



**HOTEL PIYA SPORT**

**SKY POOL & SPA CENTER**

**PIYA SPORT HOTEL  
SUSTAINABILITY REPORT**

2023

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## **1. PURPOSE**

Our Sustainability Development Report; We have prepared it in order to effectively convey our sustainability approach to all our internal and external stakeholders. In the guide, we included information on how we understand sustainability issues, how we respond to these issues, and how we manage sustainability. We have also added brief information about global trends that will shed light on us from a holistic perspective.

In order to resist the rapidly increasing consumption approach in the world and in our country, we, as our business, have taken precautions by adopting sustainable policies in all areas and departments within the scope of the sustainable tourism system initiated by our Ministry of Culture and Tourism of the Republic of Turkey in our country. In this handbook we have prepared, we have stated the measures and works we have taken in our business, respectively.

In this context, 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.

## 2. Facility Introduction and Facility Features

Piya Sport hotel; Located in the historical peninsula of Istanbul, it is a business that protects the values of our country and offers the best service to its guests who come for accommodation, aiming for maximum satisfaction. Due to the central location of the hotel, there is easy access to touristic areas all over Istanbul. It is just walking distance from the Blue Mosque, Hagia Sophia, Sultanahmet Square, Grand Bazaar and Suleymaniye Mosque.

High speed wireless internet,

TV/Satellite,

Mini bar,

Guest water and beverage offering tray,

Message notification service,

Turn Down Service

wake up service

Bellboy Service

Laundry, Dry cleaning, tailor, ironing service

Hair dryer

bathroom hygiene kit

Smoke detector connected to central fire system

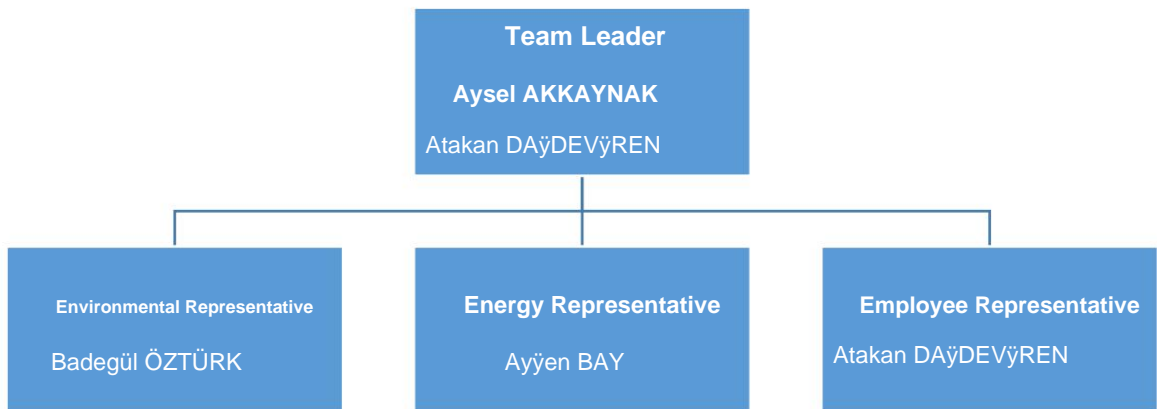
Special insulated door and window system for noise is available

There is 1 specially qualified room for disabled guests and 1 barrier-free toilet in the guest common area. There is barrier-free access to the facility entrance, elevator, rest area and other areas.

### 3. Sustainability Team

Our sustainability team, which we have determined in our facility, is well versed in sustainable management systems and receives the necessary training in this context, and manages the sustainability process we implement in our business in the best way possible.

As Piya Sport Hotel, we want sustainability to be the job and even the passion of all our colleagues, not the job of one or a few departments. We know that we can only achieve our sustainability goals if different expertise works together. For this reason, we think it is very important for all our colleagues to have literacy in this field, to internalize sustainability, to use a common language as Piya Sport Hotel employees when integrating sustainability issues into their business strategies, and ultimately for each of us to contribute around a common vision, set of values and goals.



