BERLIN
SUITE HOTEL
TRABZON

SUSTAINABILITY REPORT

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1. About the Report

Our hotel is committed to fulfilling the obligations of the Turkish Sustainable Tourism Program regarding sustainability and to continuously improving its sustainable management system to enhance sustainability performance. Due to the state of the sector, environmental, social, technological, economic and cultural risks, and legislative changes and updates, our management system is constantly reviewed, and policies are updated as necessary.

“Our sustainability policies” represent our company’s commitment to this issue. Our aim is to adopt the principle of sustainability in fundamental areas of our hotel and to incorporate it into our corporate memory.

Our efforts can only translate into success and sustainability by working together with our employees, guests, business partners, suppliers, solution partners, and all stakeholders in our immediate environment, expanding and strengthening this partnership day by day.

Raising awareness among employees, providing them with opportunities to participate in the process, and enabling them to contribute to development opportunities are considered an integral part of the sustainability approach. In this context, our annual training plans and orientations include training topics such as social rights, supporting local employment, protecting natural life, supporting wildlife, historical and touristic sites of the surrounding area, cultural richness, ecological diversity, energy and water conservation, environmental activities - our recycling system, and focusing on local resources. We work to disseminate the philosophy of sustainability within the company.

Sustainability efforts are coordinated by Hotel Management, and our activities and performance in this area are always open to the expectations and opinions of our stakeholders.

We commenced our sustainability efforts in 2025. Our aim is to share the progress we've made in this area with our management, employees, guests, suppliers, and all other partners, thereby increasing awareness and transforming this into shared goals and achievements.

2. FACILITY INTRODUCTION AND FACILITY FEATURES

Berlin Suite Hotel is a city hotel located in Trabzon. It aims to make you feel at home in a peaceful and comfortable environment, carefully designed to meet all the needs of our guests.

Our facility has a total of 90 rooms with a bed capacity of 190 people, including Suite Rooms, Queen Suite Rooms, Deluxe Rooms, Family Rooms, Standard Rooms and 1 Accessible Room.

At our facility; The facilities include an outdoor parking lot, a buffet breakfast, an à la carte restaurant, and room service.

Berlin Suite Hotel is located 4 km from Trabzon Airport, 1.5 km from Forum Shopping Mall, 5 km from Trabzon city center, 14 km from Atatürk Pavilion, 47 km from Sümela Monastery, 90 km from Uzungöl, and 110 km from Ayder Plateau.

The hotel offers an indoor restaurant with a capacity of 200 people and an outdoor restaurant with a capacity of 1000 people that opens onto the garden.

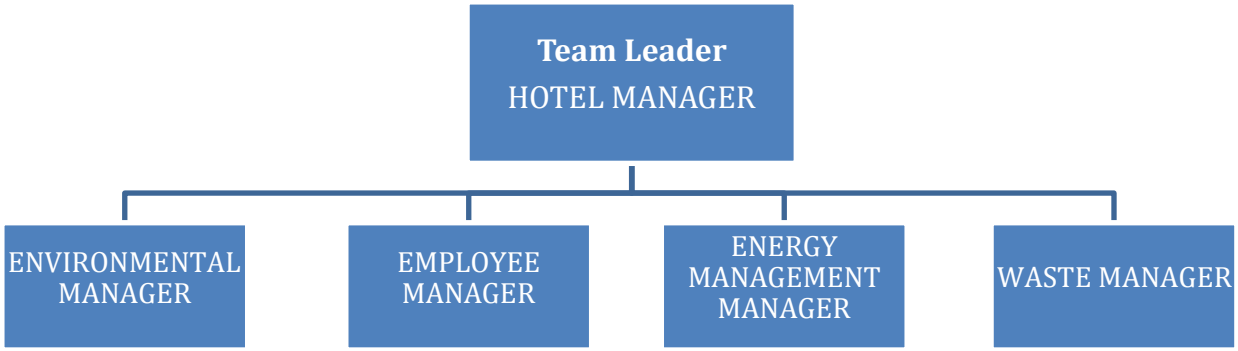
Our rooms;

Rooms include a TV, air conditioning, mini-bar, and 24-hour hot water. Free internet access is available in all rooms.

3. SUSTAINABILITY TEAM

Our sustainability team at the facility ensures that all employees implement specific policies, set goals, and monitor whether these goals are achieved, thereby continuously improving operational management processes within the framework of a sustainable management system covering quality, economics, management, environment, culture, human rights, health, and safety.

When the defined goals are achieved, new goals are set. If they are not achieved, our goals, policies, and practices are reviewed. In this way, we strive to ensure continuous improvement.



4. SUSTAINABLE MANAGEMENT SYSTEM

All management processes of our hotel form the basic framework and set out the policies of a Sustainable Management System (SMS) that can be further developed.

Our management system is based on risk analysis. Risk analyses are conducted under the headings of environment, natural disasters, society, culture, economy, quality, human rights, health, and security. New headings can be added if necessary.

After analyzing the risks, we also have a crisis management policy and system in place that determines what to do if the risks materialize.

A sustainable management system involves the implementation of specific policies by all employees, the setting of goals, and the monitoring of whether these goals are achieved, thereby continuously improving business management processes in areas such as quality, economics, management, environment, culture, human rights, health, and safety.

When the established goals are achieved, new goals are set. If they are not achieved, our goals, policies, and practices are reviewed. In this way, we strive to ensure continuous improvement.

