

# SUSTAINABILITY REPORT

## ART SUITES HOTEL

2025



ART.TUR.OTEL.VETIC.LTD.STI

## CONTENTS

1. ABOUT THE REPORT	3
1.1. Sustainability Approach	3
1.2. Institutional Approach	3
1.3. Participatory Approach	3
1.4. Scope of the Report	3
2. ABOUT THE FACILITY	4
3. SUSTAINABILITY	6
3.1. Our Sustainability Team	8
3.2. Our Sustainability Activities	9
3.3. Environmental Management	11
3.4. Waste Management	12
3.5. Energy Management	13
3.6. Water Management	15
3.7. Chemical Management	17
3.8. Geographical Awareness	18
3.9. Collaboration with Local Communities and Social Responsibility	18
3.10. Communication and Relationships with Stakeholders	19
3.11. Biodiversity and Conservation of Natural Areas	20
3.12. 3.13. Wildlife Conservation and Support	20
3.13. Access for All	21
4. CULTURAL AND HISTORICAL HERITAGE	22
4.1. Bodrum Castle	23
4.2. Bodrum Ancient Theatre	24
4.3. Myndos Ancient City	25
4.4. Myndos Gate	26
4.5. Mausoleum of Halicarnassus	27

4.6. Karakaya Village	28
4.7. Dibeklihan Culture and Art Village	29
4.8. Windmills	30
4.9. Ottoman Shipyard	31
4.10. Apostol Church	32
4.11. Zeki Müren Art Museum	33
5. OUR POLICIES	36
5.1. Sustainability Policy	36
5.2. Quality Policy	37
5.3. Procurement and Local Supplier Policy	38
5.4. 5.5. Environmental and Waste Management Policy	39
5.5. Human Rights, Employee Rights and Equal Opportunities Policy	40
5.6. Vulnerable Groups and Children's Rights Policy	42
5.7. Customer Satisfaction Policy	43
5.8. Occupational Health and Safety Policy	43
5.9. Energy Management Policy	44
5.10. Stakeholder Communication Policy	45
5.11. Individuals with Restrictions and Accessibility Policy	46
5.12. Food Security Policy	47
5.13. Support for Local People Policy	48
5.14. Destination Engagement Policy	49
5.15. Protection and Presentation of Cultural Heritage Policy	50
5.16. Biodiversity Conservation Policy	51
5.17. Wildlife and Animal Health Protection Policy	52
5.18. Protection of Local Employment Policy	53
5.19. 5.20. Local Awareness Policy	54
5.21. Water Conservation Policy	56

5.22. Sustainable Procurement and Supply Chain Policy	57
5.23. Harassment and Discrimination Prevention Policy	58
5.24. Open Door Policy for Personnel	59
5.25. Risk and Crisis Management Policy	60
5.26. Internal and External Communication Policy	62
5.27. Greenhouse Gas Emissions Reduction Policy	63
5.28. Performance and Promotion Policy	64
5.29. Training Policy	65
5.30. Recruitment, On-the-Job and Orientation Policy	66
6. OUR SAVINGS MEASURES	68
7. OUR GOALS	68

## 1. ABOUT THE REPORT

### 1.1. Sustainability Approach

Sustainability refers to the use of environmental values and natural resources in a way that does not lead to waste, while considering the rights and benefits of present and future generations. The aim is to enable development for the present without jeopardizing the ability of future generations to meet their own needs, while ensuring balanced development in social, economic, ecological, and cultural dimensions.

### 1.2. Institutional Approach

Our facility continues its work for a better world, aware of its responsibilities in all dimensions of sustainable development. Without compromising our high service standards and our principle of 100% guest satisfaction, controlling consumption, protecting natural resources, and minimizing negative impacts on the economy are among our primary goals.

## 1.1. Participatory Approach

Our sustainability efforts are shaped by the contributions of our management, employees, guests, suppliers, and business partners. By transparently sharing this process, we aim to raise awareness, embrace common goals, and achieve success together.

## 1.2. Report Scope

This sustainability report includes data from the period 01.01.2025 – 31.12.2025 and targets for 2026. Results from previous periods were also taken into account in preparing this report.



### 1. ABOUT THE FACILITY

**Our accommodation facility, certified by the T.C. Ministry of Culture and Tourism, has the following features:**

**Accommodation: Bed and Breakfast**

**Service Languages: Turkish, English**

**Nearest Airport: Milas Bodrum Airport (BJV)**

**Distance to Airport: 54 km**

**Distance to Bodrum City Center: 21 km**

**Beach: Beachfront**

**Hotel Building: 4 blocks, 2 floors each**

**Hotel Construction Date: 1992**

**Last Renovation Date: 2024**

**Number of Rooms and Beds: 35 rooms and 70 beds**

**Elevator: None**

**Reception Service: 24 hours**

**Parking: Free outdoor parking**

**Check-in/Check-out Hours: 14:00-12:00**



Pool Services:

Swimming Pool: 70 m<sup>2</sup> (Maximum Depth 140 cm)

Children's Pool: 3 m<sup>2</sup> (Maximum Depth 45 cm)

Pool Hours: 09:00 – 18:00

Pool Amenities: WC, Shower, Sun Loungers, Umbrellas, Towels

Other Services and Amenities:

- Restaurant: Extra (Paid)

You can use the following communication channels for your feedback.

Coordinates: Latitude 37.0983184, Longitude 26.9700623

Address: Yalıkavak Mah. Çökertme Cad. No: 111 Bodrum/MUĞLA

Phone No: (0252) 385 44 27

Email: [iletisim@artsuitesbodrum.com](mailto:iletisim@artsuitesbodrum.com)

Website: <https://www.artsuitesbodrum.com>

Facebook: <https://www.facebook.com/people/Art-Suites-Hotel-Bodrum>

Instagram: <https://www.instagram.com/artsuitesbodrum/>



## 1. SUSTAINABILITY

Our goals are to ensure the efficient use of natural resources with an awareness of environmental responsibility; to minimize all types of waste arising from resource consumption, to separate them at the source and to dispose of hazardous materials without harming the environment, to comply with and continuously improve relevant laws and regulations, to contribute to instilling environmental awareness in our employees, guests, tour operators, suppliers and the community, to make our policy a way of life, to ensure the continuity of our practices so that it spreads to every aspect of our lives, and to keep it open to public scrutiny.

We aim to provide regular training for our employees, to continuously improve their working conditions, to identify potential hazards and risks in advance, and to prevent possible work accidents and occupational diseases.

Our occupational health and safety policy is to protect human health and human rights in a team spirit, to ensure a safe and healthy working environment, to raise awareness among all our employees through training, to instill in them the fundamental duty of not endangering their own health and safety, the health and safety of other employees and our guests, and to continuously improve the prevention culture by reviewing our risk analyses. It aims to prevent the exploitation of vulnerable groups by not giving opportunities for discrimination on grounds such as race, gender, and disability, and to increase the number and quality of local jobs created by tourism, including improving wages and service quality.



Our goals are:

- To protect nature and wildlife,
- To safeguard our cultural heritage,
- To use resources more efficiently,
- To contribute to society through social responsibility initiatives,
- To increase the sense of belonging among our employees,
- To develop together and learn, and to protect our most valuable assets, our children and women, with a fair and egalitarian perspective,
- To have more communication with the local community and its people, and to contribute to the development opportunities of the region.



A Sustainable Risk Analysis, encompassing the areas shown in the diagram, has been conducted to identify potential risks and define existing measures. Actions to be taken are planned, and efforts are made to ensure the sustainability of the system.

We are aware of our obligation to comply with all relevant legal regulations and continue our work accordingly. All regulations subject to compliance are identified in our legal regulation monitoring list. We receive external support in areas outside our area of expertise. For example, our Occupational Safety Specialist provides support regarding the Occupational Safety Law and related regulations, and our Environmental Consultant provides support regarding environmental legislation and related regulations, etc. Through our memberships in relevant NGOs and associations, we closely monitor the hotel industry and manage legislative changes in collaboration with these channels.

