



## **PARKIM AYAZ HOTEL SUSTAINABILITY REPORT**

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### **ABOUT THE REPORT**

**Sustainability:** Sustainability is defined as the use of resources in an environmentally sensitive, socially equitable and economically viable manner, meeting the needs of current users without compromising the ability of future generations to use them.

**Sustainability Management System:** A management system comprising a set of interrelated elements for establishing a sustainability policy, sustainability objectives, and processes for achieving these objectives.

**Sustainable Tourism:** The preservation of the environment, whether or not humans interact with it, without deterioration or alteration, while maintaining cultural integrity, ecological processes, biological diversity and life-sustaining systems, and at the same time managing all resources in a way that meets the economic, social and aesthetic needs of the people and tourists in the visited area, and in a way that future generations can also meet the same needs.

**Sustainability Report:** This report certifies that our hotel's projects and activities have a working system that does not harm the environment or human life and uses energy resources in a balanced manner.

*In this report, you will see the activities and projects we have undertaken to minimise the potential harm we cause to the environment and human life, reflecting the value we place on our society and our world in the 2025 season.*



## **PARKIM AYAZ HOTEL'S SUSTAINABILITY MESSAGE**

### ***Our aim is to;***

*Provide high-quality service to our guests, bring economic benefits to the region we live in, contribute to social harmony and local employment, thereby benefiting the place we live in and protecting our environment.*

### ***Our goals are;***

- *To identify our risks and move forward for our guests and employees,*
- *To minimise our negative impact on the environment by reducing unnecessary use of energy, waste and water,*
- *To provide economic benefits for the destination by providing employment opportunities for local people and purchasing goods and services from local sources,*
- *To create innovations that continuously increase employee and guest satisfaction,*
- *To be an eco-friendly hotel that is sensitive to the ecosystem, preserves wildlife, and is surrounded by endemic plant species,*
- *To be more environmentally conscious by recycling waste materials generated during our operations.*

### ***Our History;***

- *PARKIM AYAZ HOTEL takes pride in welcoming guests with its incredibly attractive and airy atmosphere, where blue and green meet, under one roof that unites two sister hotels.*
- *Our hotel is located in Gümbet, the centre of entertainment and one of the most popular bays on the Bodrum Peninsula. It is built on an area of 15,000 m<sup>2</sup>, with 237 rooms, a 250 m beach, 3 swimming pools, 1 main restaurant, 2 à la carte restaurants, 5 bars, and a spacious garden, providing an atmosphere and location that ensures guests can enjoy themselves and relax.*
- *Since its establishment in 1989, our company has held an important place in the Aegean Region due to its environmental practices. As a company and all our employees, we consider it important to protect the environment by using our natural resources efficiently and preventing pollution.*
- *In addition to our Safe Tourism certificate, we strive to obtain new certificates and awards every year. Furthermore, our hotel has been awarded the Zero Waste Certificate for its environmentally conscious activities. The most important reason behind these efforts is our respect for our hotel, our guests, our employees, and our environment.*
- *We are aware of the contribution our activities make to our environment and our world.*



- *We also believe that the quality of our natural resources and the way these natural resources are managed are very important factors in ensuring the sustainability of tourism development in both the short and long term.*

#### ***Our Responsible Tourism Incentives in our region;***

- *As PARKIM AYAZ Hotel, we are members of the Bodrum Chamber of Commerce, the Bodrum Promotion Foundation, and the Bodrum Hoteliers Association, and we aim to provide more economic and social benefits for tourism and the business world. Local communities are always our source.*
- *Our hotel also works with local schools and universities to provide work experience opportunities.*

#### ***OUR QUALITY POLICY***

*Our PARKIM AYAZ HOTEL aims to provide products and services that comply with internationally accepted standards and to ensure their sustainability;*

- *Ensuring the satisfaction of internal and external stakeholders by taking into account the developing quality standards specific to its sector,*
- *Providing environmentally and socially conscious services in line with global competitive conditions, while taking into account national and regional conditions,*
- *Ensuring the continuous improvement of the products and services provided in order to realise its vision,*
- *To improve the infrastructure and resources necessary for increasing and developing the ability to adapt to innovations and to ensure their effective use,*
- *To develop cooperation with national and international organisations in order to maximise the services offered and increase success is important to us.*

#### ***Continuous Guest Satisfaction and Food Safety;***

- *Ensuring maximum satisfaction by identifying our guests' expectations and needs in advance,*
- *Defining the necessary methods for our guests to comfortably communicate their complaints and requests to us,*
- *Ensuring food safety by creating a hygienic environment throughout all processes, from raw material procurement to serving our guests,*
- *Committing to comply with the legal regulations and requirements related to our sector.*



