

	<h2>OUR POLICIES</h2>	DOCUMENT NO: PL.01
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SUSTAINABILITY POLICY

In order to "ensure the effective use of natural resources with environmental and energy responsibility awareness"; increasing energy efficiency, creating renewable energy sources, minimizing all kinds of waste arising from resource consumption, separating them at source and disposing of hazardous substances without harming the environment, complying with and continuously improving relevant laws and regulations, contributing to the instillation of environmental awareness in our employees, guests, tour operators, suppliers and society, making our policy a lifestyle, ensuring the continuity of our practices so that they spread to every area of our lives and keeping them open to public scrutiny are our goals.

It aims to provide regular training for our employees, to continuously improve their conditions, to identify the hazards and risks they may be exposed to, and to prevent possible work accidents and occupational diseases.

Our occupational health & safety policy is to protect human health and human rights within team spirit, to ensure a safe and healthy working environment by complying with legal requirements and our own conditions, to raise awareness among all our employees through training, to ensure that they do not endanger the health and safety of themselves, other employees and our guests, and to continuously improve the culture of prevention by reviewing our risk analyses.

It aims to work to prevent exploitation of vulnerable groups without discriminating on the basis of race, gender, disability, etc., and to increase the number and quality of local employment created by tourism, including by increasing wages and service quality.

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.

To provide benefits to cultural heritage and to minimize damage to cultural heritage.

Our purchasing policy is aimed at local, environmentally friendly, fair trade and efficient purchasing. We monitor our suppliers' sustainability processes.

To provide maximum satisfaction by determining the expectations and needs of our guests in advance.

To provide social and economic benefits to the local people and to minimize the negative impacts on the people.

Our hotel provides accurate information to all segments in its promotion. It always uses real visual material in its 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 promotion channels and marketing communications.

We take all necessary precautions to increase local employment, protect and enrich natural life in our region, and share with the public all the activities we carry out to protect our environment.

OUR QUALITY POLICY

We establish our quality management system in accordance with international standards and ensure its implementation. With the belief that it can always be better, we constantly measure the services we offer to our guests and work to improve them. We lead the sector and set an example with our pioneering work. We create our open and transparent management style with our principles of professionalism, honesty, diligence and reliability. We show an approach to provide service in line with our brand standards and to immediately correct any errors that occur. We attach importance to the continuity of education and provide the necessary resources in order to ensure the understanding of quality, guest-focus, increasing the importance given to the environment, ensuring occupational safety and food safety and for our employees to do their jobs consciously, correctly and safely. We use our experiences, knowledge and skills positively to improve ourselves by taking into account guest expectations in our investments and applying developing and up-to-date technology. We undertake that our hotel, which operates and competes in the national and international markets, will always remain a leader in order to remain a leader .

OUR FOOD SAFETY POLICY

To continuously improve Food Safety Management, increase its effectiveness and cooperate with our suppliers in our work, to ensure that product safety and quality are protected by prioritizing human health at every stage of the supply chain. To ensure the trust and satisfaction of our guests in food consumption. To periodically evaluate Food

Safety risks. To mutually share the Food Safety experiences gained with suppliers, institutions and guests in order to ensure the continuous development of processes. To organize the training activities needed for the Food Safety Management System to be understood, adopted and implemented by personnel and suppliers, to create awareness through training and to ensure that they internalize the system, and to ensure stability in service continuity. Food Safety, from the purchase of raw materials to the consumption of the produced food, by completely applying the hygiene rules in all food production, presentation and storage areas, we undertake to protect human health and to comply with the requirements of legal and international legislation and regulations.

OUR OCCUPATIONAL HEALTH AND SAFETY POLICY

We consider people as our most valuable asset and adopt the creation of a safer and healthier working environment as our primary business goal, in accordance with our organizational goals and all parties in business relations.

To increase our Occupational Health and Safety management system performance;

To determine and evaluate the dangers, risks and opportunities arising from our organization's activities and outside the workplace. We fight at the source to eliminate dangers and risks. We take protective and preventive measures for all parties and stakeholders. We use the suggestions and opinions of our employees and employee representatives in all our activities as the most important source of continuous improvement. We undertake to increase the occupational health and safety awareness of all our employees and stakeholders and to comply with the legal legislation by continuously improving our occupational health and safety management system with periodic targets and reviews.

