



Foin the Happiness

# VOYAGE SORGUN HOTEL SUSTAINABILITY DEVELOPMENT REPORT

2021-2022



# PURPOSE

We have prepared our Sustainability Development Report to effectively communicate our sustainability approach to all our internal and external stakeholders. In this guide, we provide information on how we understand sustainability issues, how we respond to these issues, and how we manage sustainability. We have also included brief information on global trends that will enlighten us with a holistic perspective.



This sustainability report, published on behalf of Voyage Sorgun Hotel, presents the sustainability performance and impacts of our property to the attention of all our stakeholders.

As a member of VOYAGE Tourism Hotel Management, a tourism investment company that prioritizes guest satisfaction, our property aims to provide responsible production, service and consumption, and we continue our efforts to make this a continuous practice.

This report is the latest in a series of reports that we have been publishing since 2013 in line with the Global Sustainable Tourism Council and the Sustainability Awards and Labels accredited by this council, and it includes the sustainability performance data for the period of 2021 – 2022.

We're delighted to present the sustainability report that encompasses Voyage Sorgun's priority areas of environmental and social activities.

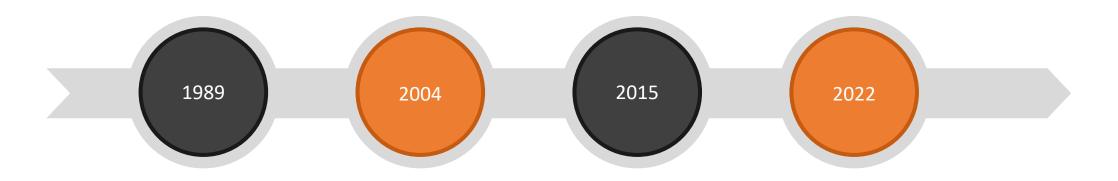
Gözde KORAL DEVECİ

Quality and Training Manager

#### OUR FACILITY



Built on an area of 84.000 m<sup>2</sup> with 386 rooms and 820 beds with the name of Turtel Sorgun in 1989. Renovated again in 2015, our facility continues its accommodation activities in the tourism sector wih 508 rooms.



Renovated in 2004, our facility has been carrying out accommodation activities in the tourism sector with its 768 rooms under the name of Voyage Sorgun.

GSTC Sustainability Award





"Sustainability Development", an universal model including the objectives aimed to be achieved by the member countries of the United Nations by the end of 2030 and all the defined 17 goals of this model to be fulfilled by Voyage Sorgun Hotel.

#### Sürdürülebilir Kalkınma İçin **KÜRESEL AMAÇLAR**



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#### DEFINITIONS



**Sustainability**: The responsible use of resources in an environmentally friendly, socially just, and economically viable manner, ensuring the possibility of use by future generations while meeting the needs of current users.

**Sustainability Management System:** A management system consisting of interconnected elements for creating a sustainability policy, sustainability objectives, and processes to achieve these objectives.

**Sustainable Tourism:** Taking into account the needs of visitors, the industry, the environment, and the host community, while fully considering the current and future economic, social, and environmental impacts. Sustainable tourism should optimize the use of environmental resources, which are a fundamental element in the development of tourism, by maintaining essential ecological processes and assisting in the preservation of natural heritage and biodiversity. It should respect the socio-cultural authenticity of host communities, preserve their constructed and living cultural heritage and traditional values, and contribute to intercultural understanding and tolerance. Furthermore, it should provide favorable, long-term economic transactions that generate stable employment income opportunities and social services, including fair distribution of socio-economic benefits among all stakeholders, and contribute to poverty reduction.

#### PRACTICE



At Voyage Sorgun Hotel, we desire sustainability to be the responsibility and even passion of all our colleagues, not just one or a few departments. We understand that we can only achieve our sustainability goals by working together with different expertise.

Therefore, we believe it is crucial for all our colleagues to have literacy in this field, to internalize sustainability, to use a common language when integrating sustainability topics into our business strategies as Voyage Sorgun Hotel employees, and ultimately, to contribute around a common vision, set of values, and goals.

