

**GOLD HOTEL  
SUSTAINABILITY  
REPORT  
2023**

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## **CONTENTS**

- 1. About the Report**
- 2. Facility introduction and facility features**
- 3. Sustainability team**
- 4. Sustainability management system and policies**
- 5. Sustainable management system practices**
- 6. Reducing environmental impacts**
- 7. Cultural studies**
- 8. Works planned to be carried out within the scope of sustainability**

### **1. ABOUT THE REPORT**

Regarding sustainability, our hotel undertakes to fulfill the obligations of the Turkey Sustainable Tourism Program and to continuously improve its sustainable management system to increase its sustainability performance. Our management system is constantly reviewed due to the situation of the sector, environmental, social, technological, economic and cultural risks, changes and updates arising from legislation, and the system and policies are updated if necessary.

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

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

## **2. FACILITY INTRODUCTION AND FACILITY FEATURES**

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

High speed wireless internet

Message notification service

Wake up service

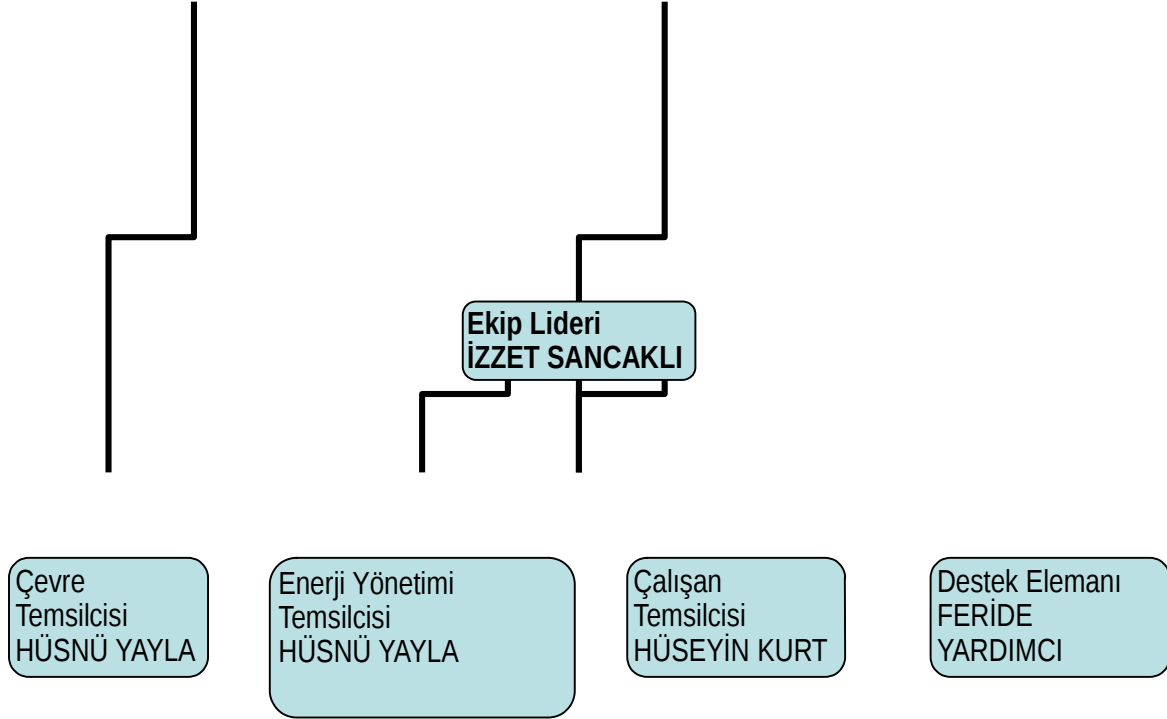
Hair dryer

Smoke detector connected to central fire system

There is a specially insulated door and window system for noise.

