

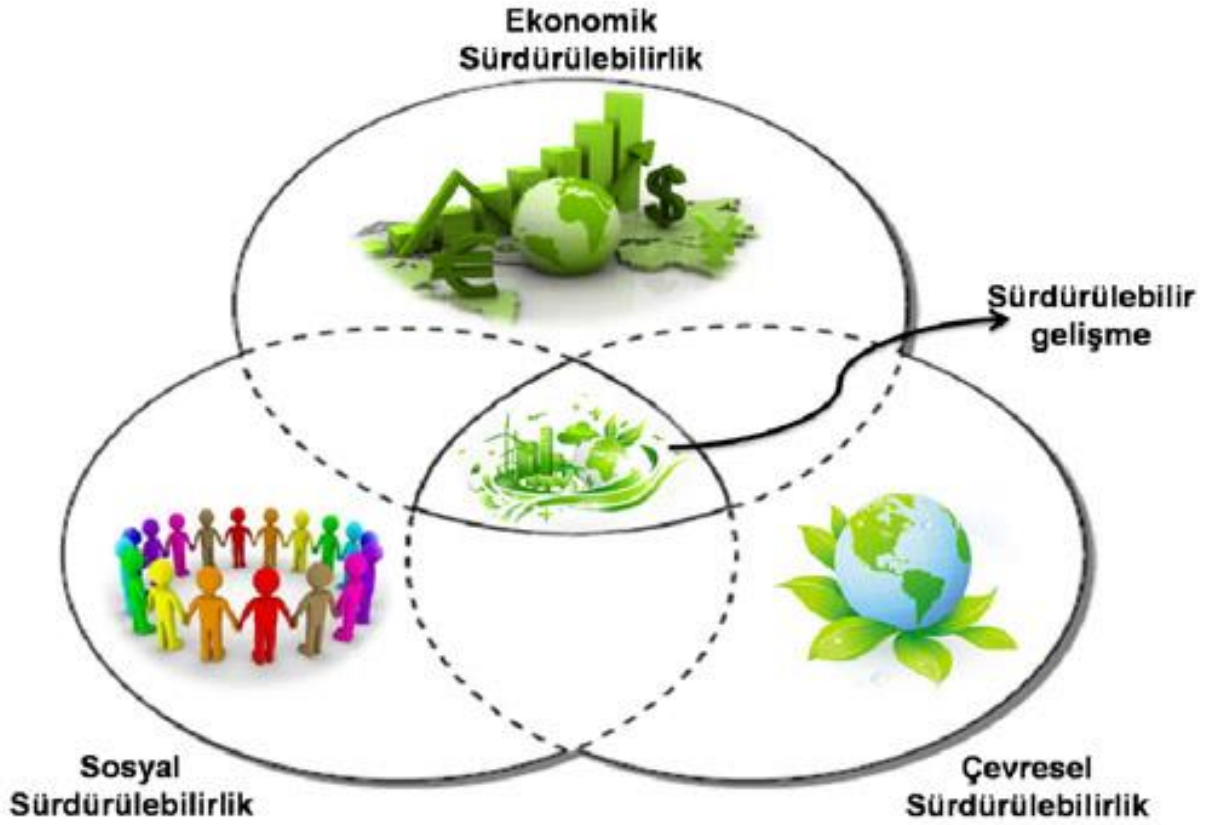


# SUSTAINABILITY REPORT JANUARY – DECEMBER 2023

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We are aware of our responsibilities regarding sustainable tourism. For this reason, we attach equal importance to the awareness of not only individuals but also our employees. We are constantly increasing the cost of social responsibility and somehow increasing the environmentally friendly management style.

The basis of our management style is based on "sustainable tourism". In order to leave a more livable environment to the next generation, we use our natural resources in a sustainable system option while keeping the products and services at the highest quality.



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## ABOUT THE REPORT

As a business, informing our stakeholders transparently and effectively about our activities and their impacts is one of the issues we attach special importance to. In this regard, the sustainability reports that we aim to publish annually will be an important tool that we use to become a transparent and accountable organization.

