



SUSTAINABILITY REPORT 2025



1. ARENA HOTEL SUSTAINABILITY MANIFESTO

As ARENA HOTEL, we are aware that sustainability efforts in tourism minimize negative impacts on the environment and cultural heritage, and we recognize the responsibilities that sustainable tourism entails. We strive to leave a better world for future generations. In this regard, we continue our work on many issues within the concept of sustainability, such as reducing environmental impacts, energy, water and waste management, protecting cultural and social heritage, providing economic and social benefits to the local community, and protecting the environment. In today's world, where the importance of climate change and global warming is increasingly felt, we aim to fulfill our responsibilities to the best of our ability and strive to ensure that our employees embrace environmental awareness. We aim to increase our success day by day by focusing on the effective management of sustainability risks and ensuring sustainable growth through long-term strategies.

2. OUR RESPONSIBILITY TO THE ENVIRONMENT

We comply with and keep up to date with the requirements of the National Environmental Legislation that we are obliged to follow at our hotel. We continue our efforts to carry out and maintain waste management, chemical use, wastewater, water consumption, and the necessary measurement, analysis, and monitoring activities, as well as to create training plans and ensure that practices become permanent.

3. ARENA HOTEL SUSTAINABILITY POLICY

ARENA HOTEL aims to adhere to the highest sustainable management standards by ensuring that our policies, practices, and procedures are transparent, accountable, and effective.

In pursuit of this goal, the following principles form the foundation of our approach.

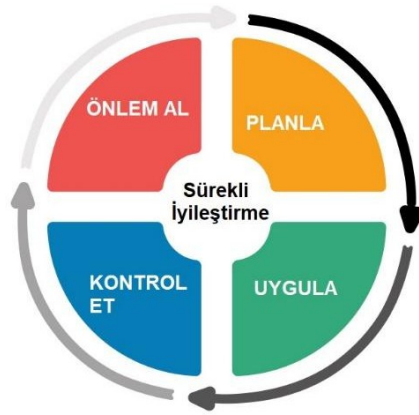
- **Legal Compliance**

Our hotel has adopted compliance with legal requirements as a principle in all product and service processes.

- **Employee Safety and Human Resources**

Our staff is our most valuable asset. We continuously improve all our processes and follow the latest technologies to minimize risks that may endanger the health and safety of our employees and business partners and to prevent workplace accidents. Training our employees, protecting human rights, and ensuring equal rights regardless of religion, language, or race are our indispensable rules.

- **Guest Satisfaction – Guest Safety** Our guests are our reason for being. Our top priorities are to track all guest complaints from all sources, resolve complaints, and inform our guests about this, turning complaints into opportunities for ourselves.



- **Respect for the Environment**

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

- **Energy Conservation**

Our hotel has adopted the principle of using our energy resources in the most efficient manner and continuously improving energy efficiency.

as a fundamental principle.

- **Food Safety – Hygiene**

Our common principle is to implement and continuously improve the food safety system throughout the food chain in order to offer high-quality products that comply with food safety principles, and to prioritize hygiene conditions in all hotels.

- **Supporting the Local Economy and Sustainable Procurement Practices**

We are aware of our contribution to the local economy, which is why we make it a principle to select local suppliers of goods and services. For sustainable tourism, we make environmentally friendly purchases that consume less energy and water and produce less waste. Guided by these principles, our hotel, which competes in the national and international market, demonstrates the determination necessary to always be a leader, continuously improving and securing resources.

• **Children's Rights**

We believe that everyone has a responsibility to protect children. We know that child welfare and protecting children from all forms of harm are extremely important, and that it is our fundamental duty to protect all children associated with us from physical and mental abuse. Guided by these principles, our hotel, which competes in the national and international market, demonstrates the determination necessary to always be a leader, continuously develops, and provides resources.

• **We Respect the Environment**

Our hotel aims to minimize the potential harm to the environment and natural resources by controlling the amount of water, electricity, energy, chemicals, and solid waste, without compromising the comfort of our guests.

In line with sustainable tourism principles, we have updated our practices to reduce the use of natural resources and minimize or, where possible, eliminate damage to soil, water, and air.

