



# **MAYWOOD HOTEL**

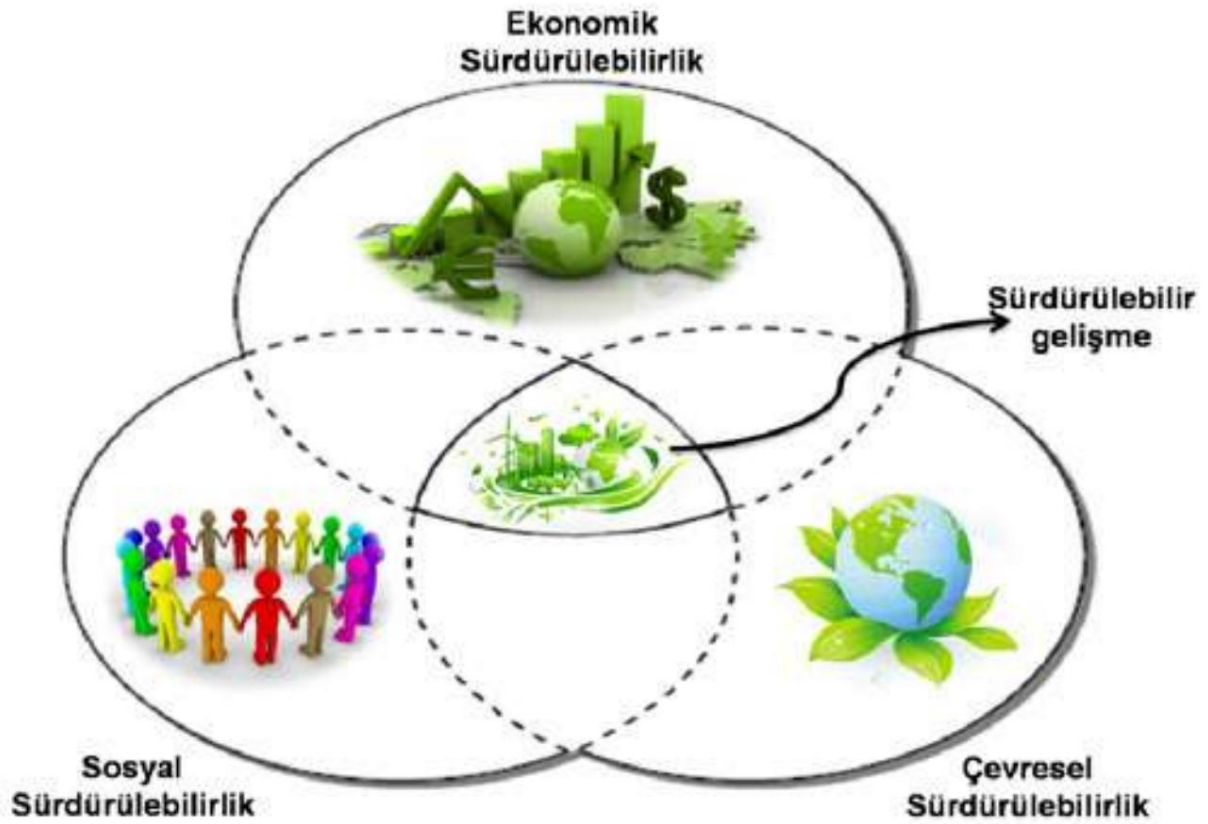
# **SUSTAINABILITY REPORT**

## **JANUARY-DECEMBER 2024**

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We are aware of our responsibilities regarding sustainable tourism. Therefore, we attach equal importance to raising awareness not only of our guests but also of our employees. We continuously increase social responsibility awareness and consistently implement an environmentally friendly management style.

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



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## ABOUT THE REPORT

As a business, informing our stakeholders about our activities and their impacts in a transparent and effective manner 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 we use in order to be a transparent and accountable organization.

Since the day we started operating in business life, we have made and continue to make many investments, both social and environmental, 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 in this report includes our performance between January 1, 2024 and December 31, 2024, unless otherwise stated.