Since the day we started operating in business life, we have made and continue to make many social and environmental investments for the sustainability of our business. With this sustainability report, we aim to convey our economic, environmental and social performance to our employees, customers and other stakeholders. The information contained in this report covers our performance between January 1, 2023 and December 31, 2023, unless otherwise stated.

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## ABOUT

Our facility is Sultan Ahmet Mah. Kadi Exit. Shock. It is at No 11/1 FATİH / ISTANBUL It has a capacity of 45 rooms and an operating certificate from the Ministry of Culture and Tourism.

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

Hair dryer

Electronic key lock system

Direct telephone in rooms

LCD-Satellite television with stand-by feature

Private safe with password

Central system air conditioning system

Smoke detector connected to central fire system

Special insulated door and window system for noise

Tea and coffee set

There is a special hygiene kit.

A sustainable management system / communication officer with local and regional people has been appointed in our facility. You can contact us at the contact numbers below to provide feedback about our system and share your experiences.

Authorized person: MEHMET ŞİRİN MEMİ

Contact number 0533 405 02 02

Email address: mehmet@sevenhillshotel.com

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## SCOPE

This document establishes the basic framework of a Sustainability Management System (SYS) that can be adapted and developed to cover all management processes of our hotel and reveals the policies and practices of our organization.

This document has been prepared for all stakeholders, guests and staff of the hotel. Our system is constantly being developed to suit the size and scope of our hotel.



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## SUSTAINABLE MANAGEMENT SYSTEM

We believe that tourism and sustainable practices can coexist with luxury and guest comfort. By embracing our philosophy of sustainability, we aim to provide an unforgettable and environmentally friendly experience for our guests while actively contributing to the protection of our planet. In line with sustainability values, we are committed to promoting environmentally friendly practices and developing a philosophy of environmental responsibility. We believe that sustainability is not just a trend, but a fundamental principle that guides our operations and guest experience.

We are committed to contributing to the fight against climate change by reducing emissions, increasing the use of renewable energy and offsetting remaining emissions. Sustainability plays an important role at the heart of our vision and values. We believe that hospitality can co-exist harmoniously with the well-being of our planet and our communities. We are constantly working to improve our energy efficiency, use of renewable energy, water conservation, waste minimization and sustainable supply.

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

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

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

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

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

Regarding sustainability, our hotel undertakes to fulfill the obligations of the Turkey Sustainable Tourism Program and to continuously improve its sustainable management system to increase its sustainability performance.

Our management system is constantly reviewed due to the situation of the sector, environmental, social, technological, economic and cultural risks, changes and updates arising from legislation, and the system and policies are updated if necessary.

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

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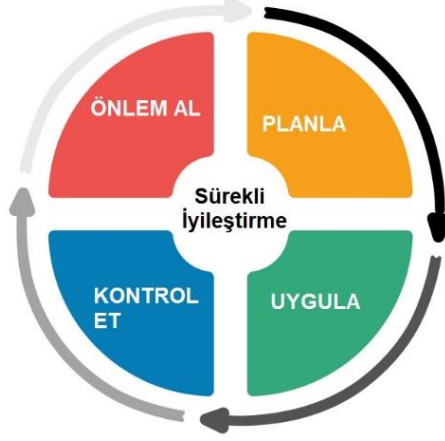


Figure 1. PDCA Cycle

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

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

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

*Take action: We take action to correct the problems identified in our hotel's check step. Corrective measures and actions are recorded and archived.*



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## 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.

Some examples of business legal documents

# 2023 YILI MÜZİK LİSANS BELGESİ

**AL BAK TUR.VE OTEL İŞL.A.Ş. – SEVEN HILLS PALACE**  
SULTANAHMET MAH.KADI ÇIKMAZI SOK. NO 11 FATİH İSTANBUL


MSF ve MÜZFED FEDERASYONLARI REPERTUVARLARININ YUKARIDA BELİRTİLEN KONAKLAMA TESİSİNDE 2023 YILLI ÇERÇİSİNDE UMUMA İLETİLMESİ İÇİN İŞBU "MÜZİK LİSANS BELGESİ" (\*) DÜZENLENMİŞTİR.

