VARDAR
PALACE
HOTEL

SUSTAINABILITY REPORT 2026

1. VARDAR PALACE SUSTAINABILITY MANIFESTO

As VARDAR PALACE, we are aware that sustainability efforts in tourism minimize negative impacts on environmental and cultural heritage, and we recognize the responsibilities brought by sustainable tourism. We strive to leave a better world for future generations. In line with this, we continue our efforts on many aspects encompassed within the concept of sustainability, such as reducing environmental impacts, energy, water, and waste management, protecting cultural and social heritage, providing economic and social benefits to the local population, and protecting the environment. In today's world, where the importance of climate change and global warming is felt more deeply every day, we aim to fulfill our responsibility in the best possible way and make an effort to ensure that environmental awareness is adopted by our employees. We target increasing our success day by day by focusing on managing sustainability risks effectively and ensuring sustainable growth through long-term strategies.

2. OUR RESPONSIBILITY TOWARD THE ENVIRONMENT

In our hotel, we fulfill the requirements of the National Environmental Legislations we are subject to and ensure they are kept up to date. Our efforts continue for waste management, chemical usage, wastewater, domestic water, conducting and maintaining necessary measurement, analysis, and monitoring activities, establishing training plans, and making practices continuous.

3. VARDAR PALACE SUSTAINABILITY POLICY

As VARDAR PALACE, it aims to adhere to the highest sustainable management standards by ensuring that our policies, practices, and procedures are transparent, accountable, and effective. While moving forward toward this goal, the items specified below constitute our fundamental principles.

- **Legal Compliance** Our hotel has adopted the principle of complying with legal requirements in all product and service processes.
- **Safety of Our Employees and Human Resources** Our personnel are our most valuable asset. Continuous improvements are made across all our processes and the latest technologies are followed to minimize risks that could jeopardize the health and safety of our employees and business partners, and to prevent occupational accidents. The training of our employees, the protection of human rights, and ensuring they benefit from equal rights regardless of religion, language, or race are our indispensable rules.
- **Guest Satisfaction – Guest Safety** Our guests are our reason for being. Our primary values are to monitor all guest complaints coming from any source, resolve these complaints, and inform our guests on the matter, thereby turning complaints into opportunities for ourselves.
- **Respect for the Environment** Preventing environmental pollution and protecting nature by using our natural resources in the most efficient way, reducing the amount of our waste, and ensuring recycling or rendering waste harmless are among our main goals.
- **Energy Saving** Our hotel is based on using our energy resources in the most efficient manner and continuous improvement regarding energy efficiency.

- **Food Safety – Hygiene** Implementing the food safety system throughout the food chain to offer quality products that comply with food safety principles, continuously improving it, and prioritizing hygiene conditions across all hotels is our common principle.

- **Support for the Local Economy and Sustainable Procurement Practices** We are aware of our contribution to the local economy; therefore, we adopt the principle of selecting our goods and service suppliers locally. For sustainable tourism, we engage in eco-friendly purchasing that generates less energy, water, and waste. In light of these principles, our Hotel, which competes in national and international markets, demonstrates the necessary determination, continuously develops, and provides the resources to always be a leader.

- **Children's Rights** We believe that everyone must bear responsibility for the protection of children. We know that child welfare and protecting children from all kinds of harm are extremely important, and that protecting all children we are associated with from physical and mental abuse is our fundamental duty. In light of these principles, our hotel, which competes in national and international markets, demonstrates the necessary determination, continuously develops, and provides the resources to always be a leader.

- **We Respect the Environment** Our hotel aims to control the amounts of water, electricity, energy, chemicals, and solid waste, and to minimize the potential harm that may occur to the environment and natural resources, without compromising the comfort of its guests. With the precautions we have taken in light of sustainable tourism principles, the use of natural resources has been reduced, and practices have been updated to minimize, and where possible eliminate, the damage caused to soil, water, and air.

4. OCCUPATIONAL HEALTH AND SAFETY POLICY

- Occupational Health and Safety is the responsibility of all our Hotel employees.
- Responsibilities and authorities will be shared among all our employees to fulfill laws, legislations, regulations, and other Occupational Health and Safety requirements.
- Our Hotel's Occupational Health and Safety is as important as our other business objectives.
- In the selection of suppliers and subcontractors working with our Hotel, the criterion of compliance with "Our Hotel's Occupational Health and Safety" rules is taken into consideration and continuously audited.
- All accidents can and must be prevented.
- There is always a safer way to do any job.
- Training is always indispensable to implement our Hotel's OHS standard effectively and to create and develop individual responsibility awareness regarding Occupational Health and Safety topics.
- All internal and external resources of our Hotel will be used to provide an efficient, safe, and healthy

working environment, to make communication effective, to increase the individual performance of employees, and to use information in the most accurate and beneficial way.

