

ZAGREB HOTEL  
SUSTAINABILITY  
REPORT  
2023

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## 1. ABOUT THE REPORT

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

Our “sustainability policies” are our company's commitment to this issue. From this point of view, all our orientations will be in this intention and direction. Our aim is to transform the sustainability principle into a "business manner" in the 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 if we act together with our employees, guests, business partners, suppliers, solution partners, and all our interlocutors in our immediate environment and make them a partnership that we will strengthen day by day. It is very valuable to raise the awareness of the personnel, who are considered as an integral part of the sustainability approach, to provide opportunities for them to be involved in the process and to contribute to development opportunities. In this context, in our annual training plans and orientations; Social rights, supporting local employment, protecting 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, etc. Efforts are made to disseminate the sustainability philosophy. The main objective is to provide strategic support to all companies and departments for the improvement of business results through human resources management in line with business strategies, and to contribute to creating value for all stakeholders by creating and promoting a high performance culture. In addition to all these, it is aimed to increase awareness in every sense with 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.

## 2. FACILITY DESCRIPTION AND FACILITY FEATURES

Our facility is located in Kemalpaşa neighborhood, Gençtürk street, Çukurçeşme street no 29, Şehzadebaşı Aksaray-Fatih İstanbul.

Our facility has a 4-star Business Certificate from the Ministry of Culture and Tourism. It has 58 rooms and 110 beds. There is a 2nd class restaurant for 80 people, a massage room, a sauna, a Turkish bath, a Finnish bath, an indoor pool, a children's pool, a pool bar.

In our rooms, which have the necessary facilities for our guests to feel comfort and peace;

Hair dryer

Electronic key lock system

Direct telephone in rooms

LCD-Satellite television with stand by feature

Private safe with password

Central air conditioning system

Smoke detector linked to the central fire system

Specially insulated door and window system for noise

Mirrored desk

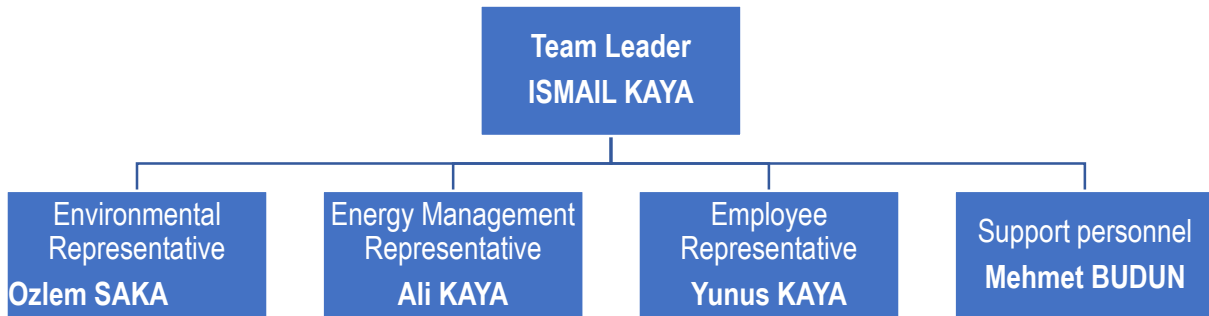
There is a tea and coffee set.

### 3. SUSTAINABILITY MODE

Sustainability team in our facility

Sustainable management system ensures that certain policies are implemented by all employees in the fields of quality, economy, management, environment, culture, human rights, health and safety, targets are set and the business management processes are continuously improved by monitoring whether the targets are achieved or not.

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.



### 4. SUSTAINABLE MANAGEMENT SYSTEM

All management processes of our hotel constitute the basic framework of a Sustainability Management System (SYS) that can be developed and reveal its policies.

The basis of our 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 safety. New titles can be added if necessary.

After analyzing the risks, we also have a crisis management policy and system that determines what to do in case of realization of risks.

Sustainable management system includes the implementation of certain policies by all employees on 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 or not.

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.

