



BAY *Exclusive*

NUMA BAY EXCLUSIVE SUSTAINABILITY REPORT

JANUARY 1 - SEPTEMBER 1, 2021

INTRODUCTION

This report has been prepared within the last nine months according to our 2021 sustainability goals and targets. Details the progress we have made.

Sustainability; everything we need to live, without disturbing the natural balance

It means we can take it in a way that future generations can benefit from.

The concept of sustainable development; the ability of future generations to meet their own needs development that can meet today's needs without compromising the possibility of

Defining our responsibilities in sustainable tourism and development

We are conscious and determined. We strive to leave a better world for future generations.

This is our corporate vision, mission, values and policies. Guides us while fulfilling our responsibilities.

ABOUT THE REPORT

Training and education of employees and employers for Sustainable Tourism and Green Evolution for the completion of the process and the sustainability of our facilities together with consultancy is to adapt its service processes, applications and infrastructure accordingly.

This Thanks to the technical aspects implemented accordingly; in energy and water consumption reduction and turning to renewable energy sources, reducing waste and recycling implementation of recycling practices, minimizing chemical use both economically and economically, such as downloading We aim to achieve positive results in environmental terms.

ENVIRONMENTAL MANAGEMENT

- On June 5, World Environment Day, all our hotels together with their staff does the cleaning.
- Regular beach cleaning with all the staff working in our Hotels is done.
- Environmental Legislation and Waste Management trainings are organized.
- By supplying waste panels in all hotels within Numa Hotels, waste types and disappearance times in nature are on the board.
- Environmental conditions specified in the purchasing procedure when purchasing the products. While cooperating with suppliers that support a friendly and sustainable environment; emphasis is placed on purchasing environmentally friendly products.



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ENERGY CONSUMPTION

- The limescale formed in the Boilers and Coils has been cleaned and the cleaning period and procedure was created, so that a small amount of heat energy was saved and it helps to reduce energy consumption accordingly.
- The cleaning of the glass surfaces of the solar panels is done once a month, period of energy transfer is drawn to the weekly period at the maximum level. retention was achieved.

WATER MANAGEMENT

- To save water, we can increase our water consumption by installing a water saving device on the taps was observed to decrease.
- Room and general area reservoirs are water efficient with double buttons.
- Saving water in our hotels and responding to water leaks quickly trainings are given to our personnel on a regular basis every year.
- We can save our guests water with the help of stickers in rooms and general areas. We direct them to do so.
- By using the garden irrigation automation system in our Numa Bay hotels, consumption decreased.
- Pool backwash procedure was established to save water consumption.
- Water leaks in pool circulation, balance tanks and filters have been fixed.
- During the operation of the pool, 1% fresh water is taken daily and the water is discharged by backwashing. is discarded. Bacterial growth due to the increase in pool temperature in summer pool temperature by frequent backwashing and adding water to prevent the risk of attempted to be lowered.
- We have projects in our budget plans to save more water. In garden irrigation by chemical treatment of pool backwash water Our project and cost studies of recycling are continuing.
- Compliance with the criteria of sample analysis results taken from our hotels by ASAT. Numa Hotels all of our hotels are entitled to receive Connection Quality Control license. won.



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One of our environmental impact targets is to increase water use by 25% by 2021 with the above initiatives was to reduce:

Comparison of water use in the 2020/2021 reporting period

MONTHS	WATER USAGE PER NIGHT (M3)		% CHANGE
	2020	2021	
JANUARY	0,00	0,01	
FEBRUARY	0,10	0,00	
MARCH	0,15	0,00	
APRIL	0,00	0,07	
MAY	0,05	0,03	
JUNE	0,01	0,05	
JULY	0,01	0,05	
AUGOST	0,00	0,04	
AVERAGE OF EIGHT MONTHS	0.04	0.03	-25%

CONCLUSION

Our goal was to reduce our water consumption by 25%, we seem to have reduced it by 25% with our work.

ELECTRICITY MANAGEMENT

- Regularly to our staff working in our hotels on electricity saving issues provides trainings in our hotel with the help of stickers in general areas. We direct our guests to save electricity.
- 90% of the lightings in all our hotels within Numa Hotels and more most of them consist of energy-saving lightings and led bulbs.
- Lighting with sensors is used in general areas.
- Saving electricity for our staff on a regular basis in our hotel every year training is provided.