### **3. SUSTAINABILITY TEAM**

The sustainability team in our facility The sustainable management system ensures the implementation of certain policies by all employees in terms of quality, economy, management, environment, culture, human rights, health and safety, the setting of targets and the continuous improvement of business management processes by monitoring whether the targets are achieved. If the determined targets are achieved, new targets are determined. If they are not achieved, our targets, policies and practices are reviewed. In this way, we strive to ensure continuous improvement.



#### 4. SUSTAINABLE MANAGEMENT SYSTEM AND POLICIES

The basis of our sustainable management system is based on risk analysis. Risk analysis is carried out under the headings of environment, natural disasters, society, culture, economy, quality, human rights, health and security. New headings can be added if necessary. After the risks are analyzed, we also have a crisis management policy and system that determines what to do if the risks materialize. The annex of this document includes how to conduct risk analysis and crisis management. SYS includes the implementation of certain policies by all employees on quality, economy, management, environment, culture, human rights, health and safety, setting targets and constantly improving business management processes by monitoring whether the targets are achieved. If the determined targets are achieved, new targets are determined. If not achieved, our goals, policies and practices are reviewed. In this way, we strive to ensure continuous improvement. The targets of our hotel's management system and the performance indicators that monitor compliance with the targets are included in the annex of this document. Regarding sustainability, our hotel undertakes to fulfill the third stage obligations of the Turkey Sustainable Tourism Program and to continuously improve its sustainable management system to increase its sustainability performance. Our management system is constantly reviewed due to the situation of the sector, environmental, social, technological, economic and cultural risks, changes and updates arising from legislation, and the system and policies are updated if necessary. The steps mentioned above can be summarized as the Plan-Do-Check-Take Action (PDCA) approach.

##### ❖ QUALITY POLICY

On the way to achieving our vision;

- To welcome guests at the highest level and to be a leading organization in the sector,
- Establishing our founding philosophy with all our staff, providing continuous improvement, workplace trust and service that exceeds the expectations of our guests,
- In accordance with national and international legislation and conditions; To provide service with the necessary sensitivity with a preventive approach to food safety risks,
- To be an exemplary business for all other organizations in our country and to create value,

- To prevent these accidents by minimizing all risks that may endanger the health, life safety and occupational safety of our guests and staff,
- To make quality measurable, to ensure continuous improvement of the system and to ensure the unity of our employees and management by setting targets,
- Creating environmental awareness together with our hotel management and staff and leaving a cleaner, healthier and safer environment to future generations are among our primary quality goals.

## ❖ CULTURAL SUSTAINABILITY POLICY

Presentation of cultural heritage:

Our hotel respects the intellectual property rights of local people. Authentic elements of traditional and contemporary local culture are evaluated in our cuisine, design and decoration.

Artifacts:

Our hotel does not buy or sell historical and archaeological artifacts, does not mediate their trade, and does not exhibit them. Promotion of sustainable local gastronomy: Our hotel prioritizes the promotion and consumption of local products. It introduces innovative and creative practices to ensure sustainability in gastronomy in all its activities.

## ❖ ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY

In our business, we protect the environment, prevent its pollution, and attach importance to its protection by reducing its 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 wastes according to their source, groups and hazard classes. We show.
  - Use hazardous substances and chemicals only when needed and as much as necessary. We know that its use will reduce both the negative effects on the environment and the amount of waste,
  - In the materials we purchase in our business, we prefer those with "recycling" and "environmentally friendly" labels. We contribute to protecting nature by doing so. We try to create reuse opportunities,
  - Use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary. We take care to leave less waste to nature,
  - Stores wastes correctly, in separate areas according to their characteristics, and meets legal storage time limits. We preserve the records by delivering them to licensed/authorized companies without exceeding
- We try to use water, energy and all natural resources economically. This is our sensitivity We share it with our employees, guests and suppliers.
- Measures our performance in environmental management, monitors this data with targets and We try to improve our performance.
- We aim to educate our employees about the environment and increase their awareness.
- Takes the necessary precautions to protect the biodiversity in the environment. We comply with all legal requirements.



