

2025



SAINT STAR HOTEL

# SUSTAINABILITY REPORT



SAINT STAR  
KEMER

## For a sustainable world;

- We value the evaluation, resolution, and feedback of suggestions and complaints from our guests.
- In line with our sustainability approach, we conduct training sessions to raise awareness and contribute to the development of our employees, ensuring their active participation at every stage.
- We comply with all laws and regulations in all our operations.

## ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT

- Within the framework of legal regulations, we evaluate the environmental impact and dimension of our activities and work to minimize our impact.
- We make evaluations during the procurement stage to reduce our waste at its source.
- We separate our waste most effectively according to its groups and hazard classes. We deliver our waste to licensed companies appropriate for its class.
- We aim to reduce the amount of waste.
- We use hazardous substances and chemicals only when necessary and in the required amounts.
- We provide training to our personnel on topics such as waste separation, zero waste, etc., and ensure our guests' awareness by organizing activities on these subjects.
- We carry out the necessary infrastructure works for the efficient use of our natural resources and aim to reduce consumption through regular monitoring.
- We raise awareness among our guests and employees about the conscious use of our natural resources.

## SUSTAINABLE PROCUREMENT POLICY

- We contribute to protecting nature by preferring materials with "recycling" and "environmentally friendly" labels in the supplies we purchase for our hotel. In procurement processes, we prioritize products with high energy efficiency and water efficiency, especially for electrical devices and fixtures.
- We prefer products with internationally recognized certifications such as FSC, Eco-Label, which prove environmental responsibility.
- We encourage the purchase of products with less or recyclable packaging, or those offered in bulk, to reduce packaging waste.
- We contribute to the local economy and strive to reduce our carbon footprint by procuring products/goods from local suppliers. We aim to continuously increase the ratio of our local suppliers by monitoring it.
- We do not purchase endangered species; only products whose purchase is permitted within the legal framework are procured (quotas, bonito, tuna, etc., compliant with the fishing season).





## EMPLOYMENT POLICY

- We contribute to regional development by providing employment to the local community.
- Our principle is to create a fair and peaceful working environment for our personnel, where no discrimination is practiced and equal opportunities are provided.
- We listen to our personnel and implement a communication model that allows for the free expression of ideas, focuses on solutions, and fosters dialogue.

## CULTURAL AWARENESS POLICY

- We carry out promotions and activities to ensure our guests can access the natural and cultural heritage, local products, and services in our region.
- We ensure the preservation of local culture, traditions, and customs; we do not allow discriminatory activities related to views, ethnic origins, beliefs, and vulnerable groups. We acknowledge that visitors coming for tourism or work contribute to regional development with their different cultures, and we believe in showing hospitality.
- We support the protection of historical and archaeological artifacts.
- Within the scope of our activities, we hold discussions and keep the communication channel open to consider local characteristics, sensitivities, and the needs of the local community.
- We work with the local community to cooperate, protect historical and cultural assets, and support the preservation of the natural structure.
- We support all our stakeholders in promoting the region's food, activities, culture, and traditions (religious-cultural sites, natural wealth, biodiversity, etc.), train our personnel, and inform our guests.
- We know the geography and local community we are in well, respect historical values and traditions, and contribute to their economic, social, and cultural development.
- We develop/contribute to social projects that will support the social and economic development of the community and local stakeholders, as well as local employment.



## HUMAN RIGHTS POLICY

- We act respectfully toward each other's views.
- We operate in an open, transparent, and fair manner, offering equal opportunities and being open to employee participation.
- We are against discrimination arising from issues such as gender, language, race, age, socio-economic status, educational status, ethnic origin, religious belief, etc.
- We ensure that all our employees benefit equally from the social rights, fringe benefits, and rewards we offer.

## ACCESSIBILITY POLICY

- We carry out our activities by considering accommodations for the access of individuals with special needs (such as people with disabilities, children, etc.) to our products and services.
- We provide an environment in our facility where guests and employees in need of special protection will not be harmed in any way, and where all their problems can be easily reported and resolved.
- We continuously monitor and measure our implementation and targets in our sustainability management system, and initiate, plan, and finalize our corrective actions when necessary.
- We prioritize accessibility, health, and safety standards for all our guests, personnel, and visitors who have special needs, physical sensitivities, and difficulties, and we arrange the environments where they spend their holidays or work in accordance with these standards.

## CHILDREN'S RIGHTS POLICY

- Our hotel does not employ child labor, and we expect the same sensitivity from all our business partners.
- We support relevant projects concerning the protection of children's rights.
- When we witness suspicious activities involving children, we first inform the hotel management, and seek assistance from the Social Support Line in necessary situations.





## EMPLOYMENT, WOMEN'S RIGHTS, AND EQUALITY POLICY

- We ensure the health, safety, and well-being of all our employees regardless of gender. We support the participation of women in the workforce across all our departments and provide equal opportunities.
- We operate with an "equal pay for equal work" policy without gender discrimination.
- We contribute to regional development by providing employment from the local community.
- We provide the necessary environment for equal access to career opportunities.
- We ensure a working environment that protects the work-life balance.
- We offer equal opportunities for women to be in management positions.
- We do not allow women to be subjected to abuse, harassment, discrimination, suppression, coercion, slander, or similar situations in any way.
- Communication channels have been diversified and are actively used to ensure all our personnel can express themselves easily (complaint web channel/complaint box/guide manager); furthermore, assistance is sought from the Ministry of Family and Social Policies' Social Support Line when necessary.
- Training on behavior towards specially protected groups (women, children, disabled, interns, minorities, etc.) is regularly provided to all our employees.





