

MY DREAM ISTANBUL SIRKECI HOTEL
SUSTAINABILITY
REPORT
2023

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1. ABOUT THE REPORT

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

Our "sustainability policies" are the commitment of our company in this regard. From this point of view, all our orientations will be in this intention and direction. Our aim is to transform the principle of sustainability into a "way of doing business" in the basic areas of our hotel and to bring it to corporate memory. The success and continuity of our efforts will only be possible by acting together with our employees, guests, business partners, suppliers, solution partners, all our interlocutors in our immediate environment and spreading them and making them a partnership that we will strengthen day by day. It is very valuable to raise awareness of the personnel who are considered as an integral part of the sustainability approach, to give them opportunities 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 tourist destinations of the immediate environment, cultural richness, ecological diversity, energy and water saving, environmental activities-recycling system, orientation to local resources, etc. The main goal is to provide strategic support to all companies and departments for the improvement of business results with human resources management in parallel with business strategies, to contribute to the creation of 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 both orientation training and professional-level trainings determined according to annual training needs.

Sustainability studies are coordinated by Hotel Administrations and our activities in this field and the evaluation of our performance are always open to the expectations and opinions of our stakeholders.

2. FACILITY INTRODUCTION AND FACILITY FEATURES

Our facility is located in Hoca paşa mahallesi Hüdavendigâr Caddesi no 13 Sirkeci / İstanbul.

Our facility has a capacity of 48 rooms and 96 beds. The Ministry of Culture and Tourism has a 3-star tourism operation certificate.

In our rooms with the necessary facilities for our guests to feel comfort and peace;

High-speed wireless internet

TV/Satellite

Mini-bar

Guest water and beverage tray

Message notification service

Wake-up service

Belboy Service

Baggage and left-luggage service

Laundry, dry cleaning, tailor, ironing service

Hair dryer

Bathroom hygiene kit

Smoke detector connected with central fire system

Emergency exit guidance signs

Special insulated door and window system for noise

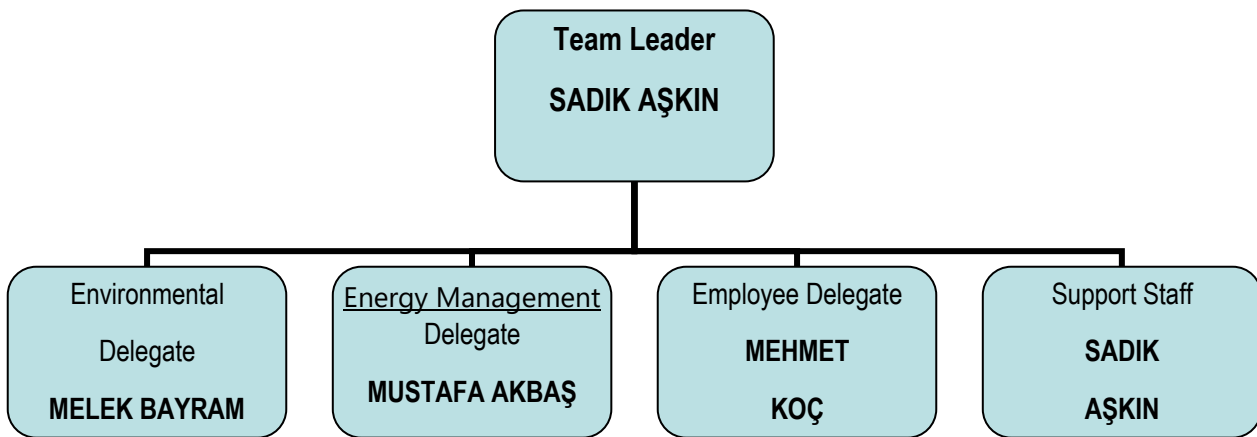
In addition to our rooms, there is a specially organized breakfast room for our guests, a guest rest and reading area, a facility entrance breakfast room for our guests without disabilities, and barrier-free access in elevators.