Due to the state of the sector, environmental, social, technological, economic and cultural risks, and legislative changes and updates, our management system is continuously reviewed, and systems and policies are updated when necessary.

SUSTAINABILITY MANAGEMENT SYSTEM POLICY

• The company implements a long-term sustainability management system that addresses environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management issues appropriate to its size and scope, and that guides continuous improvement.

• We comply with legal regulations in all our product and service processes.

• To monitor all guest suggestions and complaints and resolve them in accordance with ethical guidelines.

• Acting within the framework of an Environmental Sustainability Policy

• Supporting local/regional development and employment

• We raise awareness among our guests and employees about the responsible use of our natural resources.

• To produce and offer products that comply with quality and food safety principles.

• Using our energy resources in the most efficient way in our hotels and providing regular training to our employees.

• Prioritizing the purchase of environmentally friendly, green-labeled products.

• Our principle is to create a fair and peaceful working environment for our employees, where no discrimination occurs and equal opportunities are provided.

• To inform our guests and staff about the protection of natural and cultural heritage.

• We conduct our activities with ease of access for individuals with special needs (people with disabilities, children, etc.) to our products and services in mind.

• We provide an environment at our facility where all individuals requiring special protection (guests and employees) will not be harmed in any way, and where all their problems can be easily communicated and resolved.

• Providing environmentally friendly products and purchasing from local suppliers is a priority to add value to the local economy and reduce carbon footprint.

• By using our energy resources economically and efficiently, we aim for continuous improvement in energy management and strive for the transition to renewable energy sources.

• We plan and carry out our activities to use natural resources efficiently, prevent environmental pollution and protect nature, reduce the amount of waste, ensure recycling and/or neutralize waste.

• We take care to use environmentally friendly products in renovations that have been or will be carried out at our facility.

5. SUSTAINABLE MANAGEMENT SYSTEM APPLICATIONS

Our General Activities

- Contaminated waste generated at our facility is disposed of in accordance with regulations.
- Our facility's electricity, water, and natural gas consumption is recorded daily, monthly, and annually.
- One of our facility's goals has been to reduce chemical consumption and to prioritize the use of environmentally friendly products.
- Various social events have been organized to encourage all our employees to embrace sustainability and become more environmentally conscious.
- To increase our employees' awareness of sustainability, they receive periodic training.
- In order to raise awareness among our guests, especially children, about sustainable world and environmental issues, various visuals are presented to them at our facility.
- In our procurement processes, we prioritize selecting suppliers and solution partners who are both ISO 14001 certified and committed to supporting local development.
- In order to use energy resources efficiently in our facility, we use technological products to ensure that both irrigation systems are operated at appropriate times of the day and lighting products are switched on and off at appropriate times, thus preventing unnecessary consumption.

Our goals

Aim	Subject	Action
Increasing the local procurement rate by 15%	Economy	Researching local suppliers and increasing the local purchasing rate by 15% compared to the previous year.
Increasing your sales by 5% by purchasing environmentally friendly products.	Environment	Ensuring the replacement of used products with environmentally friendly alternatives.
Reduce the use of single-use plastics by 5%.	Environment	Efforts to raise guest awareness about minimizing the use of toiletries (cleaning supplies, straws, slippers, etc.).
Reduce water consumption by 4%	Environment	Towels and linens are changed upon guest request.
Reduce electricity consumption by 3%	Environment	Replacing the lighting with LED energy-efficient products.
Increasing customer satisfaction by 5%	Human	Monitoring customer feedback surveys.
Organizing at least one event per year to promote cultural heritage.	Culture	Organizing an event that will include hotel staff and local residents.
5 hours of training on sustainability.	Environment	Including training on environmental pollution in the education plan.
fair trade product use	Purchase	Purchase at least two fair trade products per year.
Chemical consumption reduced by 5%.	Environment	To reduce the damage done to the environment.
Reducing waste generation by 5%	Environment	Raising awareness about waste disposal.
Reducing energy consumption by 5%	Saving	Providing training and information on energy saving.
Increasing local employment to 100%	Economy	Job postings are distributed through local channels, and guidance is provided regarding vocational training and courses.
Staff salaries should be 15% above the minimum wage.	Employee	Minimum staff salaries should be 15% above the annual minimum wage.

Legal compliance,

Our hotel is committed to complying with all applicable laws, regulations and international agreements, maintaining an up-to-date list of these, regularly informing its staff about them, and providing necessary training to its personnel.

Our hotel will provide all necessary permits, certificates, and documents to the relevant individuals and institutions upon request or demand.

These documents include the Business Opening and Operating License, the employee insurance statement for the last month, the tax certificate, the emergency action plan, employee training and certifications, the contract with the workplace physician, the sewage connection certificate obtained from the municipality, documents regarding pest control, and other necessary documents.

Stakeholders and communication

Our hotel provides accurate information to all segments of the audience in its promotions. We always use real visual material in our promotions. On our website, social media accounts, and other print and print

promotional channels and marketing communications, our hotel maintains a transparent and realistic structure regarding its products and services. At the same time, we openly and transparently share our policies, actions, and processes related to sustainability with our employees and customers. Our website is used for this purpose. Periodic reports on sustainability performance are published on our website. These reports are prepared at appropriate intervals.

Our hotel has a system in place to gather feedback from our customers, public institutions, municipalities, employees, local community, and all other relevant individuals and organizations regarding our sustainability performance, policies, and practices. Through this system, we receive feedback from both our staff and our customers.