All necessary legal permits and documents are available. The monitoring of time-sensitive documents is carried out regularly.

Indicators have been defined, targets have been set, and are being monitored to measure our performance in our sustainability journey.



Main Responsibilities of the Team:

- Establishing the Sustainability Management System,
- Preparing the Sustainability Report,
- Setting Goals,
- Preparing relevant policies, procedures and instructions,
- Reviewing sustainability policies every 6 months,
- Ensuring the dissemination of sustainability principles within the hotel,
- Establishing a system for receiving stakeholder feedback and raising awareness,
- Developing projects on environmental, cultural heritage, wildlife, biodiversity and social issues.

Frequency of Team Meetings: Monthly (General) 1 every 6 months (System review/YGG)

Meeting Agenda: Determined before the meeting.

### 1.1. Our Sustainability Efforts

Our facility is committed to providing accessible tourism services for everyone within its capabilities and informs its customers and stakeholders clearly and accurately about the level of accessibility through its website.

Our goal is to benefit cultural heritage and minimize damage to it.

Our purchasing policy is geared towards local, environmentally conscious, fair trade, and efficient procurement. We monitor our suppliers' sustainability processes.

Our aim is to maximize guest satisfaction by anticipating their expectations and needs.

Our goal is to provide social and economic benefits to the local community and minimize negative impacts on the public.

Our facility provides accurate information to all segments of society in its promotions. It always uses real visual materials in its promotions. On its website, social media accounts, and other printed and written promotional channels and marketing communications, our facility has a transparent and realistic structure in terms of its products and services.

In the places where we are located, we take all necessary measures to increase local employment, protect and enrich natural life, and share all our activities to protect our environment with the public. This sustainability report, published on behalf of the facility, presents our facility's sustainability performance and impacts to the attention of all our stakeholders. As a tourism investment company that prioritizes guest satisfaction, we continue our operations.

We protect the environment, prevent pollution, and attach importance to reducing our negative impacts on the environment.

We strive to use water, energy, and all natural resources efficiently, and we share this sensitivity with our employees, guests, and suppliers.

We contribute to protecting nature by preferring materials with "recycling" and "eco-friendly" labels in our business. We try to create opportunities for reuse.

We measure our performance in environmental management, monitor this data with targets, and strive to improve our performance.

We follow national and international standards, laws, and regulations to fulfill both our responsibilities towards nature and our legal obligations.

We store waste correctly, in separate areas according to its characteristics, and deliver it to licensed/authorized companies without exceeding legal storage time limits, and we keep records.

We support local/regional development and employment.

We respect the working rights of our employees and follow legal regulations.

We support the elimination of child labor.

We offer our employees opportunities for development and advancement by providing regular training.

We provide our employees with a healthy and safe working environment and offer various opportunities to express their requests, suggestions, and complaints.

We inform our guests and employees about the natural and cultural heritage of the local/region.

We evaluate all feedback from our guests. We improve our processes based on the data we obtain.

We evaluate and analyze the quality and nature of products/services with users during procurement. We act fairly, honestly, and impartially in supplier selection.

We respect human rights; we reject all forms of discrimination based on language, religion, race, gender, etc. We are against commercial, sexual, or any other exploitation or harassment of special protected groups and other vulnerable groups. We support measures to be taken against domestic violence and child abuse. We have one room for disadvantaged individuals. Pets are not allowed.



## Environmental Management

As an environmentally conscious and eco-friendly facility;

### Yasal Uyum ve Acil Durum Hazırlığı

- Kirlilikle ilgili risklere ve olası acil durumlara karşı hazırlıklıyız. Tüm çevresel yasal düzenlemelere tam uyum sağlıyoruz.

### Sürekli İyileştirme ve Kaynak Verimliliği

- Atıkların ayrıştırılması, miktarlarının azaltılması ve doğal kaynakların verimli kullanımı gibi uygulamalarla çevresel performansımızı sürekli geliştiriyoruz.

### Atık Takibi ve Bertaraf Süreci

- Oluşan atıkların geri dönüşüm veya bertaraf aşamasına kadar takibini titizlikle sürdürüyoruz.

### Enerji ve Su Tasarrufu

- Tesisimizde enerji ve su tasarrufu sağlayan sistemler kullanıyor; çalışanlarımızı bu konularda bilinçlendiriyoruz.

### Kimyasal Güvenliği Eğitimi

- Çalışanlarımızı tehlikeli kimyasalların kullanımı ve olası riskler karşısında alınacak önlemler konusunda düzenli olarak eğitiyoruz.

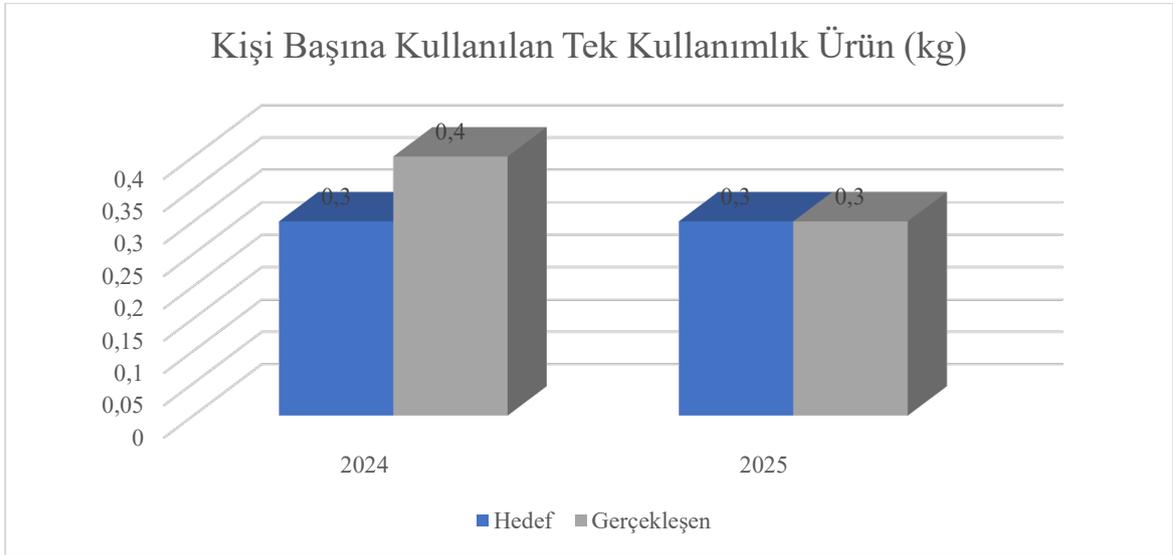
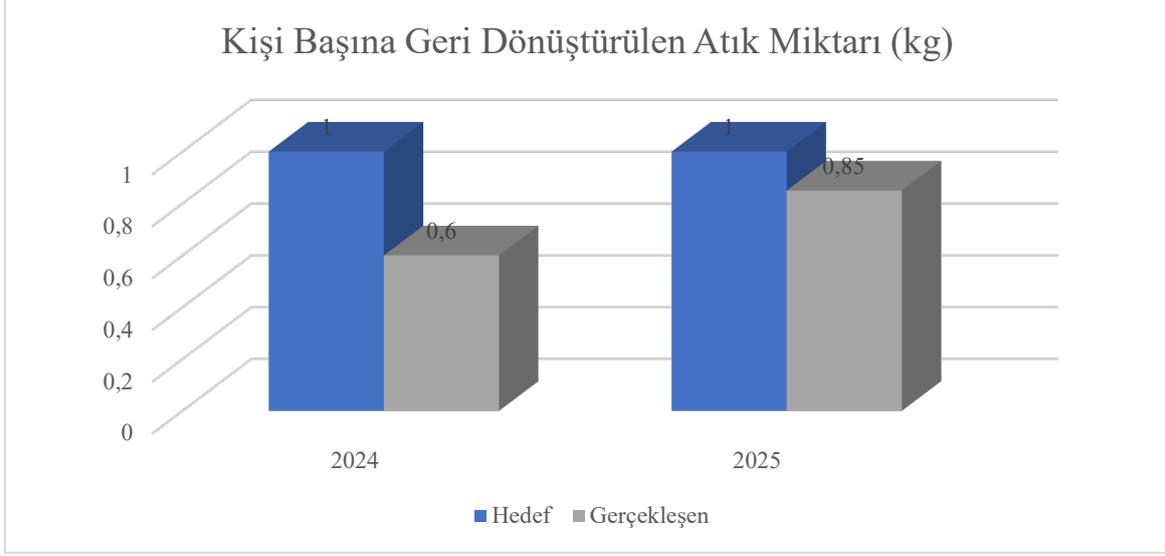
We manage our waste according to the Waste Management Hierarchy (Waste Pyramid).