## ❖ CHILD RIGHTS EXPLOITATION AND HARASSMENT POLICY

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

To ensure this;

- We do not allow child labor in our own institutions and expect the same sensitivity from all our business partners.
- 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.
- 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

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

For this

- In order to fulfill both our responsibilities towards nature and our legal obligations, we follow national and international standards, laws and regulations, voluntarily carry out work to reduce energy use and/or continuously improve our energy consumption performance, and monitor the results of our work.
- We set targets and include energy efficiency in our training programs to ensure the participation of our employees.
- We attach importance to collaborating with all our stakeholders to create common goals and results in energy management. We try to continue our interaction with our guests, employees, visitors and all business partners in order to reach an overall level of awareness and consciousness on these issues.
- We try to research, find, purchase and use suitable energy-efficient products, equipment 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 needed 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,
- We use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and take care to leave less waste to nature,
- We store wastes correctly, in separate areas according to their characteristics, deliver them to licensed/authorized companies without exceeding the legal storage time limits, and keep their records,
- We try to use water, energy and all natural resources economically. We share this sensitivity with our employees, guests and suppliers.
- We measure our performance in environmental management, monitor this data with targets and try to improve our performance.
- We aim to educate our employees about the environment and increase their awareness.

## ❖ HUMAN RESOURCES POLICY

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

### **Our Human Resources Vision;**

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

### **Our Human Resources Mission;**

- 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**

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

### **Education and Career Management**

- All of our employees can benefit from the right to training equally. Including legal and professional training required by the hotel industry, as well as orientation training in line with our Sustainability policies and management system; Periodic training programs, on-the-job training, training required in

accordance with legal regulations and guidance support are provided to employees regarding sustainability and their work areas. Occupational Health and Safety trainings, Kitchen/service/massage etc. hygiene training for personnel, water and energy saving, chemical substance use rules, fire protection, first aid, etc. We implement annual training plans on subjects.

- Our employees have free and open access to all our training materials.
- In career management, personnel tracking system and promotion management of personnel are carried out according to the determined criteria.
- 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. 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**

- In terms of employment, our organization has a performance system based primarily on local employment. Priority in recruitment is made from local people.

## ❖ 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.

## ❖ SOCIAL RESPONSIBILITY POLICY

We believe that all our employees have the right to work in a healthy and safe environment, under working conditions compatible with human dignity. Our primary business goal is to ensure and protect the safety of our employees, with the awareness that they are our most valuable asset. Beyond legal obligations, our hotel is always ready to implement the best environmental solutions, develop and popularize environmentally friendly technologies, and support initiatives that will increase environmental awareness. In Istanbul, where we operate, our social and environmental responsibilities towards the society; We take care to carry out our work in harmonious cooperation with our shareholders, employees, public, non-governmental organizations and other stakeholders. We believe that our human resources are the most important element of sustainable growth. We ensure that our employees' personal rights are used fully and correctly. 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.

## 5. SUSTAINABLE MANAGEMENT SYSTEM PRACTICES

### legal compliance,

Our hotel is committed to complying with the applicable laws, regulations and international agreements, keeps an up-to-date list of them, regularly informs its staff about them and provides the necessary training to the staff. If asked or requested to be presented, our hotel submits all necessary permits, certificates and documents to the relevant persons and institutions. These documents include: Business Opening and Working License, last month's personnel insurance declaration, tax certificate, emergency action plan, personnel training and certificates, contract with the occupational physician, sewer connection certificate obtained from the municipality, documents regarding pest control and other necessary documents. are documents.

