ZENİYA RESORTS BODRUM

SUSTAINABILITY PERFORMANCE REPORT

2024









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1. ABOUT US

Our chairman of the board of directors, who started his tourism life in 1994, after gaining hotel management experience by working in various hotels, in 2011 Zeniya Turizm Otelcilik Taş. Yat. Construction. Food San and Tic. Ltd. He stepped into management as a partner of.

Zeniya Resorts serves Turkish and Bodrum tourism with its 4 Resort hotels in different locations in the Bodrum region, with a capacity of approximately 2500 beds and a staff of approximately 1000 people.

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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 focused on acting with the needs of future generations in mind, not just those of today.

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 take 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.



In conclusion, we acknowledge the importance of sustainability and commit to continuing our efforts to ensure the sustainability of our company. We believe this statement serves as an important tool to increase the transparency of our hospitality activities and to continue working towards a greener world in collaboration with our stakeholders.

The purpose of creating our Sustainability Report is to explain the process approach by defining, relating, and controlling the necessary processes for the effective operation of the sustainability management system implemented within the Zeniya Hotels group, to define authorities and responsibilities, and to demonstrate our hotels' sustainability management system, practices, and performance 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 goals 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 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 Zeniya Resorts' service concept by protecting it with its standard and to deliver it to the guest group looking for superior quality.

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 for Local Economy;

When hiring personnel, we make sure 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 TARGET HEADINGS

While aiming for guest satisfaction, we adopt an environmentally friendly approach by reducing energy, water and chemical consumption and reducing the generation of waste. 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

- We aim 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 t o 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, environment, 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.

A2/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 Resorts, 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 need to comply with the law. Sensitive area and protected area forested natural habitats have been prioritized.

We continue to work for Green Building Certificate/Green Key.

Solar Panel / We are constantly making improvements with our new projects on the use of renewable energy sources.

- We continue to work on Rain Water Collection System, roof water collection and reuse.

is in progress. Water As our activities within the scope of compliance with the 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 spaces, natural gardens with little irrigation needs, etc.

A.7.1 COMPLIANCE

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) certificates

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, 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.
Shades with natural bamboo materials, shades with palm pruning leaves is being created.







A.7.4 ACCESS FOR ALL

Our hotels have obtained Tourism Management Certificates from the Ministry of Tourism and Culture by meeting the Disability standards defined in the Regulation on the Qualifications of Tourism Facilities. Every year, we identify the parts that can be improved in terms of accessibility for disadvantaged individuals and plan our actions. We have PLT.011 Restricted Individuals and Accessibility Policy, 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 Resorts have full legal status. Title deeds have been established in an orderly manner and construction 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

B1.SUPPORTING LOCAL AND REGIONAL COMMUNITIES

At Zeniya Resorts, we aim to provide a unique experience to our guests with our vision of Supporting Local People 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 unique and meaningful options to have an unforgettable experience. We have Policy PLT.013 Supporting Local People and Policy PLT.019 Local Awareness.





B.2 LOCAL EMPLOYMENT

We prioritize the employment of local people in the locations of our hotels. Total
By monitoring the proportion of local employment among our 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 Resorts adopts a purchasing policy that prioritizes local suppliers to support the local economy. As Zeniya, all purchasing activities are done 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 measured on a regular basis, while non-local purchases are subject to an affordable supplier evaluation form. Our goal is 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 a policy on Abuse and Harassment, Child Rights, Women's Rights. From our official web page
We would like to inform you that you can review our policies. All special groups are listed in the policy content and made available to all stakeholders. PLT.022 Harassment and Discrimination Prevention Policy in place.





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 Human Rights, Employee Rights and Equal Opportunity Policy is in place.

Although there are differences in the ratio of female staff 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

At Zeniya Resorts, 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 working environment. At Zeniya, we are committed to providing our employees with a respectful, fair and supportive environment by creating a sustainable business culture.



FACILITIES FOR STAFF

- There is a staff area where staff can relax during rest hours.
- There are bathrooms, resting areas, common food and beverage 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. We collect and analyze all feedback, always open to feedback from local people.



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 the 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 website 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, preservation and presentation of heritage. We kindly ask you to take a look at our publications on code 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, 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 reducing the use of single-use plastic products. minimization.
Use of Recycled Products: Preferring products made from recycled materials.

Product Selection 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 emission in cooling gases are switched to environmentally friendly preferences. PLT.003 Procurement and Local Supplier Policy and PR.11 Procurement Procedure are in place.