### ***Continuity of Employee and Local Relations;***

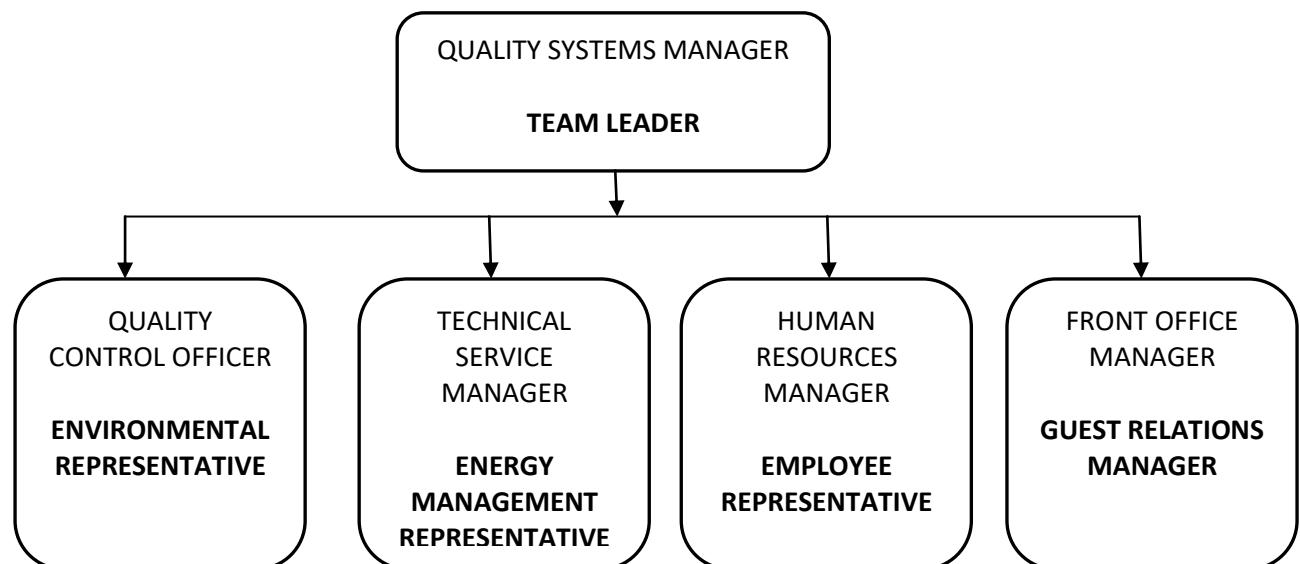
- *Providing our employees with safe and appropriate standard working areas,*
- *Ensuring equal rights for our employees regardless of gender, religion, language, race, ethnic origin, or physical disability.*
- *As an organisation that respects human and children's rights, ensuring the protection of children against all forms of neglect and abuse.*
- *Continuously improving the individual competencies of our employees through internal and external training programmes.*
- *In line with our goal of 'zero workplace accidents' and 'zero occupational illnesses,' we undertake activities to identify potential hazards and unsafe conditions that could lead to workplace accidents and occupational illnesses, take necessary measures to eliminate or reduce them, and ensure the health and safety conditions of our employees.*
- *To participate in projects in cooperation with local public institutions, civil society organisations and communities, and to provide financial support.*
- *To provide financial and moral support for the promotion of local culture.*
- *To encourage our guests to discover the local natural and historical beauties.*
- *We commit to conducting our work with respect for the natural resources of our region and the lives of the local people.*

***We commit to continuous improvement through open, transparent, and professional management in all activities we undertake for our growth objectives in the tourism sector, and to providing effective and sustainable services while considering environmental, social, and cultural impacts.***

**GENERAL MANAGER**

**UFUK DEĞİŞEN**

### ***SÜRDÜRÜLEBİLİRLİK EKİBİ***





## ***REDUCING ENVIRONMENTAL IMPACTS***

### ***ENVIRONMENTAL MANAGEMENT***

*As Parkim Ayaz Hotel, we act in accordance with national and international legal regulations and institutional requirements to create a more liveable environment for our employees, guests, suppliers and the community we are part of, in addition to guest satisfaction.*

*In today's world, where the importance of climate change and global warming is increasingly felt, we accept all our responsibilities and constantly strive to ensure that our employees embrace environmental awareness. We reduce our carbon footprint by acting in accordance with environmental management principles such as reduction at source, reuse, recycling and disposal, and by engaging in activities such as the efficient use of energy and natural resources and reducing the use of hazardous chemicals.*

*In addition to holding all necessary official permits, such as Environmental Permits, Live Music Permits, and Environmental Impact Assessment (EIA) certificates, our waste management, monitoring of energy and water consumption, wastewater measurements, and staff training are essential to minimising the harm we cause to our community and the world.*

#### ***Our Environmental Awareness Policy***

- *In our endeavour to minimise the impact of tourism on our environment, our hotel has taken necessary measures in many areas, from the recycling of solid waste and vegetable waste oil to the use of renewable energy.*
- *Recycling and purchasing environmentally friendly products are our priorities.*
- *Our hotel management keeps abreast of new technologies and makes environmentally conscious investments. The necessary work continues to ensure the continuous improvement of our environmental performance.*
- *We have made it our management practice to reduce waste by using raw materials, energy and natural resources efficiently. For this reason, we separate the waste generated according to its source, group and hazard class, store it in separate warehouses, deliver it to licensed companies without exceeding the legal storage time limit, keep records, and carry out regular disposal work. Our hotel holds a Zero Waste certificate.*
- *We undertake training on the use of hazardous and chemical substances. It is important for us to ensure their use is limited to what is necessary, thereby reducing waste quantities and negative environmental impacts.*



- We undertake initiatives to raise environmental awareness among our employees, guests, suppliers, and the local community.
- We provide environmental training to our employees and strive to implement projects that increase the awareness of our employees and guests.
- We act in accordance with legal regulations and monitor our performance in environmental management at regular intervals. Raising our targets and improving our performance is our priority.
- We strive to conserve water, energy, and all natural resources through various measures implemented in our hotel. We share these measures with our staff, guests, and suppliers.
- Considering the comprehensive effects of climate change on economic and social welfare and growth, it is important for us to play an active role in the transition to low carbon emissions.
- We take care to preserve ecological balance by valuing wildlife and biodiversity.
- We always contribute to environmental projects to leave a more liveable environment for future generations.



## **ENERGY MANAGEMENT**

### **Our Energy Efficiency Policy**

- *In order to fulfil both our responsibilities towards nature and our legal obligations, we voluntarily carry out work to reduce energy usage and continuously improve energy consumption performance by following national and international laws and regulations, and we monitor the results of our work.*
- *We set targets, monitor and improve them, and encourage our employees to contribute through training.*
- *All our stakeholders are important to us in terms of energy management. We strive to work together with our guests, employees and all our business partners on this issue and attach importance to creating awareness-raising projects.*
- *When making purchases, we take care to find energy-efficient products, equipment, tools, and technology alternatives.*
- *Energy risks and potential emergencies such as energy restrictions have been assessed by our hotel, and the necessary precautions have been taken.*
- *We always follow innovations in energy efficiency and direct our investments accordingly.*

*Our Parkim Ayaz Hotel consists of high-capacity facilities that utilise a wide range of energy sources and numerous technologies. Energy data is recorded and reported on a regular basis. The energy data monitored through operational and financial analyses is evaluated regularly. Savings opportunities can be created through the use of automation systems for lighting, air conditioning, irrigation, etc. The aim is to produce projects and achieve a positive impact on energy values by procuring efficient, economical, environmentally friendly, new technology products.*

***The Day Heat Project;*** ensures that the 20-22 degree mains water is heated to 40-50 degrees using a solar panel system (day heat system). The aim is to reduce the costs incurred in the heat pump system by preheating the water for use with an environmentally friendly and cost-effective solar energy system. Parkim Ayaz Hotel aims to reduce electricity consumption with environmentally friendly renewable solar energy systems and thus achieve cost optimisation. It is striving to adapt to new technologies by making new investments in renewable energy systems in the 2024 season.