3. SUSTAINABILITY TEAM

The sustainability team at our facility

The sustainable management system ensures the implementation of certain policies by all employees in quality, economy, management, environment, culture, human rights, health and safety, setting targets and continuously improving business management processes by monitoring whether the targets are achieved or not.

If the determined targets are reached, new targets are determined, and in case of failure, 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 (DMS) that can be developed and reveal its policies.

The basis of our management system is based on risk analysis. Risk analysis is carried out on the topics of environment, natural disasters, society, culture, economy, quality, human rights, health and security. If necessary, new titles can be added. Riskler analiz edildikten sonra risklerin gerçekleşmesi durumunda yapılacakları belirleyen bir kriz yönetim politikamız ve sistemimiz de bulunmaktadır.

The sustainable management system includes the implementation of certain policies by all employees in quality, economy, management, environment, culture, human rights, health and safety, setting targets and continuously improving business management processes by monitoring whether the targets are achieved or not.

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

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

OUR QUALITY POLICY

On the way to achieving our vision;

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

To create the establishment philosophy with all our staff and to provide continuous development, trust in the workplace and service exceeding the expectations of our guests,

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

To be an exemplary business for all other organizations in our country and to create value

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

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

As a hotel, it is among our primary quality goals to create environmental awareness with its staff and to leave a cleaner, healthier and safer environment to future generations.

OUR SOCIAL RESPONSIBILITY POLICY

We believe that all our employees have the right to work in a healthy and safe environment under 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.

Beyond legal obligations, our hotel is always ready to implement the best environmental solutions and to support any initiative that will help develop and spread environmentally friendly technologies and increase environmental awareness. In Istanbul, where we operate, our social and environmental responsibilities towards the society; We take care to fulfill it in a harmonious cooperation with our shareholders, employees, the public, non-governmental organizations and other stakeholders.

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

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

We approach employees honestly and fairly, and we are committed to a non-discriminatory, safe and healthy working environment.

We make the necessary effort for the individual development of our employees and observe the balance between business life and private life.

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

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

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

We have taken all precautions for our employees within the framework of occupational health and safety and we are also sensitive to the fact that the necessary on-the-job trainings are provided to our employees by experts in their fields and 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

Presentation of cultural heritage: Otelimiz, yerel halkının fikri mülkiyet haklarına saygı gösterir. Geleneksel ve çağdaş yerel kültürün otantik unsurları mutfağımızda, tasarımımızda, dekorasyonda değerlendirir.

Works: Our hotel does not buy and sell historical and archaeological artifacts, does not mediate in its trade and does not exhibit them.

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.

ENERGY POLICY

We use our energy efficiently to protect our world from possible dangers and set targets to reduce our energy consumption.

Therefore;

- In order to fulfill both our responsibilities to nature and our legal obligations, we follow national and international standards, laws and regulations, voluntarily carry out studies that will reduce energy use and / or ensure the continuous improvement of our energy consumption performance, and follow the results of our studies.
- We set targets 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 our business partners in order to reach a total level of awareness and awareness on these issues.
- We seek to find, purchase and use suitable product, equipment, equipment and technology alternatives that are energy efficient.
- We aim to document our Energy Management System, to spread it to all our departments, to update, review and continuously improve it when necessary.

- We evaluate energy risks or emergencies that may arise such as energy constraints and plan the measures that can be taken.
- We take care to effectively separate our wastes according to their source, groups and hazard classes. Tehlikeli maddeler ve kimyasalların yalnızca ihtiyaç durumunda ve gerektiği kadar kullanılmasının hem çevreye olan negatif etkileri hem de atık miktarını azaltacağını biliriz,
- 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 use disposable materials such as paper, napkins, toilet paper, packaging as much as necessary and take care to leave less waste to nature,
- We store the wastes correctly in separate areas according to their characteristics, deliver them to the licensed / authorized companies without exceeding the legal storage time limits and keep their records,
- We try to use water, energy and all natural resources sparingly. 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

Satin alma da The most important goal criterion in purchasing is to minimize waste and. To ensure continuity in purchasing.