OUR HUMAN RIGHTS, EQUAL OPPORTUNITY AND EMPLOYEE RIGHTS POLICY

We aim to provide a safe and healthy working environment within our organization and do not discriminate on the basis of race, religion, caste, national origin, disability, age, gender, sexual preferences, association, union membership and political identity in hiring, compensation, training, rewarding, promoting, dismissing or retiring. We support the participation of women in the workforce in all our departments and provide equal opportunities. Our organization aims to increase the number and quality of local employment created by the workforce. We provide clean showers, drinking water, food, transportation and housing for our employees. We

attach importance to not using physical, mental or physical punishment and verbal pressure and ensuring that our employees can express their wishes and suggestions openly within the scope of an open door policy. We attach importance to career planning and ensure that all our employees work in a team spirit rather than individually. We adopt a sense of belonging in our employees and protect their secrets and personal information. We legally pay the cost of overtime work not as leave (free time) but as wages for the purpose of economic contribution, and grant annual leave rights immediately after earning. It is aimed to not impose an upper age limit by giving importance to the professional competence and experience of the person and to provide regular training for our employees, to create a common management language in this direction and to strengthen our culture that encourages continuous learning. We aim to continuously improve working conditions, to identify the hazards and risks they may be exposed to in advance and to prevent possible work accidents and occupational diseases. We pursue a fair working and compensation policy that meets legal regulations and determined standards. We ensure that all our employees benefit from the social rights, fringe benefits and awards we offer. We consider it our duty to respect and protect the rights of our employees that they have under laws and regulations.

VULNERABLE GROUPS AND CHILDREN'S RIGHTS OUR POLICY

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

To ensure this;

In accordance with the principle of not employing child labor set forth in the International Labor Organization's Declaration of Fundamental Principles and Rights at Work, we do not allow the employment of child labor in our own institutions and expect the same sensitivity from all our business partners. We provide environments/opportunities that contribute to the development of children within the business, where they can express their thoughts, wishes and feelings freely and feel free and comfortable. We provide training to our employees on preventing and recognizing child abuse. We ensure that children are under adult supervision in the activities they participate in. We organize trainings and support relevant projects to raise awareness on the protection of children's rights. When we witness suspicious

actions regarding children, we first inform the hotel management and, if deemed necessary, request assistance from official institutions. As vulnerable individuals, individuals who are inadequate, lack the ability to consent and who may be exposed to very negative consequences if their personal data becomes public; We do not allow women, babies and young children, the elderly, pregnant women, people with mental disorders, refugees, disabled people, ethnic minorities and patients to be subjected to any kind of abuse, harassment, discrimination, suppression, coercion, slander, etc.

OUR DISABLED INDIVIDUALS POLICY

In order to provide accessibility standards in every area of our facility and to remove obstacles, mandatory minimum standards are applied by law. Within the scope of accessible accommodation, it is to organize the elements that can be provided for a normal, non-disabled individual in a way that also includes disabled individuals. In order for our facility to provide accessibility services as required, it is to create financial support and human resources of appropriate quality and amount in line with the objectives of the Ministry of Culture and Tourism. It is to carry out continuous improvement studies in order to provide a healthy, peaceful and safe environment for our disabled individuals in our facility. We strive to make continuous improvements not only for the physically disabled but also for our guests who cannot participate in tourism activities due to disabilities such as vision and hearing. Our hotel regularly carries out the maintenance and repair of accessibility arrangements and infrastructure and provides improvements when necessary. We also regularly inform our employees about accessibility. We clearly and accurately inform and undertake to provide accessible accommodation services to disabled individuals in the same environment as everyone else through our website and to inform our customers and stakeholders about the level of accessibility.

OUR CUSTOMER SATISFACTION POLICY

With the experience of our institution and the awareness of the responsibility we have undertaken to provide the best service to our guests, we aim for customer satisfaction and on the way to this goal, we plan to adopt a clean and healthy quality approach together with all our employees and managers and to make this activity

continuous. Our guests are our reason for existence. We believe that we can increase our competitive power by ensuring guest satisfaction and thus we can reach much better places in the markets we are in.

Our primary duty is to follow up on our guests' complaints, inform our guests about the issue and turn their complaints into opportunities by solving them. To determine our guests' expectations and needs in advance, analyze them and ensure maximum satisfaction of our guests with corrective actions. We see our guests' thoughts as opportunities to improve ourselves, we combine guest requests and expectations with our managers in the understanding of quality and aim to maximize guest satisfaction by raising awareness of our staff in this direction .

OUR PURCHASING AND LOCAL SUPPLIER POLICY

Our primary goal is to protect the environment for sustainability, to minimize the negative impacts of our business on the environment, and to ensure sustainability in purchasing in order to contribute to the development of our environment and society.