## Our sustainability message;

**As the SAINT STAR HOTEL family;** we need your support to be able to transfer our resources to future generations and use them in the most efficient way.

We are aware of our debt to nature, the environment, and humanity.

We invite our guests, personnel, suppliers, and all our stakeholders to show this sensitivity.



# CULTURE, HERITAGE, AND OUR VALUES

The work we do as **SAINT STAR HOTELS** to introduce Turkish culture and our historical heritage to our guests;



## **TURKISH BATH**

The Turkish bath, scrubbing (kese), and foam services we offer to our guests reflect our culture.



## **TURKISH NIGHT**

We organize Turkish Nights to introduce Turkish culture to our guests, promoting it with Turkish food and events unique to our culture.



## **TURKISH COFFEE SERVICE**

We serve Turkish coffee to our guests at our lobby bar.

Antalya - Our Culture, Heritage, and Values





# Antalya - Our Culture, Heritage, and Values

We have general information about Antalya available on our website for our guests and personnel.

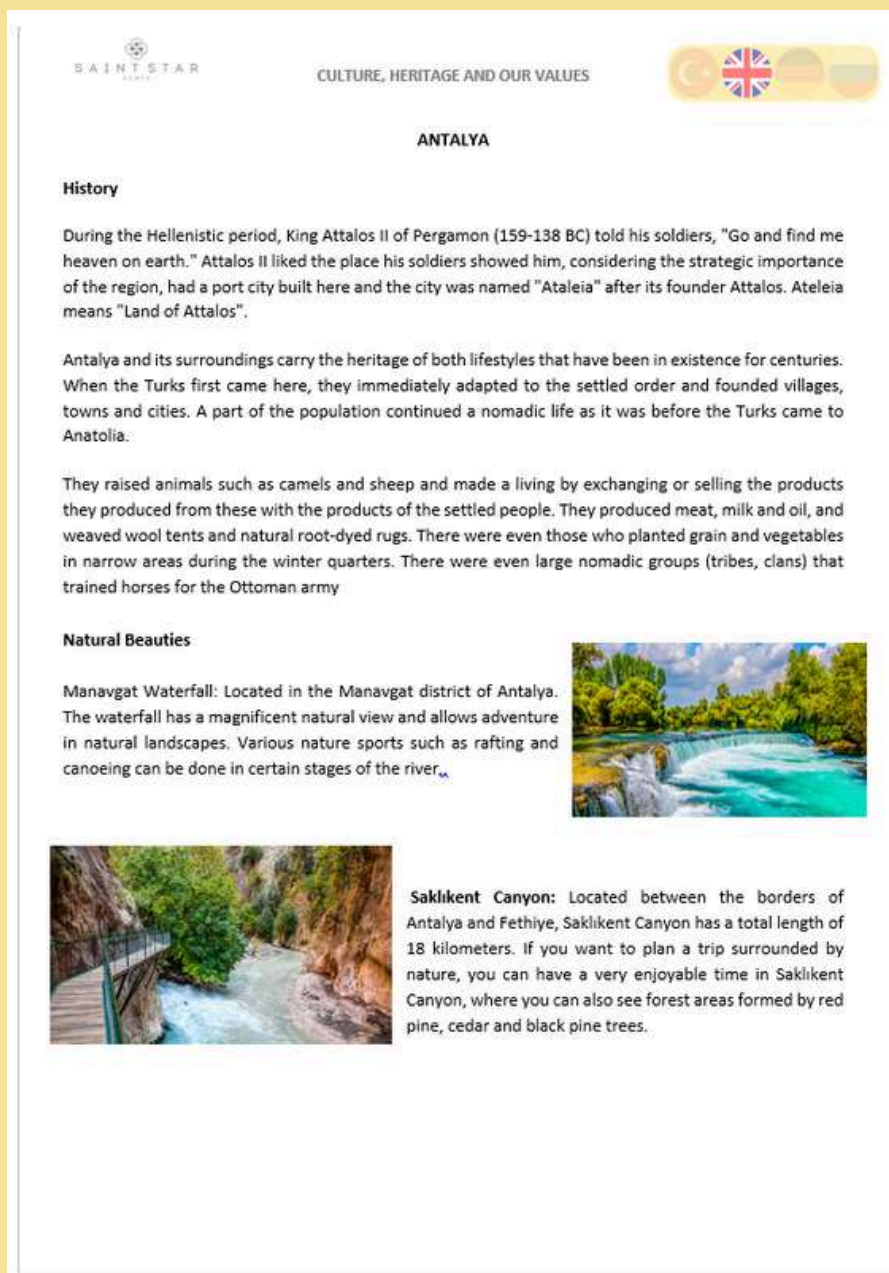
Our informational content includes:

History of Antalya,

Places to visit,

Rules to follow during national and religious holidays.

Antalya - Our Culture, Heritage, and Values





## ENVIRONMENTALLY SENSITIVE PROCUREMENT ACTIVITIES

- When selecting our suppliers, we check and evaluate whether they are local, environmentally sensitive, and comply with the concept of fair trade, basing our assessment on these criteria.
- We contribute to the regional economy by choosing local suppliers.
- We aim to reduce our waste amounts by decreasing the quantities of single-use products.
- Environmentally friendly certified products are our priority purchasing preference.
- Dosing systems are used within the facility to keep chemical consumption under control.
- Products with deposits and large packaging are being purchased.
- A reduction in the purchase of single-use products is targeted.
- A reduction in the quantities of products like packaged jam and butter is targeted.



