

OUR SUSTAINABILITY JOURNEY

CULLINAN
BELEK



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SUMMARY

Sustainability encompasses all efforts to ensure the use of environmental values and natural resources in a rational manner that does not lead to wastefulness, taking into account the rights and benefits of present and future generations, and to ensure controlled growth in the economy. Sustainable development is the achievement of development for the future without risking the ability of future generations to meet their own development needs.

Being aware of our responsibilities in each of the social, economic, ecological and cultural dimensions of sustainable development, we are working for a better world in the name of Cullinan Belek. We aim to control all consumption and minimize the damage to the economy and natural resources without compromising our goal of the best quality service and 100% guest satisfaction.



ABOUT US

Cullinan Belek, the latest brand of the AYG Group of Companies, which was founded in 1970 with a restaurant in Berlin and has been in the tourism sector since 1998, has set out with the aim of making a name for itself both in our country and in the international arena like Titanic Hotels, which has become one of the leading brands of tourism in Turkey in a short time by blending Turkish hospitality with a superior quality understanding, and to achieve a steady growth with 100% Turkish Capital.

AYG Group never stops looking forward with its 25 years of tourism experience. Renovation of rooms and facilities with improvements within annual plans and targets ensures that hotels are kept to the most appropriate standards, and investments in the latest technologies and equipment ensure that environmental impacts are continuously reduced.

Work/life balance of all employees is prioritised and it is aimed to increase community participation and contribution to local economies through local partnerships.

Our hotel provides space for thinking and relaxation, offering the opportunity to unwind, to get away from the stress of everyday life. Exceptional service backed by attention to detail has positioned the Cullinan hotel as the brand of choice for existing guests and will attract a new generation of travellers in the future years.

It is our greatest wish that the ongoing initiatives in each of our hotels reflect our founding principles and values, and thus remain as our legacy for future generations.



POLICY STATEMENT

Our main goal at Cullinan Belek, which impresses with its environmentally friendly and modern architecture, is to offer world-class services at all locations, including exclusive flavours from world cuisines, health, beauty, sports and entertainment services with authentic hospitality, and to provide quality service by prioritising staff and guest satisfaction above all else.

In our facilities, where we first ensure the safety of our employees in accordance with all legal requirements, we strive to contribute to well-equipped, environmentally respectful and conscious generations with trainings for employees with equal rights regardless of religion, language, race, gender, personal preferences and disabilities.

We strive to continuously advance our commitment to the United Nations Sustainable Development Goals to ensure workplace sustainability, tourism sustainability and guest sustainability who want to benefit from the service, while focusing on guest satisfaction to ensure the safety and satisfaction of our guests.

We grow by determining the environmental impacts related to our business and implementing improvement processes in all our operations to strengthen positive environmental, economic and social benefits and prevent, reduce or mitigate negative impacts.



OUR CORE VALUES

We are a family-owned company with 100% Turkish capital with financial stability. We aim to work together to protect the environment by sharing our vision of the future with employees, customers and suppliers.

By supporting the local community, we take responsibility for the maintenance and development of the cultural and social environment.

By taking responsibility in all areas necessary for sustainable tourism service, we strive to strengthen the customer experience, increase staff, guest and supplier awareness, increase efficiency and reduce costs, and develop and strengthen the ecosystem and human welfare.

We build our investment plans to keep hotels at the optimum standard to ensure continuous reduction of environmental impact and to promote sustainable development and growth.

We serve with an understanding that is transparent, complies with basic business ethics rules and fights against corruption, and we act in line with the "United Nations Development Goals" and Turkey's "2053 Net Zero Emission" targets in our activities.



OUR QUALITY, FOOD SAFETY, ENVIRONMENT and SUSTAINABILITY POLICY

Cullinan Belek has adopted the quality policy of announcing Turkey's name more widely to the world, being remembered as an exemplary institution with all its works and continuously improving its business volume with quality. We are always in constant development to be better. We measure and improve our service quality to ensure the satisfaction of all internal and external stakeholders, and since we believe in the power of continuous learning, we see contributing to the competence of individuals through education as the most important part of the whole.

We are a huge family where all employees are evaluated under equal conditions, support those who want to improve themselves, take into account guest expectations and work with the most sincerest hospitality. We are aware that every member of the AYG Group contributes individually to service excellence by adding their own individual color to the facilities.

In order to create areas where guests and staff feel safe, we build facilities in compliance with all national and global environmental laws, occupational health and safety, building safety, human rights laws, regulations and legislations, and we regularly carry out the necessary controls and measures and inspect.

Our Food Safety Policy is to prepare and present the most distinguished flavours of traditional Turkish Cuisine and World Cuisine with our trained staff for healthy, reliable food production in accordance with hygiene rules, in line with the expectations of guests and staff with CQM Cullinan Quality Management System.

All processes from acceptance to consumption of food are kept under control. While ensuring safety, we take preventive measures to reduce the use of resources by following technological developments in order to reduce costs and increase profitability, and we support the awareness of safe food of local producers by adding suppliers to our audit and training processes.

At Cullinan Belek, our Environment and Sustainability Policy is to evaluate the environmental consequences in all steps of the organization, to continue with options that will minimize or, if possible, eliminate negative consequences, and to strive to contribute to the development of the local community in all our activities. We use energy resources in the most efficient way, strive to minimize waste generation, and contribute to raising awareness by directing our employees and guests to waste segregation. We reduce the use of natural resources and aim to increase the use of recycled products. We are ready for pollution-related risks, emergencies (fire, explosion, flood, earthquake, leakage, etc.) and comply with environmental legal regulations.

ENVIRONMENT AND WASTE MANAGEMENT

Hotel management requires the use of significant natural resources. We take this responsibility seriously and include environmental management in key roles across the business. We endeavor to meet the high standards required for the Sustainable Development Goals in our hotel. We closely follow current action plans and continuously improve our management by reviewing our environmental performance with every innovation. We see it as our responsibility to help our guests become more environmentally friendly.

