SUSTAINABILITY MANAGEMENT SYSTEM

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1. management system

This document creates the basic framework and sets out the policies of a Sustainability Management System (SYS) that can be adapted and developed to cover all management processes of our hotel. This document has been prepared for the management and staff of the hotel. Our system has been developed to suit the size and scope of our hotel.

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

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

Risk analysis is carried out with the method specified in Table-1.

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.

Our hotel's goals and performance indicators are listed in Table-2.

Regarding sustainability, our hotel undertakes to fulfill the first 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-Act (PDCA) approach
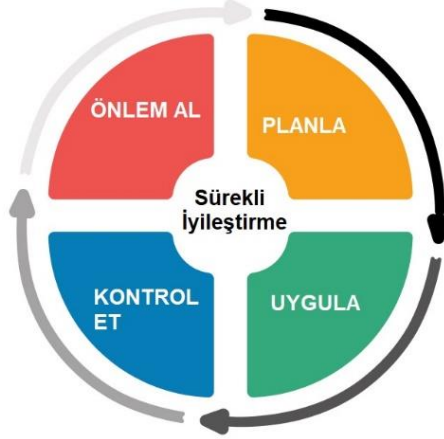
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(Figure 1).

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 security. 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 precautions : This is the step where our hotel takes action to correct the problems identified in the check step. Corrective measures and actions are recorded and archived.

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2. 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.

The basic legislation that must be followed is listed in Table-3.

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.

3. Stakeholders and communication

Our hotel provides accurate information to all segments of society in its promotion. Always uses real visual material in promotion. Our hotel has a transparent and realistic structure in terms of its products and services on its website, social media accounts and other printed and written promotional channels and marketing communications.

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.

An example of performance reporting is given in Table-4.

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.

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An example of survey application is given in Table-5.

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.

Sustainability Team task distribution is given in Table-6.

4. accessibility

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Our hotel is committed to providing accessible tourism services for everyone within its means and informs its customers and stakeholders clearly and accurately about the level of accessibility through its website .

Our hotel also undertakes to fully comply with legal regulations regarding accessibility and to continuously improve in this regard.

We strive to make continuous improvements not only for the physically disabled, but also for our guests who cannot participate in tourism activities due to disabilities such as vision and hearing.

Our hotel regularly carries out the maintenance and repair of its accessibility arrangements and infrastructure and provides improvements if necessary. We also regularly inform our employees about accessibility.

5. Buy

Our purchasing policy includes policies for local, environmentally friendly, fair trade and efficient purchasing.

Our goods and service resources are monitored by our hotel. We hold meetings with our suppliers at regular intervals. We check their sustainability-related certificates, information and documents.

Local purchasing: Our hotel gives priority to local suppliers when purchasing goods and services, provided that they are of high quality and reasonably priced. For this reason, it regularly inspects its suppliers, updates its supplier list and informs its suppliers. The rate of goods and services received from the people of the region is measured.

When purchasing goods and services, our hotel also gives priority to fair trade suppliers, provided that the imported products are of high quality and reasonably priced.

Environmentally friendly purchasing : Our hotel follows an environmentally friendly policy in purchasing and attaches importance to efficient purchasing, energy saving and water saving in order to reduce food and solid waste.

Our hotel gives priority to environmentally friendly products (environmentally labeled products) in its purchases. If there are no environmentally labeled products in the product group to be purchased, it selects the relevant products, production and all other processes from suppliers and manufacturers that do not harm the environment.

In this context, our hotel prioritizes choosing suppliers with sustainability certificates when

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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.

Supplier evaluation form is included in Table-7.
The approved supplier list is included in Table-8.

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.

Table-9 is used to monitor disposable, plastic, packaged products.

6. Cultural Sustainability Policy

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

Authentic elements of traditional and contemporary local culture are evaluated in our cuisine, design and decoration.

Artifacts: Our hotel does not buy or sell historical and archaeological artifacts, does not

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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.

7. Energy and environment

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

Our hotel prioritizes the use of renewable energy whenever possible.

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. The attached table is used for measurement.

The energy our hotel obtains from renewable resources is monitored.

Table-10 is used to monitor electricity consumption.
Table-11 is used to track total energy use.

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.

8. 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. The link to the relevant website is located here .

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

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

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

The water comes from a legal and sustainable source. Our water comes from mains water or licensed well water.

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.

Table-12 is used to measure water consumption.

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.

9. 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.

Table-13 is used for waste tracking.

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

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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.

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