Situated next to the Sorgun Forest, which offers a myriad of shades of green, Voyage Sorgun welcomes families enjoying a holiday with their little ones as well as couples with exclusive services.

As Voyage Sorgun Hotel, it is our top priority for our entire team and also all our external stakeholders to find our report beneficial for a better future.

With its exceptional services and mouth-watering flavours, the facility provides the dream holiday for those who seek solitude with nature. By blending Voyage hospitality with the exquisite nature of Sorgun, we redefine the boundaries of impeccable service.

#### Dimensions of Sustainability

# S O R G

#### Economic

To ensure their sustainability, businesses must create economic value for themselves and their stakeholders. If businesses do not make a profit, they cannot pay their employees, make regular payments to their suppliers, or satisfy their customers, which means they cannot continue to exist. Therefore, the economic dimension of sustainability is closely related to the business's long-term capacity to create economic value.

#### Social

Businesses are a part of the society they operate in. The growth of businesses is only possible when the society they are a part of develops. Therefore, businesses are expected to contribute to the development of the entire society, including their own employees, by engaging in initiatives such as education, entrepreneurship, and assistance, and also by working towards reducing inequalities.

#### Environment

Businesses require natural resources to carry out their production and services. However, natural resources are limited. Disturbing the balance of nature also affects the replenishment of renewable resources. Businesses should minimize both their resource usage and their harmful effects on the environment.

#### Governance

Successful and sustainable businesses must prioritize stakeholder involvement in decision-making, embrace transparency and accountability, treat their stakeholders fairly and consistently, and have the necessary infrastructure to ensure corporate trust.



#### Where Are We?

This stage covers the practices regarding the sustainability that is present in every department of the establishment, stakeholders' expectations, situation assessment including the local and global trends and prioritization analysis. Voyage Sorgun Hotel follows all risks, both in national and international levels, through "Sustainability Risk Analysis Table" and creates opportunities in line with the trends.

#### Where Do We Want to Be?

At this stage, it's determined where and in which position the company wants to be in terms of sustainability in medium and long term and the stakeholders are informed. In this respect, Voyage Sorgun has determined "Sustainability Focal Points" and announced these points through the table given on the next page to all its stakeholders. Sustainability studies continue in accordance with these determined focal points.

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MAIN FOCUS	PRIORITY	HOW DO WE DEFINE?	THE SUSTAINABILITY DEVELOPMENT PURPOSE
SOCIAL VALUES	Talent Management	We provide a work environment that is in line with changing trends, focusing on the continuous development and learning of our employees through innovative training and practices. Improving our performance management system continuously is one of our key requirements. In the scope of talent management, our aim is to attract and retain the best talents for Voyage Sorgun Hotel, develop their existing potential, and create value by implementing the most effective Human Resources systems and processes, which are digital and employee-centered.	4 MITELIKUI   EDITIMI VEBARAMAYAKISRIS VEBARAMAKKIRIPUME
	Equal Opportunity and Diversity	Achieving gender equality, promoting workplace diversity, and ensuring equal rights and opportunities for all employees are key factors in creating a successful work environment. At Voyage Sorgun Hotel, we provide equal opportunities to our employees from the moment of recruitment, actively harnessing the potential power of diversity and differences.	8 INSANA YANGSIRIS VEENONMIKROOTUME



MAIN FOCUS	PRIORITY	HOW DO WE DEFINE?	THE SUSTAINABILITY DEVELOPMENT PURPOSE
ES	Occupational Health and Safety	We conduct all of our activities with the goal of zero work accidents and occupational diseases, prioritizing the health and safety of all our employees. Every year, we make improvements to provide a safe working environment without accidents. Our focus is on effectively managing OHS risks.	4 REFIN EGYTM 8 NEAWA VAKISRIS VEDRONOMKEDYUME EGYTM
AL VALUES		We touch the lives of people who want to exist in the tourism sector wherever possible in various fields of the	

Social Investments

tourism industry. We support individuals' active participation in cultural life to enable sustainable development, trigger the development of individual and societal cultural freedoms by preserving material and spiritual cultural heritage, and provide quality education to prepare young generations for the future in the rapidly changing world of the tourism sector and to bridge the skills gap.





