

# GRAND

TERMAL YALOVA RESORT HOTEL & SPA

## GRAND THERMAL YALOVA RESORT HOTEL&SPA 2025-2026 Sustainability Report

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Dear Guests,

Our business partners and employees,  
At GRAND TERMAL YALOVA RESORT  
HOTEL&SPA, we have always believed that  
guest satisfaction can only be achieved through  
employee satisfaction.  
this. We are proud                      We are aware of  
to offer examples of branded service to our sector  
with our management approach that puts our  
employees at the center, our products that  
preserve our culture and values, and where  
change is naturally integrated.

Since opening our facility in November 2024, we  
have aimed to provide our guests with the best  
and highest quality service.

We embrace renewal and development not just to  
keep pace with the world, but as a genuine part  
of our passion and natural transformation, befitting  
our name. We are wholeheartedly committed to  
sustainable global growth and tourism-focused  
development goals.

Going beyond legal compliance, we strive to  
achieve national and international standards in  
quality, environment, energy, and occupational  
health and safety in all our work.

We strive to build sincere, lasting, and respectful  
relationships with all our stakeholders, and we  
never overlook social responsibility in our work,  
thanks to our communication built on trust.

Today, the tourism sector worldwide is  
experiencing a period in which many new  
expectations and needs are emerging, ranging  
from environmental issues to business and social  
life, all of which require responses.

This process demonstrates the importance of  
responsible and sustainable tourism, which we at  
GRAND TERMAL YALOVA RESORT HOTEL&SPA  
place great emphasis on and which is also  
reflected in our corporate values. It highlights the  
need for effective management of sustainability  
risks and ensuring sustainable growth through  
long-term strategies.

We are focused and aim to increase our success  
day by day as a result.

This year, especially during this pandemic period  
we are going through, I would like to thank our  
suppliers, business partners and all our employees  
again for their dedicated work that made it possible  
for social life to continue as normal.

Kind regards,

General manager



Our address is,  
Akköy Village, Köyiçi Area, Ayrım Street, Block No: 5/1, Inner Door  
No: 5 Thermal Yalova

With the quality systems in place at our hotel, we increase our overall efficiency both for the environment and for our guests.

We aim to improve our quality and environmental performance. To this end, we continue our work on many issues within the concept of sustainability, such as reducing environmental impacts, energy, water and waste management, providing economic and social benefits to local communities, and protecting the environment.

Sustainability can be defined as the integration of environmental, economic, and social factors for the benefit of both people and the environment.

Our hotel's core responsibilities within the scope of sustainability are:

- Recycling and reuse opportunities to create and evaluate,
- To continuously improve energy efficiency and minimize the negative impact caused by carbon emissions,
- To reduce any environmental impact caused.
- Social and economic factors, which form the foundation of sustainability, are just as important as the environment itself.

Sustainability encompasses a wide range of activities, from providing the best possible working conditions for employees to sharing the added value created with society.

The information in this report reflects our commitments given that our hotel is new. This is our 2025 sustainability report.

- Environmental, social and economic performance evaluation of our hotels,
- The goals set to improve performance,
- The strategy to be followed to achieve these goals and process,
- Potential risks that may be encountered,
- We record the measured performance results.



To protect the environment and ensure the necessity of sustainable tourism, we identify our environmental impacts, control negative effects, potential hazards, and waste. We strive to minimize the use of natural resources, energy consumption, and air, water, and soil pollution.

We comply with all laws, regulations, legislation, and rules published in our country regarding the environment, occupational health and safety, and human rights, and we fully fulfill all requirements.

We take and implement all necessary measures to protect our guests and employees from potential injuries and illnesses and to ensure good working conditions while conducting our operations.

Our environmental awareness and social responsibilities should be shared not only by our employees, but also by our guests, suppliers, and subcontractors.

We also try to ensure that it is adopted by subcontractors and relevant authorities.

We contribute to the development of environmental protection and social responsibility projects by collaborating with local governments, supplier companies, and non-governmental organizations.

In the areas where we operate, we take all necessary measures to increase local employment, protect and enrich natural life, and we share all our activities aimed at protecting the environment with the public.



## ACCESSIBILITY

Our facility includes a disabled parking area for 5 vehicles, 5 disabled-accessible rooms, disabled-accessible toilets in common areas, and elevators suitable for disabled use.



