

SUSTAINABILITY REPORT 2019-2020



VOYAGE SORGUN HOTEL

SUSTAINABILITY

HOW DID WE START?

HOTEL

HUMAN RESOURCES AND TRAINING

ENVIRONMENTAL APPROACH

SOCIAL RESPONSIBILITY

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It's Not a Discourse - It's a Sustainability Approach...In the change we are facing, we place sustainability at the center of the service we provide in the tourism sector and make it a part of our strategy. We adopt sustainability as a business model with our vision of "Respect for the World, Respect for the World".

With this sustainability report published on behalf of Voyage Sorgun Hotel, sustainability performance of our property and its effects are presented to the attention of all our shareholders.

A member of VOYAG Turizm Otelcilik Isletmesi, a tourism investment company that prioritizes guest satisfaction, our property aims to ensure responsible production, service and consumption and we continue our studies to maintain continuity.

This report is our first sustainability report that we publish as a necessity of the studies we have been carrying out since 2013 for TRAVELIFE Environment and Sustainability Award and contains social and environmental performance data for 2017-2018 season.

We're glad to present the sustainability report that contains Voyage Sorgun's activities in its environmental and social fields.

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VOYAGE SORGUN HOTEL

The property was established in 1989 under the name of Turtel Sorgun with 386 rooms and 820 beds on an area of 84.000 m².

Renovated in 2004, the property performs accommodation activities in tourism sector with its 768 rooms under the name of Voyage Sorgun.

Renovated again in 2015, the property continues its accommodation activities in tourism sector with its 508 rooms. Since the establishment, we fulfil the obligations of environmental legislations and ensure the accuracy.

Just beside Sorgun Forest that brings together the thousand shades of green, Voyage Sorgun welcomes both families with children and the couples with exclusive services.

With its privileged services and fabulous delicacies, the property offers a dream holiday to those who like to be in touch with the nature. It redefines the borders of impeccable service by combining Voyage hospitality with the magnificent nature of Sorgun.



HOW DID WE START?

First studies in our hotel were initiated by fulfilling the requirements of the National Environment Legislation.

We continue our studies to obtain necessary official permissions like Environmental Permit, Live Music Permit, Environmental Impact Assessment (EIA) as well as to make and maintain necessary measure, analysis and follow-up works on waste management, chemical use, waste water, municipal water, air emission, to create training plans and to ensure the continuity for practices.

Blue Flag 2005: We have been in possession of Blue Flag certificate, an international award given by an independent non- governmental organisation "Foundation for Environmental Education – FEE" since 2005. Through this award, we aim to represent a well-rounded environmental management that prioritizes the clean sea water and environmental training and awareness.

ISO 14001 Environmental Management Systems: Our objectives to reduce the use of natural resources and to minimize the damages on soil, water, air are based on the foundation of monitoring the environmental performance and continuous improvement by managing the environmental dimensions. While doing so, we follow the conditions stated by the relevant legislations and laws regarding the environmental factors. In line with these objectives, we have the environmental management system standard published by the International Standards Organization since 2006.

Travelife 2013-2019: Voyage Sorgun complies with the social and environmental standards to improve the sustainability performance and thus holds the Travelife Gold certificate. We have been aiming to increase this performance every year since our first step in 2013.

Green Star 2014: We have been included in Environmental Awareness Campaign (Green Star) launched by T.R. MINISTRY OF CULTURE AND TOURISM to protect the environment, raise the environmental awareness, increase our positive contributions to the environment and convey our goals and experiences in that line to our shareholders and in 2014, our hotel became a Green Star Hotel.

Green Key 2015: Since 2015, we have been participating in Green Key, an international eco-label that awards and supports initiatives on protection of the environment and aims to contribute to the prevention of climate change and to the sustainable tourism.

SUSTAINABILITY

HOW DID WE START?

Starting its business life with Etstur which was founded in 1991 through a ground-breaking entrance into Turkish tourism Industry, Etsgroup offers various holiday options with Didimtur, Jetset, Ucuzabilet.com, Otelpuan.com, Odamax.com, Voyage Hotels and Maxx Royal Hotels.

Etsgroup provides service as the leading tourism group in the industry by adding the mission of keeping customer satisfaction at the highest level and providing high standards of service quality which also is the company's core principle. Offering tour packages that cover over a thousand hotels and resorts within the country and approximately 60 destinations abroad, the group also provides many services including domestic cultural tours, incentive groups, airplane tickets and car rental.

Establishing Voyage Hotels Chain in 1994, Etsgroup features six different Voyage Hotels and 2 Maxx Royal Resorts.

The properties, each having a different concept with their architectures and atmosphere, stand out with their high standard and best quality services.

Voyage Hotels and Maxx Royal Resorts welcome the guests at its restaurants serving dishes from different world cuisines, and by providing various activity and entertainment facilities. Besides standing out with its award-winning properties Voyage is also known for being a nature-friendly hotel. Taking precautions in order to prevent any damage to the surrounding nature in particular the trees during construction and building around the trees where and where possible sets Voyage Hotels apart from the other properties.





HUMAN RESOURCES POLICY

THE QUALIFICATIONS TO ENJOY OUR TEAM ARE TO HAVE PERSONAL TRAITS IN COMPLIANCE WITH OUR CORPORATE CULTURE AND VALUES AS WELL AS THE EDUCATION, EXPERIENCE AND COMPETENCIES REQUIRED BY THE POSITION.

- Creating and disseminating policies that will ensure the establishment honest, transparent, fair, reputable and fiduciary relationships.
- Selecting and improving among the candidates complying with the corporate culture and targets for our dynamic and Professional human resources.
- As a group that invests in and values human, establishing and managing systems about occupational health and safety, which are continuously monitored and improved.
- Organizing trainings that will serve to the company's targets and personal development of the personnel and measuring the efficiency.

HUMAN RESOURCES APPROACH

Recruitment Process;

Recruitment process in our properties is performed within the framework outlined by Group Human Resources and Training Directorate.

A fair, non-discriminative, objective multi-stage interviews are applied during recruitment process, which also include general skills assessment.

Performance Management and Fair Wage System;

In our properties, performance monitoring calendars are created under the leadership of Group Human Resources and Training Directorate. Assessments are made objectively and over an online system. Performance assessment outcomes have a directive effect on the development and career planning of employees.

Our employees are informed of the salary they will receive, working conditions, working hours and pay days before they start working.

Training and Career Management;

All employees can benefit from right to education equally. We provide training opportunities on many subjects that may contribute to their personal profile and competencies like self-improvement, awareness, consciousness, leadership, foreign languages, understanding and helping people with disabilities as well as legal and professional trainings as required by the tourism and hotel management sector.

Pursuing a goal of making investment in its employees especially in field of training, our group also puts emphasis on promoting employees within the property or group.



