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**1. SCOPE**

establishes the basic framework of a Sustainability Management System (SYS) that can be adapted and developed to cover all management processes of our hotel and reveals the policies and practices of our organization.  
 This document has been prepared for all stakeholders, guests and staff of the hotel. Our system is constantly being developed to suit the size and scope of our hotel.

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**2. SUSTAINABLE MANAGEMENT SYSTEM**

The basis of our sustainable management system is based on risk analysis. Risk analysis is carried out under the headings of environment, natural disasters, society, culture, economy, quality, human rights, health and security. New headings can be added if necessary.

After the risks are analyzed, we also have a crisis management policy and system that determines what to do if the risks materialize. The annex of this document includes how to conduct risk analysis and crisis management.

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

If the determined targets are achieved, new targets are determined. If not achieved, our goals, policies and practices are reviewed. In this way, we strive to ensure continuous improvement.

The targets of our hotel's management system and the performance indicators that monitor compliance with the targets are included in the annex of this document.

Regarding sustainability, our hotel undertakes to fulfill the third stage 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 situation of the sector, environmental, social, technological, economic and cultural risks, changes and updates arising from legislation, and the system and policies are updated if necessary.

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

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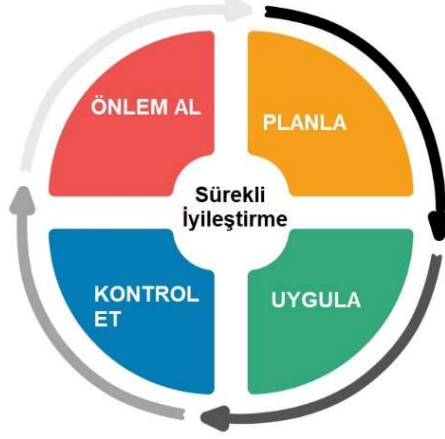


Figure 1. PDCA Cycle

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

**Apply** : Our hotel determines its basic policies and practices regarding environmental, cultural, social, human rights, health and security. It monitors, measures and records these at intervals defined by the relevant personnel.

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

**Take precautions** : This is the step where our hotel takes action to correct the problems identified in the check step. Corrective measures and actions are recorded and archived.

### 3. LEGAL COMPLIANCE

Our hotel is committed to complying with the applicable laws, regulations and international agreements, keeps an up-to-date list of them, regularly informs its staff about them and provides the necessary training to the staff.

If asked or requested to be presented, our hotel submits all necessary permits, certificates and documents to the relevant persons and institutions.

These documents include: Business Opening and Working License, last month's personnel insurance declaration, tax certificate, emergency action plan, personnel training and certificates, contract with the occupational physician, sewer connection certificate obtained

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from the municipality, documents regarding pest control and other necessary documents. are documents.

**4. STAKEHOLDERS AND COMMUNICATION**

Our hotel provides accurate information to all segments of society in its promotion. Always uses real visual material 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 shares its actions and transactions regarding policy and sustainability openly and transparently with its employees and customers. Our hotel's website is used to do this. Periodic reports about sustainability performance are published on our website. These reports are prepared in periods appropriate to their subject.

Our hotel has a system that aims to receive feedback from our customers, public institutions, municipalities, employees, local people and all other relevant persons and institutions regarding our sustainability performance, policies and practices. We receive feedback from both our staff and customers through this system.

Our system is designed to enable and encourage our customers and staff to provide feedback quickly, simply and effectively.

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 monitoring of all other stakeholders.

**Customer experience:** Customer satisfaction is given importance in our hotel. Customer satisfaction includes feedback from the system described above regarding sustainability. The results obtained are analyzed. Negative feedback and responses are recorded and necessary action is taken.

**Staff participation :** The most important element of our hotel's management system is our employees.

Our employees know what they need to do in our management system and sustainability-related policies and practices. What our employees need to do is defined in writing, communicated to them, and the necessary training and guidance is provided regularly. Training on this subject is 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 from our employees.

