ZENİYA HOTELS BODRUM

SUSTAINABILITY PERFORMANCE REPORT

-2024-









TABLE OF CONTENTS

1. **ABOUT US**
2. **OUR COMMITMENT TO SUSTAINABILITY**
3. **OUR GLOBAL SUSTAINABILITY PILLARS**
4. **ZENİYA IN OUR VALUES**
5. **OUR SUSTAINABILITY RESPONSIBILITIES**
6. **OUR SUSTAINABILITY TARGET HEADINGS**
7. **IN ACCORDANCE WITH OUR SUSTAINABILITY POLICY,**
8. **SUSTAINABILITY MANAGEMENT SYSTEM**
9. **SOCIO-ECONOMIC SUSTAINABILITY**
10. **CULTURAL SUSTAINABILITY**
11. **ENVIRONMENTAL SUSTAINABILITY**
12. **POLLUTION ABATEMENT MANAGEMENT**

1. ABOUT US

Zeniya Turizm Otelcilik Taş. Yat. Construction. Food San and Tic. Ltd. Şti's Chairman of the Board of Directors is Mr. Fatih Süalp.

Süalp started his tourism career in 1994 and after gaining hotel management experience by working in various hotels, he joined Zeniya Turizm Otelcilik Taş. Yat. Construction. Food San and Tic. Ltd. Şti. as the partner of Zeniya Hotels.

Zeniya Hotels serves Turkish and Bodrum tourism with its 4 resort hotels in different locations in Bodrum region, with a total capacity of 2500 beds and a staff of 1000 people.

2. OUR COMMITMENT TO SUSTAINABILITY

Dear Stakeholders
In today's tourism world, the sustainability of hotel operations plays a critical role, both in their operations and in their interaction with society and the environment. We place great importance on protecting our natural resources and contributing to society and the environment while maximizing guest satisfaction. Our sustainability vision is to act with the needs of future generations in mind, not just those of today.
sustainability.
Our statement presents in detail how our sustainability vision is reflected in our hotel operations and the progress we have made in this direction. The report includes information on a wide range of topics, from the measures we have taken to reduce our environmental impact, to the activities we carry out to contribute to society, to our efforts to increase the training and awareness of our employees.
However, we must keep in mind that sustainability is a process that requires a continuous effort. Therefore, we would like to emphasize that the information presented in the report reflects only a specific period, that we continue to believe in sustainability and that we will take further steps in the future.

As a result, we recognize the importance of sustainability and commit to continue our efforts for the sustainability of our company. We believe that this statement is an important tool to increase the transparency of our hotel operations and to continue to work for a greener world in collaboration with our stakeholders.

To explain the process approach, to define authorities and responsibilities, and to demonstrate our practices and performance of our hotels' sustainability management system to third parties.



3. OUR GLOBAL SUSTAINABILITY PILLARS



In the guidance of the global 17 sustainability goals published by the United Nations, we accept the main goals of ending hunger and poverty all over the world, combating climate change, ensuring gender equality, promoting quality education, responsible production and consumption as our sustainability pillars in our hotels. We would like to inform you about our 4 Sustainability pillars that we take into account in all our activities in setting targets and actions.

ECONOMIC DIMENSION Circular, environmentally friendly, recycling economy, material purchasing management, Environmental Management System, innovative, efficient technologies, eco-design, longevity, aesthetics, prices reflecting ecological and social costs, regional and local marketing networks, disintermediated purchasing, anti-corruption,

ECOLOGICAL DIMENSION Efficient use of resources, "timely and seasonal" consumption, protection of biodiversity, ecological life cycle systems, renewable energy preferences, prevention of ecosystem degradation, reduction of pollutants, emissions, waste, climate protection,

SOCIAL DIMENSION Improving human health, justice, equal opportunity approaches, accounting for 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, keeping traditional knowledge alive, material culture, consumer awareness, development of local communities, cosmopolitan culture, keeping culture alive and promoted while adapting to international change, reviewing global responsibilities.

4.ZENİYA IN OUR VALUES

Our Mission

With the quality of sustainable service that we will achieve with our employees, we will make our guests experience the most environmentally sensitive, the cleanest, the most real and the texture of the region, and to make you experience the most beautiful holiday moment with a high sense of satisfaction.

Our Vision

We maximize our brand value in national markets by creating a livable life cycle with our sense of responsibility for future generations, by providing more employment in sustainable hotel management, through reliable, respectful and environmentally sensitive work. to continuously improve the Zeniya Hotels service concept by maintaining its standard and to offer the Zeniya Hotels service concept to the guest group looking for superior quality is to deliver

Our Responsibilities

By taking responsibility in all areas necessary for sustainable tourism service, we strive to strengthen the customer experience, increase staff, guest and supplier awareness, increase efficiency and reduce costs, and develop and strengthen the ecosystem and human welfare.

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

5. OUR SUSTAINABILITY RESPONSIBILITIES

Environmental Sensitivity;

We aim to realize projects that will contribute positively to the protection of the environment and cultural heritage in the location where we operate and in as wide a geography as possible; we set keeping environmental impacts under control as a priority.

Support to Local Economy;

When recruiting personnel, we always take care to employ staff from the local community. In this way, we help our employees contribute to the economic revitalization of the region through the multiplier effect of the economy. At the same time, we offer support to reduce the difficulties of local residents in finding a job in their local area.

Sustainable Tourism;

Our main sustainability goals include meeting the needs of our guests and local residents with an eye to future generations, protecting natural resources and wildlife, promoting energy and water conservation, and improving quality of life. We support tourism students to gain work experience by offering internship opportunities. By supporting our staff with training programs and career management initiatives, we aim to train our own staff as much as possible, provide opportunities for internal promotion and grow together.

6. OUR SUSTAINABILITY GOALS

While aiming for guest satisfaction, we adopt an environmentally friendly approach by reducing energy, water and chemical consumption and reducing the formation of our wastes. With the measures taken, the use of natural resources is taken under control and environmental impacts are minimized in a controlled manner.









7. ACCORDING TO OUR SUSTAINABILITY POLICY,

- It aimed to continuously improve our processes by taking into account all feedback from our guests.
- We fully respect the labor rights of our employees and act in accordance with the provisions of legal regulations.
- We support the abolition of child labor and continuously improve all our processes in compliance with legal requirements while adhering to our core values.
- We update our processes by acting in accordance with the legislation on information security and provide our employees with regular trainings and opportunities for development and progress.
- We strive to provide a healthy and safe working environment and offer various opportunities for our employees to listen to their requests, suggestions and complaints.
- We also contribute to the development of our management systems by evaluating feedback from our employees.
- Working with the principle of zero occupational accidents, we aim to make occupational health and safety a corporate culture and prioritize the participation of our relevant stakeholders while operating our policy.
- We share local and regional, natural and cultural heritage with our guests and employees and consider environmental risks when planning our investments.
- In this context, we contribute to the protection and development of local/regional properties, areas and traditions.
- We evaluate quality and quality in the procurement of products and services, and make fair trade and impartial supplier selection.
- We analyze potential risks and develop our activities in line with the goal of continuous improvement by considering internal and external issues, the needs and expectations of relevant parties.
- We aim to play a leading role in the tourism sector to achieve sustainable development goals.
- We are committed to providing equal opportunities for women in the workplace, increasing women's employment and following up on our policy by maintaining effective communication with our stakeholders.
- We attach importance to contributing to the social and economic development of the community and our local stakeholders, supporting local employment and sourcing products and services from local companies whenever possible.
- We aim to ensure compliance with the legal practices that must be complied with for our disadvantaged guests and stakeholders and to continuously improve in order to provide better service day by day.

