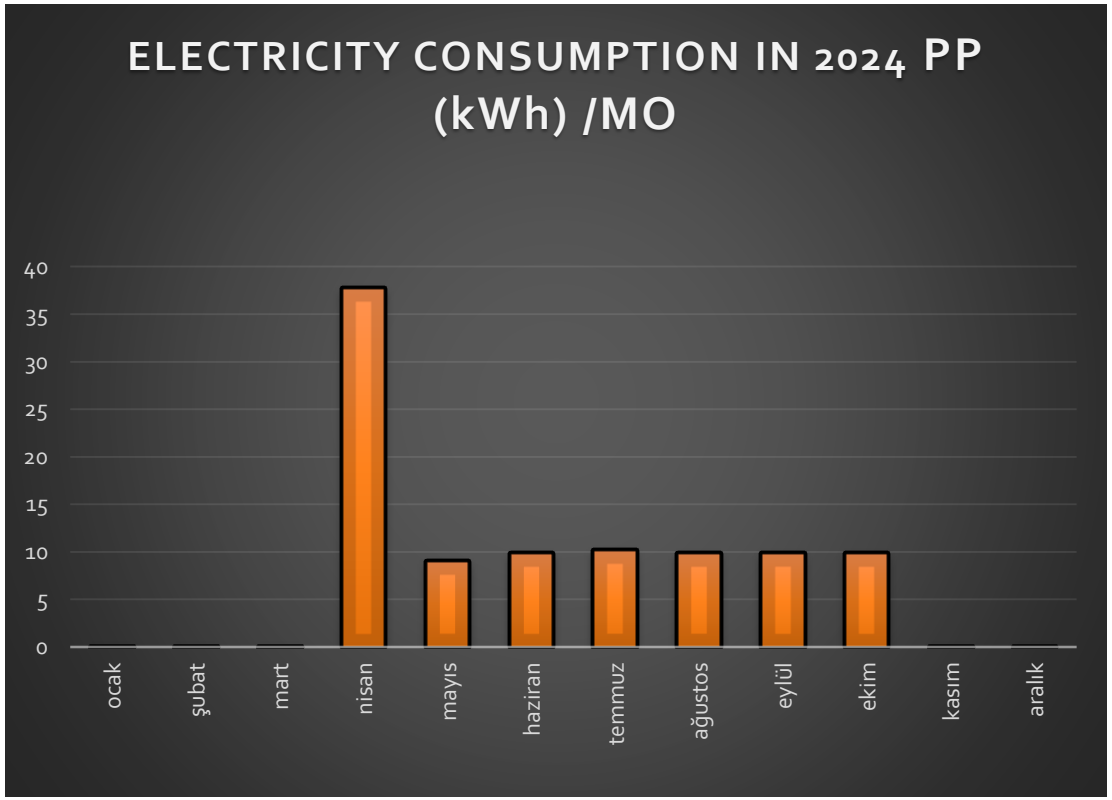
As Narcia Resort Side, we regularly monitor the energy sources we use and have initiated and continue our work on the TS EN ISO 50001 Energy Management System for 'Efficient Energy Management.' Regarding energy resources, we have prepared an 'Energy Tour Distribution Table' and continue to track it.



ENERGY AND NATURAL RESOURCE MANAGEMENT (ELECTRICITY)

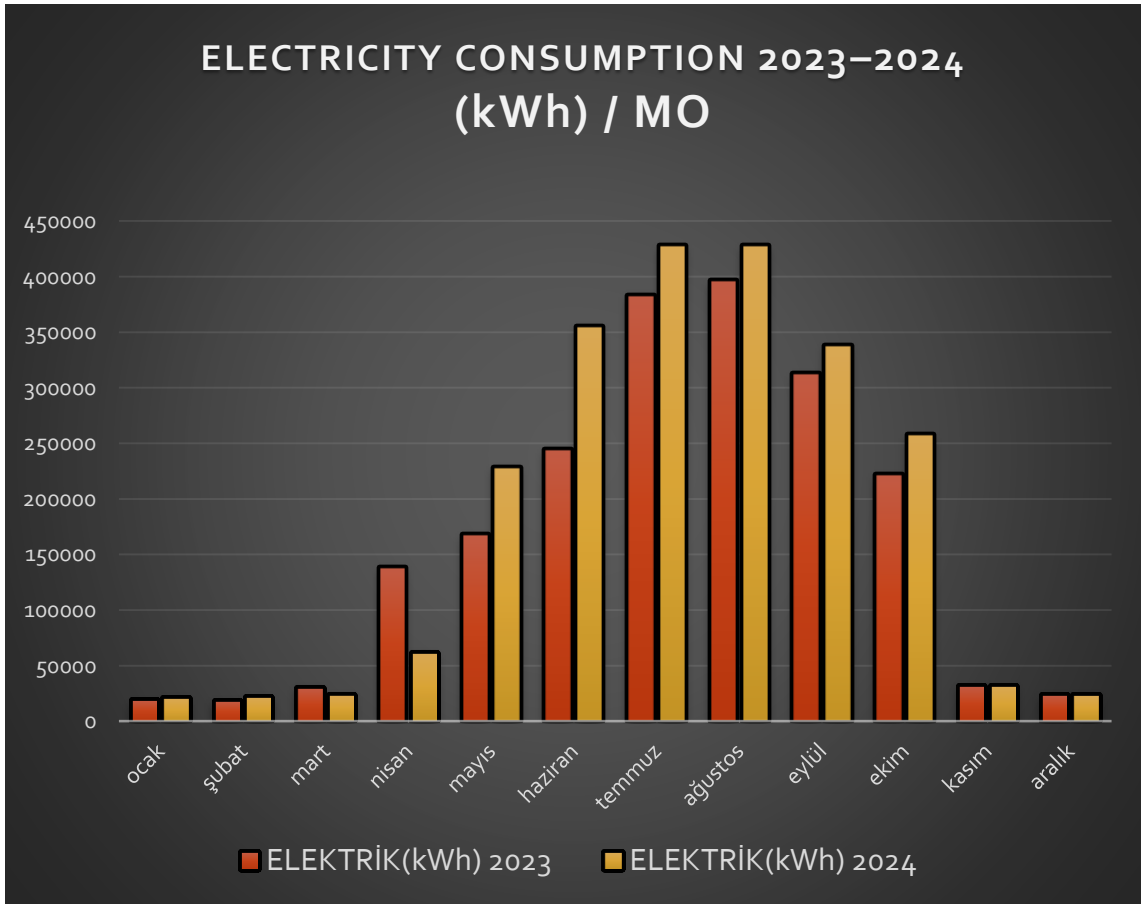
We monitor our energy consumption while keeping up with evolving technology and prefer energy-efficient equipment wherever possible. We try to maintain our electricity consumption at the most appropriate level per guest.

