

SUSTAINABILITY REPORT

2026

Protecting nature, adding value to the future.



GALERİ
RESORT HOTEL
★★★★★

Report Scope and Contents

- 01** Management and approach
- 02** Environmental performance
- 03** Our employees
- 04** Inclusive service
- 05** Local values and guests
- 06** Our improvement goals

Management Message

Shared responsibility, continuous improvement

Dear Guests, Business Partners and Colleagues,

At Galeri Resort Hotel, we see sustainability as our shared responsibility towards nature, people and the future. We aim to use water and energy efficiently, reduce chemical consumption and waste, and protect our region's natural and cultural heritage while maintaining guest comfort and service quality.

We believe that our employees' dedication and well-being are the foundation of guest satisfaction. We support a respectful, safe and fair workplace and invite our employees, guests, suppliers and all business partners to take part in our sustainability efforts. We believe that the awareness and partnerships we build together will deliver lasting improvements.

We are committed to continually improving our services and practices to leave a liveable environment for future generations. I thank all our employees and stakeholders who share this responsibility and contribute to our journey.



Murat TOKAT
General Manager

Our Sustainability Policy

Environmental, social and economic responsibility

Environment and climate

We aim to use resources efficiently, prevent waste generation and reduce our environmental impacts.

Human rights

We oppose discrimination and uphold equal opportunities, safety and respect for human dignity.

Employee participation

We encourage employee participation through training, feedback and internal communication.

Local economy

We maintain a purchasing approach that supports regional suppliers and local production.

Cultural heritage

We share local products, cuisine and cultural values with our guests.

Continuous improvement

We monitor indicators and reflect improvement needs in our goals and practices.



Protecting Natural Resources

Energy efficiency

We improve energy management through efficient equipment, automation and renewable energy.

Water management

We monitor mains and well water separately and support leak checks and water-saving practices.

Chemical management

We support correct product selection, dosing and safe storage through employee training.

Waste prevention

We reduce single-use items and unnecessary packaging in purchasing and service processes.

Sorting and collection

We separate waste at source and hand it over to licensed companies for recovery or proper disposal.

Natural life

We consider regional plants in landscaping and treat nature and animals around the hotel with care.

Human Rights and Equal Opportunities

A respectful approach to employees, guests and partners

Equal opportunities

We follow a fair, non-discriminatory approach to recruitment and employment.

Women's rights

We support women's participation in employment and equal opportunities in management.

Children's rights

We protect children's safety and well-being and raise awareness of their rights.

Accessibility

We develop services and communication that take individual access needs into account.

Workplace safety

We support occupational health and safety through training and on-site checks.

Feedback

We listen to employees and guests and include their requests in our review processes.

Renewable Energy Generation

Isparta, Şarkikaraağaç
Our solar power project

999 kWe grid connection
capacity
1,348.59 kWp DC installed
capacity

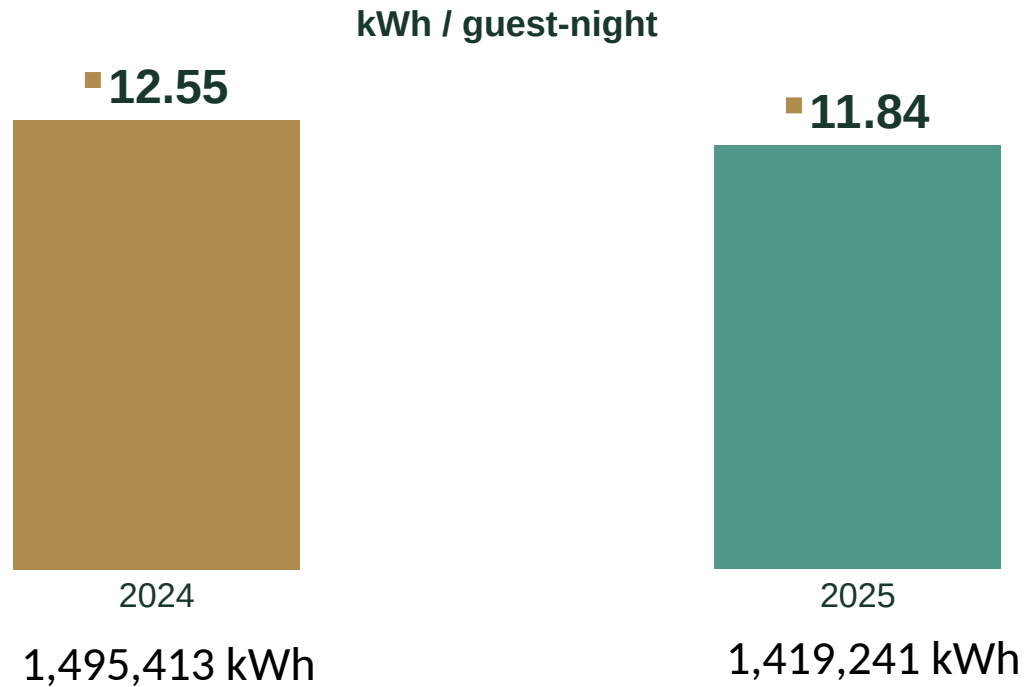
We contribute to environmental
protection by meeting our hotel's entire
annual electricity needs with our solar
power plant.

Our electricity generation in 2025:

2,265,045 kWh

Electricity Use and Energy Savings

2024–2025 consumption per guest-night



–5.6%

Reduction in consumption intensity

Total annual electricity consumption decreased from 1,495,413 kWh to 1,419,241 kWh.

Our Energy-Saving Practices

| Lighting control

We use timers for outdoor lighting and sensors in fire staircases, selected corridors and guest toilets.

| LED conversion

Most guest rooms and shared areas use LED lighting. We upgraded lighting for the 2026 season.

| Air conditioning

We use highly efficient AA+ air conditioners. Occupancy sensors in all rooms limit operation when no movement is detected.

| Motors and electrical systems

All pool and transfer pumps, the transformer and cold rooms use efficient AA+ equipment. We replaced the main electrical panels and transformer in 2026.

| Reducing heat loss

An air curtain serves the restaurant entrance. In empty rooms, thick, dark curtains stay open or closed according to the season to prevent energy loss.

| Hot water system

Solar thermal panels, three one-tonne rapid water heaters and a plate heat exchanger support the hot water system.

