ZENIYA

—RESORTS—

ZENIYA HOTELS BODRUM

SUSTAINABILITY REPORT
-2023-



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ABOUT US

Zeniya Tourism Hotel Management Stone. Sleep. Construction. Food Industry and Trade Ltd. Co.'s Chairman of the Board of Directors is Mr. Fatih Süalp. Süalp, who started his tourism career in 1994, gained hotel management experience by working in various hotels,

In 2011, Zeniya Tourism Hotel Management Stone. Sleep. He stepped into business management as a partner of İnş. Gıda San ve Tic. Ltd. Şti .

Zeniya Hotels serves Turkish and Bodrum tourism with its 4 Resort hotels in different locations in the Bodrum region, with a total bed capacity of 2500 and an employment of approximately 1000 personnel.

In our hotels' sustainability approach;

to ensure that environmental values and natural resources are used in a rational manner that does not lead to waste, taking into account the rights and benefits of present and future generations, and to ensure controlled growth in the economy .

Our sustainable development goal is to provide today's life cycle without compromising the ability of future generations to meet their own development needs. Being aware of our responsibilities in the social, economic, ecological and cultural dimensions of sustainable development, we work for a better world on behalf of ZENIYA HOTELS .
The best quality

We aim to control all consumption and minimize the damage that may occur to the economy and natural resources without compromising

our service and 100% guest satisfaction target.

GSTC OUR SUSTAINABILITY FOUNDATIONS



In line with the 17 global goals published by the United Nations, we accept the following as our sustainability pillars in our hotels: combating climate change, ensuring gender equality, promoting quality education, and responsible production and consumption, with the main aim of ending hunger and poverty all over the world.

We would like to announce our 4 Sustainability pillars that we take into consideration in all our activities when determining targets and actions .

ECONOMIC DIMENSION: Circular, environmentally friendly, recycling economy, material purchasing management, Environmental Management System, innovative, efficient technologies, eco-design, long life, aesthetics, prices reflecting ecological and social costs, regional and local marketing networks, direct purchasing, prevention of corruption

ECOLOGICAL DIMENSION: Efficient use of resources, "on-time-season" consumption, protection of biodiversity, ecological life cycle systems, renewable energy preferences, prevention of ecosystem degradation, removal of pollutants, emissions, wastes to reduce , to protect the climate

SOCIAL DIMENSION: Development of human health, justice, equal opportunity approaches, calculation of the interests of future generations, democratization, participation of all population groups in all areas of life, identification of groups at risk of discrimination, protection efforts, decent work performance indicators

CULTURAL DIMENSION: Sustainable lifestyle, holistic perception of nature, aesthetic perception of sustainable development, local cultural diversity, survival of traditional knowledge, material culture, consumer awareness, development of local communities, cosmopolitan culture, keeping alive and promoting culture while keeping up with international change, global responsibilities

ZENIYA IN OUR VALUES

Our mission;

Our goal is to ensure that our guests experience the most environmentally friendly, cleanest and most authentic regional texture with the quality of sustainable service that we will achieve with our employees, and to have the most beautiful holiday moments with a high sense of satisfaction.

Our vision;

Our mission is to provide more employment in sustainable hotel management with reliable, respectful and environmentally friendly work, to create a livable life cycle with our sense of responsibility towards future generations, to protect our brand value in national markets with the highest standards and to continuously develop it and to deliver the Zeniya Hotels service concept to the guest base seeking superior quality.

Our responsibilities;

By taking responsibility in all areas required for sustainable tourism service, we strive to strengthen customer experience, increase staff, guest and supplier awareness, increase efficiency and reduce expenses, and develop and strengthen the ecosystem and human well-being.

We are aware that it is our obligation to operate in accordance with the principles formed by our group hotel culture and all legal laws, regulations and professional business standards.



ZENIYA HOTELS SUSTAINABILITY POLICY

The main goal of our hotels is to provide the best quality service by keeping guest satisfaction above all else, together with all our employees. In line with this goal;
implements a long-term sustainability management system that addresses environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management issues appropriate to its size and scope and guides continuous improvement .

Legal requirements;

Zeniya Hotels has adopted the principle of complying with legal requirements in all product and service processes.

Safety of our employees and investment in people;

Our personnel are our most valuable asset. In order to minimize the risks that may endanger the health and safety of our employees and business partners and to prevent work accidents, continuous improvement is made in all our processes and the latest technologies are followed. Our indispensable rule is the education of our employees, the protection of human rights and the equal rights they enjoy regardless of religion, language and race.

Guest Satisfaction – Guest Safety – Guest Focus;

Our guests are the reason we exist. Our primary values are to follow all guest complaints from all sources, to resolve complaints and to inform our guests about this issue and to turn complaints into opportunities for ourselves.

Respect for the Environment, Protection of Natural Life;

Our main goals are to prevent environmental pollution and protect nature by using our resources in the most efficient way, to reduce the amount of our waste, to recycle it or to render it harmless.

Energy Saving;

Zeniya Hotels is committed to using our energy resources in the most efficient way and to continuous improvement in energy efficiency.

Food Safety – Hygiene;

In order to provide quality products that comply with food safety principles, it is our common principle to implement the food safety system throughout the food chain, to continuously improve it and to prioritize hygiene conditions throughout all hotels.

Our Investors and Business Partners;

We work to provide better service than our competitors at the most affordable cost by identifying the expectations and needs of our investors who provide a peaceful and safe working environment for their employees and our business partners with whom we share the same goal.

Support for the Local Economy and Sustainability;

Purchasing Practices We are aware of our contribution to the local economy, therefore fair trade policy is maintained in our relations with our suppliers. 95% of our purchased products and raw materials are local. For sustainable tourism, we make environmentally friendly purchases that produce less energy, water and waste. In light of these principles, our Hotels, which compete in national and international markets , always show the necessary determination to be a leader, constantly develop and provide resources.