\* İşbu Müzik Lisans Belgesi konu müzik kullanım izninin kapsamı MSF ve MÜZFED Federasyonları ile konaklama tesisi arasında imzalanan sözleşmede belirtilmiştir. Sözleşme konu konaklama tesisinde, lisans alanı dışında bulunan başka firmalar tarafından işletilen ve /veya konaklama tesisi müşterileri dışında kişiler tarafından işletilen restoran, bar gibi tüm mahaller ile günlük etkinlik, konser, dilgin ve bayi toplantısı vb. ücretli / ücretsiz organizasyonlar işbu belge kapsamı dışındadır.


**BELGE NUMARASI** : 2023 / 2023-07481  
**DÜZENLEME TARİHİ** : 20.11.2023  
**GEÇERLİLİK DÖNEMİ** : 2023 Yılı

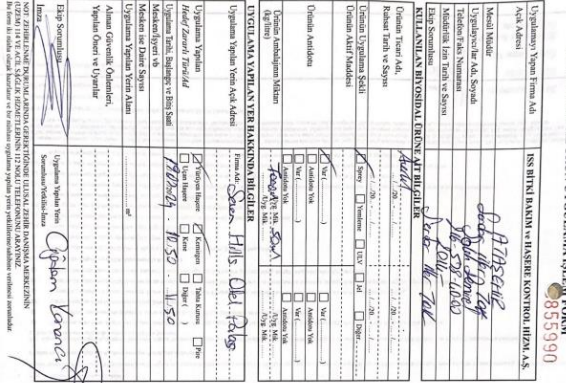
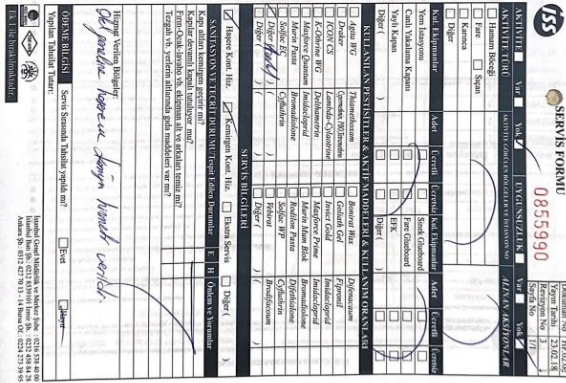
**KURULUŞ TÜRÜ** : Özel Konaklama Tesisi

MSF  
Müzik Sektöründe Esas Sahipleri  
Federasyonu



MÜZFED  
Müzik Sektöründe Bağlantılı Haklar  
Federasyonu



## 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

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terms of its products and services on its website, social media accounts and other printed and written promotional channels and marketing communications.

Our hotel also shares its actions and transactions regarding policy and sustainability openly and transparently with its employees and customers. Our hotel's website is used to do this. Periodic reports about sustainability performance are published on our website. These reports are prepared in periods appropriate to their subject.

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

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

This system includes survey applications for guests, regular monitoring of social media accounts, e-mail, messaging services and other communication channels for employees, and e-mail communication and regular monitoring of all other stakeholders.

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

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

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

Our employees take an active role in the development and continuous improvement of our management system and sustainability performance. We review and improve our system in line with the feedback from our employees.

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

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

Our hotel undertakes to comply with the relevant provisions of the Labor Law No. 4857 and

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

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

A sustainable management system / communication officer with local and regional people has been appointed in our facility. You can contact us at the contact numbers below to provide feedback about our system and share your experiences.

Yetkili kişi : M. Ali Çelik

İletişim numarası: 0532 686 57 32

Mail adresi: m.ali@sevehillspalace.com

## 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.

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 is committed to fully complying with the 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.