#### **4. Sustainable Management System**

In order to resist the rapidly increasing consumption approach in the world and in our country, we, as our business, have taken precautions by adopting sustainable policies in all areas and departments within the scope of the sustainable tourism system initiated by our Ministry of Culture and Tourism of the Republic of Turkey in our country. In this handbook we have prepared, we have stated the measures and works we have taken in our business, respectively.

Our values are valuable to us. We take care to carry out all the work we do or will do in accordance with our values. In this sense, all the work we do encourages us to be more successful and sustainable from today to tomorrow.

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.

#### **5. Sustainable Management System Practices 5.1. 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.



### **5.2. Stakeholders and Communication**

We attach importance to the effective management of demands and expectations from stakeholders. We are informed by stakeholder opinions in all our processes and cooperate with our stakeholders in various ways. We are also working to strengthen our communication with the public in the regions where we operate.

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.

### **5.3. 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.

### **5.4. Personnel Participation**

The most important structure of our sustainability program is our staff. If our staff adapts to this process correctly, we will overcome it in the best possible way.

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 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.

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

### **5.5.Accessibility**

Our hotel is committed to providing accessible tourism services for everyone within its means and informs its customers and stakeholders clearly and accurately about the level of accessibility through its website. Our hotel also undertakes to fully comply with legal regulations regarding accessibility and to continuously improve in this regard.

One of the biggest transformation potential for digitalization in the hospitality industry is value. It is the ability to increase flexibility and provide integration between all systems by breaking down the boundaries within the chain. We are expanding the use of smart technologies in line with our digitalization road map.

### **5.6.Personnel and Working Life**

Ensuring gender equality, ensuring diversity in the workplace and granting equal rights and opportunities to all employees are among the most important factors in providing a successful work environment. At Piya Sport Hotel, we offer equal opportunities to our employees from the moment of recruitment, and we actively benefit from the potential power of diversity and differences.

We offer a work environment suitable for changing trends and focus on the continuous development and learning of our employees by developing innovative training and practices. We adopt continuous improvement of our performance management system as one of the basic requirements. Within the scope of talent management, we aim to attract the best talents to Piya Sport Hotel, retain them and develop their existing potential, and create value by applying the most effective digital and employee-oriented Human Resources systems and processes.

By focusing on the health and safety of all our employees, we carry out all our activities with the aim of zero work accidents and occupational diseases, and we make improvements every year to provide a safe working environment without accidents. We focus on managing OHS risks in the best and most effective way.

### **5.7.Fair Remuneration**

The procedure we adopt in our hotel and apply to all our employees when entering work; They are informed about their working hours, working conditions, wages and when they will receive their wages. In this context, we have always gained the trust of our employees both materially and morally by providing equal and fair wages.



### 5.8. Education and Career Management

For Piya Sport Hotel, employees are the most important components for it to adapt to the transforming world. For this reason, the health and safety of employees is always considered the first priority and all work is carried out with a focus on zero occupational accidents. Rules and guidelines focusing on occupational health and safety are followed in all ways of doing business.

With this in mind, we provide training to all our employees regularly and at certain periods or ensure that they receive external training.



### 5.9. Employee and Human Rights

The concept of equal opportunity, used both in education and economic fields, means granting equal rights to every individual regardless of language, religion, race and gender. Ensuring the absolute satisfaction of employees is a priority issue. From this perspective, including the legal rights of the employee and 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.

As Piya Sport Hotel, we have goals to give more space to women and increase the number of our female employees, especially with our anti-gender discrimination policies. According to TUIK 2023 data, the workforce participation rate for women aged 15 and over in our country is 30.8%. As Piya Sport Hotel, we employ more than this number of women.