***Lighting Automation Project;*** By eliminating the human factor, the aim is to prevent lighting systems in guest areas from compromising comfort and wasting energy, thereby reducing energy costs. At Parkim Ayaz Hotel, the installation of a lighting automation system aims to optimise energy consumption and guest area comfort. Some of the lighting used in the garden area and the corridor lighting in the rooms are automatically switched on/off according to the system.



**Solar-Powered Lighting Project;** All garden lighting at Parkim Ayaz Hotel consists of automatic lamps powered by solar energy.

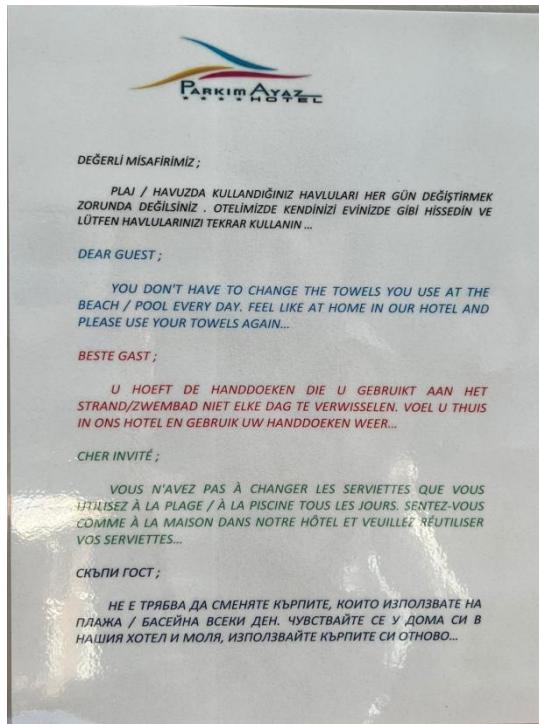
**Mechanical Air Conditioning Project;** This project aims to provide comfort to our staff and energy cost advantages to our hotel. The mechanical air conditioning system aims to maintain comfortable temperatures and reduce energy costs by preventing consumption through the efficient use of electrical energy. The installation of a mechanical automation system in the accommodation areas used by our staff aims to provide climate control comfort while preventing electricity consumption wastage, thereby reducing costs and achieving cost optimisation. The project will be evaluated at the end of the season, and the climate control system will be rolled out to more areas.



In addition to these projects:

- A system is used to cut off the electricity supply after our guests leave their rooms.
- Compact fluorescent bulbs and LED lighting have been chosen for 80% of our lighting systems.
- The mini bars in guest rooms are positioned to avoid direct sunlight in order to prevent overheating.
- Furthermore, our hotel uses energy-efficient equipment with A and A+ ratings.

- Our hotel informs and educates its employees and stakeholders on energy conservation. Brochures located throughout the hotel aim to raise awareness among staff and guests.



## WATER AND WASTEWATER MANAGEMENT

Our hotel complies with all legal requirements and regulations regarding water usage. Water is sourced from a legal and sustainable source via the mains supply. We have an active and monitored water conditioning system. The water distributed from our water pipes to every corner of the facility is of drinking water quality, and the total water used per guest or per night is calculated and reported.

Water risk has been specifically assessed in the risk analysis, and a water management plan has been developed. The water usage activities of our hotel do not harm aquatic life in bodies of water such as the sea or lakes. Nevertheless, the possibility of harm to such life has been assessed in the risk analysis, and necessary precautions have been taken.

The Water Management Plan includes targets and reporting aimed at measuring and monitoring water usage and reducing water consumption. Water consumption in the system is read using meters and recorded in consumption reports. The water risk status in the area where our hotel is located has been determined. The Water Risk Atlas prepared by the World Resources Institute is used for this purpose.



### ***Water conservation measures in our hotel;***

- *All shower heads are fitted with aerators.*
- *All bathrooms are equipped with shower trays.*
- *Double-flush cisterns have been installed in all toilets.*
- *Bed linen and towels are changed upon guest request.*
- *Water-saving sensor taps are used in public urinals and washbasins.*
- *Water-efficient washing machines and dishwashers (with eco-labels) are used throughout the premises.*
- *Our hotel informs and guides its employees and stakeholders on water conservation.*



*Our facility is connected to a central treatment system. Wastewater generated as a result of use is documented with a Connection Quality Control Licence. The drinking and domestic water consumption values in our hotels also represent wastewater values. Our hotel complies with the regulations set by the local authorities for the disposal of wastewater and makes every effort to ensure that wastewater does not harm the environment.*



## **WASTE AND HAZARDOUS WASTE MANAGEMENT**

*Our hotel has a Waste Management Plan in place. The plan includes the regular measurement and monitoring of waste production, waste reduction, reuse, recycling and waste disposal.*

*Solid waste is separated according to type, such as food, recyclable, toxic/hazardous and organic, and recycling and reuse opportunities are considered during separation. Our hotel regularly informs and guides its employees and stakeholders on waste management using various visual and communication materials. Solid waste separated by type at our hotel is collected by authorised and licensed companies.*

*Solid waste, including food waste, is measured by type. At our hotel, the amount of solid waste per guest or per overnight stay is calculated and reported. Our hotel has also identified activities and risk areas where solid waste generation is high. Corrective measures are planned and implemented to reduce food waste and spoilage.*