HOTEL SÜRDÜRÜLEBİLİRLİK RİSK ANALİZİ										
EŞİC SİCİL NO A2095										YERLEŞİM YERİ 21.1.2021
										DEĞERLENDİRME TARİHİ 21.1.2021
İlgili Standart	İlgili Süreç/Departman	Risiko Tanımlaması (Tehlike)	Risk	Etki	Olasılık	Risk Değeri	Tedbirler	Etki	Olasılık	Mevcut Risk Değeri
A1	Yönetim, Sürdürülebilirlik	Politikaların tüm çalışanlar tarafından bilinir olmaması	Stratejik kararlar pekişirilememesi/berterlik	4	4	16	Çalışmayan eğitiminde sürdürülebilirlik politikalarını çalışanlara aktardı ve her yıl düzenli eğitimler ile tekrar edilecektir.	4	2	8
		Risk analizlerinin etkili yapılması tüm sürdürülebilirlik faaliyetleri kapsamaması	Olası risklerin tüm olarak bilinememesi etkin bir SYS nin kullanılmaması.Perso nelin farkındalığın sağlanmaması	4	3	12	Risk analizlerinin etkisiz yapılması için tüm bolum yöneticileri ile olası sürdürülebilirlik riskler tespit edildi ve duyuruldu.	4	2	8
A2	İK, İdari İşler	Yasal şartları güncel takip edilmemesi	Özelliklerin yapıldığı denetimlerde ceza kesilmesi, faaliyetlerin durdurulması. Müşteri ve diğer kayıpları	5	4	20	Yasal şartlar Sürdürülebilir Turizm Sorumluluğundan yasal uyum tablosuyla aylık olarak takip edilmektedir.	5	2	10
		Yasal uyumlulukların bilinememesi	Özelliklerin yapıldığı denetimlerde ceza kesilmesi, faaliyetlerin durdurulması. Müşteri ve diğer kayıpları	5	4	20	Sürdürülebilir Turizm Sorumluluğundan yasal uyum tablosuyla aylık olarak takip edilmektedir.	5	2	10
		Yasalardaki değişikliklerin tesis işlerinden kesimlerin tespit edilmemesi	Tesisin yasaların uygulanmasını izlenmemesi. Zuhur konusunda idarelerden ceza alınmaması	5	3	15	Sürdürülebilir Turizm Sorumluluğundan yasal uyum tablosuyla aylık olarak takip edilmektedir.	5	2	10

### Stakeholders and communication

Our hotel provides accurate information to all segments of society in its promotion. He always uses real visual material in his promotion. Our hotel has a transparent and realistic structure in terms of its products and services on its website, social media accounts and other printed and written promotional channels and marketing communications. Our hotel also shares its actions and transactions regarding policy and sustainability openly and transparently with its employees and customers. Our hotel's website is used to do this. Periodic reports about sustainability performance are published on our website. These reports are prepared in periods appropriate to their subject. Our hotel has a system that aims to receive feedback from our customers, public institutions, municipalities, employees, local people and all other relevant persons and institutions regarding our sustainability performance, policies and practices. We receive feedback from both our staff and customers through this system. Our system is designed to enable and encourage our customers and staff to provide feedback quickly, simply and effectively. This system includes survey applications for guests, regular monitoring of social media accounts, e-mail, messaging services and other communication channels for employees, and e-mail communication and regular monitoring of all other stakeholders.



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

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

Our employees know what they need to do in our management system and sustainability-related policies and practices. What our employees need to do is defined in writing, communicated to them, and the necessary training and guidance is provided regularly. Training on this subject is recorded. Our employees take an active role in the development and continuous improvement of our management system and sustainability performance. We review and improve our system in line with the feedback from our employees. Including orientation training in line with our sustainability policies and management system; Periodic training programs, on-the-job training, training required in accordance with legal regulations and guidance support are provided to employees regarding sustainability and their work areas. Occupational Health and Safety trainings, Kitchen/service/massage etc. hygiene training for personnel, water and energy saving, chemical substance use rules, fire protection, first aid, etc. We implement annual training plans on subjects. Our employees have free and open access to all our training materials.

Our hotel undertakes to comply with the relevant provisions of the Labor Law No. 4857 and pays at least the minimum wage to its employees. In addition, our hotel undertakes to comply with the Social Insurance and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331. Our hotel has created a "Sustainability Team" to manage sustainability activities.

