

BELLIS DELUXE HOTEL SUSTAINABILITY REPORT



2023-2024

ABOUT THIS REPORT

As Bellis Deluxe Hotel, we are aware of our responsibilities in sustainable tourism and development. While carrying out our activities, we strive to simultaneously achieve sustainable growth in environmental, economic and social areas and to leave a better world to future generations.

With this sustainability report, we evaluate the current economic, environmental and social dimensions of our institution and share our sustainability development with our employees, business partners, guests and all internal and external stakeholders.

ABOUT THIS REPORT

Bellis Deluxe Hotel Sustainability Report covers the years 2023-2024. The sustainability report, which will cover the 2025 sustainability performance, is scheduled to be published in the first half of 2026.

The contact information for all kinds of opinions, suggestions and questions regarding the report is below.

Contact Info:

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MESSAGE FROM THE CHAIRPERSON OF THE BOARD



Dear Stakeholders,

For investors and entrepreneurs, it is necessary to understand and comprehend the business environments based on developing and changing human needs in the world.

Especially in the last 10 years, which is a period when the problems of the global economy were felt heavily, entrepreneurship costs have increased drastically while entrepreneurial courage is gradually disappearing.

With the impact of developments in the communication sector into all areas of our lives, we are forced to behave differently in every field.

Our way of doing business has changed. We have to create business environments in which the concepts of creative approach and potential, behaving efficiently, effectively and efficiently, and working with zero error are targeted.

As a group, we have been working in the service sector for many years and we continue our efforts to open new horizons for our country with new industries.

Together with the “Çalışkan Kardeşler” group management and employees, we will continue to target at fulfilling our responsibilities in the social and economic fields for our nation as a family.

Cemil UĞURLU

Chairperson of the Board

ABOUT US

In 1950s, **ÇALIŞKAN KARDEŞLER CEMİL UĞURLU ve KARDEŞLERİ KOLLEKTİF ŞİRKETİ** started its local and intercity transportation activities in **ANKARA**.

In 1970s, the company added contracting and trading activities to its portfolio.

In 1975, the company undertook wholesale fuel oil and lubricants distribution of PETROL OFİSİ A.Ş. and then also added **DİYARBAKIR TURK FIAT TRACTORS DISTRIBUTION** to its trading portfolio.

In 1980, the company extended its activities in respect of retail and wholesale fuel oil business as well as domestic and international fuel oil transportation with 2 other PETROL OFİSİ A.Ş. Fuel oil stations on the 20th km of ANKARA / SAMSUN highway.

In 1982, **ÇALIŞKAN KARDEŞLER ULUSLARARASI NAKLİYAT VE TİC. A.Ş.** was founded which marked the beginning of International Transportation activities with refrigerated trucks to EUROPEAN STATES.

The company also acquired **SARIKIŞLA PETROL TİCARET A.Ş.** which undertook the fuel oil and service station of PETROL OFİSİ A.Ş. brand on Etlik Avenue in 1985.

In 1987, the group founded **ÇALIŞKAN KARDEŞLER İNŞAAT ve TİC. A.Ş.** and started residential construction activities which was followed by contracts with official institutions for infrastructure and supra-structure activities. From 1990 to 1992, the group constructed a 5-star hotel with 1200 beds in ANTALYA BELEK Tourism center.

In 1990, the group established 2 units of 110” crushing-sieving facility in KIBRIS VILLAGE, MAMAK, ANKARA together with a robust machinery park and various concrete plants for official and private enterprises to meet their aggregate needs and continued its activities till 2001. This company was renamed **UĞURAL İNŞAAT TURİZM PETROL SAN. VE TİC. A.Ş.** under the group companies later and has achieved various projects such as Turkey’s largest crushing-sieving plant of 1300 tons/hour as well as asphalt plants with 160 tons/hour capacity, bitumen hot mixture asphalt concrete production according to the technical specifications of TURKISH HIGHWAYS AUTHORITY AND TURKISH STANDARDS INSTITUTE, 400 tons/hour capacity plant-mix facility with production and layout of sub-foundation material, 600m³/day capacity ready made concrete plants and distribution of such products as well as many other activities covering roads, infrastructure, lakes and dams.

Having joined the group companies back in 1989, **ÇALIŞKAN KARDEŞLER TURİZM İŞLETMELERİ ve TİC. A.Ş.** has been actively engaged in tourism activities since 1992 with **BELLIS DELUX HOTEL** which is a 5-star hotel with 1200 beds capacity in ANTALYA BELEK TOURISM CENTER. In 2014, the hotel was completely renovated and has been serving a brand new concept that combines luxury with exceptional room and service concept.

VADİ PETROL OTOMOTİV ve TİCARET A.Ş., which joined our group in 2001, has been active with Fuel Oil, LPG and service station activities next to the Police Residence on Dikmen Avenue as OPET dealer.

ÇALIŞKAN KARDEŞLER SİGORTA ARACILIK HİZMETLERİ LTD. ŞTİ., which joined our group in 2002, has been serving as a Class A Insurance Agency for the brand “Güneş Sigorta A.Ş.”.

On the other hand, **BELLIS TRAVEL** has been operated as an authorized agent for BELLIS HOTEL in addition to domestic and international flight tickets, domestic and international travel organizations and visa application center since 2008.

The Group has always been a leading organization with its achievements in areas of activity as well as being rewarded by the tax authorities for paying the highest amount of taxes.

OUR VISION

Maintaining our position as one of the group of companies that target at being the leader in all sectors of activity with adoption and implementation of innovative approaches in today's global economic conditions in the societies of knowledge.

OUR MISSION

We target at making sure that our enterprise is remembered with its high quality and confidence based on the participation of employees with the strength we take from that while contributing to Turkish economy and job market built on the guest satisfaction principle with a highly experienced and dynamic personnel network all committed to disciplined and systematic working feeding from creative ideas supported by a professional management team that takes total quality philosophy as a role model.

SUSTAINABILITY AND QUALITY POLICIES

Bellis Deluxe Hotel handles its sustainability activities within the scope of a holistic approach with its environmental, economic and social dimensions. The principle of continuous improvement constitutes the main lines of our understanding of sustainability.

As Bellis Deluxe Hotel, we hereby commit following as a company culture:

Fulfill our responsibilities against our planet, our society and our stakeholders with sustainable growth,

Raise awareness of our employees and society on the protection of nature,

Develop projects that will contribute to the survival of our cultural values,

Continuously improve all processes by effectively managing risks,

Protect the environmental balance and natural resources by using energy, water, etc. resources efficiently,

Contribute to the overall development in cooperation with our stakeholders, and

Adopt the principles of fairness, transparency, accountability and responsibility as a corporate culture, especially ethical values and the fight against corruption.

BELLIS DELUXE HOTEL QUALITY POLICY

As Bellis Deluxe Hotel

We set-up the quality management system required to meet customer demands in the best way that we possibly can and we provide continues training to our employees in line with and on the subjects of company goals and targets and personal development.

We conduct studies for maintenance of sustainability with the principle of continuous improvement in offering our clients the products and services in conformity with the regulations. We ensure personnel satisfaction before ensuring guest satisfaction.

In order to create safe and hygienic environment for our guests and personnel we offer food that is physically, chemically and microbiologically clean and contains balanced and sufficient amount of all nutrients.

In order to establish food safety with the principle of “From Farm to Fork”; we practice consciously with our entire personnel the food safety and hygiene standards by effectively continuing the inspections at each step starting with the supplier evaluation and delivery and going right up to product production.

BELLIS DELUXE HOTEL QUALITY POLICY

As an establishment we continuously raise hygiene standards and ensure their practice as a system.

We make new investments and aim to become a leader under all circumstances by working in harmony with the country and regional policies.

We develop and use competitive performance methods by combining past knowledge and experience with today's information and technology.

By ensuring that we are on the same footing, in other words under equal circumstances with national and international tour operators and suppliers, we continue to work with maximum stability, and in harmony by continuously communicating.

We create our clear and transparent management regime with our principles of professionalism, honesty, diligence and reliability.

ENVIRONMENTAL POLICY OF BELLIS DELUXE HOTEL

Being a place where you have a great time and wonderful memories this unique facility offers service to you while we do not neglect protection of the nature. Our sole purpose is to accomplish the environmental policy adopted by us for protecting the environment, respecting other creatures just as much as we respect ourselves and defending their right to life within framework of current laws and applications and most importantly with support of you, our guests.

This purpose is also instrument enabling us to progress every day and reflecting our quality. In order to achieve this purpose, we have registered our environmental awareness owing to our zoo and horse farm actively involved in body of our hotel, as well as awareness-raising works performed among both employees and administrators

Above-mentioned matters for protection and improvement of right to live of other creatures other than us shall be constantly updated according to today's necessities and requirements but we will never deviate from the target.