WORKING LIFE

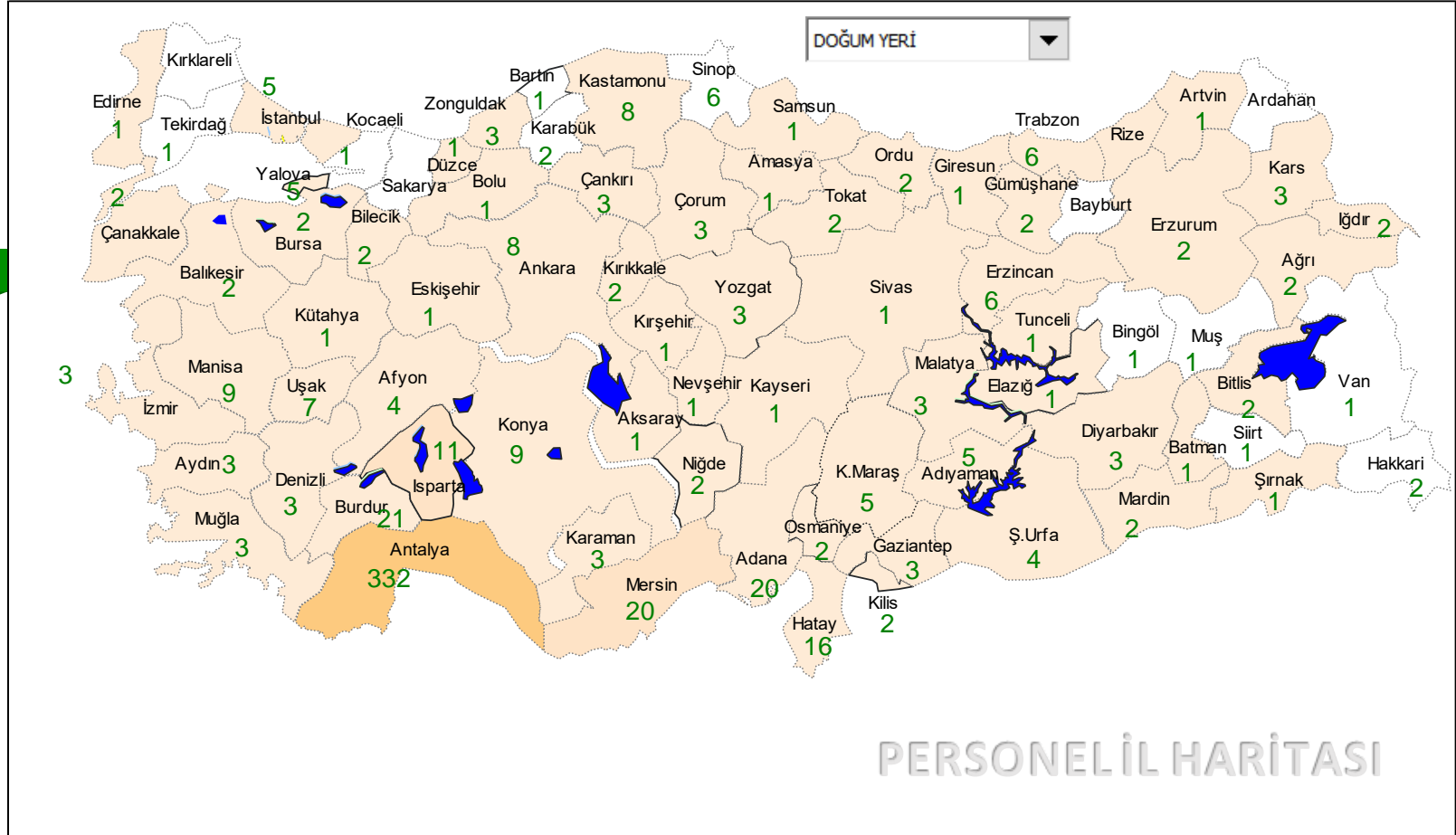
To ensure the absolute satisfaction of employees in VOYAGE Hotels is significant as much as the satisfaction of the guests for us. With this point of view, it's the responsibility of the management to meet all needs and comfort of the employees in the workplace such as his/her working environment, psychology, self-motivation, performance as well as legal rights of the employee, including some benefits provided by our company as fringe benefits.

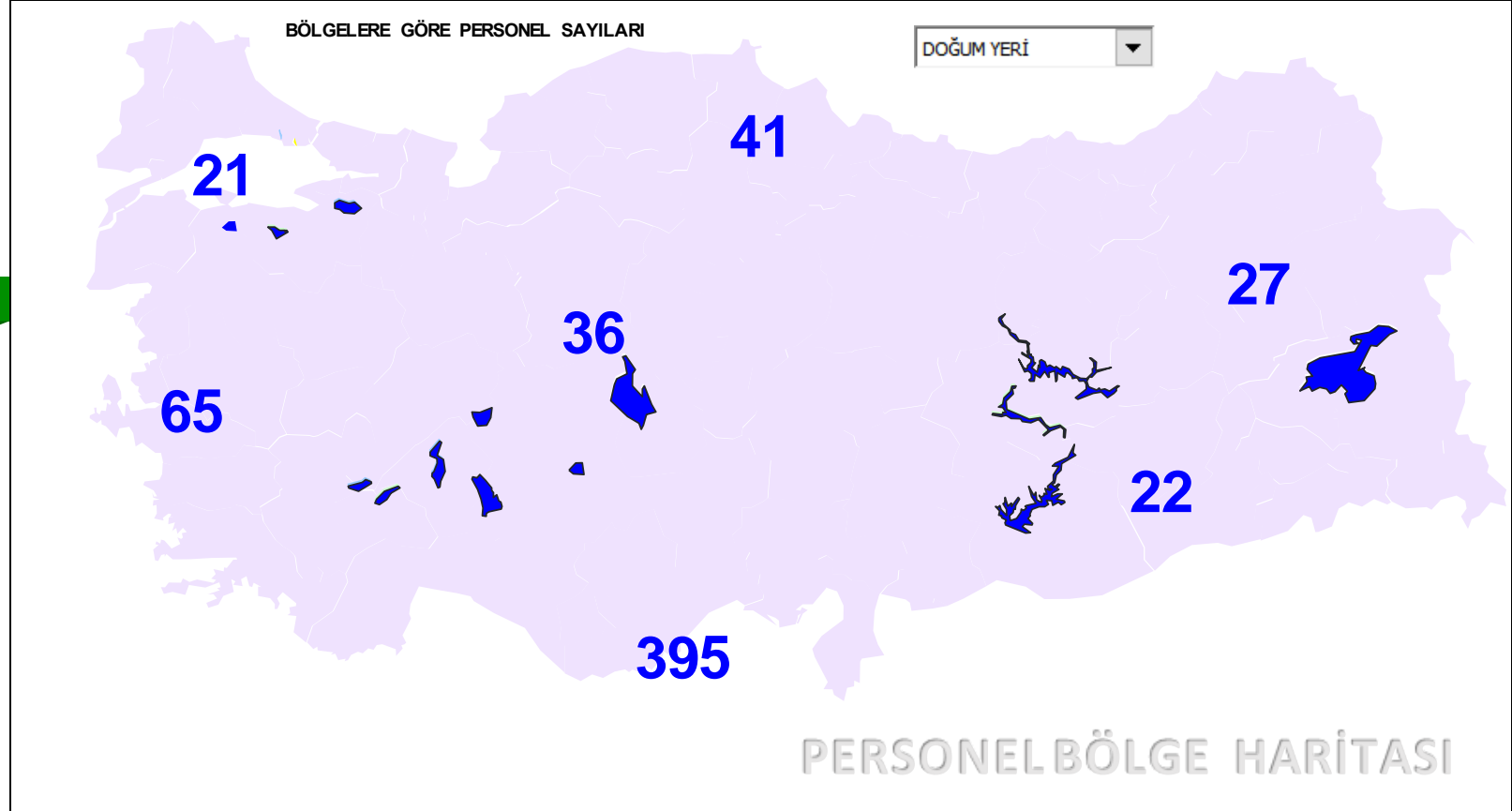
Since we employ a high number of foreign employees in our hotels and as a company that appeals to guests from various nationalities and provides service at international level, it's contrary to our hotel management and business principles to discriminate between our guests or visitors in terms of nationality, race, religion etc.