We will have no subjective decisions other than fairness and human dignity towards our guests, the values envisioned by our state, our supply partners, our employees, and our employer.

With our innovative Total Quality Management approach that follows international standards, we believe we can always do better. With this belief, we will continuously improve and develop ourselves to provide even better service.

The path to development and progress lies through education.

Our mission is to provide theoretical and practical training activities to our subordinates; to bring successful individuals to the sector who love their work and are ready to take responsibility.

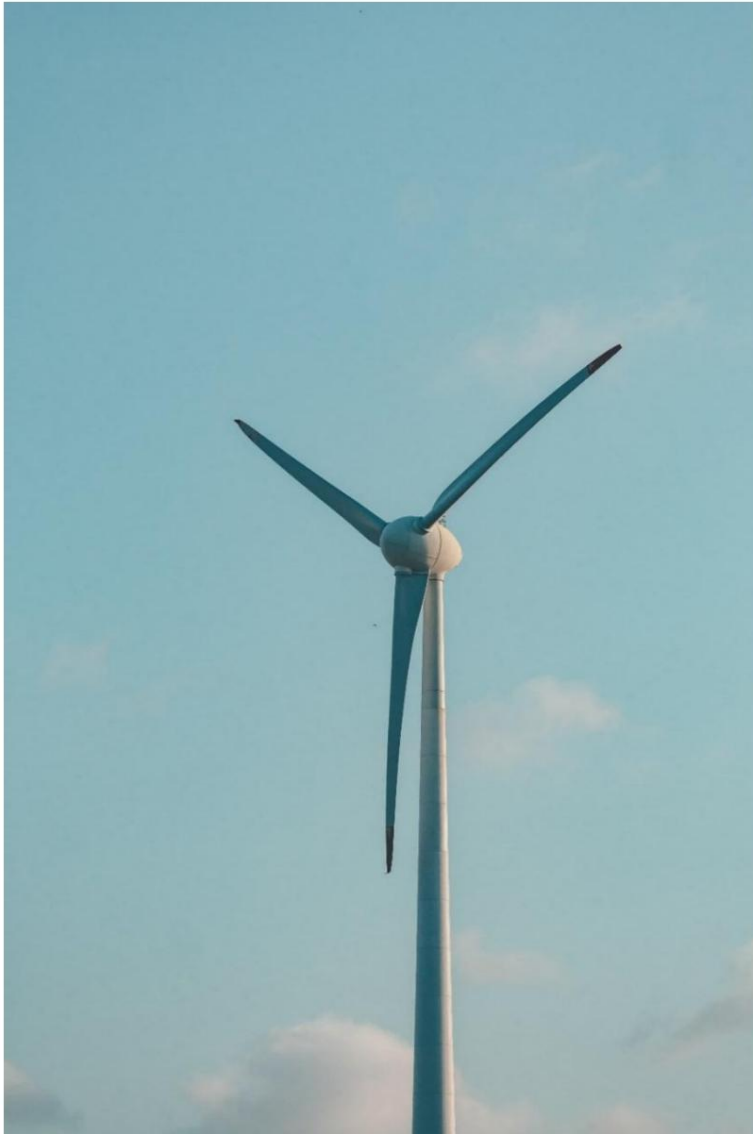
Mutual respect, trust, and understanding form the backbone of our team spirit; a peaceful working environment created together constitutes the body of our team spirit; and open, healthy, and ethical communication channels will ensure the continuity of our team spirit.

Our marketing policy begins within the facility and extends from there to the global market. We place great importance on the impact and power of promotional activities carried out within our facilities, in addition to domestic and international advertising and promotions.

We believe that the best place to share the successful results we achieve through research and development with our guests is our own facility.

Tourism legislation, international regulations, agreements, and even trends will guide us. But we will never forget that the most important thing is the ever-changing desires and needs of our guests. Finding solutions to guest requests, without compromising basic standards, according to location, season, profile, and situation, is the golden key to the sector.

Our commitment to providing superior service to our guests will make us a large, respectful, and loving family that grows every day with our loyal customers. The success rates of our efforts to reduce natural resource consumption are monitored numerically, and decreases or increases in electricity, water, and natural gas consumption are studied.