ENVIRONMENTAL POLICY OF BELLIS DELUXE HOTEL

AS BELLIS DELUXE HOTEL

In order to make contribution to protection of the environment, we

Execute our activity with awareness of responsibilities towards environment and society, belief of constant development and opinion of sustainable environment and we will ensure its continuity

Will execute effectively our environment management system and ensure its continuity.

Will minimize pollution and damage caused by us by taking factors, resulting in environmental pollution, under control.

Will fulfill the legal obligations and comply with environmental legislation and administrative regulations.

Will minimize adverse environmental effects caused by us using state-of-art technology during our activities.

Will ensure that sharing of our works, performed for protecting the environmental awareness and the environment, with our guests, employees, suppliers and the society is adopted as a life philosophy.

ENVIRONMENTAL POLICY OF BELLIS DELUXE HOTEL

Will organize trainings required for raising the environmental consciousness and enable our employees to have knowledge about the environment, raise their environmental awareness and have their related motivations.

Will make studies on reducing pollutant waste at its source, reutilize or recover it for the purpose of prevention of environmental pollution.

Will use energy and natural resources at optimum level and execute preventive actions for unnecessary use of source

Will determine environmental risks to possibly emerge after each department activity and take precautions for reducing wastes.

Will find solutions for sorting of wastes in the facility and rooms.

ENVIRONMENTAL POLICY OF BELLIS DELUXE HOTEL

Will ensure disposal of hazardous wastes emerging at our facility within the scope of environmental legislation and ensure continuous execution of this procedure at our body.

Will monitor water and electric consumption for the purpose of making natural resources sustainable and take protective measures in order to prevent overconsumption

Will continue to offer trainings to related staff with requirement of sufficient usage of chemicals in order to prevent overconsumption of chemicals.

Will prioritize biological fighting methods in garden care and continue to use drip irrigation method with purpose of water saving

Will perform regular exercises with Emergency Response Teams in order to prevent possible emergencies and environmental disasters

Will continue our activities with the framework of our obligation of fulfilling exactly requirements of our "Blue Flag" award, which is symbol of clean sea and a healthy and reliable beach.

ENVIRONMENTAL POLICY OF BELLIS DELUXE HOTEL

Will continue to help protection of wildlife by conserving the caretta caretta coming to our beach and plant species in our garden

Will adopt continuity of numerous environmental awareness activities, which we have actualized so far, as a management policy rather than a task.

Will make constantly improvements in Environmental Management System.

Will continue struggle of effective usage of natural resources and prevention of pollution.

Will make contribution to sustainable tourism.

Will offer reminder information periodically to raise environmental awareness of staff and guests

Will continue to make announcements to staff with the help of boards of environmental awareness.

We hope you to own this environmental awareness exhibited by us, to support us and glamorize our world with us.

WORK SAFETY AND SECURITY POLICY AND PRINCIPLES

Work Safety and Security Policy we have internalized as BELLIS DELUXE HOTEL is based on respect we have towards people and the environment that they live in. BELLIS DELUXE HOTEL's first priority in every area that it operates is Work Safety and Security (WSS) and it expresses this concept with the slogan of "protect your health, protect your job". Everyone is responsible, in order to have a safe and secure work environment, from performing what is within in his/her authorization limits. Our other most important target is to protect our employees, our environment and our line of business against possible risks.

Parallel to what is mentioned above; we make a commitment as our WSS policy to take all measures necessary according to WSS regulations and other requirements concerning WSS and are in effect at the moment to ensure safety and security of our employees, subcontractors, visitors being in our establishment and our personnel working outside of our establishment and to have all tools and Personal Protective Equipment necessary in our establishment and use them in all types of business activities/operations we perform; to ensure what is below as our WSS policy;

WORK SAFETY AND SECURITY POLICY AND PRINCIPLES

To perform an effective risk analysis to determine unsecure actions/operations and conditions which may cause work accidents and occupational ailments and possible accident risks at the establishment and in its attachments beforehand and to eliminate them,

To determine risks which may cause operational accidents and occupational hazards/ailments at work and to minimize all types of financial and emotional loss / damage suffered by employee himself/herself or his/her family, to warrant safety, security and social wellbeing of employees, visitors and subcontractors at all levels,

To train our employees on the area of work safety and security and ensure that they are well aware of work safety and security,

To ensure that the subcontractor and visitors who are providing service at the establishment to comply with the with the concerning rules and regulations that BELLIS DELUXE HOTEL has set/established about work safety and security,

To turn BELLIS DELUXE HOTEL into an example establishment before affiliates, chambers of industry and associations in terms of WSS practices,

By taking in consideration the development of industrial world, to predict the possible risks to encounter in future from today, to continue to improve and to evaluate our circumstances,

To secure sustainability of our WSS Management System that is in effect and established in this line.

CORPORATE SOCIAL RESPONSIBILITY POLICY AND PRINCIPLES

Bellis Deluxe Hotel accepts acting with social responsibility awareness in all operations as a part of the latent value of respect to human beings and closeness to society as part of the main and firm factors of the management concept. We do not think that the extent of our social responsibility concept is limited with our business activities and their effects. We designate our social responsibility concept and our priorities on this subject by considering the best for society and environment. We care to take on a leading role in activities in the direction of protecting democracy, human rights and environment.

CORPORATE SOCIAL RESPONSIBILITY POLICY AND PRINCIPLES

Principles, which we consider as our essentials in our social responsibility practices, are as follow:

As Bellis Deluxe Hotel inside the industry which we conduct business we care about fulfilling our social and environmental responsibilities toward society in a harmonious cooperation with our employees, public, non-governmental organizations and other stakeholders.

We believe that our human resources are the most important factor of sustainable development. We care that we chose our employees from local society with the purpose to contribute to regional economy. We ensure that our employees benefits from their personal rights fully and accurately. We commit to create equal opportunity, safe and secure working environment and we approach to our employees in an honest and fair fashion. We strive for personal development of our employees and pay regards to the balance between their business and personal lives.

We do not accept discriminating between employees inside the establishment for the reasons of their language, race, political opinion, belief, religion, sect, age, and physical handicap and similar.

CORPORATE SOCIAL RESPONSIBILITY POLICY AND PRINCIPLES

We follow the rules of entities (FLA, ILO, ETI) on the subject of international social responsibility together with the business partnership rules of our clients by abiding by the laws and directives in effect; we make commitment that we shall not fire or retire anyone based on his/her race, social class, religion, national roots, gender or political relationships or discriminate on the subjects of hiring, compensation, access to education/training and promotion and we are aware that all our employees have equal rights.

We ensure that the people who have different beliefs, opinions and ideas work in harmony by avoiding environment of conflicts and support cooperation, positivity and harmony.

We conduct routine medical examinations and allow our employees to benefit from the medical services provided by the doctor in the hotel for the purpose of contributing to the “maintenance of health” which is the most important factor for our employees to have and to continue living quality and successful lives.

As Bellis Deluxe Hotel, we believe that all our employees have right to work in an environment that has working conditions appropriate to person's honor, safety and security. Our employees are the most valuable assets of ours it is our prioritized business target to protect and ensure security of our employees.

We ensure that there is no verbal, physical, psychological abuse or violence in order for preserving peace of the working environment and happiness of employees. We are aware that working is connected to volunteering essential and there will be no work tied to any obligation or debt with a contract.

CORPORATE SOCIAL RESPONSIBILITY POLICY AND PRINCIPLES

We care about not hiring any children under the age of 16 for healthy development and respect to educational right; we act according to the procedures and essentials of employing young laborer.

We are fully aware that adaptation to company rules and company social conformity conditions is also necessary and an important criterion as much as technical and occupational knowledge and experience when hiring in order to ensure the company's ethical criteria; we are also fully aware that policy of prevention of discrimination and abuse-violence-battery indicated below is valid starting from the moment of hiring.

Believing that the basis of social compliance is awareness, we ensure that the awareness levels of the employers are raised by informing them on the subjects of employee personal rights/benefits, company rules, working conditions during certain periods during time of working and stage of hiring.

We ensure that the amount of payment we make to our employees is at minimum wage and above by being in conformity with the laws and directives in effect for the times of working hours and overtime and due to respect towards productive work and human rights and by taking minimum wage as essential as minimum amount which will meet the living expenses of employees and we also ensure that the overtime wages are paid by making additions in a way prescribed by the law.