8. SUSTAINABILITY MANAGEMENT SYSTEM

Our hotel has a long-term sustainability management system in place, which includes quality, environmental, health, safety, human rights, social and cultural issues, as well as risk and crisis management. Guided by the principles of sustainability, this system ensures that our property offers an open, transparent, professional, reliable and fair framework. This system, which aims continuous improvement, allows our hotel to fulfill its sustainability principles in the best way possible.

A.2. LEGAL COMPLIANCE

Our facility operates in compliance with National and International laws. Our hotel meticulously determines the legal regulations in the sector in which it operates, fully complies with these regulations and closely monitors the updates in order to always stay up-to-date. In this way, all activities, procedures and protocols that take place in our facility are carried out in accordance with the applicable legal regulations. This efficient and up-to-date approach allows our hotel to create a framework that is also in line with the principles of sustainable tourism. Sustainable tourism involves an approach that aims to minimize environmental and social impacts and make positive contributions to local cultures and economies. In addition to ensuring legal compliance, our hotel is committed to maximizing its environmental and social responsibility by adopting sustainable tourism principles.



A.3. REPORTING AND COMMUNICATION

As Zeniya Hotels, we aim to develop and improve our sustainability efforts by sharing them with our stakeholders, and we continue our efforts to support sustainable development by ensuring the active participation of our stakeholders.

We effectively share our sustainability practices with our guests and staff through internal and external communication tools. We continue to present our sustainability efforts with a special perspective in line with the unique textures and service approach of our hotels. PLT.010 Stakeholder Communication Policy, PR.23 Communication Procedure, PR.34 Internal and External Communication Procedure.

PAYDAŞ GRUBU	İLETİŞİM YÖNTEMİ	İLETİŞİM SIKLIĞI
Çalışanlar	Birebir Görüşmeler Anket Öneri / Şikayet Formları Eğitimler	Sürekli Yılda 1 kez Sürekli Eğitim Planları Dahilinde
Müşteriler	Müşteri Anketleri E-mail Google İşletmem Yorumları Web Sitemiz / Bize Ulaşın	Sürekli Sürekli Sürekli Sürekli
Tedarikçiler	Tedarikçi Değerlendirme Formu E-mail	Yılda 1 kez Sürekli
Yerel Topluluklar	Sosyal Projeler Çevresel Etki Değerlendirme Sürecinde	Proje Bazlı Rapor Dönemi

A.4. STAFF ENGAGEMENT

All our employees are personally responsible for Sustainable Tourism. While we aim to continuously improve our colleagues through planned and regular trainings, we also aim to continuously increase their satisfaction through survey and complaint systems. We adopt our Sustainable Tourism mission and vision together with all employees of our hotels. We have PLT.023 Personnel Open Door Policy and PR.05 Training and Human Resources Procedure.







A.5. GUEST EXPERIENCE

All feedback, including sustainable elements of our guests' experience, is analyzed and shared with all relevant units. Keeping the guest experience at the highest level is accepted as our goal. We have PR.35 Guest Satisfaction Procedure and PLT .007 Customer Satisfaction Policy, PR.33 Customer Feedback Procedure to establish and implement standards for ensuring guest satisfaction. We have ISO 10002 Guest Satisfaction certificates within our Quality Management Systems.





A.6. ACCURATE / TRANSPARENT PROMOTION

All promotional materials and marketing communication in our hotels, including sustainability claims, present our products and services accurately and transparently to guests. We declare that the information on the official web pages of our hotels is up to date and correct.

https://www.bodrumparkresort.com/

https://www.latanyaparkresort.com/

https://www.petunyahotel.com/

https://www.bodrumbeachresort.com/

A.7. BUILDING and INFRASTRUCTURE

The infrastructure and layout of our hotels are positioned according to the necessity of compliance with the laws.
Sensitive area and protected area forested natural habitats have been prioritized.
We continue to work for the Green Building Certificate/Green Key.
We are constantly making improvements with our new projects on the use of Solar Panel / Renewable Energy sources.

We continue to work on the Rain Water Collection System and the collection and reuse of water from the roof.
As our activities within the scope of compliance with the Water Efficiency Regulation.

Systems such as Thermal Insulation - Double Glazing - Natural Ventilation are prioritized. Energy-saving building details are planned.

Local / Natural Material Usage is our priority. Slate stones unique to Bodrum are used on the roads and building surfaces of our hotels.

In our hotels with Waste Water Recovery Systems, gray water systems are considered as solutions that do not burden the sewage system.

Landscape Integration takes into account the harmony between the building and the natural environment. Green areas, natural gardens with low irrigation needs, etc.

A.7.1. HARMONY

Some of our hotels are located right next to natural areas and nature conservation areas. Some of them are located on the sea shores within the inner city living areas. Hotel Deeds and Occupancy Permits are available as documentary evidence of land use.

A.7.2. IMPACT and INTEGRITY

We take into account the visual environment, landscape, cultural and natural heritage in our site selection, design and access activities. Preventive actions have been defined by addressing risk factors (Natural Disasters, Climate Change) Our hotels have EIA (Environmental Impact Assessment) documents.

A.7.3. SUSTAINABLE PRACTICES and MATERIALS

Our local purchasing rate is **65%**. We have a target of 5% increase in our target plans. We select recyclable and recyclable materials for our purchases. Local materials and handicrafts are used in appropriate areas of our hotels. Our hotels are built with Bodrum Slate Stone, which belongs to the region, in accordance with the texture of the region. Shade canopies are created with natural bamboo materials and shade canopies are created with palm fronds.









A.7.4 ACCESS FOR ALL

Our hotels have received Tourism Business Certificates from the Ministry of Tourism and Culture by meeting the Disability standards defined by the Regulation on the Qualifications of Tourism Facilities. Every year we identify the parts that can be improved in terms of access for disadvantaged individuals and plan our actions. We have PLT.011 Restricted individuals and Accessibility policy and IK.P.06 Communication with disabled guests and staff Procedure, PR.012 Accessibility Procedure. We also use P.09 Disabled and Elderly guest tracking form.





A.8. Onshore Water Property Rights

The land, water resources and property rights we have acquired as Zeniya Hotels have full legal status. Title deeds have been established in an orderly manner and building use has been carried out in accordance with legal standards. In this process, the rights of local and regional residents are respected, prior information is provided and necessary approvals are obtained. Our hotels fully adhere to the principles of integrity and transparency in relation to these property rights



A.9. INFORMATION and INTERPRETATION,

Information on regional and local natural and cultural heritage is available in our information resources. Our staff have been trained on the natural and cultural heritage of the region and records of these trainings are available. Detailed information on appropriate behavior towards guests is provided.

