SUSTAINABILITY MANAGEMENT SYSTEM

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1. Management System

This document establishes the fundamental framework and policies of a Sustainability Management System (SMS) that can be adapted and developed to encompass all management processes of our hotel. It is prepared for the management and staff of the hotel. Our system is developed to suit the size and scope of our hotel.

The foundation of our management system is based on risk analysis. Risk analysis is conducted in areas such as environment, natural disasters, society, culture, economy, quality, human rights, health, and safety. New areas can be added if necessary.

After analyzing the risks, we have a crisis management policy and system that determine the actions to be taken in case the risks materialize. The appendix of this document includes how risk analysis and crisis management are conducted.

Risk analysis is performed using the method specified in SEW.PR01.FR01.

The SMS involves the implementation of certain policies by all employees in areas such as quality, economy, management, environment, culture, human rights, health, and safeth. It includes setting objectives and monitoring whether these objectives are achieved, with the aim of continuously improving business management proccesses.

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

The objectives related to our hotel's management system and the performance indicators that track compliance with these objectives are included in the appendix of this document.

Our hotel's objectives and performance indicators are specified in SEW.PR01.FR02.

Our hotel commits to fulfilling the first stage obligations of the Turkey Sustainable Tourism Program regarding sustainability and to continuously improving the sustainable management system to enhance sustainability performance.

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

The steps mentioned above can be summarized as the Plan-Do-Check-Act (PDCA) approach (Figure 1).

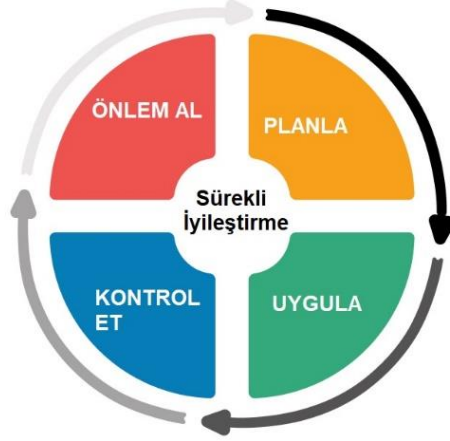|		Document NO	SEW.PR01
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Figure 1. PDCA Cycle

Plan: Our hotel places importance on the environment, society, culture, national economy, and management system, and sets objectives. It plans the roadmap and actions to be followed to achieve the set objectives.

Do: Our hotel determines its fundamental policies and practices related to environmental, cultural, social, human rights, health, and safety issues. These are monitored, measured, and recorded at intervals defined by the relevant personnel.

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

Act: This is the step where our hotel takes action to correct the issues identified in the check step. Corrective actions and processes are documented and archived.

1. Legal Compliance

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

The fundamental regulations to be complied with are listed in the SEW.PR01.FR03 External Document List.

In the event of a request for inquiry or presentation, our hotel will present all necessary permits, certificates, and documents to the relevant individuals and institutions.

These documents include the Tourism Operation Certificate, Simple Accommodation Tourism Operation Certificate, Workplace Opening and Operation License, the latest monthly employee insurance declaration, tax certificate, emergency action plan, staff training and certificates, contract with the workplace doctor if applicable, sewage connection certificate obtained from the municipality, treatment facility identity and control documents if applicable, documents related to the use of underground water if applicable, thermal water usage permit, documents related to pest control if applicable, and other necessary documents.

2. Stakeholders and Communication

Our hotel provides accurate information to all audiences in its promotions. It always uses genuine visual materials in promotions. On its website, social media accounts, and other printed and written promotional channels and marketing communications, our hotel maintains a transparent and realistic approach regarding its products and services.

Our hotel also openly and transparently shares its policies, sustainability efforts, actions, and operations with its employees and customers. To do this, our hotel's website is utilized. Periodic reports on sustainability performance are published on our website. These reports are prepared at intervals appropriate to their subject matter.

An example of performance reporting is provided in SEW.PR01.FR04.