Water Use and Resource Conservation

2024–2025 consumption per guest-night

–20.7%

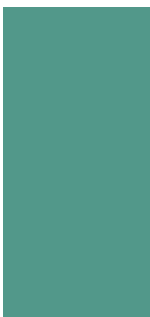
Mains water (m³ / guest-night)

■ 0.024



2024

■ 0.019



2025

+14.8%

Well water (m³ / guest-night)

■ 0.341



2024

■ 0.392



2025

+12.5%

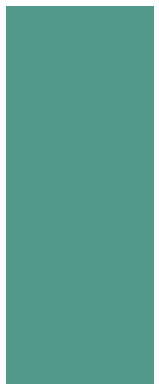
Total water (m³ / guest-night)

■ 0.365



2024

■ 0.410



2025

Water Saving and Water Safety

Technical measures and awareness

| Taps and cisterns

"Aerators, sensor-operated and knee-operated faucets are used. Toilet cisterns feature a dual-flush system with 3/6-liter options.

| Irrigation management

Drip irrigation covers 50% of the garden and sprinklers cover 40%. We aim to reduce irrigation requirements by using plants suited to the local climate..

| Conversion to showers

We have replaced bathtubs with showers in all guest rooms.

| Automatic dosing

We use controlled dosing in pools, laundry, kitchen, dishwashing, domestic water and reverse osmosis systems.

| Testing and monitoring

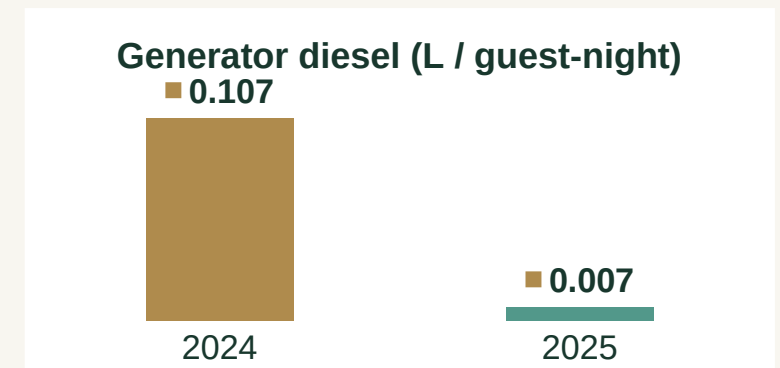
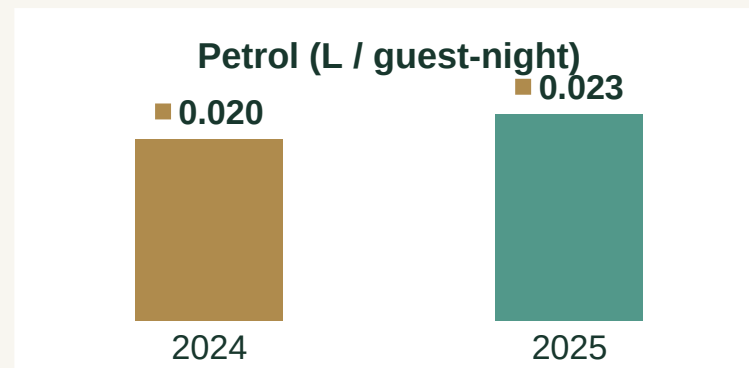
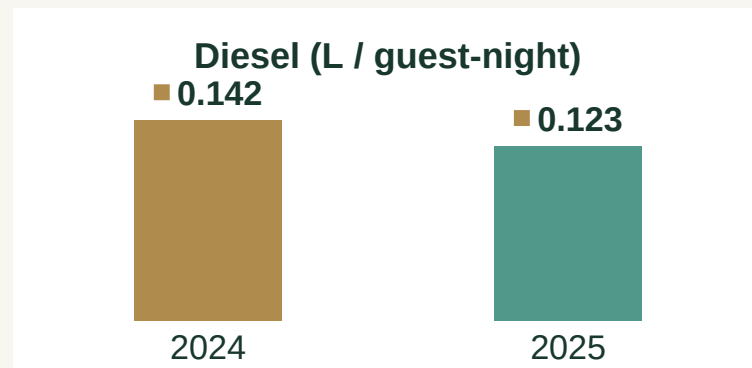
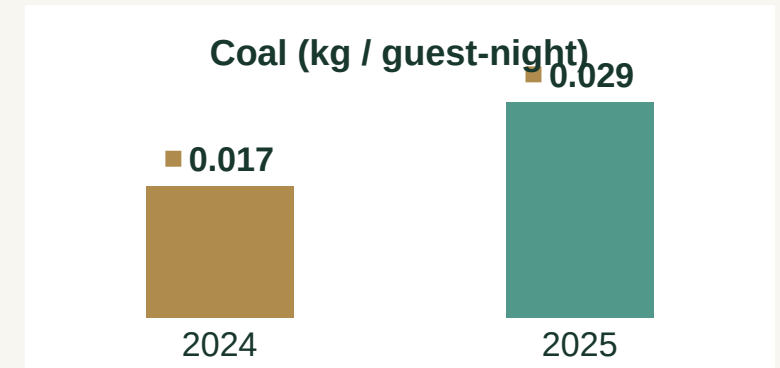
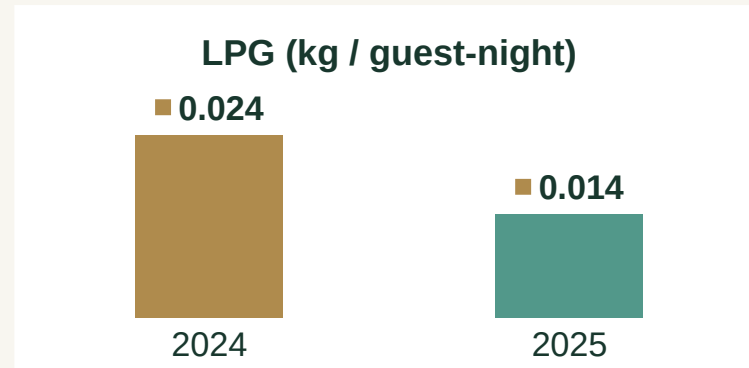
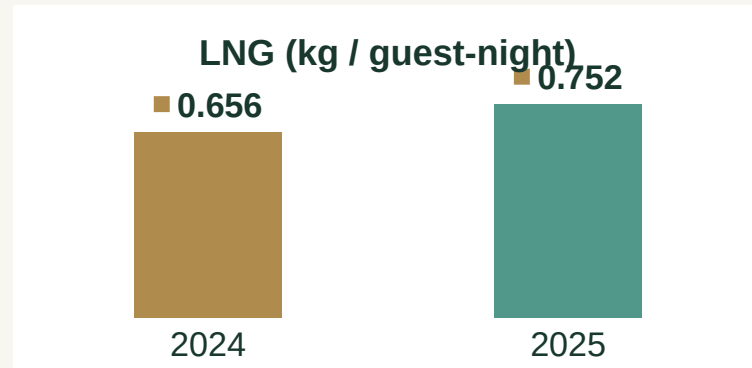
Pool and domestic water analyses, as well as Legionella sampling points, are monitored.

