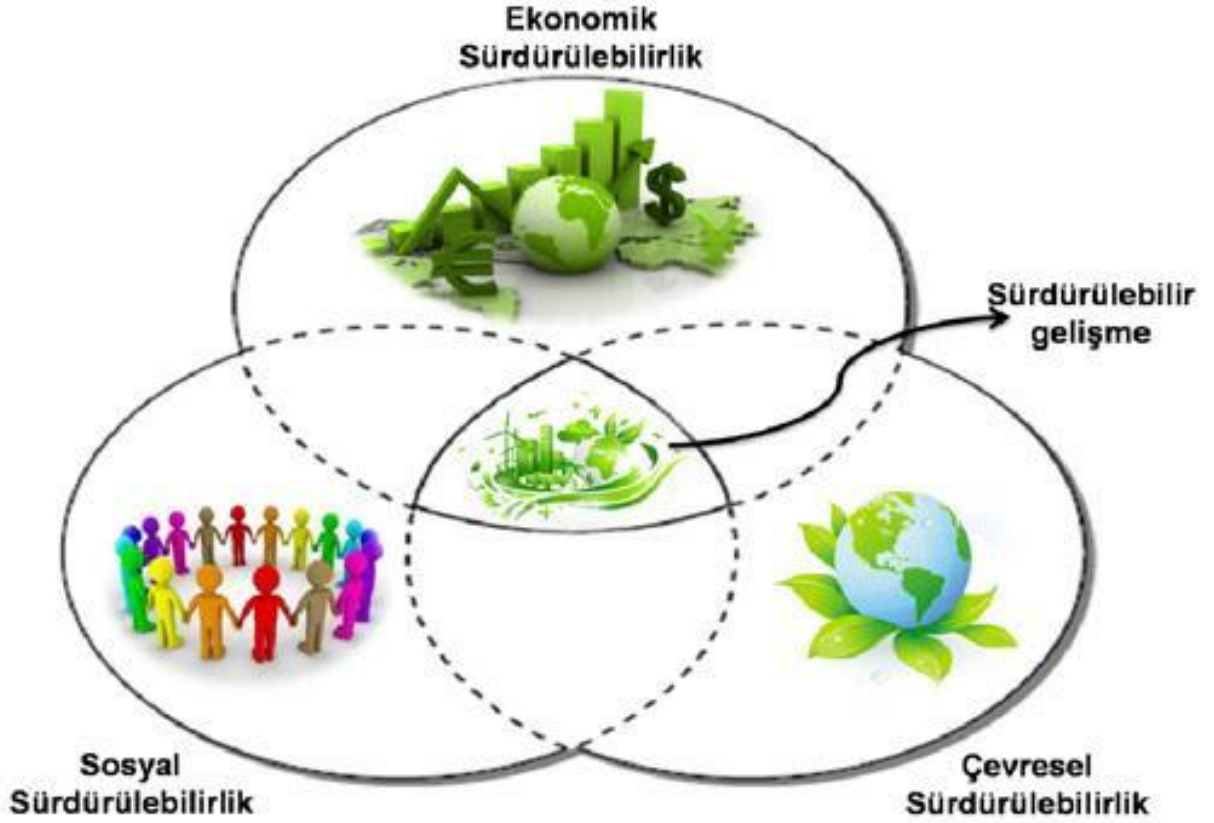


ARENA HOTEL SUSTAINABILITY REPORT 2024

We are aware of our responsibilities regarding sustainable tourism. Therefore, we attach equal importance to raising awareness not only among our guests but also among our employees. We continuously raise awareness of social responsibility and consistently implement environmentally friendly management.

Our management style is based on "sustainable tourism". We use our natural resources in a sustainable way, even while maintaining the highest quality of our products and services, to leave a more livable environment for the next generation.



ABOUT THE REPORT

As a company, informing our stakeholders about our activities and their impacts in a transparent and effective manner is one of the issues we attach special importance to. In this direction, the sustainability reports that we aim to publish annually will be an important tool that we use in order to be a transparent and accountable organization.

Since the day we started operating in business life, we have made and continue to make many social and environmental investments for the sustainability of our business. With this sustainability report, we aim to communicate our economic, environmental and social performance to our employees, customers and other stakeholders. Unless otherwise stated, the information in this report covers our performance between **January 1, 2024 and December 31, 2024**.

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- WOMEN'S RIGHTS AND GENDER EQUALITY POLICY
- SOCIAL RESPONSIBILITY POLICY

ABOUT US

Our facility is located at Küçükayasofya mah.Üçler hamam street no 13-15 fatih-Istanbul and 24
It has a room capacity and has a certificate of operation from the Ministry of Culture and Tourism.
Our rooms have the necessary facilities for our guests to feel comfort and peace;

Hair dryer

Electronic key lock system

Direct dial telephone in rooms

LCD-Satellite television with stand by

Encrypted private safe

Central air conditioning system

Smoke detector connected to central fire system

Special insulated door and window system for noise

Tea and coffee set

There is a special hygiene kit.

