

	Lykia World Links Golf Hotel	Doküman No	SYS R02
	SÜRDÜRÜLEBİLİRLİK RAPORU	Yayın Tarihi	26.04.2024
		Rev. Tarihi	-
		Rev. No	00
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## 0. INTRODUCTION

This report has been prepared to inform all our stakeholders, institutions, general and local authorities, the people of Antalya, and all relevant parties about our hotel's sustainability initiatives. With the growing understanding of the importance of sustainability across all areas and sectors, we at **Lykia World Links Golf Hotel** have accelerated our adaptation to the global sustainability agenda by reflecting sustainable principles into our operations. Our goal is no longer just to follow global sustainability trends, but to become a contributing hotel on every platform in which we are a stakeholder.

In this context, we have established a dedicated sustainability team at our hotel. This team is responsible for monitoring all principles, planning and implementing activities, tracking environmental impacts and social comfort, and contributing to the promotion of natural beauty, historical sites, and local gastronomy.

As part of our human resources policy, we are committed to increasing the number of female employees, developing programs for special groups, and supporting all employees in both their social and professional lives in line with the principle of equality—thus ensuring employee sustainability and loyalty.

By expanding the scope and reach of our environmental and social projects, we continue to operate with a strong sense of responsibility toward society and the environment, sharing our knowledge and expertise with the industry.

With sustainability awareness as our foundation, our hotel values the people of Antalya, local entrepreneurs, endemic plant life, natural water resources, cultural assets, national heritage, and cultural traditions.

We believe that by integrating sustainability into all our processes and management in a multidimensional and rapid manner, we will further enhance our corporate success.

## FACILITY INTRODUCTION

At **Lykia World Links Golf Hotel**, located in the Manavgat region of Antalya, right on the seafront with its private beach and indoor & outdoor pools, we aim to help you create unforgettable memories.

Spread over an area of **1,000,000 m²**, our hotel offers a wide variety of sports and entertainment activities. You can indulge your palate at one of our **6 à la carte restaurants**, or enjoy breakfast, late breakfast, lunch, and dinner at our main restaurant (both indoor and outdoor), featuring the distinctive flavors of Lykia World Antalya.

You'll never get enough of the taste of our cuisine... With the mastery of our experienced chefs, you'll enjoy an extraordinary holiday. Whether it's Turkish, Italian, or Mexican cuisine served à la carte, or our impressively rich open buffet options—your holiday will be full of flavor.

In addition, at our **seven different bars**, you can sip your favorite drinks while enjoying heartfelt conversations with your loved ones.

We are located **11 km from the Roman-era Köprüpazar Bridge** and **46 km from Antalya Airport**.

## TOURISTIC SITES NEAR THE FACILITY

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With its rich history and stunning natural beauty, the region offers access to many attractions:

## OUR VALUES, VISION AND MISSION

### OUR VISION

To continue being the preferred hotel for guests by embracing sustainable tourism and upholding the principle of “Living by preserving the world, not consuming it,” without ever compromising on superior service quality, and to ensure the smiles of both our guests and staff remain constant through the culture of Lykia World, with a strong sense of team spirit among all our employees.

### OUR MISSION

While maintaining our commitment to high-quality service for guest satisfaction, we adopt an environmentally conscious service approach that protects historical and cultural values and natural beauty. Through a continuously evolving and innovative mindset, we aim to provide every guest with the peaceful and happy atmosphere of their own home.

## SUSTAINABILITY POLICY

In order to offer you, our valued guests, the highest quality accommodation experience, we actively monitor all feedback and suggestions from various sources, resolve complaints in accordance with ethical standards, and maintain full transparency throughout this process.

To preserve the integrity of life and continuously improve our practices, we carry out all operations with environmental awareness—applying energy- and resource-saving measures, and minimizing waste while ensuring we do not disrupt the ecological balance.

We strive to **support and empower local communities and entrepreneurs** by sourcing raw materials from **local suppliers**, and we give priority to hiring from the local population within our workforce.

Embracing a philosophy of **accessibility for all**, we ensure that both our valued guests and employees with special needs enjoy a comfortable environment throughout our facilities.

We fully comply with the laws and agreements in force and act responsibly in line with our sustainability principles to protect the environment.