Our facility has accessibility applications for the facility entrance, elevators and breakfast room.

There are no disabled rooms available in our facility.

## 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.

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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, products with environmental certification (FSC, MSC, EU-EcoLabel, etc.) or whose source can be traced 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.

Total number of approved suppliers 7

Total number of local suppliers 19

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## ENVIRONMENT AND NATURE PROTECTION

Our main goal is to prevent environmental pollution and protect nature by protecting our resources in the most efficient way, reducing the amount of our waste, recycling or rendering harmless. Being aware of our environmental impacts, we strive to take the necessary precautions and actions.

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

While fulfilling this commitment;

- We determine our impact on the environment and keep it under control.
- We are prepared for pollution-related emergencies (fire, explosion, flood, earthquake, leak, etc.) and comply with legal regulations.
- We strive to minimize our waste, prevent pollution at its source, use energy efficiently and reduce the impact of our activities on the environment.
- We constantly improve our environmental performance in waste separation and waste reduction activities and efficient use of natural resources.
- We monitor waste during recycling and disposal phases.
- We train our employees on chemical use, environmental effects and waste.
- We encourage our employees and guests to be environmentally conscious, and we develop our employees by providing them with training on environmental awareness and efficient use of energy.
- As a team, we try to raise awareness in the society by cleaning the streets around the hotel at regular intervals.
- We use energy and water saving systems in our hotel
- We raise awareness and encourage our suppliers and stakeholders about energy efficiency studies.
- We donate trees to environmental organizations and themes to minimize the damage to nature due to carbon emissions.

**Elektronik kumbarasına atılacaklar**

- Cep telefonu
- Her türlü elektrikli eşya
- Bilgisayar vb.

**Metal kumbarasına atılacaklar**

- Alüminyum içecek kutusu
- Konserve, salça kutusu
- Teneke malzemeler

**Cam kumbarasına atılacaklar**

- Cam şişe
- Cam kavanoz
- Cam tabak

**Kağıt kumbarasına atılacaklar**

- Asırı kirlenmemiş kağıt
- Mukavva
- Kitap defter

**Tekstil kumbarasına atılacaklar**

- Kullanılabilir giysi
- Ayakkabı, deri çanta
- Kullanılmaz durumdaki tekstil atığı
- Yastık, masa örtüsü gibi ev tekstili



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## ENERGY MENAGEMENT

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

Our hotel groups energy consumption according to energy type, and energy consumption of different units is monitored.

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

Our hotel identifies activities with high energy consumption, plans and implements corrective measures to reduce energy consumption in these areas and activities (thermal insulation systems, choosing low-consuming devices with energy consumption classes, using LED bulbs instead of high energy consumption lighting such as incandescent, etc.). . Additionally, our hotel uses energy-saving equipment.

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

Environmental elements within the scope of Sustainability in our hotel

- In order to minimize paper consumption, a digital recording system has been launched in supplier, purchasing and office works.
- E-invoice has been implemented in invoicing transactions in accounting.
- Packaging Waste is collected and delivered to the local administration in a controlled manner.
- Our facility has started using glass bottles in rooms and minibars.
- Awareness raising activities have been carried out to minimize the use of electricity, water and energy resources used in common areas.
- A polisher has been applied to the taps used in all rooms and areas, and water flow adjustments have been adjusted to fill a 1 liter container in 14 seconds.

Total electricity consumption rate for January - December 2023: 13745 kwh

Total natural gas consumption rate in January - December 2023: 34311 m3

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## WATER MANAGEMENT AND WASTEWATER

Our hotel has a water saving policy. Our policy includes regular measurement, monitoring and reduction of water consumption. Water risk status has been determined in the region where our hotel is located. For this purpose, Water Risk Atlas prepared by World Resources Institute is used..



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

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

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

The water comes from a legal and sustainable source.

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

We have goals to reduce water consumption. For this purpose, our hotel plans and implements corrective measures. Water-saving equipment is used in our hotel. Our hotel uses good practices such as changing sheets and towels upon guest request.