- To contribute to the reduction of carbon emissions and the development of the regional economy, we primarily prefer the Kemer and Antalya regions in our supplier selections.
- 100% of our suppliers are located in the Kemer and Antalya Region.
- Our carbon footprint for 2024 is **9.1 kgCO<sup>2</sup>e**.
- To reduce our carbon footprint, we inform our stakeholders about the importance of sustainability.





# Personnel and Manager Employment - Our Statistics

Our charts regarding personnel ratios for the year 2025;

## PERSONNEL



% 44,52

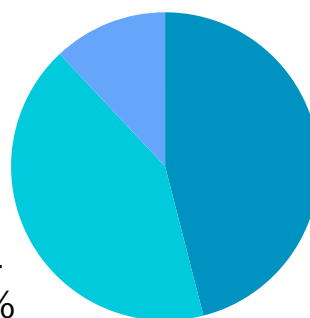
We have female employment



%41

We have local employment

55-70+  
12,00%



18-34  
46,00%

35-54  
42,00%

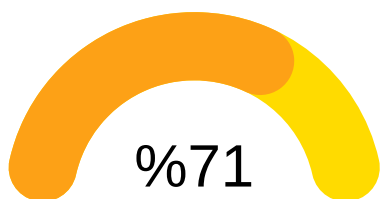
AGE DISTRIBUTION CHART

## MANAGER



% 22,22

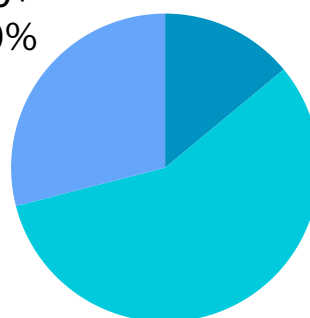
We have female employment



%71

We have a local manager

55-70+  
29,00%



18-34  
14,00%

35-54  
57,00%

AGE DISTRIBUTION CHART

Our Employment Efforts

\*For us, managers who have resided in the Kemer region for more than 20 years are considered local.



**The World Wildlife Fund** had pointed out in a statement that Antalya is on the list of cities with high global water risk, so while carrying out our activities in the management of water resources, we must stand against approaches that ignore nature and unsustainable practices, and do our part.

Therefore, as an establishment that has adopted the principle of conserving and using our natural resources in the most efficient way,

We have a duty to raise awareness and contribute by providing the necessary training to our personnel and information to our guests, We carry out our activities while conserving our natural resources, especially in our country, which is facing water scarcity.

## Our Water Risk Map;

| Input address  | Match address | Latitude   | Longitude  | Major Basin                         | Minor Basin | Aquifer | Country | Province | Overall Water Risk |
|--|---------------|------------|------------|-------------------------------------|-------------|---------|---------|----------|--------------------|
| Merkez,<br>Atatürk Cd.<br>No:56, 07980<br>KemerAntalya,<br>Türkiye | -             | 36.5961687 | 30.5634456 | Mediterranean<br>Sea, East<br>Coast | Mugla       | -       | Turkey  | Antalya  | High (3-4)         |

Prev Next

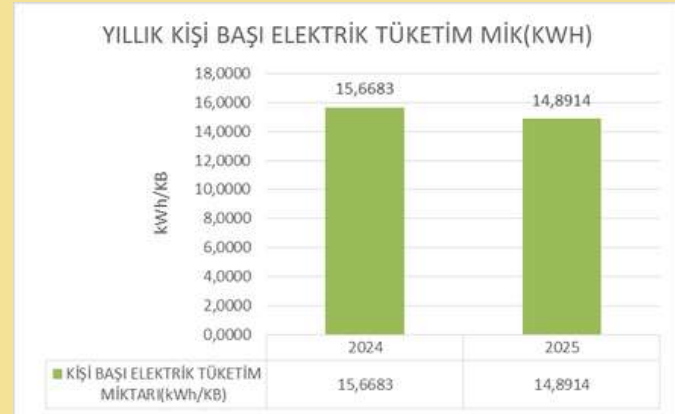
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## Electricity

Our per capita consumption amounts by year;



### OUR ELECTRICITY SAVING PRACTICES

- We use a key card system in our rooms, and our air conditioners do not operate when windows or doors are open, thus saving energy.
- We prefer LED lighting in public areas.
- Periodic maintenance, control, and monitoring of equipment are carried out, and the motors of the hydrophore and pool machine room have been replaced with a focus on energy efficiency and savings.





## Water



Our per capita consumption amounts by year;



### OUR WATER SAVING PRACTICES

- We believe in the conscious use of water resources and carry out our activities accordingly.
- Water discharged from air conditioners in our rooms is used in toilet cisterns.
- Watering for the garden and landscaping is done before sunrise or after sunset.