A sustainable management system / local and regional community liaison officer has been appointed at our facility. You can contact us at the contact numbers below to provide feedback about our system and share your experiences.

Authorized person : Emine Gül KÜÇÜKSERİM

Contact number : 05326320484

Mail address : info@arenahotel.com

SCOPE

This document establishes the basic framework of a Sustainability Management System (SMS) that can be adapted and developed to cover all management processes of our hotel and sets out the policies and practices of our organization.

This document is intended for all stakeholders, guests and staff of the hotel. Our system is continuously being developed in accordance with the size and scope of our hotel.



SUSTAINABLE MANAGEMENT SYSTEM

We believe that tourism and sustainable practices can coexist with luxury and guest comfort. By embracing our sustainability philosophy, we aim to provide an unforgettable and environmentally conscious experience for our guests while actively contributing to the protection of our planet. In line with our sustainability values, we are committed to promoting environmentally friendly practices and developing a philosophy of environmental responsibility. We believe that sustainability is not just a trend, but a fundamental principle that guides our operations and guest experience.

We are committed to contributing to the fight against climate change to reduce emissions, increase the use of renewable energy and offset remaining emissions. Sustainability plays a central role in our vision and values. We believe that hospitality can coexist in harmony with the well-being of our planet and our communities. We continuously strive to improve our energy efficiency, use of renewable energy, water conservation, waste minimization and sustainable procurement.

Our sustainable management system is based on risk analysis. Risk analysis is conducted under the headings of environment, natural disasters, society, culture, economy, quality, human rights, health and safety. New topics can be added if necessary.

After the risks have been analyzed, we have a crisis management plan that determines what to do in case the risks materialize. The annex to this document describes how risk analysis and crisis management will be carried out.

SYS includes the implementation of certain policies by all employees on quality, economy, management, environment, culture, culture, human rights, health and safety, setting targets and continuous improvement of business management processes by monitoring whether the targets are achieved.

If the set targets are achieved, new targets are set. In case they are not achieved, our targets, policies and practices are reviewed. In this way, we endeavor to ensure continuous improvement.

The objectives of our hotel's management system and the performance indicators that monitor compliance with the objectives are attached to this document.

Regarding sustainability, our hotel commits to fulfill the obligations of the Turkey Sustainable Tourism Program and to continuously improve its sustainable management system to increase its sustainability performance.

Our management system is constantly reviewed due to the state of the sector, environmental, social, technological, economic and cultural risks, and changes and updates in legislation, and the system and policies are updated if necessary.

The above steps can be summarized as the Plan-Do-Check-Act (PDCA) approach

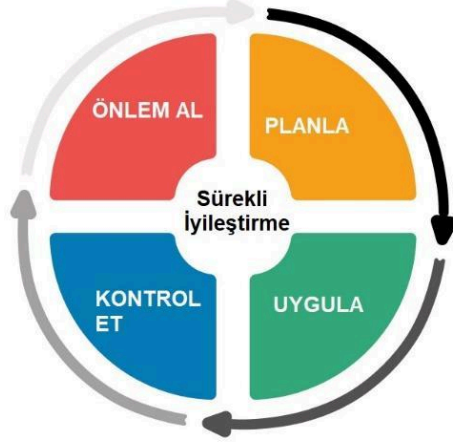


Figure1 . PICT Cycle

Plan: Our hotel attaches importance to the environment, society, culture, national economy and management system and sets targets. It plans the road map and actions to be followed in order to achieve the determined goals.

Implement: Our hotel determines its basic policies and practices regarding environmental, cultural, social, human rights, health and safety. These are monitored, measured and recorded by the relevant personnel at defined intervals.

Check: Feedback from both staff and customers is monitored and recorded in our hotel. Corrective measures are taken if necessary.

Take action: We take action to correct the problems identified in the check step of our hotel. Corrective measures and actions are recorded and archived.

LEGAL COMPLIANCE

Our hotel undertakes to comply with applicable laws, regulations and international conventions, keeps an up-to-date list of these, regularly informs its personnel about them and provides the necessary training to the personnel.

If asked or requested, our hotel will submit all necessary permits, certificates and documents to the relevant persons and institutions.

These documents are the Workplace Opening and Working License, personnel insurance declaration for the last month, tax plate, emergency action plan, personnel trainings and certificates, contract with the workplace physician, sewage connection certificate from the municipality, documents regarding pest control and other necessary documents.

 T.C.
KÜLTÜR VE TURİZM BAKANLIĞI 

**TURİZM İŞLETMESİ
BELGESİ**

İŞLETMENİN
Adı : ARENA OTEL
Sınıfı ve Türü : ÖZEL TESİS
Adresi : ŞEHİT MEHMET PAŞA YOKUSU ÜÇLER HAMAMI SOKAK NO:13-15
SULTANAHMET- EMİNÖNÜ/İSTANBUL
Belge Sahibi : ARENA OTELCİLİK TUR. İNŞ. TİC. LTD. ŞTİ.
Çalışma Saatleri : GENELGESİNDE GÖSTERİLMİŞTİR
Tarih ve Sayı : 16.05.2001 - 8146
Kapasite : 24 ODA-48 YATAK, TÜRK HÂMAMI, 40 KİŞİLİK 3. SINIF LOKANTA


Kudret ARSLAN
Bakan a.
Genel Müdür

№ 1495

Bu belge 2634 Sayılı Turizmi Teşvik Kanunu uyarınca verilmiştir.

