



Lujo
ART & JOY

**SUSTAINABILITY REPORT
2023**

As Lujo Art&Joy Hotel, since our launch in 2018, we have continued to contribute to sustainability by considering the effects of all of the activities we provide to our guests to leave a more livable world for future generations by ensuring the conscious use of our environment and natural resources in a way that does not pollute or deplete.

Our sustainability report is based on the data for the period between January 1 - December 31, 2023, to ensure sustainable development and to present you our activities in this regard.

You may send all your comments, suggestions, and questions about our report to <https://www.lujohotel.com/tr/lujo-iletisim.php> and obtain detailed information.



Welcome to Lujo's lush world of art and joy!

We always prioritized your comfort and well-being while designing our hotel. Give yourself an opportunity to discover yourself and what "joy" means to you...

At Lujo, we wanted to take the concept of "art" one step further and turn your vacation into an art. For example, there is no open buffet in any of our restaurants. Our chefs prepare all your orders specially for you. All you have to do is choose which of our beautiful and special restaurants you would like to dine in.

Just decide.

From beach parties to Sensum SPA, yoga sessions in nature to active water sports, sightseeing tours to helicopter tours to the islands, Lujo offers everything you could wish for. You are in the right place for a vacation experience that is completely special for you, where you will focus entirely on pleasure and art.

We offer families, children and young people, honeymooners, fun-loving people and those who want to relax their minds completely different options in the same world full of art and entertainment.



LOCATION

1 km kum plaji
Joy Beach,
Escape Beach,
OPA! Beach Club (+16)
1850 m2 iskele (Pier Lotus)

DISTANCES

MİLAS - BODRUM AIRPORT	15 km
BODRUM CITY CENTER	20 km
NEAREST CITY Güvercinlik	4 km
BODRUM ST. PETER'S CASTLE	25 km
MAUSOLEUM AT HALICARNASSUS	26 km
YALIKAVAK MARINA	40 km
TEMPLE OF APOLLO	98 km
REGNUM GOLF COUNTRY	19 km
KARNAS VINEYARDS	11 km
THE ANCIENT CITY OF EPHESUS AND THE HOUSE OF THE VIRGIN MARY	150 km

LANGUAGES

TURKISH
ENGLISH
GERMAN
RUSSIAN

VALID CARDS

Visa
Master Card
Euro Card
American Express**

TRANSPORTATION

Private Jet,
Seaplane,
Motor Yacht,
VIP Transfer,
Catamaran

JOY ADVISOR

Joy advisors
are available to answer any
questions or concerns you may have
on your perfect Lujo Bodrum
vacation, including hotel services
and booking procedures

ACCOMMODATION STANDARDS

BEDS AND SOFAS

Single Bed: 1.20m x 2m King
Size Bed: 2m x 2m

Sofas: 0.9m x 1.9m and 0.9m x 1.6m

LUJO BATHROOM PACKAGE

Shower
Dressing Area
Double
Sink*** Scales
Luxury Branded Cosmetics
Luxury Branded Cosmetics for Children

LUJO ROOM PACKAGE

Iron and Ironing Board
Kettle and Nespresso coffee machine
Minibar with alcoholic and non-alcoholic
drinks, Children's Treats**

LUJO TECHNOLOGY PACKAGE

High Speed Internet
IP TV System in
Presidential Villa
Smart Room Control
System Media Center



RESTAURANTS* & BARS

Restaurants and Bars	Activity	Details	Remark	Working hours	Lujo AI	Bed & Breakfast
KOZA	Breakfast	À La Carte	International Breakfast	06:00 - 12:00	●	●
	Brunch	À La Carte	World Cuisine Brunch	12 :00 - 15:00	●	
	Late Lunch	À La Carte	World Cuisine	15:00 - 19:00	●	
	Night Dinner	À La Carte	Varieties of World Cuisine	00 :00 - 06:00	●	
	Sushi	Sushi Menu	Sushi	12 :00 - 15:00	●	
ASMA	Breakfast	À La Carte	Anatolian Breakfast	08 :00 - 11:00	●	●
	Bar	Bar	Beverages	08 :00 - 12:00 / 19:00 - 24:00	●	
	Dinner	À La Carte	Anatolian Cuisine	17 :00 - 23:00	●	
GAIA <i>(One section is reserved for adults only).</i>	Bar	Bar	Beverages	08 :00 - 17:00 / 19:00 - 24:00	●	
	Breakfast	À La Carte	International Snack Varieties	08 :00 - 11:00	●	●
	Lunch	À La Carte	International Snack Varieties	12 :00 - 17:00	●	
	Dinner	À La Carte	Fish & Seafood	19:00 - 23:00	●	
SORRISO	Bar	Bar	Beverages	12:00 - 17:00 / 19:00 - 24:00	●	
	Lunch	À La Carte	Italian Cuisine	12 :00 - 17:00	●	
	Dinner	À La Carte	Italian Cuisine	19 :00 - 23:00	●	
EL GAUCHO	Dinner	À La Carte	Dry Aged Steak House	19 :00 - 23:00	Couver is charged per person.	
	Bar	Full Bar	Beverages	19 :00 - 24:00		
SHIBORI	Dinner Modern Asia	À La Carte	Japanese and Far East Cuisine Food and Beverage Service	19:00 - 23:00	Couver is charged per person.	
	Bar	Full Bar	Beverages	19:00 - 24:00		
OPA! Beach Club +16	Lunch	À La Carte	International Snack Varieties	12:00 - 19:00	●	
	Beach Club	À La Carte	Sushi	12:00 - 17:00	●	
	Snacks	À La Carte	International Snack Varieties	20:00 - 00:00	●	
	Dinner - Teppanyaki	À La Carte	Teppanyaki Food and Beverage	20:00 - 23:00	●	
	Bar	Full Bar	Beverages	09:00 - 01:00	●	
SECRET	Breakfast	À La Carte	International Breakfast	08:00 - 12:00	Couver is charged per person. Free of charge for guests of the villa.	
	Lunch and Dinner	À La Carte	International Gourmet Menu	12:00 - 24:00		
	Late Dinner-Early Breakfast	À La Carte	International Gourmet Menu	24:00 - 08:00		
	Bar	Premium Bar	First Class Alcoholic Beverages	24 Hours Service	Couver is charged per person. Free of charge for guests of the villa.	