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

Regulations set by the local government are complied with for the disposal of waste water. Total water consumption rate for January - December 2023: 9196 m<sup>3</sup>

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## 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.

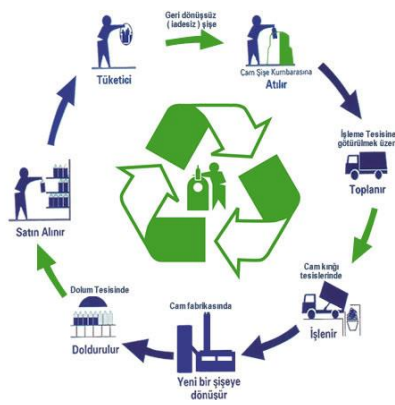
In our hotel, solid waste is separated by type and collected by authorized and licensed companies.

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.

Total waste consumption rate for January - December 2023 is 695 kg





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## PERSONNEL AND WORKING LIFE

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.

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.

Our fair wage employees are informed about the wages they will receive, working conditions, working hours, and when they will receive their wages, etc., before they start working in our facilities. Education and Career Management All of our employees can benefit from the right to education 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

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working environment, psychology, self-motivation, performance, in short, all comfort in the workplace.

As a business that caters to guests from 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.

Total number of employees for the January - December 2023 period is 26

The total number of male employees in the January - December 2023 period is 12

The total number of female employees in the January - December 2023 period is 14

Total number of local / regional employees for the period January - December 2023 /2

## 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 THE REGIONAL 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 each other in the region,
- Supporting activities that promote the region,
- Negotiations are made with hotel unions, municipalities, regional headmen's offices and official authorities to resolve important issues and problems that will affect the region, and joint studies are carried out by determining the needs.

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## 12. ACTIVITIES PLANNED TO BE CARRIED OUT WITHIN THE SCOPE OF ÇALIŞMALAR

Our first priority is to continuously improve annual training plans to reduce the rate of energy and water consumption and to reduce energy consumption by 1% annually.

Ensuring the continuation of sustainability with environmentally friendly and energy efficient machinery, equipment and consumables

Our first priority is to reduce waste with an effective waste management program and to develop projects to spread zero waste awareness to the general public and to reduce waste consumption by 1% annually in order to prevent recyclable waste from mixing with domestic waste.

We plan to increase the amount of donations to theme and environmental protection organizations by 1% every year in order to slightly reduce carbon emissions and damage to nature.

While determining our approved suppliers to reduce carbon emissions, our priority is to disseminate information activities on providing services with electric and new green vehicles with the lowest carbon emissions.

We will choose energies that produce less carbon

Aware that the climate change problem is a global issue, we will be part of a common solution by working together with the private sector, government, local administrations and non-governmental organizations. We will develop projects for stray animals to protect wildlife and support wildlife.

We will provide stationery assistance to our staff who have school-age children.

We will create internship opportunities for tourism students to gain work experience.

We will contact the tourism schools in the region and make the areas in our hotel available for use as workshops.

We will support career days planning and financial social responsibility projects with tourism high schools and universities.

We will produce projects to reduce the consumption of disposable amenities with a gradual transition program in at least 50% of guest rooms.

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### 13. SUSTAINABLE MANAGEMENT SYSTEM POLICIES

#### QUALITY POLICY

On the way to achieving our vision; To meet guest expectations at a high level and to be a first organization in the sector, To establish the founding philosophy with all our staff and to provide continuous improvement, trust in the workplace and service that exceeds the expectations of our guests, In accordance with national and international legislation and conditions; To provide service by showing 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 the continuous improvement of the system and to ensure the unity of our employees and management by setting targets,

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..