STAKEHOLDERS AND COMMUNICATION

Our hotel provides accurate information to all segments in promotion. It always uses real visual materials in promotion. Our hotel has a transparent and realistic structure in terms of its products and services on its website, social media accounts and other printed and written promotional channels and marketing communications.

Our hotel also openly and transparently shares its policy and sustainability-related actions and transactions with its employees and customers. Our hotel's website is used for this purpose. Periodic reports on sustainability performance are published on our website. These reports are organized in periods appropriate to the subject.

Our hotel has a system that aims to receive feedback from our customers, public institutions, municipalities, employees, the surrounding community and all other relevant persons and organizations regarding our sustainability performance, policies and practices. Through this system, we receive feedback from both our staff and our customers.

Our system is organized to enable and encourage our customers and staff to provide feedback in a quick, simple and effective manner.

This system includes survey applications for guests, regular monitoring of social media accounts, e-mail, messaging services and other communication channels for employees, and e-mail communication and regular follow-up for all other stakeholders.

Guest experience: Guest satisfaction is of utmost importance in our hotel. Guest satisfaction includes feedback from the system described above regarding sustainability. The results received are analyzed. Negative feedback and responses to it are recorded and necessary measures are taken.

Staff engagement: Our employees are aware of what they need to do in our management system and sustainability policies and practices. What our employees are required to do is defined in writing, communicated to them and necessary training and guidance are provided regularly. Trainings on this subject are recorded. Our employees take an active role in the development and continuous improvement of our management system and sustainability performance. We review and improve our system in line with the feedback received from our employees.

In line with our sustainability policies and management system, employees are provided with periodic training programs related to sustainability and their work areas, including orientation trainings, on-the-job trainings, trainings required by legal regulations and guidance support. We implement annual training plans on Occupational Health and Safety trainings, hygiene trainings for personnel, water and energy conservation, rules on the use of chemicals, fire protection, first aid, etc.

Our employees have free and open access to all our training materials. Our hotel is committed to comply with the relevant provisions of the Labor Law No. 4857 and pays at least the minimum wage to the employee. Our hotel also undertakes to comply with the Social Security and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331.

Our hotel has established a "Sustainability Team" to manage sustainability activities.

A sustainable management system / local and regional community liaison officer has been appointed at our facility. You can contact us at the contact numbers below to provide feedback about our system and share your experiences.

Authorized person : EMİNE GÜL KÜÇÜKSERİM

Contact number and email address : 05326320484

ACCESSIBILITY PRACTICES

Our hotel is committed to providing accessible tourism services for everyone within its means and informs its customers and stakeholders about the level of accessibility clearly and accurately through its website.

Our hotel is also committed to full compliance with legal regulations on accessibility and to continuous improvement in this regard.

Our hotel is committed to providing accessible tourism services for everyone within its means and informs its customers and stakeholders about the level of accessibility clearly and accurately through its website.

Our hotel is committed to full compliance with legal regulations on accessibility and to continuous improvement in this regard. We endeavor to make continuous improvements not only for the physically disabled, but also for our guests who cannot participate in tourism activities due to disabilities such as vision and hearing.

Our hotel regularly carries out maintenance and repair of accessibility arrangements and infrastructure and provides improvements when necessary. We also regularly inform our employees about accessibility.

Our facility has accessibility applications at the entrance, elevators and breakfast room.

There is NO disabled room in our facility.

GOODS ACCEPTANCE AND PURCHASING PRACTICES

Our procurement policy includes policies for local, environmentally sensitive, fair trade and efficient purchasing.

Our sources of goods and services are monitored by our hotel. We hold meetings with our suppliers at regular intervals. We check their sustainability certificates, information and documents.

Local purchasing: When purchasing goods and services, our hotel gives priority to local suppliers, provided that they are of high quality and reasonably priced. For this reason, it regularly audits its suppliers, updates the supplier list and informs its suppliers. The ratio of goods and services purchased from the local community is measured.

When purchasing goods and services, our hotel also prioritizes fair trade suppliers for imported products, provided that they are of good quality and reasonably priced.

Environmentally responsible purchasing: Our hotel follows an environmentally conscious purchasing policy, emphasizing efficient purchasing, energy saving and water conservation to reduce food and solid waste.

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.

Within this framework, our hotel prioritizes the selection of suppliers with sustainability certificates when making purchases. Sample certificates that can be sought in suppliers are documents such as **ISO14001, ISO50001, ISO14064, ISO20400.**

Environmentally certified products (FSC, MSC, EU-EcoLabel, etc.) or products whose origin can be traced are preferred for wood, fish, paper and other foods.

Threatened species and species that are forbidden to be sold (fish, trees, plants, game animals, etc.) are not taken or used in our hotel.

