



Sustainability Report

2023



info@sandikliparkhotel.com - www.sandikliparkhotel.com

Established on an area of 40.000 m2, Sandikli Thermal Park Hotel opened its doors to service on 10 April 2010 and was renovated in May 2018. Our hotel, which is a 5-star thermal facility, is 6 km to Sandikli district and 60 km to Afyon city centre.

Our hotel consists of three blocks, Yunus, Emre and Bilgi Blocks; It has a capacity of 236 rooms / 476 beds, including 192 Standard Rooms, 6 Standard Rooms with Balcony, 6 Duplex Rooms, 28 Family Suite Rooms, 2 King Suites, 2 Disabled Rooms.

In our hotel rooms; Central Heating, Split Air Conditioning, Minibar, Safety Deposit Box, LCD TV with National and International Satellite Broadcasting, Music Broadcasting, Direct Dial Telephone, Make-up Table, Make-up Mirror with Magnifying Glass, Bathroom Shower-Cabin, Hair Dryer, Telephone in the Bathroom, and Seating Group.



It's time to think more deeply about the impact of what we do. The UN Sustainable Development Report 2021 highlighted how progress on many other goals, including poverty, education and gender equality, has stalled or reversed since 2020. In addition, global CO2 emissions are once again approaching record levels.

The global response to the COVID-19 pandemic showed that humanity can achieve tremendous things when it uses science and technology for the common good.



There is a renewed sense of purpose in society and optimism that we can overcome other big challenges, such as climate change. We should all endeavour to seize this moment to aim higher.

As Pam Thermal, we have become an exemplary business with our environmental and social sensitivity. In order to create measurable targets, we measure our environmental impacts and prepare our action plans with the support of expert consultants and academics.



In a changing, renewed and increasingly globalised world, our hotel manages to reflect the company's purpose and corporate identity to its target audience by combining its guest satisfaction-oriented service understanding with its sectoral knowledge and experience, thanks to its educated, talented management staff and experienced employees.

Since the day it was opened, our hotel has not only managed to maintain its efficiency and profitability with the right strategic evaluations and effective risk management without losing its vision of investing in the future, but has also exhibited a constantly rising graph in quality.

With this awareness, we will continue to add maximum value to the thermal tourism economy of our country with the service investment and financial investments we will make in the coming periods, and we will continue to fulfil our responsibilities in the best way possible as a strong and sector pioneer not only in the domestic region but also abroad. We owe a debt of gratitude to our staff who make us stronger and to you, our guests, who constantly renew us.

Translated with DeepL.com (free version)

Ahmet Y. YAVUZ
General Manager

ABOUT THE REPORT

As Sandıklı Thermal Park Hotel, we are committed to publishing meaningful and timely information each year on our Environmental, Social and Governance performance and management approaches, focusing on environmental and social issues that are important to our services.

By preparing this Sustainability Report in digital format, we aim to increasingly utilise technology to better communicate with our stakeholders and help reduce our carbon footprint.

Scope of the Sustainability Report

The scope of the key performance data in this report includes data for the year 2023 for Pam Thermal, which has just commenced operations. As the data becomes available, it will also include past years for comparison purposes.

For questions about the report and its content;



Fatma ÖZHANTAŞ

fatma.ozhantas@sandikliparkhotel.com

2 Outdoor, 3 Indoor Swimming Pools, 4 Thermal Pools for Spa Cures, 8 Private Family Baths are available. Fitness Centre, Thermal Buffet, Water Slides, Children's Pools are designed for you, our valued guests, to make the most of your holiday pleasure. In the SPA section, massage, mud wrapping, herbal baths, skin care and hairdresser services are provided by expert hands.

The most important feature that distinguishes Sandıklı Hüdai Hot Springs from other spas is the mud baths whose fame has spread all over the world. These miraculous mud baths consist of a mixture of healing water, which boils in different parts of a geological crack that continues for 500 metres and reaches a temperature of 68 degrees, and specially prepared soil.

We offer you 2000 years of miraculous healing waters with the quality and comfort of Sandıklı Thermal Park Hotel. The health complex consisting of thermal and SPA sections is built on a total area of 4.188 m².



244
Rooms



3 Restaurant
1 Ala Carte



6 Bar



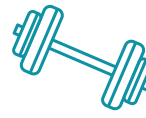
5 Swimming/
Thermal Pools



9 Meeting Rooms



1 Hamam & SPA



2 Fitness Area



2023 Number of Guests

97.612



Countries of Hosted Guests

10



OUR PRIORITIES

Our Guests

Guest experience
Health, safety and security
Food Safety
Building and fire safety

Our Employees

Human resources
Learning & Development
Employee experience
Occupational safety and health

Our Environment

Climate impacts
Water
Biodiversity conservation

Our Community

Natural resource consumption
Waste
Volunteering



OUR ETHICS POLICY

Integrity

Integrity and honesty are our priority values in all our business processes and relationships. We act with integrity and honesty in our relations with our employees and all our stakeholders.

