

ROYAN HOTEL
SUSTAINABILITY
REPORT
2023

CONTENTS

- About the report / Scope
- Facility introduction and facility features
- Sustainability team
- Sustainable management system
- Sustainable management system practices
 - Legal compliance
 - Stakeholders and communication
 - Customer experience
 - Staff participation
 - accessibility
 - Personnel and working life
 - Fair pricing
 - Education and career management
 - Employee and human rights
 - Local employment
 - Social studies carried out among personnel
 - Increasing environmental impacts and nature protection activities
 - Buy
 - Local purchasing
 - Environmentally friendly purchasing
 - Efficient purchasing
 - Energy management – Saving energy
 - Water management and wastewater
 - Food waste and solid waste
- Cultural heritage support activities • Sustainable management system policies
 - Quality policy
 - Cultural sustainability policy
 - Occupational health and worker safety policy
 - Environmental protection and waste management policy
 - Child rights exploitation and abuse policy
 - Energy efficiency policy
 - Human resources policy
 - Women's rights and gender equality policy
 - Social responsibility policy
- Work planned to be carried out within the scope of sustainability

ABOUT THE REPORT / SCOPE

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

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

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

FACILITY INTRODUCTION AND FACILITY FEATURES

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

High speed wireless internet

TV/Satellite

Mini bar

wake up service

Bellboy Service

Laundry, dry cleaning, tailor, ironing service

Hair dryer

bathroom hygiene kit

Smoke detector connected to central fire system

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

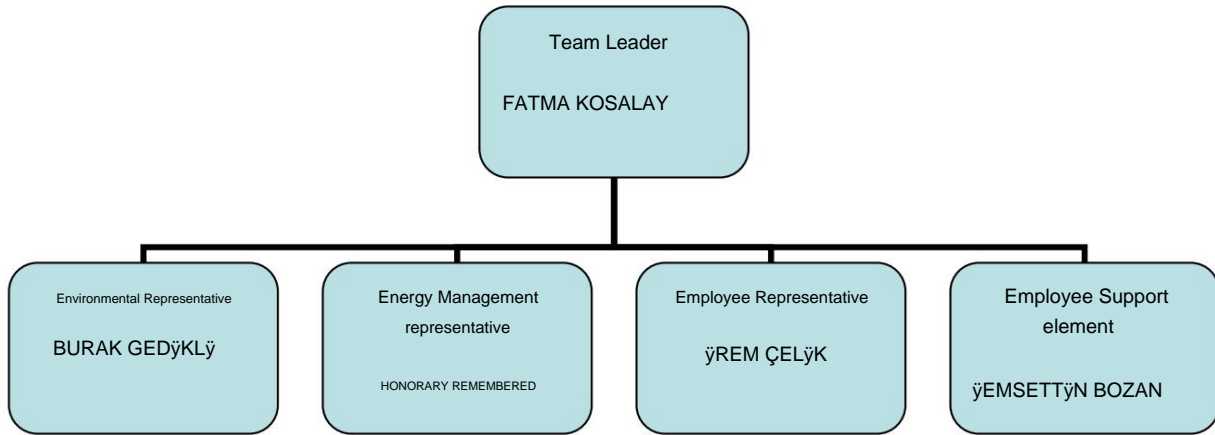
In addition to our rooms, there is a specially created cake lounge, private meeting room and à la carte service for our guests.
There is a restaurant serving.

SUSTAINABILITY MODE

The sustainability team in our facility

The sustainable management system ensures the implementation of certain policies by all employees in terms of quality, economy, management, environment, culture, human rights, health and safety, the setting of targets and the continuous improvement of business management processes by monitoring whether the targets are achieved.

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



SUSTAINABLE MANAGEMENT SYSTEM

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

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

SYS includes the implementation of certain policies by all employees on quality, economy, management, environment, culture, human rights, health and safety, setting targets and constantly improving business management processes by monitoring whether the targets are achieved.

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

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

Regarding sustainability, our hotel undertakes to fulfill the third stage obligations of the Turkey Sustainable Tourism Program and to continuously improve its sustainable management system to increase its sustainability performance.

Our management system is constantly reviewed due to the situation of the sector, environmental, social, technological, economic and cultural risks, changes and updates arising from legislation, and the system and policies are updated if necessary.