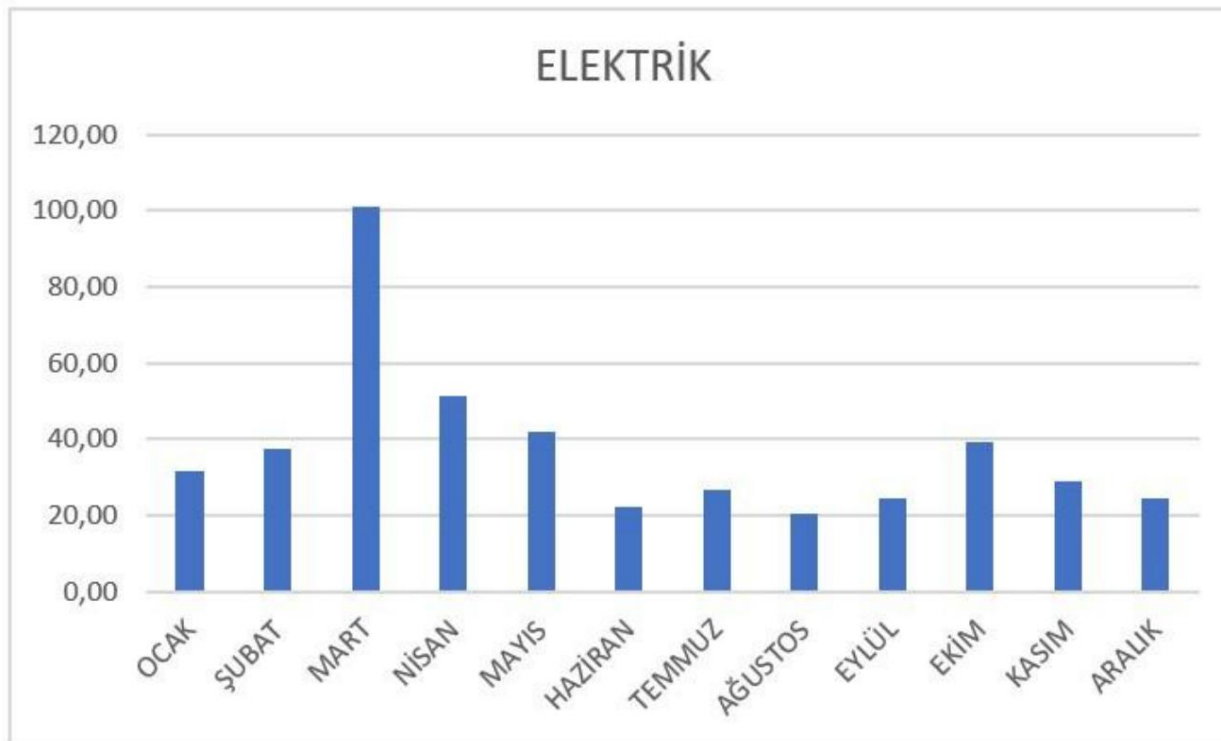
We aim to ensure that all electronic products we purchase are energy-efficient and that all our employees receive training on energy conservation. The following energy-saving measures are implemented and maintained in our hotels: • Warning signs about electricity conservation are provided for guests in all rooms.

- Our hotels use energy-efficient light bulbs or LED lights.
- Sensors are used for lighting in restrooms, corridors, staff areas, and ground floors in common areas.
- The outdoor lights are controlled by timers.
- Electronic key cards are used in our rooms.
- Our rooms are equipped with LED TVs. (We use A-class, low-power TVs in our rooms.)
- In our rooms, our minibars are positioned away from heat sources to save energy.
- Cooling air curtains are used in cold rooms and at doors leading from common areas where the cooling system operates to areas such as terraces and gardens.
- Electrical devices are positioned so they are not exposed to direct sunlight.