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- Cleaning of ice machines is done every 7 days instead of every 15 days due to energy savings.
- Switch that turns off the air conditioners as soon as the balcony doors are opened in all our rooms apparatus are included.
- Use of chemicals without compromising on hygiene and guest satisfaction. We continue to work to minimize it.
- Every year, we regularly inform our personnel about the use of chemicals, we provide training.
- In partnership with the company that we supply housekeeping chemicals, it conducts studies and checks its weekly consumption and chemical usage. We are trying to manage.

MONTHS	Electricity Usage Per Night (KWh)		% Change
	2020 KB.T	2021K B.T	
JANUARY	32,36	63,23	
FEBRUARY	32,19	57,64	
MARCH	24,68	31,11	
APRIL	11,09	18,06	
MAY	9,92	13,91	
JUNE	57,82	12,56	
JULY	91,25	13,65	
AUGOST	16,95	13,48	
SEPTEMBER	13,90	13,21	
AVERAGE OF EIGHT MONTHS	19.10	14.13	-26%

CONCLUSION

Reduced electricity consumption by 26% in 2021 compared to 2020 we are.

WASTE MANAGEMENT

- Environmental Legislation and Waste Management trainings are held regularly in our hotels every year. we organize.
- Colored waste separation bins for kitchens, bars and general guest areas by determining the type of waste and the color of the bucket and bag by supplying the waste we ensured segregation in the center.
- Collaborate with relevant companies for the recycling of glass, paper, plastic and food waste works and is monitored.



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- Guiding our guests to separate waste in rooms and general areas. Stickers are available.
- There is a battery box in our hotels for waste batteries that have reached the end of their life.
- Waste battery box for end-of-life waste batteries and sufficient in all areas with a large number of separation units, we aim to help our guests to separate waste we direct.

GUEST SATISFACTION

As of May 2021, we started to conduct surveys for guests. Monthly the comparisons were as follows

QUESTION	MAY	JUNE	JULY	AUGUST	SEPTEMBER
Overall satisfaction?	94.57%	93.69%	90.63%	90.13%	92.99%
Hotel staff were helpless?	95.00%	94.02%	91.86%	92.00%	93.66%
Cleaning of our hotel public areas?	94.84%	93.97%	91.06%	90.64%	93.46%
WIFI connection?	80.10%	80.79%	70.90%	70.01%	80.23%
Environmental planning of our facility?	94.86%	93.52%	90.44%	90.92%	92.95%
Reception staff?	95.53%	94.68%	91.76%	91.49%	92.83%
Room cleaning?	94.06%	92.21%	89.76%	89.21%	90.87%
Main Restaurant food quality?	92.93%	91.06%	89.04%	88.47%	90.74%
Ala Carte Restaurant food quality?	93.00%	91.95%	88.10%	89.19%	90.33%
Snack Restaurant food quality?	92.01%	90.91%	87.80%	88.07%	89.75%
Quality of our drinks?	88.26%	86.93%	84.96%	85.06%	85.45%
Assortment of our drinks?	89.90%	88.67%	86.34%	86.72%	87.87%
Evening entertainment?	90.79%	88.56%	81.35%	82.97%	84.78%
Daytime entertainment?	89.11%	87.21%	79.05%	81.86%	84.24%
Mini Club activities?	91.67%	89.64%	85.42%	86.03%	89.31%
Fitness - Gym, equipment?	94.71%	93.19%	89.06%	90.36%	92.29%
Is there enough loungers and umbrellas in the pool and beach area?	94.73%	92.15%	80.83%	84.90%	86.07%
Would you recommend our hotel to your friends or family?	94.04%	92.14%	86.83%	88.16%	90.13%



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CONSERVING BIODIVERSITY

- There are cat houses in our hotels.
- Endemic plants are grown in our Numa Bay Exclusive Hotel.

CARBON

- Local companies are given priority while supplying products to our Hotels. With This, the CO2 emissions from the delivery vehicles of the suppliers are minimized. It is aimed to reduce the impacts on the environment.

SOCIAL RESPONSIBILITY

- There are cat houses in our hotels. Our cat food business is taken by
- Environmental cleaning is carried out by our personnel in our hotels.
- Tree donations are made to TEMA Foundation on behalf of our guests.



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