Within this goal, the goods-acceptance practices to be applied in the organization;

- When making the purchase, products with reusable properties, returnable products or organic products that will not create irreversible waste will be preferred.
- Instead of disposable products and consumables such as cups, forks and boucle materials, products that can be reused, refilled, and if none of them are possible, the least harmful and recyclable products will be preferred.
- If the purchase of disposable products and consumables is mandatory (e.g. cleaning materials, stationery products, etc.), the purchasing, use and recycling of these products will be carefully monitored and managed.
- Guidelines and instructions on how to recycle disposable products and reduce the use of disposable products will be trained by staff in this regard.

- Products such as disposable pet bottles, cardboard cups, packaged products in the rooms will be gradually removed, and the determination of targets for the termination of practices such as the baggage of food products and other materials used and the monitoring and reporting of the process of compliance with these targets will be discussed in management review meetings.
- It is important to avoid unnecessary packaging when making a purchase. Instead of paper and plastic cups, plates, forks, spoons, water in pet bottles, etc., glass and metal products with reuse feature will be preferred.
- It is important to avoid unnecessary packaging when making a purchase. Instead of paper and plastic cups, plates, forks, spoons, water in pet bottles, etc., glass and metal products with reuse feature will be preferred.
- The production of the necessary goods and products from products that do not harm the nature and the environment will be given priority to recycled and eco-labeled products.
- 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 shall be considered.
- Threatened species are not used or sold.
- Supplies that would endanger the extinction of plant and animal products will be avoided.
- Priority will be given to environmentally certified products in products.
- All goods (materials, raw materials, finished and semi-finished products) will be procured and purchased from suppliers who comply with the purchasing standards and their products with the relevant certificates in accordance with the Food Laws and Regulations, the Ministry of Agriculture and Forestry, the Ministry of Health, the Sanitation Law and the legislation, and the necessary documents in accordance with TSE Hygiene and Sanitation Systems.
- In support of local fair trade, the purchase will be made from the local seller within the 100 km boundary.
- An approved supplier list and purchases will be made from local companies that have been subject to the necessary audits.
- Companies supplying goods-products will be inspected periodically.
- Cleanliness, hygiene materials and protective equipment supplied will be ensured to have CE Certificate.
- Priority will be given to suppliers who 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.
- Agriculture and Forestry Directorate permission documents for all food products will be taken from the supplier companies and stored in the computer environment.
- MSDS Safety information sheets for pest spraying, disinfection and chemical products used in the kitchen will be supplied from suppliers and stored in 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 transmission measures. (Mask, visor, gloves, apron, hand hygiene, etc.) In accordance with the measures, necessary plans will be made to prevent the accumulations and accumulations that will be experienced in the acceptance of goods.
- The products to be given directly to consumption and guest use with the acceptance of the goods (consolation) will be removed from the boxes and will be disinfected in detail and given to use.
- 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 store for use after washing with the dishwasher before use.
- Waste and return products will be kept on hold at the waste and return area in a controlled manner and delivered to the supplier.

OUR OCCUPATIONAL HEALTH AND SAFETY POLICY

In order to protect our workplace, employees, guests and suppliers, to create a safe business 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 in Risk Assessment and Risk Mitigation activities at all levels.
- By continuously improving our Occupational Health and Safety culture, we aim to achieve the sustainable goal of "Zero Occupational Accidents".
- We share our work 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 welfare of all our employees regardless of gender.
- We support women's participation in the labor force in all our departments and offer equal opportunities.
- We act with the policy of "equal pay for equal work" without discrimination of gender.
- We distribute duties by observing the principle of equality.
- We provide the necessary environment for equal benefit from career opportunities.
- We create education policies and support women's participation and awareness.

- We create a working environment and practices that protect work-family life balance.
- We support women to be in the management of the company and offer equal opportunities.
- We do not allow women to be subjected to abuse, harassment, discrimination, repression, coercion, slander, etc. in any way. We are always aware of the value they add to the world and our institution and support their existence.

CHILDREN'S RIGHTS POLICY

Children are entrusted to us by the future. It is our primary responsibility to recognize them as individuals, to respect their rights, to observe and protect them against all kinds of psychological, physical, commercial etc. exploitation.