4. OCCUPATIONAL HEALTH AND SAFETY POLICY

- Occupational Health and Safety is the responsibility of all our hotel employees.
- Responsibilities and authorities to comply with laws, regulations, and other Occupational Health and Safety requirements will be shared among all our employees.
- Worker Health and Safety is as important to our hotel as our other business objectives.
- When selecting suppliers and subcontractors to work with our hotel, compliance with our "Hotel Employee Health and Safety" rules is taken into consideration and continuously monitored.
- All accidents are preventable and should be prevented.
- There is always a safer way to do every job.
- Training is always essential for our hotel to effectively implement OHS standards and to establish and develop individual responsibility awareness regarding Occupational Health and Safety issues.
- Our hotel utilizes all internal and external resources to provide an efficient, safe, and healthy working environment and to ensure effective communication.

To increase the individual performance of employees and ensure that information is used in the most accurate and beneficial way.

5. OUR QUALITY POLICY

- Ensuring that our guests can reach us with their complaints whenever they wish,
- Evaluate all suggestions, requests, and complaints from our guests, staff, and third parties, and improve our processes in accordance with primary and secondary legislation, within the scope of our financial, operational, and corporate conditions,
- All products in our hotel must be safe for human health.
- Raw materials delivered to our hotel are inspected without exception by specialized personnel.
- Suppliers are made aware of our requirements and are encouraged to produce products that meet our desired specifications.
- Health and hygiene rules and relevant laws and regulations are followed at every stage of the production of products in our hotel.

- Each unit in our hotel acts as an inspector for the other units.
- Self-monitoring is ensured within our hotel.
- Our goal is to fulfill all requirements to ensure the continuous improvement and development of the quality and food safety management system and to increase its effectiveness.

6. PURCHASING POLICY

Our hotel is committed to sustainable purchasing;

- **We minimize unnecessary purchasing.**

Products that do not need to be purchased have the lowest environmental footprint. We ensure that there are no existing products or resources that could meet the need during the purchasing phase.

- **We consider life cycle costs.**

The purchase price is not the only cost factor to consider. Energy, waste, or consumable costs can sometimes be more expensive than the product itself, so we consider all cost items when making decisions.

- **We purchase reliable, certified products.**

Certified products are manufactured based on quality, reducing environmental impact and conveying the idea that the business is sensitive and friendly to the natural environment to all stakeholders. For this reason, they are at the top of our purchasing priority list.

- **We purchase recyclable products.**

The circular economy is an economic model that reuses products and minimizes waste. It aims to improve the life cycle of products and minimize the waste generated. Therefore, we consider whether products contain recycled content, are durable and repairable, have recyclable packaging, and offer take-back or reuse programs.

- **We prefer green suppliers.**

We aim to support sellers and suppliers who incorporate sustainability into their own practices and supply chains.

- **We minimize consumption.**

We develop behaviors that minimize consumption, such as using recycled paper, avoiding unnecessary printing, using double-sided paper, and choosing reusable materials in offices, and we provide regular training to our employees on this subject.

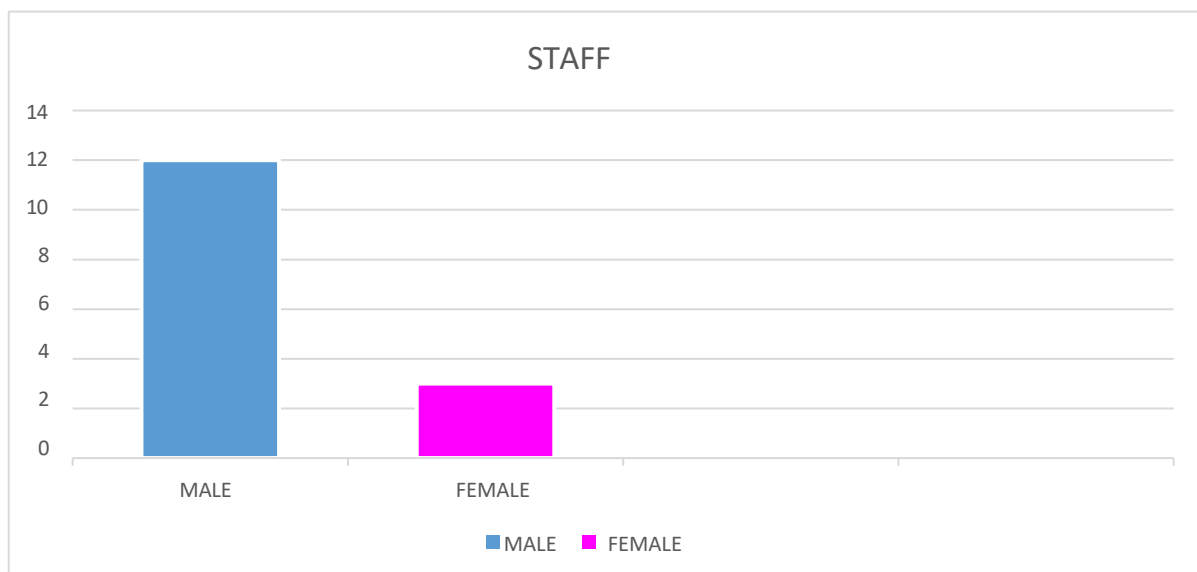
7. HUMAN RESOURCES POLICY, WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