### 5.10. Local Employment

Our business's priority in employment is to support local employment. One of the main criteria for us to think this way is employee performance. Due to our location, our employees are able to arrive at their work environments more easily and on time. Our local employment rate is 89% in 2023. We plan to make this rate higher in the coming years.

### 5.11. Social Studies Conducted for Staff

We have always stated that our employees are valuable. As a company, we organize in-house organizations to increase the motivation of our employees.

These organizations; These are organizations such as gifts on special occasions, birthday celebrations and organizing entertainment outside the company. We ensure that our employees choose their work clothes carefully and buy quality products and use them with at least two spares. Clothes are washed, ironed and made ready for use by our company. At certain periods of the year, we provide a certain amount of financial support to all our employees in addition to their salaries. We work to motivate our employees with all these and organizations we have not mentioned here yet.

We also support our employer by making donations to institutions and organizations in our country. In addition, we provide support to university students at certain periods.

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**TEMA**  
 TƏRƏKƏT  
 SƏLƏPƏNƏN



## 5.12. Reducing Environmental Impacts and Nature Protection Activities



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.

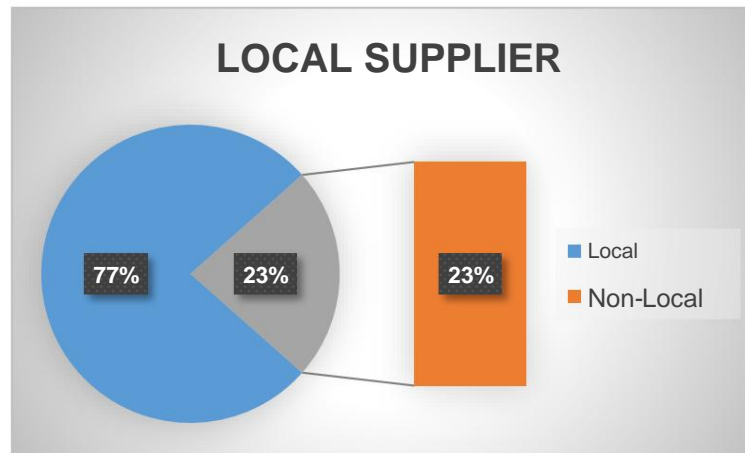
Carbon footprint is a measure of the damage caused by human activities to the environment in terms of the amount of greenhouse gases produced, measured in units of carbon dioxide. In order to leave a more livable world to future generations, we monitor our Carbon Footprint and determine our targets for reduction efforts each year.

Carbon footprint in our facility;

RESOURCE CONSUMED	NET CALORIFICAL VALUE (TJ/DD)
Diesel	43
Natural gas	48
Gasoline	44.3
LPG	47.3

## 5.13. Buy

As Piya Sport Hotel, we attach special importance to Supply Chain Management. Under the main heading of Supply Chain Management; By adopting the principles of efficient purchasing, local purchasing and environmentally friendly purchasing, we try to apply these principles as much as possible in all our service and product purchases.



We will further increase our Local Supplier ratio to reach 90% in 2024.  
We aim to bring .

In line with the sustainable supply approach, our suppliers/solution partners;

Having Quality Assurance Management Systems, Environmental and Occupational Health and Safety Management Systems, internationally accepted environmental and sustainability labels/certificates,

It has no harmful effects on the environment in production and supply and complies with environmental legislation,

Sources; in an appropriate manner, without harming natural life or the ecosystem whether they use/consume it, whether they comply with hunting bans,

Although it works to minimize and manage waste correctly, product packaging offers less packaging or bulk packaging alternatives,

Environmentally friendly, economical, local, attaches importance to ethical values, uses recyclable or recycled materials, organic, bio, vegan, not tested on animals, does not contain harmful chemical components, etc. to offer alternatives,