*The aim is to ensure that solid waste disposal has no adverse effect on the local population or the environment. Compliance with the 'Zero Waste Regulation' legislation on solid waste management is ensured.*





*In addition to the separation of solid waste in the 2024 season, separate storage units have been created for plastic bottles, and the collection of plastic bottle caps has begun to support the charity campaign.*



*During the 2025 season, our hotel delivered 5,265 kg of paper waste, 1,282 kg of plastic waste, and 785 kg of metal waste to the waste collection company TEM – ÇEV. Through the measures we have taken, we have reduced our paper waste by 73%. Additionally, 15,600 kg of glass waste was transported by our hotel vehicles to the TEM – ÇEV storage facility.*



*In the 2025 season, we commenced storage operations in two different areas to enable more organised storage of solid waste.*



*In the 2024 season, 44.12 kg of waste batteries were sent to the TAP association, and in the 2024 season, 110.45 kg of waste batteries were sent. In the 2025 season, 3,350 kg of vegetable waste oil was delivered to licensed companies.*



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Ref. No:	Kabul Isy: BODRUM / MUGLA		Tarih
15/10/2025			
GÖNDERİCİ:	PARKIM AYAZ TUR. VE TIC A.Ş. GÜMBET MH. AYAZ CD : D.20		
BODRUM / MUGLA	Telefon:		
TAP-KARTEPE DEPO CEPNI MAHALLESİ, SÜRDİYE BAGDAT CD. NO:40, 41250 KARTEPE/KOCAELİ			
ALICI:	KARTEPE / KOCAELİ Telefon: E-Posta:		
Ongorulen Teslim Tarihi	Ek Hizmetler	Poset Aparat No	
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*We store our vegetable waste oil and hazardous waste in accordance with the law and ensure that it is sent to licensed companies for disposal/recycling. By keeping the necessary records, we strive to prevent the damage that hazardous waste can cause to nature.*

*We prioritise ensuring that all chemicals used in our facility are approved, labelled and appropriately packaged, and that their MSDSs have been provided to us. Necessary precautions have been taken in our chemical storage areas against leaks, spills and other situations that could harm the environment.*



***Additionally, at our hotel;***

- *Single-use items are not used in the communal showers and toilets or in public areas.*
- *Refillable products have been introduced in our rooms instead of single-use items.*
- *An automatic dosing system is in place in the swimming pools, using the minimum amount of disinfectant required to achieve appropriate hygienic results.*
- *We avoid using abrasive and environmentally harmful chemicals when selecting chemicals for cleaning, painting and maintenance.*
- *Operating personnel are provided with training on the use of detergents and disinfectants, including usage conditions, quantities and methods of use.*
- *Furthermore, all staff at our hotel receive training on Environmental Awareness, Water/Electricity Conservation, Zero Waste, and Hazardous Waste Separation Methods.*
- *We verify that the pesticides used by the external pest control company we hire are products that do not harm human health or the environment, and we strive to reduce chemical consumption by making greater use of natural measures. (to reduce chemical consumption.*
- *Our hazardous waste, vegetable waste oil, and solid waste are regularly delivered to the relevant companies, and delivery forms are kept on file.*

**ACTIVITIES WE ORGANISE FOR OUR YOUNGER GUESTS**



*Activities organised by our Child Development Specialist at the Mini Club to educate our younger guests staying at our hotel...*

*The materials used in these activities are recycled products. Activities are conducted using plastic lids, used paper, cardboard, and plastic PET bottles from products used in the Kitchen, Housekeeping, Accounting, and Purchasing departments.*



## **PURCHASING MANAGEMENT**

*At our PARKIM AYAZ hotel, we encourage local production by ensuring quality and food safety without compromising the comfort of our guests.*

### **SUSTAINABLE PURCHASING POLICY**

*Products are sourced from local suppliers or produced in Bodrum and the surrounding area. This approach contributes to reducing CO2 emissions during international transport.*

*Our hotel prioritises local products and services over imported goods. Seasonally produced items are also utilised.*

*It is a priority for us that the supplier companies we work with have Quality Assurance Systems, Environmental and Occupational Health and Safety Management Systems, internationally recognised and sustainable certifications, and that their production and supply do not have harmful effects on the environment and comply with environmental legislation.*

*It is important that our supplier companies, like us, use their resources appropriately without harming natural life and the ecosystem and that they comply with hunting bans.*

*They must have systems in place to minimise and properly manage their waste and be able to offer alternatives with less packaging/bulk packaging.*

*It is important to us that our supplier companies offer alternatives that are environmentally friendly, economical, value local ethical values, use recyclable or recycled materials, are organic, bio, vegan, not tested on animals, do not contain harmful chemical components, etc.*

*We share our perspective with our suppliers and strive to create efficient purchasing opportunities with them. By monitoring our procurement processes, we aim to reduce the environmental impacts arising from these processes.*

*We monitor our suppliers and support them in meeting our sustainability targets. By regularly assessing our working ratios with local and non-local suppliers, we aim to continuously increase our opportunities to work with local suppliers in order to reduce our carbon footprint and support the local economy.*



7 supplier companies were audited in the 2025 season. The aim was to increase the proportion of work with local suppliers in the 2025 season, raising it from 47% in the 2024 season to 49% in the 2025 season. All suppliers worked with are Fair Trade members or environmentally certified suppliers.