CORPORATE SOCIAL RESPONSIBILITY POLICY AND PRINCIPLES

We manage the environmental affects which may possibly arise from all types of our activities with responsibility awareness. All our companies shall minimize the environmental effects of activities at appropriate level in areas of operation and they are obligated to designate and practice all types of improvement and development operations.

We expect from our company to support all types of attempt which will raise environmental awareness and assist in development and spread of environment friendly technologies and best environmental solutions beyond legal responsibilities.

As Bellis Deluxe Hotel, we strive for our development within the frame of corporate social responsibility principle. We support our employees on the subject of volunteering in suitable social and societal activities to take place with the social responsibility awareness.

We care to develop approaches that are towards insuring that primarily our suppliers and all our business partners act according to Bellis Deluxe Hotel standards in the area of social responsibility and we also care that these approaches are practiced.

On behalf of supporting economy and society; we ensure understanding the expectations and needs of our guests, suppliers, local entities and local community including all our stakeholders and we improve our communications with those stakeholders.

We act responsibly towards all legal regulations and the traditions and cultures of our guests who come from Turkey and other countries of the world. We strive so that all our guests experience our local traditions in the special organizations which we prepare.

CORPORATE SOCIAL RESPONSIBILITY POLICY AND PRINCIPLES

All principles found on this policy certificate are practiced with required regulations and levels of those practices are inspected by concerning authorities. We consider that the success we show in social responsibility practices as an important criterion in our performance evaluation. We share the corporate social responsibility activities we perform via social media as Bellis Deluxe Hotel.

All our managers and employees, primarily the General Coordinator, are responsible from practices of Bellis Deluxe Hotel corporate social responsibility.

This policy certificate is prepared to share Bella Deluxe Hotel's commitment clearly stating that we will meet all types of responsibilities that falls onto our shoulders to provide a better world and future for all our employees and all our other stakeholders.

CHILD PROTECTION AND PREVENTION POVERTY POLICY

Children's rights, That all children on the earth, by law or morally, are born at birth;
Education, health, life, marriage, physical, psychological or sexual exploitation.

Child abuse, Physical or psychological maltreatment of a child by an adult. Also,
maltreatment of children often coincides with child abuse.

The World Health Organization defines child abuse as follows: "Any behavior which is adversely affected by the child's health, physical and psychosocial development, whether applied by an adult, society or state, knowingly or unknowingly, is misbehavior to the child.

CHILD PROTECTION AND PREVENTION POVERTY POLICY

Our policy is;

Do not leave your young children between the age 0-12 alone in your room,

Do not leave your children between the age 0-12 alone in the pools and on the beach,

Do not allow young children between the age of 0 to 12 to use alone the elevator,

Please do not give your child to a stranger and leave the hotel,

The children who have been given from you to the kids club, we ask you to pick up from the kids club by yourself.

Do not allow children under the age of 18 to use alcohol,

Do respect the children's rights,

Do not be in behaviors towards child neglect and abuse,

We believe that it is our responsibility to disclose your governance by persons who are in contravention of child rights and abuse,

CHILD PROTECTION AND PREVENTION POVERTY POLICY

We kindly ask our valued guests and our employees.

In the light of complaints reported; the security forces will be informed by the administration and the necessary legal procedures will be enforced.

There are penal sanctions and imprisonment for child abuse in accordance with national and international laws on the protection of children's rights.

ENERGY POLICY

As Bellis Deluxe Hotel,

while prioritizing the satisfaction and comfort of our guests, we also take into account the necessity of implementing an effective energy management system to ensure the efficient use of energy and natural resources.

In this regard, we commit to:

- Raising awareness among our employees and guests about efficient energy use, regularly measuring and analyzing data to monitor and reduce energy consumption,
- Providing the necessary information and resources to achieve energy-saving goals,
- Complying with legal requirements, standards, guest expectations, and the facility's regulations regarding energy efficiency, usage, and consumption,
- Continuously improving energy performance and the energy management system through the use of technology and objective criteria,
- Procuring efficient products and services in purchasing activities that affect energy performance,
- Planning and implementing design activities that consider the improvement of energy performance.

QUALITY CERTIFICATE AND AWARDS

Our Management Systems, which we implement with the principle of continuous improvement, have been documented as a result of the audit conducted by an accredited audit firm in 2022 and our business is awarded with **"ISO 9001 Quality Management System, ISO 22000 Food Safety Management System, ISO**

45001 Occupational Health and Safety Management System and ISO 14001 Environmental Management System" certificates.

CERTIFICATE

Odak Belgelendirme confirms that

ÇALIŞKAN KARDEŞLER TURİZM İŞLETMELERİ VE
TİCARET ANONİM ŞİRKETİ
BELLİS DELUXE HOTEL

Kadriye Mahallesi Taşlıburun Caddesi No: 12/1
Serik/ANTALYA

ISO 9001:2015

This certificate is granted to the organization mentioned above to certify that a
'Quality Management System' in accordance with standard's clauses is established
and being implemented

Hotel Services Presentation

Hüseyin ODAK
APPROVAL

Certificate No	Date of Extending
ÇA.K.898	24.05.2025
Date of Granting	Date of Renewing
06.06.2024	24.05.2025



The circulation period of the certificate is 3 years. The validity of the certificate is related with
the successful result of the surveillance audit done (Once a year at least). The validity of the
certificate can be confirmed from the www.odakbelge.com

Odak Sistem ve Personel Belgelendirme Gözetim Denetim ve Eğitim Hizmetleri Limited Şirketi

Pançarlı Mah. Ayıntoplu Mehmet Bey Cad. No:22 Şehitkamil / GAZİANTEP
Tel: (0342) 322 03 33 Fax: (0342) 321 44 77 e-mail: info@odakbelge.com www.odakbelge.com



CERTIFICATE

Odak Belgelendirme confirms that

ÇALIŞKAN KARDEŞLER TURİZM İŞLETMELERİ VE
TİCARET ANONİM ŞİRKETİ
BELLİS DELUXE HOTEL

Kadriye Mahallesi Taşlıburun Caddesi No: 12/1
Serik/ANTALYA

ISO 22000:2018

This certificate is granted to the organization mentioned above to certify that a
'Food Safety Management System' in accordance with standard's clauses is
established and being implemented

Hotel Services Presentation

Hüseyin ODAK
APPROVAL

Certificate No	Date of Extending
ÇA.G.920	17.05.2025
Date of Granting	Date of Renewing
06.06.2024	17.05.2026



The circulation period of the certificate is 3 years. The validity of the certificate is related with
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CERTIFICATE

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TİCARET ANONİM ŞİRKETİ
BELLİS DELUXE HOTEL

Kadriye Mahallesi Taşlıburun Caddesi No: 12/1
Serik/ANTALYA

ISO 14001:2015

This certificate is granted to the organization mentioned above to certify that a
'Environmental Management System' in accordance with standard's clauses is
established and being implemented

Hotel Services Presentation

Hüseyin Çelik
APPROVAL

Certificate No	Date of Extending
ÇA.Ç.898	24.05.2025
Date of Granting	Date of Renewing
06.06.2024	24.05.2025



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CERTIFICATE

Odak Belgelendirme confirms that

ÇALIŞKAN KARDEŞLER TURİZM İŞLETMELERİ VE
TİCARET ANONİM ŞİRKETİ
BELLİS DELUXE HOTEL

Kadriye Mahallesi Taşlıburun Caddesi No: 12/1
Serik/ANTALYA

ISO 45001:2018

This certificate is granted to the organization mentioned above to certify that a
'Occupational Health and Safety Management System' in accordance with
standard's clauses is established and being implemented

Hotel Services Presentation

Hüseyin Çelik
APPROVAL

Certificate No	Date of Extending
ÇA.I.898	24.05.2025
Date of Granting	Date of Renewing
06.06.2024	24.05.2025



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Odak Sistem ve Personel Belgelendirme Gözetim Denetim ve Eğitim Hizmetleri Limited Şirketi