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## ABOUT US

**Our facility is located at Hotel Namazhane Caddesi No 15 Sirkeci Fatih**

**Istanbul, has a capacity of 57 rooms and has a simple tourism operation certificate from the Ministry of Culture and Tourism.**

**Our rooms have the necessary facilities for our guests to feel comfortable and peaceful; Hair dryer**

**Electronic key lock**

**system Direct telephone in**

**the rooms LCD-satellite**

**television with stand-by feature Private safe**

**with password**

**Central air conditioning system**

**Smoke detector connected to the central fire system**

**Specially insulated door and window system for noise**

**Tea and coffee set**

**Special hygiene kit is available.**

**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: Engin**

**Evsen Contact number 0212 520 21 93**

**Email address [info@hotelmaywood.com](mailto:info@hotelmaywood.com)**

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## SCOPE

This document can be adapted to cover all management processes of our hotel and to create the basic framework of a sustainable management system (SMS) that can be developed Together they set forth our organization's policies and practices.

This document has been prepared for all stakeholders, guests and staff of the hotel. Our System It 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 sustainability philosophy, we aim to provide an unforgettable and environmentally responsible experience for our guests while actively contributing to the preservation of our planet. In line with our 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 coexist 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 procurement.

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 in case 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 issues, setting targets and monitoring whether the targets are achieved and continuously improving business management processes.

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

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

Our hotel undertakes to fulfill its obligations under the Türkiye Sustainable Tourism Program regarding sustainability and to continuously improve its sustainable management system to increase its sustainability performance.

Our management system is constantly reviewed due to the status of the sector, environmental, social, technological, economic and cultural risks, and changes and updates originating from legislation.

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are passed, and if necessary, systems and policies are updated.

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

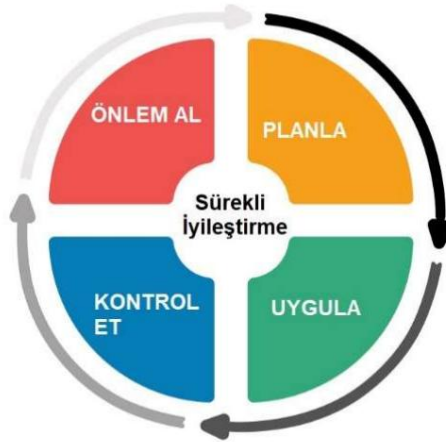


Figure 1. PDCA Cycle

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

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

**Check:** Feedback from both staff and customers in our hotel is monitored and recorded. Corrective measures are taken if necessary. **Take action:** We take action to correct the problems identified in the check step of our hotel. Corrective measures and operations are recorded and archived.




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## LEGAL COMPLIANCE

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

If asked or requested to be presented, our hotel will present all necessary permits, certificates and documents to the relevant persons and institutions.

These documents are the Business Opening and Operation License, the last month's personnel insurance declaration, tax certificate, emergency action plan, personnel training and certificates, the contract with the workplace doctor, the sewer connection document received from the municipality, documents indicating that pest control has been carried out and other necessary documents.



**ISTANBUL CHAMBER OF COMMERCE**  
CERTIFICATE OF ACTIVITY (REGISTRATION FORM COPY)

DATE: 31/01/2025

REGISTRATION NUMBER : 93384-0

MERSIS : 0384032753000038

TITLE OF THE FIRM : FAHİR OTELÇİLİK İŞLETMELERİ VE TURİZM SANAYİ TİCARET LİMİTED ŞİRKETİ  
NOBETHANE İSTANBUL ŞUBESİ

ADDRESS : HOCAPAŞA MAHALLESİ NOBETHANE CADDESİ NO:15 FATİH

CAPITAL : \*\*\*\*\*20.000,00 TL

CHAMBER REGISTRATION DATE : 14/07/2014

OCCUPATIONAL GROUP : 16 HOTELS

NACE CODE


**55.10.05** Activities of accommodation places such as hotels, etc. (activities of places providing daily cleaning and bed making activities) (except those providing restaurant service to its customers and timeshares)


THIS CERTIFICATE HAS BEEN GIVEN UPON THE REQUEST OF THE ABOVE-MENTIONED COMPANY WHOSE RECORD IN OUR CHAMBER IS ACTIVE AT PRESENT. ANY FALSIFICATION TO THIS CERTIFICATE RENDERS IT INVALID.