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Including orientation training in line with our sustainability policies and management system; Periodic training programs, on-the-job training, training required in accordance with legal regulations and guidance support are provided to employees regarding sustainability and their work areas. Occupational Health and Safety trainings, Kitchen/service/massage etc. hygiene training for personnel, water and energy saving, chemical substance use rules, fire protection, first aid, etc. We implement annual training plans on subjects.

Our employees have free and open access to all our training materials.

Our hotel undertakes to comply with the relevant provisions of the Labor Law No. 4857 and pays at least the minimum wage to its employees. In addition, our hotel undertakes to comply with the Social Insurance and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331.

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

**5. ACCESSIBILITY**

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

Our hotel also undertakes to fully comply with legal regulations regarding accessibility and to continuously improve in this regard.

**6. BUY**

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

Our goods and service resources are monitored by our hotel. We hold meetings with our suppliers at regular intervals. We check their sustainability-related certificates, information and documents.

**Local purchasing:** Our hotel gives priority to local suppliers when purchasing goods and services, provided that they are of high quality and reasonably priced. For this reason, it regularly inspects its suppliers, updates its supplier list and informs its suppliers. The rate of goods and services received from the people of the region is measured.

When purchasing goods and services, our hotel also gives priority to fair trade suppliers, provided that the imported products are of high quality and reasonably priced.

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**Environmentally friendly purchasing :** Our hotel follows an environmentally friendly policy in purchasing and attaches importance to efficient purchasing, energy saving and water saving in order to reduce food and solid waste.

Our hotel gives priority to environmentally friendly 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, production and all other processes from suppliers and manufacturers that do not harm the environment.

In this context, our hotel prioritizes choosing suppliers with sustainability certificates when making its purchases. Example certificates that can be sought from suppliers are documents such as ISO14001, ISO50001, ISO14064, ISO20400.

For wood, fish, paper and other foods, environmentally certified (FSC, MSC, EU- EcoLabel , etc.) or products with traceable sources are preferred.

Threatened species and species that are prohibited for sale (fish, trees, plants, game animals, etc.) are not bought 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 goals regarding environmentally certified, local and fair trade purchasing. In this context, we aim to increase the rate 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 gives priority to bulk purchasing and bulk product purchasing. In this way, fewer transportations are made to our hotel and less greenhouse gas emissions are produced.

unnecessary and excessive plastic, nylon, paper , glass and wooden packaging in the products arriving at our hotel.

Disposable products and unnecessary packaging (especially plastic) are avoided when purchasing consumables and amenities. The purchase and use of consumables and disposable products are monitored and managed .

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**7. ENVIRONMENT AND NATURE PROTECTION**

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 rendering harmless. Being aware of our environmental impacts, we strive to take the necessary precautions and actions.

In our business, we carry out and present our products and services in accordance with internal and external customer conditions, as well as international and national legal conditions and regulations; We are committed to being an environmentally friendly institution with social responsibility awareness by preventing pollution and ensuring sustainability.

While we realize this commitment,

- our impact on the environment and keep it under control .
- for pollution-related risks and emergencies ( fire , explosion , flood , earthquake , leak , etc.) and comply with legal regulations.
- Minimize our waste to download , pollution at the source prevention , efficient use of energy and the impact of our activities on the environment . efforts to reduce the effects We show .
- Waste separation and waste amount reduction , efficient use of natural resources in its activities constantly We improve our environmental performance .
- Recycling and disposal of waste in the phase follow up we are doing .
- We protect our employees from chemicals We educate you about its use , environmental effects and waste .
- Encouraging our employees and guests to be environmentally conscious provides training to our employees on environmental awareness and efficient use of energy . giving Them We are developing .
- Energy and water saving systems in our hotel we are using
- We raise awareness and encourage our suppliers and stakeholders about energy efficiency studies. we do .
- In carbon emissions in nature naughty to minimum environmental organizations and theme to download tree in donation We are here .

**8. 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

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insulation systems, choosing low-consuming devices with energy consumption classes, using LED bulbs instead of high energy consumption lighting such as incandescent, etc.). . Additionally, our hotel uses energy-saving equipment.