In order to increase competitiveness, to adopt a circular economy, to prevent waste, to protect the environment, to prevent pollution, to increase public awareness, to contribute to our future by adopting an environmentally friendly lifestyle, we carry out a series of waste reduction programs in all operational departments in our hotel by saying "Zero Waste".

We collect organic wastes and turn them into fertilizer with a composting device and use the fertilizer to grow various vegetables and fruits in landscaping areas and in the hotel according to the season. We use the products we grow in our kitchen, and we allow our guests to share this passion with us and allow them to pick vegetables.

Where waste is unavoidable, we segregate it for recycling and proper disposal, paying particular attention to hazardous waste. We provide regular training to our employees to ensure continuous integration of waste minimization practices and encourage suggestions for change.



ENVIRONMENT AND WASTE MANAGEMENT

- ▶ Cullinan Belek receives Consultancy Services and training support by working with Environmental Engineers within the scope of Environmental Legislation.
- ▶ In our hotel, packaging wastes, hazardous wastes, organic wastes, construction and garden wastes, medical wastes, waste oils and batteries are collected separately, kept in temporary storage areas defined in accordance with the legislation within the hotel, collected by licensed and permitted companies and sent to the relevant segregation-recycling facilities. The amount of waste sent is processed in the E-ÇBS system.
- ▶ Cullinan Belek has been awarded the "Blue Flag Beach Award" within the scope of the "Environmentally Friendly Accommodation Facilities" project of the International Environmental Education Foundation.
- ▶ Cullinan Belek has received the title of "Bicycle Friendly Accommodation Facility" by fulfilling the conditions specified in the communiqué of the Ministry of Culture and Tourism on the issuance of "Bicycle Friendly Accommodation Facility Certificate".
- ▶ In pool systems and heating and cooling systems, savings are made by working connected to automation, and manual intervention can be made depending on weather conditions.
- ▶ There are chemical dosing units in pools and boiler rooms. The units are regularly maintained and calibrated.
- ▶ Our hotel has been entitled to receive "Zero Waste Certificate" by following the waste management plans.
- ▶ Waste Management and Zero Waste Trainings are regularly provided to the personnel by the Environmental Engineer.
- ▶ "Chemical Usage" trainings from contracted supplier companies are provided to the relevant users, raising awareness of the users and ensuring standardization in chemical consumption.
- ▶ Consultancy and training support is provided on Dangerous Goods Safety, staff awareness is ensured and actions to be taken in case of spillage of hazardous chemicals are conveyed.
- ▶ Paints, adhesives, varnishes and chemicals with low VOC are preferred.

| WASTE CODE | RECYCLED WASTE NAME | 06.2022-12.2022 KG |
|------------|--|-----------------------|
| 150101 | Paper and Cardboard Packaging | 41730 |
| 150102 | Plastic Packaging | 25650 |
| 150104 | Metallic Packaging | 12710 |
| 150107 | Glass Packaging | 65390 |
| 080111 | Waste paints and varnishes containing organic solvents or hazardous substances | 20 |
| 150110 | Containing residues of dangerous substances - packaging contaminated with dangerous substances | 70 |
| 200108 | Biodegradable kitchen and canteen waste | 1558 |
| 200126 | Fats and oils other than 20 01 25 | 7620 |

ENVIRONMENT AND WASTE MANAGEMENT

- ▶ We take Caretta - Caretta Sea Turtles, which lay eggs on the beach and are in danger of extinction, under protection.
- ▶ We take the Sand Daffodils, which are in danger of extinction, under protection on our beaches and inform our guests.
- ▶ We encourage our employees and guests to be sensitive to the environment and draw their attention to the issue of sustainability with campaigns to encourage guests to become "Green Guests".
We support our employees by providing them with awareness-raising trainings on environmental awareness and efficient use of energy.
- ▶ Whenever possible, we make guest feedback, fault records, room requests, internal correspondence and announcements online via Elektra programme, reducing paper consumption.
- ▶ In food production, we reduce the use of disposable products as much as possible and buy in large packaged boxes.
- ▶ We minimise the use of disposable metal cans and plastic bottles and reduce the amount of waste by gradually switching to glass bottles in rooms and beverage units in service areas.
- ▶ We work on waste recycling in our children's clubs and support children to raise awareness about recycling.
- ▶ We switch off decorative fountains at night to save energy and water.
- ▶ The gardens are watered late in the evening or early in the morning. We use drip irrigation systems to avoid loss through evaporation.
- ▶ Throughout the hotel, we prefer local plants that are well adapted to the climate and require minimum irrigation.
We store our plant wastes separately and send them to the areas determined by the Municipality for recycling.
- ▶ We focus on organic ingredients in fertiliser and pesticides, and we are committed to reducing the amount of chemicals used each year.
- ▶ The food served in the buffet is distributed by our cooks, thus ensuring food hygiene and avoiding wastage of surplus and uneaten food.
- ▶ There are practices to reduce plastic (packaging) consumption in kiosks, for example, we do not prefer seasonal plants such as bulk jam, honey, oil, etc.
- ▶ We grow long-lasting and regionally compatible plants.
- ▶ We raise awareness of our suppliers and stakeholders on green tourism, circular economy and energy efficiency studies.



GREENHOUSE GAS

Global warming, ageing population, rapid urbanization, depleting resources, economic fluctuations and digitalisation. We are aware of the rapid change we are experiencing and the need to minimise our environmental impact, and that all these impacts are global in scale. Turkey's main objective within the scope of the global struggle against climate change is "to participate in global efforts to prevent climate change, which is a common concern of humanity, in cooperation with international parties, in the light of impartial and scientific findings, in accordance with sustainable development policies, within the framework of the principle of common but differentiated responsibilities and Turkey's special conditions." We share our corporate activities and targets with the public by setting targets in line with the objectives of our country, working together with the government, private sector, local administrations and non-governmental organisations, and striving to produce common solutions.

