

2022 SUSTAINABILITY REPORT

hillside
BEACH CLUB

HILLSIDE BEACH CLUB PROMISES

We promise to anticipate all of our guests' needs and exceed their expectations;

A uniquely beautiful holiday destination that respects nature and the environment set on a private bay surrounded by scented pine trees;

Stylish interiors, a relaxing ambiance, and amazing entertainment as well as accommodating, knowledgeable staff, attentive to your every need and whim;

An incredible selection of fun activities to suit all ages and interests;

Delicious high-quality food and beverage options served all day long;

A wide range of interesting, innovative vacation experiences so our guests can acquire new knowledge and feel enriched;

A variety of outstanding luxury spa treatments as well as a broad range of massage services are provided by our experienced and skilled massage therapists so our guests can attain wellness, rejuvenation, and natural beauty in a relaxed and peaceful setting.



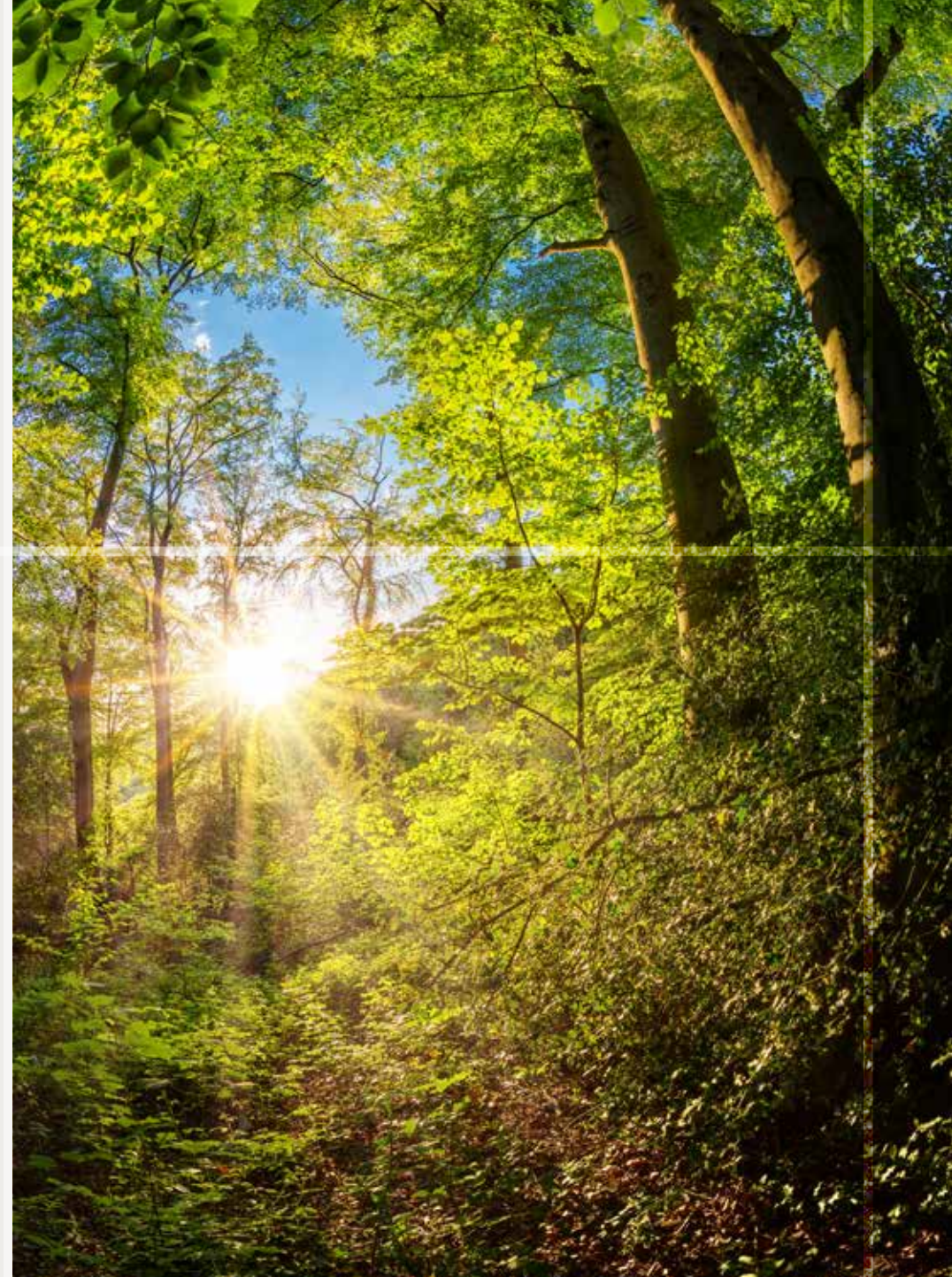
PROMISE OF SUSTAINABILITY IN HILLSIDE BEACH CLUB