Our hotel informs and trains its employees and stakeholders about energy saving.

Environmental elements within the scope of Sustainability in our hotel

- Paper consumption to minimum supplier , purchasing and office to download in their work digital record system has been started .
- Invoicing in Accounting e- invoice in transactions to practice has been passed .
- Packaging Waste is collected and local to the administration It is delivered in a controlled manner .
- In our facility room glass bottle in minibar to the application has been passed .
- Used in common areas Minimizing the use of electricity , water and energy resources Awareness raising activities have been carried out to download it .
- Used in all rooms and areas polisher application in taps made and water flow adjustments 1 liter container in 12 seconds It is set to fill .
- All air conditioning system The degrees are set as 18-23 degrees .
- ecolabel products at suppliers use of has been prioritized .
- To reduce carbon emissions , local and most close to suppliers third place is given .

**9. WATER MANAGEMENT AND WASTEWATER**

Our hotel has a water saving policy. Our policy includes regular measurement, monitoring and reduction of water consumption.

A water risk situation has been determined in the area where our hotel is located. For this purpose, the Water Risk Atlas prepared by the World Resources Institute is used. The link to the relevant website is located [here](#).

In the risk analysis, water risk was also evaluated and a water management plan was made. This plan includes measurement and monitoring of water use and targets and reporting for reducing water consumption.

Due to our hotel's water use activities, creatures living in waters such as seas and lakes are not harmed. Nevertheless, the possibility of harm to these creatures was evaluated in the risk analysis and necessary precautions were taken.

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

The water comes from a legal and sustainable source.

We measure our water consumption. The total water used per guest or per night is calculated and reported. The file attached to this document is used for measurement.



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water consumption. For this purpose, 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 upon guest request.

Our hotel informs and guides its employees and stakeholders about water saving. Our hotel uses all its resources to prevent waste water from harming the environment.

Regulations set by the local government are followed for the disposal of waste water. Legal requirements are complied with in this regard.

**10. FOOD WASTE AND SOLID WASTE**

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

Solid waste is separated according to types such as food, recyclable, toxic/hazardous and organic, and recycling and reuse situations are taken into consideration while separating.

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

In our hotel, solid waste is separated by type and collected 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 per night is calculated and reported.

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

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

**11. WORKS PLANNED TO BE CARRIED OUT WITHIN THE SCOPE OF SUSTAINABILITY**

- energy and water consumption rate Continuously improve annual training plans to reduce first is our priority .
- Environmentally friendly and energy efficient high sustainability with machinery , equipment and consumables to continue
- Waste reduction and recycling through effective waste management program of waste domestic to waste don't get involved To prevent zero waste awareness , projects to spread to develop
- Carbon emissions and nature given theme and environmental protection to reduce the damage to some extent . organizations every year We plan to increase the donation amount by 2% .

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- Approved to reduce carbon emissions our suppliers while determining our priority electric and new green carbon release -most low Information about providing service with vehicles of their work dissemination
- less carbon producing energies we will choose
- Climate change of your problem a global issue is special with awareness industry , government , local administrations , civil society Working together with organizations to find common solutions Part of it we will be . natural life conservation and wildlife vital street for support projects for animals we will improve
- School era To our staff who have children stationary in aid have
- Tourism working experience for students internship to gain create the opportunity
- located in the region tourism contact schools \_ passing by located in our hotel fields workshop for use as a study open
- Tourism Career with high schools and universities days planning and material social \_ responsibility support projects
- We are planning projects to reduce the amount of waste by 1% every year .
- Guest of their rooms at least 50% gradual transition Disposable amenities with program of materials of consumption projects to reduce we will produce

## **12. SUSTAINABLE MANAGEMENT SYSTEM POLICIES**

### **❖ QUALITY POLICY**

On the way to achieving our vision;

- The guests feel the most top at the level To meet and be a leading organization in the sector,
- To establish our founding philosophy with all our staff and to provide continuous improvement, trust in the workplace and service that exceeds the expectations of our guests,
- In accordance with national and international legislation and conditions; To provide service with the necessary sensitivity with a preventive approach to food safety risks,
- To be an exemplary business for 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 ,

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- To make quality measurable, to ensure continuous improvement of the system and to establish goals and ensure the unity of our employees and management,
- Creating environmental awareness together with our hotel management and staff and leaving a cleaner, healthier and safer environment to 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 evaluated in our cuisine, design and decoration.

