

SAPPHIRE HOTEL  
SUSTAINABILITY  
REPORT  
2023

## **CONTENTS**

1. About the Report
2. Facility introduction and facility features
3. Sustainability team
4. Sustainability management system policies
5. Sustainability management system applications
6. Reducing environmental impacts
7. Personnel and working life
8. Social studies carried out
9. cultural studies

## 1. ABOUT THE REPORT

Regarding sustainability, our hotel undertakes to fulfill the 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.

Our “sustainability policies” constitute our company's commitment on this issue. Starting from this point, all our orientations will be with this intention and direction. Our aim is to transform the principle of sustainability into a "way of doing business" in basic areas of our hotel and to bring it into the corporate memory. Turning our efforts into success and gaining continuity will only be possible by acting together with our employees, guests, business partners, suppliers, solution partners, and all our interlocutors in our immediate environment, to expand it and turn it into a partnership that we will strengthen day by day. It is very valuable to raise the awareness of personnel, who are considered an integral part of the sustainability approach, to give them opportunities to be involved in the process and to contribute to development opportunities. In this context, in our annual training planning and orientations; Our training topics include social rights, supporting local employment, protection of natural life, supporting wildlife, historical touristic places of the immediate environment, cultural richness, ecological diversity, energy and water saving, environmental activities-recycling system, orientation to local resources, and within the business Efforts are being made to disseminate the philosophy of sustainability. The main goal is to provide strategic support to all companies and departments to improve business results through human resources management in parallel with business strategies, and to contribute to the creation of value for all stakeholders by creating and encouraging a high performance culture. In addition to all these, it is aimed to increase awareness in every sense with both orientation training and professional level trainings determined according to annual training needs.

Sustainability studies are under the coordination of Hotel Managements, and the evaluation of our activities and performance in this field is always open to the expectations and opinions of our stakeholders.

## 2. FACILITY INTRODUCTION AND FACILITY FEATURES

Our facility is located in İbni Kemal Caddesi no8 Sirkeci / Istanbul.

There are 92 rooms in our facility.

Our rooms have the necessary facilities for our guests to feel comfort and peace;

High speed wireless internet

TV/Satellite

Mini bar

Guest water and beverage offering tray

Message notification service

wake up service

Bellboy Service

Luggage and left-luggage service

Laundry, dry cleaning, tailor, ironing service

Hair dryer

bathroom hygiene kit

Smoke detector connected to central fire system

Emergency exit direction signs

Special insulated door and window system for noise

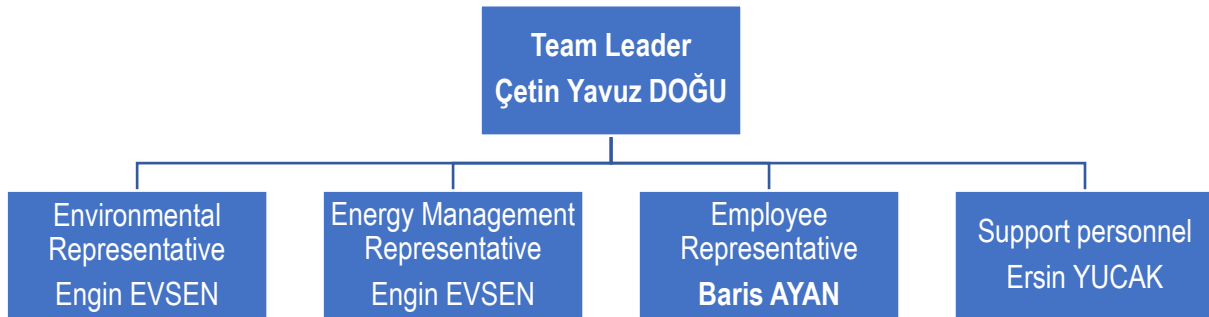
In addition to our rooms, there is a breakfast room, a guest resting and reading area specially designed for our guests, a facility entrance for our disabled guests to access, a resting and reading area, a Turkish bath and a sauna .

### 3. SUSTAINABILITY MODE

The sustainability team in our facility

The sustainable management system ensures the implementation of certain policies by all employees in terms of quality, economy, management, environment, culture, human rights, health and safety, the setting of targets and the continuous improvement of business management processes by monitoring whether the targets are achieved.

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



#### **4. SUSTAINABLE MANAGEMENT SYSTEM**

All management processes of our hotel constitute the basic framework of an improvable Sustainability Management System (SYS) and reveal its policies.

The basis of our 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.

Sustainable management system includes the implementation of certain policies by all employees regarding quality, economy, management, environment, culture, human rights, health and safety, setting goals and constantly improving business management processes by monitoring whether the goals 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.