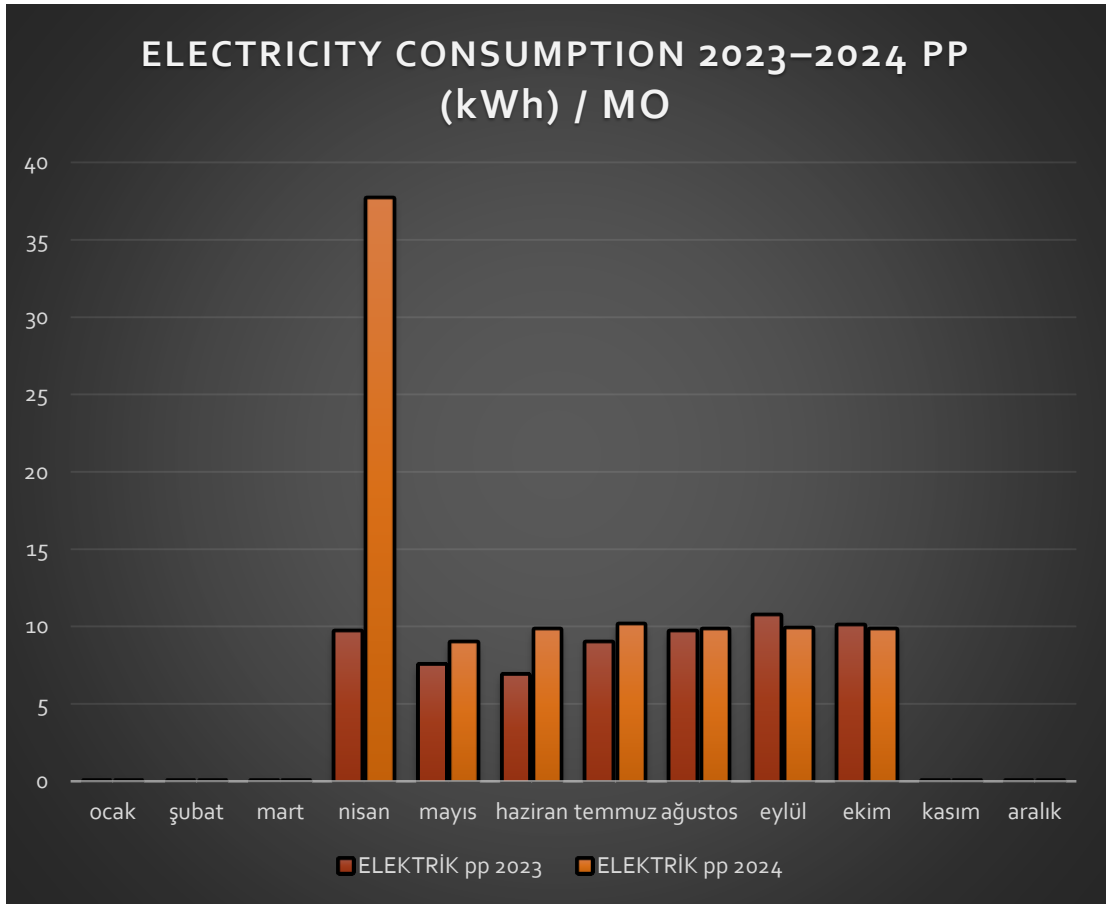




ENERGY AND NATURAL RESOURCE MANAGEMENT (ELECTRICITY)

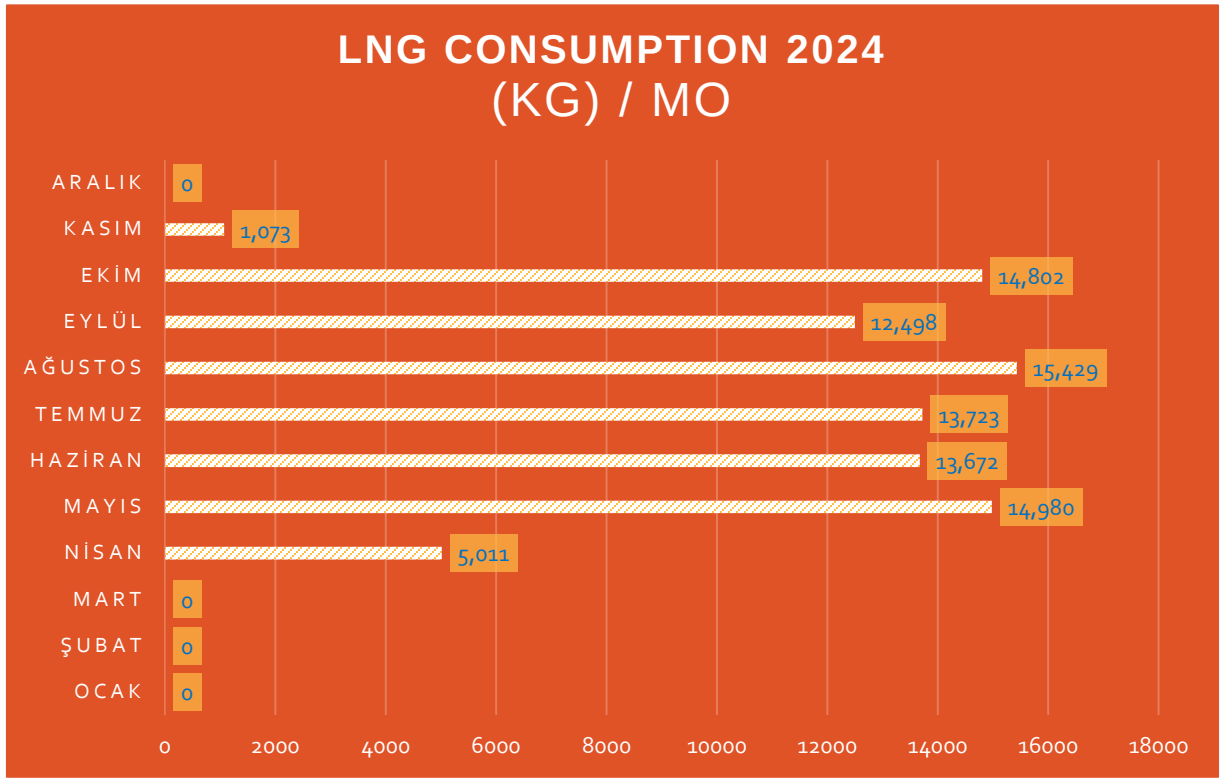
While managing our energy consumption, we monitor emerging technologies and prioritize the use of energy-efficient equipment wherever possible. We also strive to maintain electricity consumption at an optimal level per guest.