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

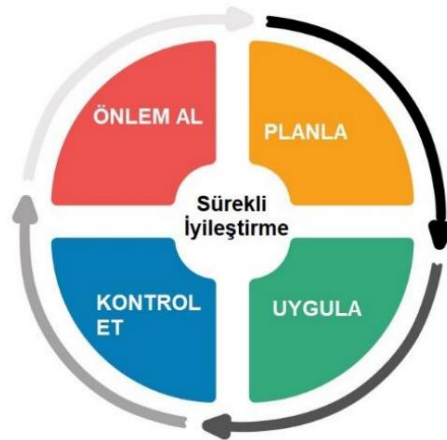


Figure 1. PDCA Cycle

Plan: Our hotel attaches importance to the environment, society, culture, country's economy and management system and sets goals. It plans the road map and actions to be followed in order to achieve the determined goals.

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

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

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

SUSTAINABLE MANAGEMENT SYSTEM PRACTICES

LEGAL COMPLIANCE

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

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

These documents include: Business Opening and Working License, last month's personnel insurance declaration, tax certificate, emergency action plan, personnel training and certificates, contract with the occupational physician, sewer connection certificate obtained from the municipality, documents regarding pest control and other necessary documents. are documents.

HOTEL SÜRDÜRÜLEBİLİRLİK RISK ANALİZİ										
İlgili Standart	İlgili Sıraç/Departman	Riskin Tanımlaması (Tehlike)	Risk	Etil	Olasılık	Risk Değeri	Tedbirler	Etil	Olasılık	Mevcut Risk Değeri
A1	Fonksiyon, Sürdürülebilirlik	Politikaların tüm çalışanlar tarafından bilinir olmaması	Şirketin mevcut politikalarında yetersizlikler/eksiklikler	4	4	16	Ormanlıyım eğitiminde sürdürülebilirlik politikalarının çalışanlara aktarılması ve her yıl düzenli eğitimler ile tekrar edilecektir.	4	2	8
		Risk analizlerinin eksik yapılmaması tüm sürdürülebilirlik faaliyetlerini kapsaması	Ormanlıyım eğitimleri için bir SYS'nin kullanılmaması. Personel için belirlenmiş faaliyetler gerçekleştirilmemesi.	4	3	12	Risk analizlerinin eksiksiz yapılması için tüm departman yöneticileri ile olan sürdürülebilirlik makale toplantıları düzenlenecektir.	4	2	8
A2	İK İşleri İşler	Yasal şartların güncel takip edilmemesi	Ormanlıyım işleri/teknik hizmetleri/tesisler bakım ve onarım işleri	5	4	20	Yasal şartlar Sürdürülebilir Turizm Sorumluluğu tarafından yasal ayum tablosuyla büyük olarak takip edilmektedir.	5	2	10
		Yasal sorumlulukların bilinenmesi	Ormanlıyım işleri/teknik hizmetleri/tesisler bakım ve onarım işleri	5	4	20	Sürdürülebilir Turizm Sorumluluğu tesisin yurtdışı ziyaretlerinde yasal şartların takip edilmesini sağlar.	5	2	10
		Yasalardaki değişikliklerin tesisle ilgili olan kısımların tespit edilmemesi	Tesisin yasalara uygunluğunun sağlanmaması. Kurum içerisinde değişiklikler tarafından ocazı meydana	5	3	15	Sürdürülebilir Turizm Sorumluluğu tesisin yurtdışı ziyaretlerinde yasal şartların takip edilmesini sağlar.	5	2	10



STAKEHOLDERS AND COMMUNICATION

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

Our hotel also shares its actions and transactions regarding policy and sustainability openly and transparently with its employees and customers. Our hotel's website is used to do this. Periodic reports about sustainability performance are published on our website. These reports are prepared in periods appropriate to their subject.

Our hotel has a system that aims to receive feedback from our customers, public institutions, municipalities, employees, local people and all other relevant persons and institutions regarding our sustainability performance, policies and practices. We receive feedback from both our staff and customers through this system.

Our system is designed to enable and encourage our customers and staff to provide feedback quickly, simply and effectively.

This system includes survey applications for guests, regular monitoring of social media accounts, e-mail, messaging services and other communication channels for employees, and e-mail communication and regular monitoring of all other stakeholders.