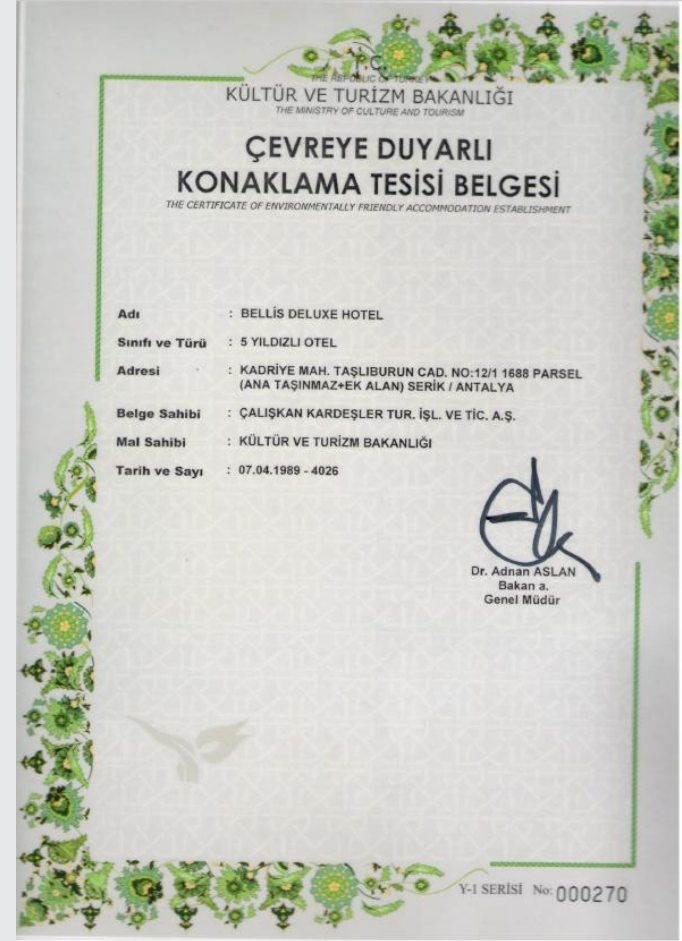
Pançarlı Mah. Ayıntoplu Mehmet Bey Cad. No:22 Şehitkamil / GAZİANTEP
Tel: (0342) 322 03 33 Fax: (0342) 321 44 77 e-mail: info@odakbelge.com www.odakbelge.com

Due to the sensitivity and exemplary practices we show on Food Safety, we have been awarded by Antalya Governorship and the Provincial Directorate of Agriculture and Forestry with the “**White Flag Food Safety Award**”. We have continued to serve food in compliance with White Flag requirements since 2015.

Our sensitivity to the environment has been documented with the “**Environmentally Conscious Accommodation Certificate (Green Star)**” in 2015, and the “**Sustainable Tourism Certificate**” in 2023 issued by the Ministry of Culture and Tourism.

The beach of our hotel was deemed worthy of the “**Blue Flag**” award given to the beaches and marinas by FEE and Tüçev as a result of the cleanliness of the sea water, the importance given to environmental management, environmental awareness activities and the accessibility and other needs of beach users.

Our waste management system, which covers the prevention of waste, the more efficient use of resources, the prevention/minimization of waste generation by reviewing the causes of waste generation, the separate collection and recycling of waste at the source, has been certified by the Ministry of Environment, Urbanization and Climate Change with the “**Zero Waste**” certificate.



AWARDS

- TRAVELIFE GOLD (2019-2021)
- TOP HOTELS TOP-100 BEST RESORT HOTELS IN THE WORLD 2024
- OTELPUAN OTELPUAN AWARDS 2022
- OTELZ.COM GUEST SATISFACTION AWARD 2021
- CORAL TRAVEL STARWAY TOURISM AWARDS TOP 100
- WORLD BEST HOTELS 2021



VALUE CHAIN

CORPORATE RESPONSIBILITY

While carrying out our activities, we maintain positive relations with the community, natural habitats and local organizations. We work to ensure that the social and economic and social impacts are beneficial for the people of the region in a positive way and to reduce and eliminate the negative impacts.

Environment Friendliness

Our primary goal is to work for the protection of the environment and cultural heritage in the region where we operate and beyond as much as possible, and to control our environmental impacts.

Supporting Local Communities

We pay special attention to selecting employees from local people. In this way, with the multiplier effect of the economy, we contribute to the revitalization of the economy in the region by the personnel we employ. At the same time, we help the people of the region stay in their region rather than looking for job opportunities outside of their community.

Sustainable Tourism

Meeting the needs of our guests and the people of the region by thinking about future generations, protecting natural resources and wildlife, saving energy and water and increasing the quality of life constitute the basis of our sustainability activities.

Opportunity Creation

We create internship opportunities for tourism students to gain work experience. We aim to raise our own employees to higher positions and grow together by training our employees and training our own employees as much as possible.

COMMUNICATION WITH STAKEHOLDERS

Employees: One-on-one interviews and training, performance appraisals and surveys

Guests: Guest Satisfaction Surveys, Request Forms, Contact Forms, Social Media

Suppliers: Purchasing specifications, Supplier audits, Performance Evaluation System, Meetings, Negotiations

Local Communities: Social Projects, information requests (when necessary), annual reports, meetings

Public Bodies: Meetings, information requests (when necessary), annual report

Sector Groups: Meetings, Seminars

Universities and Intellectuals: Intern Program, conference-meeting attendance

Press: Interviews, launch meetings, press releases

Agencies: We attach importance to our agencies, which constitute our most important connection point with our guests. We ensure that agency operations are carried out effectively in hotels by evaluating the results of the surveys and suggestions made by the agencies with their guests staying in our hotels.

RESPONSIBLE PROCUREMENT ACTIVITIES

In our Procurement Procedure, Sustainability is strictly highlighted so that it is internalized by the procurement professionals.

Procurement Procedure Article 5.1:

5.1. DETERMINING PURCHASING POLICIES

5.1.1. BELLIS DELUXE HOTEL uses the high prestige and positive reference power prevailing in the market, combined high consumption amounts and payment reliability as bargaining power in purchases.

5.1.2.BELLIS DELUXE HOTEL sees the companies it does business with as Business Partners. Pays attention to its payment responsibilities of the companies with the agreed maturity. It strives to help its Business Partners survive in this challenging business world.

5.1.3.BELLIS DELUXE HOTEL provides equal information, opportunity and environment to all suppliers, and abides by the principle of transparent participation, hidden prices and results with objective criteria.

5.1.4.Products and services are purchased at fixed price or fixed discount rate, contracted by the Purchasing Department on an annual or fixed-term basis.

5.1.5.BELLIS DELUXE HOTEL purchases products and services in accordance with the relevant official regulations, local businesses and the purchase of products with local signs are given priority.

5.1.6.It prioritizes the purchase of environmentally sustainable products and services that are made with recycled raw materials or that can be recycled, that are produced sustainably or sourced from sustainable sources, that contain less packaging and waste, that are organic, that save energy and water.

5.1.7.It gives positive priority to businesses created by cooperatives, local associations and women entrepreneurs.

GUESTS

We are working hard to offer our guests an unforgettable holiday. Our primary goal is to follow up all guest complaints from all kinds of sources, to resolve complaints and to serve our guests and then turn complaints into opportunities for ourselves. In 2022, we started to record guest feedback in the hotel software that we use. In this way, we have had the chance to detect the most complained issues and development opportunities.

While determining our Quality Goals, we take into account the evaluation results of the guest surveys and ensure their regular follow-up.

We receive guest feedback through one-to-one guest interviews, surveys and websites. Actions are planned by regularly sharing guest feedback with all our departments.

OUR SUSTAINABILITY JOURNEY

Bellis Deluxe Hotel handles its sustainability activities within the scope of a holistic approach with its environmental, economic and social dimensions. The principle of continuous improvement constitutes the main lines of our understanding of sustainability.

OUR SUSTAINABILITY MILESTONES

Economic sustainability covers all of the strategies and practices that our company has created for the continuity of its economic activities. We aim to develop risk management practices, to implement a strong corporate structure and to display the highest possible performance by realizing the commitment to create added value for our company with economic sustainability.

Environmental sustainability; we carry out our activities with the belief in awareness of our responsibilities towards the environment and society, believing in continuous development and sustainable environment. In our ISO 14001 Environmental Management System, Zero Waste and Blue Flag certified facility, we constantly monitor and control our activities that may cause environmental pollution, identify the environmental risks arising from our activities and implement strategies that will reduce the impact of the risks. We carry out our activities within the framework of legal regulations. We organize events, trainings and support activities in our region in order to increase the awareness of our employees, guests, local people and all our stakeholders about the environment. We use energy and natural resources at an optimum level and implement activities to prevent unnecessary resource use.

Social sustainability; we are aware of our responsibilities against our employees and society. As Bellis Deluxe Hotel, with our Occupational Health and Safety Management System, which we have documented with ISO 45001 Certificate, we ensure that our employees work in conditions and times in accordance with the legal regulations, that their workspaces comply with occupational safety standards, and that health surveillance is carried out regularly. Each of our employees who start work receives on-the-job training, orientation training, occupational health and safety training, and training to improve their professional skills throughout the working period.

With the fringe benefits and social activities we provide to our employees, we contribute to the motivation and corporate loyalty of our employees.

We measure employee satisfaction with our satisfaction surveys that we conduct periodically, and we review our plans in line with the feedback from our employees.