To achieve this;

- We do not allow child labor to be employed in our own institutions and we expect the same sensitivity from all our business partners.
- We provide environments / opportunities that contribute to the development of children within the enterprise, where they can easily express their thoughts and desires and feelings, and where they feel free and comfortable.
- We provide trainings to 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 to raise awareness about the protection of children's rights and support related projects.
- When we witness suspicious acts related to children, we first inform the hotel management and ask for help from official institutions when deemed necessary.

5. SUSTAINABLE MANAGEMENT SYSTEM PRACTICES

Legal compliance,

Our hotel undertakes to comply with the laws, regulations and international conventions in force, keeps an up-to-date list of them and regularly informs its personnel about them, and provides the necessary training to the staff.

If asked or requested, our hotel will submit all necessary permits, certificates and documents to the relevant persons and institutions.

These documents are the Business Opening and Working License, the personnel insurance declaration for the last month, the tax plate, the emergency action plan, the personnel trainings and certificates, the contract with the workplace physician, the sewerage connection certificate obtained from the municipality, the documents related to the fight against the pest and other necessary documents.

HOTEL SURDURULBİLİRLİK RISK ANALİZİ										
SGK SICIL NO:										
ADRES:										
YERLİ YERİ: 21.1.2023										
SÜRÜŞLÜK YERİ: 21.1.2023										
İlgili Standart	İlgili Bölge/Değerler	Riskin Tanımlaması (Tehlike)	Risk	Etki	Olanak	Risk Değeri	Tedbirler	Etki	Olanak	Mevcut Risk Değeri
A1		Publiklerin tüm çalışanlar tarafından bilinir olmaması	Önemli teknik ve teknik olarak yapılmaması/ortak çalışmaları	4	4	16	Diyarbakır eğitiminde sürdürülebilirlik politikalarının çalışanlara aktarılması ve her yıl düzenli eğitimler ile tekrar edilecektir.	4	2	8
		Risk analizlerinin etkili yapılması/ tüm sürdürülebilirlik faaliyetlerini kapsamaması	Özelliklerin tam olarak bilinmemesi. Risk analizlerinin etkin bir şekilde uygulanmaması. Personelin farkında olmadığından uygulanmaması.	4	3	12	Risk analizlerinin eksiksiz yapılması için etkin bir şekilde uygulanması ile ilgili sürdürülebilirlik ekoller tespit edildi ve duyuruldu.	4	2	8
A2	İK İdari İşler	Yasal şartların güncel takip edilmemesi	Özelliklerin yapıldığı dönemlerde ceza kesilmesi, faaliyetlerin durdurulması. Müjdetin v.b. ile ilgili kayıtlar	5	4	20	Yasal şartlar Sürdürülebilir Tüzem Sorumluluğu tarafından yasal uyum tablosuyla aylık olarak takip edilmektedir.	5	2	10
		Yasal uyum tablosunun bilinmemesi	Özelliklerin yapıldığı dönemlerde ceza kesilmesi, faaliyetlerin durdurulması. Müjdetin v.b. ile ilgili kayıtlar	5	4	20	Sürdürülebilir Tüzem Sorumluluğu tesisin yönetim zemininde olduğu yasal şartlar tespit etmiş ve yasal uyum tablosuna işleyerek güncelini her ay takip etmektedir.	5	2	10
		Yasalardaki değişikliklerin tesisi işlevlerini kapsamının tespit edilmemesi	Tesisin yasalara uygunluğunun sağlanmaması. İşaretin bulunduğu yerlerdeki diğer tesislerin yasal uyum tablosuna işlenmesi	5	3	15	Sürdürülebilir Tüzem Sorumluluğu tesisin yönetim zemininde olduğu yasal şartlar tespit etmiş ve yasal uyum tablosuna işleyerek güncelini her ay takip etmektedir.	5	2	10



Stakeholders and communication

Our hotel gives accurate information to all segments in promotion. He always uses real visual material in the introduction. On its website, social media accounts and other printed and written promotion channels and marketing communication, our hotel has a transparent and realistic structure in terms of its products and services. At the same time, it shares its actions, actions and transactions related to policy and sustainability openly and transparently with its employees and customers. To do this, the website of our hotel is used. Periodic reports on sustainability performance are published on our website. These reports are prepared in appropriate periods.