| Awareness initiatives in 2026

Water-saving habits are encouraged through water efficiency labels, employee training, and guest information.

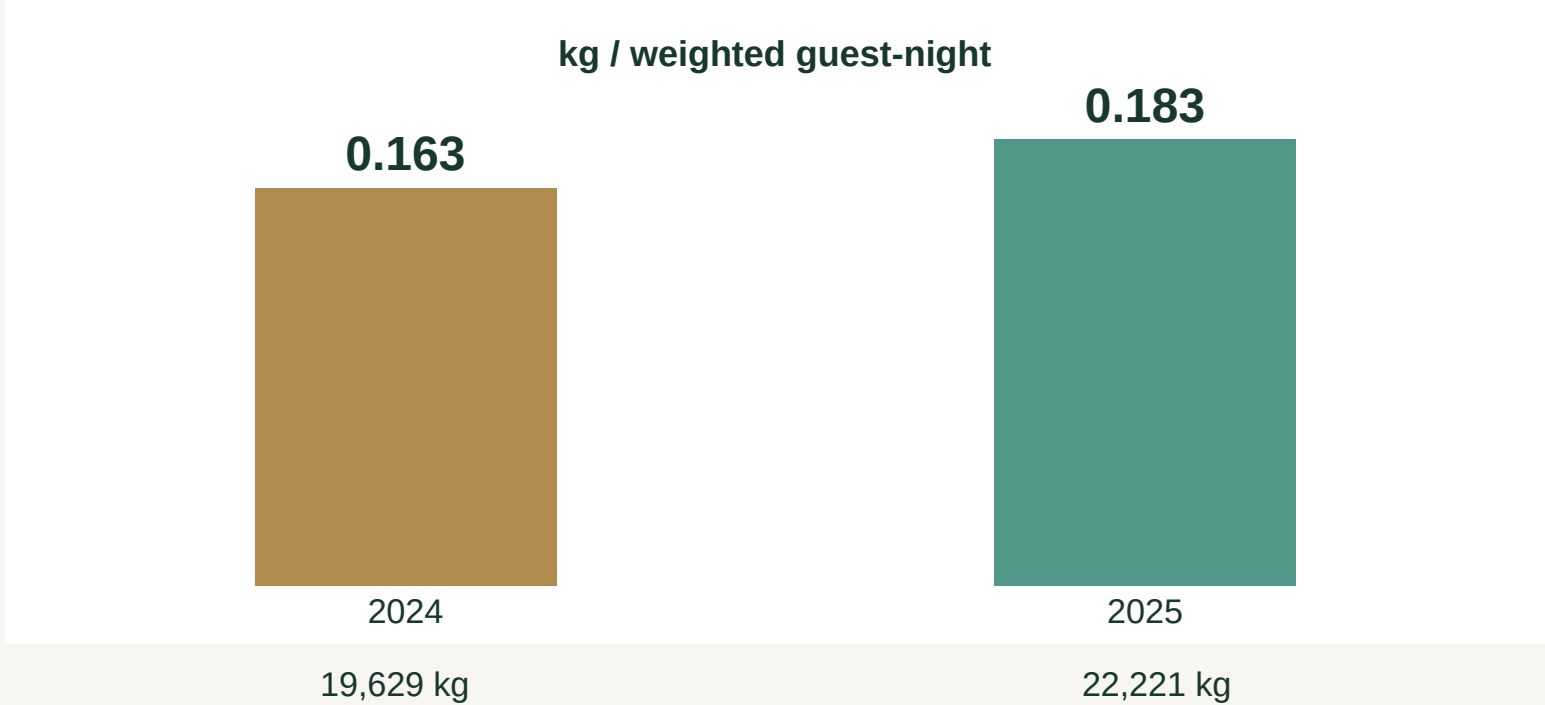
Fuel Consumption

2024–2025 consumption per guest-night



Chemical Use

2024–2025 consumption per weighted guest-night



+12%

Increase in Consumption Intensity

Our goals include dosing pump checks, correct-use training and monitoring by product.

Our Carbon Footprint



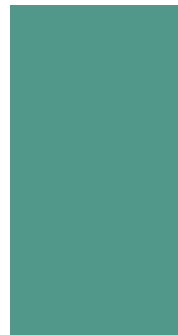
Carbon indicator (kgCO₂e)

■ 7.2



2024

■ 5.1



2025

What Is a Carbon Footprint?

The energy we use to deliver daily hotel services generates greenhouse gases that affect the climate. The carbon footprint measures this impact.

What Does This Report Calculate?

We track emissions from electricity and LNG (liquefied natural gas) consumption. We express results in carbon dioxide equivalent (CO₂e), a common unit for the climate impact of different gases.

Our goal is to reduce emissions through energy efficiency and renewable energy.

Zero Waste Management

01

PREVENT

We reduce unnecessary waste generation through purchasing decisions.

02

SORT

We separate waste at source by type and hazard category.