Being a domestic and local production/service provider,

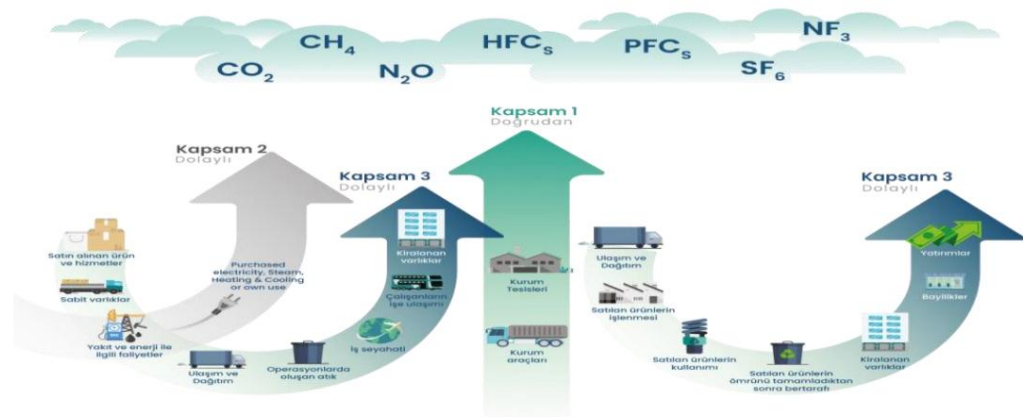
It is a product/service that reflects/promotes the cuisine, traditions and culture of our country/region,

We attach importance to this and convey this perspective to our stakeholder suppliers. We try to create efficient purchasing opportunities with our suppliers and aim to reduce the environmental impacts arising from supply processes.

#### 5.14. Environmentally Friendly Purchasing

Our hotel follows an environmentally friendly policy in purchasing and attaches importance to efficient purchasing, energy saving and water saving in order to reduce food and solid waste. Our hotel gives priority to environmentally friendly products (environmentally labeled products) in its purchases. If there are no environmentally labeled products in the product group to be purchased, it selects the relevant products, production and all other processes from suppliers and manufacturers that do not harm the environment. In this context, our hotel prioritizes choosing suppliers with sustainability certificates when making its purchases. Example certificates that can be sought from suppliers are documents such as ISO14001, ISO50001, ISO14064, ISO20400. For wood, fish, paper and other foods, products with environmental certification (FSC, MSC, EU-EcoLabel, etc.) or whose source can be traced are preferred.

Threatened species and species that are prohibited for sale (fish, trees, plants, game animals, etc.) are not bought or used in our hotel. The ratio of our purchases from environmentally certified, local producers and suppliers, and fair trade suppliers to total purchases is measured. Our hotel has goals regarding environmentally certified, local and fair trade purchasing. In this context, we aim to increase the rate and number of local and fair trade suppliers in our purchases and we pay attention to this.



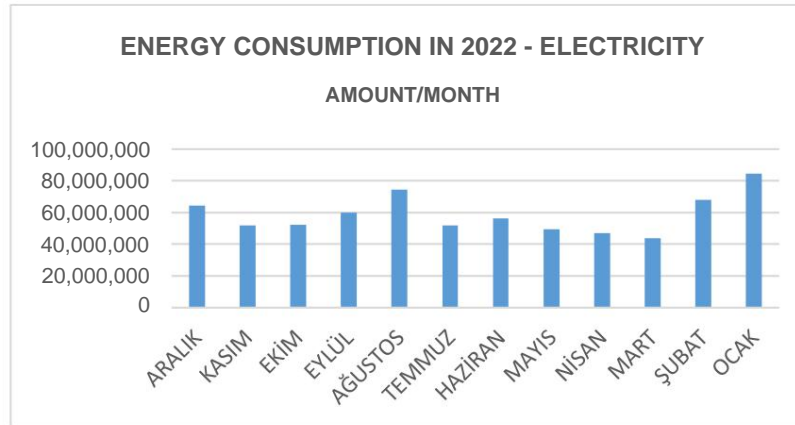
#### 5.15. Efficient Purchasing

Our hotel prepares a more meticulous purchasing program by considering the efficient purchasing process within a sustainable framework. According to this program; We prioritize choosing returnable and convertible products for the products we purchase. Although we have insufficient stocking space due to our location, we reduce greenhouse gas emissions by purchasing the products we need in bulk and in stock. Our hotel aims to reduce the purchase of disposable products and has started to use them less frequently, and general plans have been created by all our units to reduce them further in the coming days.

