



SUSTAINABILITY REPORT

We are aware of and determined about our responsibilities in sustainable tourism and development. We are trying to leave a better world for future generations. Our corporate vision, mission, culture, values and ethical principles guide us in fulfilling responsibilities.

As a facility, informing our stakeholders about our activities and their impacts in a transparent and effective manner is one of the issues we attach special importance to. With this first sustainability report, we aim to convey our economic, environmental and social performance to our employees, guests and other stakeholders. We see this report, which we plan to prepare regularly, as an important communication tool to share the steps we will take to manage our impacts in the future.

Our Sustainability Report; contains

- what we do regarding the environmental, cultural, social, economic, quality and human rights health and safety issues of our hotel,
- targets set to improve this performance,
- the strategy and process to be followed to achieve these goals,
- measured performance results.

OUR SERVICE POLICY

We show respect and love to both each other and our guests with a team of passionate employees who act in accordance with our mission and vision. We approach our work with the awareness of creating value at every stage. We are both committed to our traditions closely follow the developments in world tourism. We want to do our best in everything we do. We act in accordance with our vision and take our guests' warnings into consideration. We trust in our talented and educated human resources and believe that this is our biggest gain. We are disciplined in what we do and pay close attention to details.



OUR MISSION

Our facility has adopted the principle of responding to the needs and expectations of our guests and employees in the most effective way with a quality-oriented management approach and making this a continuity. With the Sustainability Management System, we have established, we aim to continuously improve the quality of service we provide to our guests, to maximize satisfaction, to support the protection of natural life by increasing environmental awareness, to prevent accidents and dangerous situations by ensuring the safety of our guests and employees, and to achieve perfection in food safety and service understanding.

RESPONSIBLE PURCHASING PRACTICES

As a part of our responsible purchasing practices as a facility, we evaluate the companies from which we supply raw materials within the scope of supplier management. We work with suppliers who comply with all legal regulations. Our priority in selecting suppliers is that they have a 14001 Environmental Management System certificate and that our food suppliers have a ISO 22000 Food Safety Management System certificate. We make our purchases from nearby regions as much as possible. Thus, we aim to reduce the environmental impact by minimizing the CO2 emissions of supplier companies' delivery vehicles and support regional employees.

OUR GUESTS

The services offered within the facility are based on the principle of "Guest Focus". As part of continuous improvement, survey forms are used to obtain feedback from our guests about the quality of the services we provide in order to meet or even exceed their expectations. We focus on managing satisfaction, not complaints, with our innovative value-creating practices.

GUEST SATISFACTION MANAGEMENT

In the hospitality sector, errors are inevitable due to simultaneous production and consumption. However, successful compensation for service errors will be possible by being aware of the existence of complaints, creating processes that produce rapid solutions and are based on the concept of justice regarding the management of these complaints, informing our staff and guests



about these processes and implementing these processes effectively. Our guests can report their complaints during their stay at the hotel or after leaving the hotel. All reported complaints are responded to and action is taken quickly.

AGENCIES

We attach importance to our agencies, which are our most important connection point with our guests. We ensure that agency operations are carried out effectively in hotels by evaluating the survey results and suggestions made by agencies with their guests staying in our hotels.

RESOURCE CONSUMPTION

The rates of achieving targets through studies aimed at reducing natural resource consumption are numerically monitored and decreases or increases in electricity, water and natural gas consumption are studied. We aim to ensure that all electronic products we purchase are energy efficient and that all our employees receive training on energy saving. Our guests are informed about saving electricity in our hotel regarding energy saving. Energy saving bulbs or LED lights are used. Class A televisions are used in our rooms. Studies are carried out to increase the environmental awareness of our guests. In this context, environmental cards, were left in the guest rooms and an effort was made to make the guests aware of what our facility does in the terms of protecting the environment and what they can do.

WATER CONSUMPTION

We use water-saving equipment and train our employees in order to reduce overall water consumption without compromising on health, hygiene and guest satisfaction. In our hotel, water flow limiting equipment is used in taps and showers to save water. A dual flush system is used in toilets. Our dishwasher has been selected as class A.

WASTE MANAGEMENT

Our primary goal in the waste management, we implement as a facility is to reduce the amount of waste, manage our waste well to ensure that it is disposed of with the least harm to the environment and to recover recyclable materials. In order to reduce the amount of waste, larger



packaged products are selected during the purchasing process, and the use of small weight products is not preferred except in mandatory cases. In addition, reusable products are our first choice whenever possible. In order to reduce hazardous waste, longer lasting LED lighting is used instead of fluorescent lighting that contains mercury and has a shorter life. In areas where LED use is not possible, energy-efficient lighting is preferred. Instead of evaluating materials that wear out and deform over time, such as textiles, as waste, it is planned to donate them to those in need or to use them for different purposes by shrinking them.

CULTURAL HERITAGE

While respecting the intellectual property rights of local communities, we value authentic elements of traditional and contemporary local culture in our operations design, decoration, cuisine or stores. Local/regional art/craft is reflected in design and furniture. The views of the local/regional community were taken into account in the presentation of the local/regional cultural heritage. While presenting local and regional culture and works, our hotel respects the copyright, intellectual property and industrial rights of these works. Copyright and intellectual property rights have been observed and necessary permissions have been obtained.