Our waste reduction methods are defined and managed according to waste types. The details are included in the Waste Management Plan. Waste is separated at the point of origin.

Waste that cannot be separated is separated in Hazardous and Non-Hazardous Waste Temporary Storage Areas and sent for recycling. The responsibilities for waste collection and

shipment are defined in the Waste Management Plan.



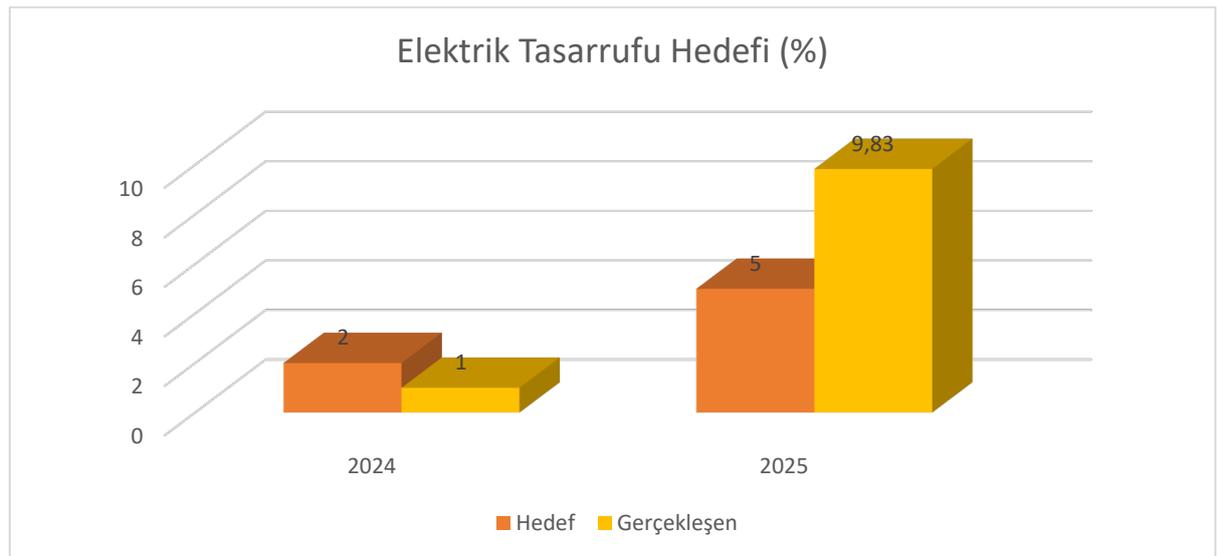
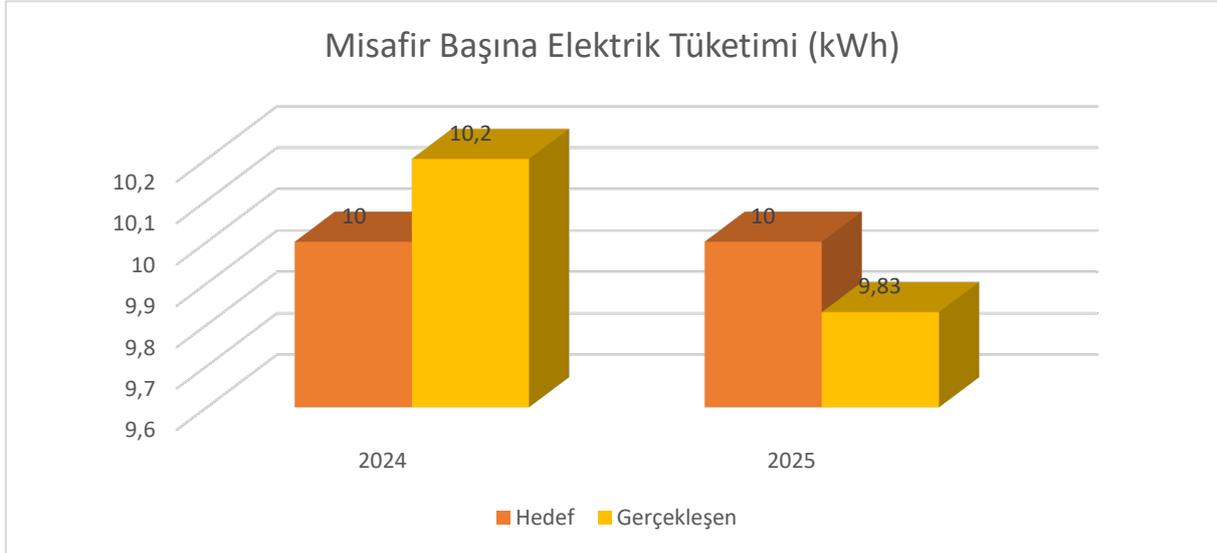
### 1.1. Energy Management

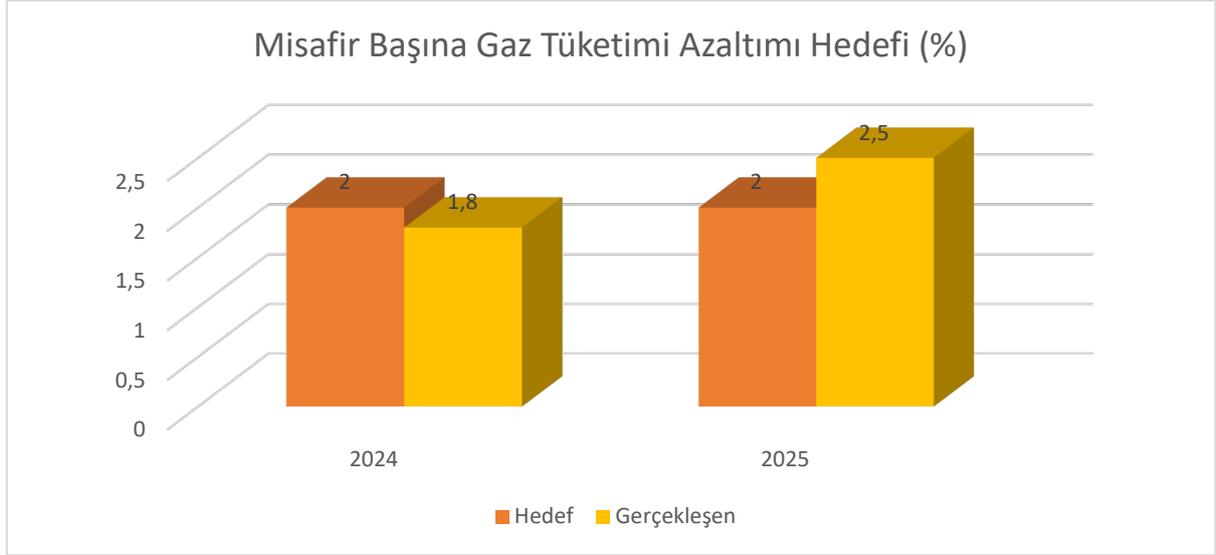
The opinion of the energy manager is obtained during the purchase of electricity-consuming equipment for energy saving purposes.