**Artifacts:** Our hotel does not buy or sell historical and archaeological artifacts, does not mediate their trade, and does not exhibit them.

**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 its pollution, and attach importance to its protection by reducing our negative effects on the environment.

For this;

- We comply with legal regulations and try to reduce our environmental impact.
- We take care to effectively separate our waste according to its source, groups and hazard classes.
- We know that using hazardous substances and chemicals only when needed and as much as necessary will reduce both the negative effects on the environment and the amount of waste.

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- We contribute to protecting nature by choosing materials with "recycling" and "environmentally friendly" labels in the materials we purchase in our business. We try to create reuse opportunities,
- We use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and take care to leave less waste to nature,
- 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 awareness.
- surrounding We take the necessary measures to protect biodiversity. We comply with all legal requirements .

#### ❖ **CHILD RIGHTS EXPLOITATION AND HARASSMENT POLICY**

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

To ensure this;

- We do not allow child labor in our own institutions and expect the same sensitivity from all our business partners.
- environments /opportunities within the business that contribute to the development of children, where they can easily express their thoughts , wishes and feelings and feel free and comfortable .
- training to our employees on preventing and detecting child abuse .

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- We make sure that children are under adult supervision in the activities they participate in.
- We organize training and support relevant projects to raise awareness about the protection of children's rights.
- When we witness suspicious actions regarding children, we first inform the hotel management and seek help from official organizations when deemed necessary.

#### ❖ ENERGY EFFICIENCY POLICY

To protect our world from possible dangers, we use our energy efficiently and set targets to reduce our energy consumption.

For this

- In order to fulfill both our responsibilities towards nature and our legal obligations, we follow national and international standards, laws and regulations, voluntarily carry out studies that will reduce energy use and/or continuously improve our energy consumption performance , and monitor the results of our work.
- We set goals and include energy efficiency in our training programs to ensure the participation of our employees.
- We attach importance to collaborating with all our stakeholders to create common goals and results in energy management. We try to continue our interaction with our guests, employees, visitors and all business partners in order to reach an overall level of awareness and consciousness on these issues.
- We try to research, find, purchase and use suitable energy-efficient products, equipment, equipment 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.
- energy risks or emergencies that may arise, such as energy restrictions , and plan the measures that can be taken.
- We take care to effectively separate our waste according to its source, groups and hazard classes.
- We know that using hazardous substances and chemicals only when needed and as much as necessary will reduce both the negative effects on the environment and the amount of waste.

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- We contribute to protecting nature by choosing the materials we purchase in our business with "recycling" and "environmentally friendly" labels. We try to create reuse opportunities,
- We use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and take care to leave less waste to nature,
- 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 awareness.

❖ **HUMAN RESOURCES POLICY**

In our soul, the most important resource that makes us who we are is our employees. With this awareness, issues such as our employees' social and benefits, performance management, rewards, 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 raise the corporate image, highlight innovative work, give importance to service and see their job as a part of the whole, give priority to local employment and be a pioneer in the sector and in Turkey in human resources practices integrated with the promotion program.

**Our Human Resources Mission;**

- institution goals and strategies will realize person source planning , training , carrying out personnel work and transactions at an optimum level , representation talented and new expansions in their field emerge capable , self-confident high to the staff have .
- Providing business results to all companies and departments through human resources management. to improve aimed at providing strategic support, high performance To contribute to the creation of value for all stakeholders by creating and promoting its culture .
- Our employees management in our system and sustainability- related policies and practices what to do should They know . What our employees do what is needed defined in writing , \_ communicated and necessary training and guidance is done regularly . In this issue trainings record under is taken .