In order to adopt carbon offsetting and then zero carbon works, we will monitor our consumption and prefer products produced with climate-friendly methods, vehicles that use fuel efficiently, technologies with high energy efficiency class, and energies that produce less carbon. We will make green choices and incentivise all our stakeholders to make green choices and create a driving force for the growth of renewable energy supply on behalf of the company.

Between 06.2022-12.2022, Cullinan Belek produced 6,578.81 tCO₂e greenhouse gas.

The amount of greenhouse gases generated by consumption is monitored monthly and improvements are made in line with the targets to reduce them.

As AYG Group, we are committed to realising a major step towards zero-emission electricity generation, ensuring consumption from renewable energy and neutralising carbon emissions with the Solar Power Plant Project in Burdur in 2025.



ENERGY MANAGEMENT

Energy consumption is rigorously monitored and areas where savings can be made are identified in order to achieve ongoing overall reductions each year and reduce associated carbon emissions.

With the cogeneration system, we ensure that electricity and heat energy is produced where it is consumed, and we save energy by recovering the thermal energy generated during electricity generation back into the system.

We continue to strengthen our teams with technical services to identify the latest innovations in technology and renewable energy systems that facilitate mitigation without compromising the guest experience.

We constantly analyse energy savings through maintenance, surveillance and monitoring, and we plan our new investment projects by focusing on energy generation and reducing the damage we cause to the environment with renewable energy sources.



WATER MANAGEMENT

We are aware of the value of water resources. We continue to strive for an overall reduction in consumption each year. All water resources, including grey water, are properly disposed of in accordance with local legislation, without negative impact on local environments or populations.

Landscape plants that consume as little water as possible are preferred in Cullinan Belek.

In the next 3 years, a project is being prepared to collect and purify rainwater and use it for garden irrigation.

Smart irrigation systems, low flow / double bowl flush bathroom fittings are used to save water.

In the trainings given to the employees, the importance of protecting water resources and the actions to be taken to pay attention to consumption are explained and awareness is raised.

Guests are reminded of saving measures on the info channels on room televisions and asked to contribute to water management.

CHEMICAL USE

Chemicals are used in maintenance, repair and cleaning activities in our hotel.

Every care is taken to minimise the use of chemicals as much as possible and to prevent accidental spillage. Employees who need to use chemicals are properly trained and personal protective equipment is provided.

It is ensured that all chemicals used are approved, labelled, in appropriate packages, that material safety data sheets (MSDS) are received by us, and that the trainings provided comply with MSDS data.

| QUANTITY OF CHEMICAL CONSUMPTION (LT) | 06.2022-12.2022 |
|--|-----------------|
| TOTAL CHEMICAL CONSUMPTION (LT) | 40.553 |
| TOTAL CHLORINE CONSUMPTION (LT) | 76.280 |
| PER CAPITA CONSUMPTION OF CHEMICALS (LT) | 0,49 |

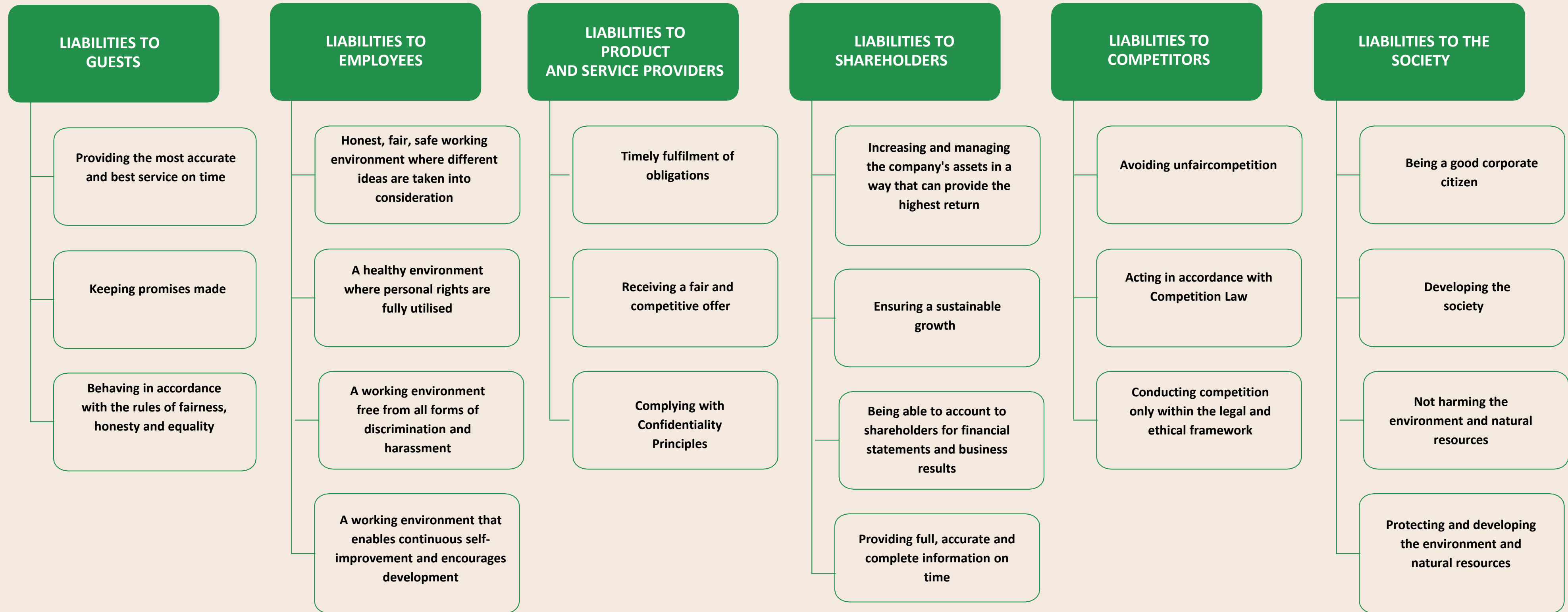
In our chemical warehouses, necessary precautions have been taken against leakage, spillage, etc. that may harm the environment and storage is carried out in accordance with the regulations, the type of chemical and the manufacturer's storage instructions.