- The electrical system in the rooms shuts off when the circuit board is deactivated.
- All lighting throughout the hotel uses 100% LED technology.
- Exterior lighting has a timer system based on daylight.
- Energy-saving comfort thermal glass is available throughout the hotel. • Double plasterboard and aerated concrete are used for building insulation.
- Energy-efficient, inverter and new generation gas (R32) split air conditioners are available. • Sensor-controlled lighting is used in general areas, common areas, restrooms and corridors. • Odalarda iklimlendirme cihazlarının ayarları teknik servis kontrolünde yapılmaktadır.

- Staff receive training on sustainability and energy efficiency, and posters are used to raise awareness.

Electricity consumption is calculated and managed per guest. Management monitors the tracking of targets and any deviations.





- 1.1. Water Management
- The water problem is increasingly making itself felt globally in social, economic, and environmental areas. According to the Risk Report prepared for the World Economic Forum, water scarcity is among the three most important risks in the world. This situation will affect not only basins experiencing water scarcity but also many production processes. With the increasing volume of international trade, water is now considered a global resource, not just a local one. Therefore, the sustainability of freshwater resources is critically important not only from a social and environmental perspective but also for the sustainability of the economy. In this context, when the Water Risk Map is examined, it is seen that the water levels in dams are decreasing due to climate change. Efficient water use is an important focus for us.
- To this end, we are taking various measures within our hotel.
- • We use water-saving equipment to reduce overall water consumption without compromising health, hygiene, and guest satisfaction (aerators in the lobby, kitchen, spa, and room sinks)
- • We inform guests about water consumption and train our employees on this issue.
- • We prevent unnecessary water usage by using low-flow special taps and shower heads, as well as motion-sensor or timer-controlled taps. We reduce flushing water through low-volume cisterns. Water consumption in the cisterns in the rooms has been reduced by 50%. The flushes have a 2-stage mechanism.
- • We train our staff to detect and prevent water leaks from the toilets in the rooms, and we expect our guests to report these leaks to us.
- • We irrigate our nature-friendly garden with drip and sprinkler systems. Furthermore, water consumption is minimized through automation in the irrigation system..

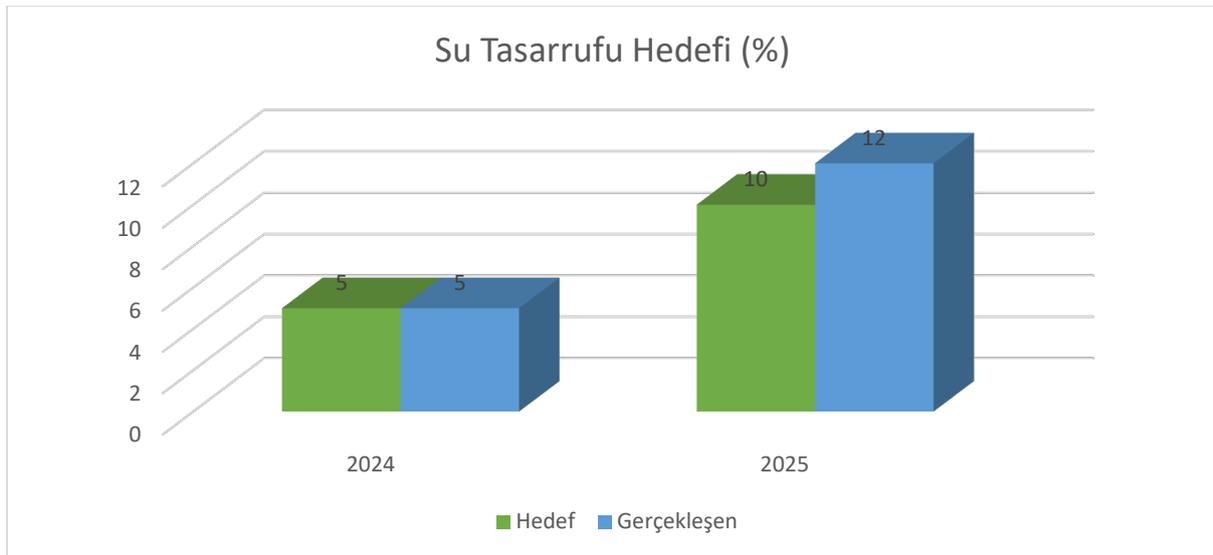
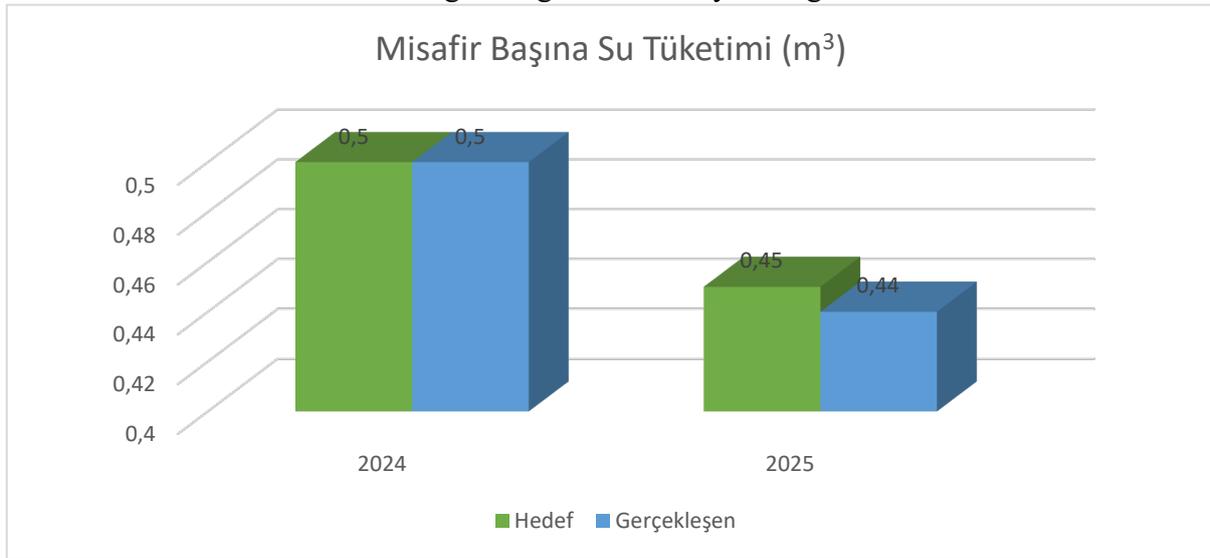
- Towel and linen changes in the rooms are done according to guest requests, and guests are informed about this. If no guest requests it, changes are made every two days.

In the sinks; water flow is normally 8 liters per minute, but when the water flow regulator is used, it is 3.5 liters.

In the shower faucet; water flow is normally 18 liters per minute, but when the water flow regulator is used, it is 9 liters.

In the shower head; water flow is normally 12 liters per minute, but when the water flow regulator is used, it is 8.5 liters. Water consumption is calculated per room/per occupancy.