MAIN FOCUS	PRIORITY	HOW DO WE DEFINE?	THE SUSTAINABILITY DEVELOPMENT PURPOSE
MENTAL VALUES	Climate Change and Energy	All risks related to the climate crisis concern the tourism sector and Voyage Sorgun Hotel. We embrace the investment in energy systems that promote energy and emission management, responsible consumption of resources, sustainable energy consumption at the highest possible level, controlled energy consumption, increased energy efficiency, and ultimately, the reduction of our carbon emissions.	12 SORIMUURETIM VETÜKETIM I 3 KLIM I 3 KLIM I 3 KLIM I 3 KLIM I 3 KLIM I 5

ENVIRONMENT

Water Management Efficient water usage, ensuring recycling and reuse as much as possible, and environmentally-friendly disposal of wastewater are among our environmental priorities in all our activities.





MAIN FOCUS	PRIORITY	HOW DO WE DEFINE?	THE SUSTAINABILITY DEVELOPMENT PURPOSE
NTAL VALUES	Natural Resources and Waste Management	We work to reduce waste and prevent environmental pollution by minimizing waste generation and disposing of it at its source, throughout all processes from the design and production of products and services to their delivery to customers.	12 SORUMUURETIM VETOKETIM 13 KLM EVEDK
ENVIRONMENTAL	Biodiversity	We focus on identifying and reducing the impacts of the tourism sector on biodiversity, as it has significant effects in this area. Our goal is to protect biodiversity by reducing these impacts in the relevant sectors.	15 KARASAL 14 SUDIAKI YASAM TABATA

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MAIN FOCUS	PRIORITY	HOW DO WE DEFINE?	THE SUSTAINABILITY DEVELOPMENT PURPOSE
ECONOMIC VALUES	Smart Technologies	One of the biggest transformation potentials for digitalization in the accommodation sector is the ability to increase flexibility by breaking down boundaries within the value chain and enabling integration across all systems. We are expanding the use of smart technologies in line with our digitalization roadmap.	9 SANAVI, VENILIKOLIK VERITYARI COO
ECONON	Customer Satisfaction	Creating a customer-oriented culture and meeting customer needs have become increasingly important	<b>10</b> Esitsizilikierin Azattulukasi <b>12</b> Vertikerim

**Customer Satisfaction** and Customer Orientation

Creating a customer-oriented culture and meeting customer needs have become increasingly important due to technological advancements and rising customer expectations. Therefore, we aim to continuously improve our products and services to provide our customers with the best service possible.





MAIN FOCUS	PRIORITY	HOW DO WE DEFINE?	THE SUSTAINABILITY DEVELOPMENT PURPOSE
IC VALUES	Stakeholder Management	We place importance on effectively managing the demands and expectations from stakeholders. We draw from stakeholder opinions in all our processes and establish collaborations with stakeholders in various ways. We also work to strengthen our communication with the communities in the areas where we operate.	17 AMACLARICIN Ortakuklar
ECONOMIC	Ethics and	We manage our company in an ethical, responsible, and transparent manner. Every year, we disclose our performance in a transparent manner. We expect our	16 BARIS ADALET VE BOCIDKURUMLAR

tilles allu Transparency performance in a transparent manner. We expect our suppliers to meet the essential standards necessary for good CSR performance.



# Developments in 2022

The "Global Risks Report 2023" prepared by the World Economic Forum highlights some of the most serious risks we may face in the next decade. According to the report, the cost of living crisis is the biggest short-term risk, while failure to reduce climate change and adapt to it is the biggest long-term concern. Geopolitical rivalries and tendencies towards isolationism will increase economic constraints and further exacerbate both short and long-term risks. The Global Risks Report calls on countries to work together to avoid "resource competition."

The top 10 most severe risks awaiting the world in the next 2 years:

- 1. Insufficient action for climate
- 2. Extreme weather conditions
- 3. Decline in biodiversity
- 4. Damage to social cohesion
- 5. Crises affecting the conditions necessary for life
- 6. Infectious diseases
- 7. Harm caused by humans to nature
- 8. Depletion of natural resources
- 9. Increasing debts
- 10. Geo-economic challenges.