CUSTOMER EXPERIENCE

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

STAFF PARTICIPATION

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

Our employees know what they need to do in our management system and sustainability-related policies and practices. What our employees need to do is defined in writing, communicated to them, and the necessary training and guidance is provided regularly. Training on this subject is recorded.

Our employees take an active role in the development and continuous improvement of our management system and sustainability performance. We review and improve our system in line with the feedback from our employees.

Including orientation training in line with our sustainability policies and management system; Periodic training programs, on-the-job training, training required in accordance with legal regulations and guidance support are provided to employees regarding sustainability and their work areas. Occupational Health and Safety trainings, Kitchen/service/massage etc. hygiene training for personnel, water and energy saving, chemical substance use rules, fire protection, first aid, etc. We implement annual training plans on subjects.

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

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

ACCESSIBILITY

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.

In our facility, it is not included in the scope of disabled rooms under legal conditions. However, the elevators, breakfast room and ground floor restaurant section are specially designed for people with walking, visual and hearing disabilities.

PERSONNEL AND WORKING LIFE

FAIR PRICING

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

EDUCATION AND CAREER MANAGEMENT

- All of our employees can benefit from the right to training equally. Including legal and professional training required by the hotel industry, as well as orientation training in line with our Sustainability policies and management system; Periodic training programs, on-the-job training, training required in accordance with legal regulations and guidance support are provided to employees regarding sustainability and their work areas. Occupational Health and Safety trainings, Kitchen/service/massage etc. hygiene training for personnel, water and energy saving, chemical substance use rules, fire protection, first aid, exploitation and harassment, places subject to cultural heritage and rules of conduct, etc. We implement annual training plans on subjects.
- Our employees have free and open access to all our training materials.
- In career management, personnel tracking system and personnel promotion management are carried out according to the determined criteria. is being done.



EMPLOYEE AND HUMAN RIGHTS

- 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.
- Ensuring the absolute satisfaction of employees is a priority issue. From this perspective, the employee's legal rights, including some benefits provided by our business as fringe benefits; It is the management's responsibility to ensure the working environment, psychology, self-motivation, performance, in short, all comfort in the workplace.
- Although we have a number of foreign employees in our hotels, as a business that caters to guests of different nationalities and provides service at an international level, we do not have any discrimination regarding nationality, race, language, etc. for our guest or guests. Discrimination is against both our hotel management and working principles. Therefore, all personnel matters of our employees from different countries or nationalities are followed in accordance with legal procedures, and all our employees are offered equal opportunities within the hotel, regardless of their characteristics.

LOCAL EMPLOYMENT

In terms of employment, our organization has a performance system based primarily on local employment. Priority in recruitment is made from local people. Our local employment rate for 2023 is 99%.

SOCIAL WORKS CARRIED OUT FOR STAFF

Internal activities carried out to increase the motivation of all our employees and maintain team spirit: Distribution of gifts and souvenirs on special occasions

not celebrating a birthday

Donating trees to the theme on employee birthdays to offset greenhouse gas and carbon emissions.

Giving importance to the timely payment of salaries and personnel progress payments,

The practice of giving gifts to employees who get married and have children,

Giving free museum cards to employees for cooperation and contribution to local administrations and to support cultural heritage.

If the relatives of our staff request, a family-friend discount is applied.

All employees' work uniforms and work-related clothes are washed by the hotel's contracted laundry and the cost is covered by the hotel.

Participatory social responsibility projects.

Periodic health screenings are carried out regularly



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.

Our efforts to comply with current International and National legal legislation and requirements, to minimize the pollution that may arise as a result of our activities, and to use natural resources correctly; to share with our employees, guests, suppliers and society; It is our priority to set targets to ensure continuous improvement and to carry out the necessary research, project planning and implementation on the principle of protecting biodiversity and the efficient use of energy.

In our special efforts for our guests to minimize carbon emissions, Istanbul public transportation maps are published on our website, and our staff and guests donate trees to environmental organizations and foundations at certain periods.

In the agreements we made with our contracted tour company and suppliers, we were primarily informed about the use of electric vehicles and vehicles.

Environmental impact assessment analysis and carbon emission measurement analysis are updated regularly. We determine our impact on the environment and keep it under control.

