

The background features abstract, overlapping green geometric shapes in various shades of green, creating a modern and dynamic feel. The shapes are primarily triangular and polygonal, with some areas appearing more translucent than others.

DIAMOND PENSION SUSTAINABILITY REPORT

2024

INDEX



- ▶ **1-INTRODUCTION**
- ▶ [About Report](#)
- ▶ **2-OUR POLICIES**
- ▶ Quality Policy
- ▶ Occupational Health and Safety Policy
- ▶ Sustainability Policy
- ▶ Sustainable Purchasing Policy
- ▶ Social Integration Policy
- ▶ Environmental Protection and Waste Management Policy
- ▶ Children's Rights Policy
- ▶ Energy Efficiency Policy
- ▶ Women's Rights and Gender Equality Policy
- ▶ Social Compliance Policy
- ▶ Food Safety Policy
- ▶ **3-WASTE MANAGEMENT**
- ▶ [Recyclable Waste](#)
- ▶ [Hazardous Waste](#)
- ▶ [Vegetable Waste Oil](#)
- ▶ **4-ENERGY MANAGEMENT**
- ▶ [Electricity Consumption](#)
- ▶ [Water Consumption](#)
- ▶ **5-NATURAL LIFE PROTECTION AND CULTURAL HERITAGE TARGETS**
- ▶ **6-LOCAL FLAVORS**
- ▶ **7-PERSONNEL TRAINING AND SOCIAL ACTIVITY TARGETS**

About the Report

With the implementation of quality systems in our business, we aim to improve both our quality and environmental performance for the benefit of the environment and our guests. We continue our efforts in many areas within the concept of sustainability. Sustainability can be defined as the integration of environmental, economic, and social factors for the benefit of people and the environment. The information contained in this report reflects our performance in 2024.

The 2024 sustainability report includes:

- The evaluation of our guesthouse's environmental, social, and economic performance,
- The goals set to enhance this performance,
- The strategy and process to be followed in achieving these goals,
- The potential risks that may be encountered,
- The measured performance results.

OUR POLICIES

- Quality Policy
- Occupational Health and Safety Policy
- Sustainability Policy
- Sustainable Procurement Policy
- Community Compliance Policy
- Environmental Protection and Waste Management Policy
- Child Rights Policy
- Energy Efficiency Policy
- Women's Rights and Gender Equality Policy
- Social Compliance Policy
- Food Safety Policy

We will not adopt any attitude towards our guests, supplier partners, or employees other than fairness and goodwill. With our innovative quality management approach, we will always believe in achieving better. By continuously improving and developing ourselves, we will provide better service.

Our mission is to provide both theoretical and practical training activities to our subordinates and to foster successful individuals who love their work. In addition to domestic advertising and promotions, we believe in the impact and strength of promoting the good service provided within our facilities. The most accurate place to share the successful results we achieve with our guests is our facility itself. Sustainability, Food Management Systems, Environmental, Occupational Health and Safety, and Tourism regulations guide us in our journey. The service approach that we never cease to show to our guests will make us a family filled with respect and love. Serving everyone under equal conditions forms the foundation of our service philosophy.

QUALITY POLICY

To elevate our service and hospitality beyond international standards, and to make new investments appropriate to current conditions. To anticipate guests' expectations in advance, increase satisfaction, and create a distinctive experience.

To provide a safe workplace and services that exceed guests' expectations, to become a facility that sets an example, and to create value.

To foster sustainable environmental awareness among employees as a boarding house, leaving a cleaner, healthier, and safer environment for future generations.

To adopt our quality standards with all employees, fulfill their requirements, and ensure that the suppliers we work with also comply with these standards, growing together.

To prepare and serve breakfast in accordance with hygiene rules, legal requirements, and with the highest level of safety.

Our Principles and Beliefs:

To remain open to development at all times through organized trainings. To be open-minded regarding occupational health and safety issues. To demonstrate exemplary behavior to society through social responsibility, community awareness, and environmental consciousness. To adopt a transparent and honest management approach that respects laws and never compromises ethical values.

ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY

In our organization, we prioritize protecting the environment, preventing pollution, and reducing our negative impacts on nature.