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

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

STAKEHOLDER COMMUNICATION POLICY

- Our hotel provides accurate information to all segments of the audience in its promotions. We always use real visual material in our promotions. On our website, social media accounts, and other print and written promotional channels and marketing communications, our hotel maintains a transparent and realistic approach regarding its products and services.
- Our hotel also shares its policies, actions, and procedures related to sustainability openly and transparently with its staff and guests. This is done through our hotel website, where periodic reports on sustainability performance are published. These reports are prepared at appropriate intervals.
- Our hotel has a system in place to gather feedback from our customers, public institutions, municipalities, staff, local community, and all other relevant individuals and organizations regarding our sustainability performance, policies, and practices. Through this system, we receive feedback from both our staff and our customers.

- This system includes guest surveys, regular monitoring of social media accounts, email, messaging services and other communication channels for our staff, and email communication and regular follow-up for all other stakeholders.
    - Guest experience: Guest satisfaction is a priority at our hotel. Guest satisfaction includes feedback from the sustainability system described above. The results are analyzed. Negative feedback and responses are recorded, and necessary measures are taken.
    - Staff involvement: Our employees are the most important element of our hotel's management system.
- Our staff are aware of their responsibilities within our management system and sustainability policies and practices. Their duties are defined in writing, communicated to them, and regular training and guidance are provided. These training sessions are recorded.
- Our staff actively participates in the development and continuous improvement of our management system and sustainability performance. We review and improve our system based on feedback from our staff.

Purchase

Our purchasing policy includes local, environmentally conscious, fair trade-based, and efficient procurement practices.

Our hotel monitors the sources of goods and services. We hold regular meetings with our suppliers and check their sustainability certifications, information, and documentation.

Local purchasing: Our hotel prioritizes local suppliers when purchasing goods and services, provided they offer quality and reasonable prices. Therefore, we regularly audit our suppliers, update our supplier list, and keep them informed. The percentage of goods and services sourced from the local community is also measured.

When purchasing goods and services, our hotel prioritizes fair trade suppliers, provided that imported products are of high quality and reasonably priced.

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

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

In this context, our hotel prioritizes selecting suppliers with sustainability certifications when making purchases. Examples of certifications that can be sought in suppliers include ISO 9001, ISO 22000, ISO 14001, and ISO 50001.

For wood, fish, paper, and other food products, environmentally certified (FSC, MSC, EU-EcoLabel, etc.) or traceable source products are preferred.

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

We measure the ratio of our purchases from environmentally certified, local producers and suppliers, and fair trade suppliers, to our total purchases.
Our hotel has environmentally certified goals and aims related to local and fair trade procurement. Within this framework, we aim to increase the proportion and number of local and fair trade suppliers in our purchases and we pay close attention to this.

Efficient purchasing: Our purchasing policy prioritizes reusable, returnable, and recycled goods.
Our hotel also prioritizes bulk purchasing and purchasing products in bulk. This reduces the number of deliveries to the hotel and lowers greenhouse gas emissions.
Our primary priority and preference is to avoid unnecessary and excessive plastic, nylon, paper, glass, and wooden packaging in the products delivered to our hotel.
In the procurement of consumables and toiletries, single-use products and unnecessary packaging (especially plastic) are avoided. The purchase and use of consumables and single-use products are monitored and managed.

SUSTAINABLE PROCUREMENT POLICY

• Quality Assurance Management Systems, Environmental and Occupational Health and Safety Management Systems, having internationally recognized environmental and sustainability labels/certifications,
• Ensuring that production and supply do not have harmful effects on the environment and comply with environmental regulations,
• Using/consuming resources appropriately without harming natural life and the ecosystem, complying with hunting bans,
• By working to minimize and properly manage its waste, by offering alternatives to less packaging or bulk packaging in its product packaging,
• They should offer environmentally friendly, economical, local, ethically sound alternatives that use recyclable or recycled materials, are organic, bio, vegan, not tested on animals, and do not contain harmful chemical components, etc.
• Being a domestic and local producer/service provider,
• We take care to ensure that our products/services reflect/promote the cuisine, traditions, and culture of our country/region.

Energy and environment

Energy saving: Our hotel has an energy saving policy. This policy includes regularly measuring, monitoring, and reducing energy consumption.

The total energy used in our hotel is measured by type.
Our hotel identifies activities with high energy consumption, plans and implements measures to address them. Furthermore, our hotel uses energy-efficient equipment.
Our hotel informs and trains its employees and stakeholders on energy saving.
We are implementing and continuing the following measures to save electricity at our hotel:
• Our hotel uses energy-efficient light bulbs or LED lights.
• Our hotel uses thermal insulation systems.
• Sensors are used for lighting in common areas where the infrastructure is suitable.
• Outdoor lighting is controlled by timers.

• LED TVs are available in our rooms.
• In order to save energy, the minibars in our rooms are disconnected from the power source when not in use by guests.
• The curtains in our empty rooms are kept closed during the summer season and open during the winter season to reduce the use of air conditioning units.
• Electrically powered devices are positioned so they are not exposed to direct sunlight.