RESTAURANTS* & BARS

Restaurants and Bars	Events	Details	Remark	Working hours	Lujo AI	Bed & Breakfast
LUJ BAR	Bar	Premium Bar	First Class Alcoholic Beverages, Whiskies, Cocktails and Appetizers	24 hours service	●	
JOY BAR	Bar	Full Bar	Beverages and Cocktails	09:00 - 19:00	●	
ESCAPE BAR	Bar	Full Bar	Beverages and Cocktails	09:00 - 19:00	●	
PIER LOTUS	Bar	Full Bar	Beverages and Cocktails	09:00 - 19:00	●	
OPA! Beach Club +16	Bar	Full Bar	Beverages and Cocktails	09:00 - 01:00	●	
SPORTS BAR	Bar	Full Bar	Beverages and Cocktails	08:00 - 24:00	●	
MAKI BAR	Bar	Full Bar	Beverages and Cocktails	09:00 - 19:00	●	
PUPPET LOUNGE	Bar	Full Bar	Beverages and Cocktails	20:00 - 24:00	●	
PABLO ESCO BAR (+16)	Bar	Premium Bar	First Class Alcoholic Beverages, Whiskies, Cocktails and Appetizers	20:00 - 02:00	●	
KIJO CLUB	Beverages	Beverages	Juices, milk, water	09:00 - 02:00	●	
BLUETTE PATISSERIE	Patisserie	Presentation	Desserts, handmade frozen yogurt and Mövenpick Ice Cream	11:00 - 22:00	●	
LUZ CAFE	Coffee	Self Service Coffee	Coffee Varieties, Tea Varieties, Handmade Ice Cream, Chocolate Varieties	09:00 - 24:00	●	
JUICE N JOY BAR	Bar	Detox Bar	Detox Water Varieties	09:00 - 20:00	●	

POOLS

Pool	Freshwater	Heating	Off	Depth
Maki	●	●		1,40 m
Maki Kids Pool *	●	●		0,30m
Fly-Inn Pool*	●	●		1,20m
OPA! Beach Club Pool* (+16)	●	●		1,40 m
Indoor Pool* (10 x 20 m)	●	●	●	1,40 m
Kids Pools*	●	●	●	0,30 m
Laguna Deluxe Rooms*	●	●		1,40 m
Forest Junior Villa	●	●		1,40 m
Maki Villa with Two Bedrooms	●	●		1,40 m
Maki Villa with Three Bedrooms	●	●		1,40 m
Sunset Villa with Single Bedroom	●	●		1,40 m
Sunset Villa with Two Bedrooms	●	●		1,40 m
Grand Citrus Villa	●	●		1,40 m
CITRUS VILLA	●	●		1,40 m
PINA VILLA	●	●		1,40 m
PRESIDENTAL VILLA	●	●		1,40 m

AQUAPARK - 6 SLIDES (+10)

Water Slide	Length	Height	Water Slide	Length	Height
Looping Rocet	55 m	15 m	Tunnel Freefall	23,2 m	7 m
Aquatube	43,4 m	9,2 m	Freefall	23,3 m	7 m
Body Slide	32,6 m	3,4 m	Multi Slide	23,3 m	5,9 m

WELCOME AND

FAREWELL

- We offer you delicious handmade chocolates while welcoming you at our hotel
- You can enjoy your hot or cold drinks. We offer Moet Chandon to our adult guests
- We offer a package containing water, wet wipes and car air freshener as a gift to our guests who come with their own vehicles
- We offer services such as valet parking, free parking, car air freshener and car wash upon request
- We accompany all our guests to their rooms

OTHER SERVICES

- Comfortable lounge service with shower and locker for early check-in and late check-out
- Helipad
- Fresh fruit platter service on the beach
- Kijo Club Salt Room, Shock Shower and
- Sauna sessions for guests aged 1-17
- years Turkish Bath
- Zen Garden Yoga classes and meditation sessions

FOR GOLF FANS

Regnum Golf & Country Club has an 18-hole golf course just 15 minutes from Lujo.

Transfer: Round-trip is free for Lujo Hotel guests.

Tee Time: Lujo will be happy to make reservations for guests who want to spend their day on the golf course

OTHER PAID SERVICES

- Private Jet Charter, Seaplane Charter and Transfers (subject to weather conditions)
- Motor Yacht or Catamaran Charter Services (Depending on weather conditions)
- Special Cabana: Pier Lotus, Escape Beach, Joy Beach
- Luggage Wrap
- Wines from our private wine cellar Water
- Sports and Swimming Lessons
- Baby Care (for babies at least 24 months old)
- Lujo Concept Store and Market
- SPA Face and Body Care
- Beauty Center & Hairdresser Services
- Doctor and Nurse
- Private
- Establishments
- Hookah
- Photo Service Room
- Service
- Concierge Service (through leisure advisors)
- Laundry Service
- Private lessons from Sports Academy trainers

SERVICES

TREATS FOR HONEYMOONERS (Free Service)

- Private transfer by VIP vehicle from Bodrum Milas Airport
- Special welcome treats and champagne in your room, suite or villa. A free breakfast is served in the room on a preferred morning
- Special 10% discount at the Spa

SPOIL YOUR PARTNER (Paid Service)

- Dinner and music at Cabana or Pier Lotus Sunset
- cruise by motor yacht
- Bodrum Panorama, Mykonos, Ephesus, Ephesus, Antalya, Marmaris, Myra, Pamukkale, Oludeniz seaplane tour and landing at specific locations

HAPPY BIRTHDAY!

(Free Service)

- Private transportation to Bodrum - Milas Airport with VIP Lujo vehicles Champagne or Prosecco
- 10% special discount at Sensum Spa on a preferred day
- Birthday cake

CELEBRATE YOUR BIRTHDAY WITH JOY

(Paid Service)

- Special welcome at the airport,
- Transfer by Mercedes Maybach and VIP Lujo vehicles
- Birthday balloon for group welcomes
- Cocktail party for birthdays at OPA! Beach Club
- Snacks and beverages, special cocktails (+16)
- Party at Cabanas, live music and DJ
- performances Special design birthday cake
- Party accessories such as masks, hats, etc.

ISO 14001

We adopted and certified the ISO 14001 Environmental Management System to demonstrate our continued commitment to nature.



Building
trust
together.

Certificate

DQS Holding has issued an IQNET recognized certificate that the organization:

SERKOÇ OTELCİLİK TUR. İNŞAAT TAAHHÜT TİCARET ANONİM ŞİRKETİ

Lujo Art & Joy Hotel

Meşelik Mah. Çomça Mevkii Sok. No:10,
TR-48200 Bodrum / Muğla Türkiye

has implemented and maintains an
Environmental Management System

for the following scope:
Food, Beverage and Accommodation Services

which fulfils the requirements of the following Standard:

ISO 14001:2015

Issued on: **2023-11-09**
Expires on: **2026-11-08**

Registration Number: **DE-31302287 UM15**

ISO 50001

We adopted and certified the ISO 50001 Energy Management System to demonstrate our continued commitment to nature.



