



TELERKO TURİZM ANONİM ŞİRKETİ

## SUSTAINABILITY REPORT 2024



# ABOUT THE REPORT

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- As Sueno Hotel, we present our 2024 environmental, social, and corporate governance performance to our stakeholders by integrating our sustainability strategy into our business model.
- Through this report, we comprehensively share our contributions to the 2030 Agenda and the Sustainable Development Goals, approved by the United Nations in 2015, in accordance with the Global Reporting Initiative (GRI) Standards at a comprehensive level.
- The content and financial statements of the 2024 Sueno Hotels Sustainability Report cover the 12-month operating period from 1 January to 31 December 2024 and include Sueno Hotels Golf/Deluxe Belek and Sueno Hotels Beach Side.

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# GENERAL MANAGER'S MESSAGE

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As Sueno Hotels, we regard sustainability not merely as an environmental responsibility, but as a holistic management approach that must be developed together with all our stakeholders. Every step we take with this perspective creates new opportunities across environmental, economic, and social dimensions and contributes to the achievement of sustainable development goals.

Our corporate roadmap is built upon core values that guide us in taking sustainable and innovative steps toward the future. In this context:

- Guest-Centricity: We design all our service processes to maximize guest satisfaction, placing our guests' expectations and needs at the very center of our operations.
- Employee Value and Engagement: We consider our human resources to be our most valuable asset and provide a working environment in which our employees feel valued, are actively engaged, and have access to continuous development opportunities.
- Innovation and Creativity: We encourage continuous improvement and change, supporting innovative ideas to enhance the quality of our services.
- Differentiation and Commitment to Quality: We develop practices that create distinction in every area, acting with the aim of delivering environmentally responsible, aesthetic, safe, and high-standard services.

With an approach that considers not only today but also the future, we continue our efforts by embracing sustainability as an integral part of our corporate culture, and we move forward with a strong sense of responsibility toward our guests, employees, society, and the environment.

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# LOCATION AND FACILITY OVERVIEW (ABOUT SUENO HOTELS)



Located in the most distinguished destinations of the Mediterranean, our hotels offer guests of all ages a unique holiday experience built on quality, luxury, and entertainment.

Every guest staying at Sueno Hotels Golf/Deluxe Belek and Sueno Hotels Beach Side, located in Antalya Belek and Antalya Side—two of the most sought-after holiday destinations on the southern coast—departs with truly unforgettable vacation memories.

Founded in 1991, Telerko Kablo Plastik ve Turizm Sanayi A.Ş. expanded its activities in the field of communication cables into the tourism sector with the opening of its five-star hotel, SUENO HOTELS Beach Side, which began operations on 10 June 2006 in the Sorgun area of Antalya Side.

As our company's first investment in tourism, Sueno Hotels Beach Side operates under an all-inclusive concept. Established on an area of 140 decares, the hotel consists of a total of 761 rooms across two different structures: the main building (504 standard rooms, 95 family rooms, and 8 suites) and lake houses (134 standard rooms and 20 family rooms). With its Spa & Wellness Center, Amusement Park, Aquapark, Youth Center, and various other activities, our hotel provides a safe family environment where entertainment and relaxation coexist.

# LOCATION AND FACILITY OVERVIEW (ABOUT SUENO HOTELS)



Our company has demonstrated its strong and ambitious presence in the tourism sector with Sueno Hotels Golf Belek, which commenced operations in Antalya Belek. Established on an area of 1,472 decares, the hotel consists of a six-story Main Building with a total of 174 rooms, comprising 86 standard rooms, 71 Senior rooms, 7 Junior Suites, 4 Jacuzzi Suites, 4 Suites, and 2 Royal Suites. With its on-site Spa & Wellness Center, Pro Shop, two 18-hole golf courses, and various additional activities, the hotel has become a prominent destination, particularly for golf enthusiasts.

In Antalya Belek, our second hotel, Sueno Hotels Deluxe Belek, constructed immediately adjacent to Sueno Hotels Golf Belek, goes beyond the conventional holiday concept by offering guests an exceptional vacation experience where luxury and quality reach the highest standards. The hotel consists of a beachfront main building and is also located along the coastline of two professional golf courses. It features 426 meticulously designed rooms spread across six floors, 86% of which offer sea views, while the remaining rooms overlook the land and golf course.

With a professional management team that has adopted the philosophy of total quality, supported by creative ideas, disciplined and systematic operations, and a young and dynamic workforce, the Sueno Hotels Family aims to be recognized for quality and trust. Guided by a guest-oriented approach in line with Turkish hospitality, contributing to the Turkish economy and employment, and drawing strength from employee participation, we continue to uphold our commitment to excellence under the Sueno Hotels name.

# OUR POLICIES

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As Sueno Hotels, we continue our efforts to achieve continuous improvement in our products and services and to ensure guest satisfaction, aiming to meet expectations and elevate our service quality to the highest level by attaining sustainable success through quality management systems. By encouraging employee participation and their contributions to continuous improvement, we enhance efficiency through improved business processes.

- Sueno Hotels Sustainability Policy ([bağlantı](#))
- Sueno Hotels Integrated Policy on Quality, Environment, Food Safety, Occupational Health and Safety, Customer Satisfaction, and Energy Management Systems ([bağlantı](#))
- Environmental Policy ([bağlantı](#))
- Energy Policy ([bağlantı](#))
- Children's Rights Policy ([bağlantı](#))

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# SUSTAINABILITY PRACTICES

## Our Approach to Sustainability

In 2015, world leaders agreed on 17 Global Goals to achieve three critical objectives by 2030: ending extreme poverty, combating inequality and injustice, and addressing climate change.