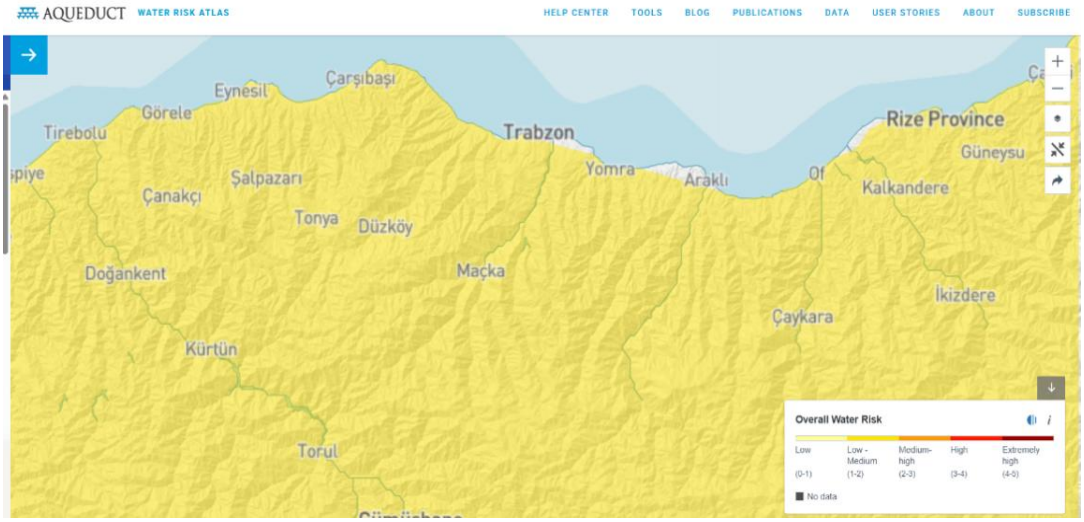
ENERGY EFFICIENCY POLICY

To protect our world from potential dangers, we use our energy efficiently and set targets to reduce our energy consumption. To achieve this:

• To fulfill both our responsibilities towards nature and our legal obligations, we follow national and international standards, laws and regulations, and voluntarily carry out activities that will reduce energy use and/or ensure the continuous improvement of our energy consumption performance, and we monitor the results of our efforts.
• We set goals and include energy efficiency in our training programs to ensure employee participation.
• We value collaborating with all our stakeholders to create shared goals and outcomes in energy management. We strive to maintain interaction with our guests, employees, visitors, and all business partners to achieve a comprehensive level of awareness and understanding on these issues.
• We strive to research, find, purchase, and use energy-efficient and suitable product, equipment, and technology alternatives.
• We aim to document our Energy Management System, disseminate it to all our departments, update it as needed, review it, and continuously improve it.
• We assess energy risks or potential emergencies such as energy shortages, and plan the necessary precautions.

Water management and wastewater

Our hotel implements water conservation measures. All shower heads are equipped with aerators. The water risk situation in the area where our hotel is located has been assessed. For this purpose, the Water Risk Atlas prepared by the World Resources Institute is used.



We are implementing and maintaining the following water conservation measures in our hotels:

• Toilets are equipped with water-saving and/or dual flush systems.

• All wastewater sources are treated and connected to the relevant municipal sewer system, demonstrating that they are discharged safely without affecting the local population or the environment.

• All reservoirs are adjusted to dispense no more than 6 liters of water per use.

• Water tanks are maintained during the winter months to prevent potential water leaks.

• Rooms and common areas are cleaned using microfiber cloths and mops instead of washing with water.

• Our staff receives regular training on water conservation and reporting potential water leaks.

• Towel and linen changes are only made upon guest request.

Water risk was also assessed in the risk analysis, and a water management plan was developed. This plan includes measurement and monitoring of water usage, as well as targets and reporting for reducing water consumption.

Our hotel's water usage activities do not harm aquatic life in seas, lakes, or other bodies of water.

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

The water comes from a legal and sustainable source. Our water is from the municipal water supply.

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

Water-saving equipment is used in our hotel. Good practices such as changing linens and towels upon guest request are implemented in our hotel.

Our hotel informs and guides its employees and stakeholders on water conservation. The hotel utilizes all its resources to ensure that its wastewater does not harm the environment.

The disposal of wastewater complies with the regulations set by the local government. All legal requirements in this regard are met.

Food waste and solid waste

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

Solid waste is separated according to its type, such as food, recyclable, toxic/hazardous, and organic, with recycling and reuse considerations taken into account during the separation process.

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

At our hotel, solid waste is separated according to type and collected by authorized and licensed companies.

Solid waste, including food waste, is measured by type. At 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 with high solid waste generation. We are planning and implementing corrective measures to reduce food waste and spoilage.

The aim is to ensure that solid waste disposal does 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.

6. REDUCING ENVIRONMENTAL IMPACTS

Aware that the natural resources we use, the immediate environment and region we interact with, and the large family we form with our employees have a significant impact on our corporate success and the experiences we provide to our guests, we have adopted a management approach of reviewing our responsibilities at every stage. In this regard, we have established an "Environmental Policy" to protect and ensure the sustainability of the environment in which we live, and we aim to improve our current situation day by day by planning our business processes accordingly and analyzing their results. To achieve this goal;

- We comply with and fulfill all requirements of applicable environmental laws, regulations, and statutes; we achieve this by continuously improving our activities and ourselves.
- In line with the social responsibility approach inherent in our brand, we have made it our priority to raise awareness and ensure continuity among our internal customers, namely our staff, as well as our guests and the local community, and we have made it our duty to make and implement decisions in this direction.
- Without compromising on quality, we add value through a win-win approach in cooperation with our suppliers, within the framework of the management systems we implement in our facilities.
- Protecting the environment, handing it over to future generations in a clean and healthy state, and contributing to the preservation of ecological balance are of great importance to us.
- Believing in the importance of continuous education, we ensure that environmental awareness is embraced not only by our employees but also by our guests, and we contribute to environmental protection projects by collaborating with local authorities.
- Preventing environmental pollution and ensuring that a large proportion of the waste in question is recycled are among our goals.
- Our priority is to comply with current international and national legal regulations and the requirements of the ISO 14001 standard, to minimize pollution that may arise as a result of our activities, to share our efforts to use natural resources correctly with our employees, guests, suppliers and the community; to set goals for continuous improvement; and to conduct necessary research, project planning and implementation regarding the principles of protecting biodiversity and the efficient use of energy cycles.

ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY

At our company, we prioritize protecting the environment, preventing pollution, and minimizing our negative impact on it.

For this;

• We comply with legal regulations and strive to minimize our environmental impact.

• We take care to efficiently separate our waste according to its source, type, and hazard class.

• We know that using hazardous materials and chemicals only when necessary and in the required amounts will reduce both their negative impact on the environment and the amount of waste.

• In our business, we contribute to protecting nature by preferring materials with "recycled" and "eco-friendly" labels. We strive to create opportunities for reuse.

• We take care to leave less waste in nature by not using single-use materials such as plastic, paper, and packaging.

• We properly store waste in separate areas according to its characteristics, deliver it to licensed/authorized companies without exceeding legal storage time limits, and maintain records.

• We strive to use water, energy, and all natural resources efficiently. We share this commitment with our employees, guests, and suppliers.

• We measure our performance in environmental management, monitor this data against targets, and strive to improve our performance.

• We aim to educate our employees on environmental issues and raise their awareness.

7. CUSTOMER SATISFACTION

Customer satisfaction is a priority at our hotel. Customer satisfaction includes feedback from the sustainability system described above. The results are analyzed. Negative feedback and responses are recorded, and necessary measures are taken.

OUR CUSTOMER SATISFACTION POLICY

As an organization that fulfills the requests of its guests in a timely and complete manner within the scope of its services, and in this regard fulfills the requirements of customer satisfaction;

To be an example of a management and customer satisfaction system that respects people, is conscious of corporate and social responsibility, adheres to the principle of equality, is open, transparent and trustworthy, and thinks scientifically and creatively; and that constantly monitors, improves, and ensures continuous development and innovation.

To provide contemporary services in physical spaces that comply with international norms, focusing on people and respecting customer rights.

By protecting customer privacy at the highest level, and keeping the customer informed at every stage of the process,

By effectively and efficiently handling customer complaints and providing the necessary resources to increase customer satisfaction, and by giving due importance to and ensuring the continuity of staff training, we aim to create an organizational structure that includes highly qualified individuals.

We are committed to following domestic and international quality programs and complying with legal and regulatory requirements regarding consumer rights.

8. PERSONNEL AND WORKING LIFE

Staff participation

At its core, our most important resource, the one that makes us who we are, is our employees. Aware of this, employee social and fringe benefits, performance management, rewards, training and career management, and employee safety are always our top priorities.

Our Human Resources Vision;

Our goal is to create a highly motivated, qualified workforce that protects and enhances the company image, prioritizes innovative work, values service, and views its work as part of a whole, and to be a leader in the sector and in Turkey through integrated human resources practices.

Our Human Resources Mission;

Planning and training the human resources that will achieve the organization's goals and strategies, optimizing personnel processes, and having a team of specialized, confident personnel who can represent the organization and introduce new perspectives in their field.

Our goal is to provide strategic support to all company and department departments through human resources management aligned with our company's business strategies, to improve business results, and to contribute to creating value for all stakeholders by establishing and promoting a high-performance culture.

Our employees are aware of their responsibilities within our management system and our sustainability policies and practices. Their duties are defined in writing, communicated to them, and regular training and guidance are provided. These training sessions are recorded.

Our employees play an active role in developing and continuously improving our management system and sustainability performance.
We review and improve our system based on feedback from our employees.

Fair wages

Our employees are informed about their salary, working conditions, working hours, and payment schedule before starting work at our facilities.

Education and Career Management

All our employees have equal access to training. In addition to the legal and professional training required by the hotel industry, we provide periodic training programs related to sustainability and their work areas, on-the-job training, legally mandated training, and guidance support in line with our sustainability policies and

management system, including orientation training. We implement annual training plans on occupational health and safety, hygiene training for kitchen/service/massage personnel, water and energy conservation, chemical usage regulations, fire protection, first aid, etc.
Our employees have free and open access to all our training materials.
Our hotel is committed to complying with the relevant provisions of the Labor Law No. 4857 and pays its employees at least the minimum wage. Furthermore, our hotel also undertakes to comply with the Social Security and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331.

Labor and Human Rights

Ensuring the absolute satisfaction of employees is a top priority. From this perspective, it is the responsibility of management to ensure the employee's overall comfort at work, including their legal rights, benefits provided by our company, their work environment, psychology, self-motivation, and performance. While we do employ foreign nationals in our hotels, as an internationally operating business catering to guests from diverse backgrounds, discriminating against guests based on nationality, race, language, etc., is contrary to both our hotel management and operational principles. Therefore, all personnel matters for our employees from different countries or nationalities are handled in accordance with legal procedures, and all employees are offered equal opportunities within the hotel without any discrimination based on their background.