This document is valid for 60 (sixty) days.

It is signed with a secure electronic signature in accordance with the Electronic Signatures Act, No. 5070. This electronically signed document can be accessed via the URL link below.

**e-signature**  
for the Secretary General  
MEHMET SADIK TEMEL  
MEMBERSHIP SERVICES DEPARTMENT

444 0 486 / [ikc.org.tr](http://ikc.org.tr) /  <https://raportlar.ikc.org.tr/belge/Ev.../F7hv50q2Ded8mMVA2>



**T.C. KÜLTÜR VE TURİZM BAKANLIĞI**  
THE REPUBLIC OF TURKEY THE MINISTRY OF CULTURE AND TOURISM

**BASİT KONAKLAMA**  
**TURİZM İŞLETMESİ BELGESİ**  
SIMPLE ACCOMMODATION TOURISM ESTABLISHMENT LICENSE

8-528

Tesis Adı : MAYWOOD HOTEL

Adresi : HOCAPAŞA MAH. NOBETHANE CAD. NO:15 SİRKEÇİ

İl / İlçe : İSTANBUL / FATİH


Belge Sahibi : FAHİR OTELÇİLİK İŞLETMELERİ VE TURİZM SAN.TİC.LTD.ŞTİ

Tarih ve Sayı : 18.01.2022 - 2022-34-1329

Kapasite : 57 ODA KAPASİTE 114, 1 KAHVALTI SALONU KAPASİTE 50

Özlem BOZKURT GEVREK  
Vali a.  
Vali Yardımcısı

Bu belgenin doğrulamasını, <https://vatandas.ktb.gov.tr/dogrulama/basli-belge/61f78231-0d8f-473b-baa7-d5e81ca158af> adresinden veya karekod okuyucu ile karekodu okutarak yapabilirsiniz.



**Türkiye**

BU BELGE 2834 SAYILI TURİZM TEŞVİK KANUNUNUN GEÇERLİ İNCE MADDESİNİN İKİNCİ FIKRASINA TABİDİR. 3194 SAYILI İMAR KANUNU, 3603 SAYILI KİMYA KANUNUNA GÖRE İHA OLUŞTURMAZ.

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**VERGİ LEVHASI**



MÜKELLEFIN ADI SOYADI	VERGİ DAİRESİ	HOCAPAŞA
TİCARET UNVANI	VERGİ KİMLİK NO	3840327530
İŞ YERİ ADRESİ	TC KİMLİK NO	
VERGİ TÜRÜ	İŞE BAŞLAMA TARİHİ	27.05.2013
ANA FAALİYET KODU VE ADI	551005-OTEL VE KONAKLAMA YERLERİNİN FAALİYETLERİ (GÜNLÜK TEMİZLİK VE YATAK YAPMA HİZMETİ SAĞLANAN YERLERİN FAALİYETLERİ) (KENDİ MÜŞTERİLERİNE RESTORAN HİZMETİ VERENLER İLE DEVRE MÜLKLERİ HARİCİ)	

TAKVİM	BEYAN OLUNAN MATRAH	TAHAKKUK EDEN VERGİ	ONAY KODU
2023	23.216.147,30	5.803.786,83	
2022	12.509.262,71	2.877.130,42	
2021	Matrahsız	Matrahsız	

<https://intvd.gib.gov.tr> adresinden güncelliğini ve doğruluğunu sorgulayabilirsiniz.

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## STAKEHOLDERS AND COMMUNICATION

Our hotel provides accurate information to all segments in its promotion. It always uses real visual material in its 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 promotion channels and marketing communications.

Our hotel also shares its actions, processes and procedures regarding policy and sustainability with its employees and customers in an open and transparent manner. Our hotel's website is used to do this. Periodic reports on 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 individuals and institutions regarding our sustainability performance, policies and practices. Through this system, we receive feedback from both our staff and our customers.

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 for all other stakeholders.

**Guest experience:** Guest satisfaction is important in our hotel. Guest satisfaction includes feedback from the system described above regarding sustainability. The results obtained are analyzed. Negative feedback and responses to it are recorded and necessary measures are 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 are 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 we receive from our employees.