As Sueno Hotels, we carry out all our operations and activities in line with these 17 defined goals.



# SUSTAINABILITY PRACTICES

## 1 YOKSULLUĞA SON



Our hotel prioritizes the employment of local residents in order to contribute to the economic well-being of the local community. By working with local producers and small businesses within our supply chain, we support social and community development. In addition, we carry out social responsibility projects aimed at improving the living conditions of disadvantaged groups.

## 2 AÇLIĞA SON



Our hotel adopts responsible consumption practices to reduce food waste. Furthermore, we support sustainable agriculture by prioritizing products sourced from local farmers in our menus. By providing regular training to our staff on food safety and accessibility, we aim to raise social awareness in these areas.

## 3 SAĞLIK VE KALİTELİ YAŞAM



Our hotel prioritizes the health of both our guests and employees by implementing the highest standards of hygiene. In order to promote healthy living, we offer sports facilities and balanced nutrition options. In addition, we organize periodic health screenings and informative seminars aimed at safeguarding the physical and mental well-being of our employees.

# SUSTAINABILITY PRACTICES

## 4 NİTELİKLİ EĞİTİM



Our hotel offers regular training programs to support the professional and personal development of its employees. By providing internship and on-the-job training opportunities for young people, we contribute to the development of a qualified workforce within the sector. Additionally, we support various social responsibility projects aimed at promoting equal opportunities in education.

## 5 TOPLUMSAL CİNSİYET EŞİTLİĞİ



Our hotel supports gender equality by providing equal rights, opportunities, and career development for both female and male employees. We encourage the participation of women in leadership positions and organize training programs and activities focused on gender equality to raise social awareness.

## 6 TEMİZ SU VE SANİTASYON



Our hotel utilizes water-saving fixtures and recycling systems to ensure the sustainable use of water resources. We conduct informational initiatives to encourage our guests to conserve water and ensure access to clean water through regular maintenance and hygiene inspections. In addition, we give due importance to the treatment of wastewater in an environmentally responsible manner to prevent harm to the environment.

# SUSTAINABILITY PRACTICES



## 7 ERİŞİLEBİLİR VE TEMİZ ENERJİ



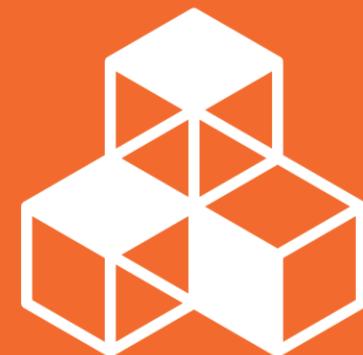
Our hotel uses LED lighting systems, energy-efficient equipment, and smart energy management systems to enhance energy efficiency and reduce environmental impact. We also support sustainable tourism by implementing practices that raise awareness among our guests regarding energy conservation.

## 8 İNSANA YAKIŞIR İŞ VE EKONOMİK BÜYÜME



Our hotel supports a decent working environment by providing all employees with fair wages, safe working conditions, and equal career opportunities. By prioritizing local employment, we contribute to regional economic growth, while offering job and internship opportunities to young people and disadvantaged groups.

## 9 SANAYİ, YENİLİKÇİLİK VE ALTYAPI

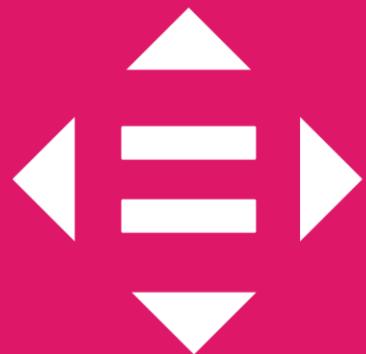


Our hotel prioritizes sustainable infrastructure investments by utilizing energy-efficient and environmentally friendly systems. By integrating digitalization and technological innovations into our service processes, we enhance operational efficiency while also improving the guest experience.

# SUSTAINABILITY PRACTICES



## 10 EŞİTSİZLİKLERİN AZALTILMASI



Our hotel adopts an inclusive and egalitarian approach, opposing all forms of discrimination among both employees and guests. We make our facilities accessible and disability-friendly to facilitate access for individuals with disabilities, and we provide equal opportunities to people from diverse cultures and backgrounds.

## 11 SÜRDÜRÜLEBİLİR ŞEHİRLER VE TOPLULUKLAR



Our hotel embraces a sustainable urban development approach by implementing environmentally friendly practices and energy-saving technologies. By collaborating with local communities, we support cultural and social projects and contribute positively to the regional economy through tourism. Additionally, we act responsibly in waste management and the preservation of green areas, working toward a more livable environment.

## 12 SORUMLU ÜRETİM VE TÜKETİM



Our hotel implements a sustainable supply chain by prioritizing local and environmentally friendly products. We promote responsible consumption practices such as reducing waste, increasing recycling, and conserving energy. By encouraging our guests to act with the same awareness, we contribute to sustainable tourism.

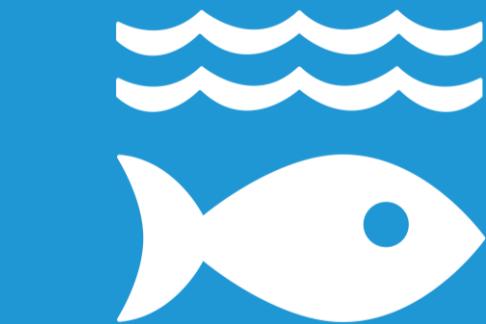
# SUSTAINABILITY PRACTICES

## 13 İKLİM EYLEMİ



Our hotel uses energy-saving technologies to reduce its carbon footprint. Through practices such as effective waste management, water conservation, and the use of environmentally friendly materials, we contribute to the fight against climate change. We also support climate-friendly tourism by encouraging our guests to make sustainable choices.