Therefore, Hotel Human Resources Directorates treat all personnel affairs of our employees from different countries or nationalities with same attention in compliance with the legal procedures and all employees within the hotel are presented with equal opportunities.

Beside that, we prioritize the employment from Manavgat – ANTALYA locations where our hotel is located to contribute to the Local Society and increase the regional employment in line with the needs of the hotel.







WORKING LIFE – FOREIGN PERSONNEL EMPLOYMENT

Belgium 1



Indonesia 4



England 1



Russia 2



Ukraine 4



Kyrgyzstan 29



SUSTAINABILITY

HUMAN RESOURCES

Rewarding and Support;

We recognize that offering a development opportunity to our employees is one of the most essential responsibilities of us and also believe that they'll create difference on their works while improving themselves and multiply their success.

Within the scope of our responsibility;

- ▶ Foreign Language Bonus; Employees who succeed in foreign language exams get a chance to have bonus payments in various amounts depending on their foreign language levels.
- ▶ Training/Education; We encourage our employees who had to ceased their education life for any reason to complete their educations.



**FOREIGN LANGUAGE BONUS –
GO PLUS**

We recognize that offering a development opportunity to our employees is one of the most essential responsibilities of us and also believe that they'll create difference on their works while improving themselves and multiply their success. Within the scope of our responsibility, we prepared "Go Great Opportunities" project. We'll develop many sub-projects within this main project.

Within this
scope;

"Go Plus" Application is a Foreign Language Bonus
system.

Our employees get chance to have bonus payments in various amounts
from following 4 languages out of 5 depending on their foreign language
levels



Foreign Language Bonus is paid in addition to the base salary of the
employees who succeed in foreign language exams carried out at our
hotels.

The exams prepared for our employees are applied by the expert
organizations in their fields. The results of the exam are assessed basing
mostly on 70% speaking and 30% other skills. Employees can get bonus in
5 out of 6 levels prepared special to our group abiding by the denomination
of general level of European Language Portfolio. Note that level A1 is out
of the scope.

SOCIAL RESPONSIBILITY

Collaboration Protocol for Vocational and Technical Training Development Between Ministry of National Education and VOYAGE HOTELS

A separate protocol has been signed between the Ministry of National Education and our group in parallel to the protocol agreed between the Ministry of National Education and Ministry of Culture and Tourism. In this context, three schools have been determined as the project schools of our group.

Purpose of Project;

To ensure the training of personnel aiming at meeting the need of qualified labor force for the tourism sector and contribute on the augmentation of field competence of trainers. In this context, three schools have been determined as the project schools within the protocol signed between our group and the Ministry of National Education.

Scope;

- ▶ To provide job shadowing and in-service training for directors and field trainers
- ▶ To provide foreign language trainings
- ▶ To award scholarship for university education to the students that we deem successful during intern period in case they get accepted to a university in relation to the sector.
- ▶ To make additional payment to the intern students apart from their monthly intern salaries.
- ▶ To supply material and equipment support to the schools.
- ▶ To provide ability training to the interns and trainers
- ▶ To ensure employment guarantee for the students that we deem successful during intern period.



Thanks to the contributions of our employees, we have supported World Cleanup Day initiated all over the world, spread through social media and official bodies, non-governmental organizations, associations, voluntary communities, big corporate brands etc. and organized under the name of LET'S DO IT TURKEY.



SOCIAL SENSITIVITY

Tourism sector gives pleasure when correct communication techniques are used along with the ones presented to the expectations of the individuals. Congenitally or acquired disabled persons, ones with limitation of movement due to chronic disease, elders with hearing and gait disturbance, pregnant women and mother with children face with various difficulties and impediments during daily life activities. Individuals may encounter with such impediments both as a guest and an employee. Social life requires all individuals to have full and equal rights without being discriminated as impeded or unimpeded.

All individuals are in need of travelling, accommodating, food&beverage and entertainment in tourism. It's substantially important to develop and apply correct, unimpeded approaches to the individuals to meet those needs accurately.

In this sense, the following is prepared by Group Human Resources and Training Directorate in VOYAGE HOTELS:

► UNIMPEDED APPROACH STANDARD

This training will be provided by the relevant experts to all our employees and thus commissions are created.



VOYAGE HOTELS' CHILD SAFETY AND RIGHTS POLICY

VOYAGE respects to human rights and is determined to maintain this. VOYAGE shows respect to dignity, privacy and rights of each individual. VOYAGE doesn't tolerate any discrimination against nationality, gender, race, colour, disadvantageousness, ethnics, religion, faith, age or sexual orientation and child labour and offensive working conditions are not accepted.

Voyage Hotels condemn any kind of child abuse.

Voyage Hotels don't employ child labour and support identifying the child labour abuse.

Voyage Hotels also support the laws and regulation on protection of the children against sexual abuse and punishment of the crime of child abuse.

Convention on the Rights of the Child by the United Nations is a guide for VOYAGE.

Voyage Hotels will operate in coordination with legal authorities in compliance with UNICEF principles which fight against the child abuse regarding raising the awareness on this issue and in case of noticing any child abuse, it will immediately report to the legal authorities.

Voyage Hotels provide necessary trainings on child abuse periodically.

Voyage Hotels don't stand and accept under any circumstances the issues like discrimination and breach of children's rights under the company's responsibility. VOYAGE only desires a coherent working environment for its employees and asks for respect to the social values.

Especially all executives and department managers, department chefs and assistants are asked to take necessary measures and precautions to prevent misunderstandings and outburst. Communication and information are key to the success here.