Child Abuse and Harassment;

We believe that everyone should bear responsibility for the protection of children. We know that child welfare and the protection of children from all forms of harm are of the utmost importance and that it is our fundamental duty to protect all children we care for from physical and mental abuse. We are aware that our children are the building blocks of our future. We care about them growing up free and safe, without being subjected to any exploitation. While we offer activities that aim to develop their intelligence and skills in the area we have carefully prepared for them, we also strengthen friendships in the groups they are in. In light of these principles, our hotels, which compete in national and international markets , always show the necessary determination to be leaders, constantly develop and provide resources.

OUR RESPONSIBILITY TOWARDS THE ENVIRONMENT RESPECT

We respect the environment and the Earth in order to be respected in the world...

Zeniya Hotels aims to control the amount of water, electricity, energy, chemicals, solid waste, and minimize the damage that may occur to the environment and natural resources without compromising the comfort of its guests.

With the measures we take in the light of sustainable tourism principles, we make environmentally friendly purchases that produce less energy , water, and waste; the use of natural resources has been reduced, and applications have been updated to minimize and, if possible, eliminate damage to the soil, water, and air.

OUR ENVIRONMENT AND WASTE MANAGEMENT POLICY

Hotel management requires the use of significant natural resources. We take this responsibility seriously and include environmental management in key roles throughout the business. We strive to meet the high standards required for the Sustainable Development Goals in all our hotels. We constantly improve our management by closely following current action plans and reviewing our environmental performance with every innovation. We see it as our responsibility to help our guests become more environmentally friendly.

In order to increase competitiveness, switch to a circular economy, prevent waste, protect the environment, prevent pollution, increase public awareness, and contribute to our future by adopting an environmentally friendly lifestyle, we carry out a series of waste reduction programs in all operational departments of our hotels with our “Zero Waste” activities. In cases where waste is unavoidable, we ensure that it is separated for recycling and appropriate disposal, paying particular attention to hazardous waste. We provide regular training to our employees to ensure the continuous integration of waste reduction practices and encourage change suggestions.

- All our hotels receive consultancy services and training support by working with environmental engineers within the scope of environmental legislation.
- In all our facilities, packaging waste, hazardous waste, organic waste, construction and garden waste, medical waste, waste oils and batteries are collected separately, kept in temporary storage areas defined in accordance with the legislation within the hotels, collected by licensed and permitted companies and sent to the relevant separation-recycling facilities. The amounts of waste sent are processed in the E-ÇBS system.
- manual intervention can be made depending on weather conditions .
- in pools, boiler rooms and hotels with treatment facilities. Maintenance and calibration are carried out at regular intervals.

- All our facilities have earned the “Zero Waste Certificate” by adhering to their waste management plans.
- Waste Management and Zero Waste Trainings are regularly given to the staff in our hotels.
- Users are made aware of the “Chemical Usage” training provided by contracted supplier companies, and standardization is achieved in chemical consumption.

- Consultancy and training support is received on Hazardous Materials Safety, personnel are made aware, and information is provided on what to do in the event of spillage of hazardous chemicals.
- Low VOC paints, adhesives, varnishes and chemicals are preferred.
- We encourage our employees and guests to be sensitive to the environment and draw their attention to sustainability with campaigns that will encourage our guests. We support our employees by providing them with awareness training on environmental awareness and efficient use of energy.
- We raise awareness of our suppliers and stakeholders regarding green tourism, circular economy and energy efficiency efforts.
- We carry out guest reviews, fault records, room requests, internal correspondence and announcements through programs such as Electra web whenever possible, thus reducing paper consumption.
- We reduce the use of single-use products in food production as much as possible and purchase them in large packaged boxes.
- We are reducing the amount of waste by minimizing the use of single-use metal cans and plastic bottles, gradually switching to glass bottles in rooms, and by using beverage units in service areas.
- than one benefit with the systems we use in our hotels with multi-effective systems and we support them with Solar Energy systems.
- We carry out studies on waste recycling in our children's clubs and support children in becoming aware of recycling.
- Gardens are watered late in the evening or early in the morning . Drip irrigation systems are used to prevent loss through evaporation.
- Throughout the hotel, we prefer local plants that are well adapted to the climate and require minimum irrigation. We store our plant waste

separately and send it to areas designated by the Municipality to be recycled.

- There are practices to reduce plastic (packaging) consumption in buffets, for example bulk jam, honey, oil, etc.

➢ Greenhouse Gas Emissions

Global warming, aging population, rapid urbanization, depleting resources, economic fluctuations and digitalization. We are aware of the rapid change we are experiencing and the need to reduce our environmental footprint, and that all of these effects are global in scale.

Turkey's fundamental goal in the global fight against climate change is; "To participate in global efforts determined with common sense in the light of impartial and scientific findings, in cooperation with international parties, to prevent climate change, which is a common concern for humanity, in accordance with sustainable development policies, in line with the principle of common but differentiated responsibilities and within the framework of Turkey's special conditions." We will also set targets in line with our country's goals, work together with the government, private sector, local governments and civil society organizations to produce common solutions, and share our institutional activities and goals with the public.

In order to neutralize carbon and then move to zero carbon studies ; we will monitor our consumption and prefer products produced with climate-friendly methods, fuel-efficient vehicles, technologies with high energy efficiency class, and energies that produce less carbon. We will make green choices and encourage all our stakeholders to make green choices.

➢ Energy Management

Energy consumption is meticulously monitored and areas for savings are identified to reduce carbon emissions and ongoing savings efforts each year. We continue to strengthen our teams with technical services to identify the latest innovations in technology and renewable energy systems that facilitate reduction without compromising the guest experience.