OUR SPIRIT AND VALUES;

QUALITY

As John Ruskin once said,
"Quality is never an accident."

SIMPLICITY

We favor an elegance dominated by simplicity and elegance both in architecture and communication.

HUMANISM

Our decisions at Lujo are people-oriented. It is important to us that both our guests and our employees have something to gain during their time at Lujo. We wish to have a contribution.

SINCERITY

Our promise is simple and sincere: We are here to make your stay unforgettable in an environment combined with comfort and convenience. We value honesty and transparency in our promises to you and in our communications

ENJOYMENT

We hope that everyone will be open to new and enjoyable experiences for a pleasant atmosphere. We focus on making our employees enjoyable and peaceful so that you can be happier. So you can enjoy Lujo by finding peace from the comfort provided.

We care about what they gain during their time at Lujo. We wish to have a contribution.

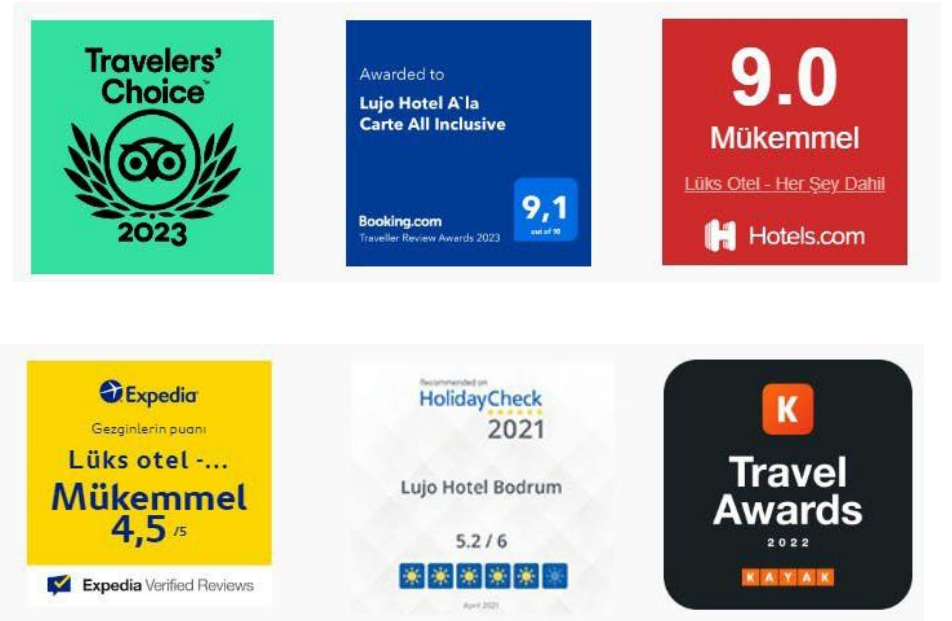
AWARDS

We are delighted to know that you love and appreciate the artistic and pleasant atmosphere we have created for you.

Lujo Hotel Bodrum has received many awards since its opening, including the "Guests' Favorite" award.

We are proud to serve you in the highest quality and to share this happiness with you.

Our goal is to bring our awards to the forefront in the field of sustainability.



SUSTAINABILITY CERTIFICATE

We have a sustainable tourism certificate to achieve environmental, social, and economic sustainability goals and to support the minimization of the negative impacts of tourism activities.



Sustainable Tourism CERTIFICATION

This certification recommended by Türkiye Tourism Promotion and Development Agency is issued by Control Union Certifications B.V.

Control Union Certifications B.V. is accredited by ASI and its accreditation coverage is published at www.asi-assurance.org

LUJO ART&JOY

Based on an audit according to the requirements stated in the Türkiye Sustainable Tourism Standard, Version 1.0, 19 May 2022; which is Recognized by GSTC and a signed contract, Control Union Certifications B.V. herewith certifies that the facility listed above is found to be in compliance with Türkiye Sustainable Tourism Standard, Version, 1.0 19 May 2022. This guarantees that the criteria for managing Sustainable Tourism certified tourism services have been met.

Certification Number	CU-ST-LU-438
Date of First Certification	21 / 07 / 2023
Issued On	21 / 07 / 2023
Date of Expiry	20 / 07 / 2024

Tuğçe TAPAN YÜNLÜ
System and Tourism
Certification Manager

Facility Type
Accommodation Facility



GREENKEY

We received our GREENKEY certificate after presenting our practices as evidence of our continued commitment to environmental responsibility.



BLUE FLAG

We received our BLUE FLAG certificate for the first time in 2019 after meeting all of the necessary requirements for our beach, and we have continued to update it annually with the same sensitivity.



ZERO WASTE

We received our Zero Waste Certificate in 2020, and as all employees, we continue to maintain the order we have established with sensitivity.



T.C.
MUĞLA VALİLİĞİ
Çevre ve Şehircilik İl Müdürlüğü



Belge No: TS/48/B2/9/25

Tarih: 30/10/2020

SIFIR ATIK BELGESİ (Temel Seviye)

Adı : SERKOÇ OTELCİLİK TURİZM İNŞAAT TAAHHÜT TİCARET ANONİM ŞİRKETİ - LUJO HOTEL
BODRUM
Adresi : MEŞELİK Mahallesi, ÇOMÇA MEVKİİ SOKAK, No: 10 -, MİLAS, MUĞLA, Türkiye
Vergi No : 7630594074

12/07/2019 tarihli ve 30829 sayılı Resmi Gazete'de yayımlanarak yürürlüğe giren Sıfır Atık Yönetmeliği'nce Sıfır Atık Yönetim Sistemi'ni kurarak **Sıfır Atık Belgesi**'ni almaya hak kazanmıştır.

Belge Son Geçerlilik Tarihi: 30/10/2025

e-İmza
Ömür ÖZDİL
Çevre ve Şehircilik İl
Müdürü

Bu belge, güvenli elektronik ımta ile imzalanmıştır.

Belge Doğrulama Adresi: <https://www.nakiza.gov.tr/cevre-ve-sahircilik-ilmudurlugu/Belge-Dogrulama-Kodu> : EAUAMQHA

We have a strategy for ensuring the continuation of these activities for current and future generations by balancing environmental, social, and economic impacts in our activity planning.

We evaluate this concept in 3 dimensions;

ENVIRONMENTAL SUSTAINABILITY: With the primary goal of protecting our natural resources, reducing environmental pollution, and preserving biodiversity, we record our data on a regular basis to save energy and water, reduce waste, and protect local ecosystems. Using energy-efficient devices, recycling, and ensuring the efficient use of water are our main points. We prioritize planning our activities in a way that does not harm natural habitats and protects biodiversity.