Confidentiality

Confidential and private information includes information that may create a competitive disadvantage for our Sandikli Thermal Park Hotel (the Company), trade secrets, financial and other information that has not yet been disclosed to the public, information on personnel rights and information within the framework of "confidentiality agreements" concluded with third parties.

As Sandikli Thermal Park Hotel employees; we pay attention to the confidentiality and protection of private information of our customers, employees and other related persons and organisations we work with. We protect confidential information related to the Company's activities, use this information only for the purposes of the Company, and share this information with the relevant persons only within the specified authorisations.

For us, it is absolutely unacceptable to obtain any commercial benefit (insidertrading), including the purchase and sale of shares on stock exchanges, by leaking any confidential information belonging to the Company. When leaving our company, we do not take out confidential information and documents and projects, regulations, etc. that we have due to our duties.



Protection of Personal Data

The employee shall not share, transfer, disclose, misuse or misuse the special and general personal data belonging to the employer or employer's representatives, employees, sub-employer employees, customers, suppliers, third parties, guests, job applicants, interns and all real persons related to the company's activities in electronic media in written, audio or video form without the written consent of the data owner and the employer.

Conflict of Interest

As Sandıklı Thermal Park Hotel employees, we aim to avoid conflicts of interest. By taking advantage of our current position; we do not obtain personal benefits from persons and organisations with whom we have business relations personally, through our family or relatives.

We do not engage in business activities based on an additional financial interest outside the company. We refrain from using the name and power of Sandıklı Thermal Park Hotel and our Sandıklı Thermal Park Hotel corporate identity for personal benefit.



OUR EMPLOYEES



TOTAL NUMBER OF EMPLOYEES

113



NUMBER OF FEMALE EMPLOYEES

40 % 35



NUMBER OF MALE EMPLOYEES

70 % 62

NUMBER OF SPECIAL STAFF EMPLOYEES



3 % 3

2023 YEAR TRAININGS



21

MAIN TITLE
TRAINING

43

SUBTITLE
TRAINING

13

HOURS OF
TRAINING
PER
PERSON

FIRE SAFETY

OCCUPATIONAL HEALTH AND SAFETY

ENVIRONMENT AND ZERO WASTE

CULTURAL HERITAGE

CHILD ABUSE

HUMAN RIGHTS

SUSTAINABLE TOURISM AND
ENVIRONMENT

BASIC HYGIENE

FOOD AND WATER SAFETY

ORIENTATION

COMMUNICATION TECHNIQUES

ENVIRONMENTAL SUSTAINABILITY

As Sandikli Thermal Park Hotel, prevention of pollution and protection of the environment and natural resources for sustainable development are our main objectives.

In all the processes we carry out, in addition to local legislation, international standards and special standards of our guests are also taken into consideration, and we fulfil the requirements of all environmental and social conditions determined by these standards and support continuous development and the use of the best available technologies to ensure their continuity.

Our declaration and reporting obligations in environmental processes are sensitively managed by our environmental consultants with the follow-up and implementation of legal processes.



EMISSION MANAGEMENT

We meticulously follow the calculation of greenhouse gases generated within the scope of the activities of our facility and calculate the corporate carbon footprint.



ENERGY MANAGEMENT

Aiming continuous improvement in energy efficiency, our energy consumption is monitored and reviewed on a daily, monthly and annual basis.

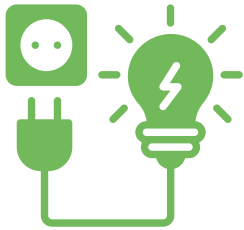
Every year, important energy utilisation points are identified and energy efficiency projects are prepared.

In addition to these studies for existing facilities, new investments are evaluated in terms of energy efficiency and it is aimed to reduce the specific energy intensity of the products to be produced.

In addition to efforts to increase energy efficiency, we continue our feasibility studies on the use of renewable energy in order to reduce our carbon footprint in line with sustainable development goals and in the process of harmonisation with the European Green Deal.



ENERGY AND WATER CONSUMPTION



ELECTRICITY

2.372,195,13 kWh



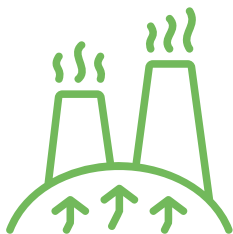
LNG

23,260 Kg



WATER

60.973 m³



GEO THERMAL WATER

311.440 m³

WATER MANAGEMENT

Projects are developed and implemented to reduce water consumption in our facilities, water consumption values are regularly monitored on a monthly basis, water leakage controls are carried out continuously and intervention is provided in the fastest way.

For a sustainable environment, water of a quality that complies with both the discharge limits we are subject to in the Water Pollution Control Regulation and international legislation and standards is discharged to the receiving environment.



GENERAL WATER RISK

In terms of its location, our hotel is in a location where all water-related risks should be measured by collecting all indicators selected from the categories of Physical Quantity, Quality and Regulatory and Reputational Risk.

High (3-4)

*<https://www.wri.org/applications/aqueduct/water-risk-atlas>



WASTE MANAGEMENT

Considering the product life cycle in our processes, firstly, the policies of reduction at source, separation at source and reuse of the waste generated within our facility are implemented.

