



Sustainability Report

2024



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Pam Thermal Hotel, located at the foot of the forested mountains in the Karahayit district of Pamukkale, is a five-star thermal resort. The guests of our hotel can benefit from the thermal waters that form the Pamukkale travertines and the Cleopatra ancient pool, as well as the red thermal water pools in Karahayit, which form the famous red travertines of Karahayit. hotel. The red travertines formed by the red thermal water coming out of the hotel also have a magnificent beauty. Nobel Physiotherapy and Rehabilitation Centre, the first and only medical centre of Pamukkale-Karahayit province, is located in the garden of Pam Thermal Hotel.

Since the distance between the hotel and the medical centre is quite short, guests can reach here in less than a minute. The hotel is built on an area of 18.000 m2 right next to the forest. There are 8 blocks and 236 rooms with forest or pool view, which are offered to our guests with suite and king suite options.



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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.

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As Pam Thermal, we will continue to work with great determination together with all our stakeholders in the transformation journey we have started for a more sustainable future. Our vision is to ensure stable, inclusive and sustainable economic growth, full and productive employment and decent work opportunities for all, to design consumption and production models with sustainable circular economy content, and to take action to reduce climate change and its impacts.

Our biggest motivation in our sustainability journey will be to create collective awareness with our stakeholders by including our guests, suppliers, employees and all our business partners in the process of developing our sustainable development policies, and to develop national and international collaborations in this direction.

Ramazan BORUCU
General Manager

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ABOUT THE REPORT

At Pam Thermal, 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;

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Pam Thermal Denizli, whose location, view and moonlight are magnificent, is a candidate to be one of the most experienced and well-established facilities. It fulfils the application requirements to obtain a five-star certificate from the Ministry of Culture and Tourism.

With its location in Karahayit, Denizli, it differentiates guests and employees. It intends to strengthen its brand day by day with its superior service quality.

Pam Thermal aims to provide continuous support to the sector and the country, especially Denizli.



234
Rooms



1 Restaurant
1 Ala Carte



4 Bar



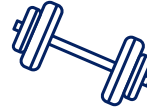
3 Swimming/
Thermal Pools



4 Meeting Rooms



1 Hamam & SPA



1 Fitness Area

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2024 Number of Guests

132.692



Countries of Hosted Guests

67



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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 Pam Thermal 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 Pam Thermal 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.



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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 Pam Thermal 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 Pam Thermal and our Pam Thermal corporate identity for personal benefit.



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OUR EMPLOYEES



TOTAL NUMBER OF EMPLOYEES

149



NUMBER OF FEMALE EMPLOYEES

60 % 36



NUMBER OF MALE EMPLOYEES

89 % 62

NUMBER OF SPECIAL STAFF EMPLOYEES



4 % 2

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2023 YEAR TRAININGS



11

MAIN TITLE
TRAINING

14

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 Pam Thermal, 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 approach the identification and reduction of greenhouse gas emissions arising from our operations with great care. Accordingly, we regularly calculate our corporate carbon footprint using internationally recognized methodologies, analyze our processes, and develop strategies to minimize our environmental impact. Within the framework of sustainability principles, we evaluate this data to implement improvements in areas such as energy efficiency, renewable energy use, and waste management.



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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.

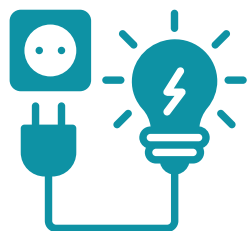
In addition to efforts to increase energy efficiency, we continue our feasibility studies on the use of renewable energy in order to reduce our carbon footprint in line with sustainable development goals and in the process of harmonisation with the European Green Deal.



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ENERGY AND WATER CONSUMPTION



ELECTRICITY

1.460.844,75 kWh



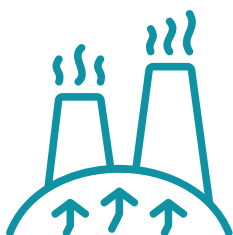
LNG

59.311 Kg



WATER

26.484 m³



GEO THERMAL WATER

278.026 m³

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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.



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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.





2023 WASTE DECLARATION

150101	1.410 Kg
150102	120 Kg
200126	1.135 Kg



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.



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OCCUPATIONAL HEALTH AND SAFETY

As Pam Thermal, 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.

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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.



Obtaining cosmetic products from thermal clay minerals and promoting and selling them in Anatolian Cultural Entrepreneurship stores

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SUPPORTED CIVIL SOCIETY ORGANISATIONS



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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