To achieve this, we:

- Comply with legal regulations and strive to minimize our environmental impact.
- Carefully separate our waste at its source according to type, category, and hazard class.
- Recognize that using hazardous materials and chemicals only when necessary and in minimal amounts reduces both environmental harm and waste generation.
- Prefer materials labeled as “recyclable” or “environmentally friendly” to contribute to nature conservation and seek opportunities for reuse.
- Use single-use items such as paper, tissues, toilet paper, and packaging only as needed, aiming to minimize waste.
- Store waste correctly in designated areas according to its characteristics, deliver it to licensed/authorized firms within legal storage limits, and maintain proper records.
- Strive to use water, energy, and all natural resources efficiently and share this commitment with our employees, guests, and suppliers.
- Measure our environmental management performance, monitor it against targets, and continually work to improve it.
- Aim to educate our employees about environmental issues and raise their awareness and sensitivity.

OCCUPATIONAL HEALTH AND SAFETY POLICY

Our business aims to ensure the health and safety of everyone in the workplace, including all employees and guests. Within the facility, there are conditions that employees and visitors must pay attention to: carrying the responsibility of working safely, taking all reasonable measures for their own health and safety, and considering the health and safety of others who may be affected by their actions.

In all related activities, employees will take all reasonable and practicable steps to improve occupational safety conditions whenever needed. We aim to build a safety culture by encouraging the active participation of all employees and visitors in the development and support of measures to improve occupational safety.

Our goal is to comply with all applicable occupational health and safety legislation, regulations, and standards. Safe working areas and equipment are provided for controlled operations. Appropriate OHS training is provided for all relevant personnel. Sufficient resources are allocated to continuously improve OHS performance.

These standards will be monitored regularly to ensure continuous improvement within the business.

SUSTAINABILITY POLICY

In order to protect the environment and ensure the necessity of sustainable tourism, we identify the environmental impacts of our activities and aim to control their adverse effects, potential hazards, and our waste. We strive to minimize the use of natural resources, energy consumption, and pollution of air, water, and soil. We comply with all applicable legislation and regulations regarding the environment, occupational health and safety, and human rights, fulfilling all required obligations.

We aim to ensure that environmental awareness and our social responsibilities are also adopted by our employees, guests, and suppliers. By collaborating with local authorities, supplier companies, and local associations / non-governmental organizations, we aim to contribute to environmental protection and social responsibility projects.

In the locations where we operate, we take all necessary measures to increase local employment and protect natural life, and we share all our activities undertaken to safeguard our environment with the public. When selecting our suppliers, our priority is to procure products from suppliers who demonstrate environmental sensitivity, such as those providing goods made from recycled materials.

FOOD SAFETY POLICY

At Diamond Pension's kitchen and food & beverage areas, we comply with national laws, regulatory requirements, and standards to provide a safe breakfast service in line with legal obligations and guest expectations, striving to ensure continuous satisfaction.

By receiving training on hygiene, we enhance our competence in food safety, thereby ensuring that breakfasts are served in healthy and hygienic environments. Through continuous development and improvement in food safety management and consumer satisfaction practices, we aim to consistently provide a high-quality and reliable breakfast service.

OUR COMMUNITY ENGAGEMENT POLICY

Our business prioritizes supporting the local community in which it operates and working together with them. We are committed to conducting our operations in a way that helps preserve and promote the local culture, heritage, and economy. We believe it is important to maintain continuous dialogue with our local community to ensure that we contribute positively to, and do not harm, their living environment.

Accordingly:

We encourage our guests to explore the history, culture, and traditions of the destination, as well as local products and services offered in collaboration with our community.

Whenever possible, we prefer local and regional products and services, as outlined in our procurement policy.

In our hiring process, we prioritize personnel who live locally.

We maintain continuous dialogue with the local and indigenous communities through regular chamber of commerce meetings to ensure they are treated fairly and equally.

CHILDREN'S RIGHTS POLICY

Children are entrusted to us as the future. Recognizing them as individuals, respecting their rights, and protecting them against all forms of psychological, physical, commercial, and other exploitation is our primary responsibility.

To ensure this, we:

Do not allow the employment of child labor within our institution and expect the same sensitivity from all our business partners.

Provide environments/opportunities within the organization that contribute to children's development, where they can freely express their thoughts, desires, and feelings, and feel safe and comfortable.

Offer training to our employees on the prevention and recognition of child abuse.

Ensure that children participating in activities are always under adult supervision.