We constantly analyze energy savings through maintenance, supervision and monitoring, and plan our new investment projects by focusing on energy production and reducing the damage we cause to the environment through renewable energy sources.

➢ Water Management

We are aware of the value of water resources. We continue to strive to reduce consumption overall each year. All water sources, including grey water, are disposed of correctly, in accordance with local legislation, without causing any negative impact on local environments or the population.

In our hotels;

- little water as possible are preferred.
- In our Bodrum hotels with purification systems, the domestic water is purified and used for garden irrigation.
- Water savings are achieved thanks to smart irrigation systems and low-flow/double-chamber flush bathroom fixtures.
- The training given to employees contributes to awareness by explaining the importance of protecting water resources and what to do to be careful about consumption.
- Guests are invited to save money with reminders and posters of savings measures in their rooms.
- It is planned to reduce water consumption by developing systems that reduce the flow rate of water flowing from the tap and shower head .

OUR GUEST SATISFACTION POLICY

Guest experience feedback is extremely important to our business and future, and we have policies and goodwill to ensure that we continue to exceed guest expectations before, during and after their stay. We encourage our guests to report any service that falls short of their expectations immediately, so that guest satisfaction continues throughout their vacation and they leave with an unforgettable experience to return. We would like to inform you that we have started to establish systems in our hotels where we will monitor the needs and deficiencies of our guests 24 hours a day , provide rapid solutions and continuously work to improve by turning complaints into opportunities. We aim to plan by taking into account the demands of each guest while preparing improvement activities and annual action plans on behalf of all departments. Our primary goal is to review the data collected by the guest relations department, which analyzes guest requests, with the help of all department managers involved in complaint management, and resolve them in the fastest and most fair way, informing guests and staff and ensuring everyone's satisfaction.

OUR WORKING LIFE, EQUAL OPPORTUNITY, BUSINESS ETHICS POLICY

We care about all our employees working in a healthy, happy and safe work environment. In addition to our colleagues working in different positions from different parts of our country, we host many cultures, beliefs and many different colors under the same conditions with the aim of increasing the number of employees from the region where our facilities are located.

In the process that starts with orientation training in recruitment, our promises and expectations from our colleagues are explained and their competencies are increased with the training they receive from trainers in many different areas. In addition to personal development training, we also provide professional development training, contributing to continuity in the profession and service, decent work and economic growth and quality education with individuals who become experts in theory as well as practice . At the same time, in internal promotions, in line with the “Promotion Instruction”, we give priority to in-house employees and take into account the potential and competencies of individuals, and ensure that they advance in their positions by supporting them in areas where they are lacking and contributing to their education. We contribute to equal opportunities by giving priority to candidates from groups at risk of discrimination in internal promotions, provided that all other qualifications are the same. In our activities, which are managed by a team of the best in their fields, focused on success, we value and respect the contributions and ideas of the experience of all age groups to our institution and employees. We plan to measure the total employment rates of those residing in the regions where the hotels are located and to contribute to vocational training with post-employment training in order to increase employment rates. In all our hotels, we help people choose the most appropriate and happy job for themselves in different departments/positions within the hotel in line with their abilities and development. Every year, we aim to organize an "Employee Satisfaction Survey" in which all our employees participate, and we take into account the opinions and suggestions from our employees in our action plans that will guide our company towards a better future.

CHILD ABUSE AND PROTECTING VULNERABLE GROUPS

➢ Our child abuse policy;

- The health and happiness of children are of the utmost importance.
- Children's Rights are for all children. It doesn't matter where they are born or what language they speak. No child is discriminated against because of their elders' beliefs or views.
- Some children are more vulnerable because of their past experiences, their level of dependency on others, their communication needs, or other issues.
- Working in partnership with children, young people, their parents, carers and other intermediaries is fundamental to supporting children's health and well-being.
- ensure that children with physical and mental disabilities have a full life under conditions that ensure their dignity , develop their self-confidence and facilitate their active participation in social life, as well as their individual development, including their cultural and spiritual aspects.
- Zeniya Hotels, we are working to improve all of these items so that our child guests in our facility, the children of our employees and the children in our region are safe and happy.

➢ Our Policy to Protect Vulnerable Groups:

Each of our hotels conducts regional special protected group and vulnerable group analysis and includes protection practices in its procedures for these identified groups and determines rules of conduct for employees.

In all our hotels;

- By developing and implementing an effective security policy and related procedures,
- Providing effective management for employees through supervision, support and training,
- By hiring employees safely after ensuring that all necessary and relevant checks have been carried out,
- To develop the local people in the places where we have facilities, to increase their living standards, positive attitudes towards tourists, the absence of gender-based actions-discrimination, and to adopt a helpful and hospitable approach by raising awareness among families through employees, and to convey that the positive contribution of being a safe city will be reflected on everyone, and to support institutions and organizations that will create social awareness in this area,
- We promise that support will be provided in the areas where local authorities need support so that there are no inadequate security elements (verbal harassment, physical harassment, terrorist incidents, mafia, drug dealers, theft, fraud, etc.), deserted streets, and people living on the streets around hotels, historical and cultural places, or places to visit in the city.