Hazardous and non-hazardous wastes are generated in our facility. Hazardous wastes are collected in the hazardous waste temporary storage area permitted by the Provincial Directorate of Environment, Urbanisation and Climate Change and sent to licensed facilities with licensed vehicles and drivers via MOTAT (mobile waste tracking) system.

Non-hazardous wastes are also collected in the non-hazardous waste temporary storage area and sent to licensed facilities. In the management of these processes, our Environmental Consultant and an employee responsible for the waste area are in charge.

Almost 100% of the hazardous and non-hazardous wastes generated in our facility are recycled by licensed facilities as plastic, glass, paper-cardboard, metal, battery, oil, etc.



WASTE MANAGEMENT TARGETS

Targeting the preference of products that are environmentally friendly and will not produce waste or will produce less waste,

Especially raising environmental awareness,

Increasing trainings on Waste Segregation and Zero Waste System,

Informing employees about current environmental issues.



OCCUPATIONAL HEALTH AND SAFETY

As Sandikli Thermal Park Hotel, we consider protection from all kinds of injuries, occupational diseases, accidents and environmental pollution in health, safety and environmental issues as a goal to be achieved not only in theory but also in reality.

OUR GOAL;

ZERO ACCIDENT, ZERO RISK!

As individuals, we have principles to guide us in our daily activities both at work and outside of work:

All injuries and occupational accidents are preventable.

Every employee is personally and directly responsible for preventing accidents and illnesses. Safety is a prerequisite for working, so every employee must take responsibility for working safely and do what is necessary.

Safety training is a vital element for a safe workplace.

Safety audits must be carried out. The risks associated with any vulnerability must be quickly identified and the necessary corrective actions and actions must be taken immediately.

It is important to investigate and eliminate not only incidents resulting in injuries and accidents, but also all kinds of practices and behaviours that have the potential for danger.

Off-the-job safety is as important as safety in the workplace.

- Preventing injuries and illnesses is also commercially profitable.

SOCIAL RESPONSIBILITY

We work to fulfil our duties and responsibilities towards society in line with the United Nations 2030 Sustainable Development Goals; we work with various NGOs and develop Social Responsibility Projects. We transfer our experience in the sector to young people preparing for business life.

We continue our many social responsibility projects without interruption.



Sandıklı District Cultural Assets Protection and Sustenance Association

info@sandikliparkhotel.com - www.sandikliparkhotel.com



Environment Day Tree Planting Activity



Yunus Emre Commemoration Ceremonies Participation Certificate



Sandıklı Research Symposium Certificate of Appreciation



Orange Flag Donation



Tema Foundation Donation

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OUR AWARDS



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OUR AWARDS



T.C. KÜLTÜR VE TURİZM BAKANLIĞI
THE MINISTRY OF CULTURE AND TOURISM

**BİSİKLET DOSTU
KONAKLAMA TESİSİ BELGESİ**
THE CERTIFICATE OF BICYCLE FRIENDLY ACCOMMODATION ESTABLISHMENT

Adı : SANDIKLI THERMAL PARK RESORT & SPA CONVENTION CENTER
Sınıf ve Türü : 5 YILDIZLI THERMAL OTEL
Adresi : ÇAKIR MAH. HÜDAİ KAPLICILARI KÜME EVLERİ NO:264 SANDIKLI AFYONKARAHİSAR
Belge No : 0009208 - 11578

Şenar ALDEMİR DOĞAN
Bakan a.
Genel Müdür v.



Belge No: TS/3/B2/9/9

T.C. AFYONKARAHİSAR VALİLİĞİ
Çevre ve Şehircilik İl Müdürlüğü



Tarih: 22/12/2020

SIFIR ATIK BELGESİ
(Temel Seviye)

Adı : ÇAĞIŞ SAĞLIK HİZMANİY VE TİCAŞ, SANDIKLI THERMAL PARK OTEL SİBESİ
Adresi : AFYONKARAHİSAR, ÇAKIR MAHALLESİ, HÜDAİ KAPLICILARI KÜME EVLERİ, NO: 264/2,
SANDIKLI/Türkiye
Vergi No : 2170009038

12/07/2019 tarihli ve 30829 sayılı Resmî Gazete'de yayımlanan yürürlüğe giren Sıfır Atık Yönetmeliği'nin Sıfır Atık Yönetim Sistemi'nin kurarak Sıfır Atık Belgesi'ni almaya hak kazanmıştır.

Belge Son Geçerlilik Tarihi: 22/12/2025

MUSTAFA ORUÇ
Çevre ve Şehircilik İl Müdürü

SUPPORTED CIVIL SOCIETY ORGANISATIONS



**Sandıklı Hüdai
Termal & Sağlık
Turizmi Geliştirme
ve Tanıtım Derneği**



OUR STRATEGIC OBJECTIVES

To follow sectoral and corporate development areas.

To follow guest satisfaction effectively.

To ensure employee satisfaction and development.

To keep sustainability audit mechanisms alive.

To make our operational efficiency and processes more efficient.

To utilise growth opportunities.

Keeping costs under control with a focus on profitability