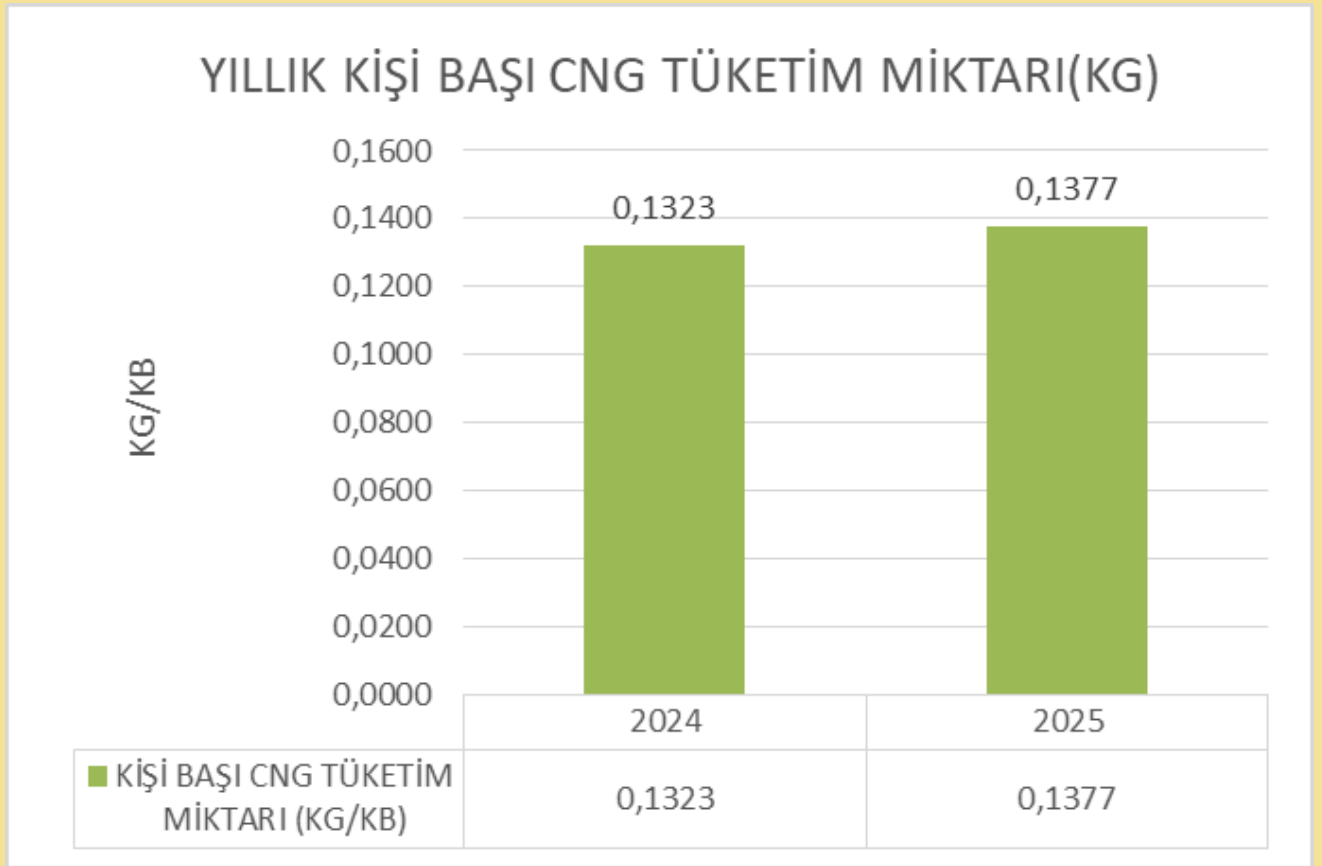






CNG

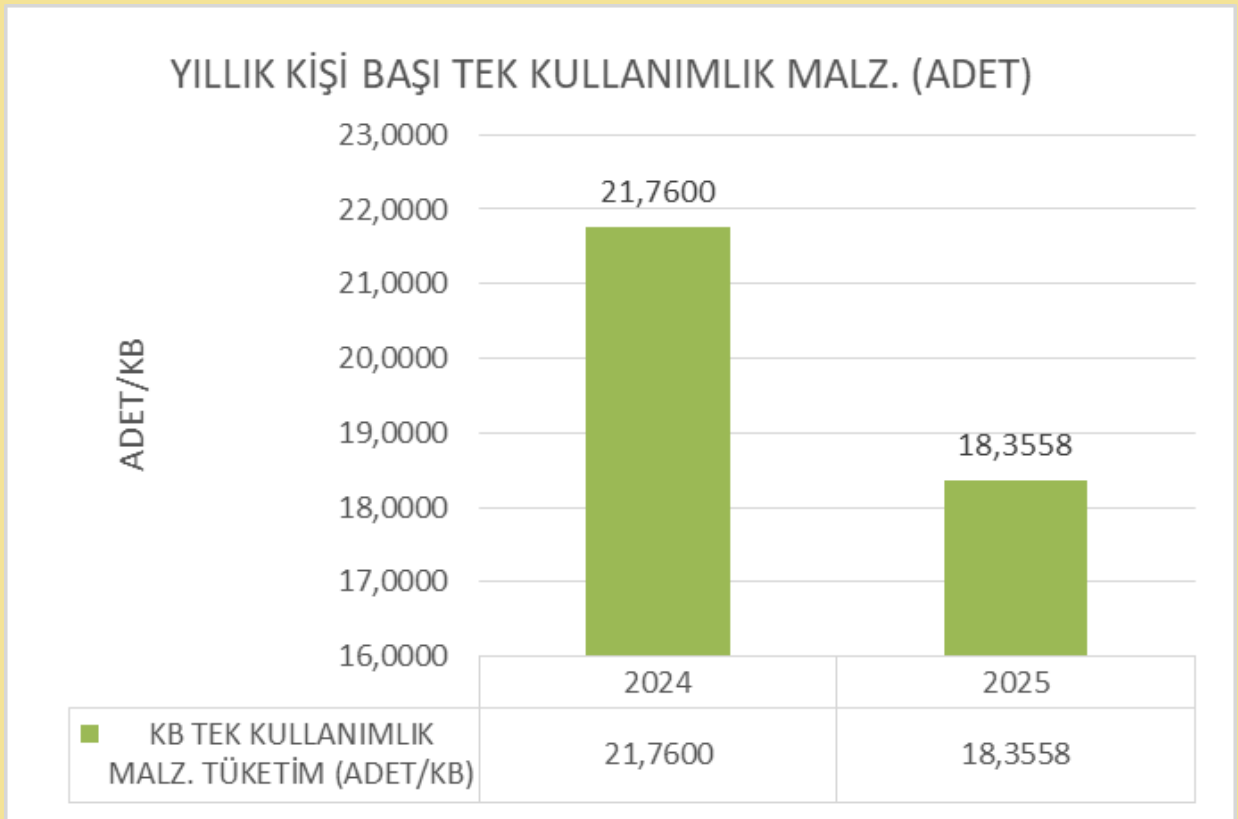
Our per capita consumption amounts by year;