Any behaviour evoking sexuality for children, any verbal and non-verbal or physical behaviour are breach of children's rights and condemned by VOYAGE.

We also condemn any behaviours violating the dignity of a person, intimidating, showing hostility, insulting, offensive and mobbing.

Breaches of human dignity can take place with words and glances or signs and physical contacts and are condemned and prevented by VOYAGE in the hotels.



VOYAGE SORGUN is an institution that adopts a quality-based management philosophy and responding in the most efficient way to the expectations of our guests, employees, shareholders and laws as principle. Adopting, implementing and constantly developing the “Environmental Management” that is the inseparable part of the Quality Management Systems in force within the property are among our primary objectives. As a necessity, we encourage the participation of all our shareholders.

- We encourage our employees and guests to be sensitive about the environment.
- We conduct zone cleaning on natural sites in the region with our employees.
- We sort out the recycling wastes by putting Waste Sorting Containers in guest and personnel areas.
- Thanks to Environmental Surveys, we evaluate the satisfaction, wishes and suggestions of our guests regarding our social works and thus, we constantly improve ourselves.
- We're trying to increase the sensitivity of our employees, local people and guests to the environment with various environmental events.

ENVIRONMENTAL APPROACH

ENVIRONMENTAL TARGETS

Our primary target is to carry out studies that will contribute to the preservation of the environment and cultural heritage in the region we're operating and beyond as much as possible and to bring our environmental effects under control.

Eco-Friendly

- We determine our impacts on the environment and put them under control.
- We're prepared for the risks and emergency situations regarding the pollution; we follow the legal environmental regulations.
- We continuously improve our environmental performance with activities like waste sorting and waste amount reducing, efficient use of natural resources etc.
- We follow-up the wastes until recycling/disposal stages.
- We use energy and water saving systems in our hotels and provide trainings to our employees on these subjects.
- We provide trainings on the measures to be taken by our employees in case of spills of hazardous chemicals.
- We try to reduce the systems likely to cause hazardous wastes to minimize the damages on environment and try to decrease the solid waste production by using large packages.

Contribution by Everyone

- We encourage our employees and guests to be sensitive about the environment.
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Voyage Hotels Integrated Sustainable Tourism Policy

As Voyage Hotels, we are committed to the following as per Integrated Sustainable Tourism Policy that is aware of its responsibility against the environment, employees and society, believes in continuous development and features the elements in its operations;

Minimizing the negative effects likely to occur as a result of our activities by controlling any factor to cause natural and environmental pollution, supporting both social and natural conditions based on Basic Principles of Universal Declaration of Human Rights as per International and National Legislations in force and ISO 14001, Occupational Health and Safety, Food Safety, Quality Management Standard, Sustainable Development and Sustainable Tourism Principles; following the technological progresses to ensure the right use of natural resources; carrying out practices in that line during purchasing process; ensuring that suitable services are planned and provided by researching the wishes, expectations and needs of the guests as focal points to offer them holiday in a healthy environment; sharing all our works with our employees, guests, suppliers and the society; providing trainings developed according to the needs to increase the sensitivity and imbuing the understanding of that the consciousness of employee and guest safety is a part of the life in terms of environment, human rights, children's rights and to ensure a safe life for children. Making the effects of our actions measurable; determining targets to ensure constant improvement regarding the services provided by correlating between the results; ensuring the unity of employees and management; performing necessary researches, projects and practices on protection of bio-diversity and human life; following the principles of best quality, most accurate price, least environmental burden, highest guest satisfaction during purchasing processes; preferring quality products by prioritizing the health of our guests and employees during purchasing processes and preferring local product groups since they're at the desired quality level.



BIODIVERSITY

BIODIVERSITY

Biodiversity means the variety and variability of life on earth and ecological process accordingly. All fungi, plants, animals and other living organism that ensure all these constitute the biodiversity. Sorgun Region Biodiversity has been supported by the research projects by Mediterranean University and in Sorgun Region;

- 251 Plant Species, 13 of which are endemic
- 96 Bird Species
- 41 Butterfly Species

Have been observed and photographed. A booklet on this issue is published and used as a resources under the name of «Sorgun Forest Biodiversity».

SORGUN FOREST CONSERVATION DEVELOPMENT PLAN

We have supported Sorgun Forest Conservation Development Plan and 5-Year Protection Plan Project conducted in cooperation between Biology Department of Mediterranean University and TISOYAB and also supported the book «Titreyengöl and Sorgun Forest Biodiversity» within the scope of Diversity Research Project, one of the stages of this project.

SUSTAINABILITY

We have provided support regularly to the following for this project;

- Providing food support during the On-Site Work of the Project Team,
- Meeting the vehicle needs of Research Team visiting for the project,
- Ensuring the support of Ecologist Mehmet Ozerk CAKIR, consultant of our property for the Project Team.

BIODIVERSITY



Globally changing climate conditions are perceived in Turkey as well as in the world. We're experiencing drought, flood disasters and freezing winter seasons. All shows that something is changing in our world. In this sense, protecting the environment has a key role for the future of the humanity. Measures that single institution or even an individual will take to protect the environment and thus the world will contribute to this process and ensure the sustainability of a liveable planet.

During this process, as VOYAGE SORGUN, we're aware that huge responsibilities await us. Sustainability which is today the responsibility of the companies against their shareholders is to us one of the most important building stones of economic, environmental and social dimensions of the activities rather than an approach.

Sustainability in economic terms covers all strategies and practices that the companies create for the continuity of their activities. Economic sustainability aims to develop risk management practices with the purpose of fulfilling the added value production commitment to the companies, actualise a solid corporate structure and show the highest performance possible.

The companies from which we supply raw-materials within the scope of Supplier Management as a part of our responsible purchase practices are evaluated by our purchase, technical and technology departments. Our purchase agreements contain our responsible supply principles. We're working with the suppliers that comply with all legal regulations. We encourage our suppliers to grow and develop with us within the scope of the requirements of Quality Management System in force. We prefer to work with suppliers that hold 14001 Environmental Management System certificate and food suppliers that hold ISO 22000 Food Safety Management System.

We try to purchase from nearest regions as much as possible. Thus, we aim to reduce the effects on the environment by minimizing CO₂ releases of the delivery vehicles of the suppliers and we support the local workers.



ECO-FRIENDLY PRACTICES

We organize arbor days in the property along with the guests.

TOPLAM DİKİLEN AĞAÇ SAYISI	
2017	390
2018	319
2019	190

One region of the property in 2018 was arranged for olive trees. In total, 60 olive trees were planted.



ECO-FRIENDLY PRACTICES

We also participate in tree planting organizations out of the property.

SUSTAINABILITY

ENVIRONMENTAL PROJECTS



ECO-FRIENDLY PRACTICES

We organize activities to raise awareness on environment days



SUSTAINABILITY

ENVIRONMENTAL PROJECTS

ECO-FRIENDLY PRACTICES

As well as being an eco-friendly hotel, we also remember our animal friends. We provide homes and foods to the cats in the property.