## 14 SUDAKİ YAŞAM



We attach great importance to the protection of marine and aquatic ecosystems surrounding our hotels in Antalya Belek and Side. Through initiatives aimed at preventing water pollution, we support local environmental projects focused on preserving the habitats of marine life. In addition, we organize informational campaigns to raise awareness among our guests about water conservation and the importance of marine ecosystems.

## 15 KARASAL YAŞAM



Our hotel places great importance on the protection of the surrounding natural habitats. We actively support local environmental projects aimed at the sustainable management of nearby forests and vegetation, and we carry out awareness initiatives to protect wildlife. Additionally, by using native plant species in our hotel gardens, we contribute to the conservation and promotion of biodiversity.

# SUSTAINABILITY PRACTICES



Our hotel ensures a reliable and fair working environment by adhering to principles of transparent governance and ethical standards. We maintain honest communication with all our stakeholders, respect employee rights, and implement a zero-tolerance policy toward discrimination. In addition, we support the strengthening of social peace and justice by cooperating with local authorities and non-governmental organizations.



We evaluate effective partnership opportunities such as organizations, trade fairs, and similar platforms to enhance access to science, technology, and innovation. Through our promotional activities both domestically and internationally, we represent our country and destination while supporting eco-tourism.



Sürdürülebilir Kalkınma İçin  
**KÜRESEL AMAÇLAR**

# WASTE MANAGEMENT

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# Packaging Waste – SHDB/SHGB

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## PAPER

13.705,00KG

## PLASTIC

14.820,00KG

## METAL

11.730,00KG

## GLASS

19.720,00KG

# Packaging Waste – SHBS

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## PAPER

34.611,00KG

## PLASTIC

29.754,00KG

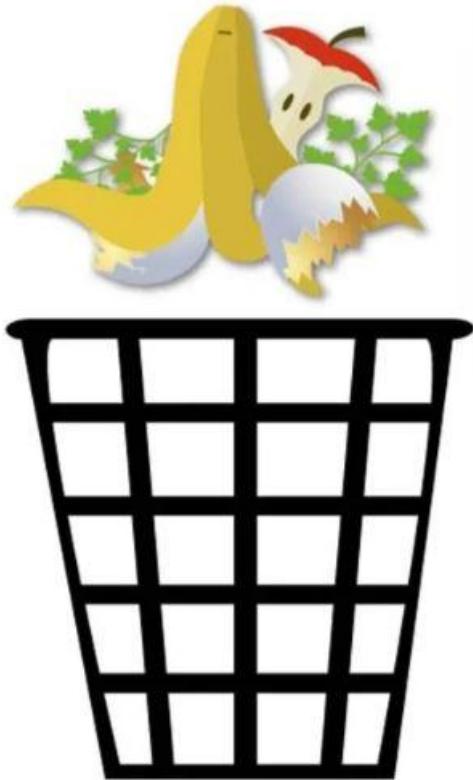
## METAL

11.193,00KG

## GLASS

39.361,00KG

# Non-Recyclable (Organic) Waste



**Sueno Hotels Golf/Deluxe Belek**

**2.745,00KG**

**Sueno Hotels Beach Side**

**8.125,00KG**

# NATURAL RESOURCE USE

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# Electricity Consumption



**Sueno Hotels Golf/Deluxe Belek**

**18.304.086,4 KW**

**Sueno Hotels Beach Side**

**6.647.095 KW**

# Water Consumption



**Sueno Hotels Golf/Deluxe Belek**

**594.817,00 m<sup>3</sup>**

**Sueno Hotels Beach Side**

**116.917,00 m<sup>3</sup>**

# Natural Gas/LPG Consumption



Sueno Hotels Beach Side

366.008,00 lt

Sueno Hotels Golf/Deluxe Belek

1.467.303,00 m<sup>3</sup>

# CHEMICAL MANAGEMENT

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# Pool Chemical Consumption



**Sueno Hotels Golf/Deluxe Belek**

**1.467.303,00 m<sup>3</sup>**

**Sueno Hotels Beach Side**

**366.008,00 lt**

# Boiler Chemical Consumption



**Sueno Hotels Golf/Deluxe Belek**

**15.250,00 KG**

**Sueno Hotels Beach Side**

**102.720,00**

# Cleaning Chemical Consumption



**Sueno Hotels Golf/Deluxe Belek**

**75.654,00 KG**

**Sueno Hotels Beach Side**

**47.737,00 KG**

# COMBATING CLIMATE CHANGE

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**Water and Carbon  
Footprint**

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# COMBATING CLIMATE CHANGE – Carbon Footprint



As part of its commitment to combating climate change, Sueno Hotels considers the reduction of its carbon footprint a key priority. Comprehensive measures are implemented to optimize energy consumption, shift toward renewable energy sources, improve waste management, and enhance efficiency across operational processes. In addition, greenhouse gas emissions are monitored through regular measurement and reporting, targets are set to reduce emissions, and a principle of continuous improvement is adopted to achieve these goals.

Environmentally friendly alternatives are prioritized in employee transportation and material handling processes at our facilities. The use of electric vehicles contributes to preserving air quality while helping to reduce our carbon footprint. Informing our guests about eco-friendly transportation options is also a priority. Our Guest Relations department promotes green transportation methods by providing information on public transport options and the shortest routes. Additionally, a dedicated charging station for electric vehicles is available on-site, allowing guests to charge their vehicles conveniently while enhancing our contribution to sustainable transportation.