We adopt a **human resources policy** that guarantees equal rights and prohibits discrimination based on gender, religion, language, race, or sect. We prioritize the health, safety, and well-being of all our employees.

As Lykia World Links Golf Hotel, we provide our guests with detailed information about the **historical and cultural heritage sites in our region** through our tour operators and introduce these treasures in our hotel areas and sales points. We also offer guidance on how to access these sites, appropriate behavior when visiting them, and insight into their cultural significance.

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To ensure the **continuous development of our sustainability management system**, we meticulously follow technological advancements, environmental regulations, local initiatives, and evolving guest expectations—while also enhancing staff awareness and engagement in sustainability efforts.

**With the principle of continuous improvement, we regularly set targets related to our sustainability performance and consistently review our progress. We assess all sustainability-related risks, plan activities aimed at minimizing their impact, and re-evaluate these risks periodically.**

Respecting children’s rights and protecting them from all forms of psychological, physical, and commercial exploitation is one of our top priorities. To help prevent such violations, we provide our hotel staff with training on abuse and harassment. We also emphasize that any employee who suspects child abuse must promptly report it to the management.

As **Lykia World Links Golf Hotel**, we fully support women in all areas and take the necessary precautions to prevent them from facing **exploitation, harassment, discrimination, mobbing, coercion, or defamation**.

By adopting a **sustainability management system**, we contribute not only to the national economy but also to our hotel's economic performance.

**As Lykia World Links Golf Hotel, we commit to:**

- Minimizing the negative environmental impact of our operations, reducing waste, preventing environmental pollution, and managing waste responsibly.
- Measuring the consumption of all water resources used in our facility and implementing conservation practices.
- Using water without harming natural life, local livelihoods, or ecosystems.
- Reducing consumption of electricity, water, natural gas, and chemicals each year, and planning activities to increase the use of renewable energy sources.
- Working with environmentally certified products and suppliers during our procurement processes.
- Creating a work environment where our employees feel safe and have opportunities for personal development.
- Preventing all types of discrimination among employees and ensuring equal rights in hiring, career management, compensation, and performance evaluation—thus increasing employee loyalty.
- Supporting **local entrepreneurs**.
- Prioritizing **local employment**.
- Protecting **wildlife, domestic animals, and endemic plant species**.
- Raising sustainability awareness among all stakeholders, employees, and guests.
- Adopting legal working hours and fair compensation in line with **business ethics** and **corporate governance principles** within our human resources practices.

We Commit.

## OUR EMPLOYEES

Our company maintains constant communication with its employees through internal and external training, departmental meetings, performance evaluations, suggestion and feedback boxes, and employee satisfaction surveys.

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We organize **social events** to help employees get to know each other and to foster a sense of team spirit. To increase motivation, we provide **diverse and rich menus in the staff cafeteria**.

All suggestions and requests from employees are reviewed monthly during departmental management meetings and necessary actions are taken.

We are committed to fair and equal working conditions within the framework of the **principle of equality**, and we prioritize hiring from the local community—supporting **local employment**.

**We conduct regular satisfaction surveys to measure guest satisfaction levels. Every comment submitted by our guests is carefully reviewed and responded to. Suggestions for improvement mentioned in these comments are taken into consideration and integrated into our facility operations as needed.**

## OUR GUESTS

In our hotel, which focuses on guest satisfaction, we are in constant communication with our guests before they arrive, in they facility and after they leave the facility. Our guests suggestions are happily met. Satisfaction surveys are conducted for our guests trough the application and satisfaction rates are measured. Each of the comments made by our guests are meticulously examined and answered. The suggestions for improvement in the comments are taken into consideration to be reflected in the facility operations.

## OUR STAKEHOLDERS

A stakeholder evaluation method is used to identify our stakeholders. Thanks to this method, we maintain **constant communication** with them. We also **conduct audits** at their production sites and warehouses to support their development. We offer **training support to new local entrepreneurs** to help them achieve long-term success in the sector. We **prefer working with local suppliers** as a means of supporting regional development. We send **notifications and updates** to our suppliers to strengthen communication and encourage improvement.

## LOCAL INSTITUTIONS

We collaborate with local institutions on **social and environmental projects**, participating in community awareness efforts. Together with environmental organizations, public and private institutions, we organize **waste collection activities**.