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, Zeniya Resorts takes various measures by setting targets to reduce energy and resource consumption;

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 declare 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 SAVING

Zeniya Resorts aims to reduce overall water consumption with a focus on health, hygiene and guest satisfaction. we aim for.

While staff trainings are organized against water leaks, sensitivity is expected from guests on this issue. Programming of transitions to water-efficient equipment continues. PLT.020 Water Conservation Policy is 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, the Gray Water formation formed by treating the domestic water is used for garden irrigation.
- ➢ Smart irrigation systems, low-flow / double bowl siphon bathroom fixtures save water.
- ➢ In the trainings given to the 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 saving 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 utilized for garden irrigation. PR.031 Wastewater Treatment Management Procedure is available.

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

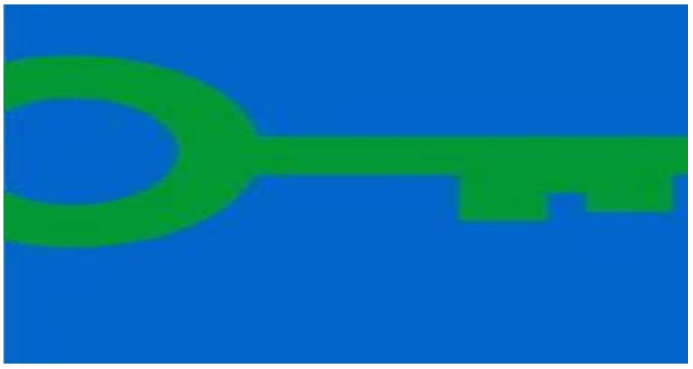
Our waste management includes reducing waste at source, sorting waste by type, collecting and storing it, recycling, transportation, disposal and recording after disposal. The main objective of our Waste Management System is to minimize the amount of waste,

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. Guests can dispose of their waste in public areas.

We provide special sorting boxes to encourage them to sort.

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 Practices

➢ 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 oil 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 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 of the users and ensuring standardization in chemical consumption.

➢ Consultancy and Training support is provided on Dangerous Goods Safety, and personnel 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.

➢ Sand Lilies, which are in danger of extinction, are protected on our beaches, We inform our guests.

➢ We encourage our employees and guests to be sensitive to the environment, and we draw their attention to sustainability through campaigns to encourage guests. 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 Elektra Web for guest feedback, fault records, room requests, internal correspondence and announcements, reducing paper consumption.

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

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

➢ We try to create more than one benefit with the systems we use in our hotels with multi-effective systems, and we use solar energy. We support them with energy systems.

➢ We work on waste recycling in our children's clubs and support children to raise awareness on 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 for

recycling.

➢ There are practices to reduce plastic (packaging) consumption in the buffets, such as bulk jams, 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: Taking measures to control and limit noise levels in and around our hotels. Music Broadcasting certificates are available for our hotels.

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 in their personal preferences.

4. Control of Air, Water and Soil Pollutants: Use energy efficient devices 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. Regular spread controls are carried out to prevent the spread of invasive species in the region. Programs are established in line with the company's recommendations to control invasive species.
and a continuous effort is made to eliminate them. PR.29 Wildlife Protection and Biodiversity Procedure and PLT.016 Biodiversity Conservation Policy are in place.









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 were identified and protection or prevention programs were established and responsible persons were informed. An effort was made to raise awareness by promoting and informing about protected species.

Scientific publications we follow for the follow-up of invasive species; TUBITAK (Flora of Turkey Project), Ege University Botany Department Research, Nature Association Reports (2022), Mediterranean Basin Invasive Plant List, Global Invasive Species Database etc.

Our Sample Invasive Species -Ipomoea Indica (Blue Morning Glory); listed as an invasive species by EPPO, it is a thick climbing plant that attracts attention with its blue purpura flowers. It can spread rapidly by suppressing local species.

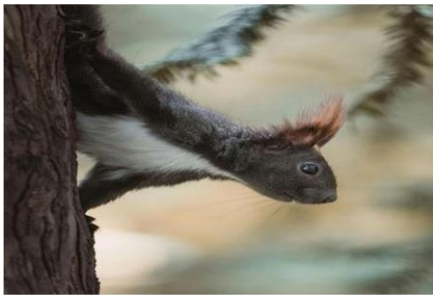


D.3.6. WILDLIFE HUNTING AND TRADE

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 protecting ecosystem integrity.