Believing in the continuity of education, we ensure that environmental awareness is adopted not only by our employees but also by our guests, and we contribute to environmental protection projects by cooperating with local governments.

One of our goals is to prevent environmental pollution and recycle a large proportion of the waste in question. We are prepared for pollution-related emergencies (fire, explosion, flood, earthquake, leak, etc.) and comply with legal regulations.

We strive to minimize our waste, prevent pollution at its source, use energy efficiently and reduce the impact of our activities on the environment.

We constantly improve our environmental performance in waste separation, reducing the amount of waste and efficient use of natural resources.

We use energy and water saving systems in our hotel

BUY

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

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

LOCAL PURCHASE

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

When purchasing goods and services, our hotel also gives priority to fair trade suppliers, provided that the imported products are of high quality and reasonably priced. Our facility's local purchasing rate is 96%.

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, environmentally certified (FSC, MSC, EU-EcoLabel, etc.) or products with traceable sources are preferred.

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

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

Our hotel has goals regarding environmentally certified, local and fair trade purchasing. In this context, we aim to increase the rate and number of local and fair trade suppliers in our purchases and we pay attention to this.

EFFICIENT PURCHASING

Our purchasing policy favors reusable, returnable and recycled goods.

Our hotel also gives priority to bulk purchasing and bulk product purchasing. In this way, fewer transportations are made to our hotel and less greenhouse gas emissions are produced.

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

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

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 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 (thermal insulation systems, choosing low-consuming devices with energy consumption classes, using LED bulbs instead of high energy consumption lighting such as incandescent, etc.). . Additionally, our hotel uses energy-saving equipment.

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

Environmental elements within the scope of Sustainability in our hotel

- Digital recording system in supplier, purchasing and office works to minimize paper consumption has been started.
- E-invoice application has been implemented in invoicing transactions in accounting.
- Packaging Waste is collected and delivered to the local administration in a controlled manner.
- To minimize the use of electricity, water and energy resources used in common areas
Awareness raising activities have been carried out.
- A polisher has been applied to the taps used in all rooms and areas, and water flow adjustments have been adjusted to fill a 1 liter container in 12 seconds.
- All air conditioning system temperatures are set at 18-23 degrees.
- The use of ecolabel products is prioritized by suppliers. • Local and closest suppliers are given leadership to reduce carbon emissions.

WATER MANAGEMENT AND WASTEWATER

Our hotel has a water saving policy. Our policy includes regular measurement, monitoring and reduction of water consumption.

A water risk situation has been determined in the area where our hotel is located. For this purpose, the Water Risk Atlas prepared by the World Resources Institute is used. The link to the relevant website is located here.

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

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

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

The water comes from a legal and sustainable source.

We measure our water consumption. The total water used per guest or per night is calculated and reported. The file attached to this document is used for measurement.

We have goals to reduce water consumption. For this purpose, our hotel plans and implements corrective measures. Water-saving equipment is used in our hotel. Our hotel uses good practices such as changing sheets and towels upon guest request.

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

Regulations set by the local government are followed for the disposal of waste water. Legal requirements are complied with in this regard.

FOOD WASTE AND SOLID WASTE

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

Solid waste is separated according to types such as food, recyclable, toxic/hazardous and organic, and recycling and reuse situations are taken into consideration while separating.

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

In our hotel, solid waste is separated by type and collected by authorized and licensed companies.

Solid waste, including food waste, is measured by type. In our hotel, the amount of solid waste per guest or per night is calculated and reported.

Our hotel has also identified activities and risk areas where solid waste generation is high. Plans and implements corrective measures to reduce food waste and waste. It is aimed that solid waste disposal will not have a negative impact on the local population or the environment. Compliance with the "Zero Waste Regulation" legislation regarding solid waste management is ensured.

CULTURAL HERITAGE SUPPORT ACTIVITIES

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

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

In this context;
cultural promotion

Contributing to the commercial volume of the region

Introducing natural and historical riches

Launch of codes of appropriate conduct in local areas Protection
of historical and cultural assets

Our sensitivity in carrying out studies and participating in activities on the Employment of Local People is at a high level.