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

## **OUR QUALITY POLICY**

On the way to reach our vision;

To meet guest expectations at a high level and to be an organization first in the sector,

To create the founding philosophy with all our staff, to provide continuous improvement, trust in the workplace and service that exceeds the expectations of our guests,

In accordance with national and international legislation and conditions; To serve by showing the necessary sensitivity with a preventive approach to food safety risks,

Being an exemplary business for all other organizations in our country and creating value

To prevent these accidents by minimizing all risks that may endanger the health, life safety and occupational safety of our guests and personnel,

To make the quality measurable, to ensure the continuous improvement of the system and to set goals and ensure the unity of our employees and management,

As a hotel, raising environmental awareness with its staff and leaving a cleaner, healthier and safer environment for future generations are among our priority quality goals.

## **OUR SOCIAL RESPONSIBILITY POLICY**

We believe that all of our employees have the right to work in a healthy and safe environment, in working conditions that comply with human dignity. Our employees are our most valuable asset, and ensuring and protecting the safety of our employees is our top business goal.

Our hotel is always ready to support all kinds of initiatives that will help the development and spread of environmentally friendly technologies and implement the best environmental solutions beyond legal obligations and increase environmental awareness. Our social and environmental responsibilities towards the society in Istanbul, where we operate; We take care to comply with our shareholders, our employees, the public, non-governmental organizations and other stakeholders in a harmonious cooperation.

We believe that our human resources are the most important element of sustainable growth.

We ensure that our employees' personal rights are fully and correctly used.

We approach 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 personal development of our employees and observe the balance between business life and private life.

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

We strive for the development of our society within the framework of the corporate social responsibility principle. We will support our employees in volunteering for appropriate social and community activities that they will take part in with a sense of social responsibility.

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

We have taken all measures for our employees within the framework of occupational health and safety and we are also sensitive about providing the necessary on-the-job training to our employees within the framework of the annual training program.

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

## OUR CULTURAL SUSTAINABILITY POLICY

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

**Artifacts:** Our hotel does not buy, sell, trade or display historical and archaeological artifacts.

**Promotion of sustainable local gastronomy:** Our hotel gives priority to the promotion and consumption of local products. It puts forward innovative and creative practices to ensure sustainability in gastronomy in all its activities.

## OUR ENERGY POLICY

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

For this;

- We follow national and international standards, laws and regulations in order to fulfill both our responsibilities towards nature and our legal obligations, we voluntarily carry out studies to reduce energy use and/or continuously improve our energy consumption performance, and we monitor the results of our studies.
- We set goals and include energy efficiency in our training programs in order to ensure the participation of our employees.
- We attach importance to cooperating with all our stakeholders to create common goals and results in energy management. We try to maintain our interaction with our guests, employees, visitors and all business partners in order to reach a level of awareness and consciousness on these issues.
- We try to find, purchase and use energy efficient suitable products, equipment, equipment and technology alternatives.



- We aim to document our Energy Management System, to disseminate it to all our departments, to update, review and continuously improve when necessary.
- We evaluate energy risks or emergencies such as energy shortages, and plan the measures that can be taken.
- We take care to effectively separate our wastes according to their source, groups and hazard classes.
- We know that using dangerous substances and chemicals only when needed and as needed will reduce both the negative effects on the environment and the amount of waste,
- We contribute to the protection of nature by choosing "recycling" and "environmentally friendly" labels in the materials we buy in our business. We try to create opportunities for reuse,
- We take care to leave less waste to the nature by using disposable materials such as paper, napkins, toilet paper, packaging as much as necessary,
- We store the wastes correctly, in separate areas according to their characteristics, deliver them to licensed/authorized companies without exceeding the legal storage time limits, and preserve their records,
- We try to use water, energy and all natural resources economically. We share this sensitivity with our employees, guests and suppliers.
- We measure our performance in environmental management, monitor this data with targets and try to improve our performance.
- We aim to educate our employees about the environment and increase their sensitivity.

## **OUR ENVIRONMENTAL PURCHASING POLICY**

The most important target criterion in purchasing is to minimize waste and. It is to ensure continuity in purchasing.

Goods-acceptance practices to be implemented in the establishment within this target;

- When purchasing, products with reusable features, returnable products or organic products that will not create irreversible waste will be preferred.
- Instead of disposable products and consumables such as glasses, cutlery, and boucle materials, reusable, refillable, if none is possible, products that are least harmful to the environment and that can be recycled will be preferred.