OUR COMMUNICATION POLICY WITH STAKEHOLDERS

Stakeholder Group	Priority Topic	Communication Methods	Communication Methods Relevant Stakeholder Advice Mechanism
Our employees	Guest Focus, Fighting Pollution, Focusing on People, Business Ethics, Employee Rights and Satisfaction, Transparent Management, Digitalization and Information Security, Quality Education, Preventing Waste, Circular Economy Awareness	Meetings, surveys, monthly reward meetings, internal announcements, special day meetings, volunteer-based sustainability team events	Human Resources Department Open door policy, Email, phone, surveys, Human Resources Wish Suggestion-Complaint boxes, Employee Representatives
Our Guests	Fighting climate change and supporting a low-carbon economy is a priority for Future Generations resources-awareness, sustainability of tourism, sustainability of hotels, ESG and risk management, digitalization and information security	Instant feedback via Guest Assistant, Social media, E-mail, Phone, Corporate website,	Via e-mail, telephone, surveys, social media accounts, travel platforms
Agencies	Combating climate change and supporting low carbon economy, Sustainability of tourism, Sustainability of hotels, ESG and Risk Management, Digitalization and Information security	E-mail, phone, online meetings, facility visits, agency visits, contracts	E-mail, phone, online meetings, facility visits, agency visits
Suppliers	Responsible Purchasing Specifications, combating climate change and supporting a low-carbon economy, business ethics, digitalisation and information security, risk management	Telephone, E-mail, Supplier visits-audits, meetings, discussions on supplier evaluation reports	E-mail, phone, online meetings, facility visits, supplier visits
Public Institutions	Quality Education, Resource-awareness of Future Generations, Decent work and economic growth, Sustainable cities and communities, Protection of cultural heritage	Audits, telephone, e-mail, institution visits	E-mail, phone, online meetings, facility visits

Sectoral Groups	Combating climate change and supporting a low-carbon economy, Quality Education, Sustainable cities and communities	E-mail, telephone, online meetings, Facility visits	E-mail, phone, online meetings
Students	Quality Education, Employee Rights and Satisfaction, Transparent Management, Digitalization and Information Security, Resources-awareness of Future Generations	E-mail, phone, online meetings, university visits, hotel meetings	E-mail, phone, online meetings, facility visits, fairs, career days
Local Communities	Sustainable cities and communities, Focusing on people, Cooperation and satisfaction of local people, Quality education, Healthy and quality life, Protection of cultural heritage	Open door policy of hotels, E-mail, phone, visits, meeting days through Muhtars, career days	Open door policy of hotels, E-mail, phone, visits, meeting days through Muhtars, career days

OUR SUSTAINABLE PURCHASING POLICY

We aim to contribute to reducing the environmental impact of purchasing by making purchases from places close to the facilities whenever possible and where appropriate resources are available, and by reducing suppliers' CO2 emissions during delivery. When selecting materials for Purchases with Connection Agreements, Individual Bulk Material and Service Purchases (Business-Based Bulk Purchases) and Retail Material and Service purchases; environmental friendliness of fuels, chemicals, pest control drugs, vehicles and equipment that consume all kinds of fossil fuels, electrical appliances, appliances containing refrigerant gas, noise-producing appliances, consumables, plastic materials and construction materials, their necessary permits and certificates, and energy efficiency classes are taken into consideration. Priority is given to products to be purchased in our hotels that have the following features;

- Made from recycled product or recyclable
- Sustainably produced or sustainably sourced
- Fair Trade / Organic / FSC / MSC etc. ➢ Delivered with less packaging
- Energy and water savers
- Environmentally sustainable ones
- Traceable ones
- Suppliers in nearby regions We review purchasing and contract processes to ensure that living cultural heritage and traditions are evident not only in the kitchen, but also in furniture, decoration, stores, events and other services. We aim to increase our local purchasing rate with the work we have initiated and the

personnel we have assigned to determine local sellers in the market in order to measure and manage purchases made from the region.

BIODIVERSITY, NATURAL LIFE AND WILDLIFE PROTECTION POLICY

Future generations have the right to know living species. We understand the vital and socio-economic value and importance of biodiversity with the healthy environment, healthy animal, healthy human approach between ecosystem destruction, climate change and disaster risk, and we undertake to work to ensure the protection of biodiversity. We take responsibilities to contribute to habitat creation, soil formation, nutrient cycle and water cycle in order to support ecosystem services , and we make plans aiming to contribute to recreational and aesthetic values, educational and inspirational values, moral and spiritual values, science and education in order to provide cultural support. In order to protect aquatic life, we show our sensitivity in the inspections of our suppliers and in purchasing in order to restore fish stocks as soon as possible or at least to levels that will provide maximum sustainable product according to their biological characteristics, to effectively regulate fish harvest, to end overfishing, illegal, unreported and unregulated fishing and fishing practices harmful to nature, and to implement science-based management plans. We organize trainings for the awareness of our employees and announce that speargun and underwater rifle hunting is prohibited in our inland water channels. In pesticide control studies (especially mosquito larvae) to be carried out in the facility or especially on stream banks and near water sources, we prefer practices that will not disrupt biodiversity (natural predators or bacteria). We are careful to ensure the continuity of the ecological functions provided by coastal and marine ecosystems and to ensure that the waters of the treatment plant located within the facility are discharged in quantities that will not harm the coastal ecosystem and water quality and that they are within legal regulations.

Our coasts are fragile and vulnerable to destruction, and in some places destroyed, ecosystems due to pressures from human activities in other parts of the world. Coastal erosion resulting from road construction, afforestation, sand extraction, second homes and tourism investments, maritime transport accidents, pollution and alien species are the biggest threats to this important marine ecosystem. We first conduct risk analyses for awareness-raising activities regarding factors that threaten coastal and marine biodiversity, agricultural biodiversity and biodiversity in forests located in mountain ecosystems . We plan and aim to implement practices that we can support to ensure sustainable management of all types of forests in order to protect life on land , to end deforestation, to restore degraded forests to their former state, and to significantly increase afforestation and reforestation. We oppose illegal hunting and trafficking of protected species of flora and fauna, and we commit to taking action and addressing the supply and demand problem of illegal wildlife products. We commit ourselves as a group to support efforts to combat illegal hunting and trafficking of protected species by 2025, including reducing the impacts of invasive alien species on terrestrial and marine ecosystems, taking necessary measures to prevent their spread, controlling or eradicating more threatened priority species, and increasing the capacity of local peoples to have sustainable livelihoods.