ELECTRICITY CONSUMPTION

**Our goals**

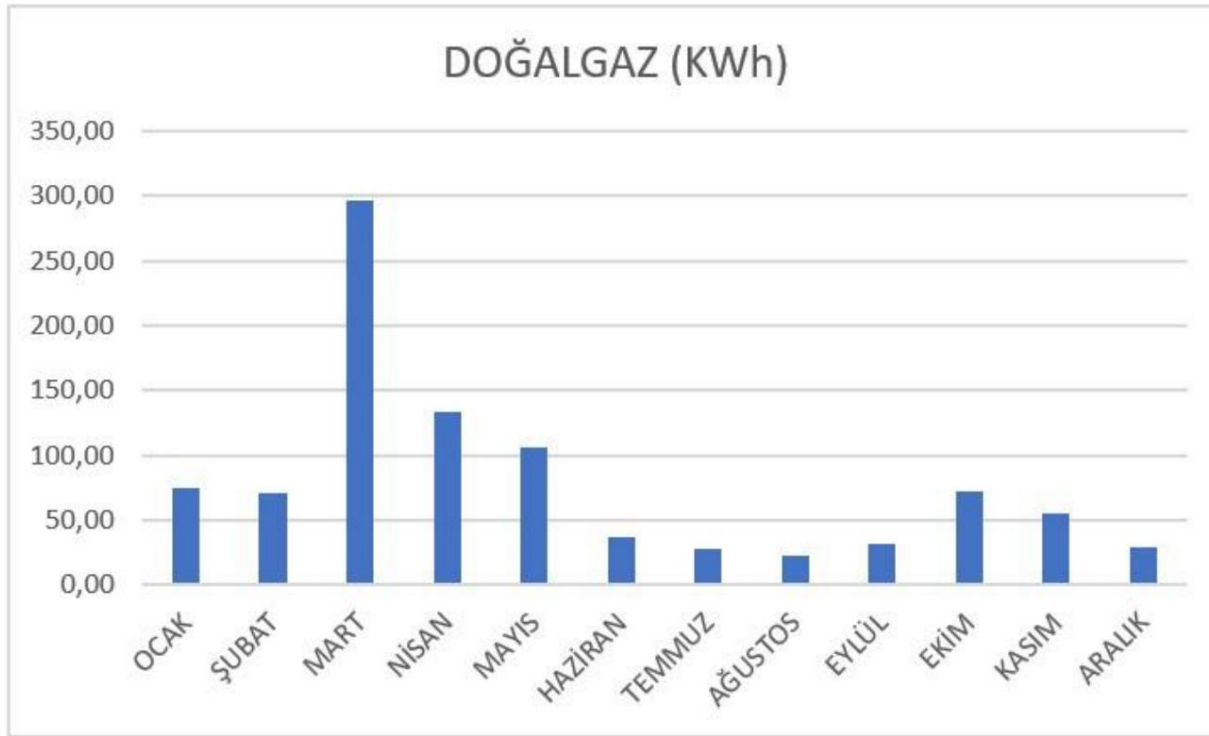
- To achieve a 2% per capita energy saving by 2025,
- To continue developing energy consumption reduction projects,
- To continue purchasing energy-efficient appliances,
- To replace older appliances with energy-efficient ones,
- To raise staff awareness through annual energy saving training.



**NATURAL GAS (LNG) CONSUMPTION**

**Our goal is to**

achieve a 2% reduction in natural gas consumption per person/night by 2025.