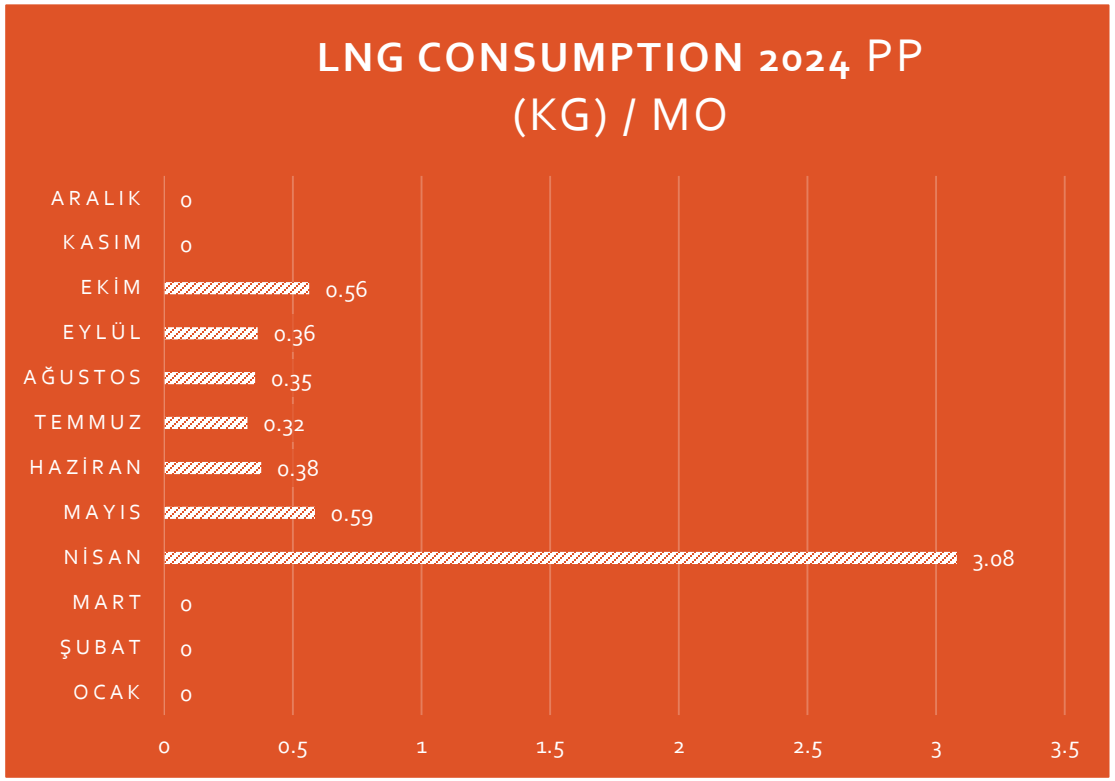




ENERGY AND NATURAL RESOURCE MANAGEMENT(LNG)

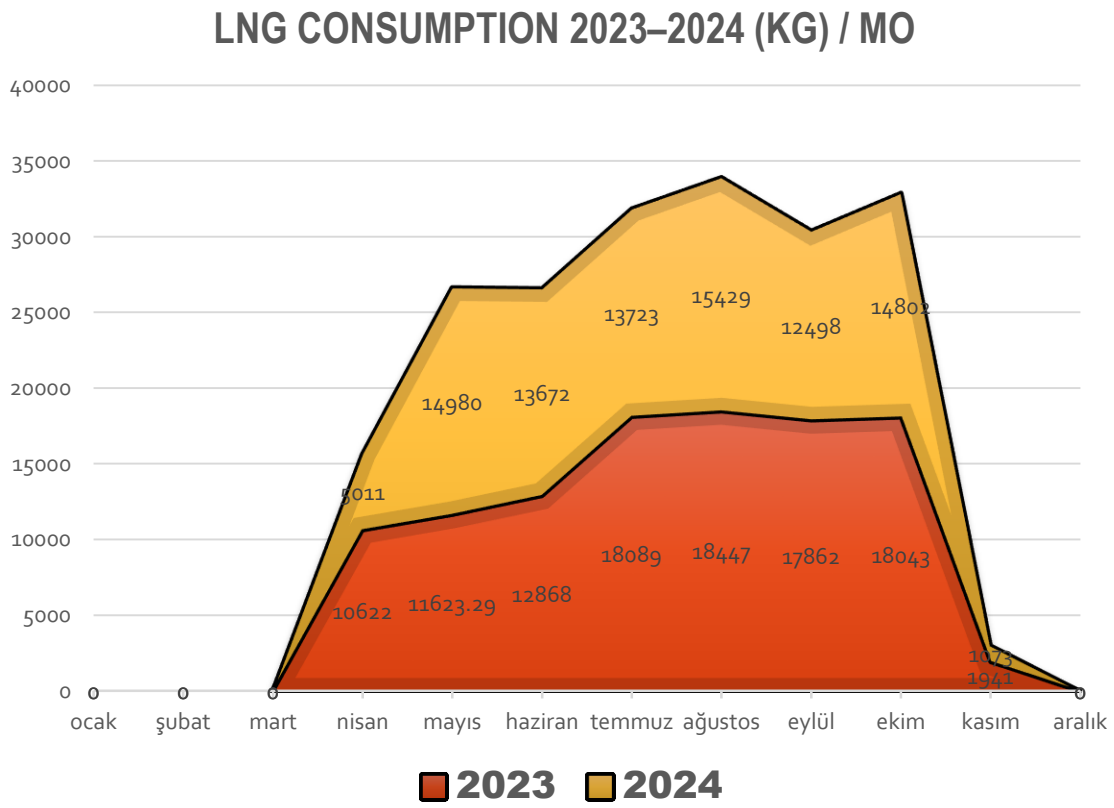
We monitor our LNG consumption closely. In areas with high LNG usage, we select the most efficient equipment possible and ensure regular maintenance.