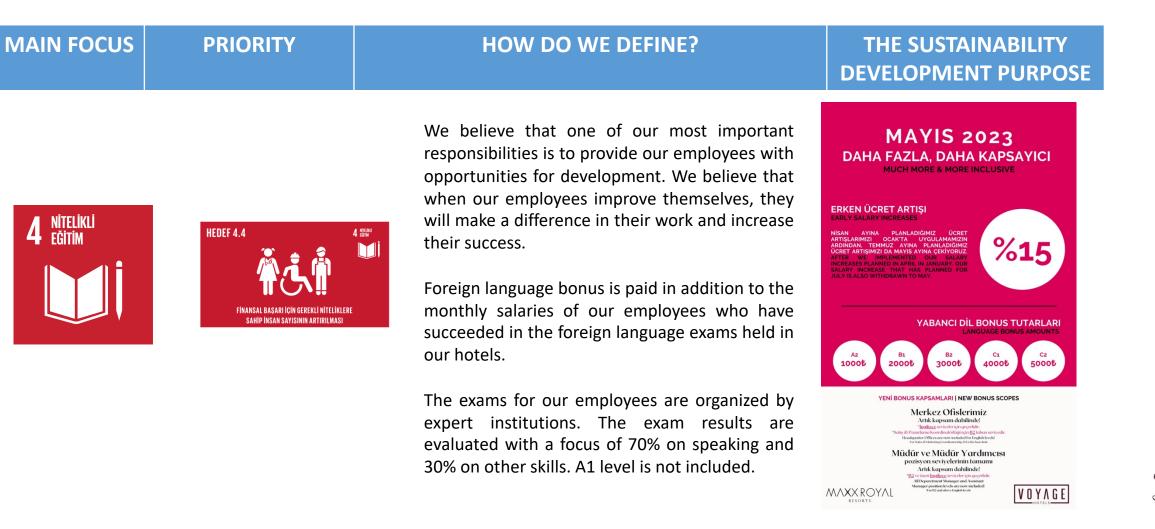
Top 10 most severe risks awaiting the world in the next 10 years:

- 1. Failure of climate change action
- 2. Failure of adaptation to climate change
- 3. Natural disasters and extreme weather events
- 4. Loss of biodiversity and ecosystem collapse
- 5. Large-scale forced migration
- 6. Natural resource crises
- 7. Erosion of social cohesion and societal polarization
- 8. Widespread cybercrime and cybersecurity risks
- 9. Geo-economic conflicts
- 10. Large-scale environmental damage



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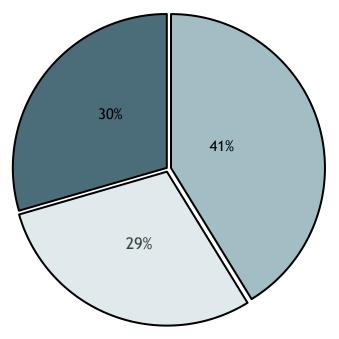
#### **HOW DO WE DEFINE?**

#### THE SUSTAINABILITY DEVELOPMENT PURPOSE



Voyage Sorgun places a strong emphasis on development in the workplace in order to keep up with the rapidly changing world. By integrating a culture of growth into our business model, we aim to foster an innovative and entrepreneurial workforce while ensuring that no one is left behind and no discrimination is tolerated, embracing all employees and the community with an egalitarian approach.

At Voyage Sorgun, we consider the creation of a participatory, modern, dignified, and respectful work environment that upholds human rights as our corporate priority. Therefore, we implement a transparent process for receiving and resolving employee complaints.