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- Our employees management in the development and continuous improvement of our system and sustainability performance active role they get it .
- From our employees Feedback from \_ in line with We review and improve our system .

### **Fair pricing**

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

### **Education and Career Management**

- All of our employees can benefit from the right to training equally . hotel management of the sector required legal and professional your trainings well order Sustainability Our policies and management our system in line with orientation trainings including ; to employees sustainability related and work areas related periodic training programs , on-the-job training , in accordance with the legal regulations Required training and guidance \_ supports is given . Occupational Health and Safety trainings , Kitchen / service / massage etc. hygiene for staff training , water and energy saving , chemical substance use rules , fire protection protection , first aid, etc. on the subjects annual training plans We are implementing .
- Our employees are familiar with all our training materials. can be accessed freely and openly .
- career management personnel tracking system \_ \_ promotion management determined It was done according to the criteria .
- Our hotel complies with the relevant provisions of the Labor Law No. 4857. to comply commitment and to the employee It pays at least minimum wage . Our hotel also , No. 5510 Social Insurances and General Health Insurance law and Occupational Health and Safety Law No. 6331 It also promises compliance .

### **Employee and Human Rights**

- Your employees absolute of satisfaction It is important to ensure It is a priority issue . this look In terms of employee our business , especially its legal rights side provided as rights some including benefits ; \_ work environment, psychology , self motivation , performance In short, all comfort at work It is the management's responsibility to ensure that
- In our hotels foreign nationality worker our number However , different from nations to the guests appeal As a business that provides services at an international level, we

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do not have any information about nationality , race , language , etc. for our guest or guests . Making a distinction is part of both our hotel management and working principles . It is against . Therefore different All personnel rights of our employees from different countries or nationalities transactions are followed in accordance with legal procedures , and all our employees are informed within the hotel. any feature \_ to eye equal opportunities regardless of is offered .

### **local employment**

- In our organization priority in terms of employment , local to employment based on performance system available . In recruitment priority local area from the people is being done .

### **❖ OCCUPATIONAL HEALTH AND WORKER SAFETY POLICY**

In order to protect our workplace, employees, guests and suppliers, create a safe work environment and ensure continuity;

- All legal and other regulations regarding Occupational Health and Safety obligations We warn you .
- Occupational Health and Safety and improvement activities are the common responsibility of all employees is the principle We adopt .
- We set targets for participation at all levels in Risk Assessment and Risk Mitigation activities .
- constantly improving our Occupational Health and Safety culture , we achieve the sustainable " Zero Work Accident " target . We aim to achieve .
- Within the scope of occupational health and safety We share our work 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 provide equal opportunities.



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- We act with the policy of "equal pay for equal work" without discrimination of gender.
- We distribute tasks by taking into account the principle of equality.
- We provide the necessary environment to benefit from career opportunities equally.
- We create education policies and support women's participation and raising awareness.
- We create work environments and practices that maintain work-family life balance.
- We support women to be in company management and provide equal opportunities.
- Women should not be subjected to any form of abuse, harassment, discrimination, suppression, coercion, slander, etc. We do not allow it to be exposed to such situations. We are always aware of and support the value they add to the world and our institution.

#### ❖ **SOCIAL RESPONSIBILITY POLICY**

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

Beyond legal obligations, our hotel is always ready to implement the best environmental solutions, develop and popularize environmentally friendly technologies, and support initiatives that will increase environmental awareness.

In Istanbul, where we operate, our social and environmental responsibilities towards society; We take care to carry out our work in harmonious cooperation with our shareholders, employees, public, non-governmental organizations and other stakeholders.

We believe that our human resources are the most important element of sustainable growth. our employees' personal rights are fully and correctly exercised.

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

We make the necessary effort for the individual development of our employees and observe the balance between business 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 an awareness of social responsibility.

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

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

We are sensitive to the traditions and cultures of Turkey and the countries in which we operate and act in accordance with all legal regulations.