



# Sustainability Report

2023





Located just a few steps away from the famous Kleopatra Beach in one of Alanya's prime areas, Grand Okan Hotel offers its guests a unique holiday experience. With its modern design, spacious rooms, and high-quality service, the hotel is an ideal accommodation choice for both leisure and business travelers.



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It's time to think more deeply about the impact of what we do. The UN Sustainable Development Report 2021 highlighted how progress on many other goals, including poverty, education and gender equality, has stalled or reversed since 2020. In addition, global CO2 emissions are once again approaching record levels.

The global response to the COVID-19 pandemic showed that humanity can achieve tremendous things when it uses science and technology for the common good.



There is a renewed sense of purpose in society and optimism that we can overcome other big challenges, such as climate change. We should all endeavour to seize this moment to aim higher.

As Adempira Thermal & Spa Hotel, we have become an exemplary business with our environmental and social sensitivity. In order to create measurable targets, we measure our environmental impacts and prepare our action plans with the support of expert consultants and academics.





As Grand Okan Hotel, we are resolutely advancing on this transformation journey towards a sustainable future together with all our stakeholders. Our goal is to support stable, inclusive, and sustainable economic growth; create full and productive employment, and offer dignified job opportunities.

For environmental sustainability, we are developing consumption and production models based on circular economy principles. By continuously improving energy efficiency, water conservation, and waste management, we are creating solutions to mitigate climate change and its impacts.

We aim to experience the power of acting together by involving our guests, suppliers, employees, and all business partners in the shaping process of our sustainable development policies. By strengthening collaborations at both national and international levels, we will continue to progress on our sustainability journey.

Amanda Jane ÖZSOY  
General Manager

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## ABOUT THE REPORT

By focusing on environmental and social issues, we continue our commitment to transparently and promptly share our Environmental, Social, and Governance (ESG) performance and management approaches each year.

By preparing our Sustainability Report in digital format, we aim to leverage technology to communicate more effectively with our stakeholders and reduce our carbon footprint. In this way, we support our mission to leave a cleaner environment for future generations.

### Scope of the Sustainability Report

The scope of the key performance data in this report includes the 2024 data for Adempira Termal & Spa Hotel. As data becomes available, it will also include previous years for comparative purposes.

For questions regarding the report and its contents, please contact [adempira@adempirahotel.com](mailto:adempira@adempirahotel.com).





Grand Okan Hotel opened its doors to guests in 1998, making a significant contribution to Alanya's accommodation options. The hotel's founder, aiming to create a modern and comfortable facility in Alanya's tourism sector, quickly established Grand Okan Hotel as a renowned and preferred establishment with a commitment to quality service and guest satisfaction from its early years.

Over the years, Grand Okan Hotel has continuously renewed and modernized itself. Room and facility renovations, investments in technology, and efforts to improve service quality have played a crucial role in the hotel's development.

Various projects focusing on energy efficiency, water conservation, and waste management have been developed and implemented. Additionally, the hotel has actively participated in social responsibility projects to contribute to the local community. Today, Grand Okan Hotel is recognized as one of Alanya's most prestigious hotels and is preferred by both domestic and international tourists. With its comfortable accommodations, rich amenities, and superior service quality, the hotel has solidified its place in the industry. In the future, it aims to continue providing the best experience to its guests by adhering to sustainability principles, innovative approaches, and high service quality.

The history of Grand Okan Hotel is a remarkable success story that has contributed to Alanya's tourism development and led the growth of the region's tourism sector. With its guest satisfaction-oriented approach and commitment to quality service, Grand Okan Hotel remains one of the top choices for those looking to create unforgettable holiday memories in Alanya.



154  
Rooms



1 Restaurant  
1 Ala Carte



2 Bar



1 Swimming Pool



1 Meeting  
Rooms



1 Sauna



1 Fitness Area

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2023 Number of Guests

**65.937**



Countries of Hosted Guests

**63**



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## OUR PRIORITIES

### Our Guests

Guest experience  
Health, safety and security  
Food Safety  
Building and fire safety

### Our Employees

Human resources  
Learning & Development  
Employee experience  
Occupational safety and health