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## CULTURAL SUSTAINABILITY POLICY

**Presentation of Cultural Heritage: Our hotel respects the intellectual property rights of the 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. To offer a unique accommodation service, a wide range of contemporary artworks, mostly from our local artists, are exhibited in all our facilities.**

**Promotion of Sustainable Local Gastronomy: Our hotel prioritizes the promotion and consumption of local products. It introduces innovative and creative practices to ensure sustainability in gastronomy in all its activities.**

## ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY

In our business, we protect the environment, prevent its pollution, and attach importance to its protection by reducing our negative effects on the environment.

For this;

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

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- We contribute to protecting nature by choosing materials with "recycling" and "environmentally friendly" labels in the materials we purchase in our business. We try to create reuse opportunities,
- We use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and take care to leave less waste to nature,
- We store wastes correctly, in separate areas according to their characteristics, deliver them to licensed/authorized companies without exceeding the legal storage time limits, and keep their records,
- We try to use water, energy and all natural resources economically. We share this sensitivity with our employees, guests and suppliers.
- We measure our performance in environmental management, monitor this data with targets and try to improve our performance.
- We aim to educate our employees about the environment and increase their awareness.
- We take the necessary precautions to protect the biodiversity in the environment. We comply with all legal requirements.
- Substances that may be considered harmful to the environment (toxic sunscreens are personal use products. Pest pesticides are produced by our institution by a company authorized by the Ministry of Health, and the MSDS forms of all products are recorded in the MSDS tracking chart.

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

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

To ensure this;

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

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

### ENERGY EFFICIENCY POLICY

- We attach importance to collaborating with all our stakeholders to create common goals and results in energy management. We try to continue our interaction with our guests, employees, visitors and all business partners in order to reach an overall level of awareness and consciousness on these issues.
- We try to research, find, purchase and use suitable energy-efficient products, equipment and technology alternatives.
- We aim to document our Energy Management System, disseminate it to all our departments, update, review and continuously improve it when necessary.
- We evaluate energy risks or emergencies that may arise, such as energy restrictions, and plan the measures that can be taken.
- We take care to effectively separate our waste according to its source, groups and hazard classes.
- We know that using hazardous substances and chemicals only when necessary and as much as necessary will reduce both the negative effects on the environment and the amount of waste,
- We contribute to protecting nature by choosing materials with "recycling" and "environmentally friendly" labels in the materials we purchase in our business. We try to create reuse opportunities,
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- We measure our performance in environmental management, monitor this data with targets and try to improve our performance.
- We aim to educate our employees about the environment and increase their awareness.

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## HUMAN RESOURCES POLICY

In our soul, the most important resource that makes us who we are is our employees. With this awareness, issues such as our employees' social and benefits, performance management, rewards, training and career management, and employee safety are always our priority.

Our Human Resources Vision;

To create qualified human resources that are highly motivated, protect and raise the corporate image, highlight innovative work, give importance to service and see their job as a part of the whole, give priority to local employment and be a pioneer in the sector and in Turkey in human resources practices integrated with the promotion program.

### Our Human Resources Mission;

• **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, 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

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



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## HUMAN RESOURCES POLICY

### 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.
- In career management, personnel tracking system and promotion management of personnel are carried out according to the determined criteria.
- Our hotel is committed to complying with the relevant provisions of the Labor Law No. 4857 and pays at least the minimum wage to its employees. Our hotel also 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 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.

#### Local employment

- Our organization has a performance system based primarily on local employment regarding employment. Priority in recruitment is given to local people

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## OCCUPATIONAL HEALTH AND WORKER 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 "Zero Work Accident" target 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.

## WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

We attach importance to gender equality in our business.

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

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## SOCIAL RESPONSIBILITY POLICY

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

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

Our social and environmental responsibilities towards society in the cities 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 that our employees' personal rights are fully and correctly exercised.

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

We make the necessary effort for the individual development of our employees and observe the balance between business life and private life.

We manage the environmental impacts that may arise from all our activities with a sense of responsibility.

Within the framework of the principle of corporate social responsibility, we strive for the development of our society.

We support our employees to volunteer for appropriate social and community activities in which they will take part with an awareness of social responsibility.

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

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

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