## **OUR CHILDREN'S RIGHTS POLICY**

*According to the United Nations Convention on the Rights of the Child, adopted on 20 November 1989, every human being is defined as a child until the age of 18.*

*We do not employ child labour at our hotel, and it is important to us that all our business partners share this awareness.*

*We ensure that all children staying at our hotel are provided with a safe and secure environment where they can enjoy themselves, regardless of their gender, ability, race, origin, status or age.*

*Our children's rights policy has been communicated to our guests, stakeholders and all our staff. We provide training to our employees on preventing and recognising child abuse.*

*In cases where we witness suspicious behaviour involving children, the General Manager is informed, and we seek assistance from official organisations when deemed necessary.*

*We organise training sessions and support projects to raise awareness about the protection of children's rights.*

***Children are our future...***

*Posters and information are displayed on notice boards within our hotel for our guests and staff.*





## ***WOMEN'S RIGHTS AND GENDER EQUALITY POLICY***

*Our hotel does not discriminate against our employees on the basis of race, nationality, religion, age, disability, gender, marital status, trade union membership or political beliefs. The principle of equal pay for equal work is adopted.*

*Hiring, pay, training opportunities, promotion, termination, and retirement are standard for every employee.*

*Women's participation in the workforce is supported by all our departments, and we offer equal conditions.*

*Regardless of gender, the working and accommodation conditions of all our employees are safe, hygienic, and comfortable.*

*We provide the necessary environment for our employees to benefit equally from our training opportunities and career prospects.*

*Our hotel management supports training requested by our employees.*

*We create working conditions and accommodation that maintain a work-life balance.*

*We do not tolerate women being subjected to exploitation, harassment, discrimination, suppression, coercion, slander, etc. in any way.*

*We are always aware of and supportive of the value that our employees add to PARKIM AYAZ HOTEL.*

*In 2025, Saadet teacher supported the Association for the Prevention of Child Abuse. Parkim Ayaz Hotel will continue to provide financial and moral support to relevant associations and organisations.*



## **ACCESSIBILITY POLICY**

*Our PARKIM AYAZ HOTEL has prepared the appropriate infrastructure to ensure that our disabled guests can easily access their rooms, the pool, beach, restaurant and bars.*

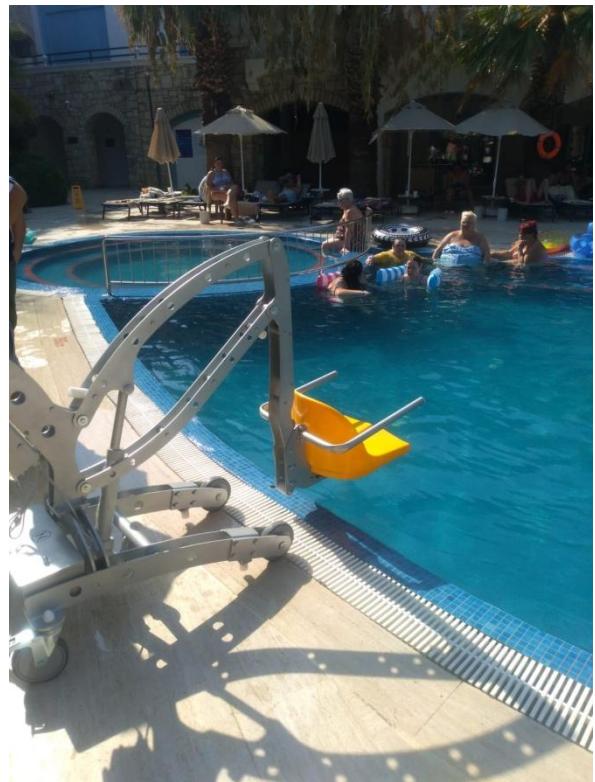
*Our hotel also collaborates with the Bodrum Health Foundation in our local area, providing financial and moral support to ensure opportunities are available for local disabled people.*

*Suitable working areas have been created for the comfort and convenience of our disabled employees.*

*PARKIM AYAZ HOTEL will continue its efforts to provide an accessible environment for our disabled guests and employees.*

*Our PARKIM AYAZ HOTEL has five adapted rooms so that our disabled guests can enjoy their holidays comfortably. These are rooms 1301, 1302, 1303, 1553 and 1558. Our facility has one toilet in the outdoor area for guests who use wheelchairs.*

*Our disabled staff members also contribute to the service we provide to our guests at Parkim Ayaz Hotel.*





## **STAFF AND WORKING LIFE**

*At PARKIM AYAZ Hotel, we prefer to employ local people. Our aim in this regard is to ensure that the money earned is spent in the local economy. Furthermore, our hotel encourages the local community to seek employment in the city. We support local schools and universities and offer internship opportunities within the hotel. In the 2025 season, a total of 49 students from tourism high schools in Gönen, Kastamonu, and Bursa were provided with internship opportunities.*



*Our local staff ratio for the 2025 season has been calculated as 29%. In the 2024 season, it was 20%, and the percentage of local employees has been increased by 9 points.*

## **EDUCATION MANAGEMENT**

*In line with our sustainability policies and management system, we provide orientation training, periodic training programmes related to sustainability and work areas, on-the-job training, training required by legal regulations, and guidance support to our employees.*

*We implement annual training plans on topics such as Occupational Health and Safety training, hygiene training, water and energy conservation, chemical substance usage rules, fire prevention, first aid, etc.*



*A total of 55 training sessions were held in 2025. The total number of staff members who participated in the training sessions was 1,952. It was determined that each person received 8 training sessions. Our employees have free and open access to all our training materials.*

*In the 2024 season, 31 training sessions were held. A total of 1,334 staff members participated in the training sessions. In the 2025 season, there was a 77% increase in the number of training sessions and a 46% increase in the number of participants.*

*All newly hired staff members receive orientation and KVKK awareness training upon joining the company. KVKK awareness training is provided to our staff online.*



## TRAINING THAT TAKES US ONE STEP FURTHER



**GENÇ GİRİŞİMCİ AKADEMİSİ**  
4 - 22 KASIM 2024

İş hayatına atılmış veya yeni atılacak olan Genç Girişimcilerimizin  
GENÇ GİRİŞİMCİ AKADEMİSİ EĞİTİMLERİ BAŞLIYOR!