### **Accessibility**

Otelimiz, imkanları dahilinde herkes için erişilebilir turizm hizmetleri sunmayı taahhüt eder ve erişilebilirlik düzeyi hakkında müşterileri ve paydaşlarını internet sitesi aracılığıyla açık ve doğru şekilde bilgilendirir.

Otelimiz ayrıca erişilebilirlikle ilgili yasal düzenlemelere tam uyum sağlamayı ve bu konuda sürekli iyileştirmeyi takip ve taahhüt etmektedir.

### **Purchasing**

Our purchasing policy includes policies for local, environmentally friendly, fair trade and efficient purchasing. Our goods and service resources are monitored by our hotel. We hold meetings with our suppliers at regular intervals. We check their sustainability-related certificates, information and documents.

Local purchasing: When purchasing goods and services, our hotel gives priority to local suppliers, 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 conscious 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. Purchasing and use of consumables and disposables are monitored and managed

### **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, in the realization and presentation of our products and services in accordance with internal and external customer conditions, as well as international and national legal conditions and regulations; We are committed to being an environmentally friendly institution with social responsibility awareness by preventing pollution and ensuring sustainability. While we realize this commitment, • 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 activities such as waste separation, reducing the amount of waste 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 sensitive to the environment, and we develop our employees by providing them with training on environmental awareness and efficient use of energy. • We use energy and water saving systems in our hotel • We raise awareness and encourage our suppliers and stakeholders about energy efficiency studies.

### **Water management and wastewater**

Our hotel has a water saving policy. Our policy includes regular measurement, monitoring and reduction of water consumption. A water risk situation has been determined in the area where our hotel is located. For this

purpose, the Water Risk Atlas prepared by the World Resources Institute is used. You can find the relevant website [here](#).

In the risk analysis, water risk was also evaluated and a water management plan was made. This plan includes measurement and monitoring of water use and targets and reporting for reducing water consumption. Due to our hotel's water use activities, creatures living in waters such as seas and lakes are not harmed. Nevertheless, the possibility of harm to these creatures was evaluated in the risk analysis and necessary precautions were taken. Our hotel complies with all legal requirements and regulations in the use of water. The water comes from a legal and sustainable source. We measure our water consumption. The total water used per guest or per night is calculated and reported. The file attached to this document is used for measurement. 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 followed for the disposal of waste water. Legal requirements are complied with in this regard.

### **Food waste and solid waste**

Our hotel has a Solid Waste Management Plan. The plan includes regular measurement and monitoring of waste production, waste reduction, reuse, recycling and waste disposal. Solid waste is separated according to types such as food, recyclable, toxic/hazardous and organic, and recycling and reuse situations are taken into consideration while separating. Our hotel regularly informs and guides its employees and stakeholders about waste management through various visual and communication materials. In our hotel, solid waste is separated by type and collected by authorized and licensed companies. Solid waste, including food waste, is measured by type. In our hotel, the amount of solid waste per guest or per night is calculated and reported. Our hotel has also identified activities and risk areas where solid waste generation is high. Plans and implements corrective measures to reduce food waste and waste. It is aimed that solid waste disposal will not have a negative impact on the local population or the environment. Compliance with the "Zero Waste Regulation" legislation regarding solid waste management is ensured.

### **Cultural heritage support activities**

A cultural heritage list has been published on the website related to supporting cultural heritage in our facility, and rules of conduct in places subject to cultural heritage have been published in these areas. All employees were trained regarding the studies created and these studies were published in all areas via the QR code system.

### **Personnel and working life 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. 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.

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### **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**

- In terms of employment, our organization has a performance system based primarily on local employment. Priority in recruitment is made from local people.