The ratio of our purchases from environmentally certified, local producers and suppliers and fair trade suppliers to total purchases is measured.

Our hotel has environmental certified, local and fair trade purchasing targets. In this context, we aim to increase the ratio and number of local and fair trade suppliers in our purchases and we pay attention to this.

Efficient purchasing: Our purchasing policy favors reusable, returnable and recycled goods

Our hotel also prioritizes bulk and bulk purchasing. In this way, fewer shipments are made to our hotel and less greenhouse gas emissions are produced.

Our main priority and preference is to avoid unnecessary and excessive plastic, nylon, paper, glass, wood packaging in the products coming to our hotel.

Disposable products and unnecessary packaging (especially plastic) are avoided in the purchase of consumables and amenities. Purchase and use of consumables and disposable products are monitored and managed .

Total number of approved suppliers : 25

Total number of local suppliers : 21

Total number of non-local suppliers : 4

ENVIRONMENTAL AND NATURE PROTECTION ACTIVITIES

Our main goal is to prevent environmental pollution and protect nature by protecting our resources in the most efficient way, reducing the amount of our waste, recycling or neutralizing it. We are aware of our environmental impacts and strive to take the necessary measures and actions.

In the realization and presentation of our products and services in accordance with internal and external customer requirements as well as international and national legal requirements and legislation; we are committed to being an environmentally friendly organization with a sense of social responsibility by ensuring pollution prevention and sustainability.

In realizing this commitment;

- We identify and control our impact on the environment.
- We are prepared for emergencies (fire, explosion, flood, earthquake, earthquake, leakage, etc.) and comply with legal regulations.
- We strive to minimize our waste, prevent pollution at source, use energy efficiently and reduce the environmental impact of our operations.
- We continuously improve our environmental performance in waste sorting, waste reduction and efficient use of natural resources.
- We monitor the recycling and disposal of waste.
- We train our employees on the use of chemicals, their impact on the environment and waste.
- We encourage our employees and guests to be sensitive to the environment, and we develop our employees by providing them with trainings on environmental awareness and efficient use of energy.
- As a team, we try to raise awareness by cleaning the streets around the hotel at certain intervals.
- We use energy and water saving systems in our hotel
- We raise awareness and encourage our suppliers and stakeholders on energy efficiency efforts.
- We donate trees to environmental organizations and the theme to minimize the damage to nature in carbon emissions.





FATİH BELEDİYESİ
GERİ DÖNÜŞÜM PROJESİ
ATIK TESLİM MAKBUZU

ARENA
 OTELCİLİK TURİZM İNŞ.TİC.LTD.ŞTİ
 Şehit Mehmetbaba Yokuşu Öğler Hamamı Sk.
 No:13-15 Sultanahmet-Fatih-İSTANBUL
 Beyazıt V.D 074 005 6310 I.T.O 335728

Fatih'i yasa
 Fatih'te yasa
 No 000463

ATIK ÜRETİCİSİ: Tarih: 28.02.2025

ATIK CİNSİ	ATIK MİKTARI
KAĞIT - KARTON	25 KG
PLASTİK - PET	7 KG
METAL	
ATIK PİL	
KARIŞIK AMBALAJ	
CAM	18 KG
ATIK İLAÇ	
TEKSTİL	
ATIK YAĞ	
ELEKTRONİK ATIK	34 KG 5042

ATIKLARINIZI AYRI BİRLEŞTİREREK GERİ DÖNÜŞÜME DESTEK OLDUĞUNUZ İÇİN TEŞEKKÜR EDERİZ
 TESLİM EDEN TESLİM ALAN PLAKA

ENERGY MANAGEMENT

Energy saving: Our hotel has an energy saving policy. The policy includes regular measurement, monitoring and reduction of energy consumption.

Our hotel groups energy consumption according to energy type, and energy consumption of different units is monitored.

The total energy used in our hotel is measured by type.

Our hotel identifies activities with high energy consumption, plans and implements corrective measures to reduce energy consumption in these areas and activities (thermal insulation systems, preference of

low-consumption appliances with energy consumption class, use of LED bulbs instead of high energy consumption lighting such as incandescent, etc.). In addition, our hotel uses energy-efficient equipment. Our hotel informs and trains its employees and stakeholders on energy saving.

Environmental elements realized within the scope of Sustainability in our hotel

- In order to minimize paper consumption, a digital recording system was introduced for suppliers, procurement and office work.
- E-invoice has been implemented in invoicing transactions in Accounting.
- Packaging Waste is collected and delivered to the local administration in a controlled manner.
- Glass bottles have been introduced in rooms and minibars in our facility.
- Awareness raising activities were carried out to minimize the use of electricity, water and energy resources used in common areas.
- The faucets used in all rooms and areas are equipped with parletors and the water flow rate is adjusted to fill a 1 liter container in 14 seconds.
- Local and nearest suppliers are given priority to reduce carbon emissions.

2024 January - December total electricity consumption rate : 112,447.16

2024 January - December total natural gas consumption rate : 29,706

WATER MANAGEMENT AND WASTEWATER

Our hotel has a water saving policy. Our policy includes regular measurement, monitoring and reduction of water consumption. The water risk situation in the region where our hotel is located has been determined. For this purpose, the **Water Risk Atlas** prepared by the **World Resources Institute** is used.