Concentrated products are preferred whenever possible. Minimum amount of chemicals are used for disinfection in all areas where automatic dosing system is possible.

We ask for the permits and licences of the drugs they use from the companies we receive service for pest control, we make sure that they are products that do not harm human health and the environment and that they are used in appropriate doses.

In order to protect food safety and human health in production areas, we utilise natural control methods such as fly catcher EFK devices.

OUR LIABILITIES



Our guests

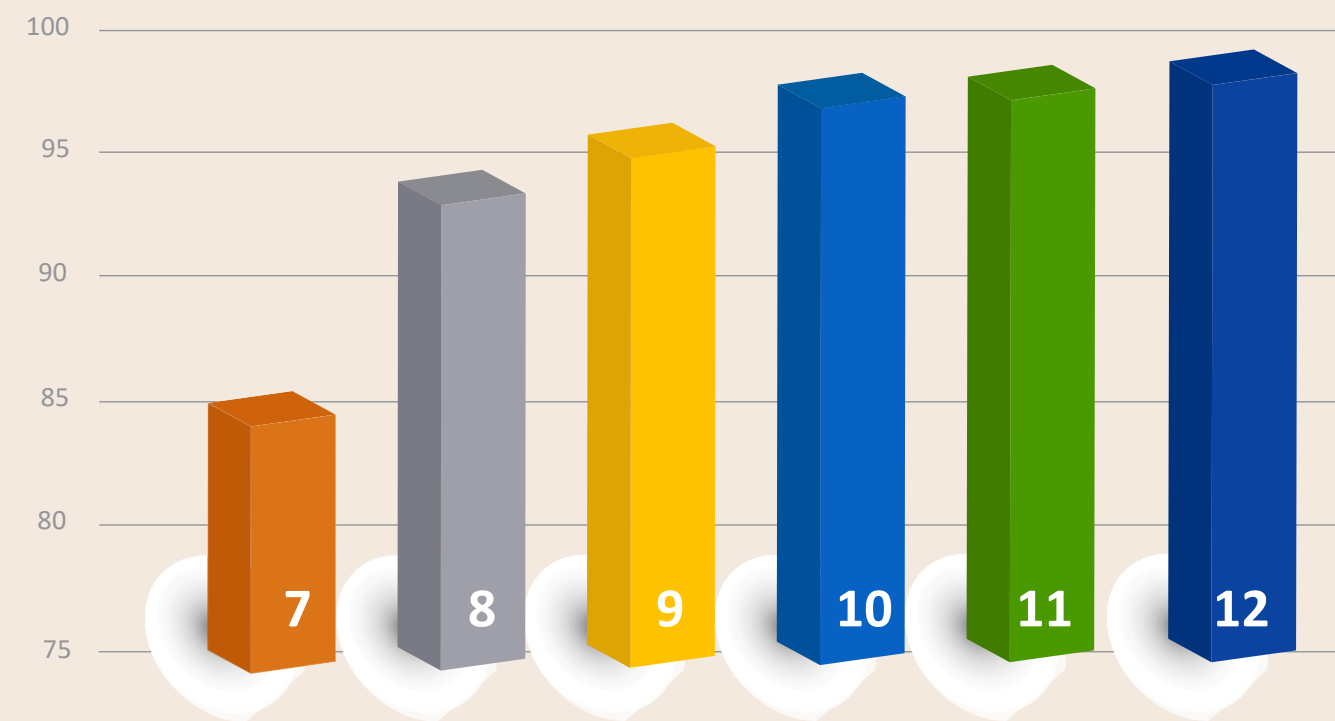
The guest experience is extremely important to our business, and we have Cullinan Quality Assurance Procedures to ensure we continue to go above and beyond guest expectations before, during and after their stay.

We encourage our guests to let us know immediately if any services fall short of their expectations, so that guest satisfaction continues throughout their holiday, and they leave with an unforgettable experience to come back for more.

While preparing improvement activities and annual action plans on behalf of all departments, we plan by taking into account the demands of each guest.

We strengthen our communication with guests with the aim of managing satisfaction thanks to the "Guest Assistant" service, where we follow the needs and deficiencies of our guests for 24 hours, quickly resolve them and contribute to continuous improvement by turning complaints into opportunities.

We examine the data collected by the CRM department, which analyses the guest requests, in the presence of all department managers involved in complaint management, and resolve them in the fastest and fairest ways, by informing the guests and staff and ensuring the satisfaction of everyone.



| GUEST SATISFACTION % | 07.2022 | 08.2022 | 09.2022 | 10.2022 | 11.2022 | 12.2022 | Average |
|----------------------|---------|---------|---------|---------|---------|---------|---------|
| 2022 | 85,00 | 93,00 | 95,00 | 97,00 | 97,03 | 97,81 | 94,14 |

WORKING LIFE, EQUAL OPPORTUNITIES & BUSINESS ETHICS

We care that all our employees work in a healthy, happy and safe work environment. Cullinan Belek hosts many cultures, beliefs, and different colours under the roof of Cullinan Belek under the same conditions with the large number of employees from the region where the hotel is located, as well as our colleagues working in different positions from different parts of the world.

Our Human Resources department plays a key role in ensuring that we comply with legislation relating to welfare and human rights in the workplace. Of course, all contracts, working hours, wage scales, disciplinary and complaint procedures comply with national legislation and all employees are free to join the local trade union, which provides support for disciplinary action and complaint where necessary. Our management has an open-door policy and is accessible to resolve employment issues.

A high percentage of Cullinan Belek employees are employed from the region. Not only is this important in terms of local employment, but the employees are a great source of local information for guests who have questions about the region they are holidaying in.