We work to contribute to our society, to support the development of our stakeholders and to introduce our culture to our guests, with many activities we carry out, such as local employment, supplier inspections, supporting local unions, promoting cultural heritage, serving local foods at the buffet, organizing Turkish nights.

OUR SUSTAINABILITY PERFORMANCE

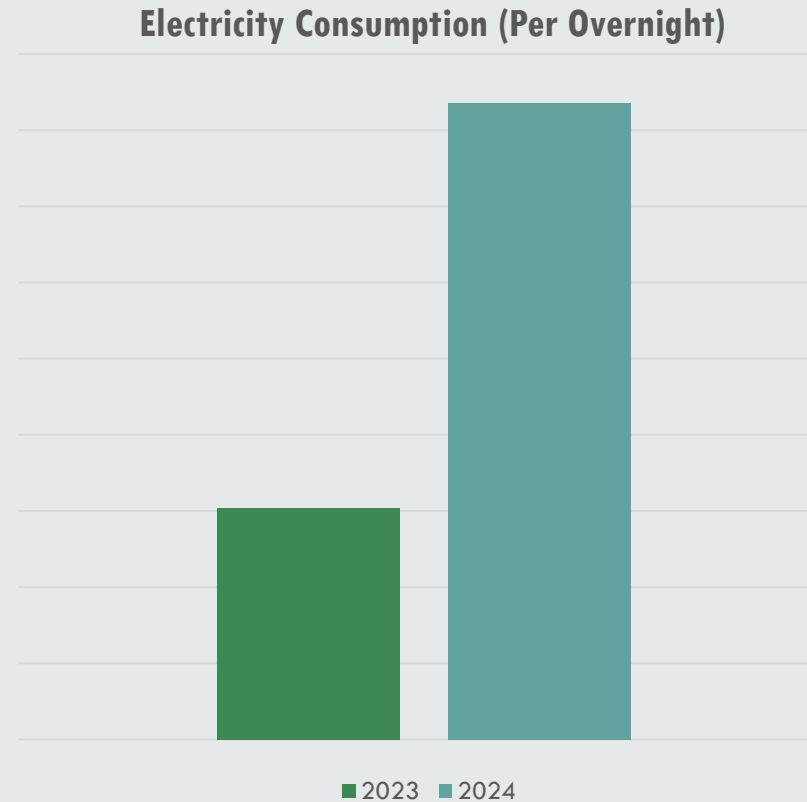
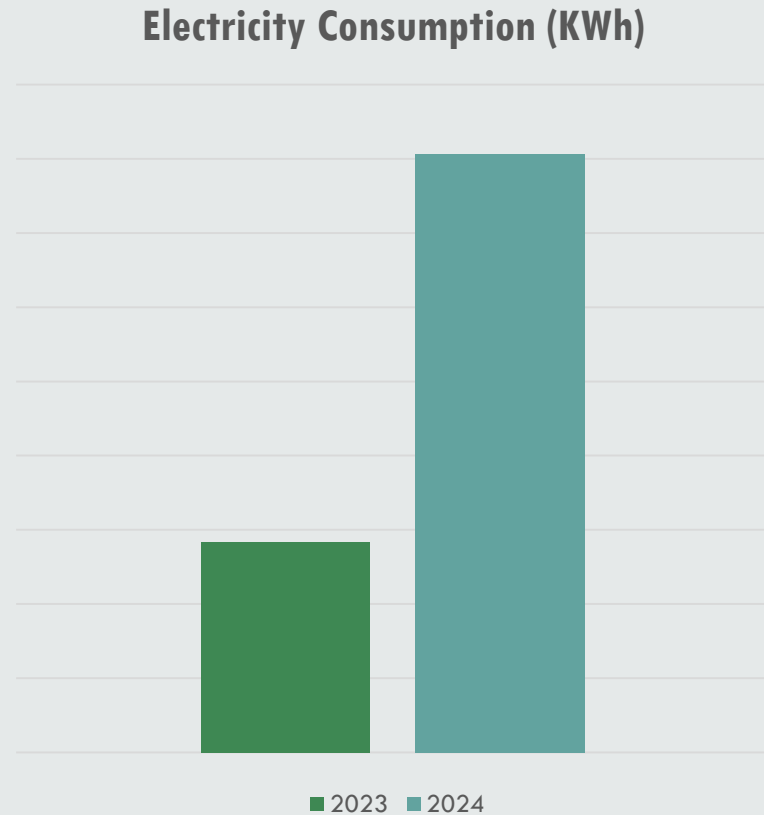
Resource Management

By monitoring our electricity, water and natural gas consumptions on a daily basis, we prevent unnecessary consumption by making necessary controls in case of non-standard consumption.

Our efforts for energy saving in our hotel:

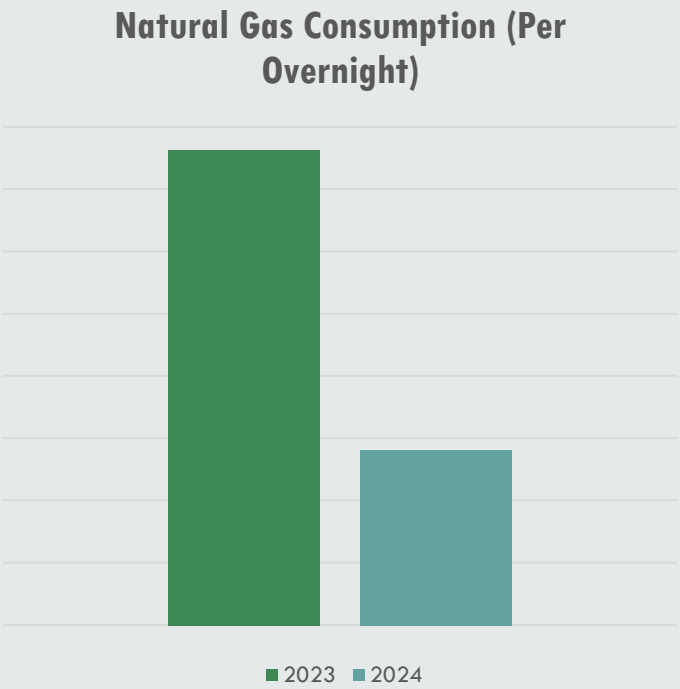
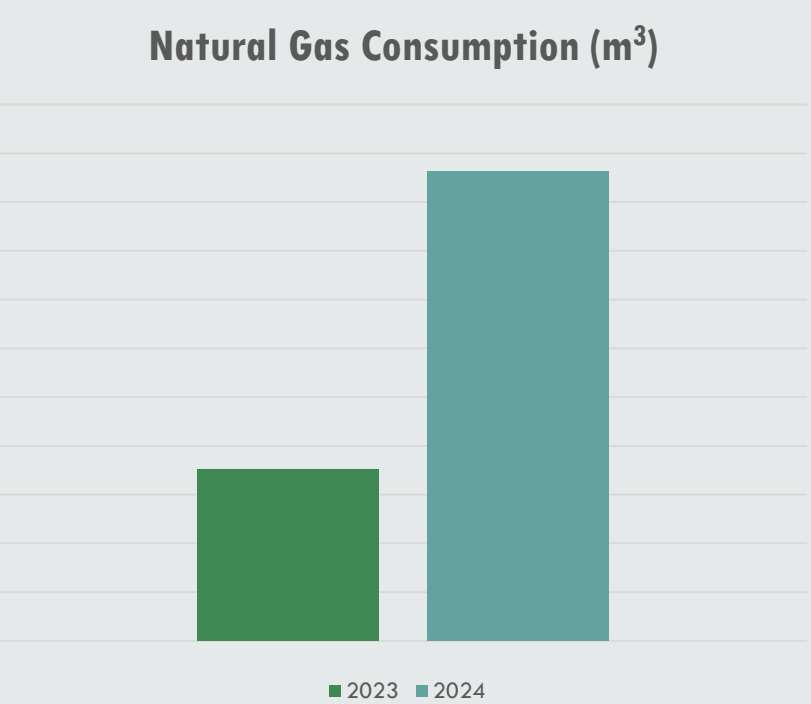
- Energy saver system is used in guest rooms, and when rooms are not used, electricity consumption is avoided.
- In all rooms, systems that disable heating/cooling devices are used in case the balcony door is opened.
- LED or energy saving bulbs are used in hotel lighting.
- Lamps with sensors are used in toilets, corridors, personnel areas and in public areas.
- Garden lighting is controlled by timers.
- Energy consumption of newly purchased electrical equipment is reviewed and energy-efficient ones are preferred.
- Double glazing or heat insulated glazing is used throughout the hotel.
- The motors used throughout the hotel are replaced with more efficient motors.
- Energy is saved with appliance such as frequency inverter, heat pump, etc.
- Heat losses are prevented by insulating pipes.