03

MEASURE

We monitor waste quantities through daily, weekly and monthly records.

04

HAND OVER

We send waste to licensed companies for recovery or proper disposal.

05

INFORM

We increase participation through employee training and guest information.

We use water dispensers in shared areas and returnable bottles in guest rooms.

Waste Monitoring and Guest Participation

Making measurement results visible

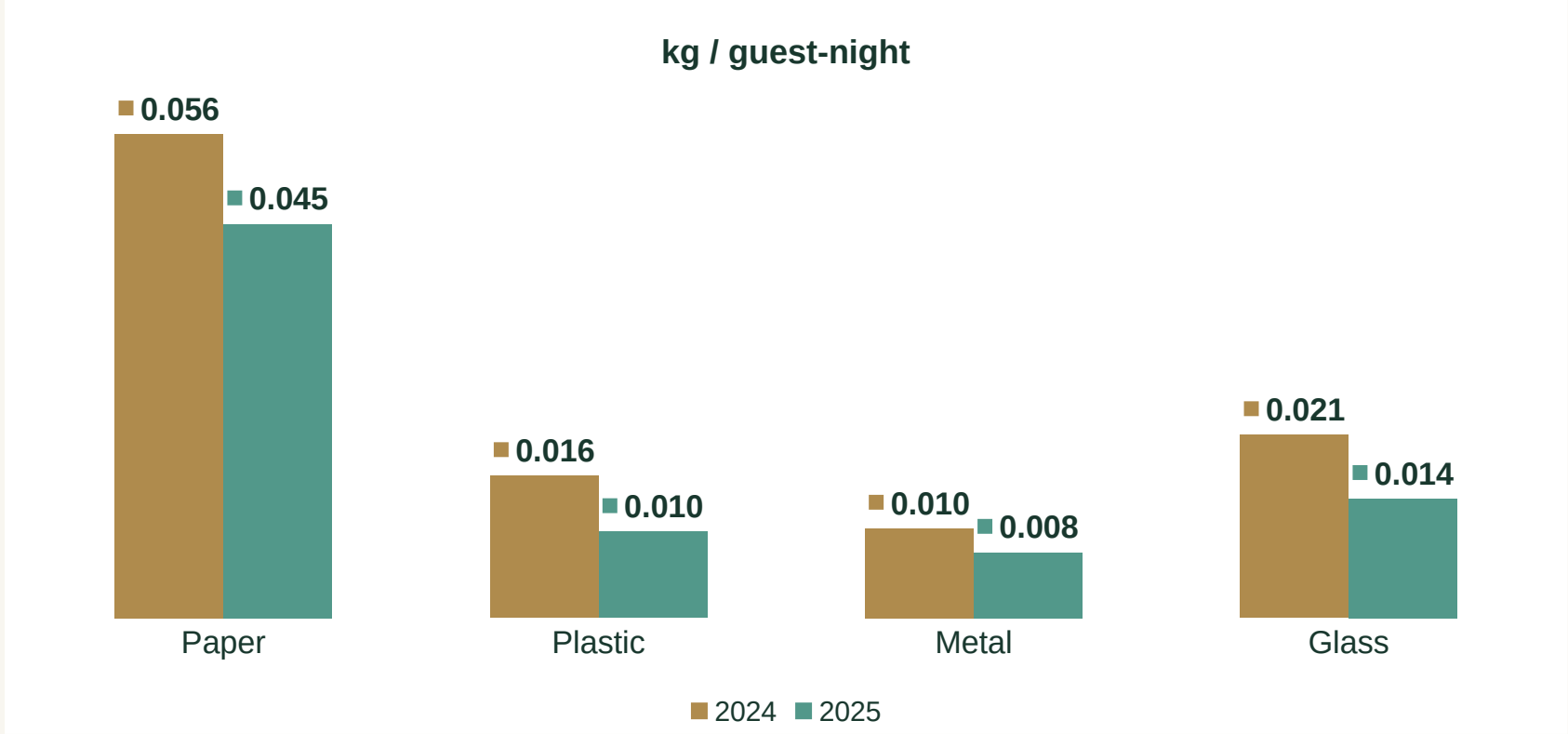
We share daily waste quantities with guests on the monitoring board. Visible results encourage participation in waste reduction.

Water dispensers in shared areas support our approach to reducing single-use plastics.



Reducing Packaging Waste

2024–2025 packaging waste per guest-night



–18.6%

Paper

–39.4%

Plastic

–26.9%

Metal

–34.9%

Glass

Protecting Biodiversity

Plant inventory and species information

Plants suited to the Mediterranean climate, including pomegranate, banana, mandarin, grapefruit, avocado and olive, form part of our landscaping.

Plant labels and QR-linked content help guests learn about the species.

Landscape maintenance takes regional conditions and irrigation needs into account.



Animal Welfare and Habitats

We provide food, litter and clean water for cats around the hotel and support safe living spaces with cat shelters.