We are careful to ensure that the food and beverage products purchased for our facility are of the highest quality, suitable for their purpose and in accordance with relevant legislation, and also locally produced. In order to limit and minimize the environmental impact of our business during its operation, we will evaluate the following criteria along with price, quality, and suitability during purchasing, and we will consider not only the purchasing cost but also the lifetime cost when purchasing products:

- Product preference for tools and equipment that consume less energy,
- Product preference for tools and equipment that consume less water,
- Preference for equipment, products and services that produce less waste,
- Preference for materials that cause the least harm to the environment,
- After the cooling gases used in our hotel expire, they are replaced with new cooling machines that comply with environmental legislation.

- By communicating with our suppliers, we will ensure that awareness is raised regarding the supply of sustainable products and services.

It is also important to use natural resources without harming the ecosystem. In all purchasing activities, importance is given to animal rights and the sustainability of wildlife species, and prohibited products are not supplied.

For wood, paper, fish, other foods and products from the wild, environmentally certified products and suppliers are preferred. In cases where certified products or suppliers are not available, origin and production methods are investigated.

In order to minimize waste, it is aimed to carefully manage consumables, including food, and to prefer reusable, returnable and recycled products. In addition, suppliers are expected to minimize their waste and manage it correctly.

Practices such as using energy-saving products and purchasing from local/local businesses are considered important for the environment. In addition, local entrepreneurs are encouraged to provide sustainable products and services.

It is also aimed to support the development and sales.

By adopting the principle of fair trade, corruption, bribery and conflicts of interest are avoided. Priority is given to business partners who comply with commercial ethical rules and legal regulations. In addition, the intellectual property rights of all business partners are protected.

Our organization works with local/regional suppliers to ensure responsible sourcing in order to fulfill and support social responsibility throughout the entire supply chain. We see our raw material and technical suppliers as important partners with whom we develop trust relationships through open, equal and fair trade. Our organization also promotes a Sustainable Management System by taking into account the environment, quality, occupational safety and human rights in the supply chain, including our suppliers, in order to gain the trust of society.

OUR ENVIRONMENT AND WASTE MANAGEMENT POLICY

We carry out our activities with the awareness of our responsibilities towards the environment and society, believing in continuous development and sustainable environment and we will ensure its continuity. We will minimize the pollution and damage we will give to the environment by keeping the factors that may cause environmental pollution under control. We will fulfill our legal obligations and comply with environmental legislation and administrative regulations. We will minimize the negative effects we will give to the environment by using the best possible technology during our activities. We will ensure that the environmental awareness and the work we do to protect the environment are shared with our employees, guests, suppliers and society and adopted as a philosophy of life. We will ensure that our employees are informed, conscious and motivated about the environment by organizing the necessary trainings to increase environmental sensitivity. We will work to reduce, reuse or recover polluting waste at its source in order to prevent environmental pollution. We will implement activities to use energy and natural resources at an appropriate value and prevent unnecessary resource use. Environmentally sensitive and efficient products will be purchased and supplied for zero waste, waste reduction and chemical use.

The environmental risks that may occur after each department activity will be determined and we will take precautions to reduce the waste generated. We will produce solutions for the separation of waste throughout the facility and in the rooms. We will ensure that the hazardous waste generated in our facility is disposed of within the scope of environmental legislation and that this is continuously carried out within our organization. We store the waste in separate areas according to their characteristics in the right way, deliver them to licensed/authorized companies without exceeding the legal storage period limits, and keep their records. In order to make our natural resources sustainable, we will regularly monitor our water and electricity consumption and

take protective measures to prevent excessive consumption. We will continue to provide training to our personnel on the necessity of using chemicals sufficiently to prevent excessive chemical consumption. We will prioritize biological control methods in garden maintenance and continue to apply the drip irrigation method for water saving. We will conduct regular drills with the Emergency Response Teams in order to prevent possible emergencies and environmental disasters.

We will make continuous improvements in the Environmental Management System. We will continue our struggle to use our natural resources effectively and prevent pollution caused by soil, water, air, light, noise, erosion and surface runoff. We strive to minimize our carbon footprint and greenhouse gas emissions. We will provide regular reminders to increase environmental awareness for staff and guests. We will continue to make announcements with environmental awareness boards for staff. We measure our performance in environmental management, monitor this data with targets and try to improve our performance.