### **Social studies carried out among personnel**

Internal activities carried out to increase the motivation of all our employees and maintain team spirit: Distribution of gifts and souvenirs on special occasions birthday celebration Giving importance to the timely payment of salaries and personnel progress payments, The practice of giving gifts to employees who get married and have children, Giving free museum cards to employees for cooperation and contribution to local administrations and to support cultural heritage. If the relatives of our staff request, a family-friend discount is applied. All employees' work uniforms and work-related clothes are washed by the hotel's contracted laundry and the cost is covered by the hotel. Participatory social responsibility projects. Periodic health screenings are carried out regularly.

## **6. REDUCING ENVIRONMENTAL IMPACT**

Being aware that the natural resources we use, the immediate environment and region we interact with, and the large family we create with our employees have a great impact on our corporate success and the experiences we provide to our guests, we adopt as a management approach to review our responsibilities at every stage. In this regard, we have created an "Environmental Policy" for the protection and continuity of the environment we live

in, and we aim to improve our current situation day by day by planning our business processes accordingly and analyzing the results. To achieve this goal; Complies with applicable environmental laws, regulations, legislation and regulations and fulfills all their requirements; We carry out our activities by constantly improving ourselves and ourselves. It is of great importance for us to protect the environment, deliver it to future generations in a clean and healthy way, and contribute to the preservation of ecological balance. Believing in the continuity of education, we ensure that environmental awareness is adopted not only by our employees but also by our guests, and we contribute to environmental protection projects by cooperating with local governments. One of our goals is to prevent environmental pollution and recycle a large proportion of the waste in question. Our efforts to comply with current International and National legal legislation and requirements, to minimize the pollution that may arise as a result of our activities, and to use natural resources correctly; to share with our employees, guests, suppliers and society; It is our priority to set targets to ensure continuous improvement and to carry out the necessary research, project planning and implementation on the principle of protecting biodiversity and the efficient use of energy. In our special efforts for our guests to minimize carbon emissions, Istanbul public transportation maps are published on our website, and our staff and guests donate trees to environmental organizations and foundations at certain periods. In the agreements we made with our contracted tour company and suppliers, we were primarily informed about the use of electric vehicles and vehicles. Environmental impact assessment analysis and carbon emission measurement analysis are updated regularly.

## **7. 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 Launch of codes of appropriate conduct in local areas Protection of historical and cultural assets Our sensitivity in carrying out studies and participating in activities on the Employment of Local People is at a high level.

The publication of proposals regarding rules and wildlife protection in areas subject to cultural heritage, training of staff and informing guests on this issue, a QR code system was created and the proposals were published on the website, and these QR code labels were provided for information in all areas.

### **Communication with local people**

Through the facility management and its designated representatives; Strengthening local employment, Increasing local awareness, Protecting local resources and opportunities, Opportunity to promote products and services at the facility in order to support local people and suppliers in the region assistance in the region, Supporting activities that promote the region, In order to solve important issues and problems that will affect the region, hotel unions, municipalities, regional headmen's offices and official authorities are discussed, needs are determined and joint studies are carried out. In addition to ensuring that the processes and businesses operating at all stages of the service provided by our hotel until it reaches the final consumer, comply with all international, national and local laws for the public good, social compliance is also observed by controlling social, physical and environmental conditions.

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

- Our first priority is to continuously improve annual training plans to reduce the rate of energy and water consumption.
- Ensuring the continuation of sustainability with environmentally friendly and energy efficient machinery, equipment and consumables
- Developing projects to reduce waste through an effective waste management program and to spread zero waste awareness to the general public in order to prevent recyclable waste from mixing with domestic waste.
- In order to slightly reduce carbon emissions and damage to nature, we plan to increase the amount of donations to theme and environmental protection organizations by 2% every year.
- 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
- Being 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.
- Providing stationery assistance to our staff who have school-age children.
- Creating internship opportunities for tourism students to gain work experience
- Contacting tourism schools in the region to open the areas in our hotel for use as workshops.
- Planning career days with tourism high schools and universities and financially supporting social responsibility projects.
- We plan projects to reduce the amount of waste by 1% every year.
- It will produce projects to reduce the consumption of disposable amenities with a gradual transition program in at least 50% of guest rooms.