## Consumables and Single-Use Materials

Our single-use material consumption amount for 2025;



➤ We are aware of the environmental impact of single-use materials, and we carry out activities to fulfill our environmental responsibility with goals to monitor and reduce their consumption.







## Guest Satisfaction



## SUSTAINABLE TOURISM: DATA AND CHARTS

### 2025 Guest Satisfaction Rates Comparison;



\*Analyzed with data obtained from surveys within the facility.

➡ In 2025, we expect contributions to sustainability from our guests.

### GUEST SATISFACTION FOCUSED SERVICE EFFORTS

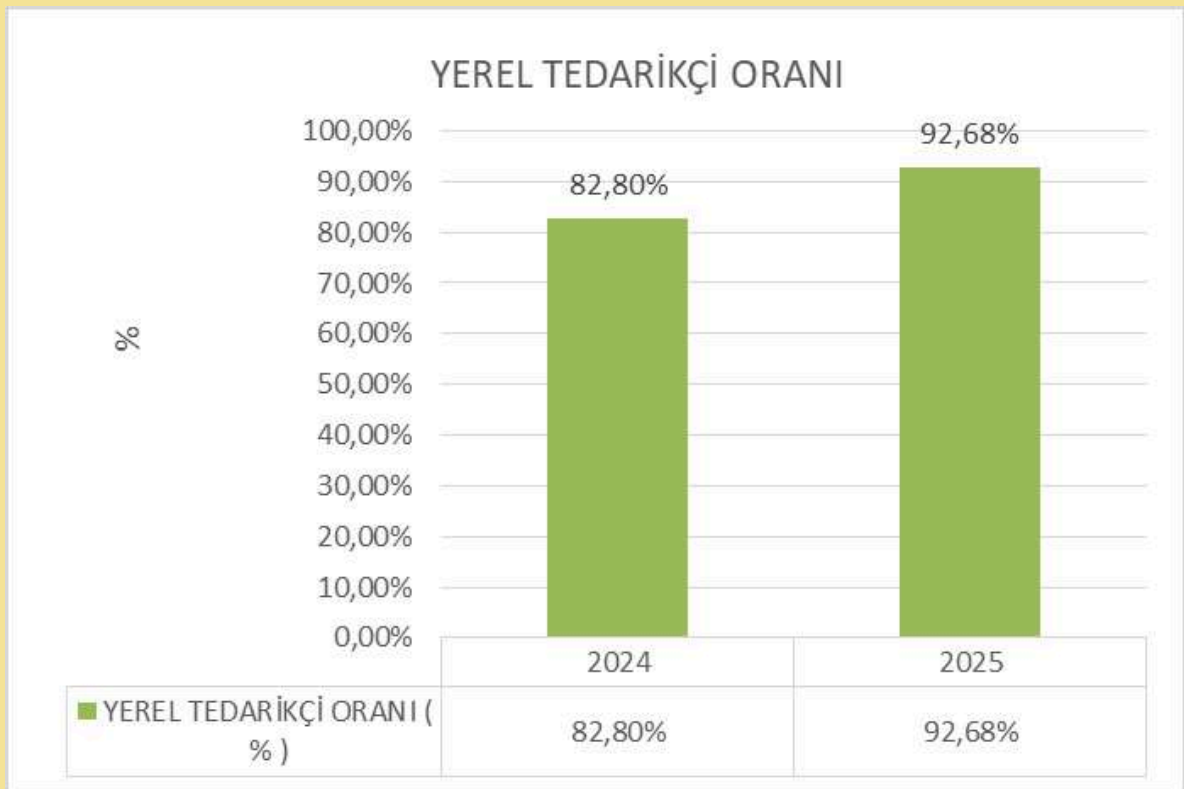
- We provide our personnel with training on our guest satisfaction-focused policies.
- We monitor and analyze guest satisfaction through satisfaction surveys.
- We carry out continuous improvement-focused work with the feedback we receive from guest comments and complaints.