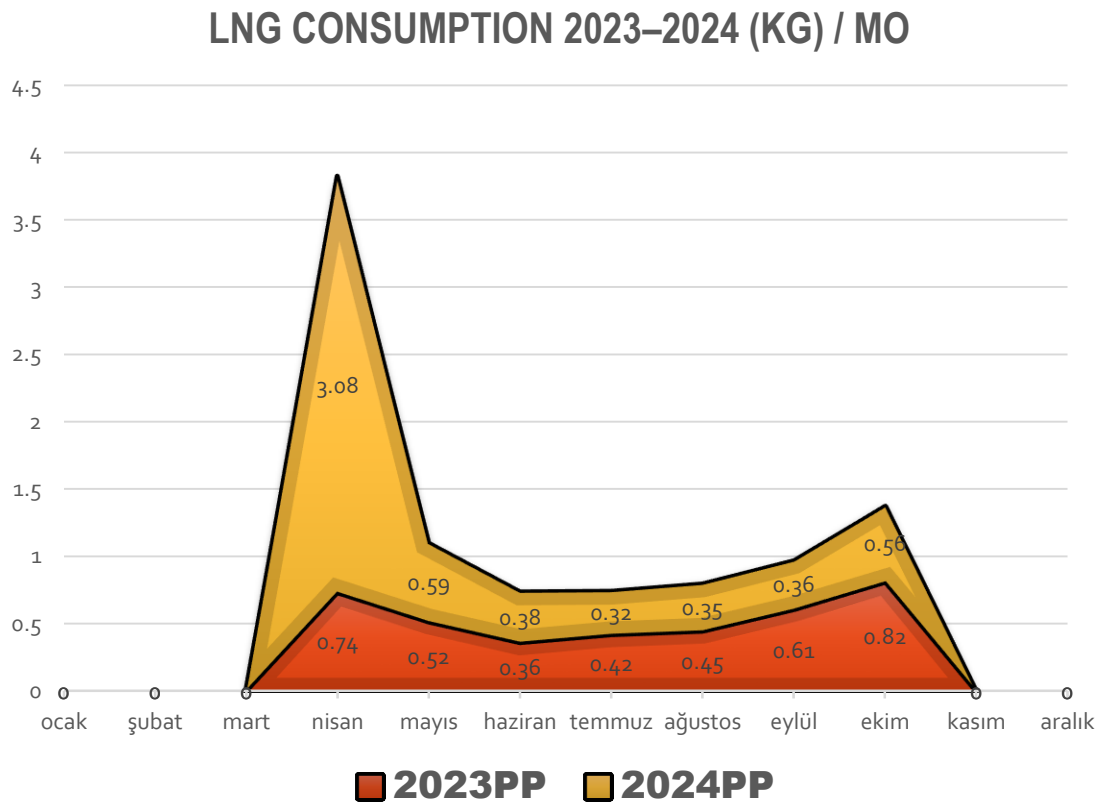




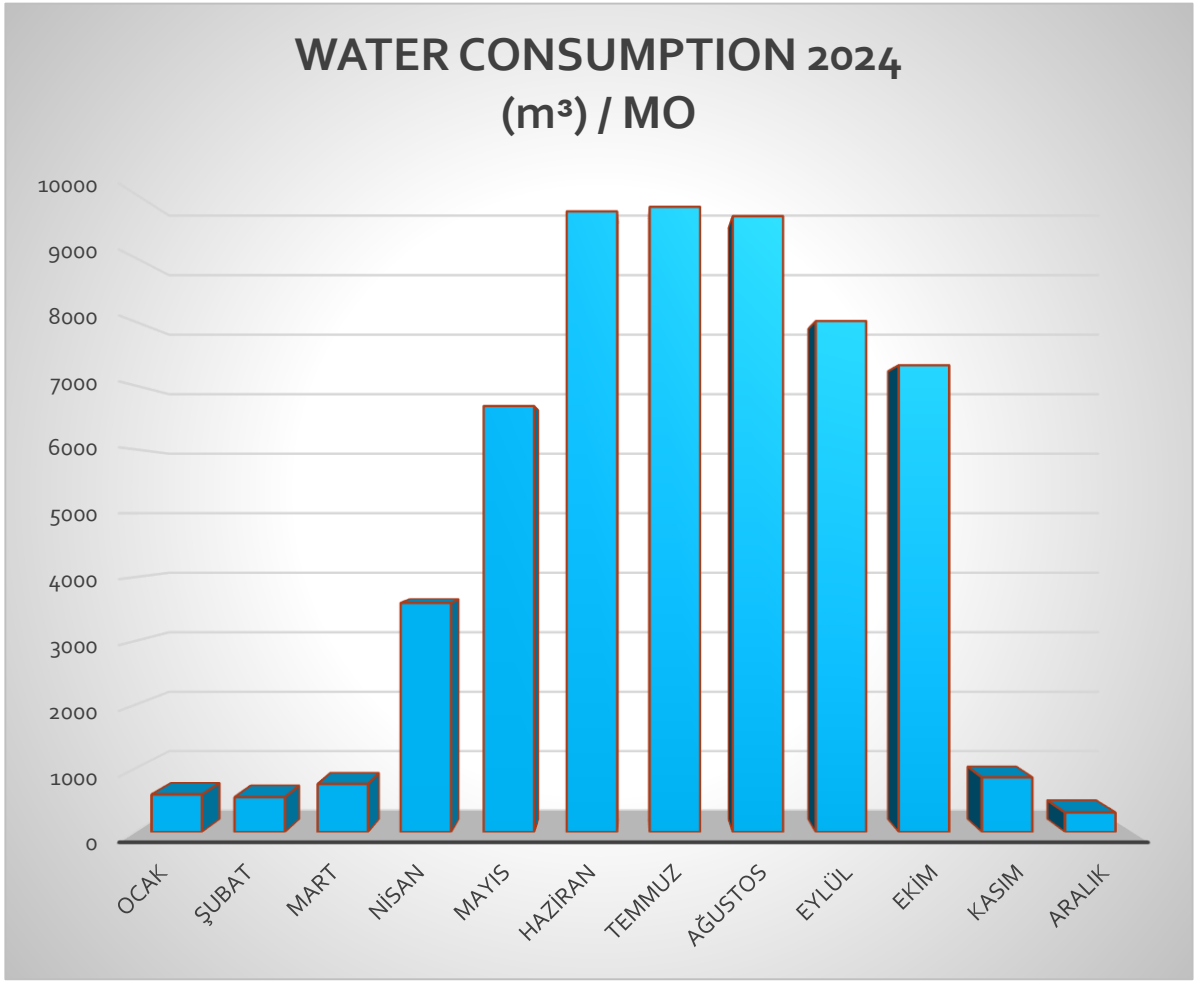
ENERGY AND NATURAL RESOURCE MANAGEMENT(LNG)

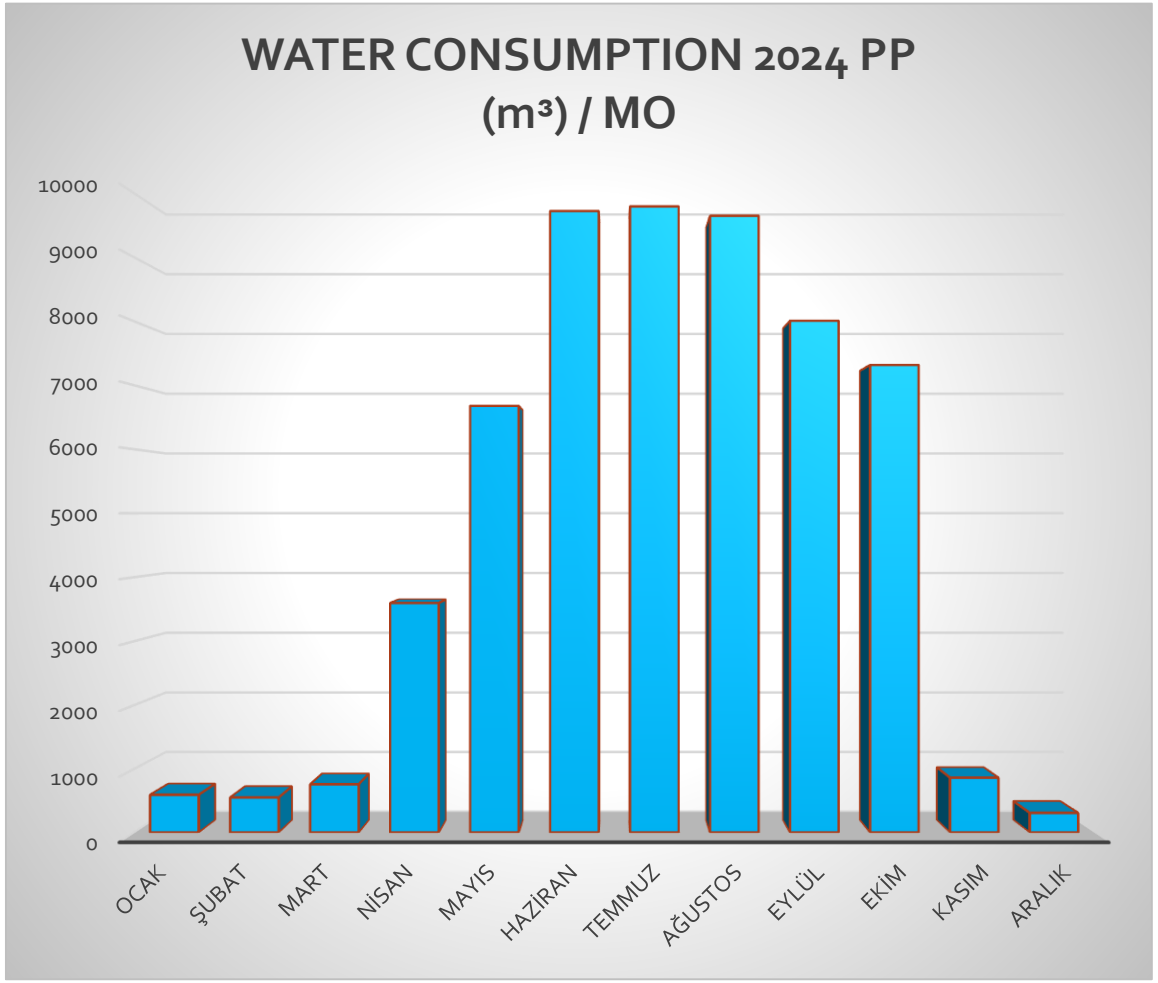
We closely monitor our LNG consumption. In areas with high LNG usage, we select the most efficient equipment available and carry out regular maintenance.