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.

#### **OUR QUALITY POLICY**

On the way to achieving our vision;

To meet guest expectations at the highest level and to be a leading organization in the sector,

Establishing the founding philosophy with all our staff, providing 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,

To make quality measurable, to ensure continuous improvement of the system and to establish goals and ensure the unity of our employees and management,

As a hotel , our primary quality goals are to raise environmental awareness together with our staff and to leave a cleaner, healthier and safer environment to future generations.

## **OUR 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 employees are our most valuable asset, and ensuring and protecting the safety of our employees is our top priority business goal.

Beyond legal obligations, our hotel is always ready to implement the best environmental solutions and to support any initiative that will help the development and dissemination of environmentally friendly technologies and increase environmental awareness. Our social and environmental responsibilities towards the society in Istanbul, where we operate; 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.

We ensure the full and correct use of our employees' personal rights.

We treat 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.

We strive for the development of our society within the framework of the principle of corporate social responsibility. We will support our employees to volunteer for appropriate social and community activities in which they will take part with social responsibility awareness.

We will 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.

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

## OUR CULTURAL SUSTAINABILITY POLICY

**Presentation of cultural heritage:** Our hotel respects the intellectual property rights of its 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.

## OUR ENERGY POLICY

our world possible from dangers to protect for our energy productive uses And energy our consumption to reduce for goals We determine .



For this ;

- Both to nature opposite our responsibilities and legal our obligations in its place to bring about National And international standards , law And regulations follow-up makes , energy use decrease and / or energy consumption of our performance continually to improve will provide studies voluntarily aspect carries out our work the results follow-up We do .
- Goals ensures the participation of our employees to ensure for the purpose of education in our programs energy to efficiency place we give .
- All with our stakeholders energy management about partner purposes And results create about work union to do We care . on these issues our guests , our employees , our visitors And all work our partners with together All together One awareness And consciousness to the level reach in the name of our interaction to continue we work .
- Energy productive suitable product , equipment , equipment And technology alternatives researching find , buy to take And to use we work .
- Energy Management Our system documented to do all to our departments to spread when necessary update , review to pass And continually aspect to improve We are targets .
- Energy risks or energy constraint like may arise urgent situations evaluates , can be taken precautions We plan .
  
- Our waste source , groups And danger to their classes according to effective way to separate care we show .
- Dangerous materials And of chemicals Only need in case And should much The use of both environmental the one which... negative both effects and waste amount will reduce we know ,
- In our business we received in the materials transformation ” and “ environment friendly ” tag the ones preference by nature to protect contribute we are found . Again use opportunities to create we work ,
- Paper , napkin , toilet paper , packaging like only reusable materials should much using to nature more little waste to quit care we show ,
- waste TRUE way , features according to separate in areas warehouses , legal storage duration its borders without exceeding licensed / authorized to companies delivery by making records casing we thank ,
- water, energy And all natural sources thrifty to use we work . This is our sensitivity our employees , our guests , our suppliers with We share .

- Environment management on the subject our performance measures , this datas goals with marks And our performance to develop we work .
- Our employees environment about to educate And their sensitivities to increase We are purposes .

## **OUR ENVIRONMENTAL PURCHASING POLICY**

The most important target criterion in purchasing is to minimize waste. Ensuring continuity in purchasing.

Goods-receiving practices to be implemented in the organization within the scope of this target;

- When purchasing, products that can be reused, returnable products or organic products that will not create irreversible waste will be preferred.
- Instead of disposable products and consumables such as cups, forks, and amenities, reusable, refillable, or, if none is possible, products that are least harmful to the environment and recyclable will be preferred.
- If the purchase of disposable products and consumables is mandatory (e.g. cleaning materials, stationery, etc.), the purchase, use and recycling of these products will be carefully monitored and managed.
- Directions and instructions on how disposable products can be recycled and how to reduce the use of disposable products will be trained on this subject.
- Products such as disposable plastic bottles, cardboard cups and packaged products in the rooms will be gradually removed, and the determination of targets for ending practices such as bagging used food products and other materials, and the monitoring and reporting of the compliance process with these targets will be discussed in management review meetings.
- It is important to avoid unnecessary packaging when making a purchase. Paper and plastic cups, plates, forks, spoons, water in plastic bottles, etc. Instead of products, glass and metal products with reusable properties will be preferred.
- Frequently used materials (e.g. surface cleaners) will be purchased in larger sized packages instead of small sized packages, thus reducing the amount of plastic waste generated.
- Necessary goods and products will be produced from products that do not harm nature and the environment, and priority will be given to recyclable and eco-labelled products.
- Environmentally certified products and suppliers will be preferred, especially in terms of wood, paper, fish, other foods and products from wild nature.
- Where certified products and suppliers are not available, the origin and methods of growth or production will be taken into account.