In the process that starts with orientation trainings during recruitment, our promises and expectations are explained to our colleagues and their competences are increased with the trainings they receive from training experts in many different fields. By providing professional development trainings as well as personal development trainings, we contribute to continuity in profession and service, decent work, economic growth and qualified education with individuals who specialise in theory as well as practice.

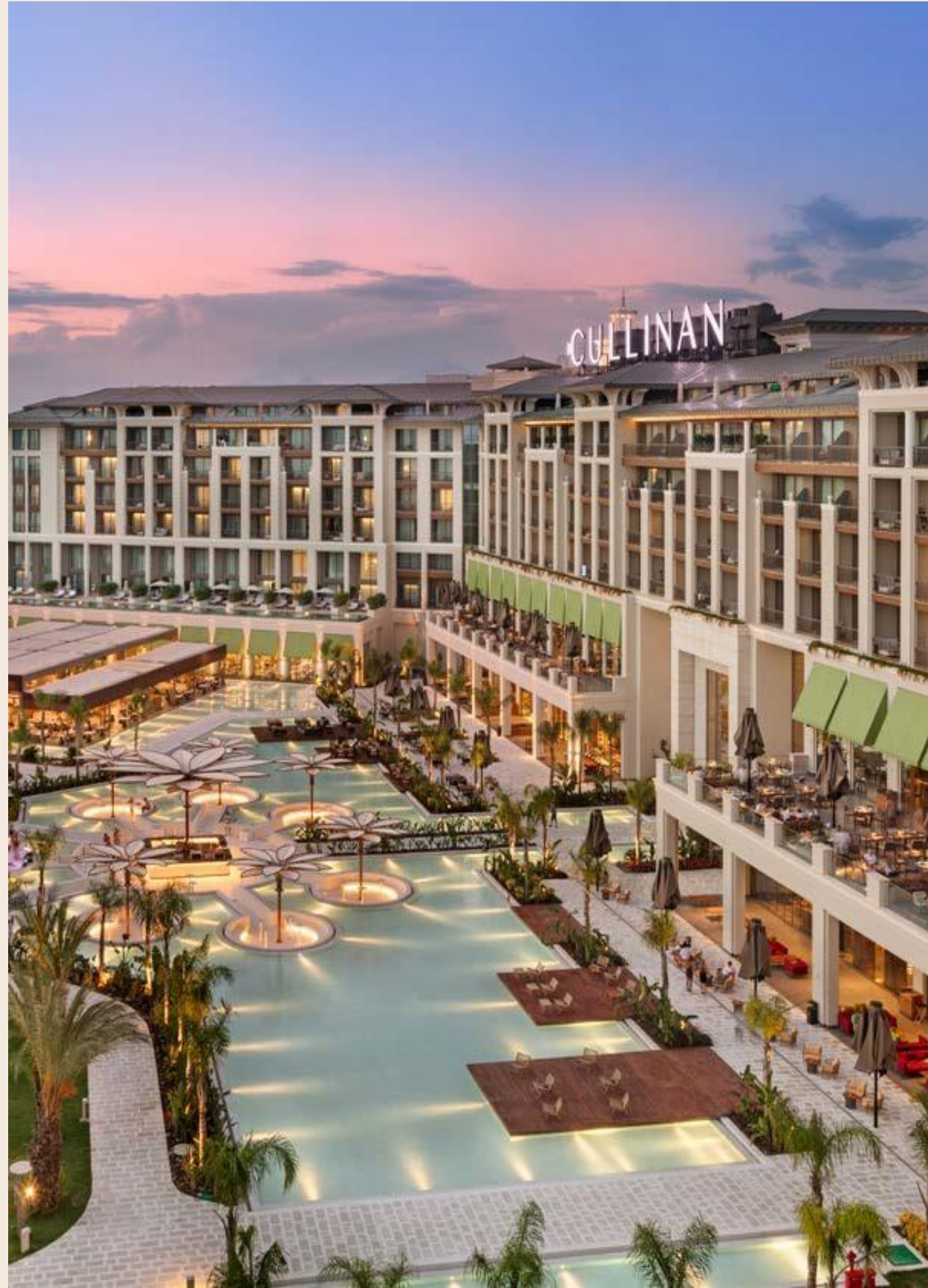
We offer our employees the opportunity to work in our hotels and restaurants in Germany and offer international career opportunities. At the same time, we prioritise in-house employees in internal promotions in line with the "Promotion Instruction", taking into account the potential and competencies of the people, we provide support in the areas where they are deficient and contribute to their training and ensure their promotion. In internal promotions, we contribute to equality of opportunity by prioritising candidates from groups at risk of discrimination if all other qualifications are the same. In our activities, which are managed by a team of the best in their fields, focused on success, we value and respect the contribution of the experience of all age groups to the organisation and our employees, and their ideas.

We declare that the total employment rates of the residents of the region where the hotel is located will be measured and that we will contribute to the teaching of professions with post-employment trainings to increase employment rates. We help our colleagues to choose the right and happy job for them in different departments/positions within the hotel in line with their skills and development.

Every year, we aim to organise an "Employee Satisfaction Survey" in which all our employees participate, and we take into account the opinions and suggestions of our employees in our action plans that will guide our company to a better future. We come together with our employees every month to evaluate monthly performance results, celebrate the birthdays of employees who have a birthday during the month, and sustain our communication through chat meetings. At the beginning of the academic season, we provide stationery aid to our colleagues who have school-age children.

| YEAR | TOTAL NUMBER OF EMPLOYEES | TOTAL WOMEN | TOTAL MEN | NUMBER OF EMPLOYEES IN LOCAL AREA | RATE OF FEMALE MANAGERS | LOCAL REGION EMPLOYEE RATE % |
|-----------------|---------------------------|-------------|-----------|-----------------------------------|-------------------------|------------------------------|
| 06.2022-12.2022 | 1329 | 417 | 912 | 863 | 33% | 65% |

WORKING LIFE - EQUAL OPPORTUNITIES - BUSINESS ETHICS



At Cullinan Belek, we provide accommodation support to our colleagues if they wish to stay, and we offer them free of charge access to the facilities they can use to meet their daily needs. We employ staff responsible for the cleaning and security of the area in lodgings with a pool, gym, private cafeteria and free laundry facilities. In order to minimise the damage we cause during transportation, to reduce the time people spend on the road and to support them to spend time for themselves, we also provide lodging support to local staff coming from remote areas, in line with availability.