# COMBATING CLIMATE CHANGE – Water Footprint

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The conservation of water resources is an essential component of sustainable tourism. In this regard, our hotel maintains a comprehensive water management strategy aimed at reducing water consumption, supporting reuse systems, and implementing technological solutions for efficient water use.

Our laundry operations are conducted according to programs determined by experts, taking into account load capacity, degree of soiling, and other relevant factors. The irrigation of our golf course is carried out through a specially designed automated irrigation system.

In addition to treatment and water recovery practices, we conduct awareness campaigns to educate both our guests and employees on water conservation. These efforts not only reduce our environmental impact but also contribute to the preservation of regional water resources for future generations.

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# COMBATING CLIMATE CHANGE



**Emission**



# COMBATING CLIMATE CHANGE – Emission



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Our hotel approaches emission management, a key element of its sustainability strategy, with a holistic and scientific methodology. In line with combating climate change, greenhouse gas emissions from all our operations are regularly measured, reported, and assessed in accordance with international standards. Effective monitoring and control mechanisms are applied across all areas that contribute to emissions, including energy consumption, transportation, waste processes, supply chains, and thermal systems. This comprehensive approach ensures that strategic decisions aimed at reducing our environmental impact are data-driven.

Our efforts to reduce emissions are supported by energy efficiency projects, the use of low-emission technologies, and the optimization of operational processes. Flue gas monitoring systems used in our hotel play a critical role in increasing combustion efficiency and controlling harmful gas emissions. Regular analyses allow us to manage flue gas emissions and implement necessary improvements to remain below established limits.

Additionally, the trigeneration system applied to increase energy efficiency simultaneously produces electricity, heat, and cooling energy, reducing fossil fuel consumption and contributing positively to total emission reductions. This system enables more efficient use of energy resources and significantly lowers the carbon footprint.

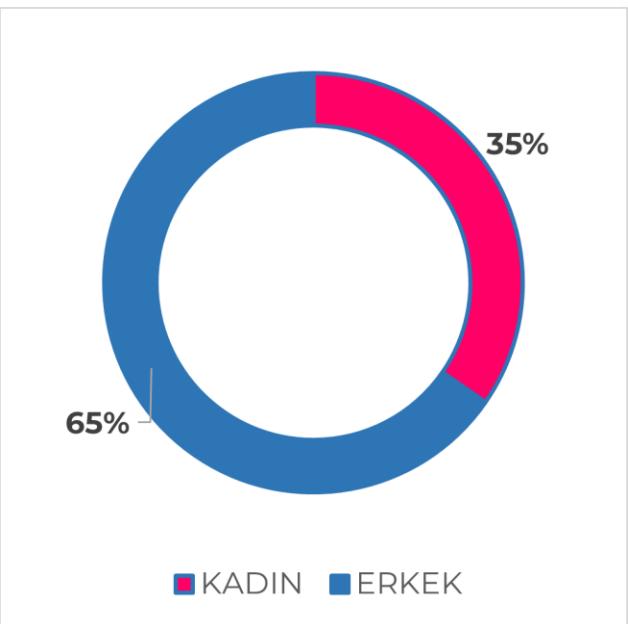
Our employees and suppliers are also educated on emission management and actively involved in achieving our sustainability goals. Through regular audits, performance evaluations, and continuous improvement initiatives, our emission reduction policy is regularly updated. This approach not only brings us closer to our carbon-neutral targets but also reinforces our commitment to being a leading environmentally responsible organization within the tourism sector.

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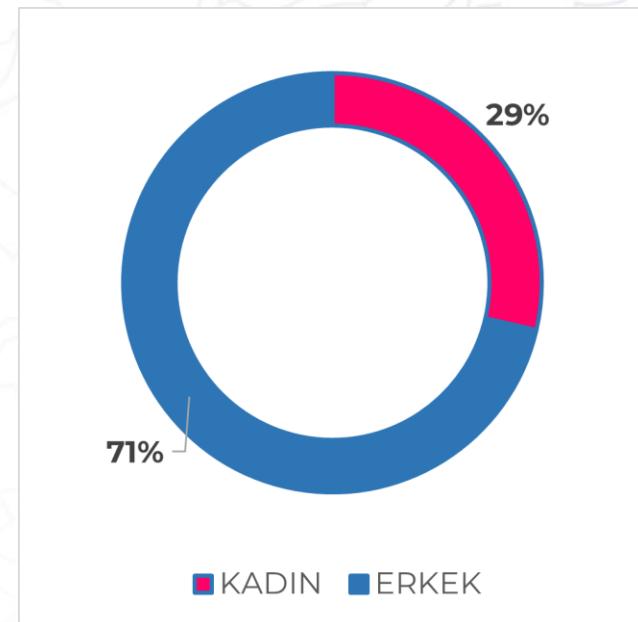
# OUR EMPLOYEES – Employment Profile

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- Sueno Hotels Golf/Deluxe Belek