- Threatened species are not used or sold.
- Supplies that will endanger the extinction of plant and animal products will be avoided.
- Environmentally certified products will be preferred.
- All goods (materials, raw materials, finished and semi-finished products) supplies and purchases are carried out in accordance with the Food Laws and Legislations, the Ministry of Agriculture and Forestry, the Ministry of Health, the Hygiene Law and legislation, and the purchasing standards with the necessary documents in accordance with the TSE Hygiene and Sanitation Systems. It will be made from suitable suppliers and their products with relevant certificates.
- In order to support local fair trade, the purchase will be made from the local seller within 100 km.
- Purchases will be made from local companies that have been subject to the approved supplier company list and necessary inspections.
- Companies that supply goods and products will be inspected periodically.
- Care will be taken to ensure that the cleaning, hygiene materials and protective equipment supplied have CE Certificate.
- Priority will be given to suppliers who adopt fair trade practices in agriculture for foodstuffs.
- Information training will be planned for the relevant people by the authorized company regarding the use of all chemical products supplied.
- Permission documents from the Directorate of Agriculture and Forestry for all food products will be obtained from supplier companies and stored in a computer environment.
- MSDS Safety data sheets for chemical products used in pest control, disinfection and kitchen will be procured from supplier companies and stored in computer environment.
- Safe physical distance rules will not be violated during goods acceptance.
- Our personnel working in the acceptance of goods will take personal protective and contamination precautions. (Mask, visor, gloves, apron, hand hygiene, etc.) In accordance with the precautions, necessary planning will be made to prevent accumulations and accumulations in the acceptance of goods.
- Upon acceptance of the goods (receipt), the products that will be delivered directly for consumption and guest use will be removed from their boxes and will be subjected to a detailed disinfection process before they can be put into use.
- Kitchen tools and equipment purchased for the first time, steel serving sets, glass and porcelain serving sets, etc. Washable materials will be washed with a dishwasher before being put into use and then taken to the equipment warehouse for use.
- Waste and returned products will be kept in the waste and return area in a controlled manner and delivered to the supplier company.

## **OUR OCCUPATIONAL HEALTH AND SAFETY POLICY**

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

- We comply with all legal and other obligations regarding Occupational Health and Safety.
- We adopt the principle that Occupational Health and Safety and improvement activities are the common responsibility of all employees.
- We set targets for participation at all levels in Risk Assessment and Risk Mitigation activities.
- We aim to achieve the sustainable goal of "Zero Work Accident" by constantly improving our Occupational Health and Safety culture.
- We share the work we do within the scope of occupational health and safety with all our employees and our environment in order to be a pioneer and an example.

## **OUR WOMEN'S RIGHTS AND GENDER EQUALITY POLICY**

In our business gender to equality importance we give .

- gender difference regardless of all of our employees health , safety And their well-being We provide .
- women work to your power participation all in our departments supports , equal opportunities We present .
- Gender distinction without making « equal whereas equal fee » policy with movement We do .
- Equality principle taking into account duty distribution we do .
- Career from opportunities equal level taking advantage of for necessary environment We provide .
- Education policies creates , women to participation And your awareness to increase support we will be .
- work-family life balance protecting study environment And applications We create .
- women company under the management to be for support gives equal \_ opportunities We present .
- women no way abuse , harassment , discrimination , suppression , coercion , slander , etc. to situations exposed to stay permit We don't . To the Earth And to our institution what they added your value always aware It is possible And their assets We support .

## **CHILDREN'S RIGHTS POLICY**

Children will come to us are their relics . Them One individual aspect recognize , rights respect hear , all kinds psychological , physical , commercial etc. to exploitation opposite to look after And to protect priority It is our responsibility .

This to ensure for ;

- own institutions child employee to operate permit it doesn't And all work same from our partners sensitivity We wait .
- Business in of children to the development contribute found , thought And wishes , feelings easily expression what they can do , themselves free And comfortable what they will feel environments / facilities We present .
- To our employees , children of abuse prevention and being noticed about trainings we give .
- of children they attended in activities adult surveillance under since they are sure we will be .
- Child your rights protection about awareness create for trainings organizes And relating to to projects support we give .
- children with relating to suspicious to actions witness when we are firstly hotel to the management information gives , necessary seen in cases official from organizations help we want .