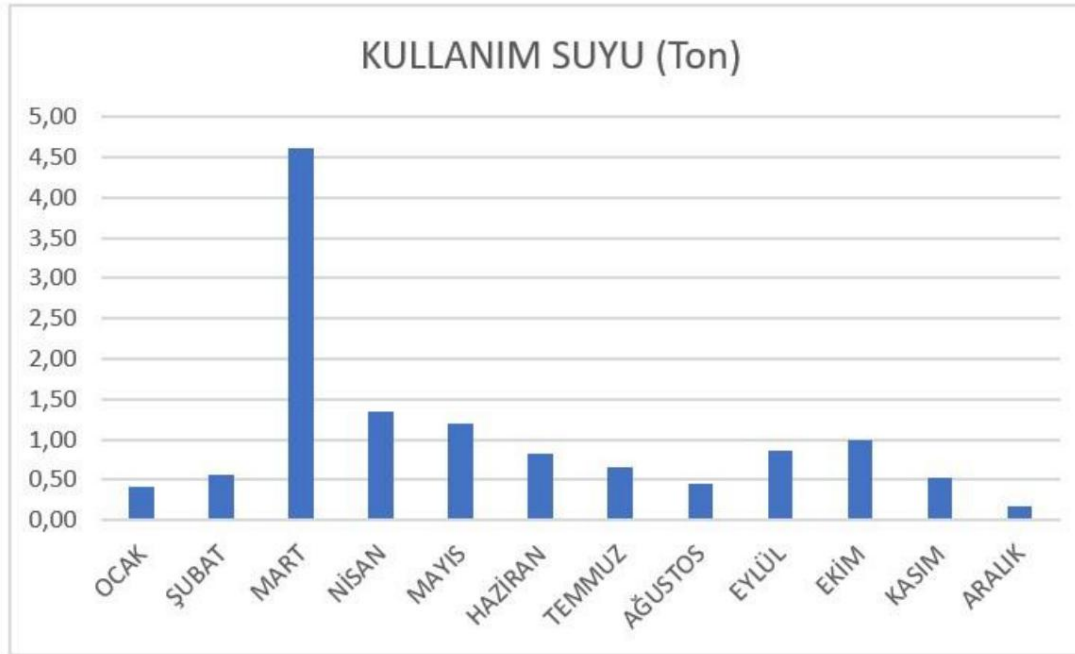
## WATER CONSUMPTION

We use water-saving equipment to reduce overall water consumption without compromising health, hygiene, and guest satisfaction; we place informative visuals about water conservation in guest rooms and common areas; and we train our staff on this subject.

The following measures are implemented and maintained in our hotels to conserve water: • Water flow restrictors are used in taps and showers. • Water-saving and/or dual flush systems are used in toilets. • Sensor-operated taps and urinals are used in toilets in common areas.

**Our goals**

**are:** • To reduce per capita water consumption by 2% by 2025, • To increase staff training on water conservation.



## CARBON FOOTPRINT

We source our products from regions as close as possible. This allows us to minimize CO2 emissions from supplier delivery vehicles, thereby reducing our environmental impact. Carbon emissions are calculated in KgCO2e units, representing total electricity and natural gas energy consumption.

We will choose products produced using low-carbon, or climate-friendly, methods, and we will use energy efficiently.

We will increasingly prefer public transportation systems, plan vehicle routes and transportation, and choose fuel-efficient vehicles. We will take measures to reduce our consumption and provide more support for recycling. We will prefer suppliers who support recycling. We will take measures to do more with less energy. We will also pay attention to the energy efficiency class when purchasing a product.

We will make greener choices. We will contribute more to energy efficiency by offsetting our carbon footprint. We aim to eliminate our carbon footprint through various activities, primarily tree planting. At GRAND TERMAL YALOVA RESORT HOTEL&SPA, our primary goal in our waste management system is to reduce the amount of waste, manage our generated waste effectively to dispose of it with minimal environmental damage, and recycle recyclable materials.

SONUÇLAR		
Raporlanan yıl için Toplam CO2e		
<b>3.696,29 tCO2e</b>		
Toplam Misafir Odası Karbon Ayak izi	<b>3.363</b>	<b>tCO2e</b>
Toplam Toplantı Alanı Karbon Ayak izi	<b>333</b>	<b>tCO2e</b>
<b>Günlük olarak kullanılan oda başına karbon ayak izi</b>	<b>58,4</b>	<b>kgCO2e</b>
<b>Günlük olarak kullanılan toplantı alanı m2 başına karbon ayak izi</b>	<b>12,4</b>	<b>kgCO2e</b>

Spesifik bir müşteri için CO2 emisyonları		
Misafirin konaklama gecesi sayısı	138018	
Misafir tarafından kullanılan toplantı alanı miktarı	1780	Metrekare
Misafir toplantılarının süresi	596	Saat
Misafir odasının karbon ayak izi	8.055.407	kgCO2e
Misafirlerin toplantısının karbon ayak izi	13.154.912	kgCO2e
<b>Misafirlerin toplam karbon ayak izi</b>	<b>21.210.319</b>	<b>kgCO2e</b>

RECYCLABLE WASTE

HAZARDOUS WASTE

To ensure that hazardous waste generated in our facilities is disposed of without harming the environment, hazardous waste from our departments is collected in appropriate conditions in our hazardous waste rooms, labeled, and delivered to licensed companies for legally compliant disposal or processing.

**Our goal :**

- The goal is to further reduce the amount of hazardous waste generated in 2025, both on a monthly and annual basis, based on the person/night stay ratio.

VEGETABLE WASTE OIL

We are increasing the amount of used vegetable oil that we recycle every year. The generated used vegetable oil is regularly given to licensed companies with whom we have agreements.

**Our goal:**

- To increase the amount of used vegetable oil recycled compared to the previous year.
- To raise our staff's awareness about waste oil.

CHEMICAL CONSUMPTION

We control the amount of chemicals we use, and provide staff training to prevent wasted and incorrect chemical use.