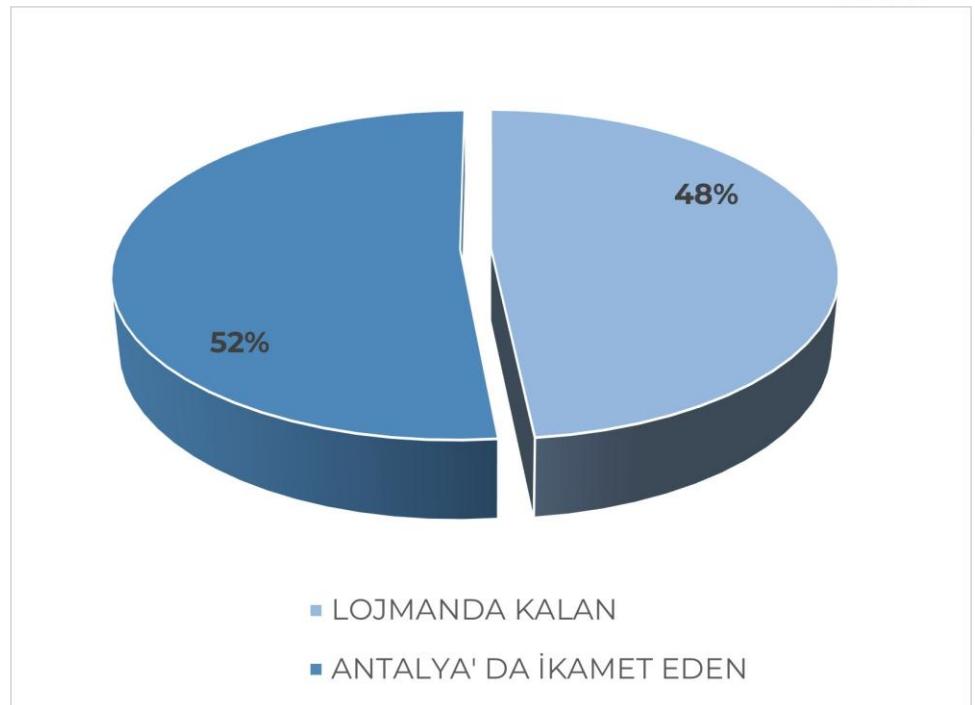


- Sueno Hotels Beach Side

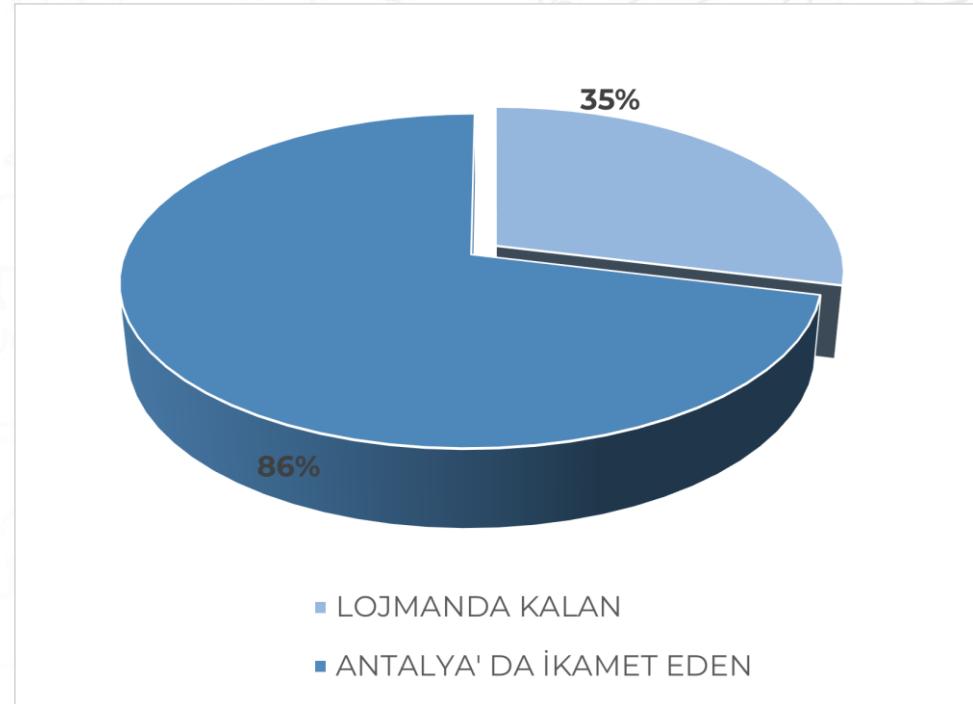


# OUR EMPLOYEES – Employment Profile

- Sueno Hotels Golf/Deluxe Belek

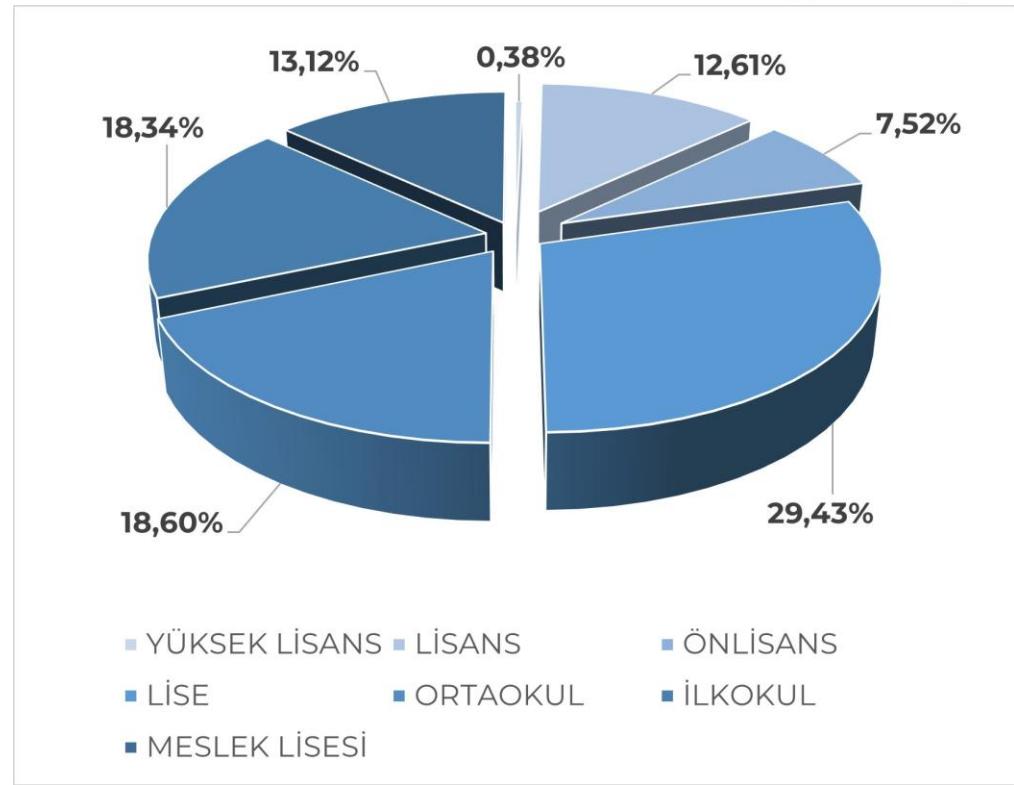


- Sueno Hotels Beach Side

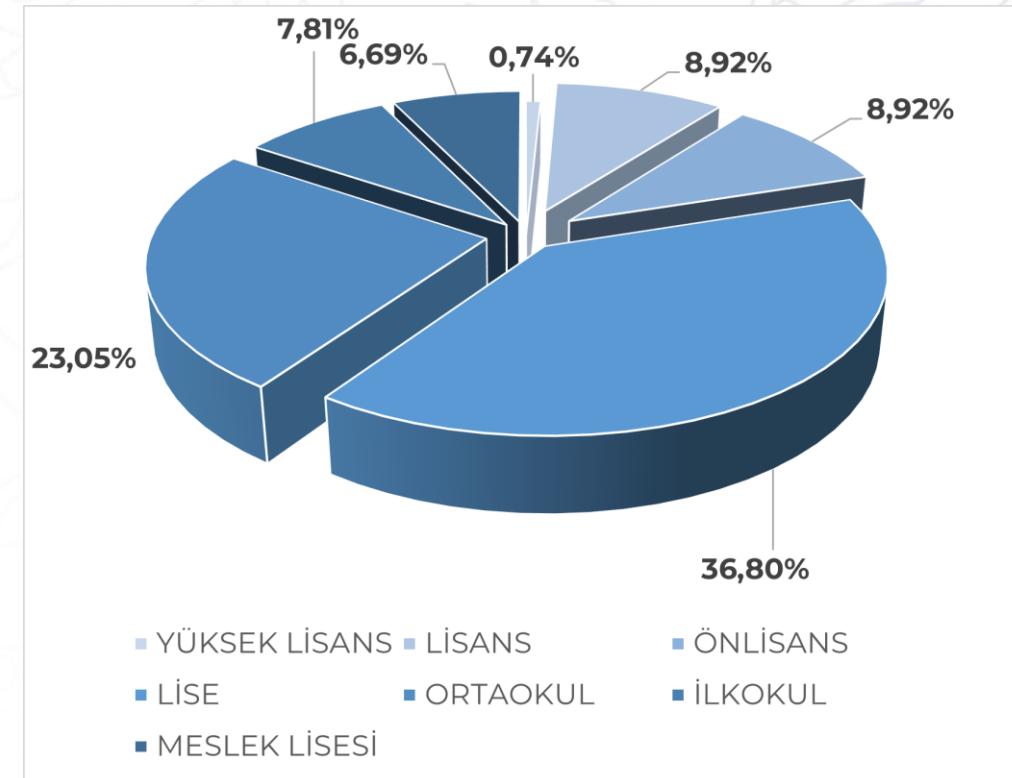


# OUR EMPLOYEES – Employment Profile

- Sueno Hotels Golf/Deluxe Belek



- Sueno Hotels Beach Side



# OUR EMPLOYEES – Training and Knowledge Sharing



A total of 847 training sessions have been delivered across 44 categories, including:

- Mandatory Trainings
- System Trainings
- Professional (Departmental) Trainings
- On-the-Job Trainings
- Orientation Trainings
- Child Abuse Awareness
- Zero Waste & Blue Flag Programs