<https://www.ringstonehotels.com/assets/docs/surdurulebilirlik/kulturel-miras-davranis-tr.pdf>

TÜRKİYE' DE KÜLTÜREL MİRASA KONU YERLERDE DAVRANIŞ KURALLARI

Deneyimimizi geliştirmek ve Türkiye'de yer alan kültürel mirasa konu alanları koruyarak gelecek nesillere taşımak adına Lütfen aşağıdaki kurallara uyalım.

- ✓ İbadethane girişlerinde; şort-etek gibi dizlerinin üzerinde açıkta kalan ve omuzları açıkta bırakan giysiler giymek ve yüksek sesle konuşmak müzik dinlemek kutsal mekânlarda yasaktır.
- ✓ Din önderleri, çocuklar ve tanımadığınız kişiler ile fotoğraf ve video çekmek için lütfen izin isteyiniz. İzinsiz çekim yapılması yasaktır.
- ✓ Anıtlar ve tarihi eserlerin olduğu bölgelerde -Oyma ve kırılğan yüzeyli eser ve anıtlara oturmak ve yaslanmak yasaktır.
- ✓ Arkeolojik eserlerde yer değişikliği yapmak-taşımak-dokunmak ve bu eserlerin satışı yasaktır.
- ✓ Alkol ve sigaranın içilmesi yasak olan bölgelerde tüketilmesi yasaktır.
- ✓ Çocuklara para-şeker vermek dilenmeye teşvik eder. Çocuklara yardım etmek istiyorsanız lütfen tanınmış hayır kurumlarına bağış yapınız.
- ✓ Kamuya açık alanlarda cinsel organı açıkta bırakacak şekilde teşhir etmek kesinlikle yasaktır ve cezaya tabiidir.
- ✓ Tehdit altındaki yaban hayatı türlerinden Üretilen yasadışı ürünler / hediyelet eşyalarının satın alınmasından kaçınılmalıdır.
- ✓ Çevreyi ve doğayı kirlenmek kesinlikle yasaktır. Tespit edilmesi durumunda cezaya tabiidir.



<https://www.ringstonehotels.com/assets/docs/surdurulebilirlik/kulturel-miras-davranis-tr.pdf>

TÜRKİYE' DE KÜLTÜREL MİRASA KONU YERLER Türkiye CULTURAL HERITAGE SUBJECT PLACES

Ad	Fotoğraf	Yer	Tarih	UNESCO versiyon	Açıklamalar
Selimiye Camii ve Külliyesi		Edirne 41°10'11"N, 26°33' 54"E	1574	1986, 2011 I, IV	2007'de geçici listeye girmişti. 9
Kariye		Konya			





SUSTAINABLE MANAGEMENT SYSTEM POLICIES

ÿ QUALITY POLICY

On the way to achieving our vision;

- To welcome guests at the highest level and to be a leading organization in the sector,
- We create our founding philosophy with all our staff and ensure continuous improvement, trust in the workplace and the satisfaction of our guests.

To provide service that exceeds expectations,

- Compliant with national and international legislation and conditions; Food safety risks with a preventive approach

To provide service with sensitivity,

- To be an exemplary business for all other organizations in our country and to create value,
- Protecting the health, life and occupational safety of our guests and staff.

To prevent these accidents by minimizing all risks that may endanger

- Making quality measurable, ensuring continuous improvement of the system and setting targets

To ensure the unity of our employees and management,

- To create environmental awareness together with the hotel management and our staff, to provide a cleaner environment to future generations.

Leaving a healthy and safe environment is among our primary quality goals.

ÿ CULTURAL SUSTAINABILITY POLICY

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

Artifacts: Our hotel does not buy or sell historical and archaeological artifacts, does not mediate their trade, and does not exhibit them.

Promotion of sustainable local gastronomy: Our hotel prioritizes the promotion and consumption of local products. It will introduce innovative and creative practices to ensure sustainability in gastronomy in all its activities.

ÿ OCCUPATIONAL HEALTH AND WORKER SAFETY POLICY

In order to protect our workplace, employees, guests and suppliers, create a safe work environment and ensure continuity;

- We comply with all legal and other obligations regarding Occupational Health and Safety.
- The principle that Occupational Health and Safety and improvement activities are the common responsibility of all employees.
We adopt.
- We set targets for participation at all levels in Risk Assessment and Risk Mitigation activities.
- To achieve the sustainable "Zero Work Accident" target by constantly improving our Occupational Health and Safety culture.
We aim.
- We share our work within the scope of occupational health and safety with all our employees in order to be a pioneer and an example.
and we share it with our environment.