We have created a **dedicated contact section on our website** to allow local institutions and the public to freely submit suggestions and complaints. Every comment is thoroughly evaluated, and public opinions are taken into account.

We also **actively engage with local NGOs** by becoming members and following their recommendations and ideas. Events promoting sustainability awareness are jointly planned with these organizations.

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## WATER CONSUMPTION

Aware that water is not an unlimited resource, our hotel has implemented various measures to use water efficiently. We work in cooperation with our employees, guests, and other related parties to prevent water waste.

- We use **dual-flush or water-saving toilet systems** in guest and staff restrooms, ensuring that water consumption per flush does not exceed 6 liters.
- Stickers encouraging water conservation are placed in restrooms to raise awareness.
- Staff members receive training on **water-saving practices** and are instructed to report leaks.
- **Sensor-activated or knee-operated faucets** are installed in kitchens and handwashing areas.
- Our irrigation system uses **automatic timers** set to optimal watering hours to minimize water loss.
- We select **native plants** for landscaping that are well adapted to the local climate and require minimal watering.
- Water consumption is **monitored daily, monthly, and annually** by region, and per capita water usage is calculated. Each year, we aim to expand the number of monitored zones.
- Wastewater from our facility is disposed of through the **local municipal sewer system**, in compliance with the **Wastewater Discharge Regulation**.

## ELECTRICITY AND ENERGY CONSUMPTION

One of the most critical steps in sustainability is **ensuring energy efficiency**. First, energy usage must be measured to identify inefficiencies and potential areas for savings. Preference should be given to **low-consumption equipment and systems**, and **automation and monitoring tools** should be used to support long-term improvements. Through regular maintenance, supervision, and monitoring, energy savings are continuously analyzed.

- We aim to **reduce energy consumption** by using **high-efficiency machinery and equipment**.
- Our **procurement policy** is being updated to prioritize the purchase of new machines with **high energy ratings**.
- All lighting used throughout our hotel and guest rooms is LED lighting. This allows us to provide the same level of illumination while consuming less electricity.
- We perform regular maintenance on all our electrical equipment to ensure they operate more efficiently.
- To prevent heat loss through our exterior doors, we use air curtains to reduce heat leakage.
- We provide regular training to all employees on efficient energy use and energy-saving practices.
- Our garden and general outdoor lighting systems are sensitive to sunlight and adjust accordingly.
- We monitor and measure energy consumption daily, monthly, and annually across the hotel.

## WASTE MANAGEMENT

To support sustainable tourism, contribute to the economy, prevent waste, protect the environment, reduce pollution, raise public awareness, and promote an eco-friendly lifestyle, we have implemented a comprehensive **Zero Waste** program across all operational departments in our hotels.

- We pay special attention to hazardous waste by separating it properly for recycling and safe disposal, working with licensed companies to transport and manage it accordingly.
- We provide continuous training to our employees about waste reduction, recycling, and segregation.
- Garden waste such as plants, grass, and branches is stored separately and sent to municipal designated areas to be returned to the soil as compost.
- We prioritize purchasing food in **refillable or bulk packaging** rather than small single-use packages.

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- We prefer to purchase beverages in **deposit bottles, premix, or postmix formats**.
- Soap, disinfectant, and paper dispensers used in the hotel are sensor-operated with controlled dosing to limit consumption and contribute to waste reduction.
- We have implemented necessary arrangements in all departments for waste segregation, providing color-coded bins, bags, etc., in compliance with the Zero Waste regulation.

## EGG SHELL RECYCLING

Eggshells are a rich source of vitamins and minerals. Our hotel uses eggshells as fertilizer in the soil. Rather than discarding them, eggshells—rich in calcium and other minerals—are powdered by the kitchen and used to meet the vitamin and mineral needs of plants in our gardens.

## CHEMICAL CONSUMPTION

While chemicals facilitate our daily life, they can also harm the environment. Therefore, chemical usage in our hotel is strictly managed.