PLT.017 Wildlife and animal health protection policy and PR.29 Wildlife Protection and Biodiversity Procedure are available.



ZENIYA

RESORTS

LATANYA PARK RESORT HOTEL

SUSTAİNABİLİTY PERFORMANCE REPORT

-2024-



1. OUR NATURAL RESOURCES CONSERVATİON GOALS

1.1 Energy Consumption

Reducing energy consumption by 2%: Efforts to increase the use of renewable energy continue.

Per Capita Electricity Consumption in 2023 (kWh)	Per Capita Electricity Consumption in 2023 (kWh)
263,47	161,14

1.2 Water Consumption

Reducing water consumption by 2%: Greywater usage from our treatment system is currently in place. In line with water efficiency regulations, efforts to establish rainwater harvesting systems are ongoing.

- At Latanya Park Resort Hotel, we produce our own potable water using a seawater reverse osmosis system that we have installed.

Per Capita Water Consumption in 2023 (m^3)	Per Capita Water Consumption in 2024 (m^3)
7,001	8,728

1.3 Waste Quantity

Our goal is to reduce waste quantity by 10 %: Recycling 50 % of the waste.



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/B2/9/201

Tarih: 09/06/2022

ZENİYA TURİZM OTEL. TAŞ. YAT.İNŞ. GIDA SAN VE TİC A.Ş-LATANYA BEACH
Adı: RESORT
Adresi: MUĞLA,YALI Mahallesi, YALIÇİFTLİK CADDE, No: 18-, 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:
09/06/2027

Bu belge, güvenli elektronik imza ile imzalanmıştır.

-

Waste Type	Per Capita Waste Generation in 2023 (kg)	Per Capita Waste Generation in 2024 (kg)
Recyclable Waste (kg)	0,077	0,108
Vegetable Waste Oils (kg)	0,021	0,017
Hazardous Waste (kg)	0,0023	0,0021

Waste Separation Bins Located Throughout Our Facility





1.4 Chemical Usage

Reducing Chemical Usage: We aim to increase the use of environmentally friendly cleaning and maintenance products to 80 %.

Necessary precautions have been taken in our chemical storage areas to prevent leaks, spills, and other incidents that could harm the environment. Chemicals are stored in accordance with regulations, the type of chemical, and the manufacturer's storage instructions. Wherever possible, concentrated products are preferred. An automatic dosing system is used in all applicable areas to minimize the amount of chemicals used for disinfection.

For pest control, we request licenses and permits for the pesticides used by the companies we employ, ensuring that the products are safe for human health and the environment and are used at appropriate doses.

In production areas, we utilize natural pest control methods, such as fly-catching EFK devices, to protect food safety and human health.

	Per Capita Chemical Usage in 2024 (liters)
Kitchen Chemical	**0,056**
Laundry Chemical	**0,013**
Pool Chemical	**0,206**
HK Chemical	**0,032**

1.5 Protection of Local and Biological Diversity

Protection of local and biological diversity**:** Increasing the proportion of local plant species in the facility gardens to 90 %..

Aloe Vera Plant Blooming in Our Facility

LATANYA
PARK RESORT
BODRUM

Latanya Park Resort'ta Doğa Mucizesi: Sabırlık Bitkisi Yıllar Sonra Çiçek Açtı

Bodrum'un eşsiz doğasında yer alan Latanya Park Resort, nadir görülen ve yıllarca süren bir doğa mucizesine ev sahipliği yaptı. Otel bahçesinde yıllardır sessizce varlığını sürdüren sabırlık bitkisi (Agave americana), bu yıl ilk kez çiçek açtı. Misafirlerin ve personelin büyük ilgisini çeken bu olay, sabrın ve doğanın zamanla sunduğu mucizelerin sembolü haline geldi.

Sabırlık bitkisi, halk arasında "sabır otu" olarak da bilinir ve ömrü boyunca yalnızca bir kez çiçek açar. Bu olağanüstü an için genellikle 10 ila 30 yıl boyunca hiçbir çiçek vermeden bekler. Çiçeklenme dönemi geldiğinde ise topraktan metrelerce yükselen dev bir çiçek sapı çıkarır ve adeta bir sanat eseri gibi doğayı süsler.