Make it a priority to organize training sessions, inform our stakeholders, and support relevant projects to raise awareness about the protection of children's rights.

When we witness suspicious actions concerning children, we first take measures as hotel management and, when necessary, seek assistance from official authorities.

ENERGY EFFICIENCY POLICY

We are committed to using our energy resources efficiently and setting targets to reduce our energy consumption in order to protect our planet from potential threats.

To achieve this, we:

- Monitor and comply with national and international standards, laws, and regulations to fulfill both our environmental responsibilities and legal obligations, and we voluntarily carry out activities aimed at reducing energy usage and/or continuously improving our energy performance, while tracking the outcomes of these activities.
- Set measurable targets and incorporate energy efficiency into our training programs to encourage the participation of our employees.
- Value collaboration with all stakeholders to create shared goals and outcomes in energy management. We strive to maintain engagement with our guests, employees, visitors, and all business partners to build collective awareness and consciousness in this area.
- Seek, procure, and utilize suitable products, equipment, machinery, and technologies that are energy-efficient.
- Commit to documenting our Energy Management System, implementing it across all areas of our business, updating and reviewing it when necessary, and continuously improving it.
- Assess potential energy risks or emergency situations, such as energy shortages, and plan preventive measures accordingly.

WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

We place great importance on gender equality within our organization.

- We ensure the health, safety, and well-being of all our employees regardless of gender.
- We support women's participation in the workforce across all areas of our operations and provide equal opportunities.
- We uphold the principle of "equal pay for equal work" without gender discrimination.
- We assign duties in accordance with the principle of equality.
- We provide an environment where everyone can equally benefit from career opportunities.
- We develop training policies that encourage women's participation and support increased awareness on gender equality.
- We establish working conditions and practices that protect the work-life balance.
- We support women's inclusion in company management and provide equal opportunities for leadership roles.
- We do not tolerate any form of exploitation, harassment, discrimination, suppression, coercion, defamation, or similar behavior against women. We are always aware of the value women bring to our world and our institution, and we support their presence.

SOCIAL COMPLIANCE POLICY

Our Social Compliance Policy encompasses the standards we have developed in collaboration with all our business partners, based on our fundamental principles and values, and maintained through teamwork. Our goal is to ensure that the Diamond Pension Social Compliance Policy becomes an integral part of our corporate culture. For this reason, social compliance standards have been established and put into practice.

Through these standards, alongside delivering quality service, we are committed to:

- Granting all rights to our employees arising from the standards within the framework of applicable laws,
- Complying with occupational health and safety regulations,
- Being environmentally conscious,
- Maintaining a workplace environment where open and honest communication, respect, and value are guaranteed among employees.

The Social Compliance Policy is communicated to our employees through training, shared with our suppliers through information sessions, and supplier performance is evaluated based on these criteria.

Within this policy:

- No sanctions or disciplinary actions shall be taken against employees who express their concerns, worries, or complaints.
- Established reporting channels are used for raising such issues.
- Employees can submit any opinions, requests, complaints, and suggestions transparently through designated boxes. These are evaluated by Senior Management, and improvement actions are taken where necessary.

Our aim is to ensure continuous improvement activities in compliance with legal requirements and employee feedback.

SUSTAINABLE PURCHASING POLICY

In line with our sustainable supply approach, we expect our suppliers/solution partners to: Possess Quality Assurance Management Systems, Environmental and Occupational Health & Safety Management Systems, and internationally recognized environmental and sustainability certificates/standards.

Ensure that their production and supply processes do not have harmful environmental impacts and that they comply with environmental regulations.

Use/consume resources in an appropriate manner without causing harm to wildlife or ecosystems and comply with hunting bans.

Work to minimize waste and manage it properly, and offer reduced packaging or bulk packaging alternatives for products.

Provide environmentally friendly, efficient, local, ethically conscious alternatives that use recyclable or recycled materials, are organic, bio, vegan, not tested on animals, and free from harmful chemical components.

Be local or domestic producers/service providers.

Offer products/services that reflect and promote the cuisine, traditions, and culture of our country/region.

We value these principles and communicate this perspective to our supplier stakeholders.

Together with our suppliers, we strive to create efficient purchasing opportunities and aim to reduce the environmental impacts arising from procurement processes.