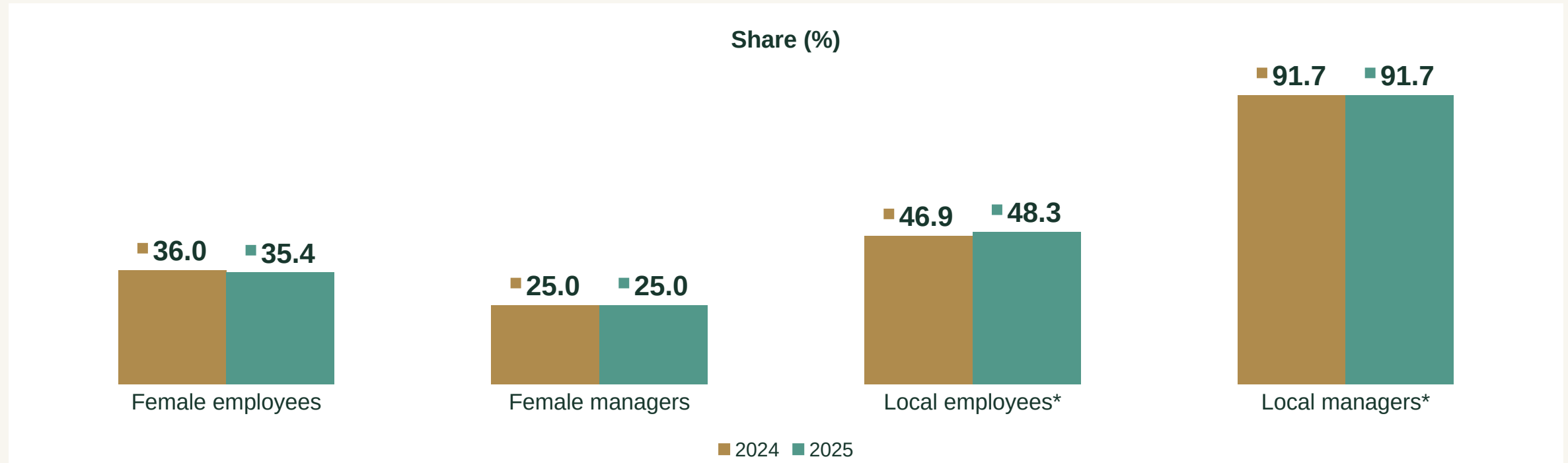
We monitor their health needs and maintain veterinary support and vaccinations.

We encourage guests to treat animals respectfully.



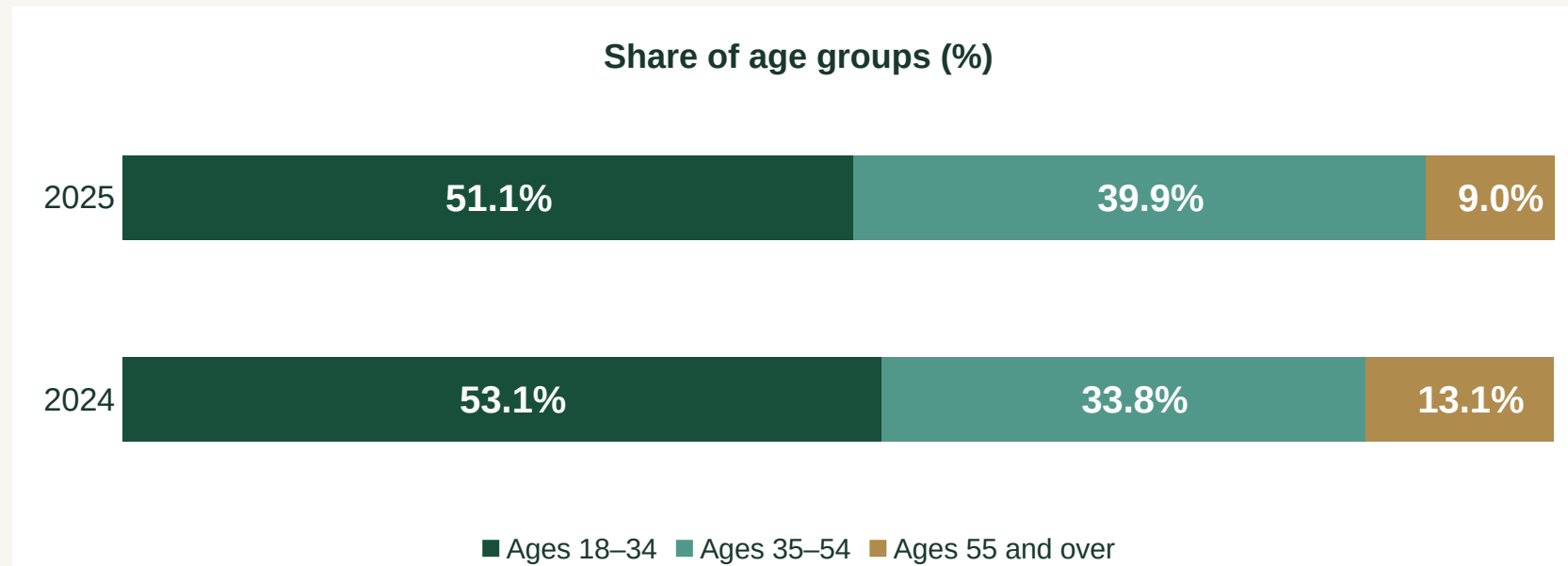
Employment and Equal Opportunities

2024–2025 employee and manager proportions



Employee Diversity and Age Profile

2024–2025 employee age groups



Ages 18–34

53.1% / 51.1%

Ages 35–54

33.8% / 39.9%

Ages 55 and over

13.1% / 9.0%

Employee Well-being and Support

Living conditions and employee support

We renovated the staff dining hall, shared areas and accommodation in winter 2023–2024. In the 2026 season, 80% of staff rooms accommodate two people and 20% accommodate three, improving employee well-being.

Our staff accommodation is approximately 200 metres from the public beach, giving employees easy access to the sea in their free time and supporting rest and quality of life.

We provide support packages during holidays and New Year, give gold gifts to employees who marry, and organise staff events.



Employee Engagement

Employee involvement

Noticeboards in staff areas share information on sustainability, the environment and working life.

General review meetings and feedback channels help employees communicate their views to management.

Employees can use an online survey and a feedback box in the staff dining hall. Human Resources checks the box every week.



Training and Employee Awareness

Training in 2026 covers occupational health and safety, the environment and zero waste, sustainable tourism, food safety and water safety.

Training on child protection and communication with disadvantaged groups supports respectful, inclusive service.

Practical activities and drills strengthen professional knowledge and awareness.