Our hotel has a system in place aimed at receiving feedback regarding our sustainability performance, policies, and practices from our customers, public institutions, municipalities, employees, local communities, and all other relevant individuals and organizations. Through this system, we gather 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, email and messaging services for employees, and email communication and regular monitoring for all other stakeholders.

The Sustainability Survey application is provided in SEW.PR01.FR05.

Customer Experience: Our hotel places great importance on customer satisfaction. Customer satisfaction includes feedback from the system related to sustainability as described above. The results obtained are analyzed. Negative feedback and the responses to it are recorded, and necessary measures are taken.

Employee Involvement: The most important element of our hotel's management system is our employees. We base our principles on gender equality among our employees and offer equal conditions to everyone without discrimination based on religion, language, race, etc., and treat everyone equally.

Our employees know what they need to do within our management system and regarding our sustainability-related policies and practices. The tasks required of our employees are defined in writing, communicated to them, and necessary training and guidance are provided regularly. Training on this subject is documented.

Our employees play an active role in the development and continuous improvement of our management system and sustainability performance. We review and improve our system based on feedback from our employees.

The employee survey application is monitored with the SEW.PR01.FR06 EMPLOYEE SURVEY FORM.
Employee training is documented with the SEW.PR01.FR07 TRAINING PARTICIPATION FORM,
and training sessions are tracked with the SEW.PR01.FR08 Employee Training Tracking Form.
The training sessions planned annually are tracked with the SEW.PR01.PL01 ANNUAL TRAINING PLAN.

In line with our sustainability policies and management system, including orientation training, periodic training programs related to sustainability and work areas, on-the-job training, legally required training, and guidance support are provided to employees. We implement annual training plans on topics such as Occupational Health and Safety, hygiene training for kitchen/service/massage staff, water and energy conservation, chemical usage rules, fire prevention, 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 Labor Law No. 4857 and

provides at least the minimum wage to employees. Additionally, our hotel is committed to complying with Social Insurance and General Health Insurance Law No. 5510 and Occupational Health and Safety Law No. 6331.

Our hotel has established a "Sustainability Team" to manage sustainability activities.

1. Accesibility

Our hotel is committed to providing accessible tourism services for everyone within its means and informs customers and stakeholders about the level of accessibility in an open and accurate manner through its website.

Our hotel also commits to full compliance with legal regulations related to accessibility and to continuously monitoring and improving in this area.

We strive to make continuous improvements not only for physically disabled guests but also for those who cannot participate in tourism activities due to visual or hearing impairments. Our hotel regularly conducts maintenance and repairs of accessibility arrangements and infrastructure and makes improvements when necessary. Additionally, we regularly inform our employees about accessibility.

2. Procurement

Our procurement policy includes policies aimed at local, environmentally friendly, fair trade-based, and efficient purchasing.

Our hotel monitors the sources of goods and services. We hold regular meetings with our suppliers and check their sustainability-related certificates, information, and documents.
Local Procurement: When purchasing goods and services, our hotel prioritizes local suppliers, provided they are of high quality and reasonably priced. Therefore, we regularly audit our suppliers, update the supplier list, and inform them. The proportion of goods and services sourced from the local community is measured.

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

Environmentally Friendly Procurement: Our hotel follows an environmentally friendly policy in purchasing, emphasizing efficient procurement to reduce food and solid waste, energy conservation, and water savings.

Our hotel prioritizes environmentally friendly products (eco-labeled products) in its purchases. If there are no eco-labeled products in the product group to be purchased, it selects products, production, and all other processes from suppliers and manufacturers that do not

harm the environment.

In this context, our hotel prioritizes selecting suppliers with sustainability certifications when making purchases. Examples of certifications that may be sought in suppliers include ISO 14001, ISO 50001, ISO 14064, and ISO 20400.

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

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

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

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

The supplier evaluation form is included in the SEW.PR01.FR10 Supplier Selection Evaluation Chart. The SEW.PR01.FR09 Approved Supplier List has been created.

Efficient Procurement: Our procurement policy prefers reusable, returnable, and recycled goods.