Following the position maintained by the tourism establishment, Hillside Beach Club considers guest and employee satisfaction to be of equal importance. With the continued cultivation of social responsibility awareness, we consistently practice an environmentally friendly management approach.



We base our management style on 'sustainable tourism' so we can leave a viable environment for the next generation; we use natural resources in a sustainable way while maintaining an extremely high standard with our products and services.

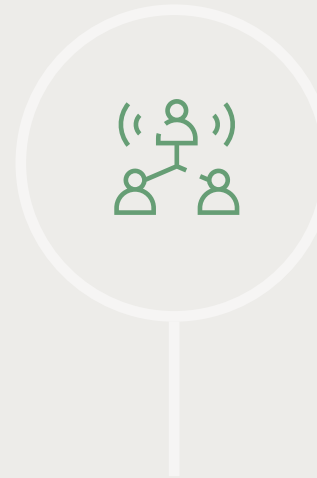




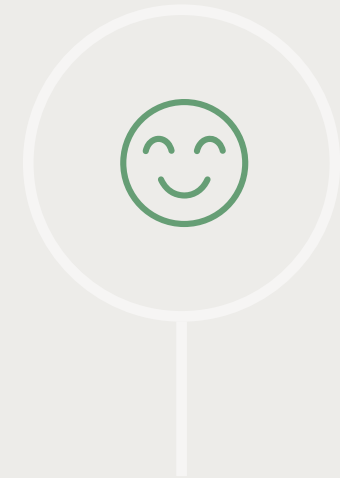
HILLSIDE BEACH CLUB SUSTAINABILITY CRITERIA