EQUAL OPPORTUNITY POLICY

- Our hotel upholds the principle of equality towards all its employees. In line with these principles;
- In all human resources practices, including the content of job postings, interviews, and employee selection processes, performance measurement and evaluation, career planning, promotion systems, training and development programs, and compensation policies, equal opportunity is offered.
- When implementing equal opportunity policies, discrimination based on gender, religion, sect, race, marital status, philosophical beliefs, and similar visible or invisible reasons is avoided, and a work environment based on the principle of equal opportunity is provided.
- It ensures that women are represented as decision-makers in management positions and that gender equality in management is consistently achieved.
- It supports the professional and personal development of employees through training and continuous feedback.

Through various training programs and social responsibility projects, the company strives to ensure that each of its employees embraces the principle of equal opportunity.

9. SOCIAL WORK CARRIED OUT

Internal company initiatives aimed at increasing the motivation of all our employees and fostering team spirit:

- Giving gifts and souvenirs on special occasions,
- Ensuring that salaries and employee entitlements are paid on time,
- The practice of giving gifts to employees who get married or have children,

- Blood donation campaign,
- Participatory social responsibility projects.

Throughout all stages of our hotel's operations, from providing service to reaching the end consumer, our processes and businesses comply with all international, national, and local laws that serve the public interest, and we also ensure social compliance by controlling social, physical, and environmental conditions.

- Compliance with laws and other obligations
- Preventing child labor
- Foreign workers should not be employed illegally.
- Prevention of forced and compulsory labor
- Working hours
- Regular employment
- Discipline, prevention of harassment and ill-treatment.
- Payments and entitlements
- Prevention of discrimination
- Ensuring occupational health and safety.
- Preventing environmental pollution

10. CULTURAL STUDIES

We are aware of our responsibility in preserving local culture and values. In this context;

- Cultural Promotion
- Contributing to the Commercial Volume of the Region
- Promoting Natural and Historical Riches
- We are extremely sensitive to the issue of employing local people.

Communication with the local people

Through facility management and designated representatives;

- Strengthening local employment,
- Increasing local awareness,
- Protecting local resources and opportunities,
- Preservation of historical and cultural assets,
- Mutual assistance in the region,
- Supporting initiatives that promote the region,
- In order to address important issues and problems affecting the region, meetings are held with hotel associations, municipalities, local headmen, and official authorities, needs are identified, and joint efforts are made.

11. SPECIAL GROUPS AND ACCESSIBILITIES FOR EVERYONE

The facility aims to provide environments and opportunities where special groups (children, individuals with physical/mental disabilities, individuals over 65, pregnant women, disaster victims, etc.) can freely and comfortably express their thoughts, wishes, and feelings. Accessibility and facilities for disabled individuals are provided in our facility. Areas, buildings, and activities are accessible to individuals with physical disabilities and other special needs, in accordance with the nature of the operation. The goal is to offer equal opportunities and conveniences across all accommodation options.

Accessibility

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

Our hotel is also committed to fully complying with and continuously improving upon legal regulations regarding accessibility.

We strive to continuously make improvements not only for physically disabled guests, but also for those who cannot participate in tourism activities due to disabilities such as visual or hearing impairments.

Our hotel regularly maintains and repairs its accessibility arrangements and infrastructure, and makes improvements when necessary. We also regularly inform our staff about accessibility issues.

ACCESSIBILITY POLICY

- Accessibility, both physically and in terms of services, is important to us in order to provide an equal and comfortable experience for all our guests. Improving the accessibility of our hotel is a

measure and arrangement we have taken to both comply with legal regulations and to offer a better experience for all our guests.

- Staff Training:
  - Staff training to understand the needs of our guests with disabilities.
  - The ability to offer support services and guidance.
  - Special reservation options for our guests with disabilities.
  - Staff have received the necessary training on the auxiliary equipment available in our hotel.
  - They can guide our guests on how to use this equipment.
- Entry and Exit:
  - Ramps or inclined pathways, and entrances without stairs.
  - Wide doors and automatic doors.
  - Adequate space and signage, and suitable parking areas.
- Accessibility in Rooms and Bathrooms:
  - Rooms specially designed for our guests with disabilities.
  - Doorways and passageways wide enough to be wheelchair accessible.
  - Low and easily accessible electrical outlets and telephones.
  - Easily accessible shower and toilet bars, seats, and sinks.

12. CONSERVATION OF BIODIVERSITY

BIODIVERSITY CONSERVATION POLICY

Biodiversity conservation is among the priority areas within the sustainability policy. By identifying and monitoring the impact of its activities on biodiversity, it aims to protect the diversity of species, habitats, ecosystems, and the integrity of ecological functions.

The majority of the impacts on biodiversity occur in the early stages of the supply chain, during raw material procurement operations (such as traditional cotton production, which uses agricultural chemicals like fertilizers and pesticides, as well as large amounts of water). Air, soil, and water pollution resulting from production and operational phases also have a negative impact on biodiversity.

Identifying and minimizing these impacts, achieving a more responsible supply chain, and reducing demand on natural resources and ecosystems, the company prioritizes resource efficiency and minimal waste generation in its operations.

- We identify and monitor the potential direct and indirect impacts of our operations and supply chain activities on biodiversity.

- In our operations, we avoid materials that pose risks to endangered species, animal welfare, and forests.

- We include ensuring the sustainability of natural resources in our goals and develop projects in this direction. We engage in activities focused on biodiversity conservation with NGOs and local governments.