ELECTRICITY CONSUMPTION



Electricity consumption between 2023 and 2024 is compared, there has been a 14% increase in total consumption and a 10% increase in per person consumption due to the addition of new areas to the facility and the increase in the number of days requiring cooling.

NATURAL GAS CONSUMPTION



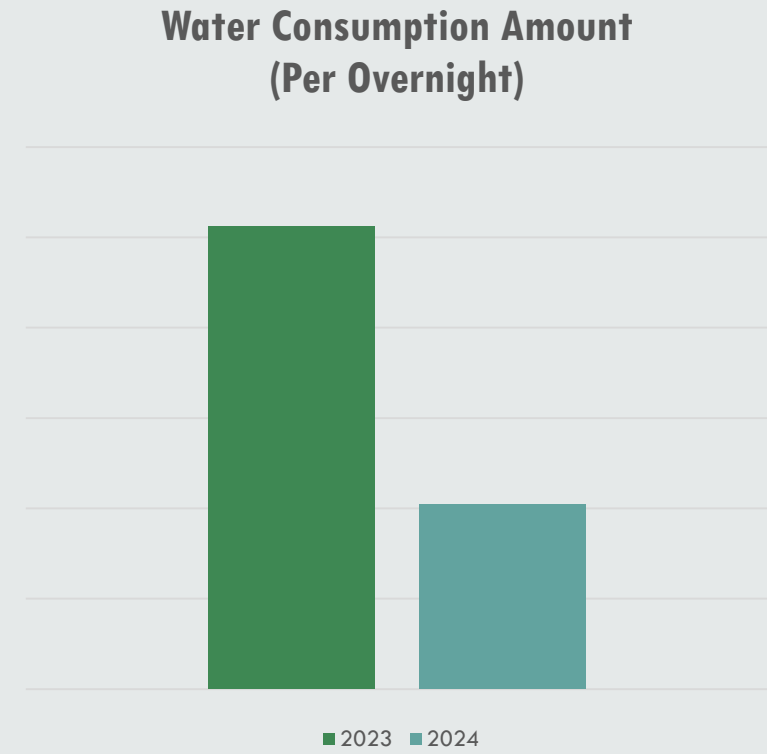
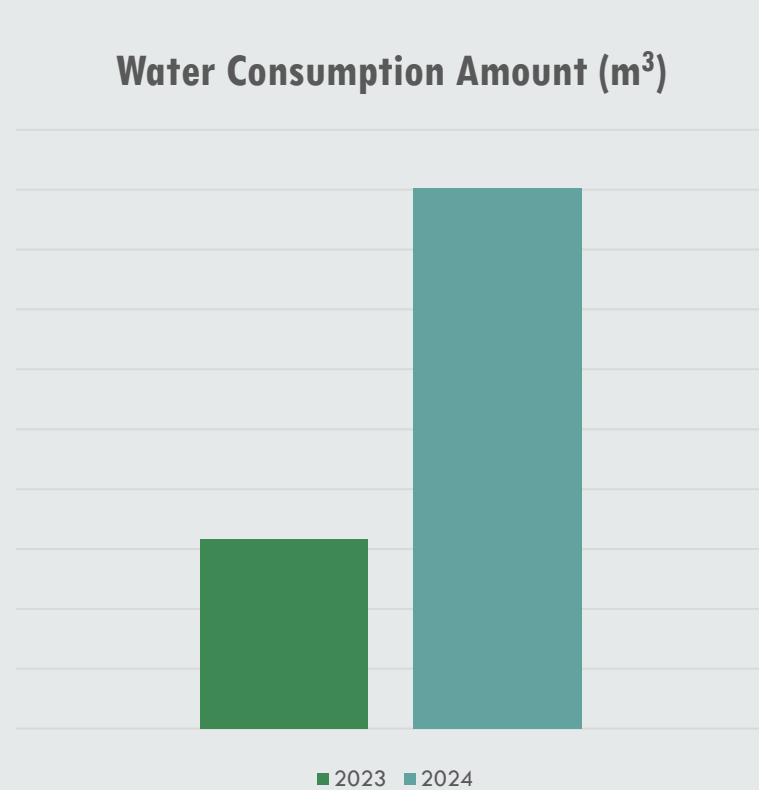
Natural gas consumption between 2023 and 2024 is compared, there is a 0.33% increase in total consumption and a 3% decrease in per person consumption.

WATER CONSUMPTION

In our hotels, the following measures are taken to save water and its continuity is ensured:

- Water flow limiting equipment is used in faucets and showers.
- Efficient and/or double flush system is used in toilets.
- Photocell faucets and urinals with sensors are used in the toilets in the public areas.
- Drip irrigation and automatic timed spring system are used in our gardens.
- We inform our guests and employees about water saving.
- The pools are maintained regularly, and water leaks are controlled.

The amount of water consumption is checked daily.



Water consumption between 2023 and 2024 is compared, there is a 3% increase in total consumption and a 0.24% decrease in per person consumption.



LET'S PROTECT THE NATURE AND NATURE WILL BE THANKFUL TO US.

We hope you support us in willing to protect our Environment.

By means of controlling emission of garbage and usage of natural resources (water and electricity) we protect unique species of plants and support life in nature. So to help us in our mission to be "Eco-Friendly" Hotel.

You can by starting from your Room.

So please:

- In accordance to Law (4207) that prohibits smoking in indoor spaces .We kindly request you to not smoke inside of the room.
- Please throw organic wastes in a litter box which is in bathroom, and the packaging wastes throw in a litter box in a room.
 - When you are going out of the room please do not leave your room card in an energy saver. Air Conditioning stops automatically when you open a balcon door. If you notice that the system is out of order please contact to Reception by phone number (7001-7002).
- In our Hotel we have rental electric bicycles and non electric one. Contact to the Rent a Car Service. (7777)
- Our buggies from the point of exhaust emissions are ecologically clean. More information about it you can get on Reception.
 - You can check touristic and historical places from map which is in Lobby.
- You can be informed about all nature protection activities from our Environmental Info Board. We would be happy if you wish to join our activities.
 - Please throw used pills to the special box which is on Reception.
- On main territory we separate garbage by specificity of materials. Make your contribution in garbage utilization and environmental protection as well by separating wastes in order to colour codes.

Please don't waste our water, energy and food. Let's protect our future together.

Solange wir die Welt schützen, wird sie auch uns schützen!

Als Bellis Deluxe Hotel hoffen wir, dass Sie uns bei diesem Umweltschutzprogramm unterstützen.

Wir als Bellis Deluxe Hotel versuchen ein Umweltfreundliches Hotel zu werden. Und auf diesem

Weg hoffen wir das sie uns behilflich sein können.

Um uns zu helfen, können Sie am besten in ihrem Zimmer anfangen.

- Laut des Nichtraucherschutzes ist es verboten in geschlossenen Räumen zu rauchen, daher bitten wir Sie dies auch einzuhalten.
- Organische Abfälle bitten wir Sie in den Mülleimer im Bad zu werfen. Wir bitten Sie die verpackten Abfälle in den Mülleimer der sich im Zimmer befindet zu werfen.
 - Bitte lassen Sie die Zimmer/ Energy Karten nicht in den Steckdosen,, während sie nicht im Zimmer sind. Wenn sie die Tür oder das Fenster öffnen, wird sich die Klimaanlage automatisch abschalten. Bei Problemen mit der Klimaanlage melden Sie sich bitte an der Rezeption. Tel. (7001-7002)
- In unserem Hotel können sie auch Fahrräder oder E-Bikes (Elektronische) mieten. Für die Reservierung melden sie sich bitte bei der Gästebetreuung. Tel. (7777)
- Gegenüber der Rezeption befindet sich eine Umgebungskarte, wo Sie die Historischen und Touristischen Sehenswürdigkeiten der Umgebung finden können.
 - An unserer Resort- Übersichtskarte können Sie sich ein Bild über unsere Aktivitäten in und um unser Hotel machen.
- Sie können sich über Umweltschutzmaßnahmen im Hotel von Umwelt-Wandbild informieren und wenn Sie möchten gerne an denen teilnehmen.
 - Gebrauchte Batterien können Sie an der Rezeption in die Sammelbox werfen.
- Im Aussenbereiche entsorgen und sammeln wir Abfällen. Sie können zur Abfallentsorgung beitragen, wenn Sie Abfall in die entsprechenden Sammelgefäße.

Wir verschwenden nicht unser Wasser, unsere Energie und unsere Nahrung. Wir schützen gemeinsam unsere Zukunft.