POLICY OF PROTECTION OF LOCAL ENVIRONMENT AND PRESENTATION OF CULTURAL HERITAGE

Due to rapid population growth, it is predicted that the population growth process experienced today will be more rapid and intense in the coming years, that cities will face very important transformations, that environmental and cultural losses in particular will be experienced, and that cultural heritage will be under threat from this process. Therefore, new policies need to be produced and strategic decisions need to be made that enable the protection of cultural and natural heritage. As Zeniya Hotels, it is important for us to ensure the continuity of our past, history, scientific and cultural knowledge.

The success of our destinations is directly related to the culture, traditions and people that shape and inhabit our regions. Respecting and valuing these social aspects and contributing to their learning by our colleagues and guests are among our priorities. We want the entire population to benefit from the benefits that tourism brings to a destination. For this purpose, in order to introduce our cultural heritage to all our guests, we share regional and country-specific information with our stakeholders through the ***bodrumgoturkey*** address on the official website of the Ministry of Culture and Tourism, the official websites of our hotels, and through Guest Relations staff.

OUR LIABILITIES

AGAINST GUESTS	AGAINST EMPLOYEES	TO OUR PRODUCT AND SERVICE SUPPLIERS	AGAINST COMPETITORS	AGAINST SOCIETY
Providing the most accurate and best service just in time	An honest, fair, safe working environment where different ideas are taken into consideration.	Timely fulfillment of obligations	Avoiding unfair competition	Good corporate citizen to be able to be
The promises made eclipse	A healthy environment where personal rights are fully used	Receiving a fair and competitive offer	Acting in accordance with Competition Law	Developing society
Fair, honest and equality rules according to be treated	A working environment free from all kinds of discrimination and harassment	To comply with privacy policies	To compete only within legal and ethical frameworks.	Not to harm the environment and natural resources. To develop the environment and natural resources by protecting them.
	Constantly yourself enabling the development of encouraging work environment			

OUR GROUP GOALS AND STRATEGIES

- Increasing Our Total Renewable Energy Usage Percentage
- Increasing the Proportion of Products Sourced from Local Suppliers – New Purchasing Agreements
- Increasing our efficient and environmentally friendly purchasing rates
- Increasing the number of hours of training provided per person – Increasing the training support that can be provided outside the hotel
- Afforestation Studies Support Policies and Targets
- Activities to Improve Disabled Opportunities, Facilitate Social Lives of Disabled People - Projects
- Expanding the Risk Assessment Approach – Incorporating Community and Stakeholder Well-being Issues into Internal Audit Topics
- Increasing Total Participation Hours with Volunteers in Corporate Volunteering Activities
- Increasing the number of our memberships and the number of civil society organizations we collaborate with within the scope of sustainability
- Increasing the Use of Recycled, Recyclable Products – New Purchasing Agreements
- Animal Welfare Improvement Plans – Project to Increase the Number of Animals in Care
- Increasing the amount of recyclable products.
- Increasing women's employment
- Saving on electricity and water consumption
- Improving facilities for our disabled guests
- Protecting and increasing biodiversity

YOU CAN ALSO SUPPORT US BY PAYING ATTENTION TO THESE ISSUES.

- We recommend that you choose environmentally friendly personal cosmetic and hygienic products.
- We hope you will accompany us in our sensitivity to the protection of endemic or protected animals and plants.
- Thank you for respecting the life rights of animals as much as we do.
- It is prohibited to carry out or facilitate the sale, presentation or organization of any historical or cultural goods and objects within the boundaries of our hotels.
- You can support the supply of appropriate food for the animals so that they can be fed properly by contributing to the food banks in our areas.
- We are grateful that you did not harm the plants and trees in our hotel garden areas so that we can preserve our biodiversity.
- Your preferences are very important in using our resources more economically and preventing waste .
- We expect you to inform us when you detect leaky taps or unnecessary lights left on, for the efficient use of our resources in all areas .
- We would like to inform you that we expect your support in reducing our waste during your holiday and thank you for not choosing single-use plastic packaged products.

Please leave your feedback and opinions

https://www.bodrumparkresort.com/

https://www.latanyaparkresort.com/

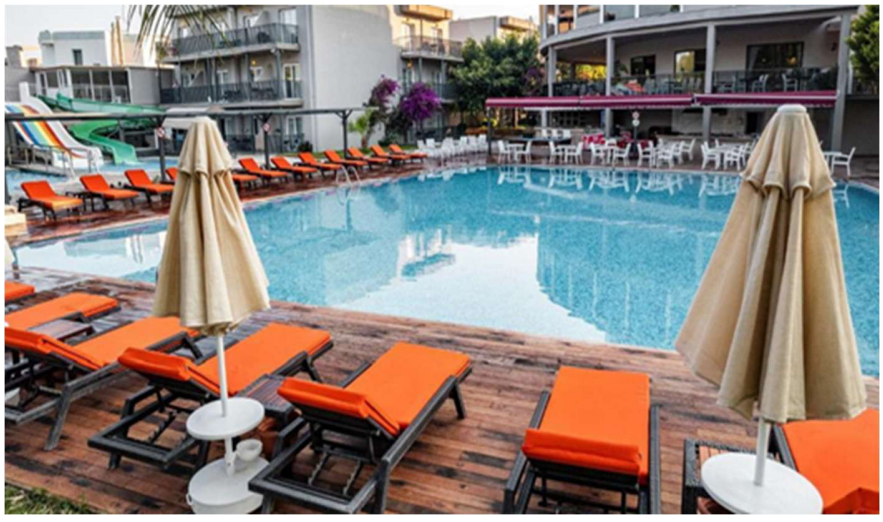
https://www.petunyahotel.com

https://www.bodrumbeachresort.com

your addresses with us.