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#### **HOW DO WE DEFINE?**

#### THE SUSTAINABILITY **DEVELOPMENT PURPOSE**



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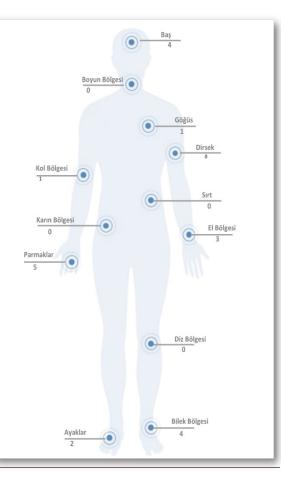
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HEDEF 8.8 8 INSANA YAKISIRIS VEEKONOMIKBÜYÜM 1 İŞCİ HAKLARININ KORUNMASI VE GÜVENLİ ÇALIŞMA ORTAMLARININ DESTEKLENMES

Employees are the most important components for Voyage Sorgun to adapt to the changing world. Therefore, the health and safety of employees are always seen as the top priority, and all efforts are carried out with a focus on zero work accidents. Rules and guidelines that prioritize occupational health and safety are followed in all work processes.

Within the year 2022, a total of 20 accidents have occurred, with the majority of accidents being non-physical and non-material accidents that did not cause any harm.

Under the guidance of Voyage Sorgun Occupational Health and Safety Policy, all activities are carried out while ensuring occupational health and safety, in accordance with the ISO 45001 Occupational Health and Safety (OHS) Management System framework.



PRIORITY



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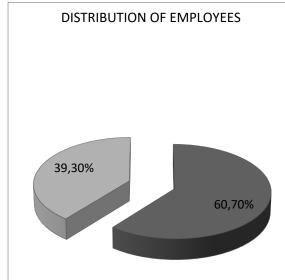
HOW DO WE DEFINE?

#### THE SUSTAINABILITY DEVELOPMENT PURPOSE

The concept of equal opportunities, which is used in both education and the economic field, means granting equal rights to every individual regardless of language, religion, race, and gender.

As Voyage Sorgun, we have targets to give more opportunities to women and increase the number of female employees, especially with our policies against gender discrimination.

According to the TURKSTAT 2022 data, the female participation rate in the labor force in our country is stated as 32.8%. At Voyage Sorgun, we provide employment for women above this rate.



Female Employees: %39,30 Male Employees: 60,70

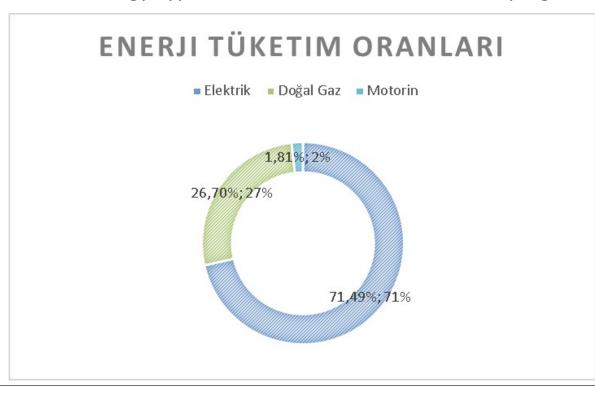
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12 SORUMLU ÜRETİM Ve tüketim

#### ENERGY AND NATURAL RESOURCE CONSUMPTION

Voyage Sorgun has started and continues its work on "Efficient Energy Management" by regularly monitoring the energy sources we use, following the TS EN ISO 50001 Energy Management System. We have created an "Energy Type Distribution Table" and are keeping track of it.



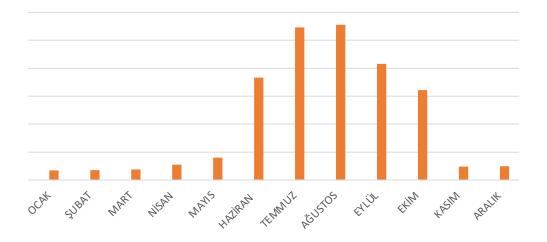
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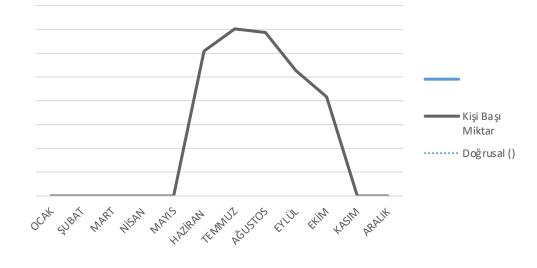
#### ENERGY AND NATURAL RESOURCE CONSUMPTION (Electricity)

We follow the advancements in technology while regulating our energy consumption and choose energy-efficient equipment in every possible area. We strive to maintain our electricity consumption at the most suitable level per guest.