Periodic training for employees on sustainability and their work areas, including orientation training in line with our sustainability policies and management system.

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programs, on-the-job training, training required by law and guidance support are provided. We implement annual training plans on Occupational Health and Safety training, hygiene training for kitchen/service/massage etc. personnel, water and energy saving, chemical substance usage rules, fire protection, first aid, etc.

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 established 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.

**Authorized person:**

**Engin Evsen Contact number 0212**

**520 21 93 Email address [info@hotelmaywood.com](mailto:info@hotelmaywood.com)**

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## 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 is also committed to fully complying with legal regulations regarding accessibility and to continuously improving this matter.**

**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 legal regulations regarding accessibility and to continuous improvement 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 or hearing.**

**Our hotel regularly carries out 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 practices at the facility entrance, elevators and breakfast room. There are no disabled rooms in our facility.**

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## PURCHASE

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

Our hotel monitors our sources of goods and services. We meet 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 good quality and reasonably priced. Therefore, it regularly inspects its suppliers, updates its supplier list and informs its suppliers. The proportion of goods and services purchased from the local community is measured.

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

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

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

In this context, our hotel prioritizes selecting suppliers with sustainability certificates when making its purchases. Example certificates that can be sought from suppliers are documents such as ISO14001, ISO50001, ISO14064, ISO20400.

For wood, fish, paper and other foods, environmentally certified (FSC, MSC, EU-EcoLabel, etc.) or products whose source can be traced are preferred.

Threatened species and species prohibited for sale (fish, trees, plants, game, etc.) are not purchased or used in our hotel.

The ratio of our purchases from environmentally certified, local producers and suppliers, and fair trade suppliers to our total purchases is measured.

Our hotel has goals regarding environmentally certified, local and fair trade purchasing.

In this context, we aim to increase the proportion and number of local and fair trade suppliers in our purchases.

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**We aim to increase it and we pay attention to it.**

**Efficient purchasing: Our purchasing policy favours reusable, returnable and recycled goods.**

**Our hotel also prioritizes bulk and bulk product purchases. This means fewer shipments to our hotel and less greenhouse gas emissions are produced.**

**Our main priority and preference is to avoid unnecessary and excessive plastic, nylon, paper, glass and wooden packaging in the products arriving to our hotel.**

**Disposable products and unnecessary packaging (especially plastic) are avoided when purchasing consumables and toiletries. The purchase and use of consumables and disposable products are monitored and managed.**

**The total number of approved suppliers is 108 companies.**

**The total number of local suppliers is 106 companies.**

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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 it or making it harmless. We strive to take the necessary precautions and actions by being aware of our environmental impacts.

We undertake to be an environmentally friendly institution with a sense of social responsibility by ensuring the prevention of pollution and sustainability in the implementation and presentation of our products and services in accordance with international and national legal conditions and legislation as well as internal and external customer conditions in our business.

While fulfilling this commitment;

- We determine our impacts on the environment and keep them under control. • We manage risks related to pollution in case of emergencies (fire, explosion, flood, earthquake, leakage, etc.) We are prepared and comply with legal regulations.
- We strive to minimize our waste, prevent pollution at source, use energy efficiently and reduce the impacts of our activities on the environment. • We continuously improve our environmental performance in waste separation and waste reduction, and efficient use of natural resources. • We follow up on waste recycling and disposal. • We train our employees on chemical use, environmental impacts and waste. • We encourage our employees and guests to be sensitive to the environment and develop our employees by providing them with training on environmental awareness and efficient use of energy.
- As a team, we clean the streets around the hotel at regular intervals and contribute to the community. We are trying to raise awareness. • We use energy and water saving systems in our hotel. • We raise awareness of our suppliers and stakeholders about energy efficiency studies and We encourage.
- Environmental organizations and thematic organizations to minimize the damage to nature in carbon emissions We donate trees.



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## ENERGY MANAGEMENT

**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 the 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 (heat insulation systems, preference for low-consumption devices with energy consumption classes, use of LED bulbs instead of high-energy-consuming lighting such as incandescent, etc.). Our hotel also uses energy-saving equipment.