## Local Supplier

Our local supplier ratio for 2025;



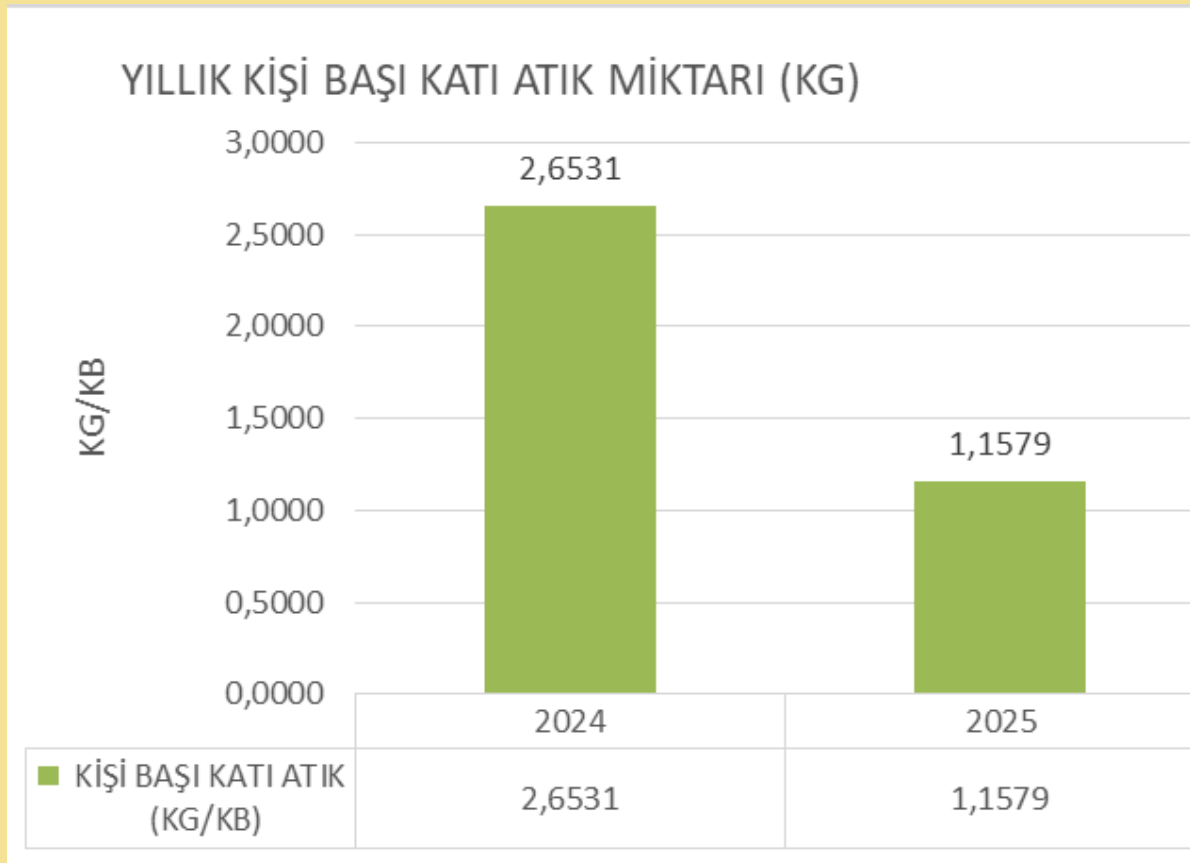
➤ In 2025, over 90% of our suppliers consist of local vendors, and this ratio shows the contribution we make to the regional economy.





## Solid Waste

Our solid waste amount for 2025;



➤ All waste accumulated throughout our facility is separated in accordance with our waste management plan, and the solid waste is collected by the municipality.





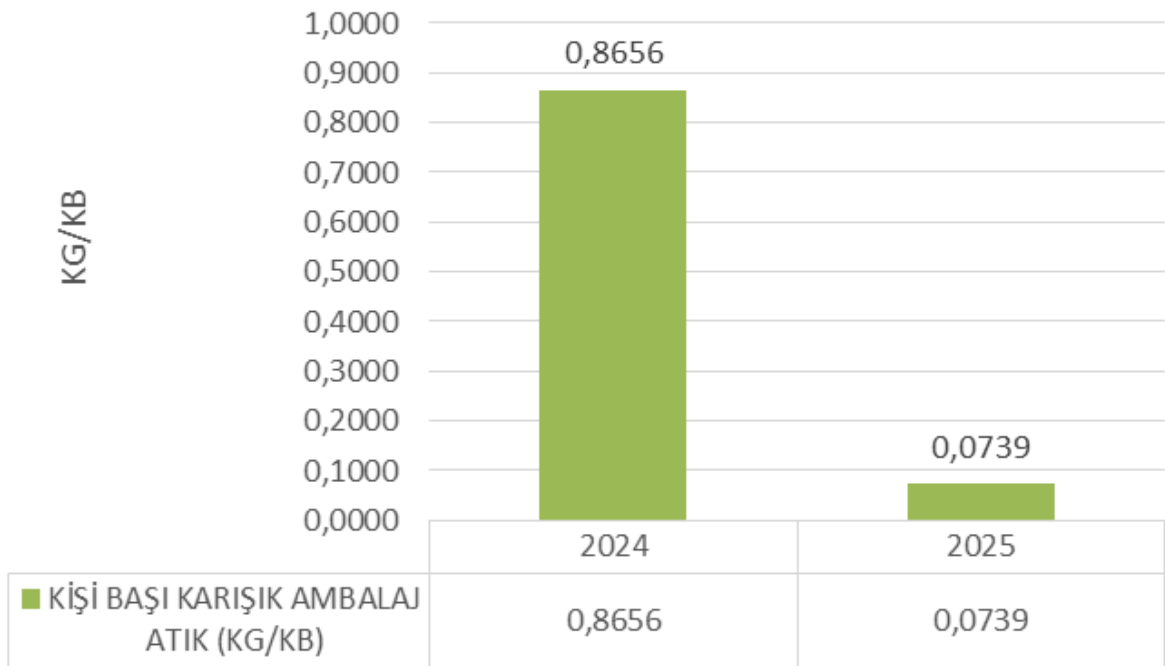


## Solid Waste



Our solid waste amount for 2025;

### YILLIK KİŞİ BAŞI GERİ DÖNÜŞTÜRÜLEBİLİR AMBALAJ ATIK MİKTARI (KG)



➤ All waste accumulated throughout our facility is separated in accordance with our waste management plan, and glass waste is handed over to the contracted company.