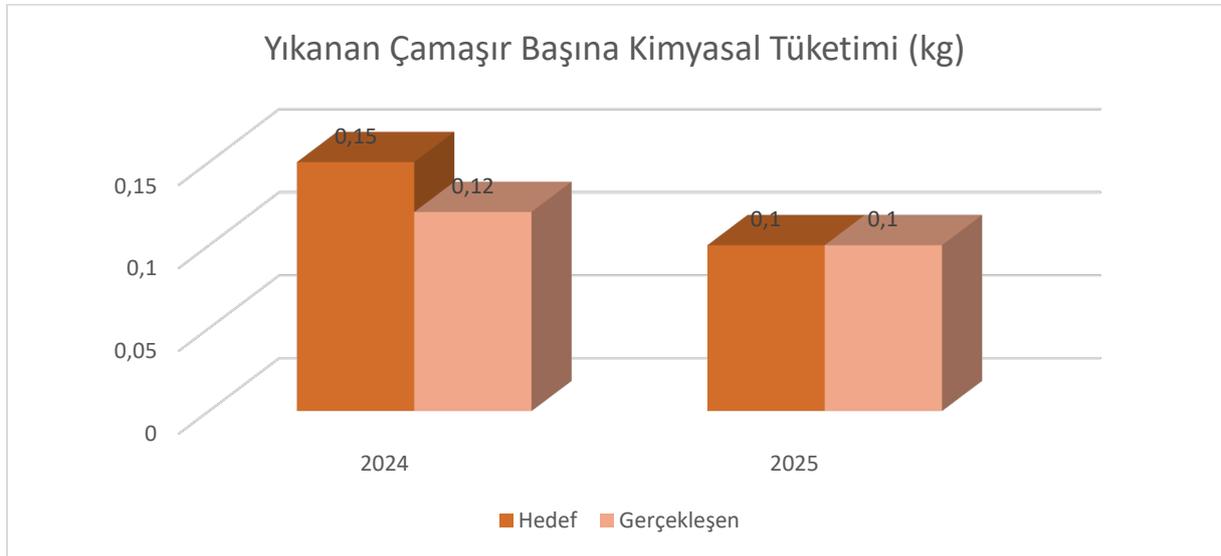
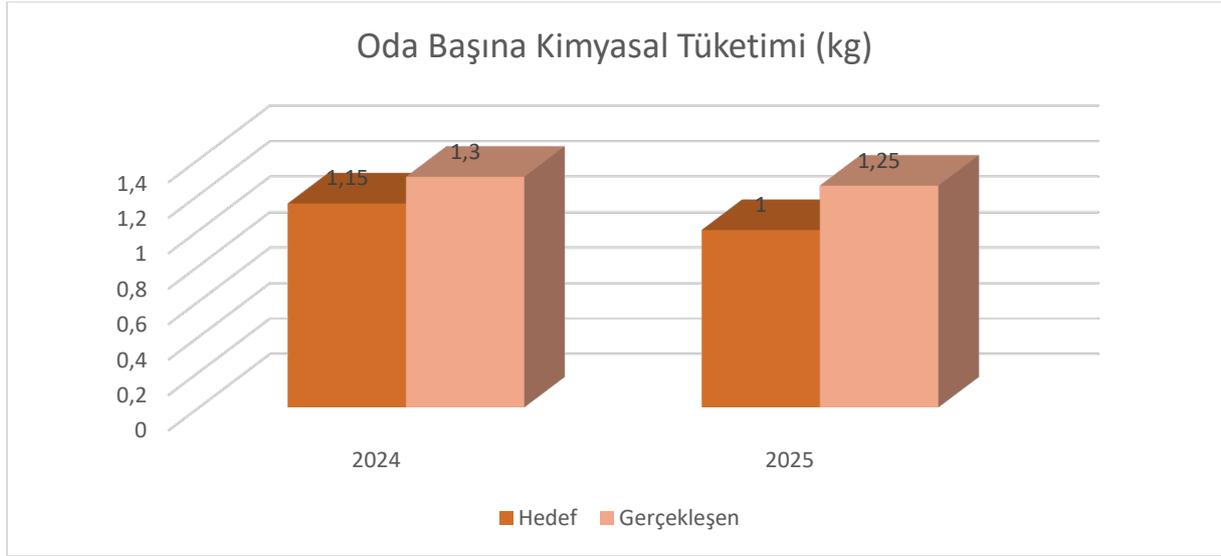
Monitoring of targets is done by management.

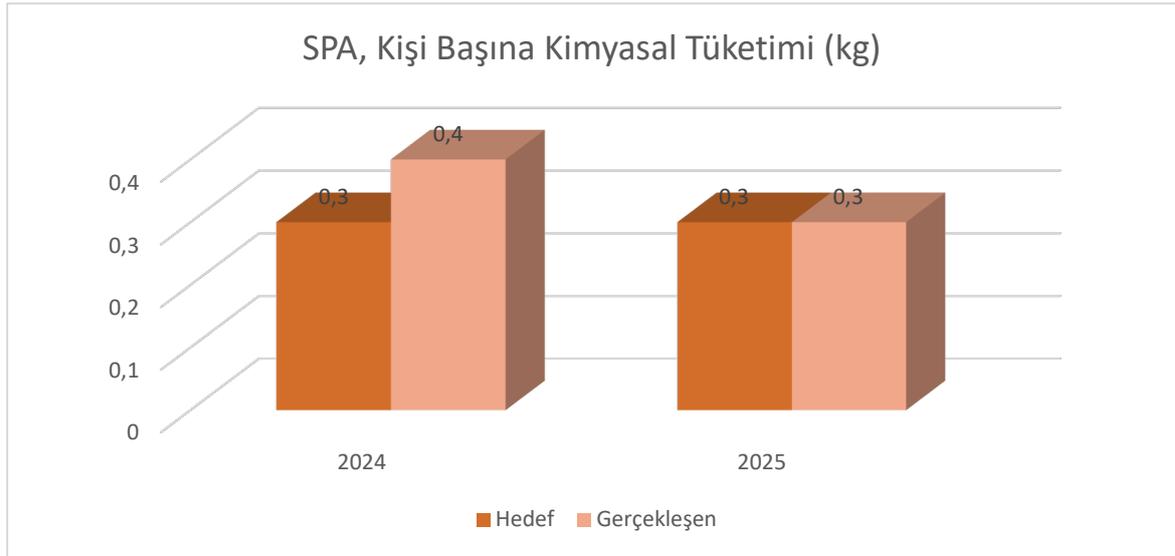


## 1.1. Chemical Management

An inventory has been created for the chemicals used. Attention is paid to ensuring that the chemicals procured are biodegradable. Documents regarding this are obtained from the supplier company. MSDS (Material Data Sheets) of the chemicals are reviewed and kept in areas accessible to employees. Mixtures are carefully prepared to ensure optimum chemical consumption. Mixture percentages are recorded in the inventory. Bottles have special dosing mechanisms. Employees receive training on chemical use. Guests are informed about the need to request room cleaning and linen changes.

Necessary precautions are taken in chemical storage areas. Chemical Storage Matrices and Chemical Usage Instructions are available.





- 1.1. Geographical Awareness
- Bodrum, as a destination hosting the unique natural and cultural heritage of the Aegean Region, has a special importance in geographical awareness studies. The peninsula's unique topography, Mediterranean climate, endemic vegetation, and coastal ecosystems present elements that need to be carefully considered in terms of sustainable tourism practices. In this context, it is a critical requirement for all stakeholders operating in Bodrum to act sensitively to the region's environmental carrying capacity.
- The lifestyle of the local people, their architectural fabric, and traditional production practices are among the fundamental elements shaping Bodrum's geographical identity. Therefore, the preservation and perpetuation of region-specific values are a priority in sustainability practices. Local production and agro-tourism activities carried out especially in rural neighborhoods both support economic development and increase geographical awareness.
- The increasing pressure of construction and tourism intensity in Bodrum necessitates strategic planning in terms of the protection of natural resources. Accordingly, it is necessary to develop region-specific solutions in areas such as water resource management, coastal protection, biodiversity monitoring, and waste management. Geographic awareness is not only about recognizing the natural environment, but also about a sense of responsibility that ensures the sustainable management of this environment. We conduct our activities with this awareness and understanding.
- 
- 1.2. Cooperation with Local Communities and Social Responsibility
- Community/Local People:
- 
- • Our local community representative has been designated. The Stakeholder Feedback Form is designed to manage feedback received from the community.
- 
- • It is important for us that the community is not negatively affected by our activities. We take this into account when conducting the Environmental Impact Assessment.
-