Respect for
nature and the
environment



Employee
satisfaction and
welfare of the
local community



Guest
satisfaction

Energy and Water Consumption



4.031.933 kwh
2018



3.979.121 kwh
2019



3.279.096 kwh
2020



4.111.451 kwh
2021



4.094.404 kwh
2022



83.537 m³
2018



74.015 m³
2019



69.713 m³
2020



99.243 m³
2021



108.123 m³
2022



180.509 kg
2018



214.112 kg
2019



129.403 kg
2020



201.902 kg
2021



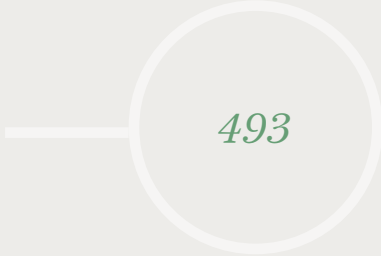
226.717 kg
2022





Chemical Consumption

Number of personnel educated about the effects of *Chemical Pollution* in 2022



Hillside Beach Club *2020 – 2022 Consumption of Chemicals*

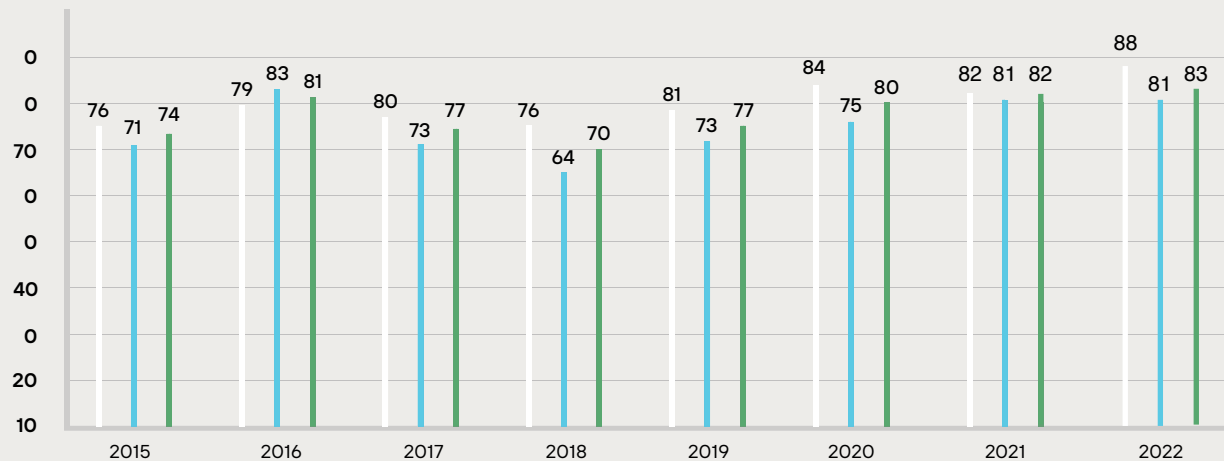


EMPLOYEE SATISFACTION AND WELFARE OF THE LOCAL COMMUNITY

Employee Satisfaction and Service Quality

One of the most important areas we chose to focus on at Alarko Tourism Group is *employee satisfaction*; keeping our employees happy helps us to maintain our super competitive position and invariably results in a consistently high number of repeat guests.

1st Period 2nd Period Average



Responsibility Awareness for the Local Community

In 2022, 13 of our employees' children received *the ALEV scholarship*.



Founded in
1986



Scholarship received by
3.150 students



30
works published



76
Student Interns



12
Disabled Employees

Responsibility Awareness for the Local Community

Local sellers' share of purchasing operations was 68,59 in 2022.