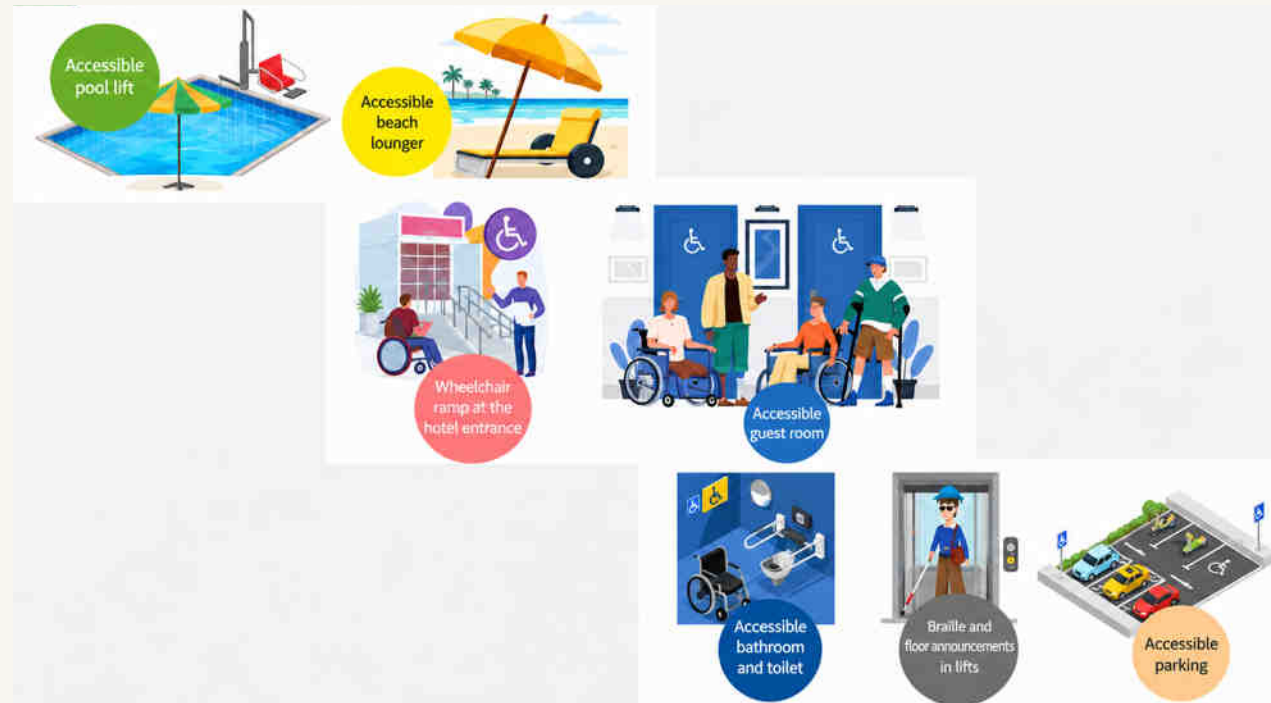


Accessible Service for Everyone

We uphold equal access to services for guests and employees with specific needs.

Training on communication with disadvantaged groups strengthens effective communication and support when needed.

We consider feedback and individual needs when improving our services.



Pool Access Equipment



Beach Access Equipment

Service Strengthened by Empathy

Communication with disadvantaged groups

Understanding every guest's need is the first step towards equal, respectful service.

Training develops employees' communication skills through empathy, attentive listening and appropriate support.



Inclusive and Safe Food Service

Diet and baby buffet

Our diet and baby buffet offers options for different age groups and dietary needs.

Product information and buffet signage help guests make choices.

The relevant teams assess special dietary requests together.



Environmental Awareness for Children

2026 World Environment Day and Mini Club activities

World Environment Day and Mini Club activities introduce nature and environmental topics in ways suited to children's ages.

Joint creative activities highlight messages about protecting nature and caring for resources.

Play and participation strengthen environmental awareness.



Learning Through Nature

Plant discovery, planting and colouring activities

Children connect directly with nature through planting and plant-care activities.

The entertainment team introduces garden plants, while colouring activities help children recognise different species.

Group activities encourage sharing, responsibility and care for the environment.



Sustainable and Efficient Purchasing

Reducing packaging and unnecessary use at source

Bulk beverage systems

Bars and restaurants use postmix and concentrated beverage systems.

Dispenser use

We use dispensers in rooms, washbasin areas, showers, shared spaces and staff toilets.

Bulk products

We serve products such as honey and chocolate in bulk at the buffet to limit individual packaging.

Ozone treatment

We use an ozone device to reduce the need for chemicals when disinfecting fruit and vegetables.

Correct dosing

Housekeeping, kitchen and pool operations use chemicals with controlled dosing.

Monitoring consumables

We track consumables and single-use supplies on an updated list and prefer reusable options where hygiene requirements allow.

Local Procurement and Regional Economy

92%

**Share of Local
Suppliers**

Local Supplier Criterion

Suppliers with a branch, regional office, sales office, warehouse or shop within Antalya province qualify as local.

Supporting Local Producers

We buy products such as olive oil, strawberries, watermelons, oranges and grapes from local producers.

Responsible Purchasing

Purchasing decisions consider eco-friendly products, supplier documentation and environmental practices.

Sharing Local Culinary Culture

We serve regional dishes in the renovated buffet areas as part of introducing guests to our culture.



Stories Behind Regional Dishes

Multilingual information and cultural exchange

Buffet cards present each dish's name, story and product information together.

Descriptions in Turkish, English, German and Russian help different guest groups access information.

Dishes such as Antalya piyaz, Arnavut ciğeri and çiğ köfte introduce local and national culinary traditions.



Easy Access to Food Information

Multilingual cards with QR codes beside each dish provide ingredient and allergen information.

The cultural stories of dishes such as Adana kebab and chicken döner help guests learn more about the food on offer.



Keeping Cultural Heritage Alive

Sharing culture through traditional performances

Whirling dervish and folk dance performances, together with Turkish Night events, help share our cultural heritage with guests.



Turkish Bath and Cultural Experience

Keeping traditional hammam culture alive

Exfoliating scrub and foam treatments in the Turkish bath share traditional hammam culture with our guests.