SOCIAL SUSTAINABILITY: Our Social Sustainability is based on Cultural Preservation, Community Engagement, and Fair Opportunities. We focus on preserving the cultural heritage of local communities and preventing the deterioration of their social fabric. We work together to ensure that local people benefit from tourism, preserve cultural values, and engage communities. We conduct projects working together with NGOs. We introduce and provide our guests with access to our cultural heritage in our region both on our online channels and when they arrive.

ECONOMIC SUSTAINABILITY: We focus on ensuring that the economic benefits of tourism are fairly distributed and contribute to local economies. We always prioritize the people of the region in personnel hiring in order to support the local workforce, and we strive to prevent economic imbalances through our activities, such as selecting local businesses for product preferences.

OUR SUSTAINABILITY TEAM



TEAM RESPONSIBILITIES

- Establishment of Sustainability Management System
- Preparation of Sustainability Report
- Identification of objectives
- Preparation of relevant policies, procedures and instructions
- Reviewing sustainability policies once a year
- Ensuring the dissemination of sustainability principles within the hotel
- Establishing a system for receiving stakeholder feedback and raising awareness
- Developing projects on environment, cultural heritage, wildlife, biodiversity and social issues

Frequency of Meeting : Annual
Management Review Agenda : Determined before
the Meeting.

Frequency of Meetings General : Once a year
Other Responsibilities : Appointment letters, etc.

LUJO SUSTAINABILITY POLICIES

As Lujo, we have accelerated our processes by implementing good environmental practices since our inception in 2018, as well as our work within the GSTC and Sustainable Tourism Programme in accordance with the UN's sustainable development goals for 2023.

From this process onwards, we continue our activities and practices based on the 42 criteria of stage 3. Our business policies have been developed by focusing on the following main topics within the scope of sustainability.

- Global sustainability trends
- UN Sustainable Development Goals
- Changing tourist profile
- Risk and opportunity analyses
- Environmental topics



OUR LUJO SUSTAINABILITY POLICIES

AS THE LUJO FAMILY, OUR GOAL IS TO CREATE HAPPY AND SATISFIED GUESTS BY OFFERING A FAR FROM ORDINARY EXPERIENCE THAT COMBINES ART AND PLEASURE WITH COMFORT AND LUXURY, WHILE ENSURING THAT EACH OF OUR GUESTS REMEMBER LUJO WITH THEIR UNIQUE STORIES FULL OF PLEASANT MOMENTS.

CLOSELY FOLLOWING WORLD DEVELOPMENTS, WE AIM TO MEET THE EXPECTATIONS OF OUR PRESENT AND FUTURE GUESTS AT THE HIGHEST EXPECTATIONS; WE ACCEPT OUR GUESTS AS OUR FOCUS.

WE ENSURE THE PLANNING OF SERVICES FOR NEEDS AND THE DEVELOPMENT OF IMPLEMENTATION AREAS.

WE AIM TO PROVIDE A HEALTHY, SAFE AND SUSTAINABLE EXPERIENCE BY OFFERING PRODUCTS THAT COMPLY WITH FOOD SAFETY PRINCIPLES.

WE ARE COMMITTED TO INVESTING IN OUR TEAM MEMBERS, ORGANIZING TRAININGS TO ENSURE THEIR DEVELOPMENT, SEEKING THEIR OPINIONS AND ESTABLISHING SYSTEMS WHERE THEY CAN CONTRIBUTE.

ELIMINATING HAZARDS IN WORKING AREAS, MITIGATING OCCUPATIONAL HEALTH AND SAFETY RISKS, ENSURING AND CONTINUOUSLY IMPROVING HEALTHY AND SAFE WORKING CONDITIONS,

EMBRACING THE UNIVERSAL DECLARATION OF HUMAN RIGHTS, RESPECTING EACH OTHER'S RIGHTS AND OPINIONS WITHOUT DISCRIMINATION OF GENDER, SEXUAL ORIENTATION, AGE, LANGUAGE, RELIGION, RACE, DISABILITY AND UNDERSTANDING THAT WE ARE ALL ONE,

LEARNING ABOUT THE REGIONS WE OPERATE IN, RESPECTING THEIR HISTORICAL VALUES AND CULTURE, AND CONTRIBUTING TO THEIR ECONOMIC AND SOCIAL DEVELOPMENT,

PRIORITIZING THE AWARENESS AND CONTINUITY OF OUR GUESTS AND THE LOCAL COMMUNITY, ESPECIALLY OUR EMPLOYEES, WITH A VIEW TO SUSTAINABLE VALUES AND SOCIAL RESPONSIBILITY THAT OUR BACKYARD HAS CREATED; CARRYING OUT OUR DECISIONS AND IMPLEMENTATIONS IN THIS DIRECTION,

COMPLYING WITH EXISTING INTERNATIONAL STANDARDS AND NATIONAL LEGAL LEGISLATION REQUIREMENTS, PROTECTING THE ENVIRONMENT, USING NATURAL RESOURCES PROPERLY, ENSURING EFFICIENT USE OF ENERGY RESOURCES AND KEEPING ABREAST OF TECHNOLOGICAL DEVELOPMENTS;

SHARING THE IMPLEMENTATIONS AND PROJECTS WE ARE DEVELOPING ON THE FICTION OF A SUSTAINABLE WORLD WITH OUR WORKERS, GUESTS, SUPPLIERS, AND THE COMMUNITY;

SETTING THE RIGHT TARGETS FOR THE CONTINUOUS IMPROVEMENT OF OUR MANAGEMENT SYSTEMS AND PERFORMANCE AND PROVIDING THE KNOWLEDGE AND RESOURCE NEEDED TO ACHIEVE THESE TARGETS,

TAKING DECISIONS THAT CONSIDER THE PROTECTION OF THE ENVIRONMENT, BIODIVERSITY, NATURAL RESOURCES, AND ENERGY EFFICIENCY IN DEVELOPMENT PROJECTS;

AS THE TOP MANAGEMENT, WE PROMISE THE ABOVE.