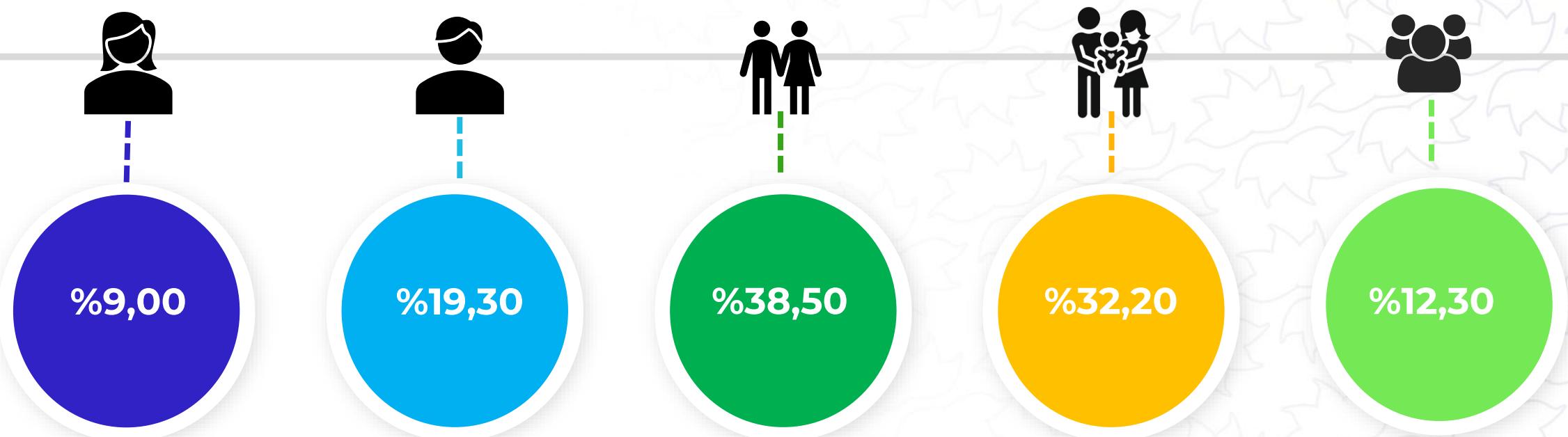


# GUEST EXPERIENCE

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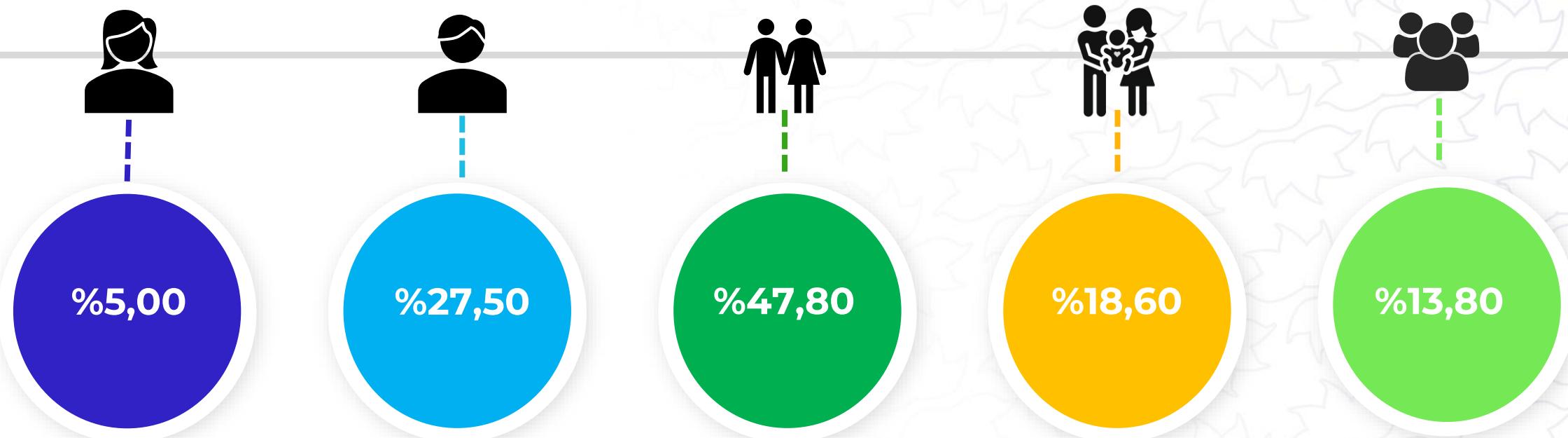


# GUEST EXPERIENCE – Sueno Hotels Deluxe Belek



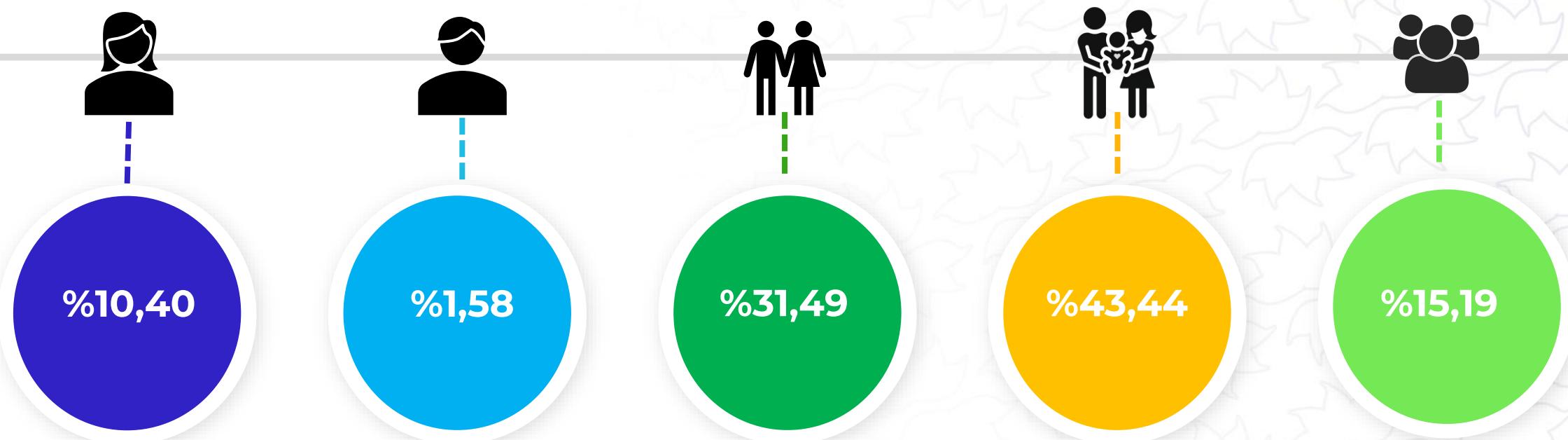
# GUEST EXPERIENCE -Sueno Hotels Golf Belek