In our hotel, there is a system that aims to get feedback from our customers, public institutions, municipalities, employees, the surrounding public 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 our 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 follow-up of social media accounts, e-mail, messaging services and other communication channels for employees, communication by e-mail for all other stakeholders and their regular follow-up.

Customer experience

Customer satisfaction is given importance in our hotel. Customer satisfaction includes feedback from the system described above regarding sustainability. Analysis of the results is performed. Negative feedback and responses to it are recorded and necessary measures are taken.

Accessibility

Our hotel is committed to providing accessible tourism services for all within its means and informs its customers and stakeholders about the level of accessibility in a clear and accurate way through its website.

Our hotel also follows and undertakes to fully comply with the legal regulations related to accessibility and to continuously improve in this regard.

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.

Our hotel regularly carries out maintenance and repair of accessibility regulations and infrastructure and provides improvements if necessary. We also regularly inform our employees about accessibility.

Purchase

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

Our sources of goods and services are monitored by our hotel. We are in regular meetings with our suppliers. We check their certificates, information and documents related to sustainability.

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

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

Environmentally conscious purchasing: Our hotel follows an environmentally friendly policy in purchasing, attaches 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 (environmentally labeled products) in its purchases. If there are no environmentally labeled products in the product group to be purchased, it selects its relevant products, production and all other processes from suppliers and manufacturers that do not harm the environment.

Within this framework, our hotel prioritizes the selection of suppliers with sustainability certificates when making its purchases. Sample certificates that can be sought in suppliers are ISO14001, ISO50001, ISO14064, ISO20400.

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

Threatened species and species that are forbidden to be sold (fish, trees, plants, game animals, etc.) are not bought and used in our hotel.

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

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

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

Our hotel also prioritizes bulk procurement and bulk 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 coming to our hotel is our main priority and preference.

In the purchase of consumables and boucel products, disposable products and unnecessary packaging (especially plastic) are avoided. The purchase and use of consumables and disposable products 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 according to the type.

Our hotel determines the activities with high energy consumption, plans and implements measures for them (thermal insulation systems, preference of low consumption devices from devices with energy consumption class, 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 applied in our hotel. All shower heads have a polisher

The water risk situation has been determined in the area where our hotel is located. Water Risk Atlas prepared by the World Resources Institute is used for this. A link to the relevant website is located here.

In the risk analysis, water risk was also evaluated and a water management plan was made. This plan includes targets and reporting for the measurement and monitoring of water use and the reduction of 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 harm to these creatures was evaluated in the risk analysis and necessary precautions were taken.

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

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 stay is calculated and reported.

Water-saving equipment is used in our hotel. Good practices such as changing sheets and towels depending on guest requests are used in our hotel.

Our hotel informs and directs its employees and stakeholders about water conservation. Our hotel mobilizes all its facilities to prevent its waste water from harming the environment.

The regulations set by the local government for the disposal of wastewater are complied with. 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 production, waste reduction, reuse, recycling and waste disposal.

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

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

Solid wastes separated according to their types in our hotel are taken by authorized and licensed companies.

Solid waste, including food waste, is measured by type. The amount of solid waste per guest or overnight stay in our hotel 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 does not have a negative impact on the local population or the environment. Compliance with the "Zero Waste Regulation" legislation on solid waste management is ensured.

6. REDUCING ENVIRONMENTAL IMPACTS

Being aware that the natural resources we use, the immediate environment and the region we interact with, our big family we form with our employees have a great impact on our corporate success and the experiences we provide to our guests, we adopt reviewing our responsibilities at every stage as a management approach. 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 in this direction and analyzing the results. To achieve this goal;

- Complies with the environmental laws, regulations, legislation and regulations in force and fulfills all its requirements; we carry out our activities and ourselves by constantly improving them.
- With the understanding of social responsibility brought by our brand, we have taken it as our duty to raise awareness and continuity of our guests and local people, especially our internal customers, that is, our staff, as a priority role and to take and implement decisions in this direction. Kaliteden ödün vermeden, tedarikçilerimizle işbirliği yaparak kazan-kazan anlayışı ile karşılıklı, tesislerimizde uyguladığımız yönetim sistemleri çerçevesinde değer katmaktayız.
- It is of great importance for us to contribute to the protection of ecological balance by protecting the environment and delivering it to future generations in a clean and healthy way.
- By 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.