### Our Environment

Climate impacts  
Water  
Biodiversity conservation

### Our Community

Natural resource consumption  
Waste  
Volunteering





## OUR ETHICS POLICY

### **Integrity**

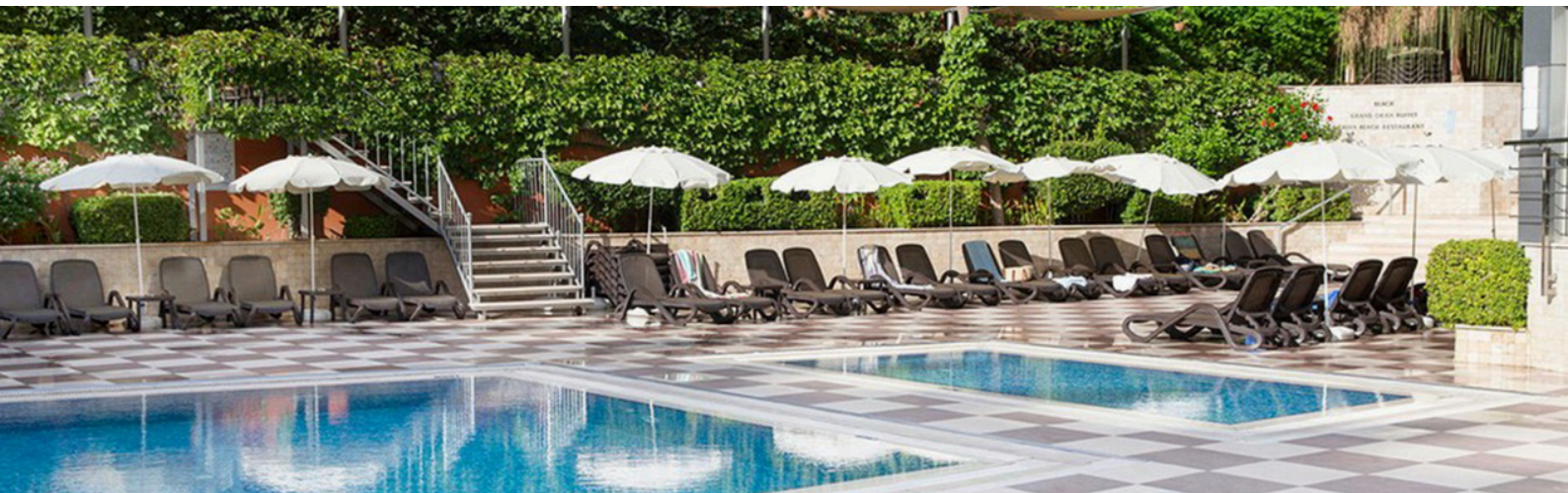
Integrity and honesty are our priority values in all our business processes and relationships. We act with integrity and honesty in our relations with our employees and all our stakeholders.

### **Confidentiality**

Confidential and private information includes information that may create a competitive disadvantage for our Grand Okan Hotel (the Company), trade secrets, financial and other information that has not yet been disclosed to the public, information on personnel rights and information within the framework of "confidentiality agreements" concluded with third parties.

As Grand Okan Hotel employees; we pay attention to the confidentiality and protection of private information of our customers, employees and other related persons and organisations we work with. We protect confidential information related to the Company's activities, use this information only for the purposes of the Company, and share this information with the relevant persons only within the specified authorisations.

For us, it is absolutely unacceptable to obtain any commercial benefit (insidertrading), including the purchase and sale of shares on stock exchanges, by leaking any confidential information belonging to the Company. When leaving our company, we do not take out confidential information and documents and projects, regulations, etc. that we have due to our duties.







## **Protection of Personal Data**

The employee shall not share, transfer, disclose, misuse or misuse the special and general personal data belonging to the employer or employer's representatives, employees, sub-employer employees, customers, suppliers, third parties, guests, job applicants, interns and all real persons related to the company's activities in electronic media in written, audio or video form without the written consent of the data owner and the employer.

## **Conflict of Interest**

As Grand Okan Hotel, we aim to avoid conflicts of interest. By taking advantage of our current position; we do not obtain personal benefits from persons and organisations with whom we have business relations personally, through our family or relatives.

We do not engage in business activities based on an additional financial interest outside the company. We refrain from using the name and power of Grand Okan Hotel corporate identity for personal benefit.







## OUR EMPLOYEES



TOTAL NUMBER OF EMPLOYEES

92



NUMBER OF FEMALE EMPLOYEES

24 % 26



NUMBER OF MALE EMPLOYEES

66 % 72

NUMBER OF SPECIAL STAFF EMPLOYEES



2 % 2



## 2023 YEAR TRAININGS



18

MAIN TITLE  
TRAINING

37

SUBTITLE  
TRAINING

15

HOURS OF  
TRAINING  
PER  
PERSON

FIRE SAFETY

OCCUPATIONAL HEALTH AND SAFETY

ENVIRONMENT AND ZERO WASTE

CULTURAL HERITAGE

CHILD ABUSE

HUMAN RIGHTS

SUSTAINABLE TOURISM AND  
ENVIRONMENT

BASIC HYGIENE

FOOD AND WATER SAFETY

ORIENTATION

COMMUNICATION TECHNIQUES



## ENVIRONMENTAL SUSTAINABILITY

As Grand Okan Hotel, prevention of pollution and protection of the environment and natural resources for sustainable development are our main objectives.