ENVIRONMENTAL PROJECTS



USE OF NATURAL RESOURCES

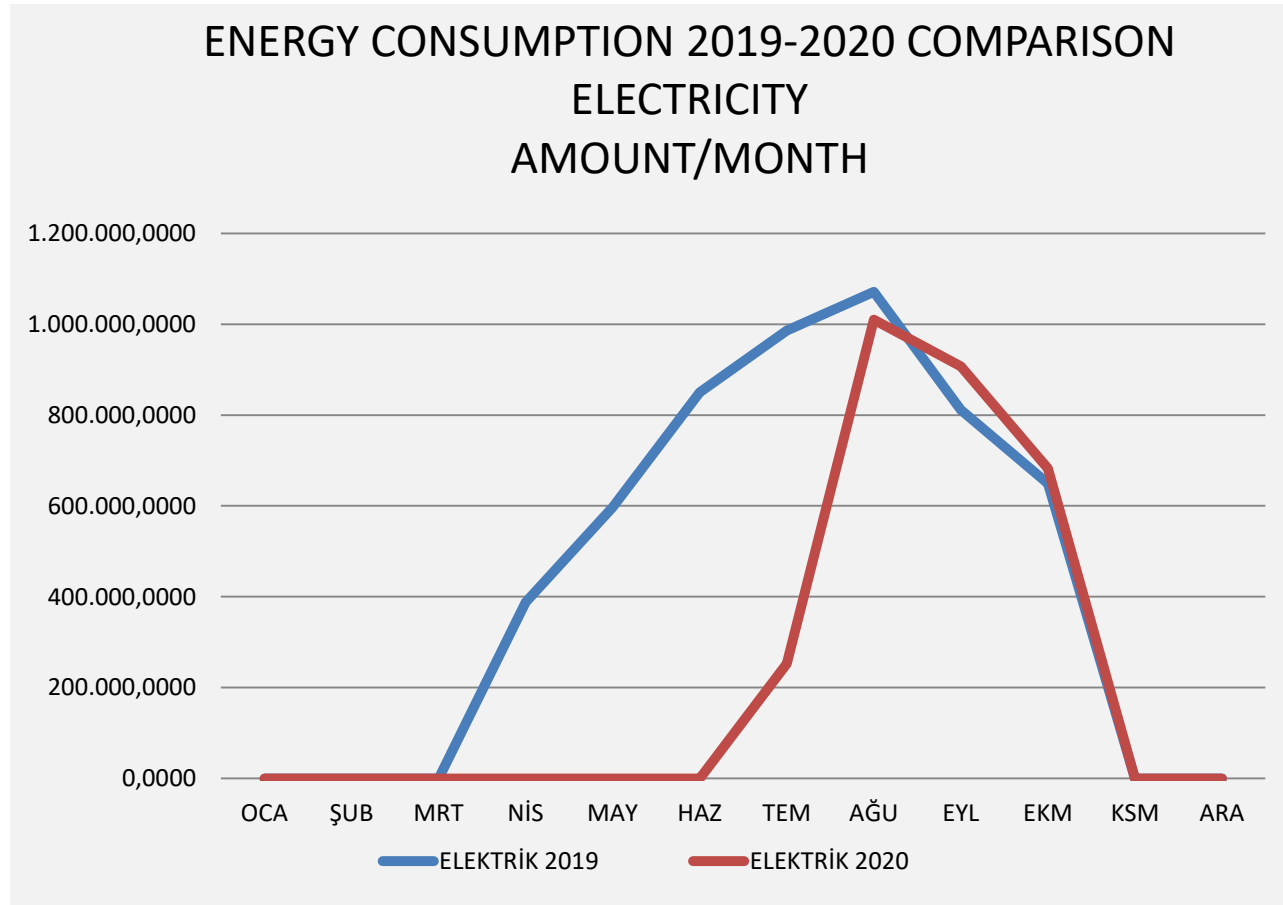
Aware of the fact that natural resources we use have a huge impact on the near environment and region, corporate achievement we have created with our employees and the experiences we provide to our guests, we adopt keeping responsibilities in mind at every stage as a management mentality.

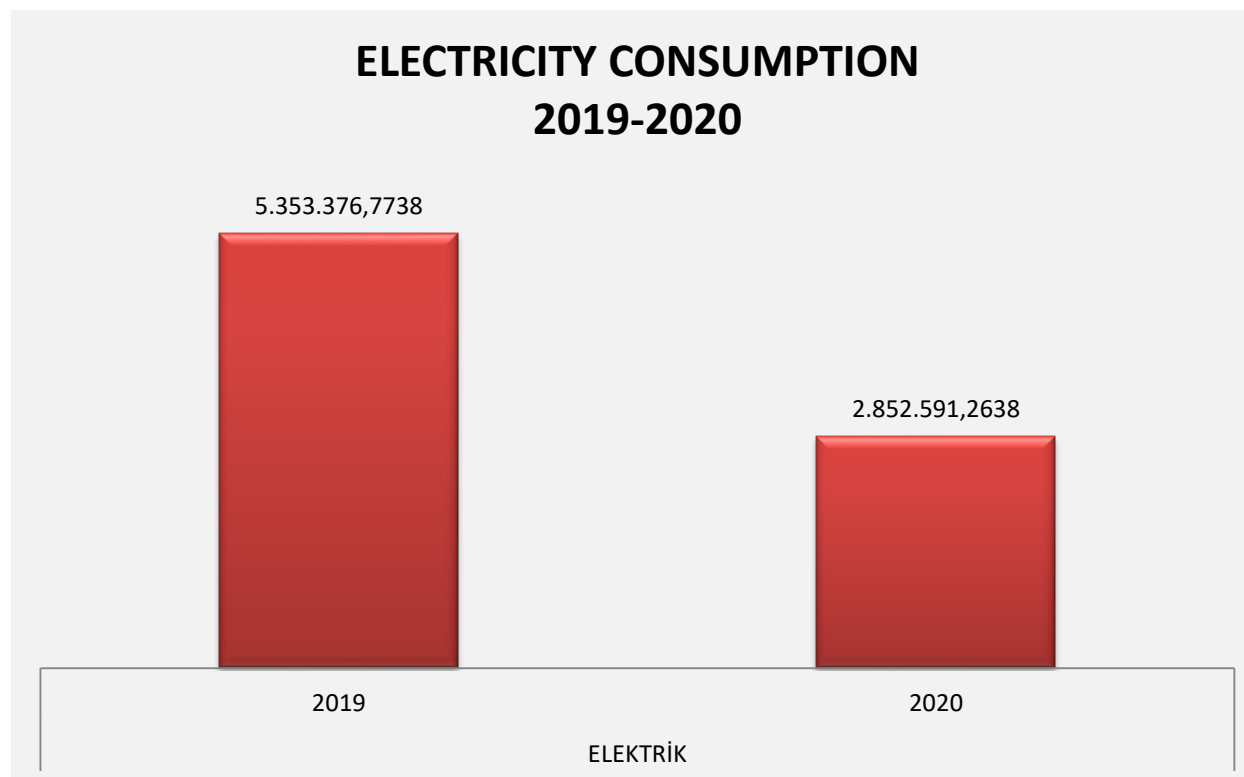
Therefore, we always try to grab the chances of protecting the nature more, conserving our cultural heritage, using the resources more economically, sharing the humanitarian values and mutualization, increasing the sense of commitment of our employees, learning and developing together, protecting our most precious ones; children and women with a fair and egalitarian point of view, communicating more with the region and regional people and developing the region.