Our hotel also prioritizes bulk purchasing and buying in bulk quantities. This results in fewer shipments to our hotel and produces less greenhouse gas emissions.

A primary priority and preference for us is to avoid unnecessary and excessive plastic, nylon, paper, glass, and wood packaging in the products delivered to our hotel.

In the procurement of consumables and amenity products, we avoid single-use items and unnecessary packaging (especially plastic). The purchase and use of consumables and single-use products are monitored and managed.

3. Cultural Sustainability Policy

Presentation of Cultural Heritage: Our hotel respects the intellectual property rights of the local community. We incorporate authentic elements of traditional and contemporary local culture into our cuisine, design and decoration.

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

Promotion of Sustainable Local Gastronomy: Our hotel prioritizes the promotion and consumption of local products. We implement innovative and creative practices to ensure sustainability in gastronomy across all our activities.

4. Energy and Environment

Energy Conservation: Our hotel has an established energy conservation policy. This policy includes regular measurement, monitoring, and reduction of energy consumption, as well as the use of renewable energy sources.

Our hotel prioritizes the use of renewable energy wherever possible.
Energy consumption is categorized by type, and the energy usage of different units is closely monitored.

The total energy used in our hotel is measured according to energy type. The attached table is used for measurement purposes.
The energy obtained from renewable sources is also monitored by our hotel.

The SEW.PR01.FR11 Energy Consumption Table is used to monitor total energy usage.

Our hotel identifies activities with high energy consumption and implements corrective measures to reduce energy use in these areas. These measures include the installation of thermal insulation systems, the selection of low-consumption appliances with energy efficiency ratings, and the use of LED lighting instead of high-energy-consuming incandescent bulbs. In addition, our hotel uses energy-efficient equipment.

Our hotel also informs and educates its employees and stakeholders on energy conservation practices.

5. Water Management and Wastewater

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

The water risk level of the region in which our hotel is located has been identified. Fort his purpose, the Water Risk Atlas developed by the World Resources Institute is used. The link to the relevant website is provided here

Water-related risks have been assessed as part of the risk analysis, and a water management plan has been developed. This plan includes the measurement and monitoring of water usage, as well as targets and reporting procedures aimed at reducing water consumption.

Our hotel's water-related activities do not harm aquatic life in seas, lakes, or similar bodies of water. Nevertheless, the potential impact on aquatic life has been evaluated in the risk analysis, and necessary preventive measures have been implemented.

Our hotel complies with all legal requirements and regulations related to water use.

The water used in our hotel comes from legal and sustainable sources, such as municipal water supply or licensed groundwater wells.

We measure our water consumption. The total amount of water used per guest or per overnight stay is calculated and reported. The file attached to this document is used for measurement purposes.

The SEW.PR01.FR12 Water Consumption Monitoring Table is used to measure water usage.

Our hotel has set targets for reducing water consumption. To achieve these targets, corrective measures are planned and implemented. Water-saving equipment is used throughout the hotel. Good practices, such as changing bed linens and towels upon guest request, are also in place.

Our hotel informs and guides its employees and stakeholders regarding water conservation. We are fully committed to minimizing the environmental impact of our wastewater and take all necessary measures to ensure this.

The disposal of wastewater complies with the regulations set by the local authorities. All legal requirements in this regard are strictly followed.

6. Food Waste and Solid Waste

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

The SEW.PR01.FR13 Waste Monitoring Table is used to track waste.

Solid waste is segregated into types such as food, recyclable, toxic/hazardous, and organic, with consideration given to recycling and reuse during the segregation process.

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

The segregated solid waste types are collected by authorized and licensed companies.

Solid waste, including food waste, is measured according to its type. The amount of solid waste per guest or per overnight stay is calculated and reported.

Our hotel has also identified activities and areas with high solid waste generation and potential risks. Corrective measures are planned and implemented to reduce food waste and

minimize wastage.

The disposal of solid waste aims to have no negative impact on the local population or the environment. Our hotel complies with the "Zero Waste Regulation" in solid waste management.