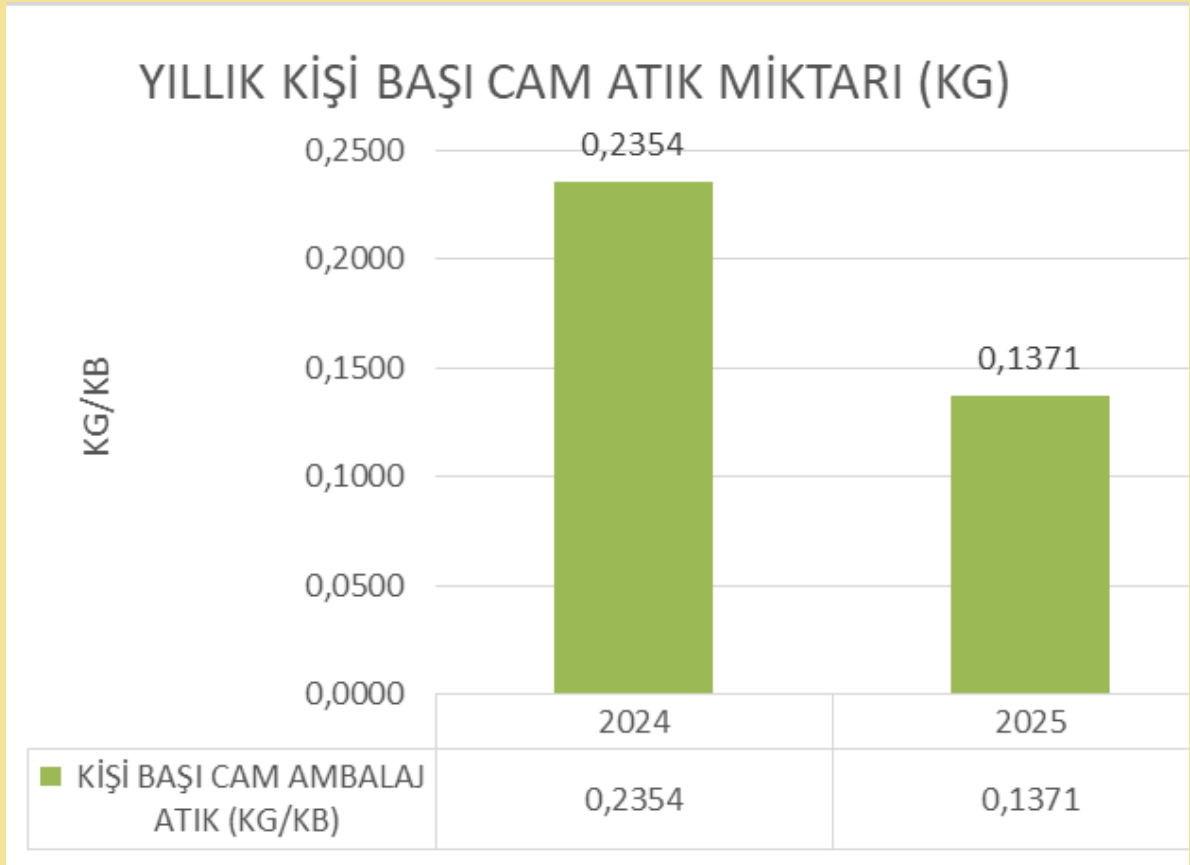




## Glass Waste



Our glass waste amount for 2025;



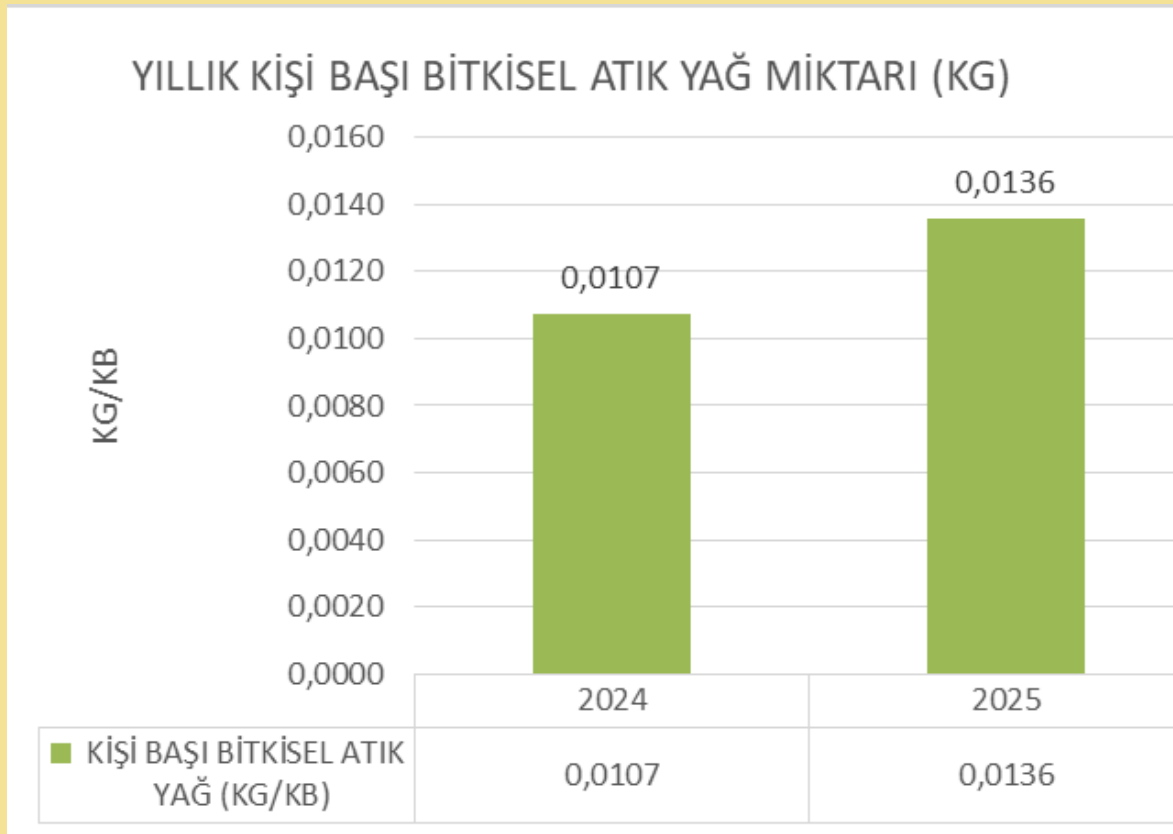
- All waste accumulated throughout our facility is separated in accordance with our waste management plan, and glass waste is handed over to the contracted company.