04 Kasım 2024	Pazar	MAHALLESİ VE FİNANS (2 saat)
05 Kasım 2024	Çarşamba	KOBİLERDE İSTİFADENİN FAZUL YARARLARI (2 saat)
06 Kasım 2024	Pazar	ETKİYİ VE İZLENİMLİ İLK İMZA (1 saat)
07 Kasım 2024	Cuma	SOSYAL MEDYA YÖNETİMİ VE İNTERNET SATICI (3 saat)
08 Kasım 2024	Pazar	TAKIM ÇALIŞMASI (3 saat)
09 Kasım 2024	Cuma	SATIŞ PAZARLAMA (3 saat)
10 Kasım 2024	Pazar	STRATEJİK PLANLAMA (3 saat)

EDİCİ TİCARET ODASI EĞİTİM SALONU | 10:00 - 17:00  
KAYIT İÇİN SON GÜN 31 EKİM 2024 PERŞEMBE  
<https://anket.tobb.org.tr/#/anket/egitim-kayit-formu-4>

ÜCRETSİZ



EVO AKADEMİ | BODRUM HOTEL ACADEMY |

## YÖNETİCİ EĞİTİMLERİ

### OTELCİLİKTE 5 YILDIZLI MİSAFİR MEMNUNİYETİ

Füsun Şahin  
Eğitmen-Danışman  
Evo Akademi

07.02.2025  
Saat:14:00-16:00  
Bodrum Ticaret Odası  
BİZE KATILIN



BIX KURUMSAL | BODRUM HOTEL ACADEMY |

## YÖNETİCİ EĞİTİMLERİ

### İŞLETMELERDE MODERN YÖNETİM SİSTEMLERİ

Bülent Dokuzluoglu  
Kurucu  
BIX Kurumsal

17.02.2025  
Saat:14:00-16:00  
Bodrum Ticaret Odası  
BİZE KATILIN





## **EMPLOYEE AND HUMAN RIGHTS MANAGEMENT**

*The satisfaction of our employees is a priority issue for our hotel. Therefore, it is the responsibility of management to ensure all aspects of workplace comfort, including, but not limited to, legal rights, working environment, psychology, motivation, and performance. Our hotel undertakes to comply with the relevant provisions of the Labour Law No. 4857 and pays employees at least the minimum wage.*

*In the 2025 season, our Human Resources Department employees and department managers received training on the Labour Law and Social Security Legislation in Hotels from Hüsnü Zeybek, Labour Inspector at the Ministry of Labour. In addition, our Human Resources Manager, Çınar SEZER, participated in the Social Responsibility Management Systems training provided online by the Chamber of Food Engineers of TMMOB.*



*Furthermore, our hotel undertakes to comply with Law No. 5510 on Social Insurance and General Health Insurance and Law No. 6331 on Occupational Health and Safety. Our employees are informed about matters such as the salary they will receive, working conditions, working hours, and when they will receive their salary before starting work at our facilities.*



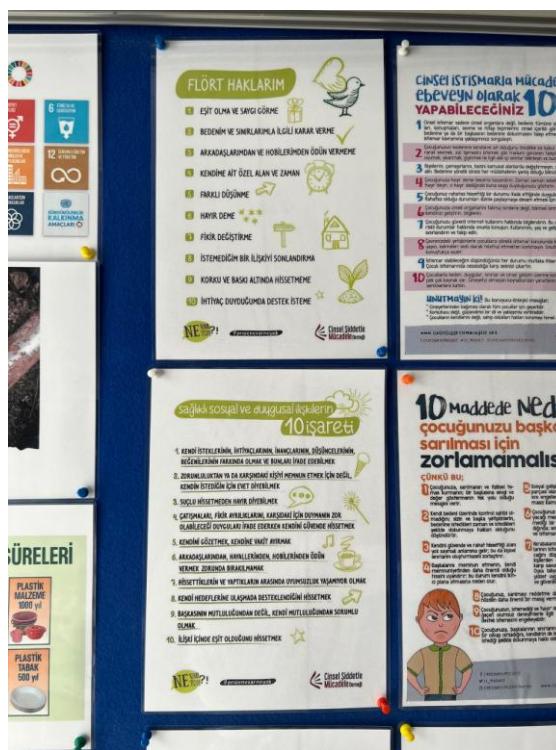
*In the 2025 season, 341 members of our staff received Occupational Health and Safety training. The training was delivered by our Occupational Safety experts, İşil Mavioğlu and Nursela Nazilli.*

*Just as we do not discriminate on the basis of gender, nationality, race, language, etc. for our guests or visitors at our hotels, we also do not discriminate against our employees on these grounds, as this is contrary to both our hotel management and working principles. We always protect our employees' personal data. We provide our department staff with training on Combating Violence Against Women and Child Neglect and Abuse – Child-Friendly Tourism. In the 2025 season, 227 of our staff members were trained by employees of the Ministry of Family, Labour and Social Services.*



The locations of the staff lodgings, which are allocated specifically to each department, have been chosen to be close to shopping areas, the beach and walking paths, preventing employees from becoming isolated socially. Family rooms have been provided in our hotel specifically for employees with families. The same standard is maintained in all accommodation rooms. An air conditioning system ensures a comfortable stay. Staff uniforms are washed at the hotel, and laundry areas are provided in the accommodation for personal clothing. To reduce our carbon footprint, a shuttle service is available for our employees residing in Bodrum.

It is important to us that our employees work in a safe environment. Therefore, investments are made to ensure that staff are provided with the right working environment through appropriate measures. Training is provided to raise staff awareness in this regard.



## OUR OCCUPATIONAL HEALTH AND SAFETY POLICY

In order to protect our workplace, our employees, our guests and our suppliers, to create a safe working environment and to ensure continuity;

- We comply with all legal and other obligations regarding Occupational Health and Safety.
- We embrace the principle that Occupational Health and Safety and improvement activities are the shared responsibility of all employees.
- We set targets for participation at all levels in Risk Assessment and Risk Level Reduction activities.



- We aim to achieve the sustainable goal of 'Zero Accidents' by continuously improving our Occupational Health and Safety culture.
- We share the work we do in the field of occupational health and safety with all our employees and our community in order to be a pioneer and set an example.

