



# AQUA FANTASY STAFF PROGRESS REPORT

27.11.2017

## **1. APPLICATION**

AQUA FANTASY AQUAPARK HOTEL & SPA is paying special attention to the protection of Human Rights and the support of business processes in this area.

There is no distinction based on language, race, gender, political thought, philosophical belief, religion or sect and similar reasons. No direct or indirect action is taken for the performance of the employment contract, for the creation, implementation and termination of its terms, due to gender or pregnancy. For a job with the same or equal value, a lower wage due to gender is not decided. In this direction, no lawsuits have been filed against our company and no complaints have been made.

Our business is respectful and sensitive to Human Rights before all other stakeholders in the value chain we create, especially our employees, and we contribute continuously to the development of this consciousness. We expect the understanding and protection of universal human rights by our suppliers.

One of the most fundamental business elements of our business is the health and safety of our employees. Continuous control and improvement of the subject is one of our most important responsibilities. The Occupational Health and Safety Board is responsible for monitoring occupational health and safety practices at workplaces, disseminating good practices and reviewing work practices.

Determining the strengths of the institution and its openness to development, measuring the effectiveness of Human Resources practices, determining the motivation of the employees and the factors affecting them, learning their opinions on the working environment and management style, periodical to determine the employees' perspective on the development, development and expectations. Employee Satisfaction Survey is conducted and action plans are prepared according to the results. The works carried out by our business are as followed:

1. A request box, a suggestion and a complaint box were placed in the Personnel Dining Hall. The key of this box is with the management and it will help the management to check the wishes, complaints and suggestions of the staff and improve wherever possible.
2. Personnel are provided with the minimum wage and food, lodging and service in addition.
3. Our personnel's work clothes are washed in our hotel's laundry room by our staff.
4. Our hotel employs disabled people as stipulated by law.
5. Every month, the personnel of the month shall be elected by voting among our personnel and such personnel shall be rewarded.
6. Every month, all employees are celebrated on their birthday.
7. To give importance to continuous education periodically in different subjects (Department Work-on-the-Job Trainings, English Language Education, Occupational Health and Safety, Fire, Environment, Certified First Aid Training, Travelife, Green Star etc.)
8. We provide foreign language training to our staff in winter season and is recorded.
9. In the clinic contracted on behalf of the hotel, all employees have the right to have free health checks if they wish.

## **2. 2017 SEASON**

1. All employees are allowed to use Aqua Park free of charge when they are off. It was reduced every 15 days in low season and staff were allowed to go with their families. Families have been given discounts during the last season. In 2017 we worked with 475 people
2. We have put a LCD screen in the the staff cafeteria so that they could listen to music and use it for training and announcement purposes.
3. During the season and off season, parties were organized for moral and motivational purposes.
4. The staff cafeteria was planned to have more variety upon the demand.
5. Monthly 5s audits were performed and bronze, silver and gold star flags were awarded and these flags were shared with our guests in the areas where they worked.



The lost items which belong to the guests who have been in the summer season of 2017 and which are not owned by the owner, are given to our personnel and to the people in need. Small items with no material value at the end of each month were delivered to our staff at the end of the month.

7. We thanked all our interns who make internship in our company, and certificates were distributed. We had 70 people
8. We are aware to not give any heavy work to women and we don't employ children, this is against our policy.
9. Management have improved the meals for the staff.

### 10. Staff Surveys:

The survey was not conducted this year.

### 11. Trainings:

- The number of people attending the training decreased due to the crisis compared to the previous year and the number of personnel employed decreased. Training time per person has increased.
- 2848 people participated in basic and special trainings.
- 571 persons participated in the orientation and ISG trainings and 175 were not able to attend this training since they left their jobs.
- Training time per person increased by 115 minutes or 1.9 hours.