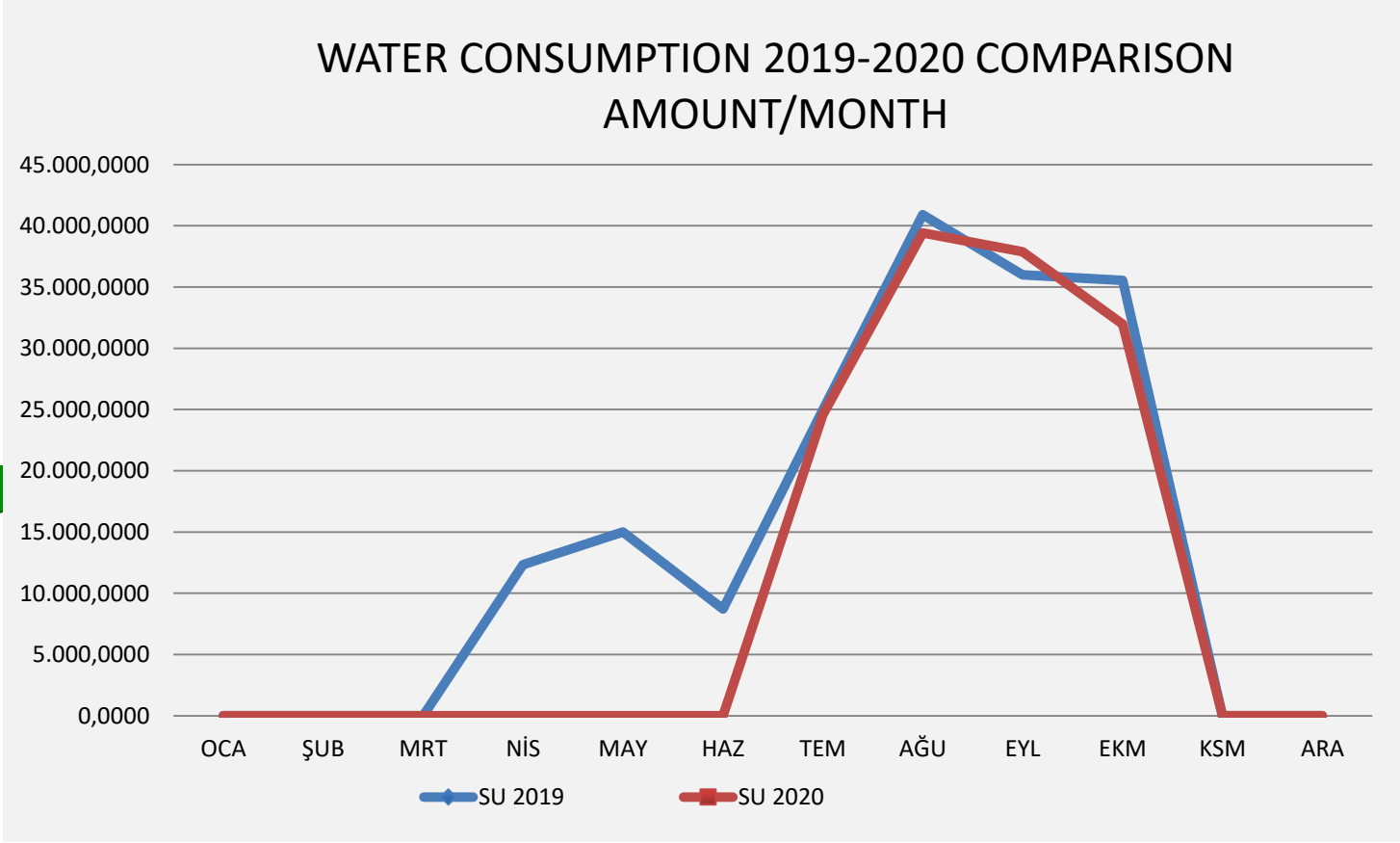
We plan our business processes, analyse the outcomes and aim to improve our current status more and more each day in that line.

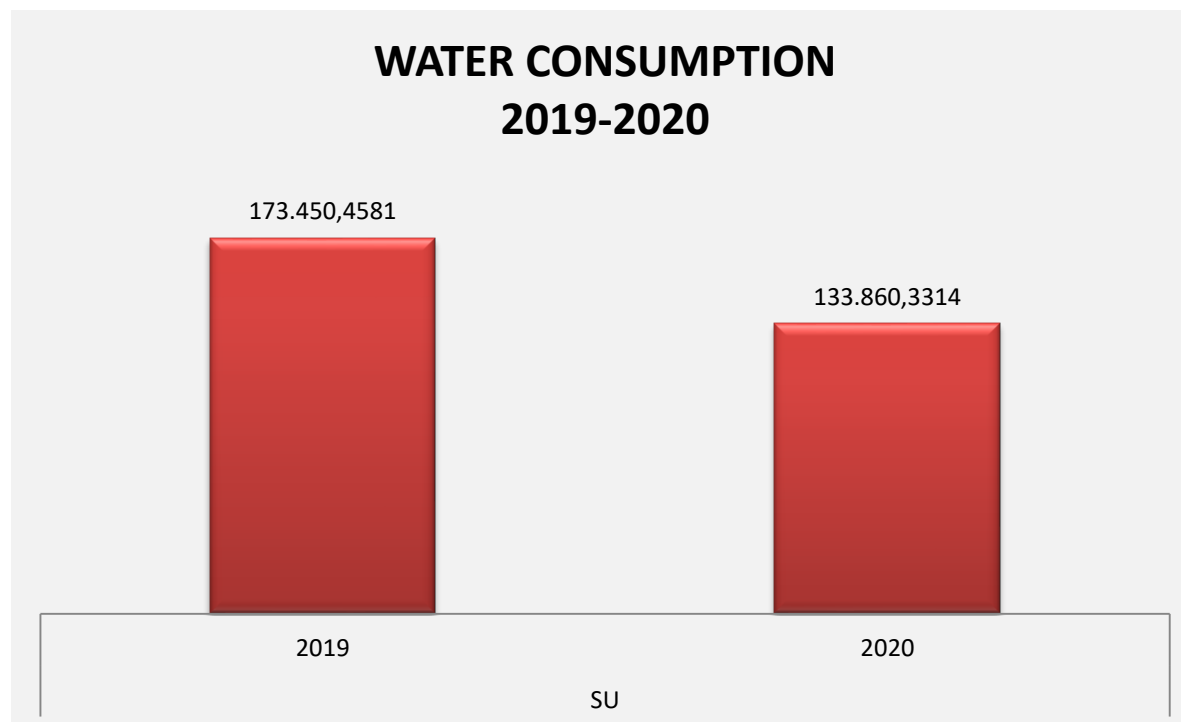
While trying to do our best for our guests, we examine our studies and outcomes to reach those targets in order to fulfil our responsibilities against this world and we organize activities and plan changes and innovations accordingly.