## Vegetable Waste Oil

Our vegetable waste oil amount for 2025;



➤ The vegetable waste oil generated throughout our facility is classified as hazardous waste, is temporarily stored within the facility, and is periodically handed over to the contracted company.



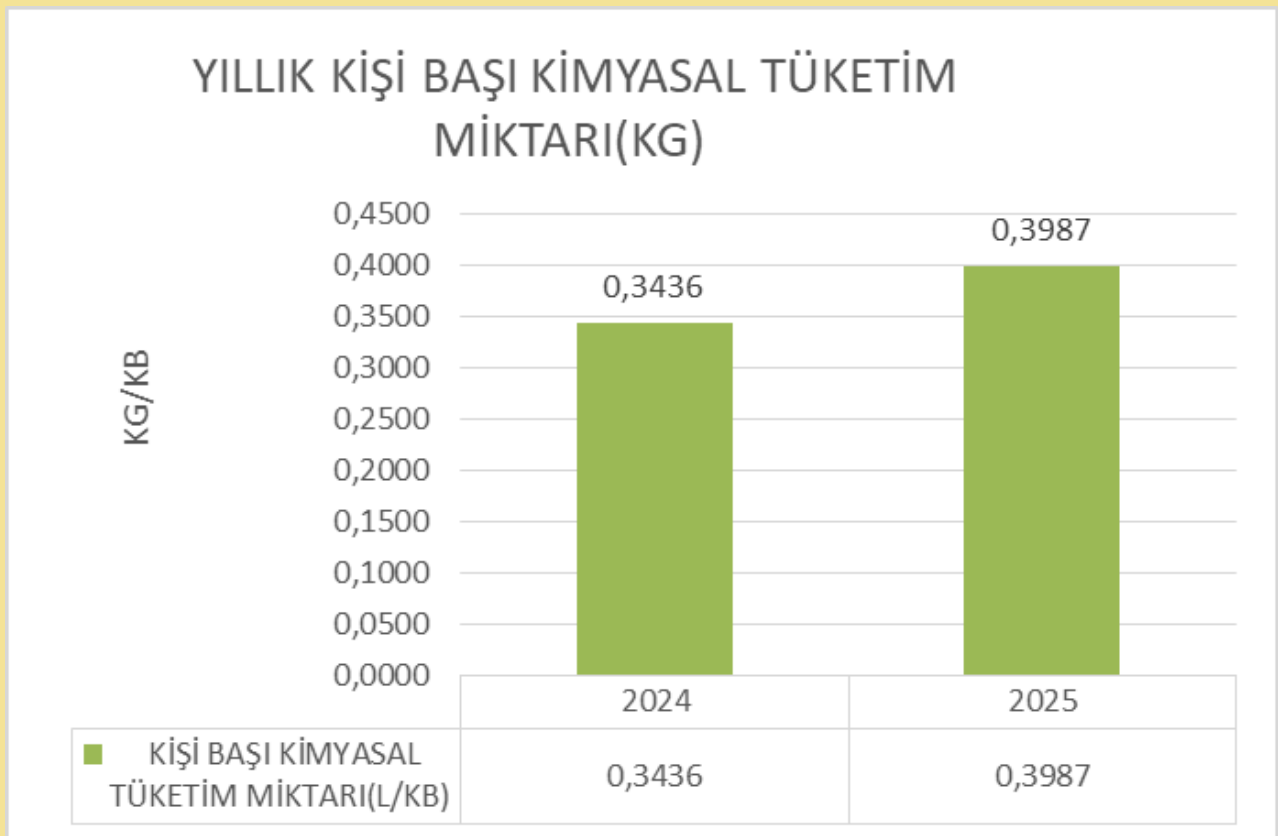




## Chemical Consumption



Our chemical consumption amount for 2025;



- Chemical consumption is monitored and tracked at our facility. Environmentally friendly chemical preference is a priority in chemical consumption. We aim to reduce chemical consumption.



**Let's protect the natural  
beauties of Antalya  
together, and pass them  
on to future  
generations.**

**THANK YOU**

## **Contact**

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