We deliver detailed and accurate promotions of our destination to all our stakeholders by using the Turkey promotions guidelines prepared by TGA, the promotion agency of the Ministry of Tourism and Culture.

https://goturkiye.com/

https://www.gobodrum.com.tr/tr

9. SOCIO-ECONOMIC SUSTAINABILITY

B.1. SUPPORTING LOCAL AND REGIONAL COMMUNITIES

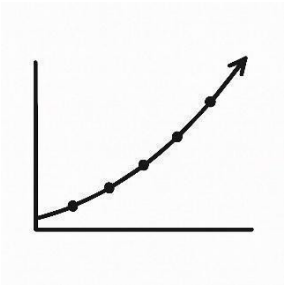
At Zeniya, we aim to offer a unique experience to our guests with our vision of Supporting Local and Regional People, showcasing the valuable handicrafts of local people and supporting the people of the region. Our hotels offer a special area to introduce the handicrafts and cultural richness of the region to tourists. In addition, in line with our aim to support local artists, we create show spaces in our hotels, allowing our art-loving guests to discover the art atmosphere in the region. In this way, we aim to contribute to the cultural heritage of the region by offering local artists the opportunity to reach a wider audience. Another important step among our sustainable development goals is to support the handcrafted products of local people by promoting them in our hotel. In particular, we purchase amigurumi dolls produced by local women and offer these special handicrafts to our guests. In this way, we not only support local producers, but also provide our guests with a memorable experience by offering unique and meaningful choices.PLT.013 Supporting local people policy and Plt.019 Local awareness Policy are available.





B.2. LOCAL EMPLOYMENT

We prioritize the employment of local people in the locations of our hotels. By monitoring the ratio of local employment in our total personnel, we maintain our improvement objectives with the goal of continuously increasing it.PLT.018 We have a policy of protecting local employment.



B.3. LOCAL PROCUREMENT

Zeniya Hotels adopts a purchasing policy that prioritizes local suppliers to support the local economy. As Zeniya, all purchasing activities are carried out collectively as partners. When selecting our suppliers, it is regularly checked whether they have the necessary documents and this process is repeated annually. Our hotel selects its suppliers from the region in order to support regional development, but this selection is made in line with the needs and requirements of the suppliers. Our purchasing policy operates in accordance with the specified conditions and an approved supplier list is created by prioritizing the supplier selection criteria. This list is reviewed at least once a year and a supplier audit is conducted. Local purchases are regularly measured, while non-local purchases are subject to an affordable supplier evaluation form. We have a target to increase our local supplier ratio to 65%.PLT.003 We have a Procurement and Local Supplier Policy.

B.4. Local/Regional Entrepreneurs

We keep our face-to-face communication up-to-date for the requests, suggestions and complaints of local people. We use the contact form in the CONTACT field on our website, which is our complaint and suggestion mechanism.



B.5. ABUSE AND HARASSMENT

We have policies on Abuse and Harassment, Child Rights, Women's Rights. We would like to inform you that you can review our policies on our official web page. All special groups are listed in the policy content and made available to all stakeholders.PLT.022 Policy on Prevention of Harassment and Discrimination is available.





B.6. EQUAL OPPORTUNITY

We have an equality and discrimination policy. Customers and staff are given equal opportunities. Everyone receives the same standards of service or working conditions without discrimination.PLT.005 We have a Human Rights, Employee Rights and Equal Opportunity Policy.

Although our female staff ratios vary in our hotels due to differences in location, our aim is to increase the number of female employees and female managers. We aim to keep the local community active with all our communication channels regarding their requests, suggestions and complaints. We kindly ask you to fill out the contact form in the **Contact Us** area on the websites of our hotels, which is our main communication system for complaints and suggestions.

B.7. GOOD RESPECTFUL WORK

As Zeniya Hotels, we aim to increase the well-being and motivation of our employees based on a culture of respect, fair treatment and cooperation in the workplace. We adopt various policies and practices to ensure that our employees have equal opportunities, strengthen job security and support work-life balance. In addition, we value the opinions of our employees through transparent communication and PLT.023 Personnel open door policy, and support their personal and professional growth by providing training and development opportunities. We attach great importance to occupational health and safety standards and work on continuous improvements to ensure the safety of everyone in the work environment. Zeniya is committed to providing a respectful, fair and supportive environment for our employees by creating a sustainable business culture.

we are doing.



FACILITIES FOR STAFF

- There is a staff area where staff can rest during rest hours.
- There are bathrooms, resting areas, common eating and drinking areas that can be used in staff housing.
- We inform our employees of all their legal rights and apply them.
- Staff meals are cooked daily in the staff dining hall.
- Personnel training records have been created in order to keep staff participation at a high level. Employees are allowed and encouraged to improve themselves through both internal and external trainings.
- Employee satisfaction, suggestions and opinions are monitored through surveys and forms, and suggestions that need to be corrected are quickly resolved.
- Personnel are supported in accessing their homes or lodgings by shuttles.
- Staff of the month are selected and rewarded.
- We organize and celebrate staff birthdays and special days on a monthly basis.









B.8. COMMUNITY SERVICE ACTIVITIES

Our hotels do not disturb the local community due to their presence and activities, nor do they prevent access to any resources. In addition, the public areas of our property are always open for everyone to use. We strive to build close relationships with the local community. Always open to feedback from local people, we collect and analyze all feedback.



B.9. LOCAL LIVELIHOODS

Our hotels' operations negatively impact local access to livelihoods, including land and water resource use, right of way, transportation and housing. Our hotel does not hinder access to local livelihoods for local communities.

10. CULTURAL SUSTAINABILITY

C.1. CULTURAL INTERACTIONS

Our hotels respect Bodrum's rich natural heritage. We support various activities to preserve local culture and provide our guests with opportunities to interact with local culture. We participate in local community events and encourage the involvement of local people in our hotel's activities. We support community projects. We provide our guests with knowledge transfer aimed at raising awareness of environmental and cultural issues.

By sponsoring the activities of the Bodrum Maritime Museum affiliated to Bodrum Municipality's 17.04.2024 HELLO DAY event, we have supported regional and historical cultural activities.





C.2. PROTECTION OF CULTURAL HERITAGE

With the aim of protecting and maximizing cultural heritage, we publish the rules to be followed by our guests in historical and cultural areas on our web page together with our destination promotion files and also on the boards in the areas to support the awareness of our stakeholders.While presenting these efforts within the framework of sustainable tourism understanding, we prioritize cultural interaction, heritage protection and presentation.We kindly ask you to take a look at our publications on the rules of conduct before your visits.We provide cash assistance to organizations working in this context.



C.3. PRESENTATION OF CULTURE AND HERITAGE

We organize weekly Turkish Nights in our hotels, traditional Turkish Bath rituals in SPA areas, and the presentation of Turkish traditional and cultural food and beverages in our food menus in order to promote our Culture and Traditions, and we publish documents and publications in which promotions are made for informational purposes.













11. ENVIRONMENTAL SUSTAINABILITY

D.1.1. ENVIRONMENTALLY RESPONSIBLE PURCHASING

Our targets and implementation titles are listed below. Reducing Plastic Use: Eliminating plastic straws and minimizing the use of single-use plastic products. Use of Recycled Products: Preferring products made from recycled materials. Choosing Products that will not Create Waste: Choosing products that do not create waste, are compatible with nature and do not harm the environment.
Use of Environmentally Friendly Products: By choosing environmentally friendly products, eco-friendly products are prioritized in the selection of materials such as shampoo, detergent and disinfectant. Greenhouse gas emissions in refrigeration gases are switched to environmentally friendly choices.PLT.003 Procurement and Local Supplier Policy and PR.11 Procurement Procedure are available.