Hillside Beach Club
Purchasing Table

250.819.792
TL

Total
Purchasing
Operation

172.061.383
TL

Purchasing from
Local Sellers

68,59%

Local Sellers'
Share of
Purchasing





GUEST SATISFACTION

Guest Satisfaction Average

Repeater Guest Ratio **78%**



2022

85,6%



2021

83,1%



2020

82,6%



2019

84,8%

GUEST SATISFACTION

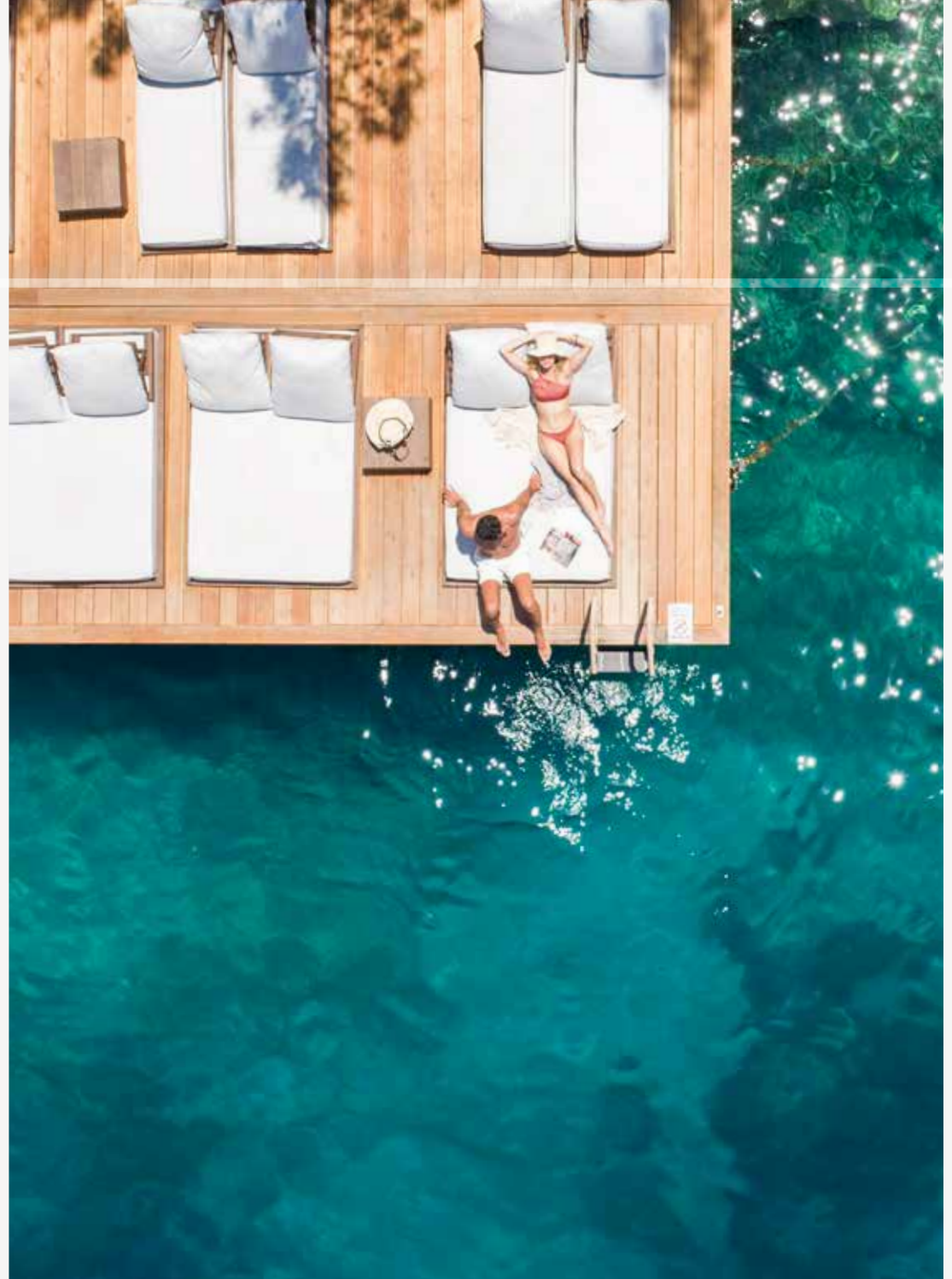
Would you consider repeating your visit to HBC?



Would you recommend HBC?



Do you feel you received your money's worth?



POLICIES

hillside BEACH CLUB

FOOD SAFETY POLICY

By means of Food Safety Management System, the quality of service in line with the expectations of guests are constantly improved, taking in regard the legal regulations and presenting healthy, safe and original products.

Hillside Beach Club brand adopts as its fundamental principle, an understanding that aims to fully meet the needs and expectations of guests, through its institutional vision as a reliable company, valuing teamwork to cultivate more competent and qualified employees, while improving their abilities as part of its quality systems, and building up an awareness of quality among all employees.

Hillside Beach Club undertakes the leadership role to develop a trust-based cooperation with supplying business partners.

In order to reduce costs and increase profitability, technological developments are pursued closely, the most appropriate, accurate and economic solutions are applied in the quickest manner and the non-conformities that may arise later are prevented from.

Combining Hillside Beach Club's experience and resources in tourism sector with technology, the goal to be one of the leading and consistently developing companies within the sector is maintained; Hillside Beach Club maintains and strengthens its competitive position within the sector.

Hillside Beach Club adopts food safety awareness in all its activities as a principle to ensure guest satisfaction and safety.

In order to support and promote the reputation of the Club and Turkey around the world, Hillside Beach Club focuses on delivering each project on time, utilizing top level techniques, within the required quality and budget limits, in a respectful manner towards the society and the environment, and all the while cultivating employment capacity and setting an example for all the other establishments.

GH-PR-001

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OCCUPATIONAL HEALTH and SAFETY POLICY

HBC Occupational Health and Safety Policy has been established with the purpose of continuously improving healthy and safe working standards, maintaining human rights and increasing equality of opportunities.