- To raise awareness about the importance and conservation of biodiversity, we organize in-house training and internal communication activities, and we include this topic in our sustainability training programs.

- We share our biodiversity performance annually in our Sustainability Report.

- We take actions to create and monitor a biodiversity inventory of the region and to ensure the protection of endemic species.

- We take action to support and develop agricultural activities, which are the livelihood of the local people.

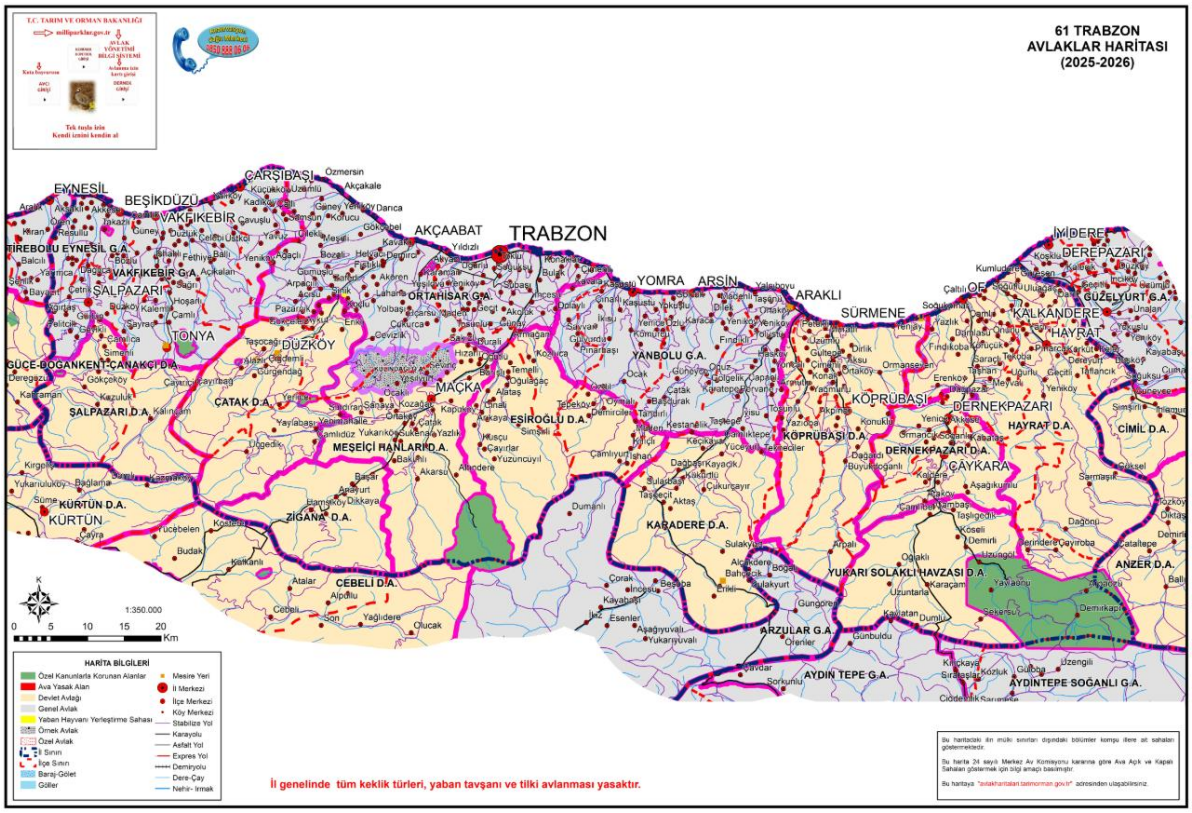
13. WILDLIFE AND HUNTING

WILDLIFE INTERACTION POLICY

Since the day we opened, we have continued to protect animal rights and all artifacts belonging to our historical and modern culture.

In accordance with the Animal Rights Protection Law and the Regulation on the Protection of Wild Animals and Their Habitats and the Procedures and Principles for Combating Pests, we would like to emphasize that keeping wild animals in establishments is prohibited and that we will not support such requests and/or commercial approaches. We strongly remind you that no wild animals should be kept within our facilities; therefore, any requests from potential guests will be unconditionally rejected and reported to the relevant authorities.

As per our facility's policy, we kindly request that the necessary measures be taken to ensure that the boundaries of our respect for animals and our culture, as well as for wildlife and natural life, are not exceeded.



14. GENERAL CODE OF CONDUCT

MOSQUES

In Türkiye, non-Muslims are also permitted to enter mosques. However, one should avoid visiting a mosque during prayer times and on Fridays, the holiest day in Islam. Shoes should be removed before entering a mosque, and certain dress codes should be observed. For example, women should cover their heads, shoulders, and legs during mosque visits. Men should cover their shoulders and legs and should wear trousers during their visit.

BUSES AND TRANSPORTATION VEHICLES

Buses and trams are public transport vehicles used to get from one place to another for a fee. A transport card can be purchased to board public buses and trams. Passengers board public transport vehicles through the front door and alight through the back door.

SHOOTINGS and PHOTOGRAPHY

In general, you can take photos everywhere. If someone doesn't want to be photographed, that should be taken into consideration. Photography and video recording are prohibited in police and military facilities.

