



SUSTAINABILITY MANAGEMENT SYSTEM

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1. MANAGEMENT SYSTEM

This document establishes the fundamental framework for a Sustainability Management System (SMS) that can be adapted and developed to encompass all management processes of our hotel and sets forth its policies. It has been prepared for the management and staff of the hotel. Our system has been developed to align with the size and scope of our hotel.

The foundation of our management system is based on Risk Analysis. Risk analysis is conducted on environmental, natural disasters, society, culture, economy, quality, human rights, health, safety, and other relevant areas. Additional categories can be included if necessary.

Following the analysis of risks, we have a Crisis Management Policy and System in place, determining actions to be taken in case risks materialize. A guide on how to conduct Risk Analysis and Crisis Management accompanies this document

Risk analysis is performed using the method specified in Table-1.

The SMS involves the implementation of specific policies by all employees in areas like quality, economy, management, environment, culture, human rights, health, and safety. It also includes setting objectives and monitoring whether these objectives are met, aiming for continual improvement in our operational management processes.

New objectives are set upon achieving the defined goals. If objectives are not met, our policies and practices are reviewed to ensure continuous improvement.

Details regarding objectives related to our hotel's management system and performance indicators for achieving these objectives are included in the appendix of this document.

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

Our hotel commits to fulfilling the Stage 1 obligations of the Turkish Sustainable Tourism Program and pledges continuous improvement of the sustainability management system to enhance sustainability performance.

The status of the sector, environmental, social, technological, economic, and cultural risks, as well as changes and updates due to legislative sources, leads to the continuous review of our management system, with necessary updates made to the system and policies if required.

The steps outlined above can be summarized as the Plan-Do-Check-Act (PDCA) approach, as depicted in Figure 1.

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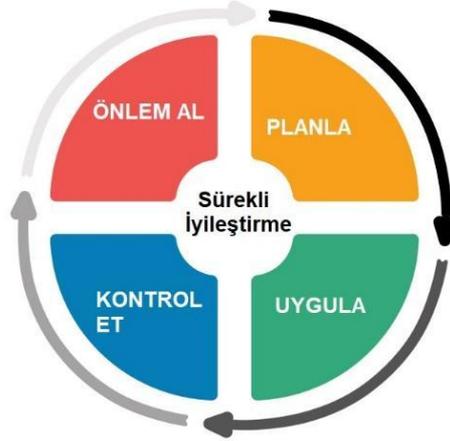


Figure 1. PDCA Cycle

Plan: Our hotel places importance on environmental, societal, cultural, national economic, and management system matters and sets objectives. A roadmap and actions to achieve the defined objectives are planned.

Do: Our hotel establishes fundamental policies and practices related to the environment, culture, social, human rights, health, and safety. These are monitored, measured, and recorded at specified intervals by relevant staff.

Check: Feedback from both staff and customers is monitored and recorded in our hotel. Corrective measures are taken as required.

Act: This stage involves our hotel taking action to rectify identified issues from the "Check" stage. Corrective measures and actions are recorded and archived.

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2.LEGAL COMPLIANCE

Our hotel commits to complying with current laws, regulations, and international agreements, maintains an updated list of these, and regularly informs its staff about these legal aspects, providing necessary training.

The primary legislations to be complied with are listed in Table-3.

If requested or required, our hotel presents all necessary permits, certificates, and documents to relevant individuals and institutions.

These documents include the Workplace Opening and Operating License, the latest personnel insurance declaration, Tax Certificate, staff trainings, certificates, Sewer Connection Certificate obtained from the Municipality, documents related to pest control, and other necessary documents

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3. STAKEHOLDERS AND COMMUNICATION

Our hotel provides accurate information to all segments in its promotion. Authentic visual materials are always used in promotional activities. Our hotel maintains a transparent and realistic structure in its internet site, social media accounts, other printed and written promotional channels, and marketing communications concerning its products and services.

Additionally, our hotel transparently shares its policies and actions related to policies and sustainability with its employees and guests. Our hotel utilizes its website for this purpose.