Dear Guests,

Bellis Deluxe Hotel is against of nature pollution. If you wish to be a part of our environment protection program by preventing the unnecessary use of water, detergent and energy please leave this card on your bed when you don't need to change the linen.

For a cleaner World!

Liebe Gäste,

Bellis Deluxe Hotel ist gegen die Verschmutzung der Natur.

Wenn Sie an einer Naturschutz-programm teilnehmen wollen durch die Einsparung der Wasser, Strom und Waschmitteln, dann legen Sie bitte diese Karte auf den Bett wann Sie brauchen ihre Bettwäsche nicht zu wechseln.

Wir machen die Welt sauberer!





WASTE MANAGEMENT

Our waste management practices has been certified by the Ministry of Environment, Urbanization and Climate Change with Zero Waste certificate in 2020. At the same time, in order to standardize environmental management in 2022, we revised our system according to ISO 14001 Standards and completed our certification studies.

As Bellis Deluxe Hotel, our aim is to reduce the amount of waste at the source by following it, to dispose of or recover our wastes with the least damage to the environment by managing them well. At the same time, we provide our employees with information training on the importance of waste separation, to increase their awareness level and ensure that they internalize waste separation.

In our hotels, the following measures are taken for waste management and its continuity is ensured:

- Wastes are collected and separated according to their type.
- Recyclables are preferred instead of non-recyclable products.
- Regular trainings on waste management are provided to our employees.
- Support is given to awareness raising activities and events held in our region.
- Hazardous wastes are given to licensed companies to prevent damage to nature.
- In order to reduce paper consumption, in-hotel documents are shared over the server. Correspondence, guest requests, guest feedbacks, fault tracking, etc. operational issues are followed through programs.
- Large packages are used instead of single-use packages.
- In product selection, returnable products are preferred.



WASTES RECIRCULATED INTO ECONOMY BY RECYCLING FROM OUR WASTE MANAGEMENT SYSTEM IN 2023

Paper (kg)	Plastics (kg)	Glass (kg)	Metal (kg)
45.160	38.660	78.630	17.790
768 trees have been saved. 185.156 KWh power has been saved.	223.223 KWh power has been saved.	7.863 liters oil has been saved.	11.421 KWh power has been saved.

A total of 11,268 kg of greenhouse gas emissions were avoided.

WASTES RECIRCULATED INTO ECONOMY BY RECYCLING FROM OUR WASTE MANAGEMENT SYSTEM IN 2024

Paper (kg)	Plastics (kg)	Glass (kg)	Metal (kg)
52.070	39.910	63.770	17.520
885 trees have been saved. 213.487 KWh power has been saved.	230.440 KWh power has been saved.	6.377 liters oil has been saved.	11.248 KWh power has been saved.

A total of 12.517 kg of greenhouse gas emissions were avoided.

The amount of waste vegetable oil collected to be delivered to the licensed recycling company for biodiesel fuel production

	Waste Vegetable Oil (kg)
2023	4.830
2024	5.765

WORKING CONDITIONS

As Bellis Deluxe Hotel, we attach importance to understanding and meeting the needs and expectations of our employees. We are working to improve both the social and working areas of our employees, and to increase their competencies with training programs. In 2020, we renewed our dressing rooms and put them to the service of our employees. In 2023, we modernized our employee cafeteria and offered it to our employees.

In line with our annual training plans, trainings on topics such as orientation, environment, communication, personal and professional development, OHS are planned and recorded according to demand and needs. Equal opportunities are provided to all candidates and employees, regardless of language, religion, race or gender, during the recruitment and employment process.

Our Human Resources Procedure, which we have created within the framework of the legal legislation and the values of our company, has been made available to all our employees, and legal rights, working hours, social opportunities, disciplinary process, etc. We inform our employees about the issues.



Annual Training Course Durations Per Capita

	Annual Average Training Duration (Hour/Person)
2024	4,5

Employee Profile

The proportional distribution of our employee numbers in 2023 and 2024 is as follows:

	Female	Male
2023	%35	%65
2024	%39	%61

	WHITE COLLAR		BLUE COLLAR	
	Female	Male	Female	Male
2023	%35	%65	%35	%65
2024	%38	%63	%39	%61

Our Contribution to Local Job Market

As Bellis Deluxe Hotel, we take care to choose our employees from the local people in order to contribute to the regional economy. We follow the regional employment rate.

	Ratio of Local People to Total Number of Employees
2023	37,66 %
2024	37,22 %

GUEST SATISFACTION

We work to provide our guests with an unforgettable holiday experience. Our guest relations department provides guest satisfaction surveys, one-on-one interviews, website comments, etc. guest satisfaction is measured and monitored in various ways.

Guest Satisfaction Survey Evaluation Results

	Satisfaction Rate
2023	98,27 %
2024	97,68 %

SOCIAL ACTIVITIES

Marine Cleaning

Seas have a very important place in ensuring the sustainability of biodiversity, ecosystem, water cycle, climate and tourism. As Bellis Deluxe Hotel, we continue our activities in accordance with the 'Blue Flag' criteria, which is a voluntary program for the protection of the seas. Within the scope of the Blue Flag, we keep a sufficient number of garbage bins on the beach and control the waste. We provide training to our beach staff and control the cleanliness of the beaches so that our beach can be cleaner. We work in cooperation with our guests on beach cleaning. We are working to protect endemic or threatened species.

Protection and Promotion of Endemic Species

We strive to protect and promote *Pancreaticum maritimum* and relic endemic (which is only found in Belek) Serik Pear (*Pyrus Serikensis*) that face the threat of extinction. We inform our employees and guests through the information boards.



Sea Turtles Protection Project

Sea turtles, which have traveled many kilometers in the world's oceans for more than 100 million years, have an indispensable and complementary role in the health of marine and coastal ecosystems. However, human activities that have increased over the last 200 years are reducing the chances of survival of these former seafarers.

With the Belek Sea Turtle Conservation Project, which has been carried out for 24 years under the coordination of Belek Tourism Investors Association (Betuyab), we support the protection of endangered sea turtles.

Within the scope of this project, we are trying to support the protection of the nests and increase awareness by preparing special cages for turtle nests and an information letter. At the same time, the general food and cleaning material needs of the project team are met together with the hotels of the region where our hotel is located.

Sayı :GM-2022/201
Konu :Teşekkür Hk.

30.12.2022

ÇALIŞKAN KARDEŞLER TURİZM İŞL. A.Ş.
Bellis Deluxe Hotel

Belek Turizm Merkezinde sizlerin de desteği ile her yıl birçok sosyal, kültürel ve çevresel proje hayata geçirilmektedir.

Türün korunması üzerinden hareketle ekosistemin bir bölümünün korunmasını amaçlayan ve aralıksız 24 yıldır devam eden Belek Deniz Kaplumbağaları Projesi ve çevrenin korunması ve geliştirilmesi aynı zaman da duyarlılığın artırılması amacıyla hazırlanan bilgilendirme kitapçıkları, afişler, el broşürlerinin basımı, vektör mücadelesi, atık yönetimi, ormanların korunmasına yönelik yapılan eğitim ve toplantılar ile çevre temizlik kampanyaları sağladığınız katkılarla gerçekleştirilmiştir.

Yine Ülkemiz topraklarında asırlardan beri var olan sevgi, hoşgörü ve kardeşliği yansıtan cami, kilise ve sinagogdan oluşan, Belek'e gelen misafirlerin kültürel ve manevi değerleri gözetilerek ibadetine sunulan 20.000 m² arsa üzerinde yaklaşık 1.500 m² kapalı alandan oluşan Hoşgörü Bahçesi, yönetim binası, açık ve kapalı sergi binaları işletmenizin de katkıları ile 2004 yılından beri Belek Turizm Merkezinde hizmet vermektedir.

Belek Turizm Merkezinde koruma kullanma dengesi içerisinde sürdürülebilir turizm anlayışıyla bugüne kadar yürüttüğümüz faaliyetlerimizde gösterdiğiniz yakın ilgiye, sağladığınız maddi ve manevi desteğe teşekkür ederiz.