#### 2021 ENERGY CONSUMPTION - ELECTRICITY QUANTITY/MONTH

2021 ENERGY CONSUMPTION ELECTRICITY PP/MONTH







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#### **ENERGY AND NATURAL RESOURCE CONSUMPTION** (Electricity)

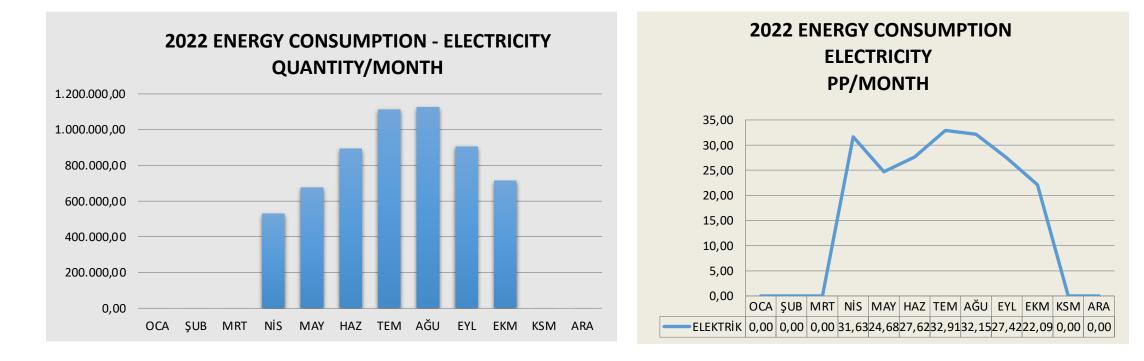
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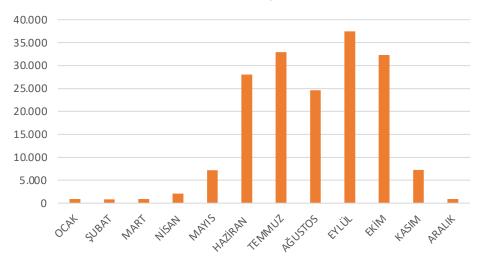
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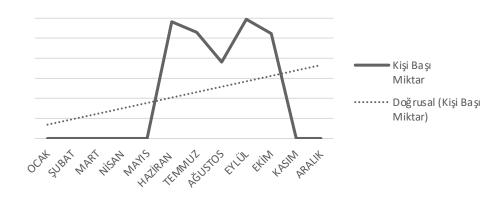
**ENERGY AND NATURAL RESOURCE CONSUMPTION (LNG)** 

We keep our LNG consumption under control. We select equipment that will be used in areas where LNG is heavily consumed from the most efficient equipment available and ensure regular maintenance.