BODRUM BEACH RESORT SUSTAINABILITY PERFORMANCE

-2023-



OUR ENVIRONMENT AND WASTE MANAGEMENT ACTIVITIES

Code	Waste Name	Bodrum Park Resort		Latanya Park Resort		Petunia Beach Resort		Bodrum Beach Resort	
		2022 (kg)	2023 (kg)	2022 (kg)	2023 (kg)	2022 (kg)	2023 (kg)	2022 (kg)	2023 (kg)
101	**Paper and cardboard packaging**	2.8	2.7	1.9	1.6	1.35	1.26	**2**	**1.6**
102	**Plastic packaging**	800	750	500	400	350	300	**500**	**450**
104	**Metallic packaging**	1.2	1.15	600	500	250	200	**600**	**500**
106	**Mixed packaging**	1.6	1.5	1.2	1.1	1.25	1.6	**2.2**	**1.7**
107	**Glass packaging**	4.85	4.5	3.4	2.2	1.8	2.4	**2.06**	**2.19**
317	**Waste printing toners containing hazardous substances**	2	7	4	10	6	25	**8**	**-**
111	**Organic solvents or other waste paints and varnishes containing hazardous substances**	-	34	-	75	13	80	**49**	**90**
110	**Residues of hazardous substances packaging contaminated with substances**	125	135	114	119	115	115	**145**	**59**
202	**Contaminated with hazardous substances absorbents, filter materials, cleaning cloths, protective clothing**	11	-	6	-	-	-	**-**	**-**
108	**Biodegradable kitchen and canteen waste**	50	45	35	30	30	28	**20**	**19**
121	**Fluorescent lamps and other mercury waste containing**	7	-	12	-	5	-	**9**	**-**
126	**Liquid and solid oils other than 20/01/25**	4.66	3,945	1,905	1,275	1,805	840	**150**	**335**
135	**Containing hazardous parts and discarded electrical and**	43	87	35	62	33	75	**17**	**45**
301	**Mixed municipal waste**	150	145	90	85	87	82	**40**	**38**

WASTE TYPE	AMOUNT OF WASTE PER CAPITA IN 2022 (kg)	AMOUNT OF WASTE PER CAPITA IN 2023 (kg)
Recyclable Waste(kg)	0.14	0.11
Waste Vegetable Oils (kg)	0.09	0.02
Hazardous Waste(kg)	0.05	0.05

2023 YEAR PAPER GROUP CONSUMPTION AMOUNT PER PERSON (pkt)	2024 PAPER GROUP CONSUMPTION AMOUNT PER PERSON (pkt)
210	190



OUR RECYCLING BOXES



MINI CLUB EVENTS

OUR ENVIRONMENTAL CLEANING ACTIVITY



GREENHOUSE GAS

As Zeniya Group, we purchase IREC certificates from AYDEM electricity provider, which provides renewable energy distribution. We donate saplings to TEMA Foundation and Aegean Forest Foundation in our activities to neutralize our carbon footprint .

CARBON FOOTPRINT

Our carbon footprint for 2023 is 622.43 tCO2 **.**

ENERGY MANAGEMENT

As energy sources, we use diesel for the generator and CNG for cooking purposes in food production areas.

ELECTRICITY CONSUMPTION

ELECTRICITY CONSUMPTION PER CAPITA IN 2023 (kwh)	ELECTRICITY PER CAPITA IN 2024 CONSUMPTION(kwh)
24.6	26.24

CNG GAS CONSUMPTION

CNG GAS CONSUMED PER CAPITA IN 2023 AMOUNT (m3)	CNG GAS CONSUMED PER CAPITA IN 2024 AMOUNT (m3)
0.37	0.28

WATER MANAGEMENT

Our hotel uses mains water from the Metropolitan Municipality Muski. We also have a 350-ton water tank.

