



SUSTAINABILITY MANAGEMENT SYSTEM

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1. Management System

This document establishes the fundamental framework of a **Sustainability Management System (SMS)**, which is adaptable and expandable to cover all management processes of our hotel. It outlines our policies and is prepared for the hotel's management and staff. Our system has been developed to be appropriate for the size and scope of our hotel.

The foundation of our management system is based on **risk analysis**. Risks are assessed under categories such as environment, natural disasters, community, culture, economy, quality, human rights, health, and safety. Additional categories can be added when necessary.

After the risks are analyzed, we have a **crisis management policy and system** in place to determine the actions to be taken in the event these risks materialize. Details of the risk analysis and crisis management procedures are provided in the annex of this document.

The risk analysis is carried out using the method described in **Table-1**.

The SMS covers the implementation of specific policies, the establishment of targets, and the continuous monitoring of these targets to ensure ongoing improvement in the hotel's management processes. This applies to all employees and includes areas such as quality, economy, management, environment, culture, human rights, health, and safety.

When the established targets are achieved, new targets are set. If the targets are not met, our objectives, policies, and practices are reviewed and revised. In this way, we strive to achieve continuous improvement.

The objectives and the performance indicators used to monitor compliance with these objectives are included in the annex of this document.

Our hotel's objectives and performance indicators are detailed in **Table-2**.

Our hotel commits to fulfilling the first-stage requirements of the **Türkiye Sustainable Tourism Program** and to continuously improving the sustainability management system to enhance our sustainability performance.

Due to the status of the sector, as well as environmental, social, technological, economic, cultural risks, and changes in legislation, our management system is regularly reviewed and updated whenever necessary, along with our policies.

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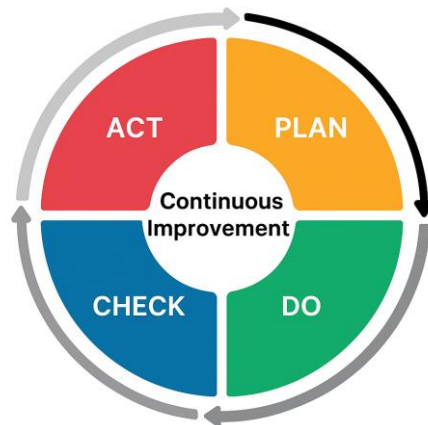


Figure 1. PDCA Cycle

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

Plan:

Our hotel values the environment, society, culture, the national economy, and management systems, and sets objectives accordingly. A roadmap and actions are planned to achieve these objectives.

Do:

Our hotel defines its core policies and practices regarding environmental, cultural, social, human rights, health, and safety matters. These are monitored, measured, and recorded at defined intervals by the relevant personnel.

Check:

Feedback from both staff and guests is monitored and recorded in our hotel. Corrective actions are taken when necessary.

Act:

This is the step where our hotel takes action to resolve the issues identified during the Check phase. Corrective actions and processes are documented and archived.

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1. Legal Compliance

Our hotel is committed to complying with all applicable laws, regulations, and international agreements. We maintain an up-to-date list of these regulations and regularly inform and train our staff on relevant matters.

The main regulations that must be complied with are listed in Table 3.

Upon request or when required, our hotel provides all necessary permits, certificates, and documents to the relevant persons and authorities.

These documents include:
 Tourism Operation Certificate, Simple Accommodation Tourism Operation Certificate, Workplace Opening and Operating Permit, the latest monthly staff social security declaration, tax certificate, emergency action plan, staff training and certificates, contract with an occupational physician (if applicable), sewer connection certificate from the municipality, wastewater treatment facility identification and control documents (if available), groundwater usage permits (if applicable), thermal water usage permit, pool water analysis and control documents (if applicable), pest control records, and any other required documents.

2. Stakeholders and Communication

Our hotel provides accurate information to all audiences in its promotional activities. We always use genuine visual materials in our promotions. On our website, social media accounts, and other printed and written promotional channels, as well as in our marketing communications, our hotel maintains a transparent and truthful representation of its products and services.

Furthermore, our hotel openly and transparently shares its policies, sustainability initiatives, actions, and practices with both employees and guests. To do this, we utilize our website, where we periodically publish reports on our sustainability performance. These reports are prepared at intervals appropriate to their topics.

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An example of a performance report can be found in Table 4.

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

Our system enables customers and employees to provide feedback quickly, easily, and effectively

In line with our sustainability policies and management system, we provide orientation training, periodic training programs related to sustainability and specific work areas, on-the-job training, legally required training, and guidance support for 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 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 Labor Law No. 4857 and guarantees at least the minimum wage for its 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 its sustainability activities.

The distribution of duties within the Sustainability Team is provided in Table-6.

1. Accessibility

Our hotel is committed to providing accessible tourism services for everyone to the extent possible and informs customers and stakeholders transparently and accurately about the level of accessibility through our website.

Our hotel also commits to full compliance with legal regulations regarding accessibility and to continuous improvement in this area.

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We strive to make continuous improvements not only for guests with physical disabilities but also for those with visual, auditory, or other impairments that prevent them from participating in tourism activities.

Our hotel regularly performs maintenance and repairs of accessibility arrangements and infrastructure, and carries out improvements when necessary. In addition, we regularly inform our employees about accessibility-related matters.

2. Procurement

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

Our hotel monitors its sources of goods and services. We hold regular meetings with our suppliers and check their sustainability-related certifications, information, and documents.