- We obtain Material Safety Data Sheets (MSDS) for all chemicals used and determine appropriate storage, transportation, usage, and disposal methods accordingly.
- We procure chemicals from suppliers with environmental sensitivity certificates and prefer chemicals with eco-certifications if available.
- Natural cleaning products are preferred where possible; we also reduce chemical usage by optimizing water pressure and temperature.
- We ensure that pesticides and fertilizers used in our gardens are organic whenever possible, always prioritizing organic alternatives if available.
- For fertilization, we prefer slow-release fertilizers that are effective over a long period rather than frequently applied ones.
- All our swimming pools are equipped with automatic dosing systems.
- Chemical storage areas and locations containing chemicals have spill containment systems such as bund walls or trays.
- We take necessary precautions against spills and leaks during the transportation and maintenance of chemicals.
- We collaborate with authorized firms to ensure the safe disposal of chemical waste and monitor chemical waste management accordingly.
- We control the amount of chemicals used and provide training to staff to prevent wasteful or incorrect usage.
- By using formulated chemicals, we reduce both chemical consumption and waste production.
- During renovation processes, we aim to reduce plastic waste by replacing disposable toiletry items with dispenser systems.

## PROTECTION OF THE LOCAL ENVIRONMENT AND CULTURAL HERITAGE

With increasing tourism and population growth in our destination, our city faces significant transformations. This may lead to environmental degradation and cultural assimilation, threatening the survival of our cultural heritage.

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Our hotel's success is directly connected to the living culture, traditions, and people who shape our region. Respecting and valuing these social aspects, and ensuring that our staff and guests learn about them, are among our priorities. We want the benefits of tourism to be shared by the entire community.

To introduce our cultural heritage to all guests, we share regional information through:

- Our **website**,
- Printed brochures at the **reception desk**,
- Our **info channel**,
- Tour guides,
- Visual signage,
- And our staff.

We provide information about regional cultural heritage, national parks, endangered plants and animals. We label endemic plants on our premises to inform guests.

We also educate our employees to minimize the environmental impact of tourism, support the local community, and convey cultural, national, and local values to guests. To support sustainable tourism in our region, we maintain communication with local authorities and residents, continuously seeking their support and feedback. We encourage local purchasing, assist local entrepreneurs, and contribute to regional development.

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- Food production at our buffets is adjusted according to guest numbers to reduce waste, offering smaller portion sizes when appropriate.
  - As part of sustainable menu practices, vegetable and fruit parts that are normally discarded, such as peels and stems, are used in sauce preparation to enhance flavor and uphold the zero-waste philosophy.
  - Models of our city's historical heritage and natural beauties are available for guests to purchase as souvenirs in our market.
  - Brochures introducing our natural beauty, cultural heritage, and city are available at the reception for guest information.
  - Guest satisfaction is a top priority; therefore, guest requests, expectations, complaints, and satisfaction are continuously monitored and addressed through coordination with relevant departments for ongoing improvement.
  - Guest satisfaction measurements are conducted via surveys accessible through QR codes placed in public areas and rooms, as well as through our website and Google reviews.
  - We prioritize working with suppliers and products that have environmental certifications, and we contribute to raising sustainability awareness among all our suppliers.

HIDIRELLEZ:

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Hıdırellez, a seasonal festival where spring is celebrated, prayers and wishes are believed to be accepted, reawakening is sanctified, symbolizing the departure of winter and cold and the arrival of summer and warm weather, is celebrated at our hotel with an emphasis on love for nature and humanity is celebrated.

There are two important natural miracles identified with Hıdırellez. One is the rose tree, the second is fire... Rose, known as one of the most powerful flowers of the plant kingdom, reflects its high energy to those who get close to it. Therefore, according to belief, tying wishes to the rose tree during Hıdırellez ensures that our energy increases and our frequency strengthens while making wishes. Fire, on the other hand, protects believers from the evil eye and diseases and represents speed. The reason why candles are lit during many religious and spiritual rituals is to ensure that wishes come true quickly with the light emitted by the fire. Therefore, if possible, people who spend this special day together gather around a fire and jump over the fire to wish for health, happiness, abundance and even love in the coming days. Spending the day close to water and the sea and believing in its eternity and clarity is another important ritual.

We also carry out this ritual with an event we hold with our employees in our facility.