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

**Environmental elements realized within the scope of Sustainability in our hotel •**

A digital recording system has been initiated in supplier, purchasing and office works in order to minimize paper consumption.

• E-invoice application has been started in the invoicing processes in Accounting. •

Packaging Waste is collected and delivered to the local administration in a controlled manner. • Glass bottle application has been started in the rooms and minibars in our facility. •

Minimizing the use of electricity, water and energy resources used in common areas.

Awareness raising activities were carried out to reduce the

• Aerator application has been made on the taps used in all rooms and areas and the water flow adjustments have been adjusted to fill a 1 litre container in 14 seconds.

We have consumed a total of 226,524.36 kWh of electricity in the period of January - December 2023. We have consumed a total of 198,341.34 kWh of electricity in the period of January - December 2024.

We have consumed a total of 60,369.00 m3 of natural gas in the period of January - December 2023. We have consumed a total of 55,679.00 m3 of natural gas in the period of January - December 2024.



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**WATER MANAGEMENT AND WASTEWATER**

- **Local and nearest suppliers are given leadership to reduce carbon emissions.**

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



Water risk was also assessed in the risk analysis and a water management plan was prepared. This plan includes measuring and monitoring water use and targets and reporting for reducing water consumption.

Due to our hotel's water usage activities, creatures living in waters such as seas and lakes are not harmed. Nevertheless, the possibility of harm to these creatures has been assessed in the risk analysis and necessary precautions have been taken.

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

The water comes from a legal and sustainable source.

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

We have targets to reduce water consumption. Our hotel plans and implements corrective measures for this purpose. Water-saving equipment is used in our hotel. Good practices such as changing sheets and towels upon guest request are used in our hotel.

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

Regulations set by the local government for the disposal of wastewater are complied with.

We have consumed a total of 609.53 m<sup>3</sup> of water in the period of January - December 2023. We have consumed a total of 2,168.00 m<sup>3</sup> of water in the period of January - December 2024.

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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 wastes are separated according to their types such as food, recyclable, toxic/hazardous and organic, and their recycling and reuse status are taken into consideration during separation.

Our hotel regularly informs and guides its employees and stakeholders about waste management with various visual and communication materials.

In our hotel, solid wastes are separated according to their types and collected by authorized and licensed companies.

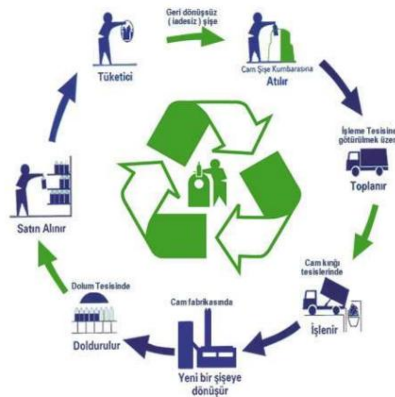
Solid waste, including food waste, is measured by type. The amount of solid waste per guest or overnight stay in our hotel is calculated and reported.

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.

We have consumed a total of 812 kg of waste in the January – December period of 2023. We have consumed a total of 861 kg of waste in the January – December period of 2024.

We have consumed a total of 710,080.50 single-use waste in the period of January – December 2023. We have consumed a total of 784,418.50 single-use waste in the period of January – December 2024.



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## STAFF AND WORKING LIFE

In our spirit, our employees are the most important resource that makes us who we are. Being aware of this, issues such as the social and fringe benefits of our employees, performance management, rewards, training and career management, and employee safety are always our priority.

Our Human Resources Vision is to create qualified human resources that are highly motivated, protect and enhance the corporate image, highlight innovative work, give importance to service and see their work as part of a whole, and to be a pioneer in the sector and in Türkiye with integrated human resources practices.

Our Human Resources Mission; - To plan and train the human resources that will realize the institution's goals and strategies, to carry out personnel work and processes 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 present new initiatives in their fields.

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 are provided regularly. Training on this subject is recorded. Our employees play 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 we receive from our employees.