In all the processes we carry out, in addition to local legislation, international standards and special standards of our guests are also taken into consideration, and we fulfil the requirements of all environmental and social conditions determined by these standards and support continuous development and the use of the best available technologies to ensure their continuity.

Our declaration and reporting obligations in environmental processes are sensitively managed by our environmental consultants with the follow-up and implementation of legal processes.







## ENERGY MANAGEMENT

Aiming continuous improvement in energy efficiency, our energy consumption is monitored and reviewed on a daily, monthly and annual basis.

Every year, important energy utilisation points are identified and energy efficiency projects are prepared.

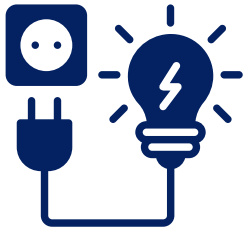
In addition to these studies for existing facilities, new investments are evaluated in terms of energy efficiency and it is aimed to reduce the specific energy intensity of the products to be produced.

In addition to efforts to increase energy efficiency, we continue our feasibility studies on the use of renewable energy in order to reduce our carbon footprint in line with sustainable development goals and in the process of harmonisation with the European Green Deal.





## ENERGY AND WATER CONSUMPTION



### ELECTRICITY

688.305 kWh



### LPG

64.843 Kg



### WATER

15.452 m<sup>3</sup>



## WATER MANAGEMENT

Projects are developed and implemented to reduce water consumption in our facilities, water consumption values are regularly monitored on a monthly basis, water leakage controls are carried out continuously and intervention is provided in the fastest way.

For a sustainable environment, water of a quality that complies with both the discharge limits we are subject to in the Water Pollution Control Regulation and international legislation and standards is discharged to the receiving environment.







## GENERAL WATER RISK

In terms of its location, our hotel is in a location where all water-related risks should be measured by collecting all indicators selected from the categories of Physical Quantity, Quality and Regulatory and Reputational Risk.

### **Middle-High (2-3)**

\*<https://www.wri.org/applications/aqueduct/water-risk-atlas>





## WASTE MANAGEMENT

Considering the product life cycle in our processes, firstly, the policies of reduction at source, separation at source and reuse of the waste generated within our facility are implemented.

Hazardous and non-hazardous wastes are generated in our facility. Hazardous wastes are collected in the hazardous waste temporary storage area permitted by the Provincial Directorate of Environment, Urbanisation and Climate Change and sent to licensed facilities with licensed vehicles and drivers via MOTAT (mobile waste tracking) system.

Non-hazardous wastes are also collected in the non-hazardous waste temporary storage area and sent to licensed facilities. In the management of these processes, our Environmental Consultant and an employee responsible for the waste area are in charge.

Almost 100% of the hazardous and non-hazardous wastes generated in our facility are recycled by licensed facilities as plastic, glass, paper-cardboard, metal, battery, oil, etc.







## WASTE MANAGEMENT TARGETS

Targeting the preference of products that are environmentally friendly and will not produce waste or will produce less waste,

Especially raising environmental awareness,

Increasing trainings on Waste Segregation and Zero Waste System,

Informing employees about current environmental issues.





## OCCUPATIONAL HEALTH AND SAFETY

As Adempira Termal & Spa Hotel, we consider protection from all kinds of injuries, occupational diseases, accidents and environmental pollution in health, safety and environmental issues as a goal to be achieved not only in theory but also in reality.

OUR GOAL;

ZERO ACCIDENT, ZERO RISK!

As individuals, we have principles to guide us in our daily activities both at work and outside of work:

All injuries and occupational accidents are preventable.

Every employee is personally and directly responsible for preventing accidents and illnesses. Safety is a prerequisite for working, so every employee must take responsibility for working safely and do what is necessary.

Safety training is a vital element for a safe workplace.

Safety audits must be carried out. The risks associated with any vulnerability must be quickly identified and the necessary corrective actions and actions must be taken immediately.

It is important to investigate and eliminate not only incidents resulting in injuries and accidents, but also all kinds of practices and behaviours that have the potential for danger.

Off-the-job safety is as important as safety in the workplace.

- Preventing injuries and illnesses is also commercially profitable.





SUPPORTED CIVIL SOCIETY ORGANISATIONS



[www.grandokan.com](http://www.grandokan.com) | [info@grandokan.com](mailto:info@grandokan.com)



## OUR STRATEGIC OBJECTIVES

To follow sectoral and corporate development areas.

To follow guest satisfaction effectively.

To ensure employee satisfaction and development.

To keep sustainability audit mechanisms alive.

To make our operational efficiency and processes more efficient.

To utilise growth opportunities.

Keeping costs under control with a focus on profitability