## ACCESSIBILITY

Our hotel has adopted the philosophy of access for all and is committed to becoming more accessible each year. For this reason, we have started planning our accessibility facilities and services with our improvement plan. For our guests with special circumstances, our hotel accessibility;

### Our Accessible Facilities for Our Physically Disabled Guests

Reception  
Rooms  
Main Restaurant  
Cafe and Patisserie  
Lobby  
Our Elevator  
WC  
Our Beach  
Our Villa Accommodations

### Our Visually and Hearing Impaired Guests

We assist our guests with our smart walking stick.

## BIODIVERSITY, MUSEUMS, AND HISTORICAL SITES

### TEMA FOUNDATION:

As Lykia World Links Golf Antalya, we continue our annual tradition of planting saplings to green the future and create a better tomorrow by breathing life into our unique nature. Together with the TEMA Foundation, we hosted village school students at our facility and provided education on endangered species.

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## ANTALYA MUSEUM:

To protect and transfer our cultural values and heritage, we have continued our support for museums and historical sites this year as well, emphasizing their importance.

## OUR CARBON FOOTPRINT

The carbon footprint of our facility has been measured at **4,497.97 tCO<sub>2</sub>e**. We continuously integrate efforts to reduce and neutralize our carbon footprint into our daily work and operations throughout the year.

We encourage our guests and staff to use transportation options with lower carbon footprints such as public transport, shuttles, tours, or bicycles.

We plan and implement measures to reduce and eventually eliminate waste production.

We work on reducing electricity, water, and natural gas consumption.

We monitor and work to reduce paper consumption.

We aim to use raw materials sourced from sustainable resources.

We benefit from local suppliers and employment.

We prioritize sustainability and environmental awareness when selecting suppliers.

We increase the proportion of our products that come from recycling and have traceable sources.

To prevent pollution, we use large-pack or deposit-packaged products.

We conduct awareness-raising activities for our suppliers, employees, and the local community.

We plan for the use of sustainable resources.

We organize waste collection and sorting activities.

## TARGETS

Our hotel continuously sets sustainability goals and initiates actions to achieve them. Throughout the year, we work diligently to meet the sustainability targets defined within our continuous improvement plan. Our main per capita targets are as follows:

- Chemical consumption target: 0.94
- Water consumption target: 1.90
- Wastewater consumption target: 0.075
- Paper consumption target: 0.659
- Electricity consumption target: 74.59

## GUEST SATISFACTION

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Guest satisfaction has always been one of our highest priorities. To keep our guests informed about the hotel's facilities and activities, a feedback form has been added to our website. We monitor guest requests, wishes, suggestions, complaints, room-related information, and satisfaction through this application.

Guest feedback is a gift to us and an opportunity for improvement. With this awareness, every complaint is carefully evaluated, resolved, and the guest is informed accordingly.

Our hotel's guest satisfaction rate is measured at 88%.

## WORK LIFE, EQUAL OPPORTUNITY, AND BUSINESS ETHICS

All our employees work under the principles of equality and fairness at our hotel. We provide various activities, prize competitions, training, and support for our staff. A career plan is prepared for each employee and supported through awareness-raising activities. Our employees commute to and from work using hotel-provided transportation in accordance with labor law. Monthly communication meetings are held, and birthdays are celebrated with cake to support motivation.

A suggestion box is placed in the employee cafeteria, and their feedback is also tracked through various methods and carefully evaluated.

## SUPPORT TO LOCAL ECONOMY

We emphasize working with local suppliers to contribute to the local economy. Local entrepreneurs are supported through training and marketing assistance by providing references.

We offer internships in local schools. Additionally, we guide guests to nearby taxis, pharmacies, and markets around the hotel.

## OUR SUSTAINABILITY ACTIVITIES

### SUPPORT TO SCHOOLS

We continue to support local businesses, schools, and the community in our region. Our support takes various forms such as sharing knowledge and experience, donations, or providing equipment. This year, on April 23rd, National Sovereignty and Children's Day, we organized an event together with the primary and secondary schools serving four villages located within our facility's region.

### OUR BLUE CAP COLLECTION CAMPAIGN

To help individuals with orthopedic disabilities move independently, freely explore, shop, and discover the world they live in, we encourage our guests and employees not to throw away but to collect the caps of water bottles, large water containers, olive oil bottles, and soft drinks.

The caps collected in this campaign will be handed over to the Turkish Spinal Cord Paralytics Association (TOFD) and the Association for the Visually Impaired.