HBC Occupational Health and Safety Policy is based on international human rights principles such as The Universal Declaration of Human Rights and International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work.

All HBC employees are liable to subject with national and international laws and regulations in all their operations.

Fundamental Principles

- HBC is committed to detecting, preventing and correcting any negative human rights incidents that might occur during the activities.
- HBC offers employees equal opportunities without discriminating on such grounds as language, religion, race, color, nationality, ethnicity, age, gender, sexual orientation, pregnancy, disability, marital status, union membership, status quo and political views.
- At HBC, recruitment, placement, social rights, education, promotion and remuneration processes are based on competence, experience and performance.
- Child and juvenile workers are not admitted to employment at HBC.
- HBC employees are free to terminate their employment contract as indicated by the law and by their aforementioned contracts. Making employees work by force or by obligation is unacceptable.
- HBC observes the working hours and overtime regulations indicated by the law.
- HBC offers employees a safe working environment, free of violence, harassment and exploitation. Under such circumstances, employees may report the incident freely.
- HBC closely keeps track of legal obligations regarding employees' health and safety and takes the necessary precautions.
- HBC considers the risks that might cause occupational hazards and occupational diseases for the employees and takes the necessary precautions. It is the mutual responsibility of employees to assess risks and participate in risk reduction events, to enhance OHS culture consistently.
- HBC, within the scope of OHS regulations, aims to increase awareness about OHS through periodical trainings, not only of its own employees, but also of the suppliers, interns, guests and vendors, too.

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POLICIES

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ENVIRONMENTAL POLICY

HBC Environmental Policy is established to determine the consequences of all our activities, to minimize our affect on the environment and to contribute to the development of local society.

All HBC employees are liable to subject with national and international laws and regulations in all their operations.

Fundamental Principles

- In order to regulate the affects of its operations over the environment and the society, HBC advances its goals consistently.
- HBC focuses on reducing the consumption of natural sources and increasing the consumption of recycled products.
- HBC uses energy sources in the most efficient way possible.
- HBC commits to determine the risks that may cause pollution and to take precautions necessary to reduce these risks.
- HBC takes necessary precautions in order to reduce waste formation, refinement and disposal, as well as to increase recycling.
- HBC creates maximum guest satisfaction by identifying the needs and expectations of its guests in advance, and while making a decision, acts cautious about the environmental and social affects of new products, services and investments.
- HBC aims to generate environment-friendly individuals and conscious consumers among employees, interns, suppliers and guests, through trainings, campaigns and activities that increase environmental awareness.
- HBC provides support for local administrations and non-governmental organizations to protect environmental, historical and cultural values and collaborates with them accordingly.
- HBC prefers local products and hires employees among local communities, in order to contribute to local economy and local community.

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ENERGY POLICY

HBC Energy Policy has been created to increase our positive and sustainable impact on the environment and society, continuously improve our energy performance, and reduce our carbon footprint.

Basic Principles

- HBC conducts analyses with scientific methods at the stages of energy use and consumption and sets goals based on these analyses.
- HBC commits to providing the necessary information and resources to achieve energy goals and playing an active role at every stage of the process.
- HBC aims to increase the energy efficiency awareness of its employees through training activities and ensure that energy resources are used most efficiently.
- HBC commits to comply with applicable national and international legislation, standards, and other requirements about energy supply, energy use, and energy efficiency in all its activities.
- HBC commits to continuously improving its energy management system and energy efficiency performance without compromising on guest satisfaction.
- In its procurement process, HBC gives priority to buying products and services that are suitable for energy efficiency design and highly energy-efficient, and have energy performance that can be improved, taking into account the lifetime cost.
- HBC secures that decisions are made in accordance with energy efficiency in the creation of new products and services to be offered to guests and in the development of existing ones.
- HBC cares to effectively maintain cooperation with guests, sub-businesses, suppliers, and the local community for a healthy society.
- For a sustainable environment, HBC aims to reduce its carbon footprint by following new technologies and researching renewable energy sources.

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