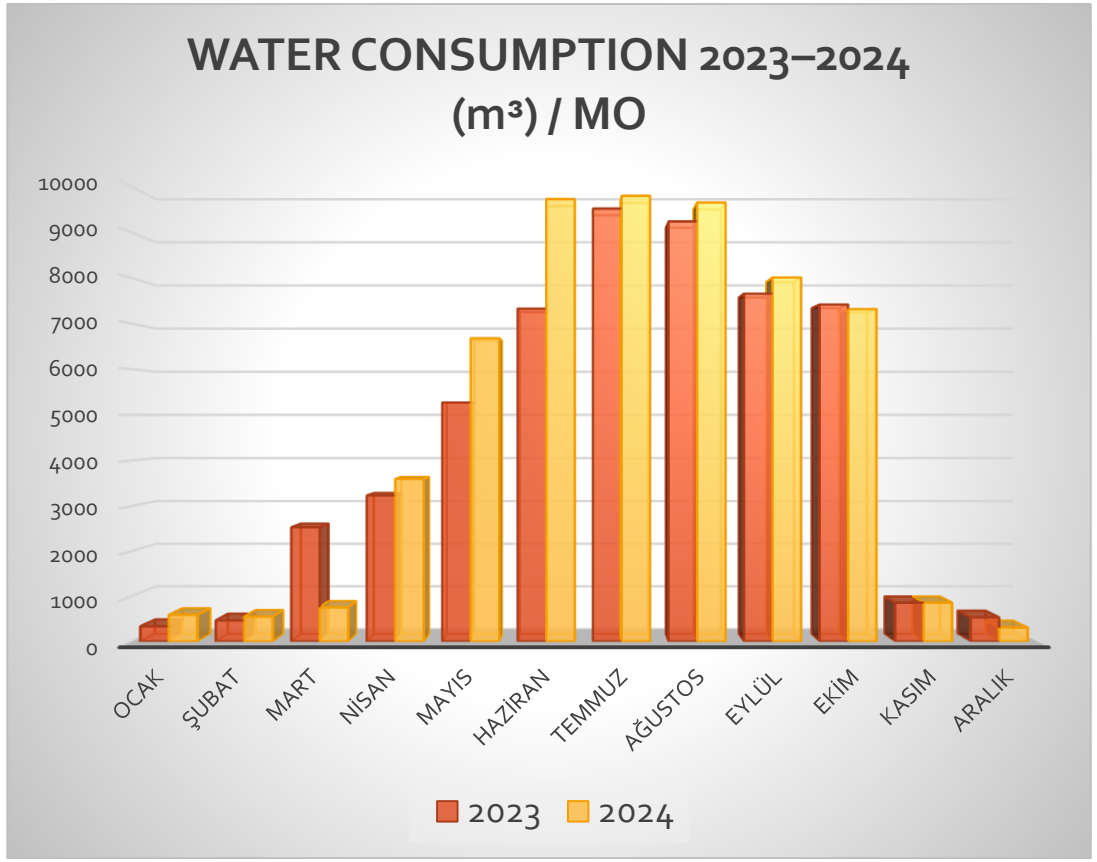


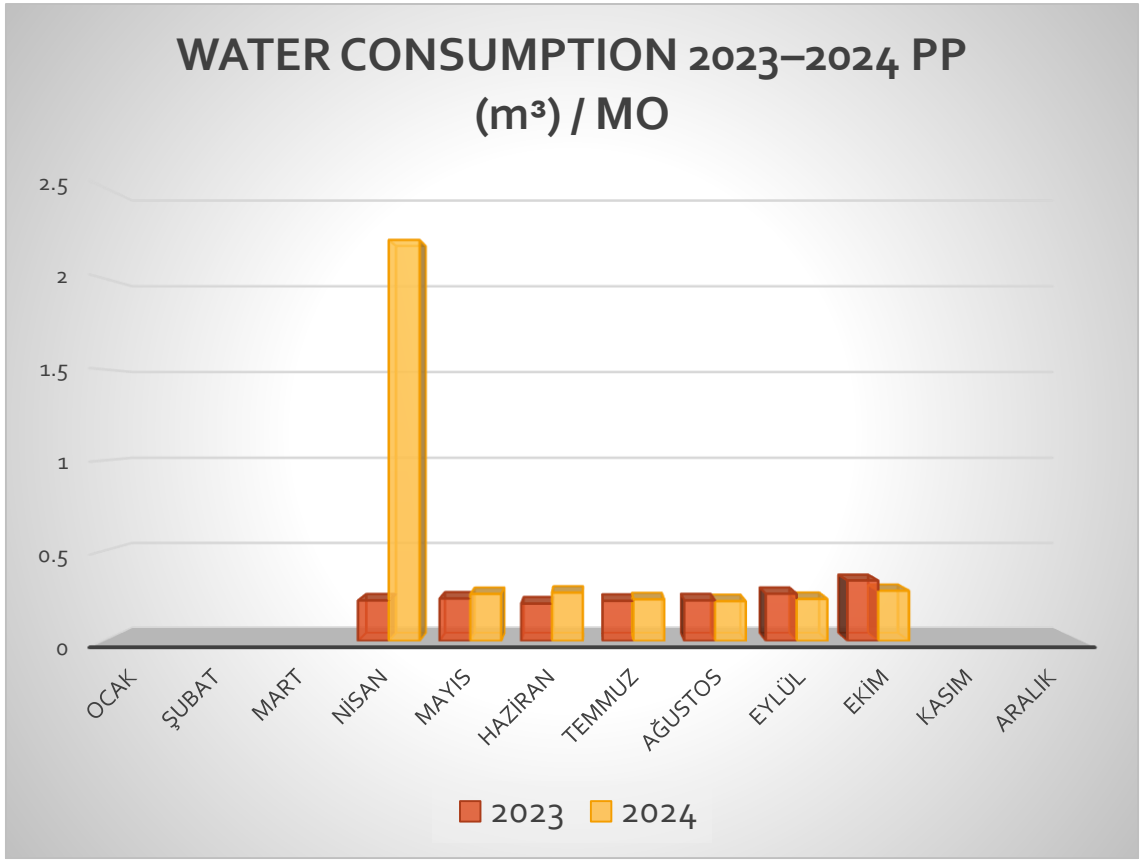
ENERGY AND NATURAL RESOURCE MANAGEMENT(WATER)





ENERGY AND NATURAL RESOURCE MANAGEMENT(WATER)





CARBON FOOTPRINT

Carbon footprint is a measure of the environmental impact of human activities in terms of the amount of greenhouse gases produced, expressed in units of carbon dioxide. To leave a more sustainable world for future generations, we monitor our carbon footprint and set annual targets to reduce it.