#### 2021 ENERGY CONSUMPTION LNG QUANTITY/MONTH

2021 ENERGY CONSUMPTION LNG PP/MONTH

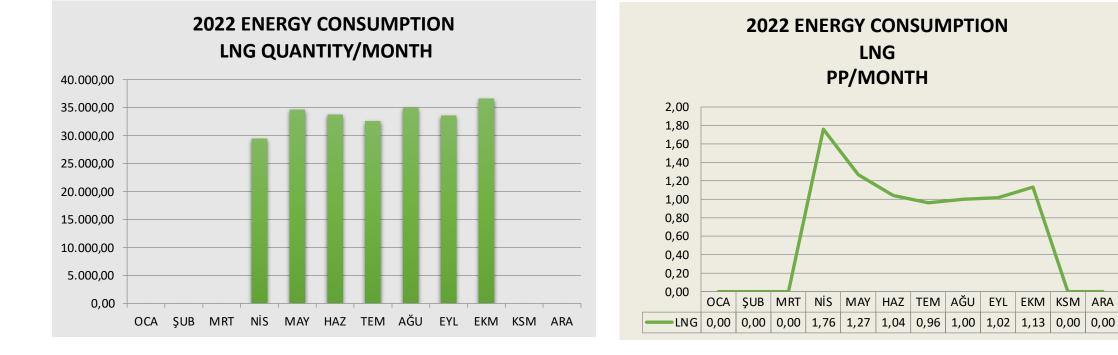


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**ENERGY AND NATURAL RESOURCE CONSUMPTION (LNG)** 

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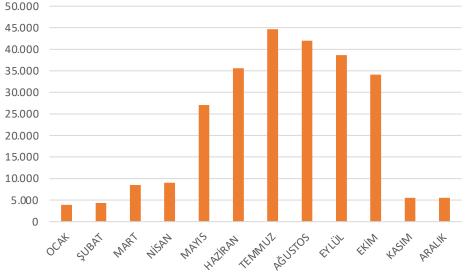
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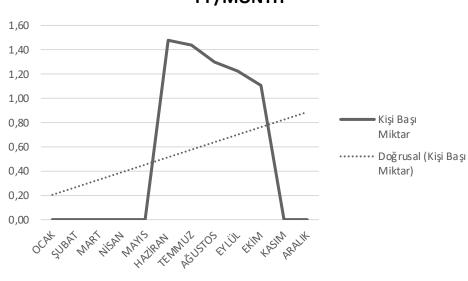
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ENERGY AND NATURAL RESOURCE CONSUMPTION (WATER)

We keep our water consumption under control. We select equipment that will be used in areas where water is heavily consumed from the most efficient equipment available and ensure regular maintenance.







2021 WATER CONSUMPTION PP/MONTH

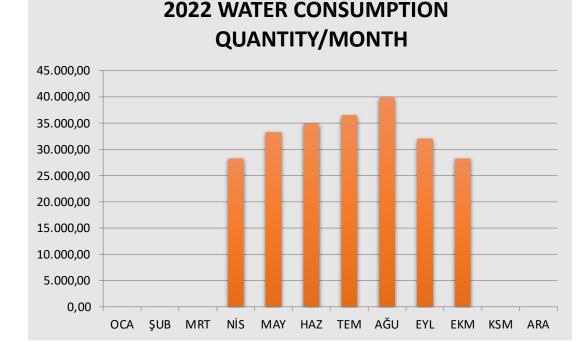
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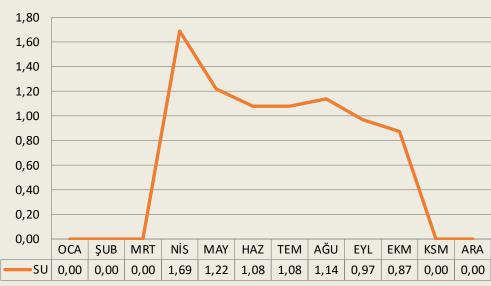
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ENERGY AND NATURAL RESOURCE CONSUMPTION (WATER)

We keep our water consumption under control. We select equipment that will be used in areas where water is heavily consumed from the most efficient equipment available and ensure regular maintenance.







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12 SORUMLU ÜRETİM VE TÜKETİM

#### **CARBON FOOTPRINT**

The carbon footprint is a measure of the damage caused to the environment by human activities, measured in units of carbon dioxide produced. To leave a more livable world for future generations, we set goals for reducing our carbon footprint by tracking it and making efforts to decrease it every year.



In our evaluation for the year 2021 at our facility,

Carbon footprint per room was determined to be 40.9 kgCO2e.

In our evaluation for the year 2022 at our facility,

Total carbon footprint of our facility was determined to be 3,438.29 tCO2e, Carbon footprint per room was determined to be 36.4 kgCO2e.



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#### **HEALTHY LIFE**

Our facility is committed to implementing the WHO Framework Convention on Tobacco Control, which is one of the subgoals under the main goal of healthy and quality living from the UN Sustainable Development Goals. As part of this commitment, we ensure the necessary sensitivity by regulating smoking areas.







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#### LIFE IN THE WATER

Voyage Sorgun, located on the coastline of Titreyengöl/Sorgun, which is an extension of Kızılot beach, is actively engaged in collaborative efforts and support with local NGOs in order to protect marine life, particularly sea turtles, which are important breeding sites in our country.





