



# SUSTAINABILITY MANAGEMENT SYSTEM (SYS)



## Management System

A Sustainability Management System that can be adapted and developed to cover all management processes of our facility

System (SYS) and sets out its policies. Our management system is based on risk analysis. Risk analysis is conducted under the headings of environment, social, community, culture, economy, quality, human rights, health and safety. After analyzing the risks, we also have a crisis management policy and system that determines what to do in case the risks materialize. If the targets are achieved, new targets are set. If they are not achieved, our practices are reviewed.

Regarding sustainability, our facility commits to fulfill the obligations of the Turkey Sustainable Tourism Program and to continuously improve its sustainable management system to increase its sustainability performance.

## Legal Compliance

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

## Stakeholders and Communication

Our facility provides accurate information to all segments of the public. It always uses real visual materials in promotion. It has a transparent and realistic structure in terms of its products and services on its website, social media accounts and other printed and written channels and in marketing communications. Our facility has a system that aims to receive feedback from our customers, public institutions, municipalities, employees, the surrounding community and all other relevant persons and organizations regarding our sustainability performance, policies and practices. Through this system, we receive feedback from both our staff and our customers.

Customer experience: Customer satisfaction is of utmost importance at our facility. Customer satisfaction includes feedback from the system described above regarding sustainability. The results received are analyzed. Negative feedback is recorded and necessary measures are taken.

## Accessibility

Our facility is committed to providing accessible tourism services for everyone within its means and clearly and accurately informs its customers and stakeholders about its level of accessibility through its website. We strive to make continuous improvements not only for the physically disabled, but also for our guests who cannot participate in tourism activities due to disabilities such as vision and hearing.

## Purchasing

This includes policies for local, environmentally friendly, fair trade and efficient procurement. Sources of goods and services are monitored by our facility. We check the sustainability certificates, information and documents of our suppliers.

Local Procurement: When purchasing goods and services, our facility prioritizes local suppliers, provided that they are of high quality and reasonably priced.

Environmentally Responsible Purchasing: Our facility follows an environmentally sensitive policy in purchasing, emphasizing efficient purchasing, energy saving and water saving to reduce food and solid waste.

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

## Cultural Sustainability Policy

Presentation of Cultural Heritage: Our property respects the intellectual property rights of local people. Authentic elements of traditional and contemporary local culture are utilized in our cuisine, design and decoration.

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

Promotion of Sustainable Local Gastronomy: Our facility prioritizes the promotion and consumption of local products. It introduces innovative and creative practices to ensure sustainability in gastronomy in all its activities.

### Energy and Environment

Energy Saving: Our facility has an energy conservation policy. The policy includes regular measurement, monitoring and reduction of energy consumption and the use of renewable energy. It prioritizes the use of renewable energy as much as possible. Our facility identifies activities with high energy consumption and implements activities to reduce energy consumption in these areas and activities (thermal insulation systems, preference of low-consumption appliances with energy consumption class, use of LED bulbs instead of high energy consumption lighting such as incandescent, etc.). In addition, our facility uses energy-efficient equipment.

### Water Management and Waste Water

Our facility has a water saving policy. Our policy includes regular measurement, monitoring and reduction of water consumption. Water risk situation has been determined in the region where our facility is located. Water risk was evaluated separately in the risk analysis, and a water management plan was made. Measurement and monitoring of water use and reduction of water consumption includes targets and reporting.

### Food Waste and Solid Waste

Our facility 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, and their recycling and reuse status is taken into consideration while separating them. Solid waste, including food waste, is measured by type. The amount of solid waste per guest or overnight stay at our facility is calculated and reported. Compliance with the "Zero Waste Regulation" legislation on solid waste management is ensured.

15.12.2023 / Rev.00