- We create policies that ensure the establishment of honest, transparent, fair, respectful, and trust-based relationships and

Our policy aims to spread.

- We select our dynamic and professional human resources from among candidates who are suitable for our institution, culture, and goals and develop them.
- As a company that invests in and values people, we establish and manage systems that are continuously monitored and improved in terms of occupational health and safety.
- We organize training programs that serve both our company's goals and the personal development of our staff.
- **We prioritize gender equality in our workplace;**
- We ensure the health, safety, and well-being of all our employees regardless of gender.
- We support women's participation in the workforce across all our departments and provide equal opportunities.
- We operate with a "equal pay for equal work" policy without gender discrimination.
- We distribute tasks in accordance with the principle of equality.
- We provide the necessary environment for equal access to career opportunities.
- We develop education policies and support women's participation and increased awareness.
- We create a work environment and practices that maintain work-life balance.
- We support women in company management and offer equal opportunities.
- We do not tolerate women being subjected to exploitation, harassment, discrimination, suppression, coercion, slander, etc. in any way. We are always aware of the value they add to the world and our organization and support their presence.

EMPLOYEE DATA: The percentage of female staff at our hotel is 20%. The local employment rate is 100%.



8. OUR ENVIRONMENTAL POLICY

Together with all our employees, our main goal is to contribute to sustainable tourism by protecting the environment, creating and developing environmental awareness, and providing services based on the principle of environmentally conscious construction. In this regard;

- We utilize technological advancements to ensure energy efficiency and conservation,
- Regularly monitoring our water and electricity consumption with the aim of making our natural resources sustainable, and taking protective measures to prevent excessive consumption.
- To promote the use of renewable energy sources,

- To use energy and natural resources at an optimal level and implement activities that prevent unnecessary resource use,
 - To take an active role in beautifying the environment through planning and activities,
 - To prevent environmental pollution; to reduce the consumption of environmentally harmful substances and the amount of waste,
 - To prevent excessive chemical consumption; provide regular training to our personnel regarding chemical usage
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- Separating waste at the source to prevent pollution and protect the environment,
 - Ensuring the disposal of hazardous waste generated at our facility in accordance with Environmental Legislation,
 - Minimizing our emissions by selecting equipment with the most appropriate technology compatible with the environment.
 - To raise environmental awareness among our staff and guests, we provide reminders at regular intervals information to our employees and guests at regular intervals,
 - Conducting regular drills with Emergency Response Teams to prevent potential emergencies and environmental disasters,
 - Collaborate with our suppliers and customers to contribute to increasing their environmental awareness to enhance their environmental awareness,
 - Our goals are to carry out our activities with an awareness of our responsibilities to the environment and society, believing in continuous improvement and a sustainable environment, and to ensure the continuity of this.

9. CULTURAL HERITAGE PRESENTATION AND PROTECTION POLICY

While respecting intellectual property rights, our hotel values and combines authentic elements of traditional and contemporary local culture in its operational design, decoration, kitchen, and shops, and displays them.

Local/regional art/craft designs and furniture are reflected in the hotel.