- • For us, the community also includes neighboring organizations. Our aim is to source from the local community and to have our employees work with the local people. This is monitored through performance indicators.
- 
- • Informative materials have been created for guests to support the local community, and shopping areas/markets, etc., are promoted and guided.
- 
- 1.1. Communication and Relationships with Stakeholders
- Our Stakeholders:
- 
- • Our Board of Directors
- 
- • Our Employees
- 
- • Our Guests/Customers
- 
- • The Community
- 
- • Our Suppliers/Contractors
- 
- • Other Facilities
- 
- • Government Institutions, Municipalities and Village Heads, Civil Society Organizations

**Our Guests:**

Our guests are our reason for existence. Following up on all guest complaints from all sources, resolving them, and turning them into opportunities for ourselves by informing our guests are our top priorities. We collect and manage guest feedback through surveys in our rooms and the Guest Satisfaction Survey Form we have created. We aim to increase/maintain customer satisfaction by implementing our Corrective Actions. In this context, we have updated our surveys and feedback forms to inform our guests about our sustainability efforts and enable them to provide feedback in that area. We also track feedback from guests through agencies.

We also record and evaluate feedback from our staff using our Employee Feedback Forms and provide feedback accordingly.

**Our Suppliers & Contractors:**

• Our goal of community integration and support is to work with local suppliers. We ensure that products used in our buffet and à la carte restaurants are sourced from local farmers as much as possible, and we provide information to our guests explaining this. Our supplier selection and evaluation criteria have been revised taking sustainability principles into

account. It is structured. Our aim is the development of our suppliers as well. All our suppliers have been informed about our sustainability journey.

- The products/services received are evaluated within this scope, and documents touching on the relevant areas are requested. (Examples: Eco, FSC, ASC, MSC, ISO certificates, etc.)

#### **Relationships with Official Institutions/NGOs:**

- Relationships with official institutions are primarily at the declaration/audit level, and there are no issues regarding the continuation of documentation at the facility.

- Relationships with NGOs are developed by the Facility Management. Some of the associations with which the facility is affiliated/members are listed below.

No	Faaliyetin Konusu	Yapılan Çalışmalar
1	STK üyeliği	BODER (Bodrum Turistik Otelciler, İşletmeciler ve Yatırımcılar Derneği)'e üyeyiz.
2	Toprağa sahip çıkmak, erozyon ve çölleşmenin önüne geçmek.	TEMA Vakfına fidan bağışı yapıyoruz.
3	Doğal, tarihsel ve kültürel varlıkların korunması	ÇEKÜL (Çevre ve Kültür Değerlerini Koruma ve Tanıtma Vakfı) maddi bağış yapıyoruz.
4	Eğitimin ve yerel toplumun desteklenmesi	Bölgemizdeki devlet okullarına bağış yaparak destek oluyoruz.

#### 1.1. Biodiversity and Conservation of Natural Areas

The Bodrum Peninsula, as an important part of the Mediterranean biogeography, harbors rich biodiversity. Endemic plant species, coastal and marine ecosystems, wetlands, and maquis flora are the main elements that increase the ecological value of the region. This natural richness is a strategic asset that needs to be protected not only in terms of environmental sustainability but also in terms of cultural and economic sustainability.

Increasing tourism activities and urbanization pressure in Bodrum bring with them the risk of habitat fragmentation and a decrease in species diversity. Therefore, developing conservation strategies based on cooperation between local administrations, tourism businesses, and civil society organizations is of great importance. Habitat monitoring studies carried out in less developed areas such as Gölköy, Mazı, and Karaova, and nature conservation projects carried out with the participation of the local people are among the positive examples.

Among the activities carried out in Bodrum within the scope of biodiversity conservation, practices such as mapping seagrass meadows, monitoring of loggerhead sea turtle nesting areas, supporting bee populations, and protecting local seeds stand out. These efforts both ensure the continuity of ecosystem services and strengthen the connection between the local people and nature. The protection of natural areas is possible not only through physical boundaries but also through social awareness and participation.

We are closely following and supporting all these efforts being made throughout the Bodrum destination.

### **1.1. Wildlife Conservation and Support**

The Bodrum Peninsula, located at the intersection of terrestrial and marine ecosystems, boasts a rich diversity of wildlife. Sea turtles (*Caretta caretta*), Mediterranean monk seals (*Monachus monachus*), and various bird species, particularly observed along the coastline, are among the main groups that enhance the ecological value of the region. The conservation of these species is not only an environmental responsibility but also a fundamental component of Bodrum's sustainable tourism vision.

Among the efforts undertaken in Bodrum to support wildlife, practices such as protecting nesting areas, reducing light pollution, controlling plastic waste that threatens marine life, and ensuring the continuity of natural life corridors stand out. Monitoring and rehabilitation studies, particularly in sensitive areas such as the Kūdūr Peninsula, Gököy Lagoon, and the Mazı area, are carried out in cooperation with local NGOs and academic institutions.

Developing wildlife-friendly living practices by local people and businesses is critical to the success of conservation efforts. In this context, it is recommended that tourism facilities operating in Bodrum give special attention to wildlife elements in their environmental impact assessments, that planning processes be carried out in a way that does not harm natural habitats, and that awareness-raising training programs be widespread. Wildlife conservation is a strategic investment not only for the continuity of existing species but also for the sustainability of ecosystem services. We support and share these kinds of investments for wildlife conservation.

### **1.1. Accessibility for All**

Bodrum is a dynamic tourism destination where individuals from different age groups, physical fitness levels, and socioeconomic backgrounds coexist. This diversity makes the development of accessibility for all not only an ethical responsibility but also a fundamental component of sustainable development. In Bodrum, accessibility should be considered not only as physical infrastructure but also as the right to equal access to information, services, and experiences.

In recent years, efforts to bring public spaces, coastal promenades, cultural facilities, and accommodation establishments in Bodrum up to accessibility standards have accelerated. Ramps designed especially for wheelchair users, elderly individuals, and visually and hearing impaired guests, as well as audio guidance systems and accessible menus, are among the concrete examples of the inclusive tourism concept. These practices improve the quality of life for both locals and visitors.

The cooperation of local governments, the private sector, and civil society organizations plays a critical role in improving accessibility in Bodrum. Accessibility audits, staff training, and improvement processes based on user feedback aim to make inclusivity a corporate culture. Furthermore, steps are being taken in the area of digital access, ensuring that websites, mobile applications, and digital content meet accessibility criteria. Access for all is a cornerstone of Bodrum's vision for the future, aligned with the principles of social justice and equality. We are also continuing to make improvements in our facility in the name of accessibility.

## 1. CULTURAL AND HISTORICAL HERITAGE

Bodrum, a place everyone loves, has been one of the most popular settlements in the Mediterranean from mythical times to the present day. Initially named "Halikarnassos," the town later became known as "Bodrum" and was considered one of the leading cities in the region called "Caria." According to the works of the famous historian Herodotus, the city was founded by the Leleges in 2000 BC. Bodrum's most famous landmarks are the windmills and Bodrum Castle, which are iconic structures and among the most popular tourist attractions. Museum Card: With a museum card, you can visit many ancient sites and museums in the region, including the Bodrum Underwater Archaeology Museum, without paying extra fees.



Bodrum Peninsula

## 1.1. Bodrum castle



Bodrum Castle, built between 1406 and 1522, is a structure that played an important role in the defense of Bodrum. The castle is situated between two harbors. With a square plan, Bodrum Castle measures 180 x 185 meters. The French Tower, considered the highest point of the castle, is 47.5 meters high. Bodrum, a place where everyone harbors a love story, has been one of the most popular settlements in the Mediterranean from mythological times to the present day. Initially named "Halikarnassos," the town later became known as "Bodrum" and was considered one of the leading cities of the region called "Caria."