Saygılarımızla,


Sinan IŞIK
Bölge Müdürü



Awareness Raising Activities

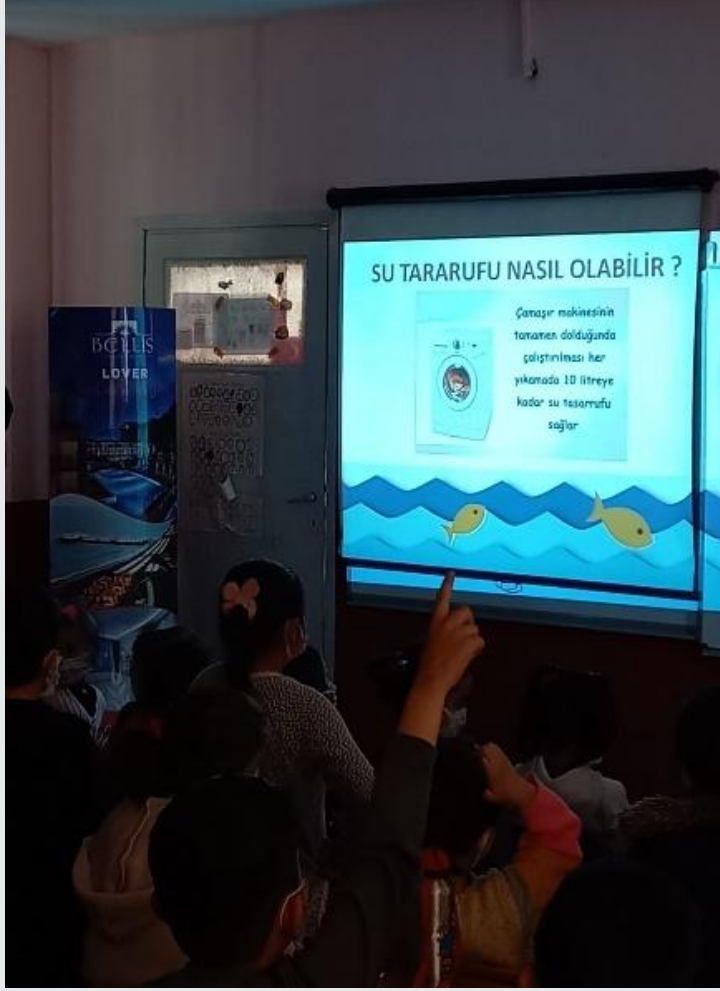
We provide environment, waste management, energy and water saving measures, emergency situations and fire trainings to our employees within the framework of our annual training plans to increase the awareness of our employees on environment and sustainability.

Training Courses in 2023-2024 and number of participants

Training Subject	Number of Attendants
Environment Training	531
Chemical Training	342
Management of Waste Vegetable Oils	40
Emergency Management and Fire Training	339
Waste Management Training	125
Energy and Water Saving Measures	585



We cooperate with the schools in our region to increase the environmental awareness of our children, who are our future. On March 22, World Water Day, we met with primary school students together with our Environmental Consultancy company and told our children about the importance of water and how we should protect it.



Cooperation with Local Government and Foundations on Environment

We attend environmental activities that are organized each year together with BETUYAB, Local Governments and other hotel enterprises.





We organize environmentally themed activities with our child guests in our mini club.



Promotion of Cultural Heritage

We strive to promote Turkish Culture to our guests with information boards, Turkish Night events and intangible cultural heritage information points.



TÜRK KAHVESİ KÜLTÜRÜ VE GELENEĞİ TURKISH COFFEE CULTURE AND TRADITION

Türk kahvesi kültürü ve geleneği, kahvenin İstanbul'da kahvehanelerde servis edilmeye başlandığı 16. yüzyıla kadar uzanmaktadır. Geleneğin, tadını eşsiz yapan ve sosyalleşmeye katkıda bulunan, iki ünlü yönü vardır. Bir içecek türü olarak, Türk kahvesinin, özel hazırlama teknikleri vardır ve yıllar öncesine dayanan bu teknikler günümüzde hala kullanılmaktadır.

Türk kahvesi sadece bir içecek değil aynı zamanda, sosyalleşmek için kültürel boşlukları, toplumsal değerleri ve inançları bir araya getiren toplumsal bir çalışmadır. Gelenek başlı başına misafirperverlik, arkadaşlık, nezaket ve eğlence sembolüdür. Tüm bunlar ünlü Türk atasözü 'bir fincan kahvenin kırk yıl hatırı vardır.' ile belirtilmiştir. Bu söz, kahvenin, Türk kültüründe ne kadar önemli olduğunu ve Türk kültürünün ne kadar içine işlemiş olduğunu göstermektedir.

Türk kahvesi kültürü ve geleneği 2013 yılı itibariyle ülkemiz adına UNESCO İnsanlığın Somut Olmayan Kültürel Mirası Temsili Listesine kaydedilmiştir.

Turkish coffee culture and tradition goes back to the 16th century when coffee started to be served at coffeehouses in Istanbul. The tradition has two distinguished aspects which makes its taste unique and provides means toward socialization. As a beverage Turkish coffee carries special preparation and brewing techniques. It is one of the oldest coffee making methods still in use.

Turkish Coffee is not only a beverage but also a communal practice that brings together cultural spaces, social values and beliefs within a context of socialization process. The tradition itself is a symbol of hospitality, friendship, delicacy, and entertainment. All these are reflected in the famous Turkish proverb "the memory of a cup of coffee lasts for forty years." This saying represents how important and profound coffee is in Turkish culture.

Turkish coffee culture and tradition was registered on UNESCO'S Representative List Of The Intangible Cultural Heritage of Humanity on behalf of Turkey in 2013.



Kaynak / Source

 <https://aregem.ktb.gov.tr/TR-202374/turk-kahvesi-kulturu-ve-gelenegi.html>

 <https://aregem.ktb.gov.tr/TR-132383/turkish-coffee-culture-and-tradition.html>

 <https://aregem.ktb.gov.tr/TR-243105/unesco-somut-olmkultmras-online-sergisi.html>

ÇAY KÜLTÜRÜ, KİMLİK, MİSAFİRPERVERLİK VE SOSYAL ETKİLEŞİM SEMBOLÜ / CULTURE OF ÇAY (TEA), A SYMBOL OF IDENTITY, HOSPITALITY AND SOCIAL INTERACTION

Çay kültürü, Türkiye'de yaşayan insanlar tarafından çay yetiştirilmesi, hazırlanması, servis edilmesi ve içilmesi ile ilgili bilgi, beceriler, gelenek ve görenekleri temsil etmektedir. Çay, Doğu Karadeniz Bölgesi'nde vazgeçilmez bir ekonomik değere sahip olup Türkiye'de çay üreticilerinin ve çay fabrikalarının en yoğun olduğu Rize'de hayat çay kültürü etrafında dönmektedir. Kültürel ve ekonomik hayattaki önemli yeri nedeniyle çay, bölge halkı tarafından "yeşil altın" olarak adlandırılmaktadır. Farklı türler ve demleme teknikleri olmasına rağmen, ülkemizde en çok tüketilen ve hasat edilen tür siyah çay olup, demleme sırasında çaydanlık ve semaver kullanılmaktadır.

Çay sadece bir içecek değil aynı zamanda Türk günlük hayatı için temel bir sosyalleşme aracıdır. Çay sabah kahvaltısından başlayarak yatana kadar günün her saatinde tüketilir. Öyle ki kahvaltı hazır olduğunda "çay hazır" denilir. Çay servis etmek ve birlikte çay içmek dostluk, misafirperverlik ve nezaket göstergesidir. Çay servisi yapılan çay ocakları ve çay bahçeleri insanların bulunduğu, gündelik sohbetlerin yapıldığı özel mekanlardır.

Tea culture symbolizes knowledge, traditions and skills linked to cultivating, preparing and drinking tea by communities in Turkey. Tea as a plant has an indispensable economic value in Eastern Black Sea Region and life is revolved around tea culture in Rize province where the tea farmers and tea companies are the most intense in Turkey. Due to its distinguished presence in cultural and economic life tea is referred as "green gold" by the community living in the region. Although there are different types and brewing techniques, the most consumed and harvested type is black tea and using a double kettle called "çaydanlık" (tea pot) and samovar while brewing.

Tea culture and tradition has various aspects which makes it not only a beverage but also a fundamental socialization instrument for Turkish daily life. Tea is consumed all day long starting with breakfast and continuing until bedtime. When breakfast is ready it is called "tea is ready". Offering tea and drinking tea together is a gesture of friendship, hospitality and kindness. Tea houses and tea gardens are the places where friends meet, people communicate and share their daily problems.



Kaynak / Source

 <https://aregem.ktb.gov.tr/TR-333314/cay-kulturu-kiyimlik-misafirperverlik-ve-sosyal-etkilesim-sembolu.html>

 <https://aregem.ktb.gov.tr/TR-333315/culture-of-tea-a-symbol-of-identity-hospitality-and-social-interaction.html>

 <https://aregem.ktb.gov.tr/TR-243105/unesco-somut-olmkultmras-online-sergisi.html>



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