D.1.2. EFFICIENT PURCHASING

We aim to contribute to reducing the impact of suppliers on the environment by making purchases as close to the facilities as possible and when appropriate resources are available, and by reducing CO2 emissions of suppliers during delivery.
We adopt environmentally friendly practices by reducing the use of plastic. We realize our sustainability policy through steps such as the preference of environmentally friendly alternatives to plastic disposable products and the use of recycled materials. The principle of minimum use in packaging and the preference for refillable products also stand out in the selection of products that will not create waste.

D.1.3. ENERGY SAVING

Within the framework of its sustainability policy, Zeiya Hotels sets targets to reduce energy and resource consumption and takes various measures:



Energy Efficiency: Energy consumption is measured and reported by type, and projects are planned for the use of renewable energy sources.

Environmentally Friendly Service Approach: Our hotels provide services to ensure sensitivity to ecological life by reducing water and energy use. Environmental cards are used for incentive purposes by evaluating guest requests in the washing of towels, bed linen and sheets.

Maintenance and Cleaning: We inform you that annual maintenance and cleaning plans for the technical equipment of the hotels are created, realized and their records are kept.

Energy Saving and Lighting: LED lighting is used to save energy in rooms and public areas. In addition, sensor lighting and timed lighting are used.

Programmed Working Hours: Energy use is optimized by setting programmed working hours in laundry and outdoor lighting.
We maintain our commitment to continue developing projects to reduce energy consumption.
We prepare electricity saving posters in our areas for stakeholder awareness.
PLT.009 Energy Management Policy and PR.022 Energy and Water Management Procedure are in place.



D.1.4. WATER CONSERVATION

At Zeniya Hotels, we aim to reduce overall water consumption by focusing on health, hygiene and guest satisfaction.

While staff trainings are organized against water leaks, sensitivity is expected from guests on this issue. Programming of transitions to water efficient equipment continues to be made.PLT.020 Water Conservation Policy in place. We carry out awareness-raising and training activities to encourage water conservation and implement various practices in our hotels:

In our hotels;

➢ Landscape plants that consume as little water as possible are preferred.

➢ In our Bodrum hotels with a treatment system, domestic water is treated and the resulting gray water is used for garden irrigation.

➢ Smart irrigation systems and low-flow / double bowl flush bathroom fixtures help save water.

➢ In the trainings given to employees, the importance of protecting water resources, what to do to pay attention to consumption and to raise awareness

contribution is made.

➢ Guests are invited to save money in their rooms with posters reminding them of savings measures.

➢ It is planned to reduce water consumption by developing systems to reduce the flow rate of water flowing from faucets and shower heads.

➢ We publish the water saving posters we have created in the areas.



D.2.1. GREENHOUSE GAS EMISSIONS

We make 64% of our purchases from local suppliers in our immediate region. Thus, we aim to minimize the impact on the environment by minimizing the CO2 emissions of the delivery vehicles of supplier companies. We prefer public transportation systems more in our transportation modes. We use fuel efficiently by making transportation plans.
We aim to support recycling more by taking measures to reduce our consumption. Our priority is to prefer suppliers that support recycling. We are always committed to taking measures to do more with less energy.
When purchasing a product, we pay attention to its energy efficiency class, research new technology and make purchases accordingly. We will prefer energies that produce less carbon. We aim to be a pioneer for the growth of renewable energy supply in our environment.
In order to move towards carbon neutrality and then zero carbon efforts, we will monitor our consumption and prefer products produced with climate-friendly methods, vehicles that use fuel efficiently, technologies with high energy efficiency classes, and energies that produce less carbon. We will make green choices and encourage all our stakeholders to make green choices. PR.36 Greenhouse Gas Emissions Reduction Procedure is in place. We determine the carbon footprint calculation methodologies of our hotels by using the calculation tables of organizations working within this scope.



D.2.3. WASTE WATER

In our hotels with wastewater treatment plants, wastewater treatment is carried out with our systems with wastewater treatment plant ID. In our hotels that operate in the city and do not have a treatment plant, wastewater is given to the treatment plant designated by Muski through the municipal sewage infrastructure connection and disposal is provided. Grisu generated in our hotels with treatment plants is used for garden irrigation.PR.031 Wastewater Treatment Management Procedure is available.
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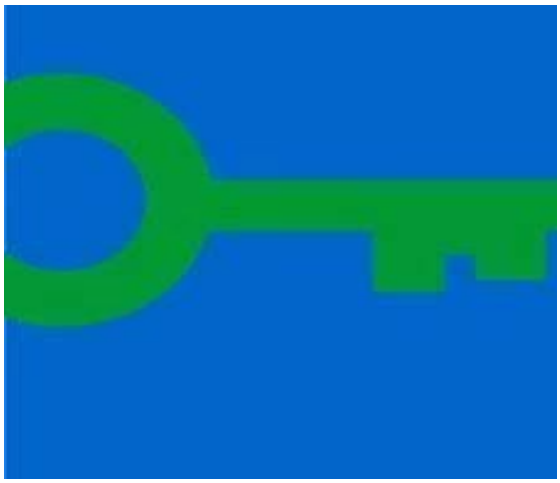
D.2.2. TRANSPORTATION

Our guests are informed about alternative transportation options during their arrival, stay and visits.
Our employees come to work by shuttle service or their own vehicles. We prefer local suppliers for our purchases. We set specific days for supplier receipt of goods.

12. POLLUTION ABATEMENT MANAGEMENT

D.2.4. SOLID WASTE

Our waste management includes reducing waste at source, sorting waste by type, collecting and storing it, recycling, transportation, disposal and recording after disposal. The main objective of our Waste Management System is to minimize the amount of waste,
The aim of waste segregation is to dispose of the wastes generated with the least damage to the environment and to reuse the recyclable ones. Our staff are subjected to informative trainings on the importance of waste separation and waste separation processes are meticulously monitored by our relevant hotels. We provide special sorting bins to encourage guests to separate their waste in public areas.
For Waste Management, all waste is collected separately according to color codes and sent for recycling, and there are recycling waste bins throughout our hotels.PR.26 Waste Management Procedure and PR.021 Environmental Management Procedure are available.PLT.004 Environment and Waste Management Policy is available.
Our hotels continue to work for Green Key certification.



Waste Management System and Applications

➢ All our hotels work with Environmental Engineers within the scope of Environmental Legislation and receive consultancy services and training support.

➢ In all our facilities, packaging waste, hazardous waste, organic waste, construction and garden waste, medical waste, waste oils and batteries are collected separately, and temporary storage defined in accordance with the legislation within the hotel is organized.

areas, collected by licensed and permitted companies and sent to the relevant sorting-recycling facilities. The amount of waste sent is recorded in the E-ÇBS system.

➢ Heating and cooling systems are automated to save money and can be intervened manually depending on weather conditions.

➢ There are chemical dosing units in pools, boiler rooms and hotels with treatment. Maintenance and calibrations are carried out at regular intervals.

➢ All our facilities have been awarded the "Zero Waste Certificate" by adhering to their waste management plans.

➢ Waste Management and Zero Waste Trainings are regularly provided to the personnel in our hotels.

➢ "Chemical Usage" trainings from contracted supplier companies are provided to the relevant users, raising awareness and ensuring standardization in chemical consumption.

➢ Consultancy and training support is provided on Hazardous Material Safety, staff awareness is raised, and actions to be taken in case of spillage of hazardous chemicals are conveyed.

➢ Low VOC paints, adhesives, varnishes and chemicals are preferred.

➢ We take the Sand Lilies, which are in danger of extinction, under protection on our beaches and inform our guests.