*In March of the 2025 season, fire training and fire drills were conducted, and personnel were informed about possible emergencies. In addition, special training was organised for the emergency response team in May. A total of 224 of our personnel participated in the fire training provided by the Bodrum Public Education Centre and Güler Yangın. Fire drills were conducted with 89 personnel.*





*In March, we participated in the Fire Safety Information Meeting organised by the Bodrum Chamber of Commerce and the Muğla Metropolitan Municipality Fire Department.*

#### **SOCIAL ACTIVITIES**

*We measure the satisfaction of our employees at regular intervals. It is important to us that our staff are happy and content in their work. We evaluate the requests and complaints in the questionnaires and suggestion forms and implement the necessary changes and investments. The participation rate and satisfaction rate in the satisfaction survey are monitored by the General Manager, and the departments are informed about the subject. The participation rate in the Staff Satisfaction Survey and department satisfaction rates are among the goals that our hotel always aims to maintain at a high level.*

*In the 2025 season, staff satisfaction was measured three times, in May, July and September. In the 2025 season, 487 staff members were surveyed, representing a 4.7% increase compared to the 2024 season. The measurement results were communicated to all relevant department managers, and the necessary corrections were made.*



## OUR STAFF EVENTS



*Our Fish Grill Day, aimed at encouraging our staff to eat healthily.*



*Our Green Bodrum Mandarin event, organised with the aim of raising awareness among our staff about the region they live in...*



## ***Our Donation and Philanthropy Policy***

- Our hotel provides financial and moral support to local events and international sports and arts activities held in Bodrum. Promoting Bodrum on the international stage is always important to us.
- By sponsoring local sporting activities, we aim to increase local sporting activities and strengthen our relations with the local community. Opportunities are provided within designated areas of our hotel to exhibit local handicrafts.
- Our hotel maintains communication with all municipalities, public institutions and civil society organisations, supporting local issues and projects.



*The festival, where gastronomy and culture converge, seamlessly blends with Bodrum's geographical richness and historical fabric. At our Parkim Ayaz Hotel, we gathered with all stakeholders in gastronomy to rediscover the rich diversity of our cuisine and our cultural heritage. We participated in the tasting event organised for festival guests, featuring products prepared by our chefs, at this festival which welcomed important names from the international gastronomy world, Michelin-starred and renowned chefs, academics, stars of the MasterChef programme, and experts in their field from 20 countries.*



*We sponsored the refreshments prepared for guests at the White Night, which plays a significant role in the sustainability of our Bodrum Health Foundation, which aims to provide the most accurate and best quality education to contribute to the development of our individuals with special needs through the special education and physiotherapy work it carries out under the Ministry of National Education.*



*On 19 September, we provided catering sponsorship support for the Architects – Engineers – Urban Planners Solidarity Day held at the Bodrum Branch of the Association of Mechanical Engineers.*



*We provided financial support for the BODRUM INTERNATIONAL OPTIMIST REGATTA, an international competition organised by the Bodrum Sports Club Sailing Branch with the contribution of Bodrum Municipality, which took place between 8 and 12 October.*



## EVENTS WE HAVE PARTICIPATED IN AS THE PARKIM AYAZ FAMILY



On 11 April, our Dietitian Seda ULUTAŞ gave a talk on Healthy Eating to children at the HEALTH WEEK event held at Bitez Mandalina Nursery.



On 27-28 February, our Quality Systems Manager Selin Eşer Cingöz participated in the Women's Hand in Tourism Training and Workshop organised by the Muğla Chamber of Commerce and Industry.



On 25-26 September, our hotel's Board of Directors Chairman, Uğur AYAZ, attended the Istanbul Tourism Fair. The Bodrum stand, opened with the support of Bodrum Municipality, Bodrum Chamber of Commerce and Bodrum Hoteliers Association (BODER), was featured at the fair under the motto 'The Land of Eternal Blue'. The Bodrum stand, supported by Parkim Ayaz, Jasmin Hotel, Very Chic, Lux Vacation, Mc Tatil, Ambrosia, Acropol, Mivara, Memorial Hospital Bodrum, the creator of the digital guide *cevatsakir.ai*, *Kodugeçer* software, and the carbon footprint neutralisation programme *Committed-Carbonkey*, attracted a large number of visitors.



## OUR VISITS TO AND CONTRIBUTIONS TO BODRUM'S LOCAL INSTITUTIONS



*On 8 July 2025, Mr Uğur AYAZ, member of the BODER Board of Directors, visited the office of our District Governor, Mr Ali Sırmalı, who was appointed to the Bodrum District Governor's Office. Current tourism issues were discussed, and it was stated that we are ready for any kind of work as Parkim Ayaz Hotel.*



*At our Republic Day dinner on 29 October, we hosted the athletes of the Bodrum Volleyball Sports Club.*

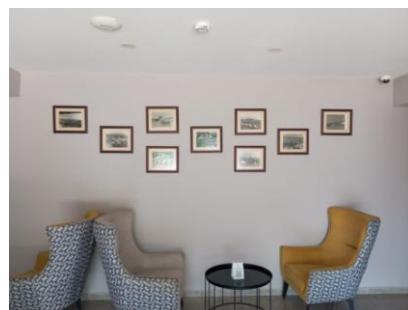


## **CULTURAL ACTIVITIES**

### **Promotion ;**

- *Promoting Bodrum means promoting our hotel. Our hotel works in collaboration with the Bodrum Promotion Foundation to promote Bodrum, participating in international fairs to contribute to the promotion of Bodrum and its local culture and history.*
- *Our hotel always reflects its culture. We have an information board, a barcode system and a website so that our guests can learn about our local history and culture.*
- *Through these communication channels, it is possible to find many details about Bodrum's local delicacies, festivals, names that add value to Bodrum, values unique to Bodrum, our historical areas, etc.*

*In the 2024 season, an area displaying old photographs of Bodrum has been created in our hotel.*