- We train our employees on the use of chemicals and the precautions to be taken in case of spills/spills of hazardous chemicals.
- Pest control in the hotel area is routinely carried out by companies authorized and experienced in biocidal application.
- Our hotel will implement a chemical measurement system in the laundry area.

# YALOVA

Located on the northern coast of the Armutlu Peninsula and the northern foothills of the Samanlı Mountains, Yalova is situated in northwestern Turkey, in the southeastern part of the Marmara region. The province is bordered by the Marmara Sea to the north and west, Kocaeli to the east, and Bursa (Orhangazi, Gemlik, and İznik districts) and the Gemlik Gulf to the south. The northern to southwestern borders of Yalova province are surrounded by the Marmara Sea.

The coastline does not exhibit a highly indented or irregular feature. Yalova is located between 39-40° north latitude and 29-31° east longitude, with an elevation of 2 meters above sea level and a highest point of 926 meters. With an area of 839 square kilometers, it covers 0.11% of the country's total surface area.

Yalova is the smallest province in Turkey in terms of area, and it is also one of the most popular tourist provinces with the longest coastline of 105 km.

Yalova has fertile and abundant plains. Between Çynarcık, Gökçedere, Kirazlı, Kılıçköy, and Taşköprü, and the sea, lie numerous plains of varying sizes, separated by low hills. These plains stretch along rivers, and fruit and vegetable farming is practiced in their surrounding areas.

82% of Yalova's total surface area (84,700 ha) consists of agricultural land (22,173 ha), forest area (46,809 ha), and meadow-pasture land (7,944 ha).

The province's vegetation consists of maquis and forests. The maquis, found in the valleys to the north and south of the Samanlı Mountains, are present in discontinuous strips and patches along the foothills of this massif.

The steep slopes south of Yalova are completely covered with dense forest. The forested areas generally consist of beech, oak, hornbeam, dogwood, chestnut, and linden trees; the forests of Yalova meet the surrounding region's wood and timber needs. It is seen.

The province of Yalova is rich in both ecological diversity and ethnic and cultural diversity. While the number of languages spoken in the province has increased settlements of migrations have speaking Porsak, Avar, Circassian, Laz, Georgian, Dargi, Kurdish, Bosnian, and Tatar/ Karachay languages. from all over Anatolia, there are also

## Places to visit in Yalova

The Moving Mansion; The Moving Mansion is located within the Millet Farm on the Yalova coast. If you are going to Yalova by sea bus, it is a good starting point for your tour, as it is within walking distance of the pier. Built in 1929 at Atatürk's request, the mansion is situated next to a plane tree.

The story behind the mansion's name also comes from this plane tree. In 1930, because a branch of the plane tree was touching the roof and wall of the mansion, officials asked Atatürk for permission to cut the branch. However, Atatürk requested that instead of cutting the branch, the building be moved slightly forward using rails.

Thus, the mansion was saved from being demolished and the plane tree from being cut down. Since that day, the mansion has been known as the 'Walking Mansion'. Renovated by Yalova Municipality in 2006, the mansion now serves as a museum.

The Yalova City Museum is located in the Yalova Government Building, a significant historical landmark for the city, situated in the city center and near the coast. The museum consists of two separate sections. Opened as a joint project of the municipality and the governor's office, the Yalova City Museum is housed in a two-story building.

The museum presents information, documents, and photographs from Yalova's 8,000-year history, offering glimpses into its tourism, social life, sports, and education. The most interesting exhibits are the models showcasing Yalova's general city plan and the Walking Mansion. Don't have very high expectations; it's an average museum. Admission is free.

Karakilise is located on the coast of Çiftlikköy district, 3 km east of Yalova city center. It sits right in the middle of residential areas, with apartment buildings just a few meters away. A structure from the Early Byzantine period, it was used as a bathhouse in the 6th century AD and as a church in the 8th and 9th centuries AD. It is built of brick.

The church, whose dome and arches have survived to the present day, is also known locally as the Historical Church or the Old Church. The church is not in very good condition, and considering that Yalova is in an earthquake zone, it could collapse in a slight tremor if it is not restored.

Karaca Arboretum (Karaca Tree Park) is the jewel of Yalova. In fact, it's worth visiting Yalova just to see the arboretum, especially if you're a lover of trees and greenery like me. It holds the distinction of being Türkiye's first privately owned arboretum.