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

A system is in place at our hotel that aims to receive feedback regarding our sustainability performance, policies, and practices from our customers, public institutions, municipalities, employees, local communities, and other relevant individuals and institutions. This system enables both our staff and customers to provide feedback quickly, easily, and effectively.

This system encompasses survey applications for guests, other communication channels, regular monitoring of social media accounts, messaging services for employees, and regular communication via email for other stakeholders.

An example of a survey application is presented in Table-5.

Guest Experience: Our hotel places importance on guest satisfaction. Guest satisfaction involves feedback obtained from the sustainability-related system described earlier. Analysis of received feedback is conducted. Negative feedback and responses are recorded, and necessary actions are taken.

Employee Engagement: Our hotel's management system relies significantly on our employees.

Our employees are aware of what is expected from them in our management system and our sustainability policies and practices. Their roles and responsibilities are defined in writing, communicated to them, and necessary training and guidance are regularly provided. Training sessions in this regard are recorded.

Our employees actively participate in improving and continuously enhancing our management system and sustainability performance. We review and improve our system based on the feedback received from our employees.

Orientation programs on sustainability, periodic training programs related to their work areas, workplace orientation training, legally required training sessions, and guidance support are provided to employees. We implement annual training plans covering hygiene for

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kitchen/service/massage staff, water and energy conservation, rules for chemical substance usage, fire safety, first aid, etc.

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

Our hotel commits to complying with the relevant provisions of Law No. 4857 on Labor and provides employees with at least the minimum wage. Additionally, our hotel pledges to comply with Law No. 5510 on Social Insurance and General Health Insurance and Law No. 6331 on Occupational Health and Safety.

4.ACCESSIBILITY

Our hotel commits to providing accessible tourism services to everyone within its means and informs its guests and stakeholders accurately and openly about the level of accessibility through its website.

Additionally, our hotel ensures full compliance with legal regulations concerning accessibility and commits to continual improvement in this regard. We strive to make improvements not only for physically disabled individuals but also for those who cannot participate in tourism activities due to impairments like visual or hearing difficulties.

Our hotel regularly maintains and repairs its accessibility infrastructure and, if necessary, implements improvements. Furthermore, our employees are regularly informed about accessibility matters.

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5. PROCUREMENT

Our procurement policy includes local, environmentally friendly, fair trade-based, and efficient procurement policies.

Our hotel monitors its material and service resources. We hold regular discussions with our suppliers at specific intervals. We check their sustainability-related certificates, information, and documents.

Local procurement: Our hotel gives priority to local suppliers provided they offer quality and reasonable prices. Therefore, we regularly inspect our suppliers, create and update supplier lists, and aim to inform and involve our suppliers as necessary. We measure the proportion of goods and services obtained from the local community.

For imported products, our hotel prioritizes fair trade suppliers, as long as the products are of quality and at a reasonable price.

Environmentally conscious procurement: Our hotel follows an environmentally conscious policy in procurement, focusing on efficient purchasing to reduce food and solid waste, emphasizing energy and water conservation.

We prioritize environmentally labeled products (eco-labeled products) in our procurement. In case there are no environmentally labeled products in the product group to be purchased, we choose products from suppliers and manufacturers that do not harm the environment in their production and all other processes.

In this context, our hotel prioritizes suppliers with sustainability certificates in its purchases. Sample certificates that could be sought from suppliers include ISO14001, ISO50001, ISO14064, ISO20400, among others.

We prefer environmentally certified (FSC, MSC, EU EcoLabel, etc.) or traceable products for wood, fish, paper, and other food items.

Endangered species and species that are prohibited from sale (fish, trees, plants, hunted animals, etc.) are not procured or used at our hotel.

We measure the ratio of purchases from environmentally certified, local, and fair trade suppliers to the total purchases made.

Our hotel has specific goals concerning environmentally certified, local, and fair trade procurement. In this context, we aim to increase the proportion and number of local and fair trade suppliers in our purchases and pay close attention to this.

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

Efficient procurement: Our procurement policy prefers reusable, returnable, and recycled goods.