- If the purchase of disposable products and consumables is mandatory (eg cleaning materials, stationery products, etc.), the purchase, use and recycling of these products will be carefully monitored and managed.
- Staff will be trained on how to recycle disposable products and directives and instructions on how to reduce the use of disposable products.
- Disposable plastic bottles, cardboard cups and packaged products in the rooms will be gradually removed, and the determination of targets for the termination of applications such as the packaging of used food products and other materials, and the monitoring and reporting of the compliance process with these targets will be discussed at the management review meetings.
- It is important to avoid unnecessary packaging when making a purchase. Paper and plastic cups, plates, forks, spoons, water in plastic bottles, etc. Glass and metal products with reusable features will be preferred instead of products.
- Frequently used materials (for example, surface cleaners) will be bought in larger packages instead of small-size packages, thus reducing the amount of plastic waste that will be generated.
- The production of necessary goods and products from products that do not harm nature and the environment will be given priority to products with recyclable and eco-label.
- Environmentally certified products and suppliers will be preferred, especially in terms of wood, paper, fish, other foods and products from the wild.
- Where certified products and suppliers are not available, the origin and methods of growth or production will be considered.
- Threatened species are not used or sold.
- Supply that will endanger the extinction of plant and animal products will be avoided.
- Environmentally certified products will be preferred.
- Procurement and purchase of all goods (materials, raw materials, finished and semi-finished products) comply with Food Laws and Regulations, Ministry of Agriculture and Forestry, Ministry of Health, Sanitation Law and regulations, and purchasing standards that have the necessary documents in accordance with TSE Hygiene and Sanitation Systems . It will be made from the appropriate suppliers and their products with the relevant certificates.
- To support local fair trade, the purchase will be from the local dealer within 100 km.
- Procurement will be made from the approved supplier list and local companies that have been subject to the necessary audits.
- Firms supplying goods and products will be audited periodically.
- Care will be taken to ensure that the cleaning, hygiene materials and protective equipment supplied have CE Certificate.
- Priority will be given to suppliers that adopt fair trade practices in agriculture in foodstuffs.
- Information trainings will be planned for the relevant persons by the authorized company regarding the use of all chemical products supplied.

- Permission documents of the Directorate of Agriculture and Forestry for all food products will be obtained from the supplier companies and stored in the computer environment.
- MSDS Safety data sheets for pesticides, disinfection and chemical products used in the kitchen will be procured from suppliers and stored in a computer environment.
- Safe physical distance rules will not be violated during the acceptance of goods.
- Our personnel working in the acceptance of goods will take personal protective and contamination measures. (Mask, visor, gloves, apron, hand hygiene, etc.) Necessary planning will be made in order to prevent agglomerations and accumulations in the acceptance of goods in accordance with the measures.
- The products that will be given directly to consumption and guest use together with the acceptance of goods will be able to be put into use after being taken out of their boxes, after being disinfected in detail.
- Kitchen tools and equipment, steel service sets, glass and porcelain service sets, etc. purchased for the first time. Washable materials will be taken to the equipment warehouse for use after being washed with a dishwasher before being put to use.
- Waste and returned products will be placed on hold in the waste and return area in a controlled manner and delivered to the supplier company.

## **OUR OCCUPATIONAL HEALTH AND SAFETY POLICY**

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

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

## **OUR WOMEN'S RIGHTS AND GENDER EQUALITY POLICY**

We attach importance to gender equality in our business.

- We ensure the health, safety and well-being of all our employees, regardless of gender.
- We support the participation of women in the workforce in all our departments and offer equal opportunities.
- We act with the policy of "equal pay for equal work" without gender discrimination.

- We distribute tasks by considering the principle of equality.
- We provide the necessary environment for equal use of career opportunities.
- We create education policies, support women's participation and increase awareness.
- We create a working environment and practices that maintain work-family life balance.
- We support women to be in company management and offer equal opportunities.
- Women should never be abused, harassed, discriminated against, suppressed, coerced, slandered, etc. We do not allow ourselves to be exposed to situations. We are always aware of the value they add to the world and our institution and we support their existence.