A Natural Wonder at Latanya Park Resort: Century Plant Blooms After Years

Nestled in the unique nature of Bodrum, Latanya Park Resort has witnessed a rare and remarkable natural phenomenon. The century plant (Agave americana), which had been quietly growing in the hotel's garden for years, has bloomed for the first time this year. This extraordinary event has drawn great attention from both guests and staff, becoming a symbol of patience and the miracles that nature offers in its own time.

Commonly known as the "century plant," Agave americana typically blooms only once in its lifetime. It can take anywhere from 10 to 30 years for the plant to flower. When the time finally comes, it sends up a towering flower stalk that rises meters into the air—gracing the landscape like a natural masterpiece.



1.5 Environmental Activities

Our activity of making flower pots from oil cans and planting flowers.



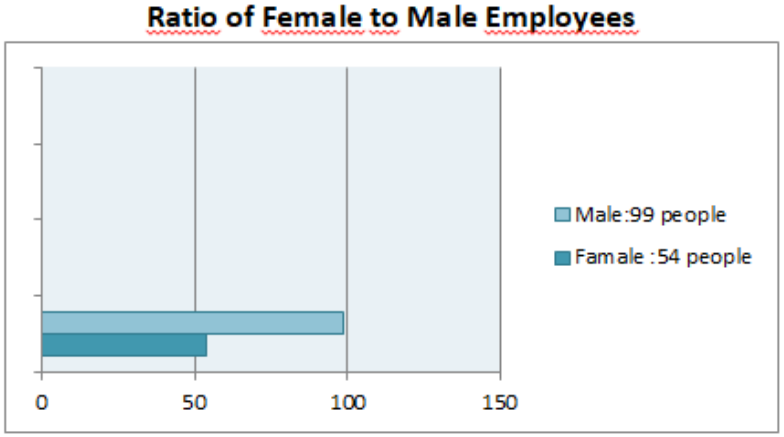


2. Our Goals for the Preservation of Social and Cultural Structure

- **Employee diversity:** Increase the employment rate of women by 1%.
- **Support for local cultural events:** Organize or support at least one local cultural event per year.
- **Sustainability training for employees:** Provide all staff with at least one sustainability and environmental awareness training session annually.
- **Cultural awareness presentations for guests:** Enhance the content and quality of our weekly regional culture and history activities held once a week.