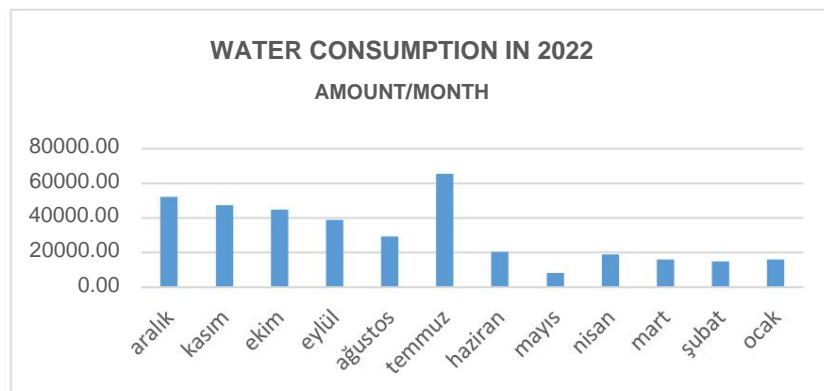
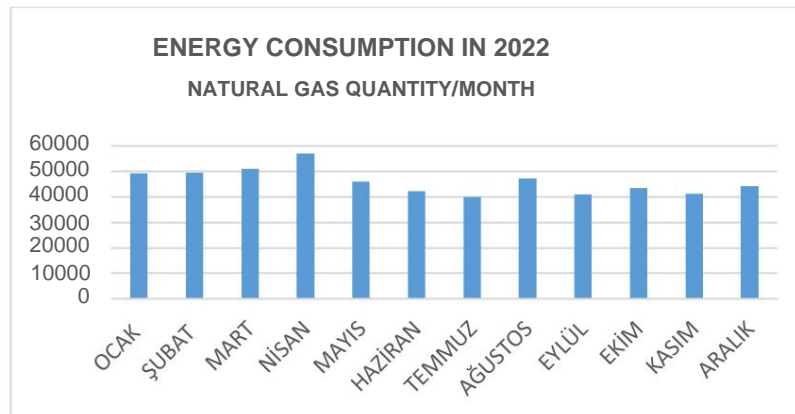
## 5.16. Energy Management-Energy

As Piya Sport Hotel, we use to keep our energy efficiency at the best level. We monitor our energy resources.

While regulating our energy consumption, we follow the developing technology and prefer Energy Efficient equipment in every possible area. We try to keep our electricity consumption at the most appropriate level per guest.



We keep our natural gas consumption under control. We select the equipment to be used in areas where natural gas is consumed intensively, from the most efficient equipment possible, and have them maintained regularly.



We aim to minimize our water consumption. In this process, we minimize our wastewater. We aim to use it well.

#### **5.17. Water Management and Wastewater**

Our hotel has a water saving policy. Our policy is to regularly measure, monitor and record water consumption and plan to reduce it. 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.

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's textile products are washed by an external contracted company and delivered to us. The list of all chemicals used during this process has been forwarded to us by the company and recorded.

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 determined by the local government for the disposal of wastewater is complied with. Legal requirements are complied with in this regard.

#### **5.18. Food Waste and Solid Waste**

As Piya Sport Hotel, we give our waste products to Fatih Municipality. We ensure that waste is separated throughout the facility in accordance with zero waste regulations and then recyclable waste is delivered to authorized institutions.

Solid wastes are classified according to their types such as food, recyclable, toxic/hazardous and organic. It is sorted and recycling and re-use are taken into account.

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.