2023
ACTION
PLAN

ACTION	START AND END TIME	PERSON IN CHARGE OF THE ACTION	BUDGET	YEAR-END EVALUATION
Reducing paper consumption with the consumption of manuscript paper. (Education) 1. Double-sided use of paper, 2. Reducing unnecessary paper consumption through trainings 3. Keeping records virtually as much as possible	Continuous	Environmental Manager) All staff	General Directorate Budget	Close the year with a 10% decrease
Disposable Material Consumption (Education)	Continuous	Environmental Manager) All staff	General Directorate Budget	Completed
New model combinant machines with energy and water saving will be purchased for general area floor cleaning.	April-June	Housekeeping Manager	General Manager Budget	Cancelled
Hot water pipes that cause heat losses in our solar energy system will be renewed.	January-February	Technical Service Manager	General Directorate Budget	100% completed
Expanding cooperation with Local Stakeholders (Continuing to provide new support to the projects carried out with the Ministries in 2023)	Continuous	Sustainability Manager	Maintenance and Repair Capex Budget	Closing the year with 3 events
Clothes Donation (selling old materials for sustainability and supporting NGO) project	April-November	Housekeeping Manager	General Directorate Budget	On-going Project
Placing informative letters in guest rooms for environmental sustainability measures	April	Housekeeping Manager	General Directorate Budget	Completed
Transition to a survey system for guest and staff to evaluate environmental issues	April-November	Business Excellence Manager	General Budget	Completed
Increasing the use of eco-labeled products (Shampoo, Shower Gel, Soap, Stationery materials)	May-June	Sustainability Manager	General Directorate Budget	50% completed



HOTEL ACCESSIBILITY

HOTEL ACCESSIBILITY

WHAT DO WE UNDERSTAND ABOUT DISABILITY?

It is defined differently around the world. It is defined by law in the UK and many other countries, and by clinicians and physicians in others. Some countries rely on the individual to self-identify as disabled. However defined, the effects will be similar and present many challenges in a world full of physical and non-physical barriers.

- One sixth of the world's population is disabled.
- Only 17% of these people are born with disabilities.
- Only 7% use a wheelchair.
- Most disabilities are hidden.

In fact, most disabilities are invisible and people with disabilities do not need to declare their disability.

The ultimate goal is to create an environment where this does not matter. They can have as fair an experience as other guests.

To this end we have established IncluCare Verified hotels, Verified Inclusion Partnership.

You can access detailed information at <https://www.worldofinclu.com/>.

includucare



HOTEL ACCESSIBILITY

- We have 5 handicap rooms in our hotel,
- 5 of our 8 à la carte restaurants are suitable for guests in wheelchairs,
- All our restaurants have healthy menus, and special meal requests of our guests with allergies can be met if they wish,
- We have expert trainers in our children's club, and our teams can
- access online trainings on Disability at LUJO Academy in certain periods.



MINIMIZING ENVIRONMENTAL IMPACTS



MINIMIZING ENVIRONMENTAL IMPACTS

Energy efficiency is one of our strategic goals, and we incorporate it into our work.

- Efficient use of natural resources
- Ensuring consumption without causing environmental pollution
- Contributing to sustainability effectiveness

OUR BASIC SYSTEMS;

Osmosis System: Instead of being drawn from the mains, water for domestic use is collected from sea water via our own water production system, and its compliance with the "Regulation on Water Intended for Human Consumption" is verified through regular monthly analyses.

Biological Treatment: All wastewater inside the hotel passes through the treatment system, is used in garden irrigation, and is recycled. The pulp is sent to disposal facilities by vacuum trucks.

Solar Energy Panels: The hotel uses 500 solar energy panels for hot water production. Both electricity and LNG consumption efficiency are achieved with this system.

Led Lighting System: Energy efficiency is ensured with LED lighting in all hotel areas

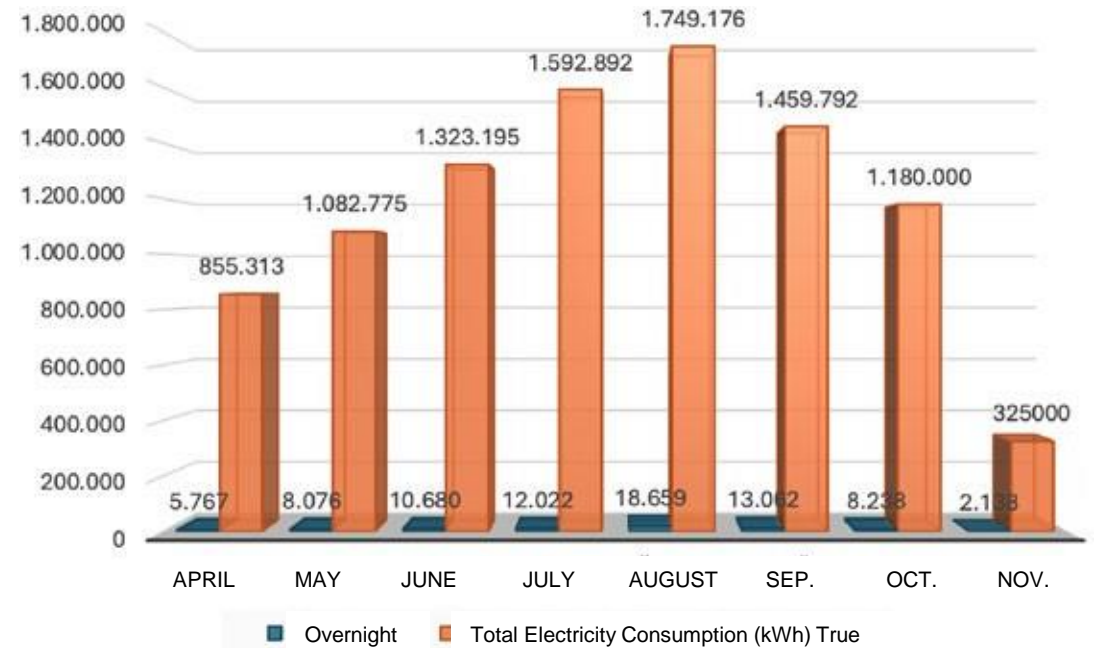
Automation System: All heating/cooling systems, guest room electrical systems, hotel fire systems, and food and beverage cold room systems can be controlled by remote access.



ENERGY MANAGEMENT

We regularly monitor electricity consumption and aim for the lowest level of consumption.