We provide shuttle service support for each shift according to the working hours of the employees, and in order to create employment for more employees from the routes where shuttle service is provided, we meet with neighbourhood mukhtars, invite job seekers to our facility, interview them for suitable positions, and determine their training needs.

We offer all our employees the opportunity to benefit from the doctor and nurse service in the doctor's office during working hours. With the focus of "Healthy Individuals, Healthy Society", we offer discounted check-up and treatment opportunities for employees and their first-degree relatives at our contracted clinics.

Within the scope of business ethics, we inform our employees about issues such as corruption, bribery, unethical incidents, fraud and misconduct during orientation training.

When they face such situations, we inform them that they can either contact us anonymously through suggestion boxes or that we will protect the confidentiality of their meetings with the Human Resources department. In 2024, we aim to establish a communication channel where employees can easily and quickly communicate the nonconformities they encounter in business processes with a direct line that employees can reach directly.

OUR POLICY ON CHILD ABUSE AND PROTECTION OF VULNERABLE GROUPS

Our child abuse policy;

- ▶ The health and happiness of children is of the highest importance.
- ▶ Children's rights are for all children. It does not matter where they were born or what language they speak. No child is discriminated against because of the beliefs or opinions of their elders.
- ▶ Some children are more vulnerable because of their past experiences, level of dependency on others, communication needs or other issues.
- ▶ Working in partnership with children, young people, their parents, carers and other intermediaries is fundamental to promoting children's health and well-being.

- ▶ Efforts should be made for the individual development of children with physical and mental disabilities, including their cultural and spiritual aspects, as well as their individual development under conditions that guarantee their dignity, develop their self-confidence and facilitate their effective participation in social life.
As Cullinan Belek, we are working to improve all these items and to ensure that our child guests, the children of our employees and the children in our region are safe and happy.

Our Policy to Protect Vulnerable Groups;

- ▶ Each of our hotels conducts a regional specific protected group and vulnerable group analysis and sets codes of conduct for employees by including protection practices in their procedures for these identified groups.
In our hotel;
- ▶ By developing and implementing an effective security policy and related procedures,
- ▶ By providing effective management for employees through supervision, support and training,
- ▶ By employing staff in a safe manner after ensuring that all necessary and relevant checks have been carried out,

- ▶ Raising awareness of families through employees in order to develop local people in the places where our facilities are located, to improve their living standards, their positive attitudes towards tourists, the absence of gender-based actions-discrimination, the adoption of a helpful, hospitable approach, by working to convey that the positive contribution of being a safe city will be reflected on everyone,

- ▶ We promise to support institutions and organisations that will provide social awareness in this field, and to support the local authorities to prevent insufficient security elements (verbal harassment, physical harassment, terrorist incidents, mafia, drug dealers, theft, fraud, etc.), deserted streets and street dwellers around the hotel, historical cultural places or places to visit in the city.

COMMUNICATION WITH OUR STAKEHOLDERS

| Priority Issues | Our Strategy | Our Colleagues | Our Guests | Our Suppliers | Agencies | Public Organisations | Sectoral Groups | Universities - Academicians | Students | Local Communities | Press |
|--|--------------|----------------|------------|---------------|----------|----------------------|-----------------|-----------------------------|----------|-------------------|-------|
| Guest orientation | Improve | ✓ | ✓ | ✓ | ✓ | | | | | ✓ | |
| Clean water and sanitary conditions | Protect | ✓ | ✓ | | | | | | | ✓ | |
| Life in Water | Protect | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Life on Land | Protect | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Healthy and Quality Life | Strengthen | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Qualified Education | Strengthen | ✓ | | ✓ | | | | | ✓ | ✓ | |
| Social Gender Equality | Strengthen | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Reducing Inequalities | Strengthen | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | |
| Decent Work - Economic Growth | Strengthen | ✓ | | ✓ | ✓ | ✓ | | | ✓ | ✓ | |
| Responsible Consumption and Production | Improve | ✓ | ✓ | | | ✓ | | | | ✓ | |
| Accessible Clean Energy | Strengthen | ✓ | ✓ | | | ✓ | | | | ✓ | |
| Sustainable Cities & Communities | Strengthen | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

COMMUNICATION WITH OUR STAKEHOLDERS

We know the importance of understanding the opinions, expectations and suggestions of our stakeholders and being a learning organisation, and we communicate with our stakeholders through many different channels. We share our methods of communication with our stakeholders and recommendation mechanisms below.