## **6. Cultural Heritage Support Studies**

In our hotel, a cultural heritage list has been published on the website related to supporting cultural heritage 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. 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 Launching appropriate rules of conduct in local areas Protecting 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.

Since our facility is located on the historical peninsula, we preserve our cultural values in place. We strive to ensure that it is passed on to future generations with great care.

## **7. Sustainable Management Policies**

### **7.1.Human Resources Policy**

COMMON FEATURES WE LOOK FOR IN OUR TEAM MEMBERS; THEY SHOULD HAVE THE EDUCATION, EXPERIENCE AND COMPETENCIES REQUIRED BY THE POSITION, AND PERSONALITY CHARACTERISTICS COMPATIBLE WITH OUR CORPORATE CULTURE AND VALUES.

- To create and disseminate policies that will ensure the establishment of honest, transparent, fair, respectful and trust-based relationships.
- To select and develop our dynamic and professional human resources among candidates who are suitable for the corporate culture and goals.
- As a group that invests and values people, we are committed to occupational health and safety. Establishing and managing systems that are constantly monitored and improved.
- To organize trainings that will serve the goals of our company and the personal development of our staff and to measure their effectiveness.

### **7.2.Employee and Human Rights Policy**

Here, we respect each other's rights and opinions and know that we are a whole, regardless of gender, language, religion, race. It is our primary responsibility to treat all our employees fairly, regardless of their sexual orientation, age, gender, ethnicity, religious belief or disability. In this framework, we all learn together, become stronger, and have the opportunity to develop economically and personally and professionally. Our sense of belonging is a reflection of our commitment to our team and our job.



For this;

- An open, equal, transparent, fair, common management approach that includes employees.  
we adopt,
- We offer the opportunity to work under equal, standard and safe conditions,
- We allow problems to be listened to and resolved,
- We provide continuous monitoring of job performance and professional career planning opportunities,
- Work that is fair and meets legal regulations and established standards; and  
We follow a pricing policy,
- We listen to our employees and implement a communication model where ideas can be expressed freely  
and dialogue is developed,
- We make our employees feel safe and protect their personal information,
- We prioritize the right to know where one works, self-improvement and education,
- We ensure that all our employees benefit from the social rights, fringe benefits and rewards we offer.

### **7.3.Child Rights Policy**

CHILDREN ARE TRUSTS OF THE FUTURE TO US.

KNOWING THEM AS AN INDIVIDUAL, RESPECTING THEIR RIGHTS, ALL KINDS OF PSYCHOLOGICAL, PHYSICAL, COMMERCIAL ETC. IT IS OUR PRIMARY RESPONSIBILITY TO MONITOR AND PROTECT AGAINST EXPLOITATION.

For this;

- We teach our entire team the types of child abuse (physical, sexual, emotional abuse and neglect),  
and provide training on child abuse reporting practices and our social responsibilities in  
this context.
- We try to be aware of parents' attitudes and behaviors towards their children, signs of physical-verbal-  
psychological violence or neglect, and to be alert to such cases.
- Organizes trainings to raise awareness about the protection of children's rights.  
and we support related projects,

### **7.4.Environmental Protection Policy**

HERE IT PROTECTS THE ENVIRONMENT, PREVENTS POLLUTION, AND PROTECTS THE ENVIRONMENT.  
WE AIM TO REDUCE OUR NEGATIVE EFFECTS.

For this;

- Evaluates the impact of the damage we cause to the environment within the framework of legal regulations and  
We develop methods to reduce
- To prevent accidents that may cause all kinds of pollution and damage the environment.  
we work,

- We take care to separate our wastes at the source, according to their groups and hazard classes in the most effective way. We know that with this approach, more waste will have the chance of recycling and can be destroyed without harming the nature, and we aim to reduce the amount of waste.
- We try to use water, energy and all natural resources economically, this sensitivity  
We share it with our employees, guests, suppliers,
- We measure our performance in environmental management and monitor this data with targets and try to improve our performance,
- We aim to educate our employees about the environment and increase their awareness,
- We work to ensure the participation of our guests and employees in our environmental protection policy and work to make this philosophy a culture of life.