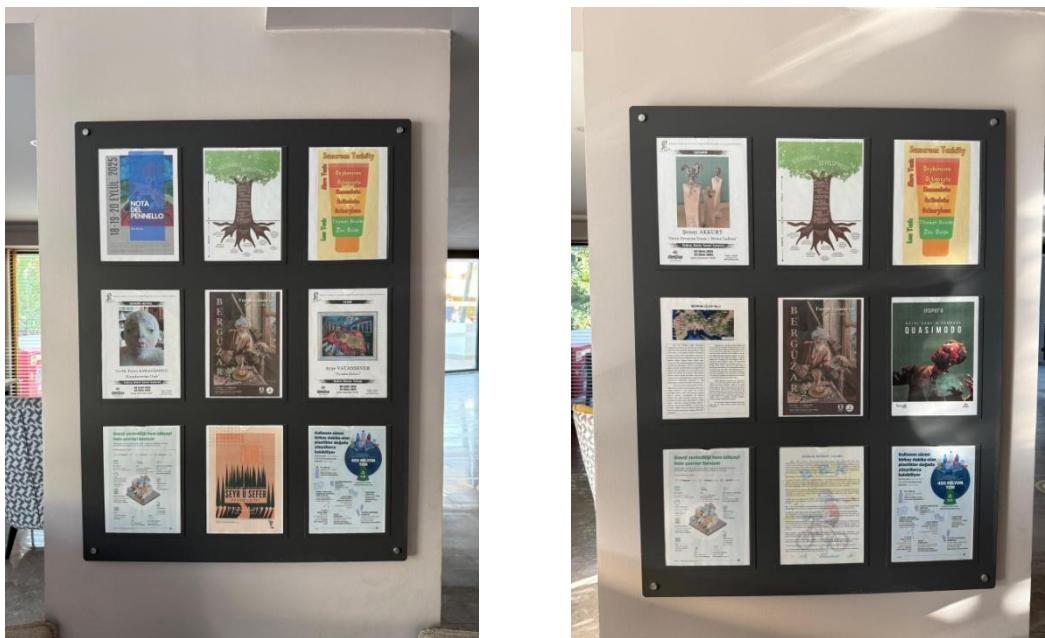


*In the 2025 season, a library consisting of books written in two languages by local authors from Bodrum has begun to be displayed to our guests.*





Additionally, information boards have been set up in the reception area and restaurant entrance area to provide guests with details about current concerts and events.



Additionally, events held in Bodrum for our staff are monitored and displayed on the staff noticeboard.





## LOCAL PRODUCT PROMOTION AND GEOGRAPHICAL INDICATIONS

*For a product to qualify for a geographical indication, it must originate from a specific geographical area, be a product resulting from the characteristics of that area, possess a distinctive characteristic, and be associated with the region where this characteristic is found.*

*For sustainability, geographical indications are used on our hotel menus. In addition, some of the local products from Muğla that carry geographical indications are offered to our guests at our facility: Tepsi böreği (baked pastry), yağılı zeytin (olives in oil), çekişte zeytini (olives in brine), zeytinyağı (olive oil), Marmaris çam balı (pine honey), Bodrum Mandarini (mandarin oranges), Fethiye Tahini (tahini), Köyceğiz Portakalı (oranges), etc.*

*Alongside all these products, Bergama tulum cheese, İzmir tulum cheese, Ezine cheese, Erzincan tulum cheese, Kars aged cheddar cheese, Erzurum Çeçil cheese, Cyprus Hellim cheese, Van herb cheese, Edremit pink olives, Ayvalık black olives, Hatay crushed olives, Gemlik sele olives, Adana kebab, Antep baklava varieties, etc., are offered to our guests at our facility. The products are labelled with geographical indications, providing guests with information about the products.*

*In addition, every Tuesday, we host a Turkish Night at our hotel, giving us the opportunity to introduce Turkish culture, traditions, and cuisine to our foreign guests.*





## BODRUM GREEN FESTIVAL

We supported the Bodrum Mandarin campaign launched by Bodrum Municipality for Bodrum Green, which has a geographical indication. In the festival area we created in our hotel's green space, we served our guests alcoholic/non-alcoholic cocktails and muffins made with Bodrum Green mandarins. We provided information about the general description and uses of Bodrum Yeşili in the brochures we displayed in the festival area. We also served our guests Bodrum Mandarin Soda, Bodrum Mandarin Lokum, and Mandarin-flavoured Biscuit Lokum produced by the Bodrum Producers' Association.





## **FRIENDSHIP BETWEEN TWO SHORES**

*Our Turkish Evening organised for our 145 Greek guests from the island of Kalimnos, photos...*



## **ENDEMIC PLANT SPECIES MARKINGS**

*Our hotel's landscaping features many plant species native to the Bodrum and Muğla regions. Examples include the *Sığla* Tree, Bay Laurel, Bougainvillea, Seven-Leaf Lemon, Benjamin Fig, Olive Tree, and many others.*

*Markings have been made to better introduce these species to our local and foreign guests and to raise awareness. There are over sixty markings for endemic plant species throughout the hotel grounds.*





## BIODIVERSITY

Our hotel is respectful of its surroundings and animal-friendly. We have over a hundred tortoises in our hotel's common areas, which we preserve by respecting their natural habitats. We have also created special feeding areas for our cats, which are free to roam around the hotel grounds. Guests are made aware of this.



## DO NOT FEED CATS IN THE RESTAURANT

Please do not feed cats in the restaurant.  
You can feed them in the feeding area.  
Thank you.



Lütfen restoran içerisinde kedi beslemeyin.  
Besleme alanını kullanabilirsiniz.  
Teşekkür ederiz.



As Parkim Ayaz Hotel, we will continue to provide both financial and moral support for the protection of biodiversity.



We are aware of the effects of greenhouse gases generated during the operation of our hotel. Our targets for reducing fossil fuel consumption and increasing our use of renewable energy have been set, and our investments continue.





***The awards we have received as a result of the targets we set for the 2025 season***



***Plaques from the organisations we support***



***Our vision is to create a cleaner environment for today and tomorrow, and to be a business that is sensitive to its surroundings and works in harmony with the local community.***