MUSEUMS AND OPENING HOURS

Museums across Turkey are closed on Mondays. Generally, they are open from 9:00 AM to 5:00 PM. Some close for lunch between 12:00 PM and 1:30 PM. Open-air ancient archaeological museums can be visited from 9:00 AM until sunset.

CIRCUSES AND SHOWS

To prevent animal abuse, please do not attend animal shows and circuses. No living creature should be taken from its natural habitat and used for entertainment purposes, nor can it find happiness in this.

ANTIQUE

The export of all kinds of antiques is prohibited. Enforcement of this ban is carefully monitored. Even small pieces of glass are severely punished. Attention must be paid. Exporting antiques, old coins, fossils (including seashells), natural stones, etc., is prohibited by law. Ignoring this will result in imprisonment and fines.

This penalty applies to all discovered and, in a broader sense, all cultural objects.

Thank you for your sensitivity towards historical artifacts and museums.

We would also like to remind you that visiting the museums and historical sites in our country will contribute to our historical and cultural heritage.

15. RULES TO BE FOLLOWED IN CULTURAL AND NATURAL AREAS

- Nature tours are organized events aimed at exploring, seeing, getting to know, and promoting all the natural areas of our country; therefore, all event organizers must obtain permission from the authorities to ensure the sustainability, effective management and protection of resources, visitor safety, visitor guidance, and meeting visitor needs and expectations.

- Before the tour, "rules to be followed in nature" are distributed to participants/visitors by the organizers, and compliance with these rules is ensured.
- Within protected areas, rare, endemic, endangered, or potentially endangered native plant species cannot be harmed in any way. These species cannot be collected, uprooted, or have parts of them cut off; the eggs of wild animals cannot be collected, and their nests cannot be disturbed.
- Tours are not permitted in areas where endangered species are strictly protected, or in regions and locations where entry is prohibited for general safety reasons.
- Activities that could harm birds are prohibited during tours (individuals cannot be disturbed, nests and chicks cannot be touched, and tissue and blood samples cannot be taken under any circumstances). Bird watching and photography are not permitted during bird breeding seasons.
- Professional photography and film shoots cannot be carried out without obtaining the necessary permits from the Ministry.
- Travel agencies that organize hunting tours, photography and film shoots, and wildlife observation tours for foreign visitors in Turkey must obtain a hunting tourism license from the Ministry.
- Wild animals seen or encountered during tours should not be startled or chased. If the tour route is in the direction the animal is seen, a suitable amount of time is waited, and the tour continues more slowly, taking care not to approach the animal too closely to startle or disturb it.
- For visitor safety, the Administration will issue the necessary warnings, and other necessary precautions will be taken by the organizers of the event.
- Regardless of the method, visitors are required to take their litter with them.
- Making noise and listening to loud music are prohibited during the tours.
- No activities that pollute the areas, damage the flora, or disturb the fauna are permitted.
- No fires may be lit in the areas.
- Wildlife cannot be destroyed.
- Any interventions that cause or may cause the loss or alteration of the characteristics of protected areas, as well as any works or activities that cause soil, water, and air pollution and similar environmental problems, are prohibited.
- In protected areas, visitors are required to visit the site accompanied by a certified "Site Guide". However, day-use areas and areas outside the absolute protection zone defined in the plan can be visited within the framework of the defined rules.
- In areas requiring absolute protection and in absolute protection zones included in the plans, natural resources are expected to be left in their natural state without human influence; therefore, the use of these areas without the knowledge of the administration and the unauthorized movement of visitors in the area are strictly prohibited.

- In protected areas, visitors are not allowed to go outside the designated areas and routes (this is important both for the preservation of natural resources and for visitor safety).
- The conditions and level of use and utilization of the areas are determined by the Administration, and the carrying capacity cannot be exceeded.
- No activities that would affect the water regime are permitted in wetlands.
- No foreign species may be introduced or released into wetlands, or collected from wetlands, for any purpose whatsoever.

16. RULES OF CONDUCT TOWARDS CHILDREN

1. As defined in both international law and Turkish legislation, any person under the age of 18 is a child.

2. Children's rights is a universal concept used to define all the rights that all children in the world possess from birth, legally or morally, including rights such as education, health, housing, and protection against physical, psychological, or sexual exploitation.

3. According to the United Nations Convention on the Rights of the Child, to which Turkey is also a party, non-discrimination; the best interests of the child; the right to life, survival and development; participation and respect for the child's views are fundamental principles and serve as a guide in the implementation of all other rights.

4. Almost every business and employee in the tourism and travel sector interacts with children directly or indirectly. Tourism and travel businesses need to have sufficient knowledge and capacity regarding children's rights, both to provide the best possible service to their guests and to legally employ interns under the age of 18. They must offer their services in a way that protects and does not violate children's rights.

5. Sustainable tourism is an approach that meets the needs of travelers, the industry, and the nature and society of the host country, while also considering the current and future economic, social, and ecological impacts of the tourism sector.

6. Emerging within the framework of sustainable tourism, "Child-Friendly Tourism" is a tourism concept that aims to create tourist environments where children can be healthy, play, learn, and feel safe, free from all forms of violence.

7. The most important criteria in implementing child-friendly tourism:

- Taking measures to ensure the health, hygiene and safety of children in tourism facilities and travel vehicles.
- To provide services and activities aimed at the healthy development of children.
- Protecting children's rights in the field of tourism employment.
- Protecting children from violence and sexual exploitation in tourism.
- To inform staff and customers about child-friendly tourism,
- The goal is to develop child-centered social and environmental awareness.