### **7.5. Local Awareness Policy**

WE KNOW THE GEOGRAPHY AND THE LOCAL SOCIETY WELL, RESPECT THEIR HISTORICAL VALUES AND TRADITIONS, AND TRY TO CONTRIBUTE TO THEIR ECONOMIC, SOCIAL AND CULTURAL DEVELOPMENT.

For this;

- Protecting local resources and opportunities and ensuring their accessibility  
we support,
- Ensures that local culture and traditions are protected, opinions, ethnicity, beliefs, etc.  
We do not allow discrimination,
- We hold discussions to ensure that local characteristics, sensitivities and the needs of the local people are taken into account in the decisions to be made,
- We support the preservation of historical and archaeological monuments,
- Collaboration with local people and efforts to protect historical and cultural assets  
We work to prevent the deterioration of natural tissue,
- We ensure that we contribute to the regional economy by providing local employment and supply,
- We support the introduction of the food, activities, culture and traditions of the region to the guests (religious places, cultural places, natural riches, etc.) and for this purpose, we first ensure that the employees are trained on this subject.

### **7.6. Women's Rights and Equality Policy**

OUR BUSINESS SUPPORTS GENDER EQUALITY.

For this;

- Protecting the 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.
- We act with the policy of equal pay for equal work, regardless of gender.
- We distribute tasks by taking into account the principle of equality.
- We provide the necessary environment to benefit from career opportunities equally.

- Creates education policies, supports women's participation and awareness raising  
we become.
- We create work environments and practices that maintain work-family life balance.
- We support women to be in company management.

### **7.7.Information Security Policy**

Within the framework of our innovative tourism approach; In order to continuously improve and develop the information security management system we maintain to protect all information assets;

- Determine risk acceptance criteria and risks, develop and implement controls,
- Ensuring the implementation of the information security risk assessment process to identify risks related to confidentiality, integrity and accessibility losses of information within the scope of the information security management system, and identifying risk owners,
- Defining a framework for evaluating the confidentiality, integrity and accessibility effects of information within the scope of the information security management system,
- Continuously monitor risks by reviewing technological expectations in the context of the scope of service,
- To meet the information security requirements arising from fulfilling the legal and relevant regulatory requirements in the national or sectoral regulations to which it is subject, meeting its obligations arising from agreements, and corporate responsibilities towards internal and external stakeholders,
- To reduce the impact of information security threats to service continuity and to contribute to continuity,
- Ability to quickly intervene in information security incidents that may occur and Having the competence to minimize the impact,
- Maintaining the level of information security over time with a cost-effective control infrastructure and improvement,
- Improving corporate reputation and protecting it from negative effects based on information security
- We undertake to expand all these studies in our relations with our customers, suppliers, employees and all other stakeholders.

## **8. Works Planned to Be Carried Out Within the Scope of Sustainability**

- Continuously improve annual training plans to reduce the rate of energy and water consumption is our first priority.
- With environmentally friendly and energy efficient machinery, equipment and consumables sustainability will be maintained.
- We will develop 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.

- We plan to increase the amount of donations to theme and environmental protection organizations by 1% every year in order to slightly reduce carbon emissions and damage to nature.
- Our priority when determining our approved suppliers to reduce carbon emissions  
We will 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. Stray animals in order to protect and support wildlife  
We will develop projects for
- We will create internship opportunities for tourism students to gain work experience. • We will contact the tourism schools in the region and make the areas in our hotel available for use as workshops. • We will support career days  
planning and financial social responsibility projects with tourism high schools and universities.
- We will produce projects to reduce the amount of waste by 1% every year.
- We will produce projects to reduce the consumption of disposable amenities with a gradual transition program in at least 50% of guest rooms.