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Additionally, our hotel gives priority to bulk and bulk product purchases. This reduces the number of transports to our hotel and consequently minimizes greenhouse gas emissions.

We prioritize that products delivered to our hotel do not have unnecessary and excessive plastic, nylon, paper, glass, or wooden packaging.

Disposable products and unnecessary packaging, especially plastics, are avoided in the purchase and use of consumables. The procurement and use of consumables and disposable items are monitored and managed.

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

6.CULTURAL SUSTAINABILITY POLICY

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

Both traditional and contemporary local cultural elements are integrated into our cuisine, design, and decorations.

Artifacts: Our hotel does not purchase or trade historical and archaeological artifacts or exhibit them.

Promotion of sustainable local gastronomy: Our hotel prioritizes the promotion of local products and their consumption. We implement innovative and creative practices throughout our activities to ensure sustainability in gastronomy.

7.ENERGY AND ENVIRONMENT

Energy efficiency: Energy efficiency: Our hotel has an energy-saving policy that involves regular measurement, monitoring, reduction, and the use of renewable energy.

We prioritize the use of renewable energy sources as much as possible. Our hotel plans to invest in solar panels for meeting the hot water needs.

We plan to categorize and separately monitor energy consumption for different units based on energy type by using meters at our hotel.

We measure the total energy consumption used in our hotel. Tables 10 and 11 are used for tracking electricity consumption and total energy usage, respectively

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Our hotel identifies areas with high energy consumption, plans corrective measures to reduce energy consumption in these areas, and implements them (such as insulation systems, choosing low consumption devices instead of high-energy consuming lighting like incandescent bulbs, using LED bulbs, etc.). Additionally, the introduction of energy-efficient equipment is planned.

Our hotel educates and trains its employees and stakeholders about energy conservation.

8. WATER MANAGEMENT AND WASTEWATER

Our hotel has a water conservation policy that involves regular measurement, monitoring, and reduction of water consumption.

We have identified the water risk situation in the region where our hotel is located. For this purpose, we use the Water Risk Atlas prepared by the World Resources Institute. The link to the relevant website is provided here.

The water risk has been evaluated in the risk analysis, and a water management plan has been developed. This plan includes measurements and tracking of water usage and goals and reporting for reducing water consumption.

Our hotel ensures that marine and aquatic life is not harmed due to water use activities. Nevertheless, the possibility of harm to these creatures has been assessed in the risk analysis, and necessary measures have been taken.

Our hotel complies with all legal requirements and regulations related to water usage.

Our water comes from a legal and sustainable source. Our water comes from municipal water.

We measure our water consumption. The total water used per guest or per stay is calculated and reported. The file in the appendix is used for measurement.

Table-12 is used to measure water consumption.

We have goals to reduce water consumption. Therefore, our hotel plans and implements corrective measures. We plan to implement the practice of changing sheets and towels upon guest request to reduce water wastage.

Our hotel educates and guides its employees and stakeholders regarding water conservation. Our hotel makes every effort to ensure that wastewater does not harm the environment.

For the disposal of wastewater, our hotel complies with the regulations determined by the local authorities. We adhere to the legal requirements in this regard.

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9.FOOD WASTE AND SOLID WASTE

Our hotel has a Solid Waste Management Plan. The plan includes regular measurement, monitoring, waste reduction, reuse, recycling, and waste disposal.

Table-13 is used for waste tracking.

Solid wastes are separated according to their types, such as food, recyclable, hazardous/toxic, and organic. They are segregated considering reuse and recycling opportunities.

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

The solid wastes are collected by authorized and licensed companies based on their types at our hotel.

Wastes, including food waste, are measured according to their types. The amount of solid waste per guest or per stay is calculated and reported at our hotel.

Additionally, our hotel has identified areas with high solid waste generation and risk areas. We plan and implement corrective measures to reduce food waste and wastage.

The aim is for the solid waste disposal not to have a negative impact on the local population or the environment. Our waste management adheres to the "Zero Waste Regulation."

That covers the sections from procurement to food waste and solid waste.