ÿ ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY

We protect the environment in our business, prevent pollution, and reduce our negative impact on the environment.

We attach importance to protection.

For this;

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

• CHILD RIGHTS EXPLOITATION AND HARASSMENT POLICY

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

To ensure this;

- We do not allow child labor in our own institutions and we do not allow the employment of child labor in all our business partners.
We expect the same sensitivity.
- Environments/opportunities within the business that contribute to the development of children, where they can easily express their thoughts, wishes and feelings, and where they feel free and comfortable.
We present.
- We provide training to our employees on preventing and detecting child abuse.
- We ensure that children are under adult supervision in the activities they participate in.
- Organizes training to raise awareness about the protection of children's rights and
We support projects.
- When we witness suspicious actions regarding children, we first inform the hotel management and ask for help from official organizations when deemed necessary.

ÿ ENERGY EFFICIENCY POLICY

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

For this

- In order to fulfill both our responsibilities towards nature and our legal obligations, we follow national and international standards, laws and regulations, voluntarily carry out studies that will reduce energy use and/or continuously improve our energy consumption performance, and monitor the results of our work.
- We set goals and focus on our training programs to ensure the participation of our employees.
We include efficiency.
- We attach importance to collaborating with all our stakeholders to create common goals and results in energy management. We try to continue our interaction with our guests, employees, visitors and all business partners in order to reach an overall level of awareness and consciousness on these issues.
- Researching, finding and purchasing suitable energy efficient products, equipment and technology alternatives.
We try to buy and use it.
- Documenting our Energy Management System and disseminating it to all our departments,
We aim to update, review and continuously improve.
- Evaluates energy risks or emergencies that may arise such as energy restrictions,
We plan the precautions that can be taken.
- We take care to effectively separate our wastes according to their source, groups and hazard classes.
We show.
- We know that using hazardous substances and chemicals only when necessary and as much as necessary will reduce both the negative effects on the environment and the amount of waste,
- In the materials we purchase in our business, we prefer those with "recycling" and "environmentally friendly" labels.
We contribute to protecting nature by doing so. We try to create reuse opportunities,
- We use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and take care to leave less waste to nature,
- Stores wastes correctly, in separate areas according to their characteristics, and meets legal storage time limits.
We preserve the records by delivering them to licensed/authorized companies without exceeding
- We try to use water, energy and all natural resources economically. This is our sensitivity
We share it with our employees, guests and suppliers.
- Measures our performance in environmental management, monitors this data with targets and
We try to improve our performance.
- We aim to educate our employees about the environment and increase their awareness.

İ HUMAN RESOURCES POLICY

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

Our Human Resources Vision;

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

Our Human Resources Mission;

- To plan and train the human resources that will realize the goals and strategies of the institution, to carry out personnel work and transactions at an optimum level, to have highly self-confident personnel who are specialized in their fields, have the ability to represent the institution and can introduce new expansions in their field.
- To provide strategic support to all companies and departments to improve business results through human resources management, to contribute to the creation of value for all stakeholders by creating and encouraging a high performance culture.
- Our employees know what they need to do in our management system and sustainability-related policies and practices. What our employees need to do is defined in writing, communicated to them, and the necessary training and guidance is provided regularly. Training on this subject is recorded.
- Our employees take an active role in the development and continuous improvement of our management system and sustainability performance.
- We review and improve our system in line with the feedback from our employees.

Fair pricing

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

Education and Career Management

- All of our employees can benefit from the right to training equally. Including legal and professional training required by the hotel industry, as well as orientation training in line with our Sustainability policies and management system; Periodic training programs, on-the-job training, training required in accordance with legal regulations and guidance support are provided to employees regarding sustainability and their work areas. Occupational Health and Safety trainings, Kitchen/service/massage etc. hygiene training for personnel, water and energy saving, chemical substance use rules, fire protection, first aid, etc. We implement annual training plans on subjects.
- Our employees have free and open access to all our training materials.
- In career management, personnel tracking system and personnel promotion management are carried out according to the determined criteria. is being done.

- Our hotel undertakes to comply with the relevant provisions of the Labor Law No. 4857 and pays at least the minimum wage to its employees. Our hotel also undertakes to comply with the Social Insurance and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331.