Living cultural heritage and traditions are evident in retail sales, events, and other services. Copyright and intellectual property rights have been respected, and the necessary permissions have been obtained. While presenting local and regional culture and works, our hotel respects the copyright, intellectual property rights, and industrial rights of these works.

Authentic elements of traditional and contemporary local culture are incorporated into our cuisine, design, and decor.

Our hotel does not buy, sell, or trade historical and archaeological artifacts, nor does it display them. Our hotel prioritizes the promotion and consumption of local products. It implements innovative and creative practices to ensure sustainability in gastronomy in all its activities.

10. CHILD SAFETY POLICY

- Respecting children's rights and taking necessary measures to protect children from all forms of exploitation.
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- supporting programs that prevent children from becoming vulnerable and in need of care,
 - Supporting institutions and organizations that will enable children who have committed crimes or been victims of crimes to be reintegrated into society

- Collaborating with all stakeholders serving children,
- Engaging in activities that raise social awareness and sensitivity towards preventing violence against children,
- Organizing training for our staff on child protection,
- Supporting all kinds of organizations and activities related to child protection in our environment,
- Ensuring that all suspicious actions involving children are reported to local authorities and relevant organizations are our goals.

11. ACCESS POLICY FOR EVERYONE

- Our hotel does not have accessible rooms.
- Our hotel also fully complies with legal regulations regarding accessibility and is committed to continuous improvement in this area.
- Our hotel regularly maintains and repairs accessibility regulations and infrastructure, making improvements when necessary. We also regularly inform our employees about accessibility issues.

12. ENERGY EFFICIENCY POLICY

We use our energy efficiently to protect our world from potential dangers and set targets to reduce our energy consumption.

goals to reduce our energy consumption.

To this end;

- We follow national and international standards, laws, and regulations to fulfill both our responsibilities to nature and our legal obligations. We voluntarily carry out work to reduce energy use and/or continuously improve our energy consumption performance, and we monitor the results of our work.
- We set goals and include energy efficiency in our training programs to ensure the participation of our employees.
- We value collaboration with all our stakeholders to create common goals and results in energy management. We strive to maintain interaction with our guests, employees, visitors, and all business partners to achieve a collective level of awareness and consciousness on these issues.
- We strive to research, find, purchase, and use energy-efficient products, equipment, machinery, and technology alternatives.
- We aim to document our Energy Management System, disseminate it to all our departments, update and review it when necessary, and continuously improve it.
- We assess energy risks or potential emergencies such as energy constraints and plan the necessary measures.

13. TRAINING POLICY

To achieve a comprehensive environmental awareness and ensure that what is learned can be put into practice, it is necessary to operate within a continuous education system. We aim to make the system dynamic by ensuring that facility personnel receive periodic environmental training every six months and that all personnel in each department receive this training at least once a year through rotation.

to keep the system dynamic. Department managers will submit a list of participants to the Sustainable Management System Executive Team prior to the training. We aim to ensure that the training is taken seriously by taking attendance at each training session and ensuring that the managers and/or supervisors of the departments to which the participating personnel belong are also present.

- ❖ Orientation training
- ❖ On-the-job training
- ❖ Occupational health and safety training
- ❖ First aid training
- ❖ Fire safety training
- ❖ Energy efficiency and conservation training
- ❖ Hygiene and food safety training
- ❖ Sustainability training.

14.SUSTAINABLE PRACTICES

14.1. HAZARDOUS WASTE

To ensure that hazardous waste generated at our hotel is disposed of without harming the environment, we collect hazardous waste generated in our departments in our hazardous waste rooms under appropriate conditions, label it, and deliver it to licensed companies for disposal or evaluation in accordance with the law.

WASTE TYPES

- ❖ Contaminated Packaging
- ❖ Empty Pressurized Metal Packaging
- ❖ Electronic Waste
- ❖ Vegetable Waste Oil
- ❖ Waste Paints and Varnishes
- ❖ Printing Toners
- ❖ Contaminated Absorbents
- ❖ Filter Materials Cutters
- ❖ Fluorescent Lamps and Other Mercury-Containing Waste
- ❖ Batteries and Accumulators
- ❖ Agricultural Chemical Waste
- ❖ Oil Filters

14.1. HAZARDOUS WASTE

Hazardous waste management procedures are in place, and designated sections are responsible for delivering waste to the relevant institutions.