In our facility's assessment for the year 2024;

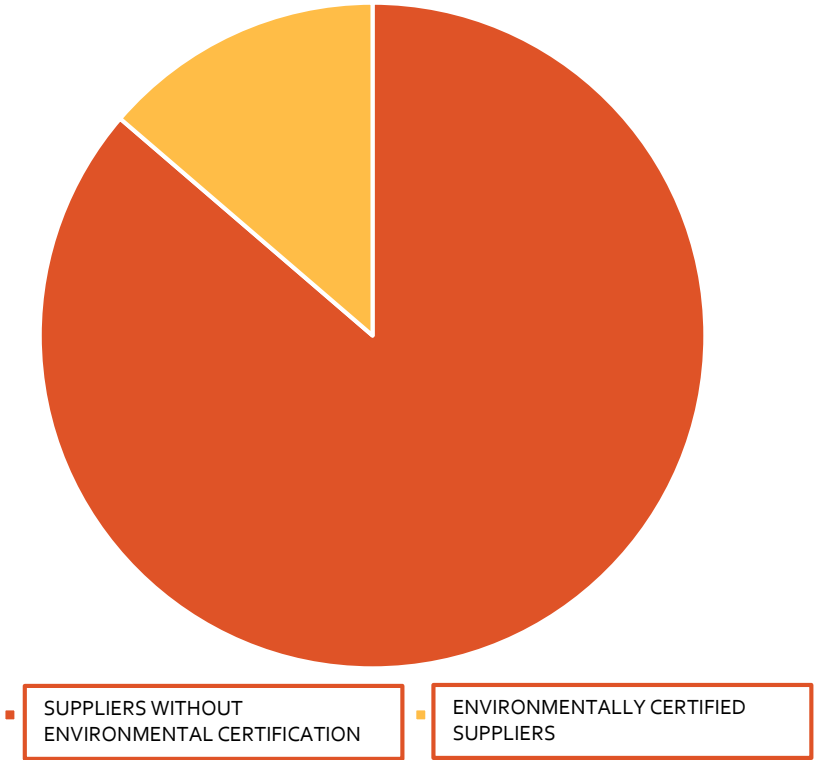
Our facility's total carbon footprint has been determined as **2,452.89 tCO_2e.**
The carbon footprint per room has been calculated as **25.1 $kgCO_2e$**.

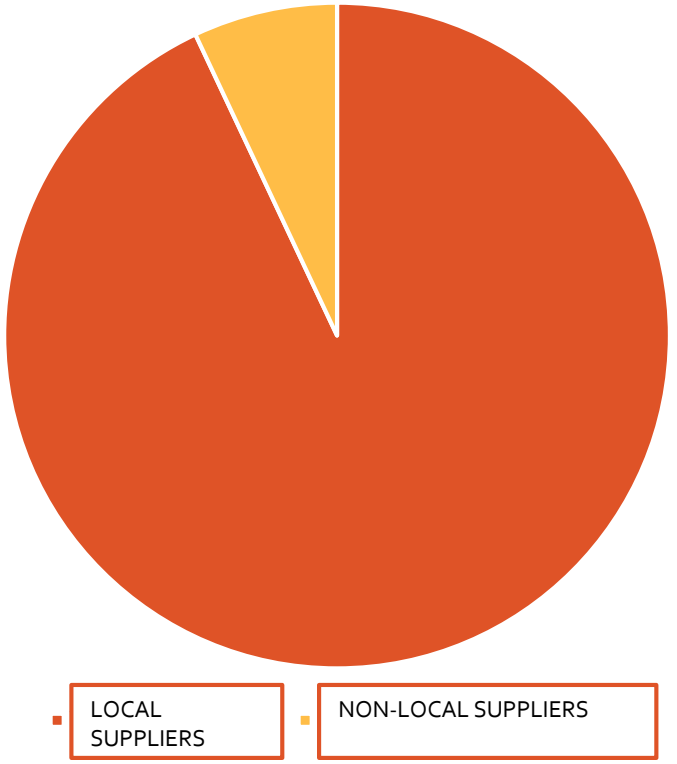
HEALTHY LIVING

Under the main goal of “Healthy and Quality Life”, which is one of the Global Development Goals, our facility demonstrates the necessary sensitivity regarding the implementation of the WHO Framework Convention on Tobacco Control (FCTC) and regulates areas where smoking is permitted.

SUPPLY CHAIN MANAGEMENT

As **Narcia Resort Side,** we place special importance on **Supply Chain Management**. Under the main theme of Supply Chain Management, we strive to implement the principles of **efficient procurement, local sourcing, and environmentally friendly purchasing** in all our services and product acquisitions whenever possible.





CHILD RIGHTS POLICY

The management of **Narcia Resort Side** recognizes children as individuals. It respects **children's rights** and adopts the supervision and protection against all forms of **psychological, physical, and commercial exploitation** as a primary responsibility.

- We are aware that children are a group that must be **protected,** and that they should be kept away from any approach or abuse that could negatively affect them **psychologically or physically,** while showing **sensitivity in communication**.
- Our facility does **not allow child labor** and expects the same level of sensitivity from all our business partners.
- As a facility with the concept of a **children and family hotel,** we provide environments that **contribute to children's development,** where they can **freely express their thoughts and desires** and feel **free and comfortable**.

CHILD RIGHTS POLICY

- We provide **training to our entire team** on the **prevention and detection of child abuse.**
- We ensure that children are under adult supervision during activities.
- We ensure that we can reach parents in environments where children are entrusted.
- We organize training sessions and support relevant projects to raise awareness about the protection of children's rights.
- When we witness suspicious actions concerning children, we first inform the hotel management and, if necessary, seek assistance from the Social Support Line.