➢ We encourage our employees and guests to be sensitive to the environment, and we organize campaigns to encourage our guests.

We draw attention to the issue of sustainability. We support our employees by providing them with awareness-raising trainings on environmental awareness and efficient use of energy.

➢ We raise awareness of our suppliers and stakeholders on green tourism - circular economy and energy efficiency efforts.

➢ Whenever possible, we use programs such as Electra web for guest feedback, fault records, room requests, internal correspondence and announcements, and reduce paper consumption.

➢ We reduce the use of disposable products in food production as much as possible and purchase large packaged boxes.

➢ We minimize the use of disposable metal cans and plastic bottles and reduce the amount of waste by gradually switching to glass bottles in rooms and beverage units in service areas.

➢ We try to create multiple benefits with the systems we use in our hotels with multi-effective systems, and

support them with solar energy systems.

➢ We work on waste recycling in our children's clubs and support children to raise awareness about 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 minimal watering. We store our plant wastes separately and send them to the areas designated by the Municipality to be recycled back into the soil.

➢ There are practices to reduce plastic (packaging) consumption in buffets, such as bulk jam, honey, oil, etc. Waste Generation Amounts of our hotels;

Atık Adı	Bodrum Park Resort		Latanya Park Resort		Petunya Beach Resort		Bodrum Beach Resort	
	2023 (kg)	2024 (kg)	2023 (kg)	2024 (kg)	2023 (kg)	2024 (kg)	2023 (kg)	2024 (kg)
Kağıt ve karton ambalaj	2.700	2.400	1.600	2.000	1.260	2.200	1.600	640
Plastik ambalaj	750	800	400	600	300	1.500	450	400
Metalik ambalaj	1.150	900	500	700	200	500	500	450
Karışık ambalaj	1.500	-	1.100	-	1.600	-	1.700	-
Cam ambalaj	4.500	3.200	2.200	2.700	2.400	2.000	2.190	1.800
Tehlikeli maddeler içeren atık baskı tonerleri	7	40	10	15	25	30	-	10
Organik çözücüler ya da diğer tehlikeli maddeler içeren atık boya ve vernikler	34	130	75	90	80	100	90	95
Tehlikeli maddelerin kalıntılarını içeren ya da tehlikeli maddelerle kontamine olmus ambalajlar	135	150	119	120	115	110	59	65
Tehlikeli maddelerle kirlenmis emiciler, filtre malzemeleri (baska sekilde tanımlanmamıs ise yag filtreleri), temizleme bezleri, koruyucu giysiler	-	45	-	10	-	25	-	15
Biyolojik olarak bozunabilir mutfak ve kantin atıkları	45.000	44.000	30.000	29.000	28.000	27.000	19.000	18.000
Flüoresan lambalar ve diger cıva içeren atıklar	-	-	-	-	-	-	-	-
20 01 25 dısındaki sıvı ve katı yaglar	3.945	3.400	1.275	953	840	1.429	335	339
20 01 21 ve 20 01 23 dısındaki tehlikeli parçalar içeren ve ıskartaya çıkmıs elektrikli ve elektronik ekipmanlar	87	-	62	-	75	-	45	-
Karışık belediye atıkları	145.000	143.000	85.000	83.000	82.000	80.000	38.000	36.000

D2.5. HARMFUL SUBSTANCES

Environmentally Friendly Cleaning: With an understanding of sustainable living, we prioritize environmentally friendly alternatives to ensure cleanliness in our hotel. We prefer environmentally friendly solutions where we are confident in their efficiency. We keep a list of all the materials we use and apply the recommended amount of chemicals. We store products at appropriate standards.



D.2.6. MINIMIZING POLLUTION

1. Noise Control: To control and limit noise levels in and around our hotels

to take precautions. Music Broadcasting certificates of our hotels are available.

2. Controlling Light Pollution: Reduce energy consumption by switching outdoor lighting to sustainable and environmentally friendly LED lamps. Reduce light pollution impact on the sky and the environment by reducing light levels around the hotel during night hours.

Low Lighting Levels: The lighting used in public areas is not very bright.

3. Control of Ozone Depleting Substances: Limiting the use of equipment containing ozone-depleting substances or switching to alternative, environmentally friendly materials. We encourage our stakeholders to choose environmentally friendly cosmetics for their personal preferences.

4. Controlling Air, Water and Soil Pollutants: Use energy efficient appliances and optimize energy consumption to reduce air pollution. Ensure proper treatment of wastewater and use water-saving equipment to prevent water pollution. Minimize the use of chemicals to prevent soil pollution and dispose of waste properly.

D.3.1. PROTECTING BIODIVERSITY

The assets within our hotels are actively managed to support the conservation of biodiversity. At the same time, we are sensitive to activities that could potentially impact wildlife and their habitats and continue efforts to mitigate these impacts. The presence of invasive species is regularly monitored and assessed, and regular propagation controls are carried out to prevent the spread of invasive species in the region.
Control invasive species by creating programs in line with the company's recommendations
and a continuous effort is made to eliminate them. PR.29 Wildlife conservation and biodiversity procedure and PLT.016 Biodiversity conservation policy in place.









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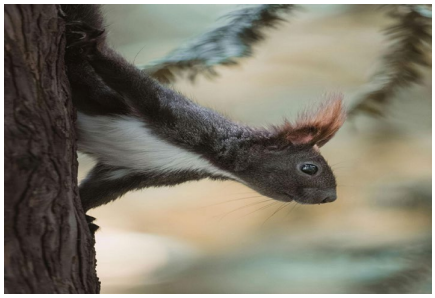
D.3.2. INVASIVE SPECIES

Plant lists of our hotels in the environment and garden areas were created. Endemic, invasive and protected species within the biodiversity have been identified and protection or prevention programs have been established and responsible persons have been informed. Awareness was tried to be created by promoting and informing the protected species.
Scientific publications we follow for monitoring invasive species; TÜBİTAK (Flora of Turkey Project), Ege University Botany Department Research, Nature Association Reports (2022), Mediterranean Basin Invasive Plant List, Global Invasive Species Database etc.
Example Invasive Species -Ipomoea Indica (Blue Morning Glory); listed as an invasive species by EPPO, it is a thick climbing plant with blue purpura flowers. It can spread rapidly, suppressing local species.



D.3.6. WILDLIFE HUNTING AND TRADE

Wildlife species are not hunted, - collected, consumed, displayed or traded, except as part of a regulated activity that ensures their use is sustainable and complies with local and international laws.
Wildlife conservation in the areas where our hotels operate aims to control hunting and prevent illegal trade. We also contribute to preventing biodiversity loss and preserving ecosystem integrity.
Plt.017 Wildlife and animal health protection policy and PR.29 Wildlife protection and biodiversity procedure are in place.



ZENIYA

—RESORTS—

BODRUM BEACH RESORT HOTEL

SUSTAINABILITY PERFORMANCE REPORT

-2024-









1. **PROTECTION OF NATURAL RESOURCES IN OUR GOALS**

While **we had a target to reduce** electricity consumption **by 1%**; :During 2024, it was determined that there was **a 5.2% decrease** in our electricity consumption amount. This year, we have created a GES project for our hotel and generated electricity from renewable sources and managed to provide 20% of the total electricity consumption of our facility from renewable sources. We plan to increase the use of renewable resources to 50% in our 2025 targets.