WASTE MANAGEMENT

Recyclable Waste

Hazardous Waste

Vegetable Waste Oil

RECYCLABLE WASTE

In our waste management system implemented within our business, our primary goal is to reduce the amount of waste, ensure that the waste we generate is disposed of with minimal environmental impact through licensed companies, and to recover recyclable materials again through licensed companies.

By consciously separating packaging waste and organic waste, we contribute to recycling. We encourage our guests and employees to participate in the recycling program. We provide waste separation bins for glass, paper, oil, plastic, and food waste. We work with the relevant companies for the recycling of the separated waste and monitor the process.

To reduce our paper consumption, we carry out our correspondence and announcements via email whenever possible. Printouts are not taken unless necessary. By informing our guests about the waste management practices we apply in our hotel, we also encourage them to reduce waste and to separate the waste they generate.

RECYCLABLE WASTE

Waste Amounts	Cardboard(kg)	Glass(kg)	Plastic(kg)	Domestic(kg)
2023	1,5	0	4,6	27
2024	1	0	2	25
Değişim	40%	0	40%	8%

Goals

- To provide our guests with more effective information about the waste management we implement at our guesthouse; to encourage them to reduce waste and separate it.
- To create more functional tracking forms to reduce paper waste.

HAZARDOUS WASTE

In order to dispose of the hazardous waste generated in our facilities without harming the environment, we collect the hazardous waste generated in our departments under appropriate conditions in our hazardous waste area and deliver it to licensed companies for disposal or evaluation in accordance with the law.

Hazardous Waste(kg)			
2023	2024	Gap	Gap Percent
4,6	2	2,6	-80%
Hazardous Waster (per person kg)			
2023	2024	Gap	Gap Percent
0,0058	0,0025	0,0033	-80%

In 2024, the amount of hazardous waste per capita decreased compared to the previous year.

Goals

We aim to reduce cleaning material consumption in order to reduce the amount of hazardous waste generated by 2025.

WASTE VEGETABLE OIL

In 2024, the amount of hazardous waste per capita decreased compared to the previous year. We aim to reduce the amount of hazardous waste generated in 2025. In our breakfast service, we prioritize cooking processes that minimize waste oil production whenever possible. The resulting waste vegetable oil is regularly delivered to licensed companies with whom we have agreements.

Waste Vegetable Oil (kg)			
2023	2024	Fark	Fark yüzdesi
4,2	2	2,2	70%
Waste Vegetable Oil (per person kg)			
2023	2024	Fark	Fark yüzdesi
0,005	0,002	0,003	85%

In 2024, the amount of hazardous waste per capita decreased compared to the previous year.

Our Goals

To increase the amount of waste vegetable oil recycled compared to previous years. To use cooking methods that minimize waste oil production in our breakfast service. To raise awareness among potential employees about waste oil.

ENERGY MANAGEMENT

Electricity Consumption

Water Consumption

ELECTRICITY CONSUMPTION

We aim to ensure that all new electronic products purchased are energy-efficient, and that all potential employees receive training on energy conservation. The following energy-saving initiatives are being implemented at our facility, and we aim to maintain these ongoing efforts. All rooms feature warning signs for our guests about electricity conservation. All rooms are equipped with systems that disable heating/cooling devices when the room is left unattended. LED lighting is used throughout our pension. Sensors are used for lighting in common area corridors.

Electric (kWh)			
2023	2024	Fark	Fark yüzdesi
7158	7829	671	8,9%
Electric (per person kWh)			
2023	2023	Fark	Fark yüzdesi
8,1	7,52	0,58	-7,4%

Per capita electricity consumption has decreased.

Our goals are

- To provide energy saving training to potential employees working at our facility
- To provide energy-efficient appliances for newly purchased electrical appliances

WATER CONSUMPTION

To reduce overall water consumption without compromising health, hygiene, or guest satisfaction, we place informative signs in guest rooms about water conservation. To conserve water, wastewater from our guesthouse's drinking water treatment system is collected and used for garden irrigation. The clean water collected in the clothes dryer's water tank is used for cleaning. Water risk is monitored through the World Resources Institute (wri.org).

Water Consumption(m3)			
2023	2024	Fark	Fark yüzdesi
17	56	39	106%
Water Consumption(per person m3)			
2023	2023	Fark	Fark yüzdesi
0,032	0,050	0,002	43%

Due to the increase in guest numbers, cleaning and washing operations have increased.