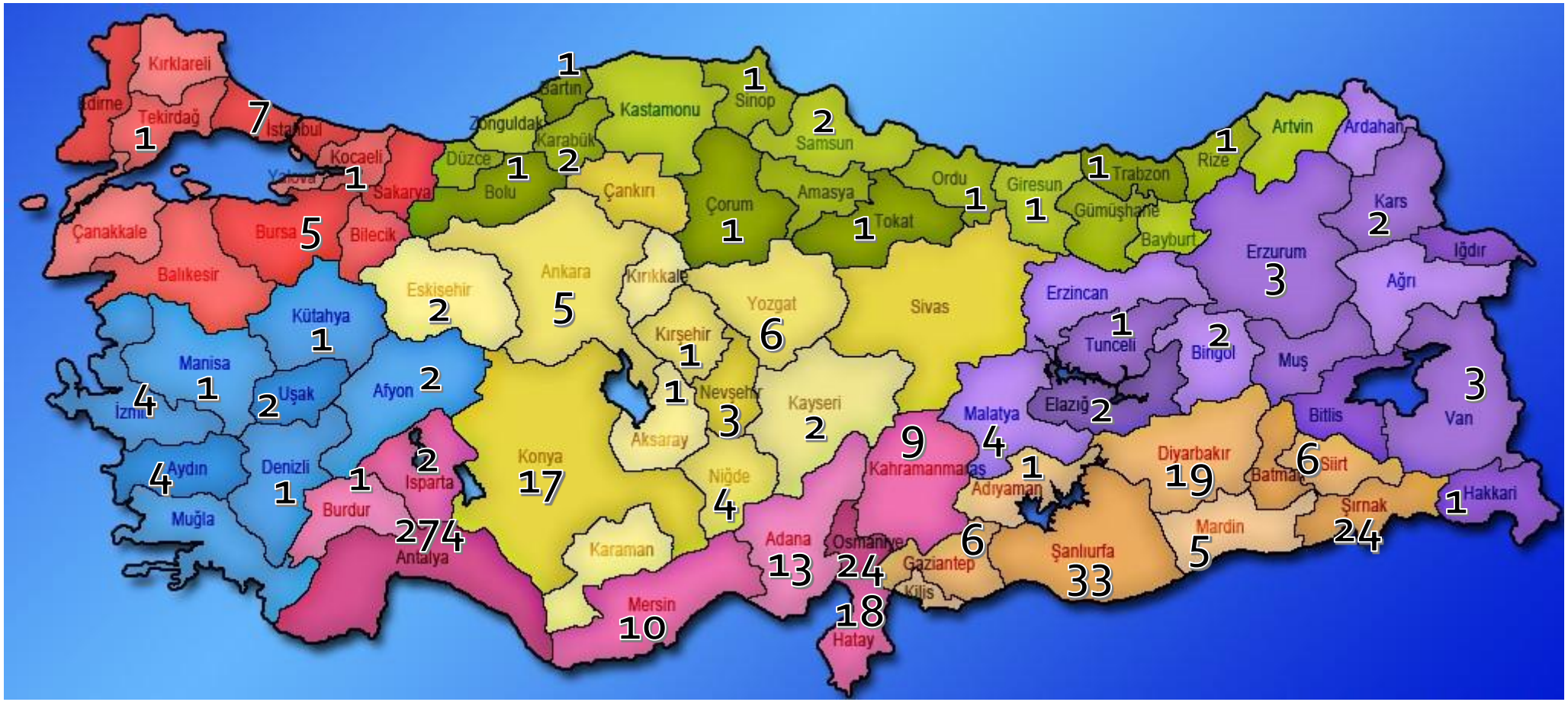
WOMEN'S RIGHTS AND EQUALITY POLICY

The management of Narcia Resort Side supports gender equality. We ensure the health, safety, and well-being of all our employees, regardless of gender.

- We support the participation of women in the workforce across all our departments and provide equal opportunities.
- We operate under a 'equal pay for equal work' policy, without any gender discrimination.
- We assign duties based on the principle of equality.
- We support women in holding management positions within the company and provide equal opportunities.
- We provide the necessary environment to ensure equal access to caree opportunities.
- We develop training policies and support women's participation and increased awareness.
- We do not allow women to be subjected to any form of abuse, harassment, discrimination, suppression, coercion, slander, or similar actions. We always recognize the value they bring to the world and our organization and support their presence.

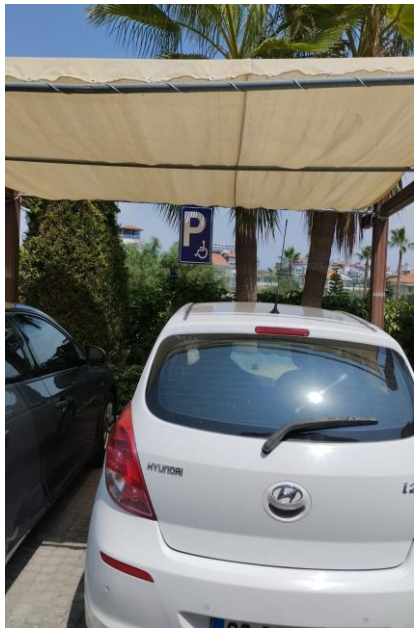
EQUAL OPPORTUNITY

When selecting our employees, we consider applications from all regions of our country. Narcia Resort Side, which is committed to giving everyone who wants to work in the hospitality sector a chance, stands against discrimination in all its practices.



APPROACH TO PERSONS WITH DISABILITIES

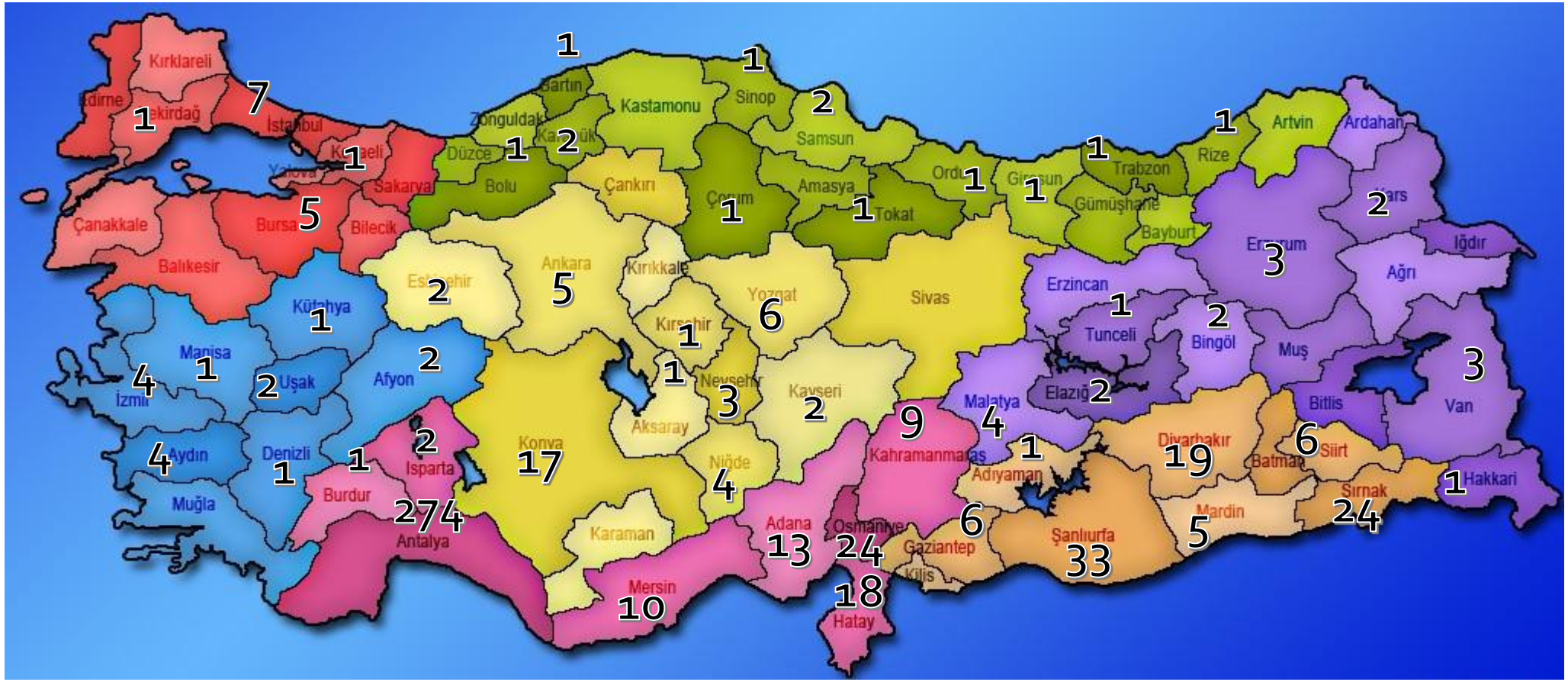
At Narcia Resort Side, we provide the necessary environment for the comfort of our guests with disabilities in accordance with legal requirements.
Our facility employs staff members with disabilities. Informational sessions on communication with persons with disabilities are conducted in every department.