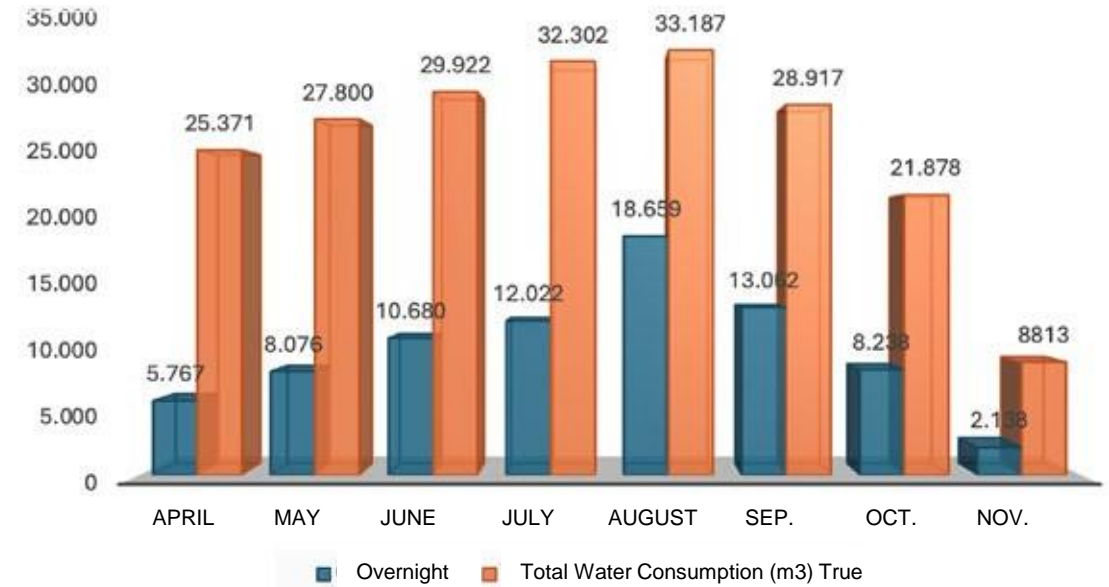
2023 ELECTRICITY CONSUMPTION



WATER AND WASTEWATER MANAGEMENT

We monitor our water consumption per capita and make savings plans for water consumption.

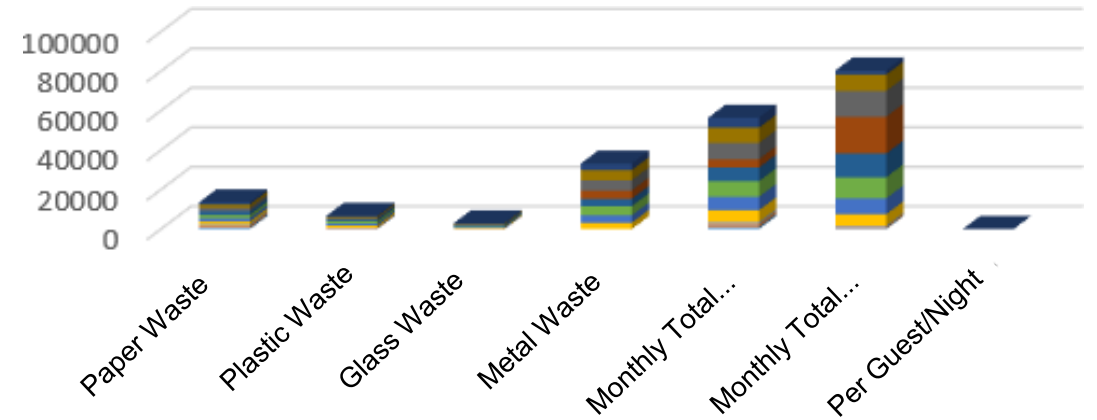
2023 WATER CONSUMPTION



WASTE MANAGEMENT

We keep track of our wastes and monitor their quantities with separate segregation and temporary storage areas for each waste.

We segregate waste and monitor our waste data.



■ January ■ February ■ March ■ April ■ May ■ June
■ July ■ August ■ September ■ October ■ November



CHEMICAL MANAGEMENT

We keep the MSDS records of the chemicals we use in our business, purchase products that will have minimum harm to the environment, and evaluate them in our market research.

We monitor consumption on a monthly basis and direct both our guests and our staff to use at the minimum level.

Surfactants in the formulations of our Diversey portfolio products, which we use in the enterprise, are at least 80% biodegradable in nature.



A NOTE TO OUR GUESTS!

Thanks to our textile cards that you will see in our rooms during your stay, you can both contribute to reducing the use of chemicals and support the saving of our water resources...



● PERSONNEL AND
BUSINESS LIFE

LUJO SAYS;

“By providing discounts to our colleagues, our business tries to support both them and the tradesmen in this region. Our colleagues can go on their days off. This allowed Lujo employees to visit and explore the Bodrum region instead of spending their days off at their lodgings.”

2.02.2023 Per 17:03
HR Group
Duyuru: Lujo'lu İndirimleri

Kime Happy Lujo

Lujo'lu İndirimleri_2023.pdf
175 KB

“ ARE YOU NOT ORDINARY? ”

HR
HUMAN RESOURCES

Sevgili Lujo Ekibi,

Ekteki listede ismi bulunan yerlerde, tüm Lujo çalışanlarının indirimini bulunduğunun bilgisini paylaşmak isteriz.

Kullanmakta olduğumuz İdenfit uygulaması profilinizi ismi geçen yerlerde göstererek listede belirtilen indirimlerden yararlanabilirsiniz.

Liste, İdenfit üzerinden HR'a Git > Dokümanlar > Lujo'lu İndirimleri dosyası başlığı altında da yer almaktadır.

Mail ulaşmayan tüm çalışma arkadaşlarımızın bilgilendirilmesini önemle rica ederiz.

Hep birlikte Lujo'lu olmanın tadını çıkarabileceğimiz sanat ve keyif dolu günler geçirmek dileği ile...

Saygılarımızla,

CAREER MANAGEMENT

The "**Rising Star**" event, which we created for our interns, the young talents in our team, takes place over two days.

1. Day Panel:

We bring together interns who are at the beginning of their career journeys with Lujo's Team Leaders and let their career stories inspire our intern colleagues. At the end of the panel, we organize a contest where we ask the interns questions about Lujo online and award prizes to the winners.

2. Day Workshop:

Through the workshop event, we hope to create an environment in which interns can express their creativity, become team players, present what they have learned at Lujo, and demonstrate the competencies they have developed in tandem with what they have learned.

<https://youtu.be/vyaO2iqLECw>



INTERN EMPLOYMENT

By sharing the videos and photos taken immediately after the "Rising Star" event with our intern teammates with the university authorities at which the students study, we aimed to ensure brand awareness among universities and to increase the number of student applications received at the career days we attended.

Lujo Otel - Okulunuz Öğrencileri Rising Star'da!

Aynur Yalabik
Kime
Gizli [ah.sezgin@adu.edu.tr](#); [erkanbest@hotmail.com](#); [nilgunkaraman@balikesir.edu.tr](#); [Turizm Fakültesi](#);
[Yusuif Çağrı TÜRKSEVEN](#); [Alper Duran](#); [muhammed.a.kinikli@mersin.edu.tr](#); **+7 diğer**

2.09.2023 Cmt 14:37

Merhaba,

Okulunuz öğrencileri için geçtiğimiz yıl ikinci başlattığımız "Rising Star" etkinliğini bu yıl 22 - 23 Ağustos tarihlerinde gerçekleştirdiğimiz bilgisini paylaşmak isteriz.