5. OUR QUALITY POLICY

- To ensure that our guests can deliver their complaints to us at any moment they wish,
- To evaluate all suggestions, requests, and complaints that may come from our guests, personnel, and third parties, and to improve our processes within the scope of our financial, operational, and corporate conditions in accordance with primary and secondary legislation requirements,
- All products of our Hotel must be safe in terms of human health.
- The control of raw materials coming to our Hotel is performed by expert personnel without exception.
- Suppliers are raised in awareness to ensure they produce products with the qualities we request.
- Health and hygiene rules, as well as relevant laws and regulations, are complied with at every stage of the products produced in our hotel.
- In our hotel, each unit is the auditor of the other unit.
- Self-control is ensured within our hotel.
- It is our goal to fulfill all kinds of requirements to ensure the continuous improvement, development, and to increase the effectiveness of the quality and food safety management system.

6. PROCUREMENT POLICY

In the Name of Sustainable Procurement, Our Hotel;

- **We minimize unnecessary purchasing operations.** The product that does not need to be purchased has the lowest environmental footprint. During the purchasing stage, we ensure that there are no pre-existing products or resources that can meet the need.
- **We consider life cycle costs.** The purchase price is not the only cost element to consider. Energy, waste, or consumable costs can sometimes be more expensive than the product itself; therefore, we consider all cost items when making decisions.
- **We purchase reliable certified products.** Certified products are produced based on quality, reducing environmental impact and giving all stakeholders the idea that the business is sensitive and friendly toward the natural environment; therefore, they are at the top of our purchasing priority list.
- **We purchase recyclable products.** The circular economy is an economic model that reuses products and minimizes waste. It aims to improve the life cycle of products and minimize the resulting waste. For this reason, we consider whether there is recycled content, durability and repairability, recyclable packaging, and take-back or reuse programs.
- **We prefer green suppliers.** We aim to support vendors and suppliers that incorporate sustainability into their own practices and supply chains.
- **We minimize consumption.** We develop behaviors that will minimize consumption, such as using recycled paper, avoiding unnecessary printer use, double-sided paper use, and choosing reusable materials in offices, and we provide regular training to our personnel regarding this matter.

7. HUMAN RESOURCES POLICY, WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

- The purpose of our policy is to create and disseminate policies that will ensure the establishment of honest, transparent, fair, respectable, and trust-based relationships.
- We select and develop our dynamic and professional human resources from among candidates suitable for the institution, culture, and goals.
- As a company that invests in and values people, we establish and manage systems regarding occupational health and safety that are continuously monitored and improved.
- We organize trainings that will serve the goals of our company and the personal development of our personnel.
- We attach importance to gender equality in our business;
- We ensure the health, safety, and welfare of all our employees regardless of gender differences.
- We support the participation of women in the workforce across all our departments and offer equal opportunities.
- We act with an "equal pay for equal work" policy without making gender discrimination.
- We make task distributions by observing the principle of equality.
- We provide the necessary environment for career opportunities to be utilized at an equal level.
- We create training policies and support women's participation and the increase of awareness.
- We establish working environments and practices that preserve the work-family life balance.
- We provide support and offer equal opportunities for women to be in company management.
- We do not allow women to be subjected to abuse, harassment, discrimination, suppression, coercion, slander, etc., under any circumstances. We are always aware of the value they add to the world and our institution, and we support their presence.

8. OUR ENVIRONMENTAL POLICY

In order to contribute to sustainable tourism together with all our employees; protecting the environment, creating and developing environmental protection awareness, and serving with the principle of eco-friendly construction is the main goal of our hotel. In this direction, our goals are:

- To ensure energy efficiency and savings by utilizing technological developments,
- To regularly monitor our water and electricity consumption with the aim of making our natural resources sustainable, and to take protective measures to prevent excessive consumption,
- To ensure the promotion of the use of renewable energy sources,
- To use energy and natural resources at an optimum level and to implement activities that prevent unnecessary resource use,
- To take an active role in arrangements and events that beautify the environment,
- For the prevention of environmental pollution; to ensure the reduction of the consumption of environmentally harmful substances and the amount of waste,
- To prevent excessive chemical consumption; to give regular training to our personnel regarding chemical use,
- To separate waste at its source for the prevention of pollution and protection of the environment,

- To ensure the disposal of hazardous waste generated at our facility within the scope of Environmental Legislation,
- To minimize our emissions by selecting equipment with the most suitable technology compatible with the environment,
- To present reminder information at regular periods in order to increase environmental awareness for our personnel and guests,
- To provide regular drills with Emergency Response Teams with the aim of preventing emergencies and environmental disasters that may occur,
- By cooperating with our suppliers and customers; to contribute to increasing their sensitivity toward the environment,
- To conduct our operations with the awareness of responsibilities toward the environment and society, believing in continuous development and with a sustainable environmental conviction, and to ensure its continuity.