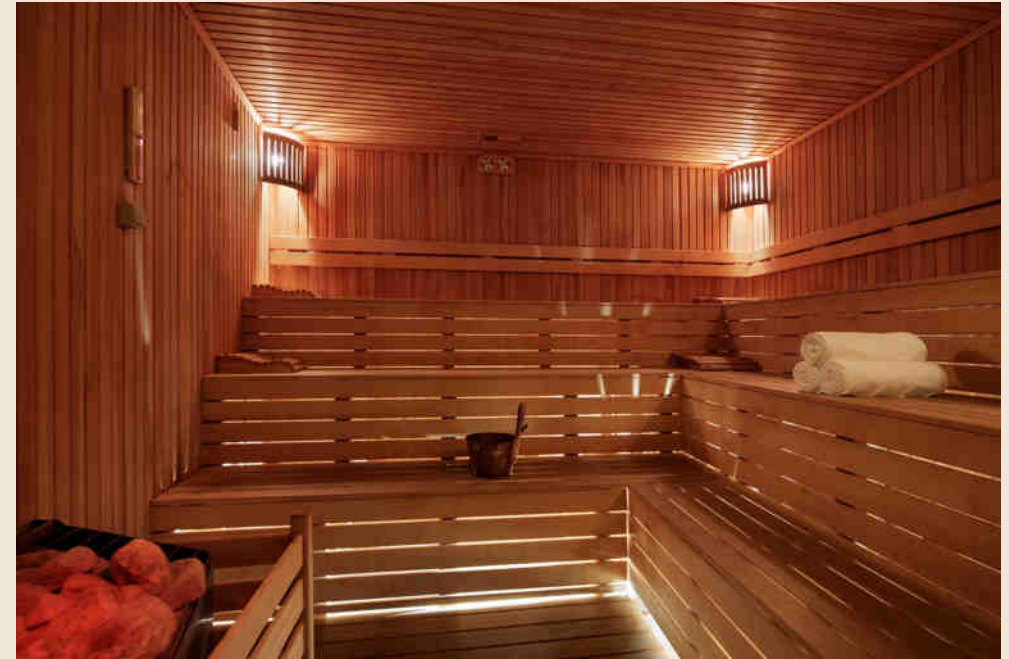
The architecture and service approach form part of the cultural experience.



Turkish Bath and Relaxation Areas

Services that complement the traditional experience

The Turkish bath offers a traditional body-care experience, while the sauna complements guests' relaxation.



Local Products and Cultural Values

Introducing local products in our shop

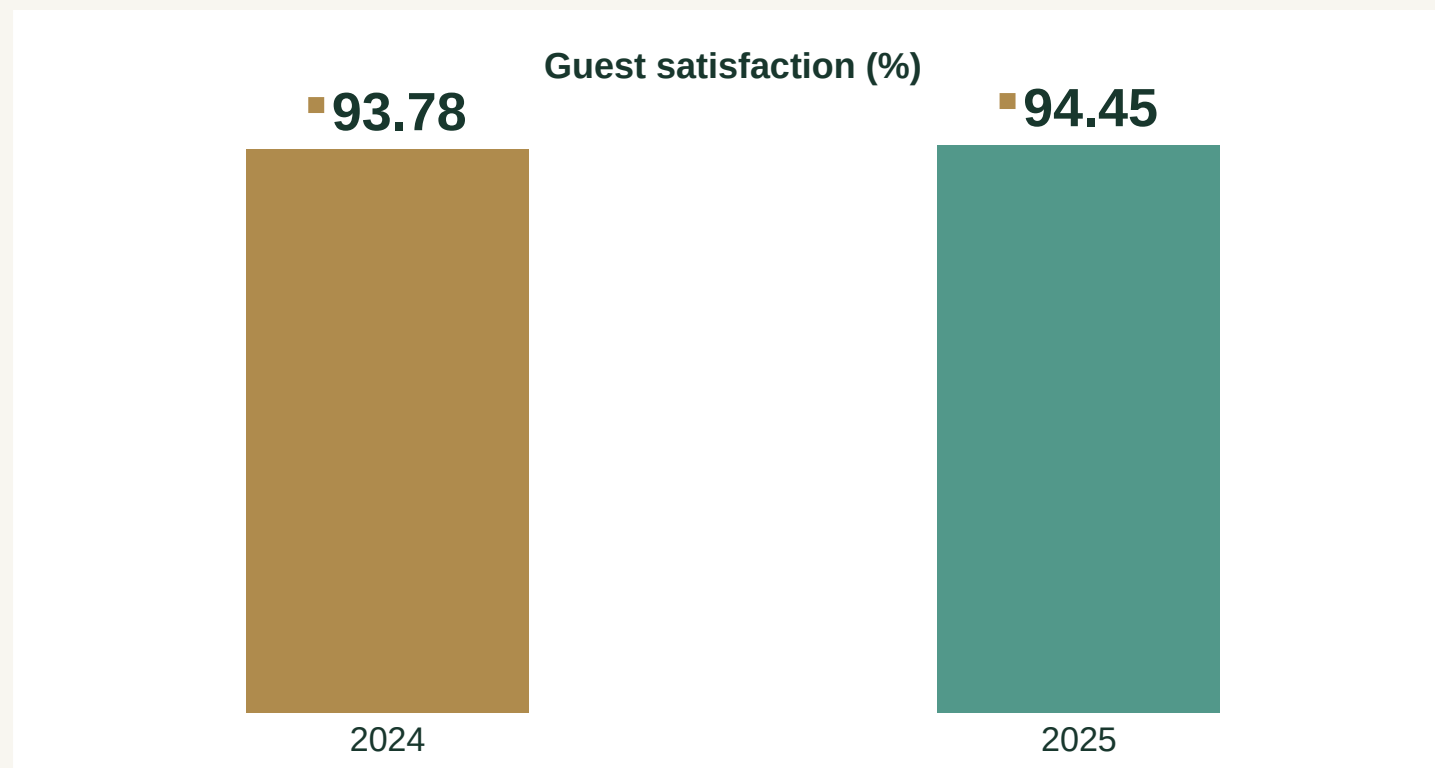
The hotel shop offers Turkish cotton products, Antalya- and olive-themed towels, and souvenirs reflecting Turkish culture.

Information about product origins helps promote local production and cultural values.



Guest Participation and Satisfaction

2024–2025 comparison



+0.67 points

We review guest feedback, suggestions and complaints and use them to guide improvements.

Shared areas and information channels feature content on sustainability, public transport and local events.