## **CHILD RIGHTS POLICY**

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

To ensure this;

- We do not allow child labor in our own institutions and we expect the same sensitivity from all our business partners.
- We offer environments/opportunities within the enterprise that contribute to the development of children, where they can freely express their thoughts, wishes and feelings, and where they feel free and comfortable.
- We train our employees on the prevention and recognition of child abuse.
- We make sure that children are under adult supervision in the activities they participate in.
- We organize trainings and support related projects to raise awareness about the protection of children's rights.
- When we witness suspicious actions related to children, we first inform the hotel management and ask for help from official institutions when deemed necessary.

## **5. SUSTAINABLE MANAGEMENT SYSTEM APPLICATIONS**

**legal compliance** ,

Our hotel undertakes to comply with the applicable laws, regulations and international agreements, maintains an up-to-date list of these, regularly informs its personnel about these, and provides the necessary training to the personnel.

Our hotel presents all necessary permits, certificates and documents to the relevant persons and institutions, if asked or requested to submit it.

These documents, Business Opening and Working License, last month's personnel insurance statement, tax plate, emergency action plan, personnel trainings and certificates, contract with the workplace doctor, sewer connection certificate obtained from the municipality, documents regarding pest control and other necessary documents. are documents.

HOTEL SÜRDÜRÜLEBİLİRLİK RISK ANALİZİ											
İlgili Standart		İlgili Sıra/Departman	Riskin Tanımlaması (Tehlike)	Risk	Etili	Olasılık	Risk Değeri	Tedbirler	Etili	Olasılık	Mevcut Risk Değeri
A1	Yönetim, Sürdürülebilirlik		Politikaları tüm çalışanlar tarafından bilinmemesi	Organizasyon içinde politikaların uygulanması ve her yıl düzenli eğitimler ile tekrar edilmelidir.	4	4	16		4	2	8
			Risk analizlerinin eksik yapılması/ tüm sürdürülebilirlik faaliyetleri kapsamaması	Organizasyon içinde risklerin tüm olarak bilinmemesi için her yıl risk analizlerinin yapılması ve sürdürülebilirlik riskleri tespit edildi ve duyuruldu.	4	3	12		4	2	8
A2	Kı, İdari İşler		Yasal şartları güncel takip edilmemesi	Özelliklerin yapıldığı dönemlerde ceza kesilmesi, faaliyetlerin durdurulması. Müşteri ve itibar kaybı.	5	4	20	Yasal şartlar Sürdürülebilir Turizm Sorumluluğu tarafından yasal uyum tablosuyla takip olarak takip edilmektedir.	5	2	10
			Yasal uyumlulukların bilinmemesi	Özelliklerin yapıldığı dönemlerde ceza kesilmesi, faaliyetlerin durdurulması. Müşteri ve itibar kaybı.	5	4	20	Sürdürülebilir Turizm Sorumluluğu tesisin yinematik zonunda olduğu yasal şartları tespit etmiş ve yasal uyum tablosuna işleyerek güncel/çin her ay takip etmektedir.	5	2	10
			Yasalardaki değişikliklerin tesisi ile ilgili denetimlerin yapılmaması	Tesisin yasalara uygunluğunun sağlanmaması, bunların sonucunda işletmeler tarafından ceza müeyyide	5	3	15	Sürdürülebilir Turizm Sorumluluğu tesisin yinematik zonunda olduğu yasal şartları tespit etmiş ve yasal uyum tablosuna işleyerek güncel/çin her ay takip etmektedir.	5	2	10



## Stakeholders and communication

Our hotel gives accurate information to all segments of the 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 promotion channels and marketing

communications. At the same time, it shares its actions and transactions regarding policy and sustainability with its employees and customers in an open and transparent manner. To do this, our hotel's website is used. Periodic reports on sustainability performance are published on our website. These reports are prepared in appropriate periods.

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. Through this system, we receive feedback from both our staff and 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, e-mail, messaging services and other communication channels for employees, and e-mail communication for all other stakeholders and their regular follow-up.

### **customer experience**

Our hotel attaches great importance to customer satisfaction. Customer satisfaction includes feedback from the system described above regarding sustainability. The results obtained are analyzed. Negative feedback and responses to it are recorded and necessary action is taken.

### **Accessibility**

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

Our hotel is also committed to full compliance with the legal regulations regarding accessibility and to continuous improvement in this regard.