Local procurement:

When purchasing goods and services, our hotel prioritizes local suppliers, provided that the products are of good quality and reasonably priced. Therefore, we regularly audit our suppliers, update our supplier list, and keep them informed. We also measure the proportion of goods and services procured from the local community.

When purchasing imported products, our hotel also prioritizes fair trade suppliers, provided that the products are of good quality and reasonably priced.

Environmentally friendly procurement:

Our hotel follows an environmentally conscious policy in its purchases, giving importance to efficient purchasing to reduce food and solid waste, and to save energy and water.

Our hotel gives priority to environmentally friendly products (products with environmental labels) in its procurement. If there are no eco-labeled products available in the relevant product category, the hotel prefers products that ...

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prefers suppliers and manufacturers whose production processes and all other operations do not harm the environment.

In this context, our hotel prioritizes suppliers who possess sustainability certifications when making purchases. Examples of certifications that may be required from suppliers include ISO 14001, ISO 50001, ISO 14064, and ISO 20400.

For wood, fish, paper, and other food products, we prefer environmentally certified (FSC, MSC, EU Ecolabel, etc.) or traceable products.

Species that are endangered or prohibited from being sold (such as certain fish, trees, plants, game animals, etc.) are not purchased or used in our hotel.

We measure the proportion of our purchases from environmentally certified, local, and fair trade suppliers relative to our total procurement.

Our hotel has specific targets regarding environmentally certified, local, and fair trade purchasing. In this context, we aim to increase both the proportion and the number of purchases from local and fair trade suppliers, and we pay careful attention to achieving this goal.

The supplier evaluation form is provided in Table-7.

The approved supplier list is provided in Table-8.

Efficient purchasing:

Our purchasing policy prefers reusable, returnable, and recycled goods.

Additionally, our hotel prioritizes bulk purchasing and buying products in larger quantities. This reduces the number of deliveries to our hotel, thereby lowering greenhouse gas emissions.

A primary priority and preference of our hotel is to avoid unnecessary and excessive packaging materials such as plastic, nylon, paper, glass, and wood in incoming products.

When purchasing consumables and guest amenities, we avoid single-use products and unnecessary packaging (especially plastic). The purchase and use of consumables and disposable items are monitored and managed.

Table-9 is used to monitor single-use, plastic, and packaged products.

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1. Cultural Sustainability Policy

Presentation of cultural heritage:

Our hotel respects the intellectual property rights of local communities.

We incorporate authentic elements of traditional and contemporary local culture in our cuisine, design, and decoration.

Artifacts:

Our hotel does not purchase or sell historical or archaeological artifacts, does not facilitate their trade, and does not display them.

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.

2. Energy and Environment

Energy savings:

Our hotel has an energy-saving policy in place. This policy includes the regular measurement, monitoring, and reduction of energy consumption, as well as the use of renewable energy sources.

Whenever possible, our hotel prioritizes the use of renewable energy.

We categorize our energy consumption by type of energy used and monitor the consumption of different departments.

The total energy consumption in our hotel is measured according to the type of energy used. The attached table is used for this measurement.

We monitor the amount of energy our hotel obtains from renewable sources.

Table-10 is used to monitor electricity consumption.

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Table-11 is used to monitor total energy consumption.

Our hotel identifies activities with high energy consumption and plans and implements corrective measures to reduce energy use in these areas (such as insulation systems, preferring low-energy-consuming devices with energy ratings, using LED lights instead of high-consumption lighting like incandescent bulbs, etc.). In addition, our hotel uses energy-efficient equipment.

Our hotel informs and educates its employees and stakeholders about energy conservation.

3. Water Management and Wastewater

Our hotel has a water-saving policy in place. This policy includes the regular measurement, monitoring, and reduction of water consumption.

The water risk level of the region where our hotel is located has been identified. For this purpose, the Water Risk Atlas prepared by the World Resources Institute is used. The relevant website link is provided here.

Water risk has been specifically assessed in the risk analysis, and a water management plan has been developed. This plan includes the measurement and monitoring of water use, as well as targets and reporting aimed at reducing water consumption.

Our hotel's water use activities do not harm aquatic life in seas, lakes, or similar bodies of water. Nevertheless, the potential risk to these living beings has been evaluated in the risk analysis, and necessary precautions have been taken.

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

Our water is sourced legally and sustainably, coming from the municipal supply or licensed well water.

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

Table-12 is used to measure water consumption.

We have established water reduction targets. To achieve these, our hotel plans and implements corrective measures. Water-saving equipment is used in our hotel. Good practices such as changing sheets and towels upon guest request are also applied.

Our hotel informs and guides its employees and stakeholders about water conservation. We make every effort to ensure that our wastewater does not harm the environment.

We comply with local regulations for wastewater disposal. All legal requirements are met in this regard.

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4. 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 the reduction, reuse, recycling, and disposal of waste.

Table-13 is used for waste tracking.

Solid waste is separated by type, such as food waste, recyclables, hazardous/toxic waste, and organic waste. During the separation process, recycling and reuse opportunities are taken into consideration.

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

Solid waste, which is separated by type, is collected by authorized and licensed companies.

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

Our hotel has also identified activities and risk areas where solid waste generation is high. Corrective measures are planned and implemented to reduce food waste and wastefulness.

The aim is to ensure that solid waste disposal does not have a negative impact on the local population or the environment. Compliance is ensured with the "Zero Waste Regulation" legislation regarding solid waste management.