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

**Education and Career Management** All of our employees have equal access to education.

In addition to the legal and professional training required by the hotel industry, employees are provided with periodic training programs, on-the-job training, training required by legal regulations, and guidance support, including orientation training in line with our sustainability policies and management system.

We implement annual training plans on Health and Safety training, hygiene training for kitchen/ service/massage etc. personnel, water and energy saving, chemical substance usage rules, fire protection, first aid, etc.

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.

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**Employee and Human Rights** Ensuring the absolute satisfaction of employees is a priority issue. From this perspective, it is the responsibility of the management to ensure the employee's legal rights, as well as some benefits provided by our company as side benefits; the working environment, psychology, self-motivation, performance, in short, all comfort in the workplace.

As a business that caters to guests from different nations and provides services at an international level, it is against both our hotel and business principles to discriminate against our guests based on nationality, race, language, etc. Therefore, all personnel procedures of our employees from different countries or nationalities are followed in accordance with legal procedures, and equal opportunities are offered to all our employees within the hotel, regardless of their characteristics.

The total number of employees in the January - December period of 2023 is 32. The total number of employees in the January - December period of 2024 is 48.

The total number of male employees in the January - December period of 2023 is 25. The total number of male employees in the January - December period of 2024 is 36.

The total number of female employees in the January - December period of 2023 is 7. The total number of female employees in the January - December period of 2024 is 12.

The total number of local / regional employees in the January - December period of 2023 is 32. The total number of local / regional employees in the January - December period of 2024 is 48.

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## CULTURAL STUDIES

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

In this context;

Our sensitivity in

carrying out studies and being involved in

activities on the subjects of; • Cultural Promotion

• Contribution to the Commercial Volume of the Region • Promotion of Natural and Historical Riches •

Employment of Local People is at the highest level.

## COMMUNICATION WITH THE LOCAL PEOPLE

Through facility managements and their designated

representatives; • Strengthening local

employment, • Increasing local

awareness, • Protecting local resources and

opportunities, • Protecting historical and

cultural assets, • Mutual

assistance in the region, • Supporting activities that promote the

region, • Solving important issues and problems that will affect the region are discussed with hotel unions,

municipalities, regional mukhtars, official authorities, and joint studies are carried out by determining the

needs.

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

- Continuously develop annual training plans to reduce energy and water consumption rates, Reducing energy consumption by 1% annually is our first priority.
- To ensure sustainability with environmentally friendly and energy efficient machinery, equipment and consumables.
- Our first priority is to develop projects to reduce waste with an effective waste management program and to spread zero waste awareness to prevent recyclable waste from mixing with household waste, and to reduce waste consumption by 1% annually.
- We plan to increase the amount of donations to theme and environmental protection organizations by 1% each year in order to reduce carbon emissions and damage to nature.
- While determining our approved suppliers to reduce carbon emissions, we plan to spread information activities on providing services with electric and new green vehicles with the lowest carbon emissions.
- We will choose energies that produce less carbon
- We will be part of the common solution by working with the private sector, government, local administrations and civil society organizations, with the awareness that the climate change problem is a global issue. We will develop projects for stray animals to protect natural life 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 tourism schools in the region and open the areas in our hotel for use as workshops.
- We will support tourism high schools and universities, career day planning and financial social responsibility projects.
- Disposable toiletries in at least 50% of guest rooms with a gradual transition program We will produce projects to reduce the consumption of materials.

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### 13. SUSTAINABLE MANAGEMENT SYSTEM POLICIES

#### QUALITY POLICY

**To achieve our vision; To meet guest expectations at the highest level and to be the leader in the sector.**

**To be an organization first, to create the philosophy of the organization with all our staff and to continuously develop,**

**To provide service that exceeds the expectations of our guests and builds trust in the workplace, nationally and internationally.**

**in accordance with the legislation and conditions; with the necessary sensitivity to food safety risks with a preventive approach**

**To provide service by showing, to be an exemplary business for all other organizations in our country and to be valuable**

**To ensure the health, life and work safety of our guests and staff.**

**To prevent these accidents by minimizing all risks that may endanger their safety,**

**To make quality measurable, to ensure continuous improvement of the system and targets**

**and ensuring the unity of our employees and management,**

**As a hotel, we aim to create environmental awareness with our staff and to provide cleaner,**

**Leaving a healthy and safe environment is 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 in our cuisine, design,**

**is evaluated in our decoration.**

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**Artworks:** Our hotel does not buy, sell, trade or exhibit historical and archaeological artifacts. In order to provide a unique accommodation service, a wide range of contemporary art works, mostly created by 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 puts forward innovative and creative practices to ensure sustainability in gastronomy in all its activities.

#### ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY

We protect the environment in our business, prevent pollution, and reduce our negative impacts on the environment. We attach importance to protecting it by reducing it.

**To achieve**

- We comply with legal regulations and try to reduce our environmental impact.
- We dispose of our waste effectively according to its source, groups and hazard classes.
  - We take care to separate.
- Hazardous substances and chemicals should only be used when necessary.
  - The negative effects of using it on the environment and the amount of waste
  - We know that it will reduce
- The materials we purchase in our business are “recyclable” and “environmentally friendly”
  - We contribute to protecting nature by choosing those with the label.
  - We try to create usage opportunities,
- Disposable materials such as paper, napkins, toilet paper, packaging
  - We take care to use as much as necessary and leave less waste in nature,



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- **Stores waste in separate areas according to its characteristics, in a legal manner.**  
by delivering it to licensed/authorized companies without exceeding the storage time limits,  
We keep records,
- **We try to use water, energy and all natural resources economically.**  
We share our sensitivity with our employees, guests and suppliers.
- **We measure our performance in environmental management and compare this data with targets.**  
We monitor and try to improve our performance.
- **To educate our employees about the environment and increase their awareness.**  
our purposes.
- **Takes necessary precautions to protect biodiversity in the environment. All legal**  
we comply with the conditions.
- **Substances that can be considered harmful to the environment (toxic sunscreens, personal**  
is a product of use.
- **Pesticides are used by our institution with the authorization of the Ministry of Health.**  
It is made by the company and all products have MSDS forms.  
recorded in the schedule.

#### CHILDREN'S RIGHTS EXPLOITATION AND HARASSMENT POLICY

Children are the future we are entrusted with. It is our primary responsibility to recognize them as individuals, respect their rights, and protect them against all kinds of psychological, physical, commercial, etc. 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 that contribute to the development of children within the company, where they can express their thoughts, wishes and feelings freely and feel free and comfortable.**
- **We provide training to our employees on preventing and recognizing child abuse.**

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- **Children should be under adult supervision in the activities they participate in. we make sure they are.**
- **Education to raise awareness on the protection of children's rights**  
**We organize and support relevant projects.**
- **When we witness suspicious actions involving children, we first inform the hotel management and, if necessary, request assistance from official institutions.**

#### **ENERGY EFFICIENCY POLICY**

- **We value collaborating with all our stakeholders to create common goals and results in energy management. We strive to continue our interaction with our guests, employees, visitors and all our business partners in order to reach a level of awareness and consciousness on these issues.**
- **Energy efficient suitable product, equipment, fittings and technology alternatives we try to research, find, buy and use.**
- **We aim to document our Energy Management System, disseminate it to all our departments, update it when necessary, review it and continuously improve it.**
- **Energy risks or emergencies that may arise, such as energy shortages**  
**We evaluate and plan the measures that can be taken.**
- **We dispose of our waste effectively according to its source, groups and hazard classes.**  
**We take care to separate.**
- **We know that using hazardous substances and chemicals only when needed and in the required amount will reduce both the negative effects on the environment and the amount of waste,**
- **We contribute to protecting nature by preferring the materials we receive in our business that have “recycling” and “environmentally friendly” labels. We try to create reuse opportunities,**
- **We use disposable materials such as paper, napkins, toilet paper, packaging as much as necessary and take care to leave less waste in nature,**
- **We store waste in separate areas according to their characteristics correctly, deliver them to licensed/authorized companies without exceeding the legal storage period limits and keep their records,**

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- 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 and compare this data with targets. We monitor and try to improve our performance.
- To educate our employees about the environment and increase their awareness our purposes.