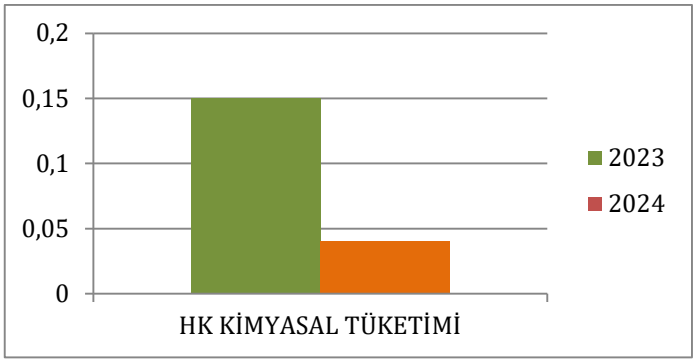
WATER CONSUMPTION

2023 PER CAPITA WATER CONSUMPTION (m3)	2024 PER CAPITA WATER CONSUMPTION (m3)
1.05	1.03

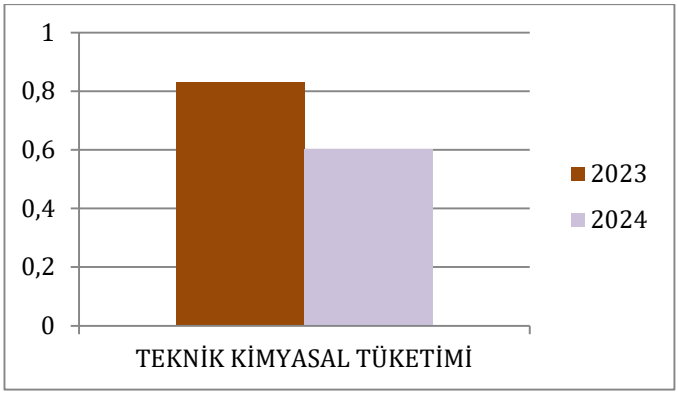
Chemical Use

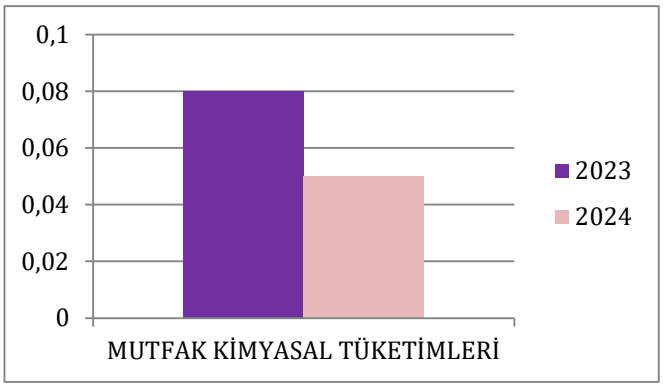
Chemicals are used in maintenance, repair and cleaning activities in our facilities. Every care is taken to minimise the use of chemicals wherever possible and to prevent accidental spillage. Employees who must handle chemicals are appropriately trained and provided with Personal Protective Equipment. It is ensured that all chemicals used are approved, labeled and in appropriate packaging, that we receive Material Safety Data Sheets (MSDS), and that the training provided complies with the MSDS data.

In our chemical warehouses, necessary precautions have been taken against leaks, spills, etc. that may harm the environment, and storage is carried out in accordance with regulations, the type of chemical, and the storage instructions of the manufacturer. Concentrated products are preferred whenever possible. Automatic dosage system uses minimum amount of chemicals for disinfection in all possible areas. We request permissions and licenses for the pesticides used by the companies we receive service from for pest control, and we make sure that they are products that do not harm human health and the environment and that they are used in appropriate doses. Natural methods of control such as fly trap EFK devices are used to protect food safety and human health in production areas .



Odalarımızda buklet malzeme kullanımını azaltarak dökme ürüne geçiş yaptık. Bu sayede kimyasal tüketimimizde %26 oranında bir düşüş elde ettik.





OUR GUEST SATISFACTION

- We record our guest satisfaction and the evaluation of our sustainability activities through a survey system.
- For guest satisfaction survey;

  https://www.jotform.com/tr/build/241773786596072

- To evaluate guest sustainability activities;

  https://www.jotform.com/tr/build/242631565767061

  to the links .

- We use the Whatsapp line with QR codes to communicate more easily with our guests and to enable them to convey their possible complaints to us.



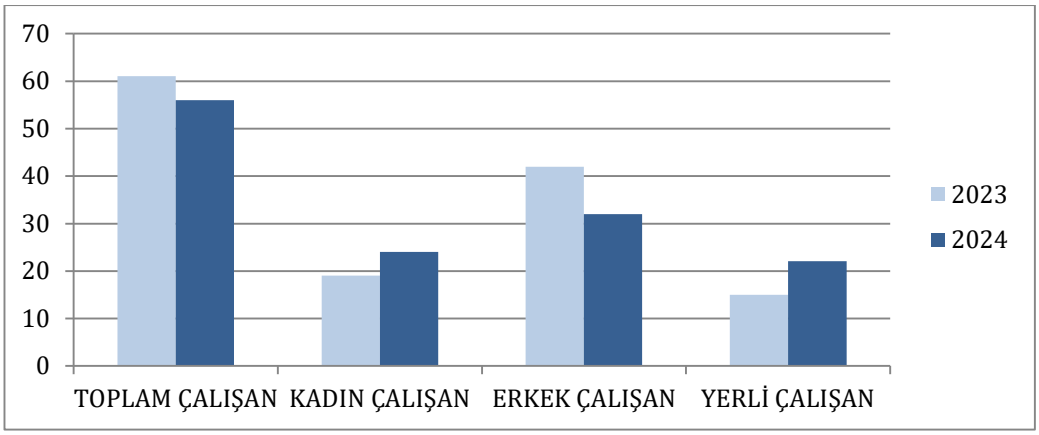
GUEST SATISFACTION RATES			
	2021	**2022**	**2023**
TRIPADVISOR	4.0	4.0	4.0
HOTELPOINT	6.5	7.5	8.7