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# GUEST EXPERIENCE -Sueno Hotels Beach Side

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# GUEST EXPERIENCE – Market Distribution



**Sueno Hotels Deluxe Belek**

**Domestic Market**

**%30,26**

**International Market**

**%69,74**



**Sueno Hotels Golf Belek**

**Domestic Market**

**%11,97**

**International Market**

**%88,03**



**Sueno Hotels Beach Side**

**Domestic Market**

**%25,61**

**International Market**

**%74,39**

# SOCIAL AND CULTURAL ACTIVITIES

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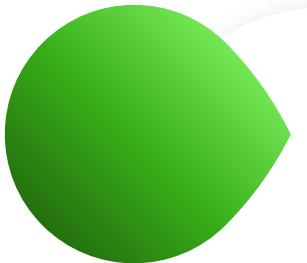


## Supporting the Local Economy

- Within Sueno Academy, we provide educational opportunities for both our employees and the children of the local community.
- We source our purchases from local suppliers whenever possible..
- By collaborating with local tourism associations and schools, we carry out initiatives aimed at supporting local employment.

# SOCIAL AND CULTURAL ACTIVITIES

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## Social Responsibility Projects

- As Sueno Hotels, we not only provide our guests with unforgettable experiences but also place great importance on creating a positive impact in society and protecting our environment. Social responsibility initiatives are an integral part of our operations, and we develop various projects and programs to contribute to our local communities.

# SOCIAL AND CULTURAL ACTIVITIES

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## Eco-School Projects

- As an environmentally conscious organization, we strive to contribute to society by raising awareness of environmental protection and sustainability, and by educating future generations through our "Eco-School Projects." In collaboration with local schools, we organize activities and training programs designed to enhance students' environmental awareness, teach the principles of sustainability, and nurture them into environmentally responsible individuals.

# SOCIAL AND CULTURAL ACTIVITIES

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## **Tree Planting Projects**

- Sueno Hotels is firmly committed to its social responsibility principles, and passing these commitments on to future generations is of great importance to us. As part of our contribution to nature, we maintain close cooperation with TEMA Foundation, which carries out projects aimed at raising environmental awareness and protecting natural resources. Within this framework, we donate one sapling on behalf of each child guest staying at our property to the Balikesir Sueno Hotels Deluxe Belek Forest and carry out tree planting activities to support natural life.

# SOCIAL AND CULTURAL ACTIVITIES



## **Preservation and Promotion of Cultural Heritage**

In order to preserve the region's heritage from past to present and to support cultural diversity;

- We carry out numerous activities in cooperation with local authorities, non-governmental organizations, and guides..
- We provide our guests with information and touristic guidance to significant heritage sites in order to raise cultural awareness and facilitate access to local values.
- Within our hotels, we organize various cultural events and activities offering traditional experiences, aiming to promote and sustain Turkish culture and hospitality across many areas of our properties.

# SOCIAL AND CULTURAL ACTIVITIES

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## Biodiversity, Conservation of Natural Habitats and Wildlife

Located in some of Türkiye's most significant natural habitats—characterized by forested areas, coastal ecosystems, endemic plant species, and diverse migratory bird routes—we operate our hotels with a strong commitment to environmental responsibility. Accordingly;

- We conduct all our activities with a clear awareness of protecting these sensitive ecosystems and prioritize practices that do not threaten biodiversity.
- Particular care is taken to preserve the natural vegetation surrounding our hotels, and local, drought-resistant plant species are preferred in landscaping arrangements.
- Through green areas that require minimal artificial intervention, we respect the habitats of local species such as insects, birds, and small mammals.
- In our beach areas, the nesting sites of sea turtles (*Caretta caretta*) are protected and clearly marked.

# OUR STRATEGIC GOALS

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As Sueno Hotels, our vision of delivering high-quality, innovative, and guest-oriented services, together with the total quality principles emphasized in our mission, the value we place on human capital, and our aim to represent Turkish hospitality at an international level, form the foundation of our approach. In this context, our strategic goals are designed to deliver a holistic and long-term sustainability performance.

- To offer a unique and environmentally responsible holiday experience by combining Turkish hospitality with sustainable practices.
  - To sustain quality management and operational excellence by expanding innovative and environmentally friendly practices.
    - To strengthen compliance with national and international certification standards.
  - To increase operational efficiency by integrating technological innovations into service processes and embracing the principle of digital transformation.
    - To expand solutions that enhance resource efficiency in energy, water, and waste management.
      - To develop practices aimed at the protection of biodiversity and the natural environment.
        - To ensure a safe, inclusive, equitable, and highly motivated working environment.
      - To improve communication channels and feedback mechanisms that enhance employee engagement.
    - To ensure that our brand—positioning cultural heritage, local values, and traditional Turkish hospitality at the heart of the guest experience—represents Türkiye's tourism potential in the best possible way.
      - To plan new investments with a sustainability-focused approach.

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In line with our understanding of sustainable tourism, we place great importance on collaborating with national platforms that promote Türkiye's natural, cultural, and regional values. In this context, the information shared on platforms such as "**Go Türkiye**," which reflects our country's tourism vision, and "**Visit Belek**," which supports the sustainable development of our destination, contributes to addressing our environmental and cultural responsibilities from a broader perspective. Through these resources, we also encourage our guests to discover the region's unique heritage and to support sustainable tourism practices.

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[www.suenohotels.com.tr](http://www.suenohotels.com.tr)