| Stakeholder Group | Priority Issue | Communication Methods | Relevant Stakeholder's Advice Mechanism |
|------------------------------------|--|--|--|
| Our Employees | Guest Orientation, Fight Against Pollution, Focusing on People, Business Ethics, Employee Rights and Satisfaction, Transparent Management, Digitalisation and Information Security, Quality Education, Prevention of Waste, Circular Economy Awareness | Meetings, surveys, monthly reward meetings, internal announcements, special day meetings, volunteer-based sustainability team activities | Human Resources Department Open door policy, E-mail, telephone, surveys, Human Resources Wish-suggestion-complaint boxes, Employee Representatives |
| Our Guests | Fighting climate change and supporting low carbon economy, Resources-awareness of future generations, Sustainability of tourism, Sustainability of hotels, ESG and Risk Management, Digitalisation and Information Security | Instant feedback via Guest Assistant, Social media, E-mail, Telephone, Corporate website, | Via guest assistant, E-mail, telephone, surveys, social media accounts, travel platforms |
| Agencies | Fighting climate change and supporting low carbon economy, Sustainability of tourism, Sustainability of hotels, ESG and Risk Management, Digitalisation and Information Security | E-mail, telephone, online meetings, site visits, agency visits, contracts | E-mail, telephone, online meetings, site visits, agency visits |
| Suppliers | Responsible Procurement Specifications, fighting climate change and supporting low carbon economy, business ethics, digitalisation and information security, risk management | Telephone, E-mail, Supplier visits-inspections, meetings, discussions on supplier evaluation reports | E-mail, telephone, online meetings, site visits, supplier visits |
| Public Organisations | Quality Education, Resources-awareness of future generations, Decent work and economic growth, Sustainable cities and Communities, Protection of cultural heritage | Audits, telephone, e-mail, visits to institutions | E-mail, telephone, online meetings, site visits |
| Sectoral Groups | Fighting climate change and supporting low carbon economy, Quality Education, Sustainable cities and communities | E-mail, telephone, online meetings, facility visits, visits to contracted institutions, audits | E-mail, telephone, online meetings, site visits |
| Universities - Academicians | Quality education, Decent work and economic growth, Protection of cultural heritage, Protection of natural environment and biodiversity | E-mail, telephone, online meetings, university visits, hotel meetings | E-mail, telephone, online meetings, site visits |
| Students | Qualified Education, Employee Rights and Satisfaction, Transparent Management, Digitalisation and Information Security, Resources-Awareness of Future Generations | E-mail, telephone, online meetings, university visits, hotel meetings | E-mail, telephone, online meetings, plant visits, fairs, career days |
| Local Communities | Sustainable cities and communities, Focusing on people, Regional community cooperation and satisfaction, Quality education, Healthy and quality life, Protection of cultural heritage | Open door policy of hotels, E-mail, telephone, visits, meeting days through Mukhtars, career days | Open door policy of hotels, E-mail, telephone, visits, meeting days through Mukhtars, career days |
| Press | Sustainable cities and communities, Focusing on people, Regional community cooperation and satisfaction, Quality education, Healthy and quality life, Protection of cultural heritage | E-mail, telephone, press interview, press conference, press conference, interview, social media accounts | E-mail, telephone, press interview, press conference, press conference, interview, social media accounts |

THE TOURISM OF FUTURE

The future of sustainable tourism depends as much on our actions today as on the actions of future generations. At Cullinan Belek, we want to inspire young people to see tourism as a great career option that broadens their horizons, embraces diversity, celebrates destination cultures and protects the environment so that everything we enjoy can continue to be enjoyed by others.

We aim to continuously increase the support we provide for students to improve themselves with the training they receive within the organisation while gaining experience through the employment of a high number of interns. By organising career days in high school and university tourism faculties, we contribute to webinars both in our provinces and in faculties in other provinces, and we enable students to visit our hotel.

TOTAL INTERN EMPLOYMENT

06.2022-12.2022

181



PROCUREMENT and SUSTAINABILITY - OUR CONTRIBUTION TO LOCAL ECONOMIES



We aim to contribute to reducing the environmental impact of suppliers by making purchases as close to the facilities as possible and as long as suitable resources are available, and by reducing CO2 emissions during delivery. In Connection Contracted Purchases, Individual Collective Material and Service Purchases and Retail Material and Service Purchases, when selecting materials; fuels, chemicals, pesticides, vehicles and equipment that consume all kinds of fossil fuels, electrical appliances, appliances containing refrigerant gas, noise source appliances, consumables, plastic materials and construction materials are environmentally sensitive, have the necessary permits and certificates, and energy efficiency classes are taken into consideration. The products to be purchased at Cullinan Belek are prioritised with the following features;

- ▶ Made from recycled product or recyclable
- ▶ Sustainably produced or sourced from sustainable sources
- ▶ Having Fair Trade / Organic / FSC / MSC etc. certificates
- ▶ Delivered with less packaging
- ▶ Energy and water saving
- ▶ Environmentally sustainable
- ▶ Traceable ones
- ▶ Suppliers in close regions

In order to ensure that living cultural heritage and traditions are evident not only in the kitchen, but also in furniture, decoration, stores, events and other services, we are reviewing procurement and contract processes, and we aim to increase our local procurement rate with the work we have initiated to measure and manage purchases from the region and to identify local vendors in the market in order to increase it, and with the personnel we have assigned.

LOCAL ENVIRONMENTAL PROTECTION AND CULTURAL HERITAGE

Due to the rapid population growth, it is predicted that in the coming decades, the current population growth process will be experienced more rapidly and intensively, and cities will face very important transformations, especially environmental and cultural losses will be experienced, and cultural heritage will be threatened by this process. Therefore, new policies and strategic decisions need to be made that allow for the protection of cultural and natural heritage. As Cullinan Belek, it is important for us to ensure the continuity of our past, history, scientific and cultural accumulation.

The success of our destinations is directly related to the culture, traditions and people that shape and inhabit our regions. Respecting and valuing these social aspects and contributing to their learning by our colleagues and guests are among our priorities. We want the whole population to benefit from the benefits that tourism brings to the destination. For this purpose, we share regional information through our website, info channels and Guest Relations employees in order to introduce our cultural heritage to all our guests.



OUR POLICY FOR THE PROTECTION OF BIODIVERSITY, NATURAL LIFE AND WILDLIFE



Future generations have the right to know living species. We understand the vital and socio-economic value and importance of biological diversity with a healthy environment, healthy animal, healthy human approach between ecosystem destruction, climate change and disaster risk, and we commit to work to ensure the protection of biological diversity. In order to support ecosystem services, we take responsibilities to contribute to habitat creation, soil formation, nutrient cycling and water cycling, and to provide cultural support, we plan to contribute to recreational and aesthetic values, educational and inspirational values, moral and spiritual values, science and education.

In order to restore fish stocks as soon as possible in order to protect aquatic life, or at least to bring them to levels that will provide the maximum sustainable product according to their biological characteristics, we show our sensitivity in the audits and purchases of our suppliers in order to effectively regulate fish harvesting, to end overfishing, illegal, unreported and unregulated fishing and fishing practices harmful to nature and to implement science-based management plans.