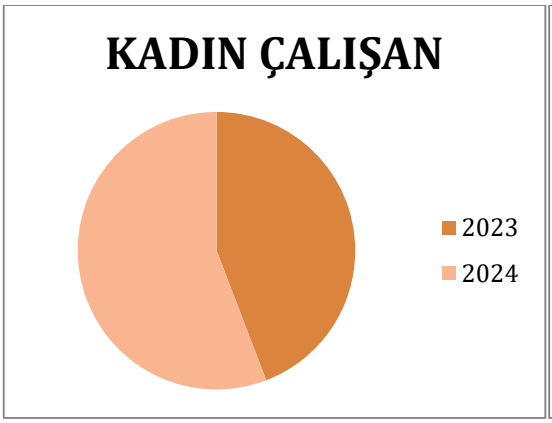
STAFF WORKING LIFE

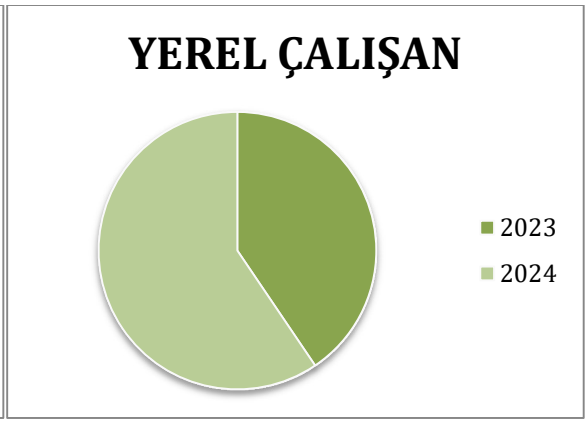
We provide accommodation support to our employees who request it in Bodrum, and provide them with free facilities to meet their daily needs. We provide accommodation in the rooms within our hotel. In order to reduce the damage we cause during transportation and to reduce the time people spend on the road and to help them spend time for themselves, we also provide accommodation support to local personnel coming from remote areas, depending on availability.

We provide service support for each shift according to the employees' working hours. Within the scope of business ethics, we inform our employees about corruption, bribery, unethical events, fraud, abuse, etc. in orientation trainings. In such cases, when they encounter problems , or that we will protect the confidentiality of their conversations with the Human Resources department if they wish.

STAFF RATIOS





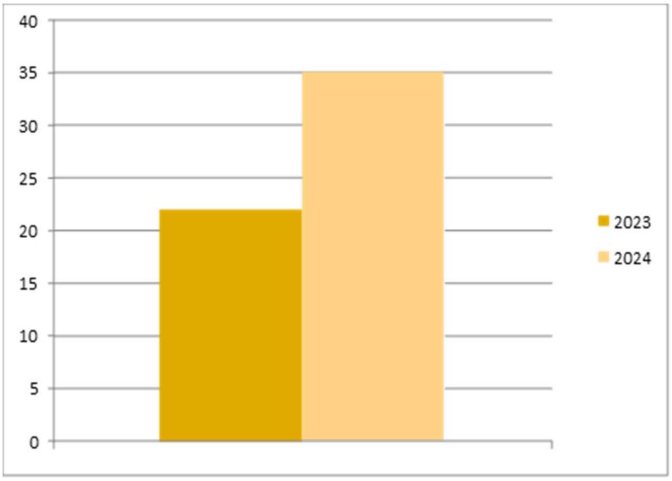


ACCESSIBILITY FOR ALL

every point and area with our existing disabled room and areas available for the disabled in general areas. In this context, we strive to be better by planning the improvements we can make.

1 disabled room , access to at least one area in all concepts, and a portable disabled elevator for pool use.

OUR SUSTAINABLE PURCHASING PERFORMANCE



Our hotel gives priority to environmentally friendly products (eco-labelled products) in its purchases. If there are no environmentally labeled products in the product group to be purchased, the relevant products are selected from suppliers and manufacturers whose production and all other processes do not harm the environment.

increased the number of our local suppliers from 22 to 35, **achieving a 78.5 % increase.**

THINGS TO BE CONSIDERED WHEN VISITING MUSEUMS AND AREAS CONTAINING HISTORICAL, RELIGIOUS AND CULTURAL STRUCTURES

Museums are places that contain objects and stories related to culture, art, nature, science and technology.

Learning becomes more interesting and exciting when faced with real objects in museums, and effective learning takes place. One of the most important duties of museums is to educate and inform people.

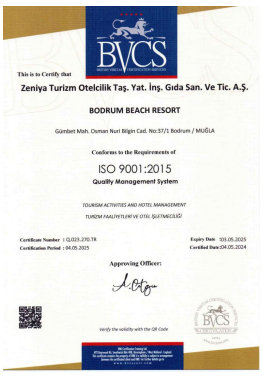
- Please take into consideration the warnings made in the museum.
- To comply with the warnings of the staff and the visiting rules posted in the museum,
- At the entrances, if necessary, you must show your ID/museum card and enter with a ticket.
- One of the most important rules to follow in the museum is to be quiet and not make noise.
- Not touching the works and their cases (pedestals) exhibited in the museum, not writing on them (this warning should be made especially when going to open-air museums and archaeological sites), not damaging the items.
- According to the warning in the museum you visit, do not take photos/you can take photos.
- Do not/can not take flash photos according to the warnings in the museum you are visiting (these warnings should be made according to the rules of the museum you are visiting).
- Listen carefully to what is being said and ask your guide and (if any) museum education experts about anything you are curious about.
- We would like to thank the officer we contacted for information about the works.
- Not entering museums with food and drinks,
- Not throwing garbage on the ground,
- On group trips , do not get separated from the group. If you get separated from the group and think you are lost, go to the staff and ask for help.
- Avoid disturbing others during travel

In the visits to places of worship (mosques, churches, synagogues, etc.) referred to as Faith Tourism, the places of worship to be visited should be visited with tolerance and in accordance with the religious aspects that should be taken into consideration.

- Taking into consideration the warnings given by the officers at the entrances,
- Wearing appropriate clothing at entrance areas if necessary
- Not to disturb worshippers in visiting areas, to be quiet and not to make noise,
- Attention should be paid to issues such as not entering with food and drinks and not throwing garbage on the ground.

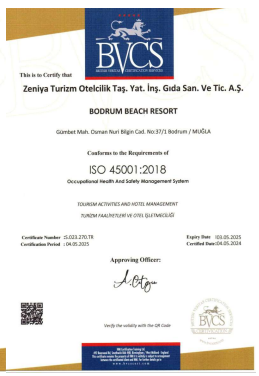
FOR BODRUM DESTINATION PROMOTION ; https://bodrum.goturkiye.com/

CERTIFICATES & EVENTS














Tripadvisor
Travellers'
Choice Awards
2024