Energy Efficiency – Electricity Consumption

Audit Category	Year	Electricity Consumption (kWh)	Evaluation	Findings / Results
Energy Efficiency – Electricity Consumption	2023	12.65	Reference Year	Compared with 2024 consumption data.
Energy Efficiency – Electricity Consumption	2024	11.99	Monitoring Year	It has been determined that **approximately 5.2% reduction in energy consumption** was achieved compared to 2023.

OUR WATER CONSUMPTION PERFORMANCE

A target of reducing water consumption by 1% was set; we achieved to reduce our water consumption b y 49% by 2024. We achieved savings by replacing water-efficient equipment with water-efficient equipment in hotel renovation works and raising awareness of stakeholders.



Water Management – Per Capita Water Consumption

Audit Category	Year	Per Capita Water Consumption (m^3)	Evaluation	Findings / Results
Water Management – Per Capita Consumption	2023	1.52	Reference Year	Compared with 2024 data.
Water Management – Per Capita Consumption	2024	0.77	Monitoring Year	It has been determined that **approximately 49.3% reduction in per capita water consumption** was achieved compared to 2023.



We declare that our actions have been defined and plans have been made to ensure compliance with the Water Efficiency Regulation.

It is documented with our MOTAT records **that** mixed recyclable waste **was reduced by 89%** in 2024.







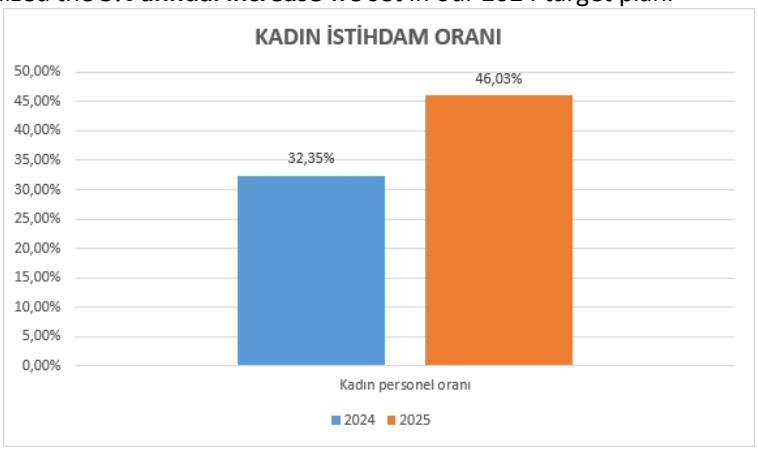
We aim to support the protection of our local and biological diversity.





2. PROTECTION OF SOCIAL AND CULTURAL RESOURCES IN OUR TARGETS

Employee diversity: Increase female employment rate from 32.4% in 2024
2025 Female employment rate increased to 46.3%.
We realized the **5% annual increase** we set in our 2024 target plan.



We are following up efforts to support local cultural activities.
Sustainability training for employees: We aim to keep staff knowledge active by creating new trainings in addition to planned trainings.





3. ECONOMIC AND LOCAL COMMUNITY SUPPORT IN OUR GOALS

Local employment: Due to the failure to achieve the 2024 targets in this context, we planned to take additional actions to prioritize local personnel for new hires.

Support for local entrepreneurs: We informed our stakeholders that we are open to sponsorship offers in social responsibility projects.
We aim to leave a mark in the areas we touch in our efforts to support the social life of our region.


TÜRÇEV
TÜRKİYE ÇEVRE EĞİTİM VAKFI
30. YIL

Bodrum Beach Resort Hotel

Çatalan Baraj Ortaokulu ve Yağmur Anaokulu'nun 2025-2026 Eğitim-Öğretim Dönemi Eko-Okullar Programı'na katılımları adına yapmış olduğunuz değerli katkılar için teşekkür ederiz.

Okullarımıza verdiğiniz bu destek, öğretmenlerimiz ve çocuklarımız aracılığıyla doğamıza ve sürdürülebilir geleceği inşa etme çabalarımıza bir nefes anlamına gelmektedir.

Almıla KINDAN CEBBARİ
TÜRÇEV Genel Müdürü

Aynur ÇİMENCİ
Eko-Okullar Programı
Ulusal Koordinatörü

FEE
Eco-Schools

4. STAKEHOLDER ENGAGEMENT AND COMMUNICATION TARGETS

Stakeholder feedback: We aim to increase stakeholder feedback options by organizing sustainability meetings with employees, suppliers and guests at least once a year.

Sustainability reporting: We evaluate our annual sustainability practices and communicate them to our stakeholders on our website. We declare that we are open to feedback from our stakeholders.

OUR ENVIRONMENTAL AND WASTE MANAGEMENT ACTIVITIES

As Bodrum Beach Resort, we would like to summarize our activities in accordance with our Waste Management Plan and our responsibilities within the scope of our ZERO WASTE certificate.





TÜRKİYE CUMHURİYETİ
ÇEVRE, ŞEHİRCİLİK VE İKLİM DEĞİŞİKLİĞİ BAKANLIĞI

SIFIR ATIK

T.C. MUĞLA VALİLİĞİ ÇEVRE,ŞEHİRCİLİK VE İKLİM DEĞİŞİKLİĞİ İL MÜDÜRLÜĞÜ

SIFIR ATIK BELGESİ

(Temel Seviye)

Belge No. TS/48/B2/9/197 Tarih. 16/05/2022

Adı: ZENİYA TURİZM OTELCİLİK TAŞIMACILIK YATIRIM İNŞAAT GIDA SANAYİ VE TİCARET ANONİM ŞİRKETİ - BODRUM BEACH RESORT

Adresi: MUĞLA,GÜMBET Mahallesi, OSMAN NURİ BİLGİN CADDE, No: 37 -1-, BODRUM,Türkiye

Vergi No:9970681651

Türü: Bina/Yerleşke

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.

Ömür ÖZDİL
Çevre,Şehircilik ve İklim Değişikliği İl Müdürü

E-İMZALIDIR

Belge Son Geçerlilik Tarihi: 16/05/2027

ATIK TİPİ	2023 KİŞİ BAŞINA DÜŞEN ATIK MİKTARI (kg)	2024 KİŞİ BAŞINA DÜŞEN ATIK MİKTARI (kg)
Geri Dönüştürülebilir Atıklar (kg)	0,156	0,088
Bitkisel Atık Yağlar (kg)	0,011	0,0091
Tehlikeli Atıklar (kg)	0,0019	0,0017

RENEWABLE ENERGY USE

We continue to neutralize our carbon footprint with sapling donations to the TEMA Foundation and the Aegean Forest Foundation. We have started to serve with our electric vehicle charging station in our facility as of 2025. This year we have improved our renewable energy systems and added renewable energy solar panels.

Sustainable Hospitality Alliance

WORLD TRAVEL & TOURISM COUNCIL

Our 2023 Total Carbon footprint,

SONUÇLAR		
Raporlanan yıl için Toplam CO2e		
674,48 tCO2e		
Toplam Misafir Odası Karbon Ayak izi	674	tCO2e
Toplam Toplantı Alanı Karbon Ayak izi	-	tCO2e
Günlük olarak kullanılan oda başına karbon ayak izi	42,9	kgCO2e
Günlük olarak kullanılan toplantı alanı m2 başına karbon ayak izi	#DIV/0!	kgCO2e

Our 2024 Total Carbon footprint,

SONUÇLAR		
Raporlanan yıl için Toplam CO2e		
614,16 tCO2e		
Toplam Misafir Odası Karbon Ayak izi	614	tCO2e
Toplam Toplantı Alanı Karbon Ayak izi	0	tCO2e
Günlük olarak kullanılan oda başına karbon ayak izi	32,6	kgCO2e
Günlük olarak kullanılan toplantı alanı m2 başına karbon ayak izi	0,1	kgCO2e

We achieved an 8.94 % reduction in our carbon footprint, outperforming our targets.