## HUMAN RESOURCES POLICY

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

### Our Human Resources Vision;

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

### Our Human Resources Mission;

- Planning and training the human resources that will realize the institution's goals and strategies, carrying out personnel work and procedures at an optimum level, having highly self-confident personnel who are specialized in their fields, have the ability to represent the institution and can bring forward new initiatives in their fields.
- 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 are 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 our system in line with the feedback we receive from our employees and we improve.

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#### **Fair pricing**

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

### **HUMAN RESOURCES POLICY**

#### **Education and Career Management**

- All of our employees can benefit from the right to education equally. In addition to the legal and professional training required by the hotel industry, employees are provided with periodic training programs, on-the-job training, trainings required by legal regulations and guidance support related to sustainability and their work areas, including orientation trainings in line with our sustainability policies and management system. We implement annual training plans on Occupational Health and Safety trainings, hygiene trainings for kitchen/service/massage etc. personnel, water and energy saving, chemical substance usage rules, fire protection, first aid, etc.
- Our employees have free and open access to all our training materials. • In career management, personnel follow-up system and promotion management of personnel are determined. was made according to the 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.

#### **Labor and Human Rights**

- Ensuring absolute employee satisfaction is a priority.  
From this perspective, it is the responsibility of the management to ensure the employee's working environment, psychology, self-motivation, performance, in short, all comfort in the workplace, including the employee's legal rights and some benefits provided by our company as side benefits.

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- Although we have a number of foreign nationals working in our hotels, as a business that appeals to guests from different nations and provides services at an international level, it is against both our hotel management and working principles to discriminate against our guests based on nationality, race, language, etc. Therefore, all personnel procedures of our employees from different countries or nationalities are followed in accordance with legal procedures, and equal opportunities are offered to all our employees within the hotel, regardless of their characteristics.

#### Local employment

- Our organization has a performance system based on local employment as a priority in terms of employment. Priority is given to local people in recruitment.

### OCCUPATIONAL HEALTH AND SAFETY POLICY

In order to protect our workplace, employees, guests and suppliers, to create a safe work environment and to 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.
- For participation in Risk Assessment and Risk Level Reduction activities at all levels. we set goals.
- Continuously improving our Occupational Health and Safety culture, sustainable “Zero Work Accident” we aim to reach our goal.
- We carry out our work within the scope of occupational health and safety in order to be a pioneer and an example. We share it with all our employees and our environment.

### WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

We attach importance to gender equality in our business.

- Health, safety and well-being of all our employees regardless of gender we provide.
- We support women's participation in the workforce in all our departments and provide equal we offer opportunities.
- We act with the policy of “equal pay for equal work” without any gender discrimination.
- We distribute tasks by observing the principle of equality.
- We provide the necessary environment to benefit from career opportunities equally.

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- **Creates education policies, increases women's participation and awareness**

**We support.**

- **We create a work environment and practices that maintain work-family life balance.**
- **We support women to be in company management and offer equal opportunities.**
- **Women should not be subjected to any form of abuse, harassment, discrimination, suppression, coercion or slander.**

**etc. We do not allow it to be exposed to situations such as the world and our institution.**

**We are always aware of the value they add and support them.**

## **SOCIAL RESPONSIBILITY POLICY**

**We believe that all our employees have the right to work in a healthy and safe environment, in working conditions that are in line 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.**

**Our hotel is always ready to implement the best environmental solutions beyond legal obligations, to develop environmentally friendly technologies, to popularize their use and to support initiatives that will increase environmental awareness.**

**We take care to fulfill our social and environmental responsibilities towards society in the cities where we operate, in harmonious cooperation with our shareholders, employees, the 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 approach our employees honestly and fairly, and 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 work 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 a sense of social responsibility.**

**All our business partners, especially our suppliers, act in the field of social responsibility.**

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**We take care to develop approaches to ensure that they do so and to implement these approaches.**

**Within the framework of occupational health and safety, we have taken all precautions for our employees and we are also sensitive to the provision of the necessary on-the-job training by experts in the field within the framework of the annual training program.**

**We act sensitively towards the traditions and cultures of Türkiye and the countries in which we operate.**

**We act in accordance with legal regulations.**