14.2. CHEMICAL USE

Cleaning with consideration for the environment, ensuring hygienic cleanliness, and minimizing negative impacts on health and the environment are crucial steps. Damage to the environment can be minimized not only by using environmentally friendly cleaning products, but also by using these products sparingly and adjusting the dosage correctly. In this way, the total damage caused by chemicals to the environment can be significantly reduced.

❖ We plan training for our employees on the use of chemicals and the measures to be taken in case of spills/leaks of hazardous chemicals.

We are planning training for our employees on this subject.

❖ We verify that the pesticides used by the pest control company we hire do not harm human health or the environment.

harmful to human health and the environment. We are striving to reduce chemical consumption from pest control by making greater use of natural measures (fly traps, sticky paper, etc.).

to reduce chemical consumption from spraying.

❖ In our chemical storage areas, we use leak-proof marble shelves for all chemical storage.

This prevents chemicals from reaching drains or soil through spills or leaks.

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❖ The general chemicals we use have high biological degradability, and we particularly evaluate this criterion in new purchases.

❖ Sensor-based disinfectants have been preferred in general space hand disinfection systems, and consumption is kept at an optimal level.

14.4. ELECTRICITY AND NATURAL GAS CONSUMPTION

We aim to ensure that all electronic products we purchase are energy efficient and that all our employees receive training on energy conservation. The following energy conservation measures are implemented and maintained at our hotel.



❖ In our hotel, energy-saving lighting or LED lighting is used in all rooms and common areas to save energy and reduce the amount of hazardous waste

incandescent bulbs are replaced with energy-efficient or LED lighting.

- ❖ Building perimeter lighting, heating, and cooling systems throughout the hotel are controlled by automation and controlled.
- ❖ Motion-sensitive lighting is used in applicable guest common areas.
- ❖ Many areas within the facility are designed to reduce energy consumption by utilizing daylight.
- ❖ Electronic key cards are used in our rooms.
- ❖ All electrical devices are maintained and cleaned at regular intervals to minimize potential energy losses. are minimized.
- ❖ Where possible, photoelectric automatic doors are used to reduce energy consumption associated with heating/cooling loss.
- ❖ We reduce laundry/drying /transportation.

14.5. ELECTRICITY AND NATURAL GAS CONSUMPTION

We encourage our guests and employees to conserve energy in our rooms.

14.5. ELECTRICITY AND NATURAL GAS CONSUMPTION, ENERGY

Electricity and natural gas consumption is monitored at our facility.

Guests and employees are provided with the necessary information and encouraged to conserve energy.

14.6. WATER CONSUMPTION

We use water-saving equipment to reduce overall water consumption without compromising on health, hygiene, and guest satisfaction; we inform our guests and train our employees on this matter.



The following water-saving initiatives are implemented and maintained at our hotel:

- ❖ In addition to low-flow faucets and showerheads, we use motion-sensor or timer-controlled faucets, showers, and urinals to prevent unnecessary water usage.
- ❖ We are reducing siphon water usage through low-volume reservoirs.
- ❖ Training is being planned for staff to detect and prevent water leaks from room toilets and we expect our guests to report any leaks to us.
- ❖ We irrigate our nature-friendly garden using drip and sprinkler systems.
- ❖ Towel and sheet changes in rooms are carried out according to guest requests, and guests are informed about this. guests are informed accordingly.

14.8. PRESERVATION AND PRESENTATION OF CULTURAL HERITAGE

At ARENA HOTEL, we attach great importance to the preservation and presentation of cultural heritage. Conveying local cultural and historical elements to our guests is one of the fundamental principles of our hotel.

14.9. SOCIAL RESPONSIBILITY, ENVIRONMENTAL AWARENESS

At ARENA HOTEL, we understand the importance of social responsibility and environmental awareness. We embrace environmentally friendly practices by using natural resources sustainably. We invest in renewable energy sources and ensure recycling in waste management.



We work together with our employees and guests to raise awareness about environmental consciousness and leave a green world for the future.

THANK YOU