Stajyer çalışma arkadaşlarımızın hem hafızalarında güzel bir yer edinebilmek için hem de kariyer yolculuklarının başında küçüğe olsa destek olabilmek adına yaptığımız bu etkinliğin ilk gününde Panel, ikinci gününde ise Workshop yer almaktadır.

Her iki günde de sürpriz yarışmalar ve hediyeler vardı. Workshop'ta her birinin staj yaptığı alan ile ilgili yarıştığını, ön plana çıkardıkları yaratıcılıklarını ve cesaretlerini görmek paha biçilemezdi.

"Rising Star" etkinliğinin videosunu kendileri ile paylaştık, sizlere de iletmek istedik, aşağıdaki linkten ulaşabilirsiniz.

<https://www.tff-icxDoA9xXA>

Ek olarak LinkedIn platformunda ilgi gören paylaşımlarımızın linkini aşağıya ekliyorum.

["Rising Star" nedir sorusunun cevabı...](#)

[Beki "Rising Star" nedir?](#)

Bir sonraki yılda veya okul dönemi bittiğinde öğrencilerinizi Lujo'da çalışma arkadaşı olarak görmek için sabırsızlanıyoruz.

İyi Çalışmalar,

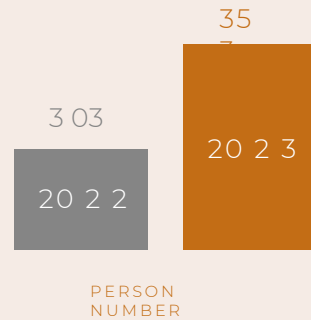
Sanat ve keyif dolu günler dileriz 🍀

Have a great day full of art & joy 🍀

LOCAL EMPLOYMENT RATE

We are monitoring the number of local regional activities and employment targets according to our data for 2022-2023. We would like to share that we have increased local employment.

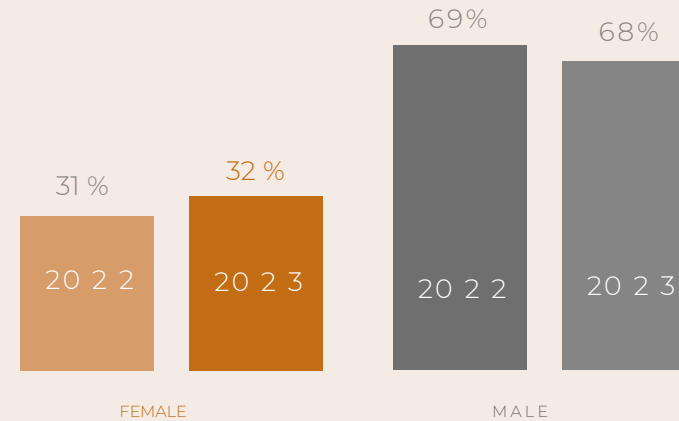
EMPLOYMENT RATE



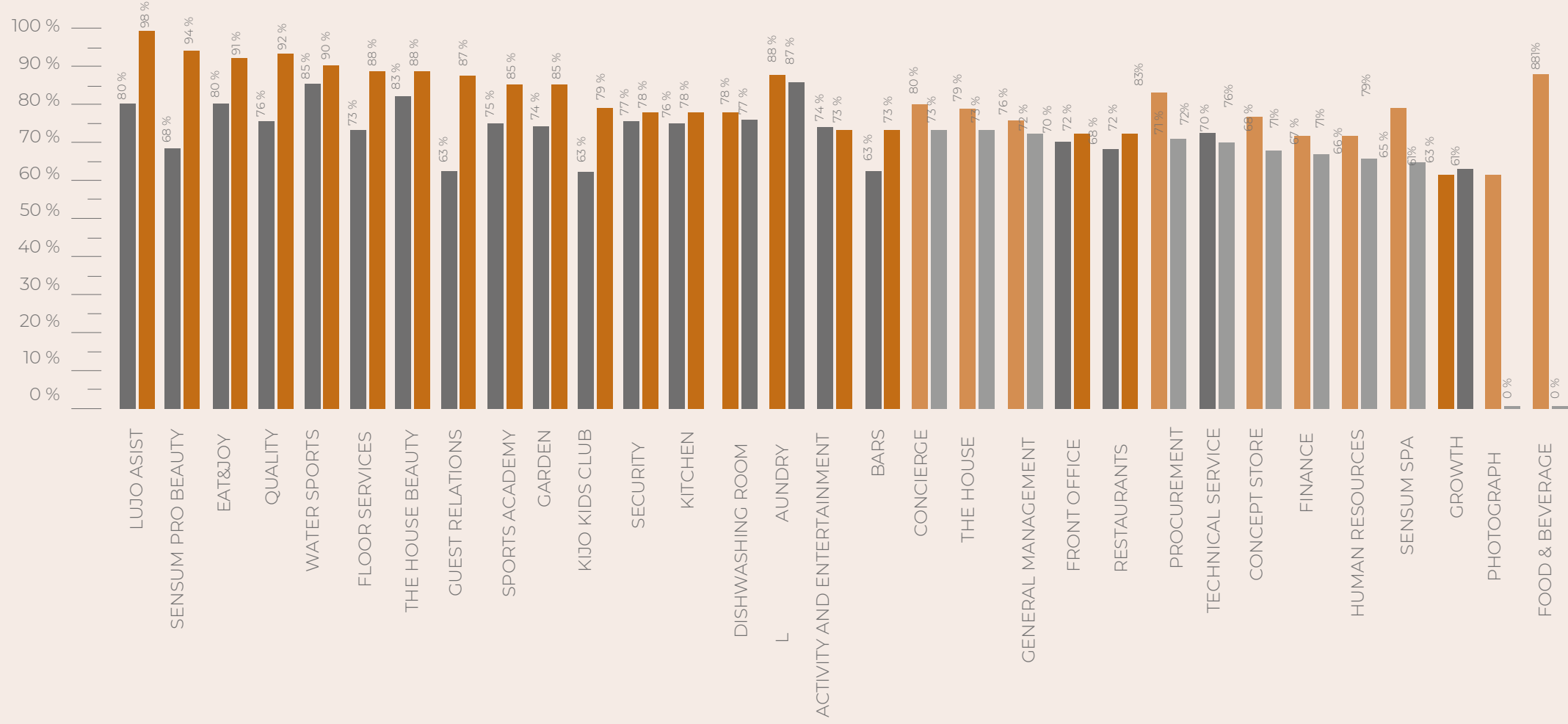
RATIO OF FEMALE EMPLOYEES

The ratio of female employees in our organization has been increased by 1% compared to 2022; we continue our efforts to reach our target in this regard.