We organise trainings for employee awareness and announce that hunting with spearguns and underwater rifles is prohibited in the canals of our inland waters. We prefer applications (natural predators or bacteria) that will not disturb biodiversity (especially mosquito larvae) in pesticide control works (especially mosquito larvae) to be carried out in the facility or especially near streams and water resources. In order to ensure the continuity of the ecological functions provided by coastal and marine ecosystems and the sustainable use of these ecosystems, we pay attention to the use of water in quantities that will not disrupt the coastal ecosystem and water quality during the renewal of river/pond waters within the hotel and to act within legal regulations.

OUR POLICY FOR THE PROTECTION OF BIODIVERSITY, NATURAL LIFE AND WILDLIFE



In other parts of the world, coastal dunes are sensitive and vulnerable ecosystems due to pressures from human activities, and in some places, they have been destroyed. Coastal erosion caused by road construction, afforestation, sand extraction, second homes and tourism investments, maritime transport accidents, pollution and alien species are the biggest threats to this important marine ecosystem. We first conduct risk analyses for awareness-raising activities on factors that threaten coastal and marine biodiversity, agricultural biodiversity, and biodiversity in forests in mountain ecosystems.

In order to protect life on land, we plan and aim to implement practices that we can support to ensure the sustainable management of all types of forests, to end deforestation, to restore destroyed forests, to significantly increase afforestation and reforestation.

We oppose illegal hunting and trafficking of protected species of flora and fauna, take action and address the issue of supply and demand of illegal wildlife products, reduce the impact of invasive alien species on terrestrial and marine ecosystems by 2025, we commit to institutionally support efforts to combat illegal hunting and trafficking of protected species, including by taking measures to prevent their spread and control or eradicate higher priority endangered species, and by enhancing the capacity of local communities to have sustainable livelihoods.

RISK MANAGEMENT

While producing responsible investments that generate added value, the identification and management of risks covering all the issues affected by our activities is one of our top priorities. We aim to create an effective control environment by ensuring that security issues are included in the process from the very beginning, from the design stages of the processes, with the awareness that failure to manage risks well may create financial, operational risks and/or reputational risks.

We create annual internal audit plans and submit audit contents that can identify operational risks, financial risks, reputational risks and strategic risks for the approval of the board of directors. In addition to the audits specified in the annual internal audit plan, we also include examination, research or consultancy activities on the subjects required by senior management or hotel management within the scope of the audit year.

While we audit compliance with legal regulations, employee and guest health and safety, information security, water safety, fire safety, accounting accounts for anti-corruption, we plan to examine the issues concerning the welfare of the people of the region and stakeholders within the scope of internal audit activities and report improvements in our new audit plans. We endeavour to identify and monitor our impacts on soil, air, water, people, natural vegetation, biodiversity, local businesses and to improve areas where we see risks. At the same time, we want to be able to identify sensitive business lines that may adversely affect society, to improve these business lines, to take measures to address and mitigate risks correctly, to raise awareness on issues such as animal testing, betting and gambling, corruption, sex trafficking, abuse, information security breaches.



SUSTAINABILITY ASPECTS IN GOAL SETTING

ECONOMIC ASPECT

Circular, environmentally friendly, recycling economy, material purchasing management, Environmental Management System, innovative, efficient technologies, eco-design, longevity, aesthetics, prices reflecting ecological and social costs, regional and local marketing networks, intermediary-free purchasing, anti-corruption



SOCIAL ASPECT

Improving human health, justice, equal opportunity approaches, calculating the interests of future generations, democratisation, participation of all population groups in all areas of life, identification of groups at risk of discrimination, protection efforts, decent work performance indicators



Sustainability Aspects Considered in Goal Setting

ECOLOGICAL ASPECT

Efficient use of resources, "timely-seasonal" consumption, protection of biodiversity, ecological life cycle systems, renewable energy preferences, prevention of ecosystem degradation, reduction of pollutants, emissions, waste, climate protection



CULTURAL ASPECT

Sustainable lifestyle, holistic perception of nature, aesthetic perception of sustainable development, local cultural diversity, keeping traditional knowledge alive, material culture, consumer awareness, development of local communities, cosmopolitan culture, keeping culture alive and promoted while adapting to international change, global responsibilities



TARGETS

- ▶ Increasing the Rate of Products Supplied from Local Suppliers
- ▶ Increasing the purchase of Fair Trade / Organic / FSC / MSC etc. certified products that are sustainably produced or sourced from sustainable sources
- ▶ Increasing the number of training hours per person, providing sustainability training to all employees
- ▶ Updating All Job Descriptions within the Scope of Sustainability
- ▶ To support stray animals for animal welfare in terms of Care - Chip - Vaccination and Finding a Home
- ▶ To raise awareness on the protection of endemic species by collaborating with Antok (Association for the Protection of Antalya Orchids and Biodiversity)
- ▶ Contacting SERÇEV (Association for Children with Cerebral Palsy) to meet families with this disease and to provide the support they need
- ▶ Supporting Reforestation Efforts - Special Day Sapling Donations
- ▶ Activities - Projects to Improve the Facilities for the Disabled and Facilitate Their Social Lives
- ▶ Providing support for construction improvement works and children's needs in the sister school, organising entertainment for children
- ▶ Extending the Risk Assessment Approach - Including the Welfare of the People and Stakeholders in Internal Audit Topics
- ▶ Increasing the Total Hours of Participation with Volunteers in Corporate Volunteering Activities
- ▶ Increasing our memberships and non-governmental organisations we cooperate with within the scope of sustainability
- ▶ Increasing the Use of Recycled, Recyclable Products - New Purchase Contracts
- ▶ Monitoring energy, water, natural gas and chemical consumption monthly and carrying out improvement works to reduce consumption





THANK YOU

Please share your feedback and opinions with us
at news.belek@cullinan-hotels.com.