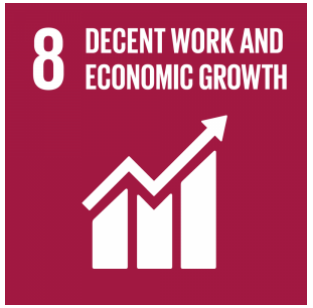


APPROACH TO PERSONS WITH DISABILITIES

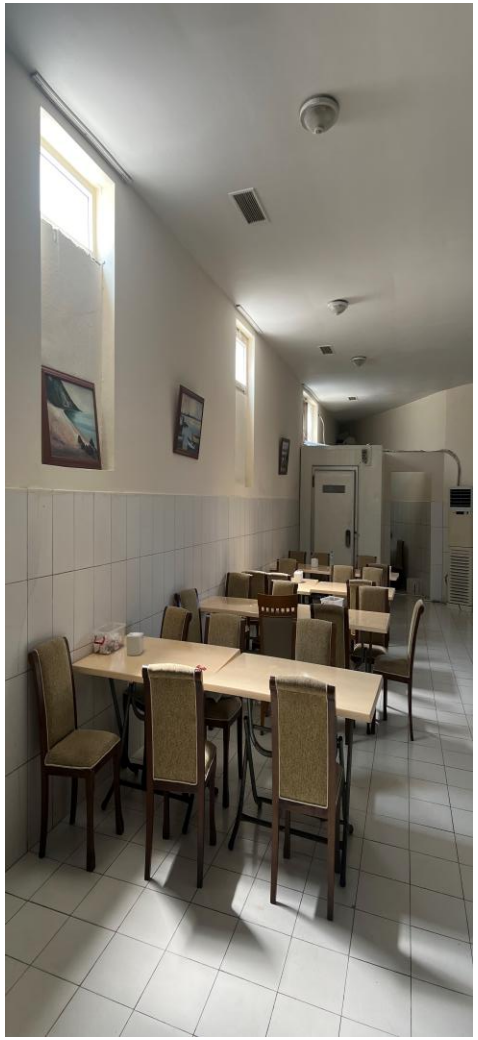
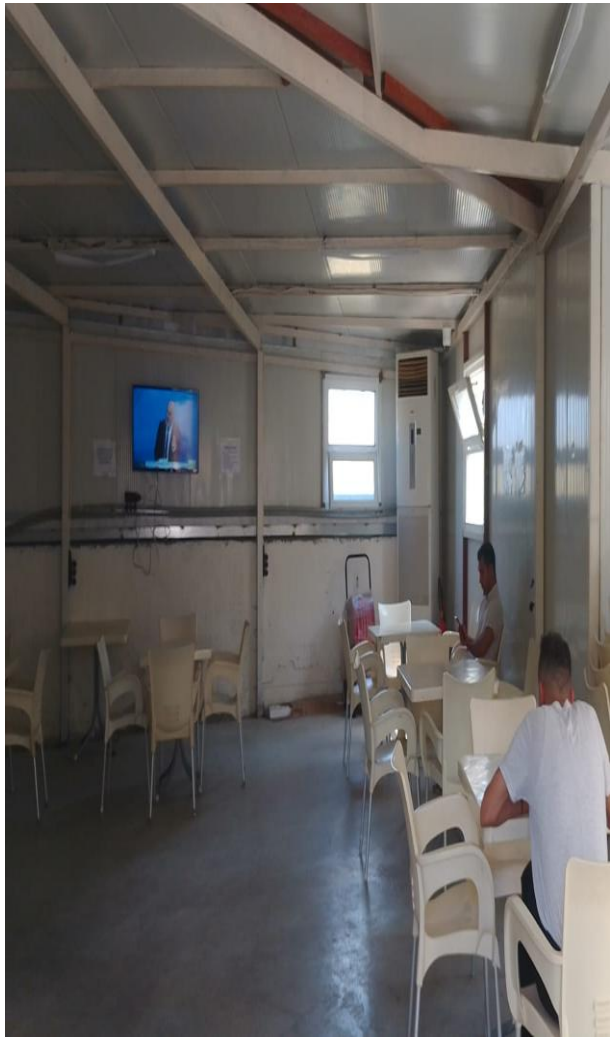
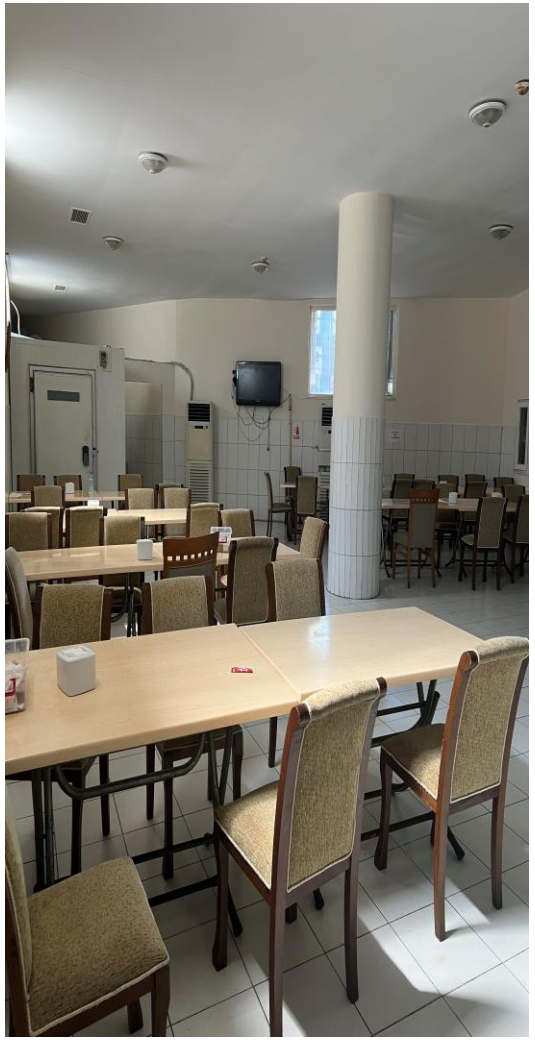
LOCAL DEVELOPMENT

Narcia Resort Side takes a leading role in the development of its region. When selecting employees, it prioritizes creating job opportunities for the local community. Employees are chosen through a system that moves from the immediate vicinity outward, and the resort fulfills its responsibilities in this regard in accordance with the United Nations Sustainable Development Goals.





STAFF OPPORTUNITIES

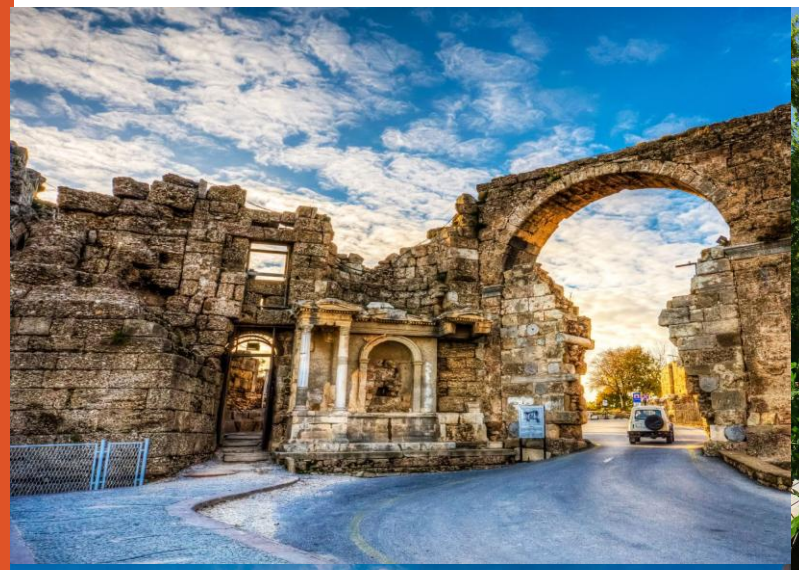
STAFF OPPORTUNITIES

TRAINING

4 QUALITY EDUCATION

WASTE MANAGEMENT

Throughout the facility, we ensure that waste is separated in accordance with the zero-waste regulations and that recyclable waste is delivered to authorized organizations.

Food waste that can be reused is donated to a local animal farm in our region.

CULTURAL HERITAGE OF OUR LOCAL AREA