We aim to raise awareness among all our employees, business shareholders and guests with «Instruction Manual for Natural Resources» within the scope of ISO 14001 Environmental Management System to consume the natural resources consciously.





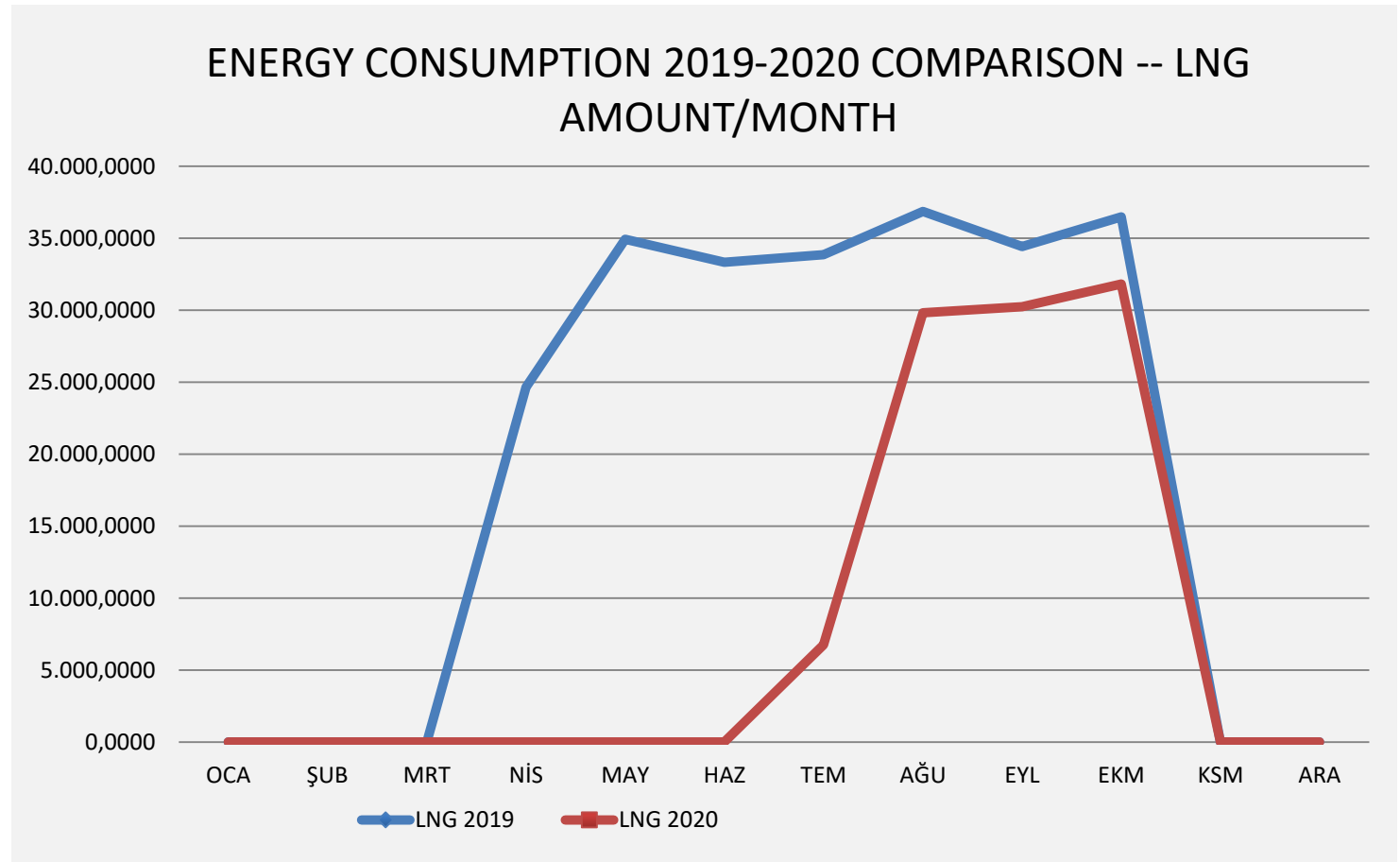


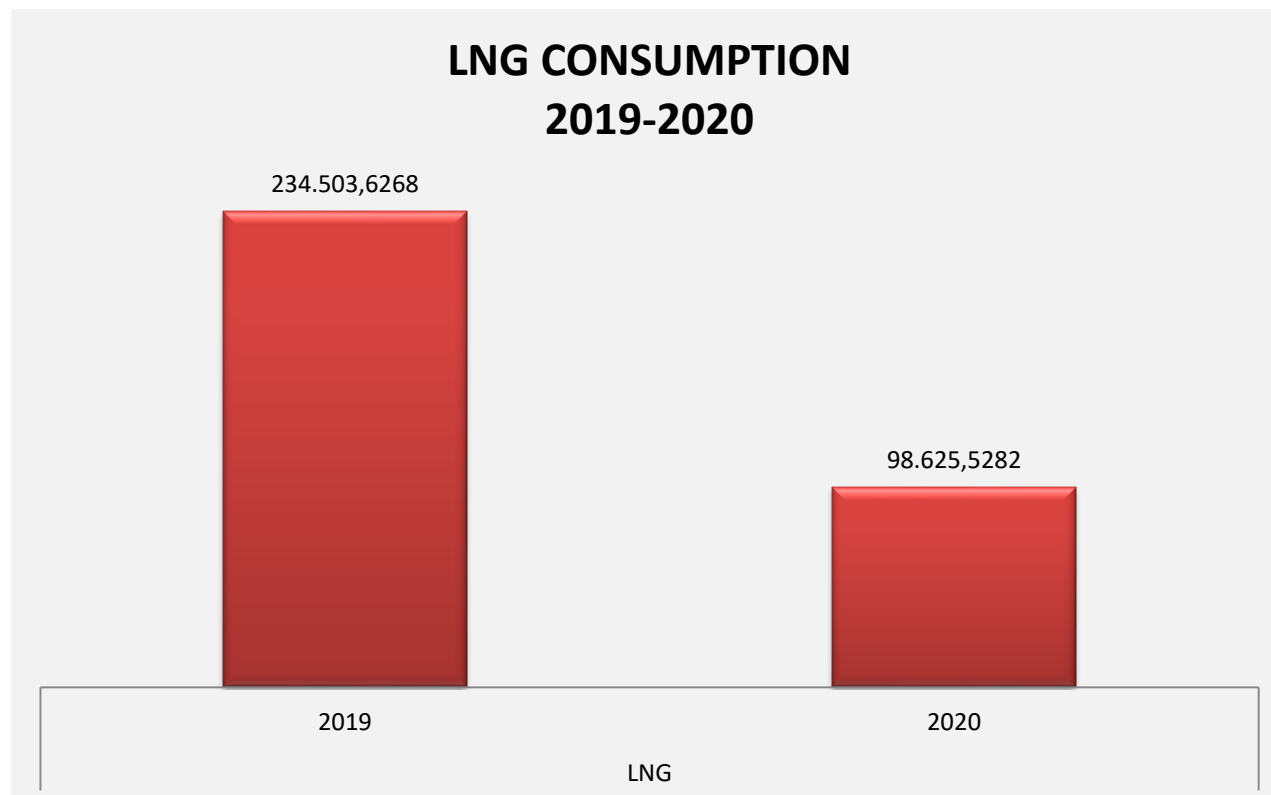


WATER STUDY

Measuring water flow from sample rooms and general spaces

<div>VOYAGE</div> SU AKIŞ ORANI KONTROL FORMU Tarih:07.09.2019													
Su akışları aşağıda verilen değerleri karşılayacak şekilde olmalıdır. Kontrol tesisin açık olduğu her ay, ayda 1 defa örnekleme usulü yapılır. * Duşlar 10 lt/dakika * Lavabolar 5 lt/dakika													
Odalar	A BLOK		B BLOK		C BLOK		D BLOK		E BLOK		F BLOK		Kontrol Eden
Oda No :	1226		2043		3008		4051		5227		6104		
	DUŞ	MUSLUK	DUŞ	MUSLUK	DUŞ	MUSLUK	DUŞ	MUSLUK	DUŞ	MUSLUK	DUŞ	MUSLUK	
	9	4,6	10	4,6	9	4	10	4,6	9	4	10	4,6	Özay ÇALI
Genel Mekanlar	Resepsiyon		Ana Bina		Personel		İdari Ofisler		Personel Alanı		Dış Mekanlar		Kontrol Eden