Water risk was also assessed in the risk analysis and a water management plan was prepared. This plan includes measurement and monitoring of water use and targets and reports for reducing water consumption.

Due to the water usage activities of our hotel, living creatures living in waters such as sea and lake are not harmed. Again , the possibility of damage to these creatures has been evaluated in the risk analysis and necessary precautions have been taken.

Our hotel complies with all legal requirements and regulations in the use of water.

Water comes from a legal and sustainable source.

We measure our water consumption. Total water used per guest or overnight stay is calculated and reported.

We have targets to reduce water consumption. To this end, our hotel plans and implements corrective measures. Water-saving equipment is used in our hotel. Our hotel uses good practices such as changing sheets and towels on guest request.

Our hotel informs and guides its employees and stakeholders about water saving. Our hotel mobilizes all its means to ensure that waste water does not harm the environment.

Regulations set by the local government for the disposal of wastewater are complied with

2024 January - December total water consumption rate : 3131



FOOD WASTE AND SOLID WASTE

Our hotel has a Solid Waste Management Plan. The plan includes regular measurement and monitoring of waste generation, waste reduction, reuse, recycling and waste disposal.

Solid waste is sorted according to types such as food, recyclable, toxic/hazardous and organic, and recycling and reuse are taken into consideration when sorting.

Our hotel informs and guides its employees and stakeholders about waste management regularly and through various visual and communication materials.

Solid wastes separated according to their types in our hotel are taken by authorized and licensed companies. Solid waste, including food waste, is measured by type. In our hotel, the amount of solid waste per guest or overnight stay is calculated and reported.

Our hotel has also identified activities and risk areas where solid waste generation is high. It plans and implements corrective measures to reduce food waste and wastage.

It is aimed that solid waste disposal does not have a negative impact on the local population or the environment. Compliance with the "Zero Waste Regulation" legislation on solid waste management is ensured.

2024 January - December period total waste consumption rate : 1239

2024 January - December period total single-use waste consumption rate : 43488



PERSONNEL AND WORKING LIFE

In its spirit, our employees are the most important resource that makes us who we are. Being aware of this, issues such as social and fringe benefits, performance management, rewarding, training and career

management, and employee safety are always our priority.

Our Human Resources Vision is to create qualified human resources that are highly motivated, protect and enhance the corporate image, emphasize innovative work , attach importance to service and see their work as part of a whole, and to be a pioneer in the sector in Turkey with integrated human resources practices.

Our Human Resources Mission; - To plan and train the human resources that will realize the goals and strategies of the institution, to carry out personnel works and transactions at the optimum level, to have personnel who are specialized in their fields, who have the ability to represent the institution and who can put forward new initiatives in their field, and who have high self-confidence.

Our employees are aware of what they need to do in our management system and sustainability policies and practices. What our employees are required to do is defined in writing, communicated to them and necessary training and guidance are provided regularly. Trainings on this subject are recorded. Our employees take an active role in the development and continuous improvement of our management system and sustainability performance. We review and improve our system in line with the feedback received from our employees.

Fair remuneration Our employees are informed about the wages they will receive, working conditions, working hours and when they will receive their wages before they start working at our facilities. Training and Career Management All of our employees have equal access to training. In addition to the legal and vocational trainings required by the hotel industry, employees are provided with periodic training programs related to sustainability and work areas, on-the-job trainings, trainings required by legal regulations and guidance support, including orientation trainings in line with our sustainability policies and management system. We implement annual training plans on Occupational Health and Safety trainings, hygiene trainings for kitchen/service/massage etc. personnel, water and energy saving, chemical substance usage rules, fire protection, first aid, etc.

Our employees have free and open access to all our training materials. Our hotel is committed to comply with the relevant provisions of the Labor Law No. 4857 and pays at least the minimum wage to the employee. Our hotel also undertakes to comply with the Social Security and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331.

Employee and Human Rights Ensuring the absolute satisfaction of employees is a priority issue. With this point of view, it is the responsibility of the management to ensure the working environment, psychology, self-motivation, performance, in short, all comfort in the workplace, including the legal rights of the employee, including some benefits provided by our business as fringe benefits.

As a business that caters to guests of different nationalities and provides services at an international level, it is against both our hotel management and working principles to discriminate nationality, race, language, etc. for our guests or guests. Therefore, all personnel procedures of our employees from different countries or nationalities are followed in accordance with legal procedures, and equal opportunities are offered to all our employees within the hotel regardless of their characteristics.

2024 Total number of employees for January - December 2024 : 14

2024 January - December period total number of male employees : 11

2024 January - December total number of female employees : 3

2024 January - December total number of local/regional employees : 14

CULTURAL ACTIVITIES

We are aware of our duty to protect local culture and values.

In this context;

- Cultural Promotion
- Contributing to the Region's Trade Volume
- Promotion of Natural and Historical Riches
- We are highly sensitive in carrying out studies and participating in activities on the employment of local people.