SEX RATIO



2023 Employee Satisfaction Survey conducted in August and December, departmental satisfaction rates are given below. Incoming satisfaction average is 78%. Compared to 2022, the satisfaction rate increased by 2%.



STAKEHOLDER RELATIONS





STAKEHOLDER RELATIONS

We care about the satisfaction of our guests and analyze their feedback.

COMPETITORS OVERALL & PERFORMANCE COMPARISON SEPTEMBER

Name	Performance 249 Aggregated Sources Sep 1 - 30, 2023	Performance 249 Aggregated Sources Sep 1 - 30, 2022	Performance 249 Aggregated Sources Change Sep 1 - 30, 2023 Vs Sep 1 - 30, 2022	Reviews 249 Aggregated Sources Sep 1 - 30, 2023	Reviews 249 Aggregated Sources Sep 1 - 30, 2022	Reviews 249 Aggregated Sources Change Sep 1 - 30, 2023 Vs Sep 1 - 30, 2022
Caresse, a Luxury Collection Resort & Spa, Bodrum	55.71	82.92	-32.91%	7	24	-70.83%
D Maris Bay	91.67	92.07	-0.43%	102	94	+8.51%
Hillside Beach Club	92.31	92.61	-0.32%	26	46	-43.48%
Lujó Hotel Bodrum	92.56	94.11	-1.65%	127	128	-0.78%
Mandarin Oriental, Bodrum	94.18	93.16	+1.09%	43	60	-28.33%
Maxx Royal Kemer Resort	97.62	97.37	+0.26%	107	144	-25.69%
Regnum Carya	88.15	90.30	-2.38%	156	155	+0.65%
Your Values	92.56	94.11	-1.65%	127	128	-0.78%
Competitor Values	88.61	91.40	-5.25%	441	523	-15.88%
Complindex	1.07	1.03	+0.04	0.29	0.24	+0.04

Name	Score 249 Aggregated Sources Sep 22, 2023	Score 249 Aggregated Sources Sep 20, 2022	Score 249 Aggregated Sources Change Sep 20, 2022 Vs Sep 20, 2023	Reviews 249 Aggregated Sources Previous Month	Response rate 249 Aggregated Sources Previous Month
Caresse, a Luxury Collection Resort & Spa, Bodrum	91.33	91.27	+0.07%	7	50%
D Maris Bay	93.44	92.94	+0.54%	102	96%
Hillside Beach Club	92.58	92.20	+0.41%	26	0%
Lujó Hotel Bodrum	91.46	91.38	+0.08%	127	98%
Mandarin Oriental, Bodrum	93.00	92.29	+0.76%	43	95%
Maxx Royal Kemer Resort	95.31	94.93	+0.40%	107	48%
Regnum Carya	94.19	94.14	+0.05%	156	98%
Your Values	91.46	91.38	+0.08%	127	98%
Competitor Values	93.31	92.96	+0.37%	441	63%
Complindex	0.98	0.98	0	0.29	1.56

Reviews

205 Total

Response Rate

93.93%

Performance

92.62

Overall Score

91.98

Impact Score

92.62

Booking.com

39

Expedia

138

Google

59

Booking.com

19

Hotels.com

3

Hotels.com

1

Expedia

1

Hotels.com

0

Hotels.com

1

Hotels.com

0

ONLINE REPUTATION SEPTEMBER

TEPAVATKAR SAKINDE
BODRUM DISTRICT #151404
GÜVERCİNLİK #212

STAKEHOLDER RELATIONS

We work in partnership with our local stakeholders on all our opportunities.

We support the protection of nature by participating in coastal cleaning activities organized by the Ministry in our region in 2022-2023.

We frequently go to the coast and land road cleaning with our neighboring hotels in our own hotel area, particularly to collect waste that will burn, in order to keep our environment clean and prevent fires.



SOCIAL ●
ACTIVITIES
SUPPORTS

TÜRKİYE ENVIRONMENTAL EDUCATION FOUNDATION

The Turkish Environmental Education Foundation is a non-governmental organization based in Ankara. The Turkish Environmental Education Foundation (Türçev) was established in 1993 on the initiative of the Ministry of Tourism with the aim of enriching and protecting the Earth environmentally, working with international environmental organizations and promoting Turkey's natural beauties.

We also support the Türçev Foundation in order to maintain a sustainable environment.



TÜRÇEV
TÜRKİYE ÇEVRE
EĞİTİM VAKFI

ASSOCIATION FOR THE SUPPORT OF CONTEMPORARY LIFE

We invite our guests to support our “**Less Staff More Joy**” project, which, in collaboration with the Association for Supporting Contemporary Life (CYDD), aims to protect and develop Atatürk's principles and revolutions while also reaching out to modern people and society through modern education. At the end of the holidays, we offer the items donated by our guests for sale online and transfer the proceeds to CYDD bank accounts.



CULTURAL ACTIVITIES



We introduce you to our natural beauties and historical places that you can see in the Aegean region destination with Lujo website.

We also inform our guests about the transfer service option with our Sea Plane for access to these areas.

Kendinizi sanat ve eğlence dolu yemyeşil bir dünyaya doğru yolculuğa çıkmak için hazırlayın!

Lujo'daki felsefemizin temelinde neşe ve eğlence yatar. Neşe ve eğlencenin insanın kalbinden taşan bir keyfe dönüştüğüne, bunun hepimizi saran büyüğüne inanınız.

LUJO RUKU

BİR BAKIŞTA LUJO

ÖDÜLLERİMİZ

BODRUM

*Yokuş başına geldiğinde Bodrum'u göreceksin,
Sanma ki sen geldiğin gibi gideceksin
Senden öncekiler de böyleydiler
Akıllarını hep Bodrum'da bırakıp gittiler...*

— Halikarnas Balıkcısı



BIOLOGICAL DIVERSITY

Biodiversity means the diversity of life forms all over the world.

All ecological processes of which these life forms are a part are referred to as biodiversity. Plants and animals are key elements of all this diversity.

In this regard, we take care to protect our biodiversity and use local plants in our facilities.



OTHER ACTIVITIES



Staff parties were held in May, July, November and December in 2023. Our employees' satisfaction with the parties increased by 7 points compared to the previous year.



Practices in 2023 for staff motivation, mental health and well-being:
A welcome kit was introduced for our new team members.

For March 8, International Women's Day, a donation was made to the Foundation for Supporting Contemporary Life for our female employees.

Boxes containing nostalgic products were shared in July for team motivation.

For employees staying at The House, social shuttle service is provided to Bodrum and Kariaport routes.

A corporate welcome gift is provided for the new managers joining the team, aiming to strengthen their organizational belonging.