- It is one of our goals to prevent environmental pollution and to recycle a large part of the wastes in question.
- To comply with the current International and National legal regulations and the requirements of the ISO 14001 standard, to minimize the pollution that may arise as a result of its activities, to use natural resources correctly; to share with our employees, guests, suppliers and the community; It is our priority to set targets for the provision of continuous improvement, to carry out the necessary research, projecting and implementation on the principle of protecting the cycle of efficient use of biodiversity and energy.

7. EMPLOYEE AND WORKING LIFE

Employee engagement

In its soul, the most important resource that makes us who we are is our employees. Being aware of this, issues such as social and side rights, performance management, rewards, training and career management, employee safety are always our priority.

Our Human Resources Vision;

To create qualified human resources with high motivation, protecting and raising the image of the institution, bringing innovative studies to the forefront, giving importance to service and seeing their work as a part of a whole, is to be a pioneer in the sector and 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 perform the personnel work and transactions at the optimum level, to have self-confident personnel who are specialized in their fields, who have the ability to represent the institution and who can reveal new openings in the field.

- To provide strategic support to all companies and departments for the improvement of business results with human resources management in parallel with the Group's business strategies, 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 in our sustainability-related policies and practices. What our employees need to do is defined in writing, communicated to them and the necessary training and directions are made 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 remuneration

Our employees are informed about the wages they will receive before starting work in our facilities, working conditions, working hours, when they will receive their wages.

Education and Career Management

All of our employees can benefit equally from the right to education. In addition to the legal and vocational trainings required by the hospitality sector, orientation trainings 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 and guidance supports that must be taken in accordance with legal legislation. We implement annual training plans on Occupational Health and Safety trainings, hygiene trainings for personnel such as kitchen/service/massage, water and energy saving, chemical use rules, fire protection, first aid, etc.

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 the absolute satisfaction of employees is an important priority issue. With this perspective, including some benefits provided by our business as benefits, especially the legal rights of the employee; working environment, psychology, self-motivation, performance, in short, it is the responsibility of the management to ensure all comfort in the workplace. Although we have a number of foreign employees in our hotels, as a business that appeals to guests of different nationalities and serves at an international level, it is against both our hotel management and working principles to discriminate between our guests or guests such as nationality, race, language, etc. Therefore, all personal transactions of our employees from different countries or nationalities are followed in accordance with the legal procedures and equal opportunities are offered to all our employees in the hotel without taking into account any features.

8. SOCIAL ACTIVITIES

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

- Distribution of gifts and souvenirs on special occasions,
- Giving importance to the timely payment of salaries and personnel entitlement payments,
- The practice of giving gifts to personnel who are married and have children,
- Blood donation campaign,
- Participatory social responsibility projects.

In addition to the fact that the processes and enterprises operating in 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 the social, physical and environmental conditions.

- Compliance with laws and other obligations
- Prevention of child labor
- Not to employ foreign workers illegally
- Prevention of forced and compulsory labor
- Working hours
- Regular employment
- Prevention of 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 Trade Volume of the Region
- Introduction of Natural and Historical Riches
- Our sensitivity in carrying out studies on the Employment of Indigenous People and being involved in activities is at a high level.

Communication with local people

Through facility management and designated representatives;

- Strengthening local employment,
- Increasing local awareness,
- Protection of local resources and facilities,
- Protection of historical and cultural assets,
- Solidarity in the region,
- Supporting the activities that promote the region,
- Joint studies are carried out by negotiating with hotel associations, municipalities, regional mukhtars and official authorities on the solution of important issues and problems that will affect the region, and by determining the needs.