## **5. SUSTAINABLE MANAGEMENT SYSTEM PRACTICES**

## legal compliance ,

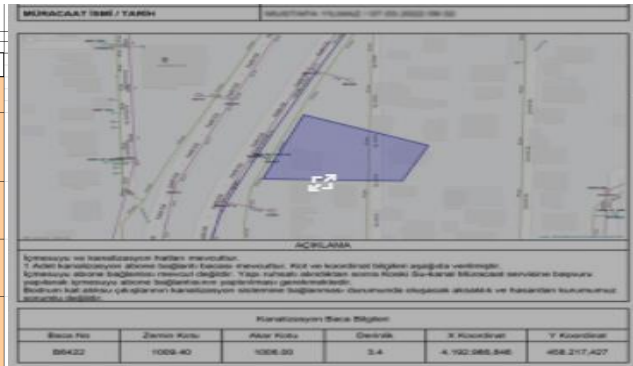
Our hotel is committed to complying with the applicable laws, regulations and international agreements, keeps an up-to-date list of them, regularly informs its staff about them and provides the necessary training to the staff.

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

### HOTEL SURDURULEBİLİRLİK RISK ANALİZİ

SİGECİ SICIL NO		ADRESİ		MÜHÜRLEME TARİHİ : 21.12.2021		MÜHÜRLEME YERİ : 21.12.2021				
İlgili Standart	İlgili Sözcük/Departman	Riskin Tanımlaması (Tehlike)	Risk	Etki	Olasılık	Risk Değeri	Tedbirler	Etki	Olasılık	Mevcut Risk Değeri
A1	Yönetim, Sürdürülebilirlik	Politikaların tüm çalışanlar tarafından bilinmemesi	İzlenim testleri şeklinde yürütülmemesi/vertilik	4	4	16	Oryantasyon eğitimi ve sürdürülebilirlik politikalarını çalışanlara aktararak ve her yıl düzenli eğitimler ile tekrar edilecektir.	4	2	8
		Risk analizlerinin ekteki yapılmaması tüm sürdürülebilirlik faaliyetlerini kapsamaması	Olması risklerin tam olarak bilinmemesi. Etkin bir OYB nin kullanılmaması. Personelin farkında olmaması	4	3	12	Risk analizlerinin ekteki yapılmaması için tüm bölgenin yöneticileri ile diğer sürdürülebilirlik ekipleri tespit edildiği ve duyuruldu.	4	2	8
A2	Kı. İdari İşler	Yasal şartların güncel takip edilmemesi	Özelliklerin yapıldığı denetimlerde ocaza kesilmesi, faaliyetlerin sürdürülmesi. Müşteri ve itibar kaybı.	5	4	20	Yasal şartlar Sürdürülebilir Turizm Sorumluluğu tarafından yasal uyum tablosuyla aylık olarak takip edilmektedir.	5	2	10
		Yasal uyumluluğun bilinmemesi	Özelliklerin yapıldığı denetimlerde ocaza kesilmesi, faaliyetlerin sürdürülmesi. Müşteri ve itibar kaybı.	5	4	20	Sürdürülebilir Turizm Sorumluluğu tesisin uyumak zornada olduğu yasal şartları tespit etmiş ve yasal uyum tablosuna işleyerek güncellenmiş her ay takip etmektedir.	5	2	10
	Yasadaki değişikliklerin besisi işlemlerden kısmının tespit edilmemesi	Tesisin yasaların uygulanmasını sağlanmaması. Bunun sonucunda ödenekler tarafından ocaza kesilmesidir.	5	3	15	Sürdürülebilir Turizm Sorumluluğu tesisin uyumak zornada olduğu yasal şartları tespit etmiş ve yasal uyum tablosuna işleyerek güncellenmiş her ay takip etmektedir.	5	2	10	



## **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. At the same time, it 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.

## **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.

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 its accessibility arrangements and infrastructure and provides improvements if necessary. We also regularly inform our employees about accessibility.

## **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.

**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.

It is our main priority and preference to avoid 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.

## **Energy and environment**

**Energy saving** : Our hotel has an energy saving policy. The policy includes regular measurement, monitoring and reduction of energy consumption.

The total energy used in our hotel is measured by type.

Our hotel identifies activities with high energy consumption, plans and implements measures for them (thermal 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.

## **Water management and wastewater**

Our hotel implements water saving measures. All shower heads have a polisher .

A water risk situation has been determined in the area where our hotel is located. For this World Resources Water Risk Atlas prepared by the 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. Our water comes from mains water.

We measure our water consumption. The total water used per guest or per night is calculated and reported. 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.