9. PRESENTATION AND PROTECTION OF CULTURAL HERITAGE POLICY

While respecting intellectual property rights, our hotel values, incorporates, and displays authentic elements of traditional and contemporary local culture in its operational design, decoration, kitchen, or shops. Local/Regional art/craft is reflected in design and furniture. Living cultural heritage and traditions are evident in retail sales, events, and other services. Copyrights and intellectual property rights have been observed, and necessary permissions have been obtained. Our hotel respects the copyrights, intellectual rights, and industrial rights belonging to these works while presenting local and regional culture and artifacts. Authentic elements of traditional and contemporary local culture are utilized in our kitchen, design, and decoration. Our hotel does not buy or sell historical and archaeological artifacts, does not mediate their trade, and does not display them. Our hotel prioritizes the promotion and consumption of local products. All its activities, it introduces innovative and creative practices to ensure sustainability in gastronomy.

10. CHILD SAFETY POLICY

- To respect children's rights and to take necessary measures to protect children against all types of exploitation, including sexual exploitation,
- To support programs that prevent children from becoming in need of protection and care,
- To support institutions and organizations that will ensure the reintegration into society of children who have been involved in crime or against whom crimes have been committed,
- To be in cooperation with all stakeholders serving children,
- To engage in activities that increase social awareness and sensitivity toward the prevention of violence against children,
- To organize trainings for our personnel regarding child protection,
- To support all kinds of organizations and events aimed at child protection in our environment,
- To ensure the reporting of all suspicious actions regarding children to local authorities and relevant

organizations are our goals.

11. ACCESS FOR EVERYONE POLICY

- There is no disabled-accessible room in our hotel.
- Our hotel also tracks and commits to ensuring full compliance with legal regulations regarding accessibility and continuous improvement in this regard.
- Our hotel regularly performs the maintenance and repair of accessibility regulations and infrastructure, and provides improvements if necessary. In addition, we regularly inform our employees regarding accessibility.

12. ENERGY EFFICIENCY POLICY

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

- To fulfill both our responsibilities toward nature and our legal obligations, we follow national and international standards, laws, and regulations, voluntarily conduct efforts to ensure the reduction of energy use and/or the continuous improvement of our energy consumption performance, and track the results of our efforts.
- We set goals and include energy efficiency in our training programs with the aim of ensuring the participation of our employees as well.
- We attach importance to cooperating with all our stakeholders to create common goals and results regarding energy management. On these matters, we try to maintain our interaction to reach a total level of awareness and consciousness together with our guests, employees, visitors, and all business partners.
- We try to research and find, purchase, and use energy-efficient suitable product, equipment, apparatus, and technology alternatives.
- We aim to document our Energy Management System, spread it across all our departments, update it when necessary, review it, and continuously improve it.
- We evaluate energy risks or emergencies that may arise, such as energy constraints, and plan measures that can be taken.

13. TRAINING POLICY

In order to have a complete environmental protection awareness and for learned things to convert into practice, it is necessary to act within a continuous training system. We aim to keep the system dynamic by ensuring that facility personnel receive environmental training periodically every 6 months and that every personnel in every department receives these trainings at least once a year through rotation. Department supervisors will present the list of participants to the Sustainable Management System Executive Team before the training. We aim to ensure that the seriousness of the training is perceived by taking attendance at each training and ensuring that the managers and/or executives of the department to which the personnel

are affiliated are definitely present alongside them. ❖ Orientation trainings ❖ On-the-job trainings ❖ Occupational health and safety trainings ❖ First aid trainings ❖ Fire trainings ❖ Energy efficiency and saving trainings ❖ Hygiene and food safety trainings ❖ Sustainability trainings.

14. SUSTAINABLE PRACTICES

14.1. HAZARDOUS WASTES

In order for the hazardous wastes generated in our hotel to be disposed of without harming the environment, we collect the hazardous wastes generated in our departments in our hazardous waste rooms under suitable conditions, label them, and deliver them to licensed companies for disposal or evaluation in accordance with the laws.