Guest Feedback

2025 Online Survey Participation

26%

Approximately one in four guests

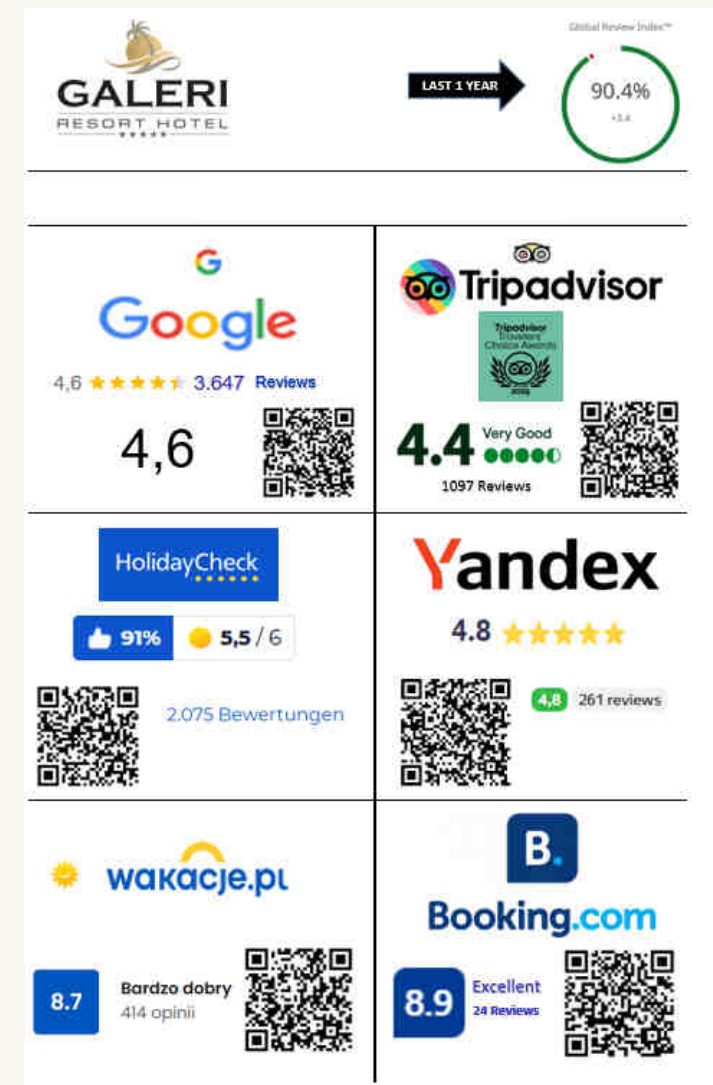
18,380

Guests staying at the hotel

4,777

Survey participants

Feedback from approximately 26% of our guests guides our efforts to develop and improve our services.



Guest Information and Feedback

Guest noticeboards share sustainability policies, environmental practices and regional information.

Maps and QR codes make information easier to access.

Survey boxes allow guests to share their views and suggestions and contribute to service improvements.



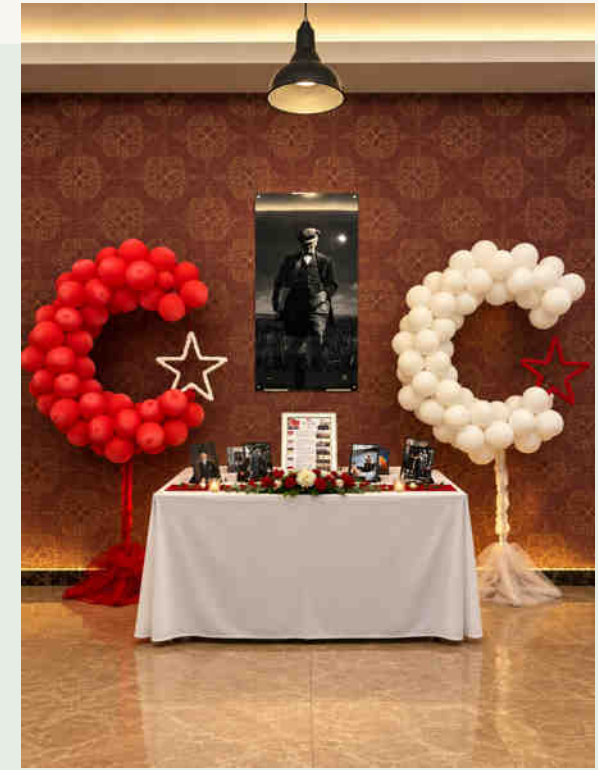
Supporting Local Culture and Community

Regional events and cultural exchange

Maps and information boards introduce Antalya's natural and cultural heritage.

We inform guests about regional events such as the Alanya Jazz Festival.

National holiday celebrations form part of our cultural exchange.



Education Partnerships and Industry Insight

Collaboration between Süleyman Demirel University and POYD



Galeri Resort Hotel General Manager Murat Tokat took part as an instructor in a class organised through the SDÜ and POYD partnership.

He shared industry experience with students on hotel financial management, budgeting, cost control and profitability analysis.

Our Certificates and Management Standards



ISO 9001:2015

Quality management



ISO 22000:2018

Food safety management



Zero Waste Certificate

Waste management



Sustainable Tourism

Stage 3 certification

Our Improvement and Reduction Goals

Reducing energy consumption

Improve energy savings through efficient equipment, maintenance and employee awareness.

Reducing chemical use

Manage consumption through correct dosing, regular pump checks and eco-friendly products.

Improving satisfaction

Strengthen prompt responses to guest requests and the review of employee feedback.

Protecting water resources

Repair leaks promptly, strengthen irrigation control and increase the use of water-efficient equipment.

Preventing waste generation

Support reuse and digitalisation and limit single-use products.

Maintaining local contribution

Support local procurement and continue cultural exchange and employee development.



Putting Goals into Practice

Regular monitoring and shared participation

- | | | |
|----|----------------------|---|
| 01 | Monitoring | Track consumption, waste and feedback using consistent units and reporting periods. |
| 02 | Review | Investigate variances with departments and relevant teams. |
| 03 | Improvement | Update maintenance, training and purchasing decisions based on results. |
| 04 | Participation | Include employee and guest suggestions in improvement efforts. |



Protecting nature,
adding value
to the future.

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www.galerihotel.com