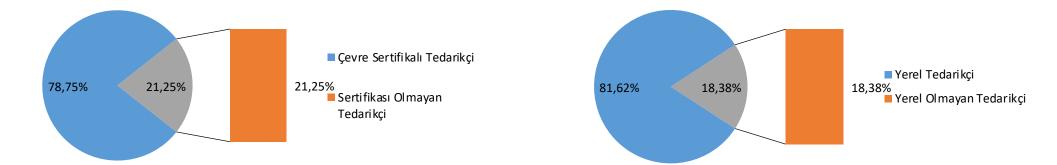




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#### **SUPPLY CHAIN MANAGEMENT**

At Voyage Sorgun, we prioritize Supply Chain Management. Under the umbrella of Supply Chain Management, we strive to apply efficient purchasing, local purchasing, and eco-friendly purchasing principles in all our service and product acquisitions as much as possible.





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#### **CHILDREN**

At Voyage Sorgun, we prioritize our young guests. In addition to providing fun activities for children, we also organize various workshops on sustainability to raise awareness and educate them with scientifically-based quality education.







**4** NITELIKLI EĞITIM



#### CHILDREN

At Voyage Sorgun, we prioritize our young guests' stay at our facility. In addition to providing fun activities for children, we also organize various workshops on sustainability to raise awareness and educate our young guests with scientifically based, high-quality education. Every year on June 5th, we celebrate World Environment Day with events that children can participate in.







4 NITELIKLI EĞITIM



#### **PEOPLE WITH DISABILITIES**

At Voyage Sorgun, we ensure the comfort of our guests with disabilities by providing the necessary environment in accordance with legal obligations. Our facility employs staff members with disabilities, and we organize training sessions on communication with individuals with disabilities in every department.









#### **BIODIVERSITY**

Our facility is located in the Sorgun/Titreyengöl region, which is a protected area with high biodiversity. The region's vitality in terms of biodiversity has been studied by the Titreyengöl Tourism Investors Association, with significant support from Voyage Sorgun. You can access the book through the QR codes below.







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#### **PREVENTING DEFORESTATION**

We, as Voyage Sorgun, are participating in tree planting projects in collaboration with ÇEVKOR Environmental Protection Magazine to contribute to the preservation and beautification of the environment. Our facility is located adjacent to the Sorgun Forest. Our ongoing tree planting efforts aim to ensure the sustainability of our forest areas, which are undeniable sources of soil and water conservation, clean air, and habitat for wildlife in the ecosystem.



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#### **EQUAL OPPORTUNITY**

We evaluate applications from all regions of our country when selecting our employees. Voyage Sorgun, which is committed to providing an opportunity for anyone who wants to work in the accommodation sector, stands against discrimination in all its efforts.

**BÖLGELERE GÖRE PERSONEL SAYILARI** 45 58 45 57 58 28 304 PERSONEL BÖLGE HARİTASI





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#### LOCAL DEVELOPMENT

Voyage Sorgun is leading the development of its region. When selecting employees, it prioritizes providing job opportunities to the local community. It systematically selects its employees from the nearby area and fulfills its responsibility in line with the United Nations Development Goals.





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#### **PERSONNEL FACILITIES**

We prioritize the comfort of our colleagues, striving to create areas where they can have a good time during their break hours..











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#### TRAINING

We offer online courses in addition to the face-to-face trainings conducted through our training platform, VoyMaxx Academy. We also publish our announcements on the same platform, and we have defined special message areas where personnel can share their opinions and suggestions.

academy.voymaxx.com/Elearning/WEBUIPlayer?id=68566390&page=atananlar



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Sürdürülebilirlik Eğitimi





#### WASTE MANAGEMENT

We are donating the uniforms we no longer use at Voyage Sorgun to Manavgat Municipality. Throughout the facility, we ensure the separation of waste in accordance with zero waste regulations and the subsequent delivery of recyclable waste to authorized organizations.









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Don't forget to visit the sustainability section of our website to gather information about the cultural tangible heritage of our immediate surroundings.

https://www.voyagehotel.com/tr/kurumsal-sorumluluk



**KÜRESEL AMACLAR** 

Let's work together from today to create a better world for tomorrow.....