COMMUNICATION WITH THE LOCAL COMMUNITY

Through facility managements and their designated representatives;

- Strengthening local employment,
- Increasing local awareness,
- Protecting local resources and opportunities,
- Protection of historical and cultural assets,
- Solidarity in the region,
- Supporting activities that promote the region,
- Hotel associations, municipalities, regional mukhtars, official authorities are consulted on important issues and problems that will affect the region, and joint studies are carried out by determining the needs.

A picture of the cash donations and activities of the business will be attached

BAĞIŞ ÖDEMESİ

ŞUBE ADI : NURUOSMANIYE	SAYIN
MÜŞTERİ NUMARASI : 14156206	ARENA OTELCİLİK TURİZM İNŞ.TİC
HESAP NUMARASI : 368/6297884	ŞEHİT MEHMET PAŞA YOKUŞU ÜÇLER
İŞLEM TARİHİ : 17/02/2025	HAMAM SOK. NO:13-15 SULTANAHM
VERGİ DAİRESİ : BEYAZIT VERGİ DAİRES	FATİH/İSTANBUL
VERGİ NO : 740056310	
İŞLEM YERİ : İNTERNET	
DÜZENLENME TARİHİ:24.03.2025	
IBAN:TR26 0006 2000 3680 0006 2978 84	

LÖSE06 ARENA OTELCİLİK TURİZM İNŞ.TİC.LTD.ŞTİ. BAĞIŞI

BAĞIŞ YAPILAN KURUM : LÖSEV-BİR TUĞLA DA SİZ KOYUN (TL)

BAĞIŞ ÖDEMESİ

ŞUBE ADI : NURUOSMANIYE
MÜŞTERİ NUMARASI : 14156206
HESAP NUMARASI : 368/6297884
İŞLEM TARİHİ : 17/02/2025
VERGİ DAİRESİ : BEYAZIT VERGİ DAİRESİ
VERGİ NO : 740056310
İŞLEM YERİ : İNTERNET
DÜZENLENME TARİHİ:24.03.2025
IBAN:TR26 0006 2000 3680 0006 2978 84

SAYIN
ARENA OTELCİLİK TURİZM İNŞ.TİC
ŞEHİT MEHMET PAŞA YOKUŞU ÜÇLER
HAMAM SOK. NO:13-15 SULTANAHM
FATİH/İSTANBUL

TEMATR ARENA OTELCİLİK TURİZM İNŞ.TİC.LTD.ŞTİ. BAĞIŞI

BAĞIŞ YAPILAN KURUM : TEMA VAKFI

BAĞIŞ ÖDEMESİ

ŞUBE ADI : NURUOSMANIYE
MÜŞTERİ NUMARASI : 14156206
HESAP NUMARASI : 368/6297884
İŞLEM TARİHİ : 17/02/2025
VERGİ DAİRESİ : BEYAZIT VERGİ DAİRESİ
VERGİ NO : 740056310
İŞLEM YERİ : İNTERNET
DÜZENLENME TARİHİ:24.03.2025
IBAN:TR26 0006 2000 3680 0006 2978 84

SAYIN
ARENA OTELCİLİK TURİZM İNŞ.TİC
ŞEHİT MEHMET PAŞA YOKUŞU ÜÇLER
HAMAM SOK. NO:13-15 SULTANAHM
FATİH/İSTANBUL

OTİZMV ARENA OTELCİLİK TURİZM İNŞ.TİC.LTD.ŞTİ. BAĞIŞI

BAĞIŞ YAPILAN KURUM : OTİZM VAKFI

ACTIVITIES PLANNED TO BE REALIZED WITHIN THE SCOPE OF SUSTAINABILITY

- Our first priority is to continuously develop annual training plans to reduce energy and water consumption and to reduce energy consumption by 1% annually.
- To ensure the continuation of sustainability with environmentally friendly and energy efficient machinery, equipment and consumables
- Our first priority is to develop projects to spread zero waste awareness to the general public and to reduce waste consumption by 1% annually in order to reduce waste with an effective waste management program and to prevent recyclable waste from mixing with domestic waste.
- We plan to increase the amount of donations to theme and environmental protection organizations by 1% every year in order to reduce carbon emissions and damage to nature.
- While determining our approved suppliers in order to reduce carbon emissions, we plan to disseminate information activities to ensure that our priority is to provide service with electric and new green vehicles with the lowest carbon emissions.
- We will choose energies that produce less carbon
- With the awareness that climate change is a global issue, we willthe common solution by working together with the private sector, government, local administrations and non-governmental . We will develop projects for stray animals to protect natural life and support wildlife
- We will provide stationery aid to our staff with school-age children
- We will create internship opportunities for tourism students to gain work experience
- We will contact the tourism schools in the region and open the areas in our hotel as workshops
- We will plan career days with tourism high schools and universities and financially support social responsibility projects
- We will develop projects to reduce the consumption of disposable amenities with a gradual transition program in at least 50% of guest rooms

13.SUSTAINABLE MANAGEMENT SYSTEM POLICIES

QUALITY POLICY

On the way to achieving our vision; To meet guest expectations at the highest level and to be an organization first in the sector, To create the philosophy of establishment with all our staff, to provide continuous development, trust in the workplace and to provide service that exceeds the expectations of our guests, In accordance with national and international legislation and conditions; To provide service by showing the necessary sensitivity with a preventive approach to food safety risks, To be an exemplary business to all other organizations in our country and to create value To prevent these accidents by minimizing all risks that may endanger the health, life safety and occupational safety of our guests and staff, To make quality measurable, to ensure continuous improvement of the system and to set goals and to ensure the unity of our employees and management,

As a hotel, creating environmental awareness with its staff and leaving a cleaner, healthier and safer environment for future generations are among our primary quality goals.