We strive to make continuous improvements not only for the physically handicapped, but also for our guests who cannot participate in tourism activities due to disabilities such as vision and hearing.

Our hotel regularly maintains and repairs accessibility arrangements and infrastructure, and provides improvements if necessary. In addition, we regularly inform our employees about accessibility.

## Buy

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

Our hotel monitors our goods and services resources. We hold regular meetings with our suppliers. We check their sustainability certificates, information and documents.

**Local procurement:** Our hotel gives priority to local suppliers when purchasing goods and services, provided that they are of good quality and reasonably priced. For this reason, it regularly audits its suppliers, updates the supplier list and informs its suppliers. The ratio of goods and services received from the people of the region is measured.

While purchasing goods and services, our hotel also gives priority to fair trade suppliers for imported products, provided that they are of good quality and reasonably priced.

**Environmentally-friendly purchasing :** Our hotel follows an environmentally-friendly policy in purchasing, giving 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 (products with environmental labels) 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 the selection of suppliers with sustainability certificates while making its purchases. Sample certificates that can be sought from suppliers are ISO14001, ISO50001, ISO14064, ISO20400.

Environmentally certified (FSC, MSC, AB-EcoLabel, etc.) or traceable products are preferred for wood, fish, paper and other foods.

Threatened species and species that are forbidden to be sold (fish, trees, plants, game animals, etc.) are not taken 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 targets for environmentally certified, local and fair trade procurement. In this context, we aim and pay attention to increase the ratio and number of local and fair trade suppliers in our purchases.

**Efficient purchasing :** Our purchasing policy favors reusable, returnable and recycled goods.

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

The absence of unnecessary and excessive plastic, nylon, paper, glass, wooden packaging in the products arriving at our hotel is our main priority and preference.

Disposable products and unnecessary packaging (especially plastic) are avoided in the purchase of consumables and amenities. The purchase and use of consumables and disposables is monitored and managed.

## **Energy and environment**

**Energy saving** : Our hotel has an energy saving policy. The policy includes regular measurement, monitoring and reduction of 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 for them (heat insulation systems, preference of low consumption devices among energy consumption class devices, use of led bulbs instead of high energy consumption lighting such as incandescent, etc.). In addition, our hotel uses energy-saving equipment.

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

## **Water management and wastewater**

Water saving measures are implemented in our hotel. All shower heads have a rinse aid.

The water risk situation in the region where our hotel is located has been determined. For this, 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, the water risk was also evaluated and a water management plan was made. This plan includes targets and reports for measuring and monitoring water use and reducing water consumption.

Due to the water use activities of our hotel, the creatures living in waters such as sea and lake are not harmed. Nevertheless, the possibility of harming these creatures has been evaluated in the risk analysis and necessary precautions have been taken.

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

The water comes from a legal and sustainable source. Our water comes from mains water.

We measure our water consumption. The total water used per guest or overnight is calculated and reported. 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 mobilizes all its resources so that its waste water does not harm the environment.

The regulations determined 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 generation, waste reduction, reuse, recycling and waste disposal.

Solid wastes are separated according to their types such as food, recyclable, toxic/hazardous and organic, while recycling and reuse conditions are taken into consideration.

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

Solid wastes separated according to their types in our hotel are 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 overnight is calculated and reported.

Our hotel has also identified activities and risk areas where solid waste generation is high. It 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" related to solid waste management is ensured.

## **6. REDUCING ENVIRONMENTAL IMPACTS**

Being aware of the fact that the natural resources we use, the immediate environment and region we interact with, and the great family we have formed with our employees have a great impact on our corporate success and the experiences we give to our guests, we adopt a management approach to review our responsibilities at every stage. In this direction, 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 requirements; We carry out our activities by constantly improving ourselves and ourselves.
- With the understanding of social responsibility brought by our brand, we have made it our duty to take a primary role in raising awareness and continuity of our internal customers, namely our staff, our guests and local people, and to take and implement decisions in this direction.
- We add value within the framework of the management systems we implement in our facilities, with a win-win understanding, by cooperating with our suppliers, without compromising on quality.
- It is of great importance for us to protect the environment, to deliver it to future generations in a clean and healthy way and to contribute to the preservation of the ecological balance.
- 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.
- By preventing environmental pollution, it is one of our goals to recycle the waste in question to a large extent.