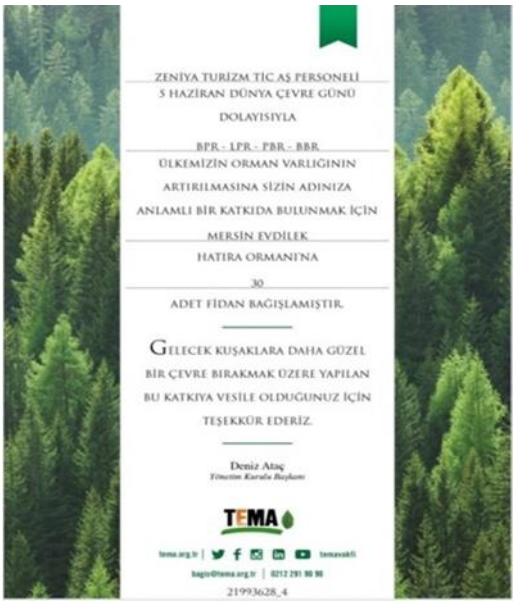


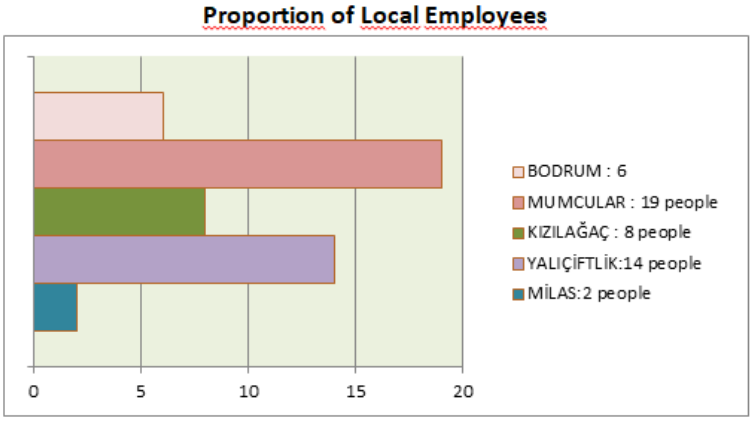




3.Our Goals for Economic and Local Community Support

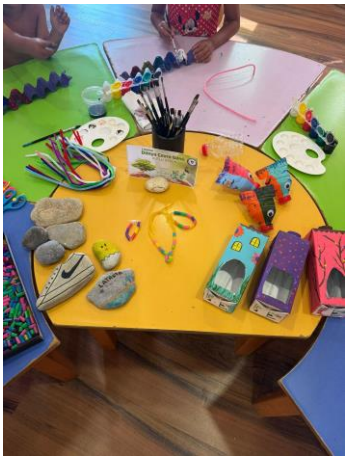
- **Use of local products:** We aim to source 90% of kitchen products from local suppliers.
- **Local employment:** At least 50% of new hires will be recruited from the local community.
- **Support for local initiatives:** Sponsor at least one local social responsibility project.
- **Fair trade practices:** Prioritize suppliers with fair trade certification during the selection process.





- **4.Our Goals for Stakeholder Engagement and Communication**
- **Stakeholder feedback:** We aim to increase stakeholder feedback opportunities by organizing sustainability workshops with employees, suppliers, and guests at least once a year.
- **Sustainability reporting:** Transparently publish the annual sustainability performance report.

Environmental Day Activities We Conducted with Children at the Mini Club









- Activities included cutting and painting used egg cartons to make caterpillars, painting milk cartons to create birdhouses, and cutting used straws to make bracelets.

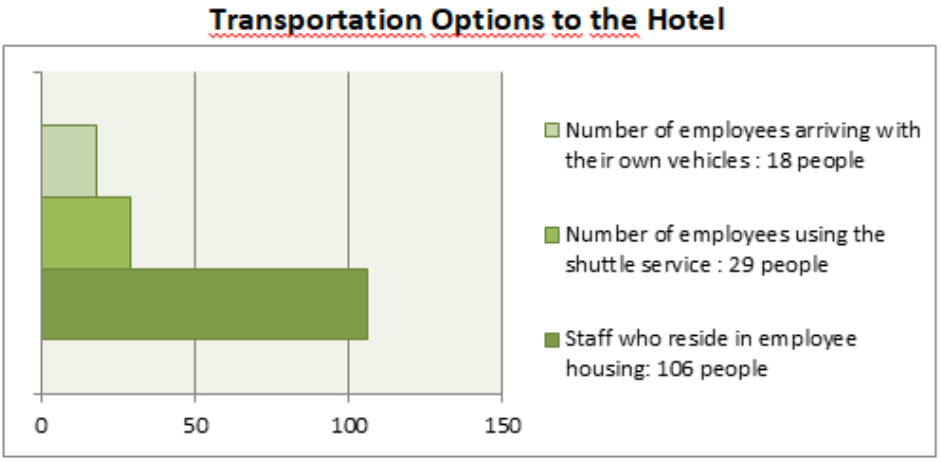
USE OF RENEWABLE ENERGY

Total CO_2e for the Reporting Year		
1.015,20 tCO2e		
Total Guest Room Carbon Footprint	995	tCO2e
Total Meeting Space Carbon Footprint	21	tCO2e
Günlük olarak kullanılan oda başına karbon ayak izi	36,0	kgCO2e
Carbon Footprint per Square Meter of Meeting Space Used Daily	0,1	kgCO2e

Carbon Emissions per Guest in 2024	18.34

As Zeniya Group, we purchase I-REC certificates from AYDEM, an electricity provider that supplies renewable energy.

As part of our efforts to neutralize our carbon footprint, we continue to donate saplings to the TEMA Foundation and the Aegean Forest Foundation.



"To reduce our carbon footprint, we encourage and support our staff to use shared shuttle services instead of individual vehicles for commuting."

GUEST SATİSFACTİON

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

LATANYA PARK RESORT
SUSTAİNABLE GUEST
SATİSFACTİON SURVEY

We use a QR-coded WhatsApp line to communicate more easily with our guests and to enable them to share any complaints with us.