CULTURAL SUSTAINABILITY POLICY

Presentation of Cultural Heritage: Our hotel respects the intellectual property rights of local people. Authentic elements of traditional and contemporary local culture are utilized in our cuisine, design and decoration.



Artifacts Our hotel does not buy, sell, trade or display historical and archaeological artifacts. In order to offer

a unique accommodation service, we display a wide range of contemporary artworks in all our facilities, mostly by our local artists.

Promotion of Sustainable Local Gastronomy: Our hotel prioritizes the promotion and consumption of local products. It introduces innovative and creative practices to ensure sustainability in gastronomy in all its activities.

ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY

In our business, we protect the environment, prevent pollution, reduce our negative impacts on the environment and attach importance to its protection.

For this

- We comply with legal regulations and try to reduce our environmental impact.
- We take care to effectively separate our wastes according to their source, groups and hazard classes.
- We know that using hazardous substances and chemicals only when and as needed will reduce both the negative impact on the environment and the amount of waste,
- We contribute to protecting nature by preferring materials "recycling" and "environmentally friendly" labels. We try to create opportunities for reuse,
- We take care to use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and leave less waste in the environment,
- We store wastes correctly, in separate areas according to their characteristics, deliver them to licensed/authorized companies without exceeding the legal storage time limits, and keep their records,
- We try to use water, energy and all natural resources economically. We share this sensitivity with our employees, guests and suppliers.
- We measure our performance in environmental management, monitor this data with targets and try to improve our performance.
- We aim to educate our employees about the environment and increase their sensitivity.
- We take the necessary measures to protect biodiversity in the environment. We comply with all legal requirements.
- Substances that may be considered harmful to the environment (toxic sunscreens are personal use products.
- Pesticides are made by the company authorized by the Ministry of Health by our institution and the MSDS forms of all products are recorded in the MSDS tracking chart.

CHILD RIGHTS EXPLOITATION AND ABUSE POLICY

Children are our trustees of the future. It is our primary responsibility to recognize them as individuals, respect their rights, and protect them against all kinds of psychological, physical, commercial, etc. exploitation.

To ensure that;

- We do not allow child labor in our own organizations and expect the same sensitivity from all our business partners.
- We provide environments/opportunities that contribute to children's development, where they can express their thoughts, wishes and feelings freely and feel free and comfortable.
- We train our employees on preventing and recognizing child abuse.
- We make sure that children are under adult supervision during the activities they participate in.
- We organize trainings and support related projects to raise awareness on the protection of children's rights.
- When we witness suspicious activities involving children, we first inform the hotel management and seek help from official organizations when deemed necessary.

ENERGY EFFICIENCY POLICY

- We care about collaborating with all our stakeholders to create common goals and results in energy management. We strive to maintain our interaction with our guests, employees, visitors and all our business partners in order to reach a total level of awareness and consciousness on these issues.
- We try to research, find, purchase and use suitable energy efficient products, equipment, gear and technology alternatives.
- We aim to document our Energy Management System, disseminate it to all our departments, update, review and continuously improve it when necessary.
- We assess energy risks or emergencies that may arise, such as energy constraints, and plan the measures that can be taken.
- We take care to effectively separate our wastes according to their source, groups and hazard classes.
- We know that using hazardous substances and chemicals only when and as needed will reduce both the negative impact on the environment and the amount of waste,
- We contribute to protecting nature by preferring materials "recycling" and "environmentally friendly" labels. We try to create opportunities for reuse,
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- We try to use water, energy and all natural resources economically. We share this sensitivity with our employees, guests and suppliers.
- We measure our performance in environmental management, monitor this data with targets and try to improve our performance.
- We aim to educate our employees about the environment and increase their sensitivity.

HUMAN RESOURCES POLICY

In its spirit, our employees are the most important resource that makes us who we are. With the awareness of this, issues such as social and fringe benefits, performance management, rewarding, training and career management, and employee safety are always our priority.

Our Human Resources Vision;

To create qualified human resources that are highly motivated, protect and enhance the corporate image, emphasize innovative work, attach importance to service and see their work as part of a whole, to prioritize local employment and to be a pioneer in the sector and in Turkey in integrated human resources practices with a promotion program.