WASTE TYPES ❖ Contaminated Packaging ❖ Empty Pressurized Metallic Packagings ❖ Electronic Waste ❖ Vegetable Waste Oil ❖ Waste Paint and Varnishes ❖ Printing Toners ❖ Kirlenmiş Emiciler (Contaminated Absorbers) ❖ Filter Materials Cutters ❖ Fluorescent Lamps and other mercury-containing wastes ❖ Battery and Accumulators ❖ Agricultural Chemical Wastes ❖ Oil Filters

14.1. HAZARDOUS WASTES

The departments where hazardous waste practices are conducted have been determined, and delivery to relevant institutions is carried out.

14.2. CHEMICAL USAGE

Cleaning by considering the environment is an important step in order to clean hygienically and at the same time affect health and the environment as little negatively as possible. The damage to be caused to the environment can be minimized not only by using eco-friendly cleaning products but also by using these products economically and adjusting their dosage well. In this way, the total damage of chemicals to the environment can be significantly reduced. ❖ We plan training for our employees regarding the use of chemicals and the measures to be taken in case of spilling/scattering of dangerous chemicals. ❖ We check that the pesticides used by the pest control company from which we receive external services are products that do not harm human health and the environment. We try to reduce chemical consumption originating from pest control by trying to benefit more from natural measures (fly traps, sticky paper, etc.). ❖ We utilize impermeable marbles on all shelves for chemical preservation in our chemical warehouses. In this way, we prevent the chemical from reaching water drains or the soil through any spilling / flowing. ❖ The biological degradability of the general chemicals we use is high, and we specifically evaluate this criterion in new purchases. ❖ Sensored disinfectants have been preferred in general area hand disinfection systems, and consumption has been tried to be kept at an optimum level.

14.3. ELECTRICITY and NATURAL GAS CONSUMPTION

We aim for all electronic products we purchase to be energy-efficient and for all our employees to receive training on energy saving. The following efforts regarding energy saving are carried out and their continuity is ensured in our hotel. ❖ In our hotel, efficient lighting or LED lightings are used instead of incandescent light bulbs to ensure energy savings in all rooms and general areas and toward reducing the amount of hazardous waste. ❖ Building perimeter lighting, heating, and cooling systems throughout the hotel are commanded from automation, and their controls are provided. ❖ Motion-sensitive sensor lightings are used in applicable guest common areas. ❖ Many areas within the facility are designed in a way to reduce energy consumption by utilizing daylight. ❖ Electronic key cards are used in our rooms. ❖ Energy losses that may occur are minimized by performing maintenance and cleaning of all electrical devices at certain intervals. ❖ Photocell automatically opening - closing doors are used at some possible points, and energy consumption that would occur with heating / cooling loss is reduced. ❖ By not changing the linen materials in the rooms of our guests who do not request it every other day, we lower the electricity consumption originating from washing / drying / transfer.

14.4. ELECTRICITY and NATURAL GAS CONSUMPTION

In our rooms, we direct our guests and employees to saving.

14.5. ELECTRICITY and NATURAL GAS CONSUMPTION, ENERGY

Electricity and natural gas consumptions are monitored in our facility. By making the necessary information disclosures to our guests and employees, saving efforts are carried out.

14.6. WATER CONSUMPTION

In order to reduce general water consumption without compromising on health, hygiene, and guest satisfaction topics, we use water-saving equipment; we inform guests and train our employees on this matter. The following efforts regarding water saving are carried out and their continuity is ensured in our hotel: ❖ In addition to low-flow special faucets and shower heads, we prevent unnecessary water use by using photocell or time-adjusted faucets, showers, and urinals. ❖ We irrigate our nature-compatible garden with drip and sprinkler systems. ❖ Towel and sheet changes in the rooms are carried out in line with guest requests, and guests are informed on this matter.

14.8. PROTECTION AND PRESENTATION OF CULTURAL HERITAGE

As VARDAR PALACE, we attach great importance to the protection and presentation of cultural heritage. Transferring elements of local culture and history to our guests is one of the fundamental principles of our hotel.

14.9. SOCIAL RESPONSIBILITY, ENVIRONMENTAL AWARENESS

As VARDAR PALACE, we understand the importance of social responsibility and environmental awareness.

We adopt eco-friendly practices by using natural resources sustainably. We invest in renewable energy sources and ensure recycling in waste management. We work together to leave a green world for the future by raising awareness among our employees and guests regarding environmental consciousness.

THANK YOU