- Our efforts to comply with the current International and National legal regulations and ISO 14001 standard 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 the community; It is our priority to set targets for continuous improvement, to carry out the necessary research, project design and implementation on the principles of protecting biodiversity and the efficient use of energy cycle.

## 7. STAFF AND WORKING LIFE

### Staff involvement

In its spirit, the most important resource that makes us who we are is our employees. Being aware of this, issues such as social and fringe benefits, performance management, rewarding, training and career management, 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, emphasize innovative works, give importance to service and see their work as a part of a whole, and to be a pioneer in the sector in Turkey with integrated human resources practices.

Our Human Resources Mission;

- To plan and train the human resources that will realize the goals and strategies of the institution, to carry out the personnel work and transactions at the optimum level, to have personnel with high self-confidence who are specialized in their field, have the ability to represent the institution and can reveal new initiatives in their field.

- To provide strategic support to all companies and departments for the improvement of business results with the human resources management in line with the business strategies of the Group, to contribute to the creation of value for all stakeholders by creating and promoting a high performance culture.

Our employees know what to do in our management system and our sustainability policies and practices. What our employees should do is defined in writing, communicated to them, and necessary training and guidance are provided regularly. Trainings on this subject are 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**

Our employees are informed about the wages they will receive, working conditions, working hours, and when they will receive their wages before they start working at our facilities.

## **Education and Career Management**

All of our employees can benefit from the right to education equally. In addition to the legal and vocational training required by the hotel industry, orientation trainings are included in line with our sustainability policies and management system; employees are provided with periodic training programs related to sustainability and working areas, on-the-job trainings, trainings required in accordance with legal regulations, and guidance support. Occupational Health and Safety trainings, Kitchen/service/massage etc. hygiene trainings for personnel, water and energy saving, chemical substance use rules, fire protection, first aid, etc. We implement annual training plans on

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 gives at least minimum wage to the employee. 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.

## **Employee and Human Rights**

Ensuring absolute satisfaction of employees is a priority issue. With this point of view, including the legal rights of the employee, and some benefits provided by our business as fringe benefits; It is the management's responsibility to ensure the working environment, psychology, self-motivation, performance, in short, all the comfort in the workplace. Although we have a number of foreign national employees in our hotels, as a business that caters to guests from different nationalities and provides services at an international level, nationality, race, language, etc. for our guest or guests. It is against both our hotel management and working principles to discriminate. Therefore, all personnel transactions of our employees from different countries or nationalities are followed in accordance with legal procedures, and equal opportunities are offered to all our employees, regardless of their characteristics, within the hotel.

## **8. SOCIAL WORKS**

Internal studies carried out in order to increase the motivation of all our employees and to keep the team spirit alive:

- Distributing gifts and souvenirs on special occasions,
- Giving importance to the timely payment of salaries and employee progress payments,
- The practice of giving gifts to employees who get married and have children,
- blood donation campaign,
- Participatory social responsibility projects.

In addition to the fact that the processes and businesses operating at all stages of the service provided by our hotel until it reaches the final consumer, act in accordance with all international, national and local laws that are in the public interest, social compliance is also observed by controlling social, physical and environmental conditions.

- Compliance with the law and other obligations
- Prevention of child labor
- Employment of foreign national workers
- Prevention of forced and compulsory labor
- Working hours
- regular employment
- Preventing discipline, harassment and ill-treatment
- Payments and rights
- Prevention of discrimination
- Ensuring occupational health and safety
- Prevention of environmental pollution

## **9. CULTURAL STUDIES**

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
- Promotion of Natural and Historical Riches
- We have a high level of sensitivity in carrying out studies on the Employment of Indigenous People and being involved in activities.

### **Communication with local people**

Through facility managements and their designated representatives;

- Strengthening local employment,
- Increasing local awareness,
- Protection of local resources and opportunities,
- Preservation of historical and cultural assets,
- local assistance,
- Supporting studies that promote the region,
- Meetings with hotel unions, municipalities, regional headmanships, official authorities on solving important issues and problems that will affect the region, and joint studies are carried out by determining the needs.