IN OUR CHEMICAL MANAGEMENT,

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 the regulations, the type of chemical and the manufacturer's storage instructions. Concentrated products are preferred whenever possible. The automatic dosing system uses the minimum amount of chemicals for disinfection in all possible areas.

We ask the companies we receive service from for pest control for the permits and licenses of the drugs they use, we make sure that they are products that do not harm human health and the environment and that they are used in appropriate doses.

In order to protect food safety and human health in production areas, we utilize natural means of control such as fly catcher EFK devices.

GUEST SATISFACTION

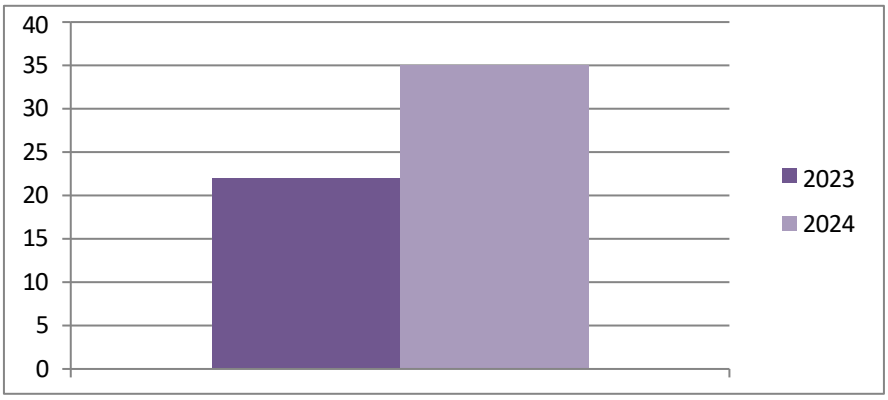
We record our guest satisfaction and the evaluation of our sustainability activities through the survey system.

✓ For the guest satisfaction survey; we use the qr codes we have created and ensure follow-up.



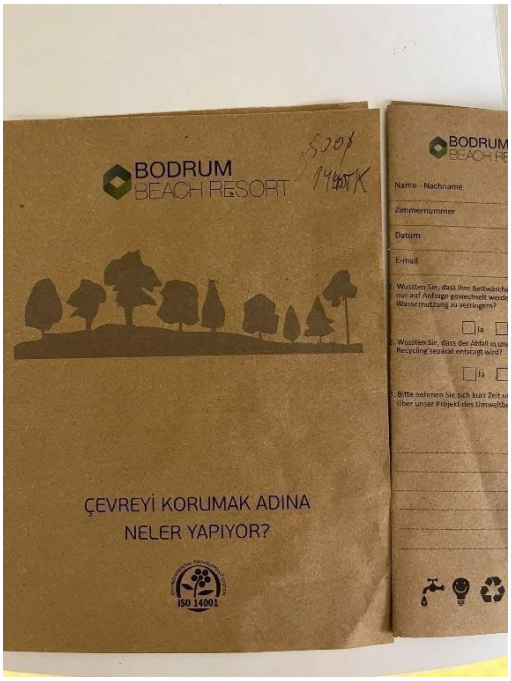
	2023	2024
TRIPADVISOR	4	3,9
GOOGLE	3,4	3,5
TRIVAGO	7,2	7,6

LOCAL SUPPLIER PERFORMANCE



In 2024, we increased the number of local suppliers from 22 to 35, achieving a 59% improvement

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

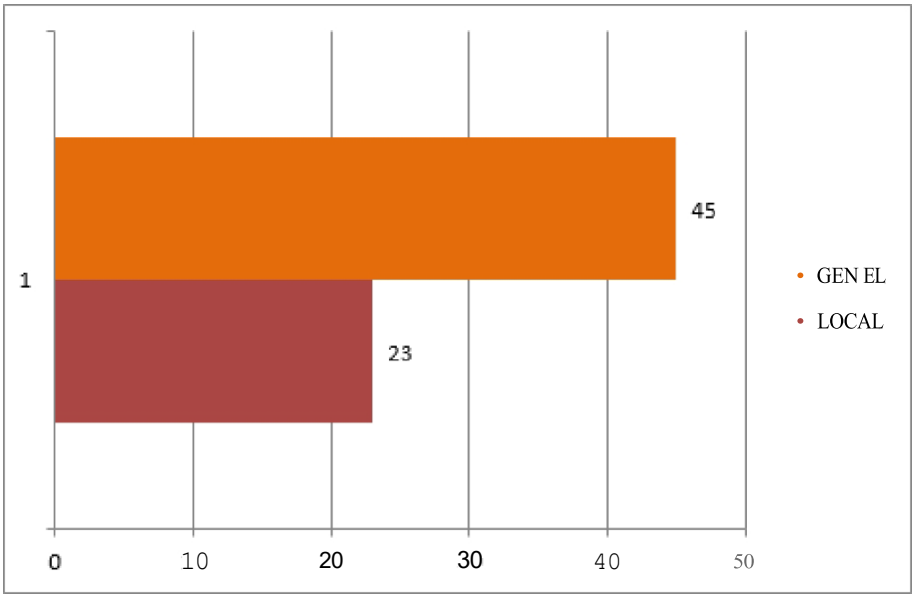


OUR PERSONNEL WORKS

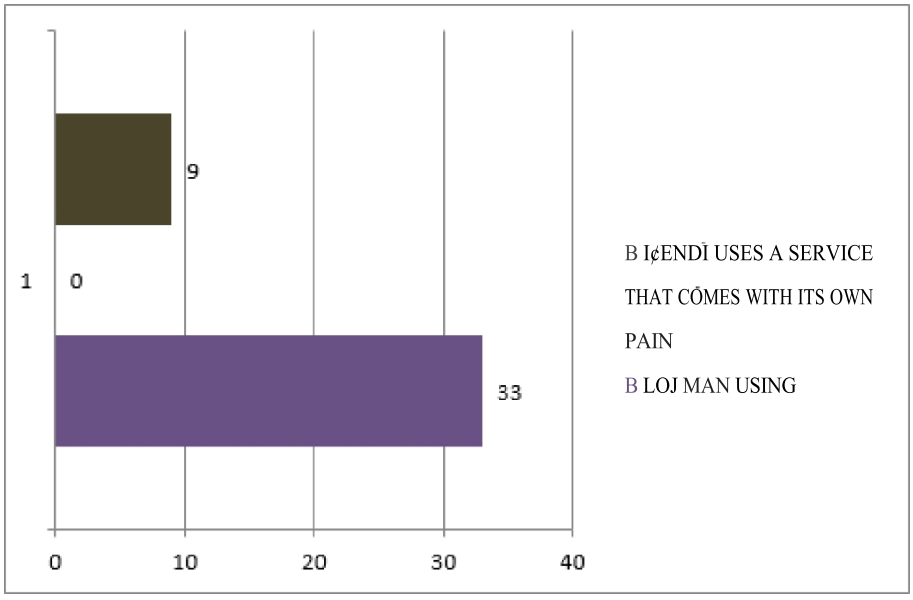
Our hotel continues its efforts to provide a safe and healthy working environment and receives support from an occupational safety expert authorized by the ministry to improve occupational health and safety. Adequate precautions are taken to prevent accidents and injuries if they occur, and risk analyses have been conducted to identify the causes of hazards specific to the work environment. There is absolutely no discrimination in terms of race, caste, national origin, religion, disability, gender, sexual preferences, association or union membership or political identity in hiring, compensation, training, rewarding, dismissal or retirement. Employees are not interfered with in meeting their needs or fulfilling requirements related to race, caste, national origin, religion, disability, gender, sexual orientation, association or union membership or political identity. All employees of our hotel can make their complaints and suggestions to the human resources and quality department, and the personnel are informed about where to report their complaints and suggestions.