Guest Satisfaction Rates				
	2021	**2022**	**2023**	**2024**
TRIPADVISOR	4	4	4	3.8
HOLIDAYCHECK	4,5	5,1	4,1	4,9
TOPHOTELS	4,42	4,56	4,12	4,38
OTELPUAN	7,5	7,8	7,8	7,8

Our Pavilion Decorations





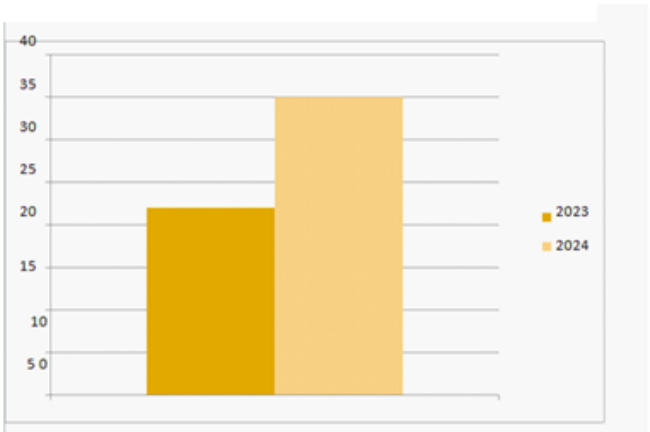


Our Room Decorations



SUSTAINABLE PROCUREMENT

Our Sustainable Procurement Performance



We increased the number of our local supplier companies from 22 to 35, achieving a 78.5% growth."

- Our hotel prioritizes environmentally friendly products, particularly those bearing eco-labels, in its procurement processes. In cases where eco-labeled products are not available within a specific product category, the hotel selects products from suppliers and manufacturers whose production and all related processes do not harm the environment."



“In line with our sustainability principle, we use environmentally friendly and FSC-certified Copy Boss A4 photocopy paper. The Copy Boss A4 papers we use are packaged in 100% biodegradable materials that decompose in nature within 2 to 6 weeks, contributing to our sustainability efforts.”

EMPLOYEE WORK LIFE

- Our hotel continues its efforts to provide a safe and healthy working environment and receives support from occupational safety experts authorized by the Ministry to enhance occupational health and safety practices. Adequate measures are taken to prevent accidents and, in the event they occur, to minimize injuries. Risk assessments have been conducted to identify the causes of hazards specific to the work environment.
  There is absolutely no discrimination in recruitment, compensation, training, rewarding, dismissal, or retirement processes based on race, caste, national origin, religion, disability, gender, sexual orientation, association or union membership, or political affiliation. Employees are not interfered with in meeting their needs or fulfilling obligations related to their race, caste, national origin, religion, disability, gender, sexual orientation, association or union membership, or political identity.
- All employees are able to submit their complaints and suggestions to the Human Resources and Quality Departments and are informed about how and where to report their feedback.

- Monthly employee satisfaction surveys are distributed by the Human Resources and Quality Departments, and the results are evaluated on a monthly basis. Employees are also able to express their suggestions or complaints through these surveys.

ZENIYA
RESORTS

Employee Satisfaction and Sustainability Survey

- We monitor employee requests and suggestions through QR codes created for satisfaction tracking in the staff cafeteria, service areas, and staff accommodations. Based on this feedback, we revise our action plans monthly. Additionally, we regularly review the suggestion boxes placed in the staff cafeteria.

Accessibility for All

- In accordance with legal regulations and accessibility criteria, our existing accessible room and general areas for guests with disabilities are designed to ensure full access to every point and facility. Our goal is to provide the best possible accommodation experience for guests with mobility challenges. Within this scope, we continuously plan and implement improvements to enhance accessibility and strive to become better.
- We have 2 accessible rooms, at least one accessible area in each concept, a portable pool lift for pool use, and floating beach loungers available for our guests with limited mobili

IN OUR 2025 TARGET PLANS

✓ Increasing our Total Renewable Energy Utilization Percentage

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

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

✓ Improving Disabled Facilities, Activities and Projects to Facilitate the Social Lives of People with Disabilities

✓ 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 Membership and Cooperate with in the Scope of Sustainability

✓ Increasing the Use of Recycled, Recyclable Products - New Procurement 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,
- Giving food to wildlife creatures neighboring our hotel areas, where touching is dangerous and forbidden taking into account their information,
- You can support us by contributing to the food banks in our areas to provide appropriate food for animals so that they can be fed properly.
- 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,
- Supporting the reduction of our waste during your vacation, we encourage you to choose products with single-use plastic packaging you can support us by not choosing.
  Please provide your feedback and comments,
  https://www.bodrumparkresorts.com

  https://www.latanyaparkresort.com

  https://www.petunyahotel.com
  https://www.bodrumbeachresort.com We kindly ask you to share with us at the address

For Bodrum Destination Promotion



. https://bodrum.goturkiye.com/