Our goals are

To provide water consumption savings training to all potential employees working at our facility.

Revise the flush and faucet systems in guest rooms to conserve water.

NATURAL LIFE PROTECTION AND CULTURAL HERITAGE

There are 45 pine trees within our facility, and their maintenance is carried out regularly.

Special care is taken to avoid disturbing the natural balance of wild or domestic animals in the surrounding area. Birdhouses are available within our facility for the birds.

The flowers in our garden are watered with conserved water.

In addition, information will be requested from local authorities regarding the protection of endemic plants, and research will be conducted on the preservation of such plants if they exist around the facility.

In our facility's garden, the use of chemical pesticides has been minimized as much as possible, with the aim of preventing harm to the environment, human health, and living creatures in nature, while focusing more on organic alternatives. In garden planting, perennial plants are preferred over seasonal ones. Plastic irrigation equipment is not used in the facility.

Dear Guests,

Packaging waste is not garbage; you can dispose of it in the colored recycling bins located in common areas.

When leaving your room, you can remove the energy card from its holder to prevent unnecessary electricity consumption.

History - Dikili

According to the earliest archaeological findings, Dikili has a long history dating back to 4000-5000 B.C. Excavations have revealed that this region, once inhabited by the Achaeans, was called *Aterneus*.

Ancient Cities

The lands of Dikili have hosted many civilizations from prehistoric times to the present day. In antiquity, several cities belonging to different civilizations were established in and around Dikili. The most developed of these cities was *Atarneus*. Other cities included *Pytany*, *Teuthrania*, *the City of Lovers Malena*, *Altaria*, *Elaia*, *Kanai*, *Karina*, and *Algai*.

ATARNEUS

The first city-state, founded by the Achaeans around 4000 B.C. near Ağilkale close to present-day Dikili, was named *Atarneus* due to the presence of springs and hot water sources in the area. The name means "sacred spring" or "the source of the mother goddess."

ARISTOTLE

Aristotle, regarded as the greatest genius of classical philosophy, wrote some of his most important works—considered fundamental to philosophy—about 2,400 years ago in Atarneus, a place now also known as *Aristotle's Hill*.

Dikili Beaches

Dikili's beaches offer a delightful experience, both in the city center and in the surrounding villages. The bays and beaches in Bademli village are particularly popular.



Church of St. Nicholas

The ruins of a church built on an islet off the coast of Pissa Bay, in honor of St. Nicholas, the patron saint of fishermen and sailors, are worth seeing.





Nebiler Waterfall

Located in the Nebiler region and known as Aşıklar Waterfall, the waterfall and its surroundings are worth exploring for their natural beauty and caves.

Volcanic Lake – Karagöl

You can start from Merdivenli, pass the Martyrs' Cemetery, reach Karadağ, and at the end of the hike, you can reach Karagöl.



Çandarlı Castle

Formerly known as Pitane, the castle stands tall today with its five towers, battlements, gate, and city walls. Çandarlı Castle was added to the UNESCO World Heritage Tentative List in 2013.



LOCAL FLAVORS

We strongly recommend you visit the Dikili market, held every Tuesday, to find local cheese, olives, olive oil and agricultural products, which are also used in our breakfast service.



STAFF TRAINING AND SOCIAL ACTIVITY OBJECTIVES

Staff Trainings

In line with the annual training plans we have established, our employees will receive training on environment, occupational health and safety, fire safety, quality, and social awareness. Our training programs are planned as both internal and external sessions.

Our environmental training includes topics such as environmental cleanliness, protection of wildlife, proper waste separation, waste reduction, safe use of chemicals, and zero waste. We ensure the disposal of our vegetable waste oils and residues by delivering them to licensed companies.

Through the internal and external trainings we receive, we raise awareness about the importance of recycling vegetable waste oils and the environmental damage they cause, and we also work to raise awareness within our community.

Social Activities

Among our goals are to take part in social projects with local organizations and to raise awareness among the local community by participating in environmental activities. We aim to provide a work environment that respects human rights, complies with international standards, allows employees to develop themselves, freely express their ideas, and ensures that they are not subjected to discrimination. Meals provided for our employees will be free of charge.

The *Dikili Women's Solidarity Association* will be explored, and through this initiative, we aim to evaluate whether there are products that can be used in our facility in order to support the women of Dikili and contribute to Women's Solidarity.

Thank you.