### **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.

## **6. REDUCING ENVIRONMENTAL IMPACT**

Being aware that the natural resources we use, the immediate environment and region we interact with, and the large family we create with our employees have a great impact on our corporate success and the experiences we provide to our guests, we adopt as a management approach to review our responsibilities at every stage. In this regard, we have created an "Environmental Policy" for the protection and continuity of the environment we live in, and we aim to improve our current situation day by day by planning our business processes accordingly and analyzing the results. To achieve this goal;

- Complies with applicable environmental laws, regulations, legislation and regulations and fulfills all their requirements; We carry out our activities by constantly improving ourselves and ourselves.
- With the understanding of social responsibility brought by our brand, we have undertaken to take a priority role in raising the awareness and continuity of our internal customers, namely our staff, as well as our guests and local people, and to take and implement decisions in this direction.

- We add value to each other with a win-win approach by cooperating with our suppliers, without compromising on quality , within the framework of the management systems we apply in our facilities.
- It is of great importance for us to protect the environment, deliver it to future generations in a clean and healthy way, and contribute to the preservation of ecological balance.
- we contribute to environmental protection projects by collaborating with local governments .
- One of our goals is to prevent environmental pollution and recycle a large proportion of the waste in question.
- Our efforts to comply with current International and National legal legislation and the requirements of the ISO 14001 standard, to minimize the pollution that may arise as a result of our activities, and to use natural resources correctly; to share with our employees, guests, suppliers and society; It is our priority to set targets to ensure continuous improvement and to carry out the necessary research, project planning and implementation on the principle of protecting biodiversity and the efficient use of energy.

## **7. PERSONNEL AND WORKING LIFE**

### **Staff participation**

In the spirit, the most important resource that makes us who we are is our employees. Aware of this, issues such as the social and fringe rights of our employees, 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, and to be a pioneer in the sector and in Turkey with integrated human resources practices.

Our Human Resources Mission;

- To plan and train the human resources that will realize the goals and strategies of the institution, to carry out personnel work and transactions at an optimum level, to have highly self-confident personnel who are specialized in their fields, have the ability to represent the institution and can introduce new expansions in their field.

- To provide strategic support to all companies and departments to improve business results through human resources management in line with the Group's business strategies, and to contribute to the creation of value for all stakeholders by creating and encouraging a high performance culture.

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.

### **Fair pricing**

Before our employees start working in our facilities, 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. Including legal and professional training required by the hotel industry, as well as 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.

### **Employee and Human Rights**

Ensuring the absolute satisfaction of employees is a priority issue. From this perspective, the employee's legal rights, including some benefits provided by our business as fringe benefits; It is the management's responsibility to ensure the working environment, psychology, self-motivation, performance, in short, all comfort in the workplace. Although we have a number of foreign employees in our hotels, as a business

that caters to guests of different nationalities and provides services at an international level, we do not have any discrimination regarding nationality, race, language, etc. for our guest or guests. Discrimination is against both our hotel management and working principles. Therefore, all personnel matters of our employees from different countries or nationalities are followed in accordance with legal procedures, and all our employees are offered equal opportunities within the hotel, regardless of their characteristics.

## **8. SOCIAL STUDIES CONDUCTED**

Internal activities carried out to increase the motivation of all our employees and maintain team spirit:

- Distributing gifts and souvenirs on special occasions,
- Giving importance to the timely payment of salaries and personnel progress payments,
- The practice of giving gifts to employees who get married and have children,
- blood donation campaign,
- Participatory social responsibility projects.

In addition to ensuring that the processes and businesses operating at all stages of the service provided by our hotel until it reaches the final consumer, comply with all international, national and local laws for the public good, social compliance is also observed by controlling social, physical and environmental conditions.

- Compliance with law and other obligations
- Preventing child labor
- Not employing foreign workers illegally
- Prevention of forced and compulsory labor
- Working hours
- Regular employment
- Discipline, prevention of harassment and mistreatment
- Payments and rights
- Preventing discrimination
- Ensuring occupational health and safety

- Prevention of environmental pollution

## **9. CULTURAL STUDIES**

We are aware of our duty to protect local culture and values.

In this context;

- Cultural Promotion
- Contributing to the Commercial Volume of the Region
- Introducing Natural and Historical Riches
- Our sensitivity in carrying out studies and participating in activities on the Employment of Local People is at a high level.

### **Communication with local people**

Through facility management and designated representatives;

- Strengthening local employment,
- Increasing local awareness,
- Protecting local resources and opportunities,
- Protection of historical and cultural assets,
- Helping in the local area,
- Supporting activities that promote the region,
- In order to solve important issues and problems that will affect the region, hotel unions, municipalities, regional headmen's offices and official authorities are discussed, needs are determined and joint studies are carried out.