Bodrum's most famous landmarks are its windmills and Bodrum Castle, which are iconic structures of the town and among its most famous tourist attractions. Bodrum Castle is one of Bodrum's most iconic structures, and the Underwater Archaeology Museum within it makes it one of Bodrum's most important tourist destinations. Address: Çarşı, Kale Cad. 48400 Bodrum/MUĞLA

Phone: 0 252 316 10 95

Visiting hours: April-October (summer season) 08.30-18.30, November-March (winter season) 08.30-16.30. Closed on Mondays during winter months.

Distance to the facility: 20.8 km

## 1.2. Bodrum Ancient Theatre



Located on the southern slope of Göktepe, the Bodrum Ancient Theatre dates back to the 4th century BC. This important structure, where the history of theatre during the Roman Empire era was written, is currently used as a concert venue. Restored in 1990, the theatre, with its magnificent view, has been opened to the public. Also being the oldest ancient theatre in Anatolia, it is a must-see historical site. This impressive art venue continues to host various artistic activities today. To both enjoy a pleasant event and better experience the historical texture of the region, the Bodrum Ancient Theatre should definitely be on your list. You can plan your trip by following the events here. By the way, we recommend bringing a cushion as the stone seats can get a little warm. Address: Yeniköy, Bodrum, Muğla

Phone: 0 252 316 80 61

Visiting hours: 09.00-19.00 in summer, 08.00-17.00 in winter

Distance from the facility: 19.8 km

### 1.3. Myndos Ancient City



The source of ancient writings is the ancient city of Myndos, located in the Gümüşlük district. It is situated at the intersection of Mediterranean and Aegean cultures. A large part of the city, which has a rich historical past, is submerged underwater. It is considered one of the eight cities founded by the Leleges in the 640s BC. It is possible to observe architectural ideas from different nations, and it is believed that many important remains, not yet unearthed, are waiting to be discovered underwater. Myndos Ancient City is easily accessible and located on a main road. Especially during sunrise and sunset, it is a great spot for taking magnificent photos, making it a must-visit during a trip to Bodrum. Address: Gümüşlük, Bodrum, Muğla

Visiting Hours: All day

Distance from Facility: 8.6 km

#### 1.4. Myndos Door



The Myndos Gate is estimated to have been built in the 360s BC. The gate was commissioned by Mausolus, the Satrap of Caria. It is named after the ancient city of Myndos, where it is located. With its impressive appearance, the gate is among Bodrum's important historical landmarks. Built for defensive purposes, it formed a crucial protective wall for Halicarnassus and fulfilled its duty admirably. Even Alexander the Great, who wanted to conquer the city, could not pass through this gate. Another gate built for the protection of the city, the Mylasa Gate, has disappeared. Address: Eskiçeşme, Bodrum, Muğla

Visiting hours: All day

Distance from the facility: 18.6 km

## 1.5. Halikarnas Mozolesi



The Mausoleum of Halicarnassus is one of Bodrum's must-see historical structures. Built in 353 BC by King Mausolus' wife and sister, it is also known as the "Tomb of King Mausolus." Today, it is a museum-like tomb monument. It is located quite close to Bodrum Castle. The Mausoleum represents both Greek and Egyptian architecture. The stones of the Mausoleum of Halicarnassus were used during the construction of Bodrum Castle. It is believed that the monument stood for approximately 1500 years before being destroyed by an earthquake. The remaining parts of the mausoleum are exhibited at the British Museum. Although not much remains of the Mausoleum of Halicarnassus, which is considered one of the Seven Wonders of the World, it is among the most important historical sites that must be seen. Address: Tepecik, Turgut Reis Cad. Address: No: 93, 48440 Bodrum/Muğla

Visiting hours: Summer 08:30-18:30, Winter 08:30-17:30

Distance to the facility: 18.9 km

## 1.6. Karakaya Köyü



Located in a region vulnerable to attacks from the sea, Karakaya Village has been one of the safe settlements in Bodrum. Founded after the 14th century, it is a treasure of Bodrum's history with approximately 700 years of history. The village is situated at an altitude of 450 meters, and the similar stone houses offer a magnificent view. Karakaya Village is one of the must-see historical places in Bodrum because it is one of the finest examples of historical stone architecture in the region. Karakaya Village is also known for its magnificent view of Gümüşlük Bay. Therefore, you should definitely see this exquisite view when you come to the village. Address: Karakaya Mahallesi, Bodrum, Muğla

Visiting hours: All day

Distance from the facility: 8 km

## 1.7. Dibeklihan Kltr ve Sanat Ky



Established in 2013, Dibeklihan Culture and Art Village was opened to provide accommodation and meet the needs of travelers. Located 13 km from the town center, the Art Village is situated within the boundaries of Bodrum Yakaky. You can reach the village in approximately 20 minutes by private vehicle, or by using public transportation from the city center. Winning the admiration of visitors due to its extraordinary architecture and location, the venue includes design workshops, handicraft shops, an art gallery, restaurants, and cafes.

The village hosts exhibitions of sculptures, paintings, etc., as well as film and dance performances. It also hosts various artistic and cultural activities such as concerts and fashion shows. Especially during the summer months, Dibeklihan Culture and Art Village hosts events such as engagements and weddings. In the "Treasure Room" section, designated as an exhibition area, various items used by the local people in their daily lives are displayed.

You can enjoy pleasant moments and have an unforgettable holiday experience with the exhibitions, events, and fun organizations held at Dibeklihan Culture and Art Village. Address: Yakaky, Bodrum, MuĖla

Visiting hours: 10:00-20:00 every day of the week except Monday

Distance from the facility: 11 km

## 1.8. Yel Deęirmenleri



Bodrum Windmills are among the historical landmarks of Bodrum, both for their appearance and their historical background. It is believed that the windmills were built in the 18th century, and there are a total of seven. Of the windmills that were used for their intended purpose for a long time, only one has survived intact to the present day; the others are damaged, especially their propellers. These windmills, a must-see for visitors to Bodrum, are among the most important places to take souvenir photos of Bodrum. Address: Daębelen, Bodrum, Muęla

Visiting Hours: All day

Distance from Facility: 6.7 km

## 1.9. Osmanlı Tersanesi



Dating back to the 1700s, the shipyard now serves as an art gallery. Behind the building is the Ottoman Cemetery. As a port city, the shipyard was an important structure of its time, building new ships for the Ottoman Navy. Today, the restored Ottoman Shipyard is used for various exhibitions and art events.

The shipyard contains the tombs and mausoleums of important figures in Ottoman maritime history. The artistic activities held there also make it attractive.