OUR ENERGY MANAGEMENT POLICY

In order to protect our world from potential dangers, we use our energy efficiently and set goals 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 follow the results of our studies. We set goals and include energy efficiency in our training programs in order to ensure the participation of our employees. We value collaborating with all our stakeholders to create common goals and results in energy management. We try to continue our interaction in order to reach a total awareness and consciousness level with our guests, employees, visitors and all our business partners on these issues. We try to research, find, purchase and use energy efficient suitable product, equipment, fittings and technology alternatives. We aim to document our Energy Management System, spread it to all our departments, update it when necessary, review it and continuously improve it. We evaluate energy risks and possible emergencies such as energy shortages and plan the precautions to be taken.

OUR POLICY OF SUPPORTING LOCAL PEOPLE

To protect local resources and provide local employment and supply to benefit the regional economy. In order to maximize social and economic benefits, we prefer to support our communities and support local entrepreneurs. We try to provide our raw materials from local suppliers in order to support projects that will develop the local community, support and develop entrepreneurs. We also take care to select our

employees from the locals in our hotel employment. We support activities in cooperation with civil society organizations in the region.

DESTINATION

PARTICIPATION POLICY

We support public and private projects to protect cultural heritage and nature in our region. To display art and handicraft products produced by local people, to increase the local spending rate of our visitors, and to maximize the contribution to the host destination. To warn guests about the culture of the region and the behaviors that will be appropriate in the region. We include local governments in the processes of planning, management and development of tourism in the region in consultation with other stakeholders of tourism. We participate in measures to protect and strengthen the quality of urban and rural areas and to prevent the physical and visual deterioration of the environment. We respect and support the strengthening of the culture, tradition and historical heritage specific to the Turkish people.

CULTURAL HERITAGE AND ITS PROMOTION

OUR POLICY

We accept it as our responsibility to know the regions we are in, to respect their historical values and cultures, and to contribute to their economic and social development. We inform about all historical areas and unique beauties on the cultural heritage list in our region through our reception and introduce them in our hotel areas and sales points. We provide information about transportation to historical areas and cultural heritage points, behavior patterns and cultural values in these areas. We work to protect local culture and traditions, prevent discrimination in matters such as opinion, ethnicity, belief, etc., and to protect the natural texture, historical, cultural and archaeological assets in the regions we are in. We hold meetings to take into account local characteristics, sensitivities and the needs of the local people in the decisions to be taken, and support the introduction of the region's food, activities, culture and traditions to our guests. We undertake to guide our guests in their cultural interactions and inform them about the rules of conduct, not to prevent local people from accessing the cultural heritage and to respect all rights of the local people.

OUR BIODIVERSITY PROTECTION POLICY

We take into account biodiversity and ecosystem issues when creating our environmental strategies and designing our activities. To protect the ecological system in the terrestrial areas of our facilities and to ensure the protection and sustainability of the natural life around us by monitoring invasive species .

OUR WILDLIFE AND ANIMAL HEALTH PROTECTION POLICY

Our organisation is aware of and complies with existing local, national and international regulations and guidelines for wildlife interactions, including wildlife viewing. The organisation complies with the development and implementation of local laws and guidelines for wildlife interactions, including wildlife viewing, as required, based on the advice of wildlife experts. Direct interactions, particularly feeding, are not permitted unless specifically approved by internationally recognised standards or where standards do not exist, unless guided by independent wildlife expert advice. Measures are taken to minimise disturbance to wildlife. Impacts on wildlife welfare are regularly monitored and addressed.

It is aware of and cooperates with public institutions and non-governmental organizations regarding the laws and regulations related to captive wildlife. Our institution is aware of and complies with the laws and regulations related to animal welfare. The status of domestic animals, their shelter and treatment are regularly monitored.

OUR COMMUNICATION POLICY WITH OUR STAKEHOLDERS

Our hotel provides accurate information to all segments in its promotion. It always uses real visual material in its 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 promotion channels and marketing communications.

Our hotel also shares its actions, processes and procedures regarding policy and sustainability with its employees and customers in an open and transparent manner. Our hotel's website is used to do this. Our website provides information about sustainability performance. Our hotel has a system that aims to receive feedback from our customers, public institutions, municipalities, employees, local people and all other relevant individuals 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 allow and encourage our customers and staff to provide feedback quickly, simply and effectively. Customer satisfaction is important in our hotel. Customer satisfaction includes feedback from the system explained above regarding sustainability. The results obtained are analyzed. Negative feedback and responses to it are recorded and

necessary measures are taken.

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 we receive from our employees.

**Deputy
General
Manager**

Ercan APIN