YIL: 2017		EĞİTİM ANALİZİ - OTEL																			
İnsan Kaynakları ve Eğitim Müdürlüğü		İŞ BAŞI EĞİTİMLERİ, TEMEL VE ÖZEL EĞİTİMLER								ORYANTASYON VE İŞ SAĞLIĞI GÜVENLİĞİ EĞİTİMLERİ				TÜM EĞİTİMLER							
Sıra No:	Depart. Adı	Şubat	Nisan	Mayıs	Haziran	Temmuz	Ağustos	Eylül	Toplam Gerçekleşen Eğitim Sayısı	İş başı, Temel ve Özel Eğitimlere Katılan Toplam Personel Sayısı	İş başı, Temel ve Özel Eğitimler Eğit.Süresi dk. (Ortalama 30 dk.)	İş başı, Temel ve Özel Eğitimler Kişi Başına Eğitim Süresi (dk.)	Oryantasyon Eğitimine Katılan Kişi Sayısı	İSG Eğitimi Kişi Sayısı	Zorunlu Hijyen Eğitimi Kişi Sayısı	Oryantasyon ve İş Eğitimi Kişi başı Eğitim Süresi Ortalama (60 dk.)	Departmanlara Göre Kişi Baş Eğitim Süresi (DK.)	Departmanlara Göre Kişi Baş Eğitim Süresi (SAAT)			
1	CMS	0	0	2	2	2	2	0	8	71	240,0	3,4	21	21	0	0,7	4,1	0,1			
2	MKM	0	0	0	1	0	0	0	1	3	30,0	10,0	3	3	0	0,1	10,1	0,2			
3	EAM	0	0	0	2	2	1	0	5	66	150,0	2,3	22	27	0	0,8	3,1	0,1			
4	EXC	0	0	4	4	4	4	2	18	412	540,0	1,3	149	160	0	5,2	6,5	0,1			
5	FOM	0	0	5	5	4	3	0	17	127	510,0	4,0	25	26	0	0,9	4,9	0,1			
6	SPA	0	0	2	3	3	2	0	10	109	300,0	2,8	3	13	0	0,3	3,0	0,1			
7	GRM	0	1	1	1	1	2	0	7	28	210,0	7,5	3	4	0	0,1	7,6	0,1			
8	GVM	0	0	0	0	1	0	0	1	3	30,0	10,0	1	2	0	0,1	10,1	0,2			
9	BK	0	0	3	3	2	2	0	10	231	300,0	1,3	85	110	0	3,3	4,5	0,1			
10	PM	0	0	1	2	1	1	0	5	17	150,0	8,8	1	2	0	0,1	8,9	0,1			
11	PZM	0	1	1	1	0	0	0	3	29	90,0	3,1	6	13	0	0,3	3,4	0,1			
12	KALİTE VE EĞİTİM MÜD. TEMEL VE ÖZEL EĞİT	0	2	16	9	10	1	0	38	726	1140,0	1,6	1	1	0	0,0	1,6	0,0			
13	SBM VE BARLAR	0	0	5	5	5	4	0	19	517	570,0	1,1	130	152	0	4,7	5,8	0,1			
14	LAA	0	0	1	1	1	1	0	4	15	120,0	8,0	3	2	0	0,1	8,1	0,1			
15	MM	0	0	2	2	2	0	0	6	33	180,0	5,5	7	5	0	0,2	5,7	0,1			
16	TM	0	0	0	2	0	1	0	3	18	90,0	5,0	25	24	0	0,8	5,8	0,1			
17	YS	0	0	0	1	0	0	0	1	3	30,0	10,0	2	2	0	0,1	10,1	0,2			
18	DPS	0	0	2	2	2	2	2	10	27	300,0	11,1	3	3	0	0,1	11,2	0,2			
19	GİM	0	4	4	2	1	5	2	18	412	540,0	1,3	0	0	0	0,0	1,3	0,0			
20	İTM	0	0	0	0	0	0	0	0	0	0,0	0,0	1	1	0	0,0	0,0	0,0			
21	OTEL LGS	0	0	0	1	0	0	0	1	1	30,0	30,0	0	0	0	0,0	30,0	0,5			
GENEL TOLAM		0	8	49	49	41	31	6	178	2848	5550	98,006508	491	571	0	17,7	115,71	1,93			
TOPLAM KİŞİ BAŞI EĞİTİM SÜRESİ (DK.)		115,71																			
TOPLAM KİŞİ BAŞI EĞİTİM SÜRESİ (SAAT)		1,9																			
		ZORUNLU EĞİTİMLERE KATILAMAYAN PERSONEL SAYISI																			
		ORYANTASYON EĞİTİMİ ALMAYAN VE ALMADAN AYRILAN PERSONEL SAYISI				175				İŞ SAĞLIĞI GÜVENLİĞİ EĞİTİMİ ALMAYAN VE ALMADAN AYRILAN PERSONEL SAYISI				95				HİJYEN EĞİTİMİ ALMAYAN VE HİJYEN SERTİFİKASI OLMADAN ÇALIŞAN PERSONEL SAYISI			

### 3. 2018 GOALS

1. To ensure that our employees are supported by trainings in winter. Raising staff satisfaction rate to 70%
2. To keep the training time per person above the previous year (115 min)
3. To keep participation in compulsory education above the previous year.(571)
4. Improve staffing areas and facilities: Dressing room, Rest areas and improvement of lodging facilities.
5. To give motivation by organising parties and activities.
6. To provide and find staff from the immediate environment
7. To cooperate with high schools and universities and to contribute to their professional future.
8. Improving staffing areas and facilities: Changing room, Resting areas and lodging facilities.