Our Human Resources Mission;

- To plan and train the human resources that will realize the goals and strategies of the institution, to carry out personnel work and transactions at the optimum level, to have personnel who are specialized in their fields, who have the ability to represent the institution and who can put forward new initiatives in their field, and who have high self-confidence.
- To provide strategic support to all companies and departments to improve results through human management, to contribute to the creation of value for all stakeholders by creating and promoting a high performance culture.
- Our employees are aware of what they need to do in our management system and sustainability policies and practices. What our employees are required to do is defined in writing, communicated to them and necessary training and guidance are provided regularly. Trainings on this subject are recorded.
- Our employees take an active role in the development and continuous improvement of our management system and sustainability performance.
- We review and improve our system in line with feedback from our employees.

Fair remuneration

- Our employees are informed about the wages they will receive, working conditions, working hours and when they will receive their wages before they start working at our facilities.

Education and Career Management

- All of our employees can benefit equally from the right to training. In addition to the legal and vocational trainings required by the hotel industry, in line with our sustainability policies and management system, employees are provided with periodic training programs related to sustainability and their work areas, on-the-job trainings, trainings required by legal regulations and guidance support, including orientation trainings. We implement annual training plans on and Safety trainings, hygiene trainings for kitchen / service / massage etc. personnel, water and energy saving, chemical substance usage rules, fire protection, first aid, etc.
- Our employees have free and open access to all our training materials.
- With the personnel tracking system in career management, the promotion management of personnel is carried out according to the determined criteria.
- Our hotel is committed to comply with the relevant provisions of the Law No. 4857 and pays at least the minimum wage to the employee. Our hotel also undertakes to comply with the Social Security and General Health Insurance Law No. 5510 and Safety Law No. 6331.

Labor and Human Rights

- Ensuring the absolute satisfaction of employees is a priority issue of great importance. With this point of view, it is the responsibility of the management to ensure the working environment, psychology, self-motivation, performance, in short, all comfort in the workplace, including the legal rights of the employee, including some benefits provided by our business as fringe benefits.
- Although we have a number of foreign national employees in our hotels, as a business that appeals to guests of different nationalities and provides services at an international level, it is against both our hotel management and working principles to discriminate nationality, race, language, etc. for our guests or guests. Therefore, all personnel procedures of our employees from different countries or nationalities are followed in accordance with legal procedures, and equal opportunities are offered to all our employees within the hotel, regardless of their characteristics.

Local employment

- Our organization has a performance system based primarily on local employment. Priority in recruitment is given to the people of the local region.

OCCUPATIONAL HEALTH AND SAFETY POLICY

To protect our workplace, employees, guests and suppliers, to create a safe working environment and to ensure continuity;

- We comply with all legal and other obligations regarding and Safety.
- We adopt the principle that and Safety and improvement activities are the common responsibility of all employees.
- We set targets for participation in Risk Assessment and Risk Mitigation activities at all levels.

- By continuously improving our and Safety culture, we aim to achieve a sustainable "Zero Work Accident" target.
- We share our work within the scope of and safety with all our employees and our environment in order to be a pioneer and an example.

WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

We attach importance to gender equality in our business.

- We ensure the health, safety and welfare of all our employees regardless of gender.
- We support women's participation in the workforce in all our departments and offer equal opportunities.
- We act with a policy of "equal pay for equal work" without gender discrimination.
- We distribute tasks based on the principle of equality.
- We provide the necessary environment for equal access to career opportunities.
- We create education policies, support women's participation and raise awareness.
- We create a working and practices that protect work-family life balance.
- We support women in company management and provide equal opportunities.
- We do not allow women to be subjected to abuse, harassment, discrimination, suppression, coercion, slander, etc. We always recognize and support the value they add to the world and our organization.

SOCIAL RESPONSIBILITY POLICY

We believe that all our employees have the right to work in a healthy and safe environment in working conditions that are in accordance with human dignity. With the awareness that our employees are our most valuable asset, our primary business goal is to ensure and protect their safety.

Our hotel is always ready to implement the best environmental solutions beyond legal obligations, to develop environmentally friendly technologies, to expand their use and to support initiatives to increase environmental awareness.

We take care to fulfill our social and environmental responsibilities towards the society in the cities where we operate in harmony with our shareholders, employees, the public, non-governmental organizations and other stakeholders.

We believe that our human resources are the most important element of sustainable growth.

We ensure that the personal rights of our employees are fully and correctly utilized.

We treat our employees honestly and fairly and commit to a non-discriminatory, safe and healthy working environment.

We make the necessary efforts for the individual development of our employees, and we observe the balance between work life and private life.

We manage the environmental impacts that may arise from all our activities with a sense of responsibility

Within the framework of the principle of corporate social responsibility, we strive for the development of our society.

We support our employees to volunteer for appropriate social and community activities in which they will

take part with a sense of social responsibility.

We take care to develop and implement approaches to ensure that all our business partners, especially our suppliers, act in the field of social responsibility.

Within the framework of occupational health and safety, we have taken all precautions for our employees and we are also sensitive to the provision of the necessary on-the-job training by experts within the framework of the annual training program.

We act sensitively to the traditions and cultures of Turkey and the countries in which we operate and comply with all legal regulations.