The land, purchased in 1948 by Hacÿ Halil Karaca to be planted with poplar trees, was adorned with plants brought from different parts of the world by his son Hayrettin Karaca in the 1970s.

Today, the tree museum, spread across 13.5 hectares, houses approximately 7,000 different plant species, subspecies, varieties, and cultivated forms, featuring fascinating plant types brought from various continents including Asia, Europe, Africa, Australia, and New Zealand. The arboretum is located in Samanlı Village, 5 km from the city center. Minibuses departing from Yalova city center pass right in front of it.

In my opinion, the Atatürk Mansion in Yalova is one of the most impressive historical structures in Yalova. It is an important witness to the early years of the city's founding. Important decisions regarding the establishment of the Free Party, the transition to a multi-party system, and the establishment of the Domestic Products Week were made in this mansion, where Atatürk conducted his summer work.

The first foreign guest at the mansion was the Shah of Iran, Pahlavi, a prominent figure of that era. In the early years of the Republic, the government's summer meetings were also held here.

The mansion is located in the Termal district of Yalova. It is a two-story, entirely wooden structure. Built in 38 days in 1929 by Hakkÿ Eldem on Atatürk's orders, it has four reception halls and eleven rooms. Restored in 1984, the mansion houses Atatürk's personal belongings, artwork, chairs, and dinnerware.

Çÿnarcÿk is the largest district of Yalova outside the city center. Located 20 km from Yalova, its history dates back to 4000 BC. Bearing traces of the Phrygians, Cimmerians, and Romans, the district was known as KIO during the Byzantine period, meaning "city with clean air." Especially popular during weekend trips and the summer months, Çÿnarcÿk offers several must-see attractions, including Termal, Esenköy, and Erikli Plateau.

Sudüyen Waterfall is another beautiful sight you can see in Yalova's Thermal district. One of the city's natural wonders, the waterfall is nestled among the Samanlı Mountains, surrounded by a forested area painted in every shade of green.

Swimming here isn't very safe due to the strong current of the waterfall. However, with its picnic areas and stunning natural surroundings, it's quite suitable for activities like camping, hiking, and cycling.

In line with our annual training plans, food safety and environmental training is provided in our hotels.

Our training programs are planned as both internal and external training. Our environmental training covers topics such as environmental cleanliness, conservation of natural life, proper waste separation, waste reduction, safe use of chemicals, and zero waste. We also offer environmental consultancy services.

Our company provides training to our personnel at regular intervals to raise awareness. In addition to our consulting firm, we also receive training from our chemical suppliers. Besides environmental training, an emergency response team will be established in our hotels to handle any emergencies that may occur.

We understand the importance of being prepared in such situations. That's why we receive fire and first aid training. We are ready for emergencies. We conduct drills at regular intervals to be prepared. We dispose of our used vegetable oils and residues by giving them to licensed companies. Through internal and external training, we become aware of the importance of recycling used vegetable oils and the harm they cause to the environment, and we also raise awareness in our community. We participate in social projects with local organizations and work to raise awareness among the local population by participating in environmental events.

We aim to provide a work environment that meets international standards and respects human rights, where employees can develop themselves, freely express their ideas, and not be subjected to discrimination.

- Sensor-controlled lighting systems will be selected for all applicable guest common areas and a large portion of staff areas in our hotels.
- Larger packaging options are selected during the purchasing process to reduce waste. • Where possible, returnable glass bottle beverage products will be preferred to encourage reuse.
- To contribute to the environmentally sound disposal of hazardous waste at our facilities, battery waste bins have been placed in the reception area for our guests and in the technical office for our staff, and will be regularly handed over to a waste disposal company.
  - To minimize energy consumption within our facility, motion-sensor controlled lighting and faucets will be used.
  - The linens in our rooms are not changed unless requested by the guest or before check-out, and are cleaned every other day. Savings will be achieved.
  - Throughout our facility, there are posters informing our guests about recycling, and sufficient facilities are in place within the premises. There will be a sufficient number of recycling units.

## OUR CONTACT INFORMATION,

All your feedback and suggestions regarding our facility, especially our sustainability performance, will be gladly recorded. Issues raised in the feedback will be carefully examined and will guide us on our journey towards improvement.



### **Our Sustainability Survey**

<https://www.grandthermal.com/surdulebilirik.html>



### **Our Hotel Contact Information**

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### **Our Online Channels**

[www.grandthermal.com/](http://www.grandthermal.com/)