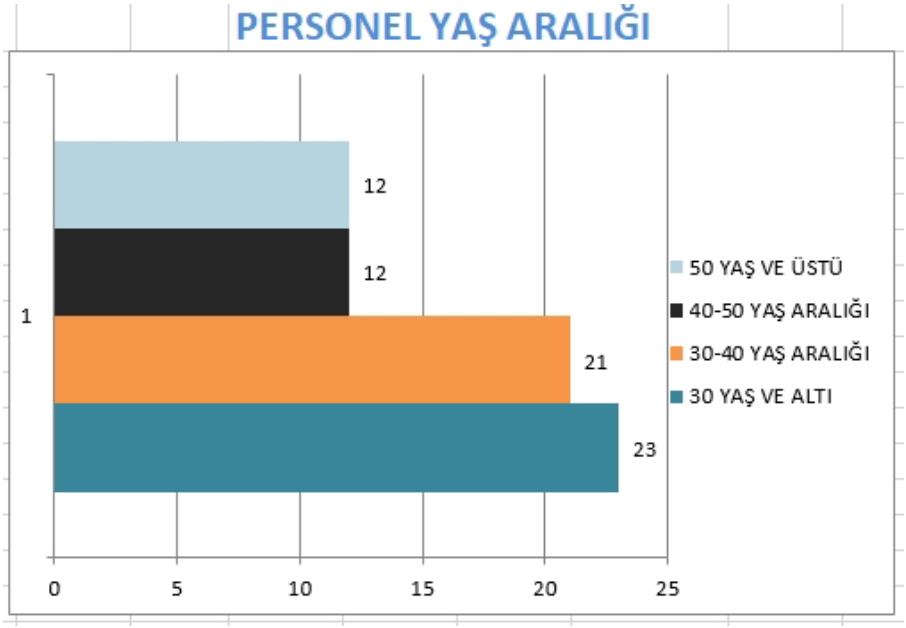
The human resources and quality department distributes monthly staff satisfaction surveys and these surveys are evaluated monthly. Staff can also voice their suggestions or complaints in these surveys.

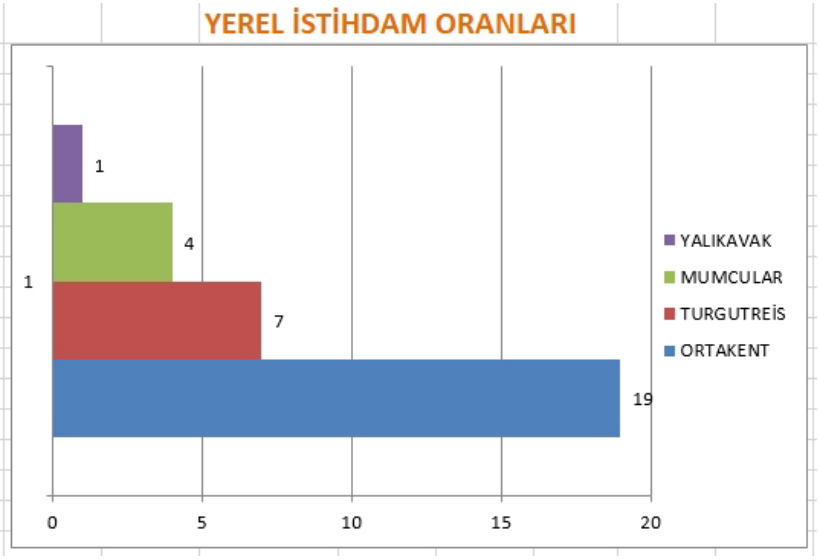
GEhlEL-LOCAL WORKING RATIO



TRANSPORTATION OPTIONS TO THE HOTEL







We follow the requests and suggestions of our employees with the qr codes we have created for satisfaction in the staff cafeteria, services and lodgings, and revise our action plans on a monthly basis. We also monitor the request and suggestion boxes we put in the staff cafeteria.





We ensure that our employees have a good time with barbecue parties and DJ performances at the staff morale nights we organize. We try to help them relieve stress by having fun with entertaining dance groups. We celebrate the birthdays of our staff. We reward and provide motivation by choosing the employee of the month. We reward the selected personnel with gram gold. We announce and honor your colleagues.



ACCESSIBILITY FOR ALL

In line with the accessibility criteria of legal regulations, we aim to manage the accommodation processes of our restricted guests in the best way possible by providing accessibility to every point and every area, our existing disabled room and areas available for disabled people in general areas, and we strive to be better by planning the improvements we can make in this context.

3 disabled rooms, access to at least one area in all concepts with ramps, portable disabled elevator for pool use, beach floating sun loungers are among our facilities for our guests with disabilities.





IN OUR 2025 TARGET PLANS

Increase our Total Renewable Energy Use Percentage

Increase the number of products procured from local suppliers - By signing new purchasing contracts

To increase the number of hours of training provided per person - To increase the training support that can be provided outside the hotel Support Policies and Objectives for Reforestation Works

Improving Disability Facilities, Activities to Facilitate the Social Lives of People with Disabilities - Projects

Expanding the Risk Assessment Approach - Including the Welfare of the People and Stakeholders in Internal Audit Topics

Increasing Total Hours of Participation with Volunteers in Corporate Volunteering Activities

Increasing the number of non-governmental organizations we are members of and cooperate with within the scope of sustainability

Increase the Use of Recycled, Recyclable Products - New Purchase Contracts

Plans to Improve Animal Welfare - Project to Increase the Number of Animals Under Care
We continue our monitoring and follow-up efforts to increase guest and staff satisfaction.

YOU CAN SUPPORT US IN OUR SUSTAINABILITY EFFORTS.

- By choosing environmentally friendly personal cosmetics and hygiene products,
- heeding our warnings on the protection of endemic or protected animals and plants,
- By respecting the right to life of animals as much as we do,
- Knowing that the sale, presentation or organization of all kinds of historical or cultural items and objects are not permitted within the boundaries of our hotels,
- Taking into account the information that it is dangerous and forbidden to give food and touch the wild life creatures neighboring our hotel areas,
- You can support the supply of appropriate food for animals to feed them properly by contributing to the food banks in our areas.
- By not damaging the plants and trees in our hotel garden areas so that we can protect our biodiversity,
- By informing us when you detect leaky faucets, unnecessary lamps left on for the economical use of our resources in all areas,
- You can support us by supporting us to reduce our waste during your vacation and by not choosing single-use plastic packaged products in your preferences.

Please provide your feedback and comments

http://www.bodrumparkresort
https://www.latanyaparkresort.com

https://www.petunyahotel.com,
https://www.bodrumbeachresort.com

You can reach us at our addresses.