Employee and Human Rights

- Ensuring the absolute satisfaction of employees is a priority issue. From this perspective, the employee's legal rights, including some benefits provided by our business as fringe benefits; It is the management's responsibility to ensure the working environment, psychology, self-motivation, performance, in short, all comfort in the workplace.
- Although we have a number of foreign employees in our hotels, as a business that caters to guests of different nationalities and provides service at an international level, we do not have any discrimination regarding nationality, race, language, etc. for our guest or guests. Discrimination is against both our hotel management and working principles. Therefore, all personnel matters of our employees from different countries or nationalities are followed in accordance with legal procedures, and all our employees are offered equal opportunities within the hotel, regardless of their characteristics.

local employment

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

WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

We attach importance to gender equality in our business.

- We ensure the health, safety and welfare of all our employees, regardless of gender.
- We support women's participation in the workforce in all our departments and provide equal opportunities.
- We act with the policy of "equal pay for equal work" without discrimination of gender.
- We distribute tasks by taking into account the principle of equality.
- We provide the necessary environment to benefit from career opportunities equally.
- We create education policies and support women's participation and raising awareness.
- We create work environments and practices that maintain work-family life balance.
- We support women to be in company management and provide equal opportunities.
- Women should not be subjected to any form of abuse, harassment, discrimination, suppression, coercion, slander, etc. to situations

We do not allow exposure. Always aware of the value they add to the world and our institution

It happens and we support it.

ÿ SOCIAL RESPONSIBILITY POLICY

We believe that all our employees have the right to work in a healthy and safe environment, under working conditions compatible with human dignity. Our primary business goal is to ensure and protect the safety of our employees, with the awareness that they are our most valuable asset.

Beyond legal obligations, our hotel is always ready to implement the best environmental solutions, develop and popularize environmentally friendly technologies, and support initiatives that will increase environmental awareness.

In Istanbul, where we operate, our social and environmental responsibilities towards society; We take care to carry out our work in harmonious cooperation with our shareholders, employees, public, non-governmental organizations and other stakeholders.

We believe that our human resources are the most important element of sustainable growth. We ensure that our employees' personal rights are used fully and correctly.

We treat our employees honestly and fairly, and we are committed to a non-discriminatory, safe and healthy working environment.

We make the necessary effort for the individual development of our employees and observe the balance between business life and private life.

We manage the environmental impacts that may arise from all our activities with a sense of responsibility.

Within the framework of the principle of corporate social responsibility, we strive for the development of our society.

We support our employees to volunteer for appropriate social and community activities in which they will take part with social responsibility awareness.

We take care to develop approaches to ensure that all our business partners, especially our suppliers, act in the field of social responsibility and to implement these approaches.

Within the framework of occupational health and safety, we have taken all precautions for our employees and are particularly sensitive about providing the necessary on-the-job training by experts within the framework of the annual training program.

We are sensitive to the traditions and cultures of Turkey and the countries in which we operate and act in accordance with all legal regulations.

WORKS PLANNED TO BE CARRIED OUT WITHIN THE SCOPE OF SUSTAINABILITY

- Our first priority is to continuously improve annual training plans to reduce the rate of energy and water consumption.
- Sustainability will be maintained with environmentally friendly and energy efficient machinery, equipment and consumables.
- Waste reduction and recyclable waste from mixing with domestic waste through an effective waste management program
We will develop projects to spread zero waste awareness to the general public in order to prevent
- In order to reduce carbon emissions and damage to nature to some extent, contact and environmental protection organizations
We plan to increase the donation amount by 1% every year.
- When determining our approved suppliers to reduce carbon emissions, our priority is electric and new green
We will disseminate information activities on providing services with vehicles with the lowest carbon emissions.
- We will choose energies that produce less carbon
- Being aware that the climate change problem is a global issue, we will be part of a common solution by working together with the private sector, government, local administrations and non-governmental organizations. We will develop projects for stray animals in order to protect natural life and support wildlife.
- We will create internship opportunities for tourism students to gain work experience.
- By contacting the tourism schools in the region, we will use the areas in our hotel as workshops.
We will make it available.
- Planning career days with tourism high schools and universities and financially contributing to social responsibility projects.
we will support
- 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.