WC Adı :									Bay WC		Büyük Havuz-Bay WC		
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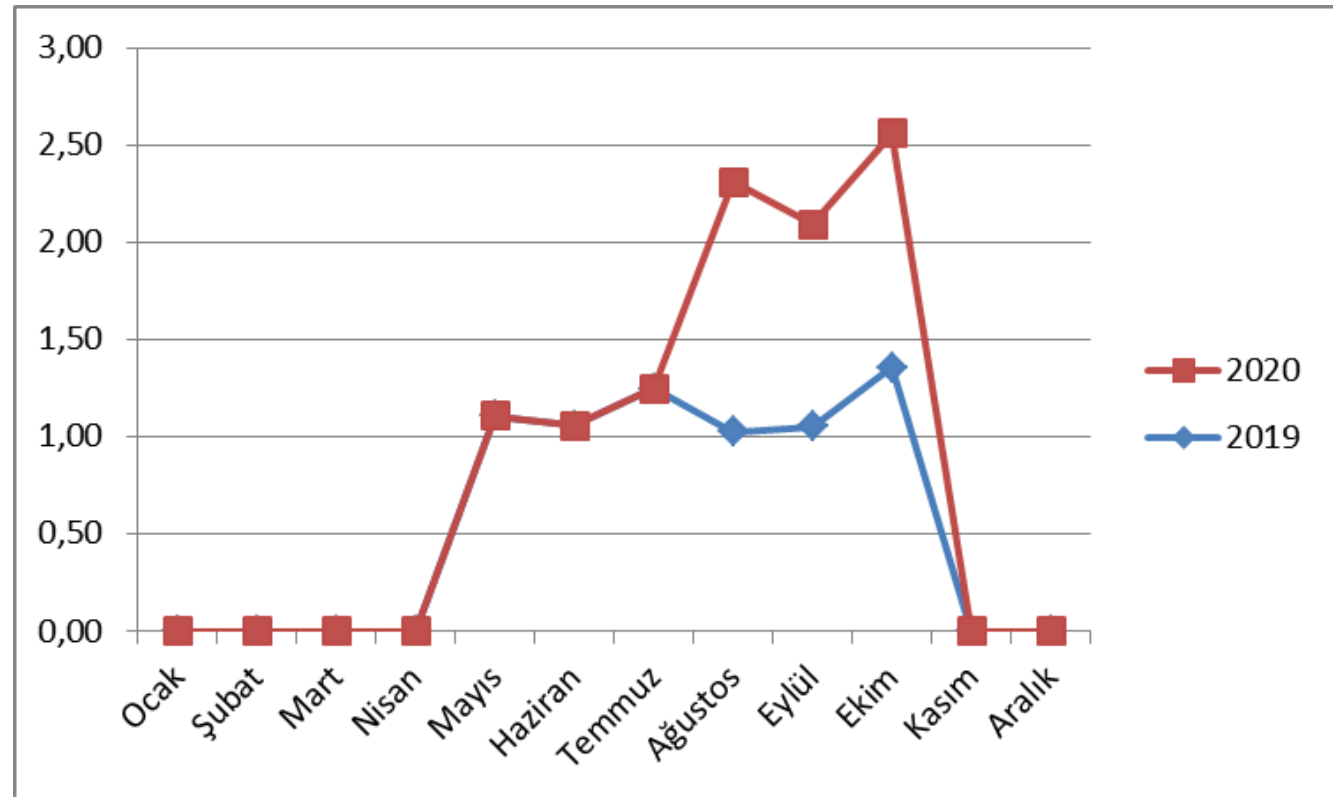


WASTE MANAGEMENT

PP per Mounth

SUSTAINABILITY

WASTE MANAGEMENT



WASTE MANAGEMENT

Our waste units renewed within the scope of Zero Waste.



SUSTAINABILITY

WASTE MANAGEMENT

Water and electricity

We Decrease the Consumption

Paper, textile, print cartridge, books, chemicals and rubbers

We Use Again

Paper, plastics, metals, glasses, oils and batteries

We recycle

Forest, sea, soil, animals and air,

By controlling the noise levels of our activities,

By using the chemicals and pesticides that is the least harmful for the environment at optimum amounts,

By keeping the irrigation water at minimum,

By constantly monitoring and controlling the waste water we produce,

By using ozone-friendly gasses in air-conditioning systems,

By controlling the air emissions of our vehicles and heating activities,

By reducing the use of chemical fertilizers,

By using clean energy sources,

We Protect.