We recommend you don't miss the impressive marina view that awaits you when you climb to the top of the shipyard. Address: Eskiçeşme, Neyzen Tefik Cad. No:5, 48400 Bodrum/Muğla

Visiting hours: All day

Distance from the facility: 19 km

## 1.10. Apostol Kilisesi



The Church of the Apostles is located on Küçük Tavşan Island. It is estimated to have been built in the 2nd century BC. It is believed that various additions were made to the church between the 6th and 12th centuries. The island is also called "Saint Apostles Island" because of the church. It was built with similar features to the Hagia Sophia Mosque, and it is thought that the two structures were built around the same time. The church was built in a basilica plan. It is protected by both Italy and Turkey. It is a hidden treasure for history lovers. Restoration works carried out by both Italy and Turkey since 1996 show us how important a religious site the church is for the world. That is precisely why we think that the Church of the Apostles should definitely be on a list of historical places that must be seen in Bodrum. Since the location of the church also has a magnificent view, don't forget to enjoy this view. Address: Göltürkbükü, Küçük Tavşan Island, Bodrum, Muğla

Visiting hours: All day

Distance from the facility: 15 km

### 1.11. Zeki Müren Sanat Müzesi



Located in Bodrum, where he settled in 1980 and lived until his death in 1996, the Zeki Müren Museum, dedicated to the "Sun of Art," offers a wonderful opportunity to see many different details about the artist. The two-story house where the artist lived was converted into a museum in 2000 and opened to visitors. Inside the museum, you can see important materials such as various documents, stage costumes, and photographs related to the artist. To learn important information about Zeki Müren, one of the most distinguished artists our country has produced, you should add the Zeki Müren Museum to your list of important places to see in Bodrum. Address: Kumbahçe, Zeki Müren Cad. No:11 48400 Bodrum/MUĞLA

Phone: 0 252 313 19 39

Visiting Hours: Tuesday-Sunday 08.30-17.00

Distance from the Facility: 21.9 km

- ✓ Things to Consider When Visiting Historical, Religious, and Cultural Sites and Museums:
- ✓ Museums are spaces that house objects and stories related to culture, art, nature, science, and technology. Learning becomes more engaging and exciting when faced with real objects in museums, leading to effective learning. One of the most important tasks of museums is to educate and inform people.
- ✓ Pay attention to the warnings given in the museum.
- ✓ Obey the warnings of the staff and the visiting rules posted inside the museum.
- ✓ Be sure to present your ID/museum card at the entrance if necessary, and enter with a ticket.
- ✓ One of the most important rules to follow in the museum is to be quiet and not make noise. □ Do not touch the exhibited artifacts and their cases (bases), do not write on them (this warning should be given especially when going to open-air museums and archaeological sites), do not damage the items, and do not remove all or any part of the items/artifacts from the area.
- ✓
- ✓ Please pay attention to the "no photography allowed" and "you can take photos" warnings in the museum you are visiting.
- ✓ Please pay attention to the "no flash photography allowed" and "you can take flash photos" warnings in the museum you are visiting.
- ✓ Listen carefully to the explanations, and ask your guide and (if available) museum education specialists about anything you are curious about.
- ✓ Thank the staff member whose information you consult about the exhibits.
- ✓ Do not bring food or drinks into museums.
- ✓ Do not litter.
- ✓ Do not separate from the group during group tours. If you separate from the group and think you are lost, ask the staff for help and go to the information desk. □ Avoid behavior that disturbs others during the tour.
- ✓ In visits to places of worship (mosques, churches, synagogues, etc.), which are considered part of religious tourism, the religious aspects of the place of worship should be observed and the visit should be conducted with tolerance. □ Pay attention to the warnings given by the staff at the entrances,
- ✓ Wear appropriate clothing provided in the entrance areas if necessary,
- ✓ Do not disturb those worshipping in the visiting areas, be quiet and do not make noise,
- ✓ Do not bring food and drinks, and do not litter.
- ✓
- ✓ Points to Consider During Natural Area Tours and Visits:
- ✓
- ✓ Pay attention to the warnings given by the staff at the entrances,
- ✓ Do not light fires in wooded areas,
- ✓ Do not litter, especially glass and cigarette butts,
- ✓ Do not enter prohibited areas marked "No Entry" and "Swimming Prohibited".
- To avoid harming the habitats of all living things in nature, such as plants and animals.

## Wildlife Conservation and Important Considerations During Hikes:

- Please refrain from speaking loudly, playing music, and disturbing the natural silence while hiking in nature. This is vital for birds and other living creatures.
- While feeding wild animals may seem like good behavior, it disrupts their natural behavior and feeding habits. Please do not feed any wild animals.
- Not leaving trash in natural areas, not throwing cigarette butts, and not lighting campfires are fundamental ways to protect nature. Adopt the principle of "take back what you brought."
- To avoid harming endemic or sensitive species, do not pick flowers, do not touch animals, and do not interfere with their natural habitats.
- When observing wildlife, observe from a distance and try to take photos without flash. Respect the animals' boundaries to avoid stressing them.  If you have pets, keep them on a leash and under control during nature walks. They can pose a threat to wild animals.

Also; Republic of Turkey You can access the Bodrum Destinations list and details prepared by the Ministry of Culture and Tourism at <https://bodrum.goturkiye.com>.

## 2. OUR POLICIES

Our organization has a structure that integrates its sustainability vision into all its operational processes and acts in accordance with environmental, social, and governance (ESG) principles. The corporate approaches under the heading "Our Policies" not only ensure legal compliance but also reflect our ethical responsibilities, stakeholder expectations, and long-term value creation goals.

All our policy documents are prepared and regularly updated with the principles of transparency, accountability, inclusivity, and continuous improvement. In this context, we have corporate policies in key areas such as environmental management, energy efficiency, water and waste management, human rights, occupational health and safety, local development, cultural heritage preservation, ethical supply chain, and guest satisfaction.

Our policies not only regulate internal processes but also guide our interactions with our employees, suppliers, guests, and local communities. Each policy is structured in compliance with relevant national legislation and international standards (e.g., ISO 14001, ISO 9001, ISO 26000, GSTC, GRI). This makes our sustainability performance traceable, evaluable, and improvable.

- **1.12. Sustainability Policy**
- **1. Objective**
- Our facility is committed to conducting its operations based on environmental, social, and economic sustainability. This policy aims at the efficient use of natural resources, environmentally sensitive practices, protection of employee and community health, and support of cultural heritage.
- 
- **2. Our Principles**
- **• Environmental Management:**
- o Reducing resource consumption
- o Separating waste at the source
- o Disposing of hazardous waste without harming the environment
- o Ensuring full compliance with relevant laws and regulations
- **• Training and Awareness:**
- o Providing regular environmental and occupational health training to employees
- o Increasing environmental awareness in the community
- o Spreading a preventive culture through training
- **• Occupational Health and Safety:**
- o Providing a safe and healthy working environment
- adopting an approach that respects human rights and is free from discrimination.

- 1.12. • Social Responsibility:
- 1.13. o Increasing local employment and improving service quality
- 1.14. o Contributing to the protection of vulnerable groups
- 1.15. o Providing social and economic benefits to the local community
- 1.16. • Accessibility:
- 1.17. o Offering accessible tourism services for everyone
- 1.18. o Transparently sharing accessibility levels
- 1.19. • Protection of Cultural Heritage:
- 1.20. o Not harming cultural values
- 1.21. o Contributing to local culture
- 1.22. • Procurement Policy:
- 1.23. o Purchasing locally, environmentally consciously, and based on fair trade
- 1.24. o Monitoring the sustainability processes of suppliers
- 1.25. • Guest Satisfaction:
- 1.26. o Analyzing guest expectations in advance
- 1.27. o Using transparent and realistic promotional materials
- 1.28. o Providing accurate information through all communication channels
- 1.29. • Transparency and Public Information:
- 1.30. o Sharing activities with the public
- 1.31. o Announcing measures to protect natural lifeKalite Politikası

## 1. Objective

Our main objective is to establish, implement, and continuously improve our facility's quality management system in accordance with international standards. Maintaining guest satisfaction at the highest level, creating a difference with exemplary practices that set the standard for the sector, and integrating the concept of "superior quality" into all our processes form the basis of this policy.

- o 2. Our Principles
- o • Quality Management:
  - o o System setup and implementation in accordance with ISO 9001 standard
  - o o Continuous measurement and improvement approach
  - o o Immediate detection and correction of errors
- o • Management Approach:
  - o o Open and transparent management
  - o o Principles of professionalism, honesty, reliability and diligence
  - o o Full compliance with brand standards
- o • Employee Development:
  - o o Continuous training and awareness
  - o o Practices focused on occupational safety and food safety

- 1.32. • A correct, safe and conscious work culture
- 1.33. • Technology and Investment:
  - 1.34. o Investment planning in line with guest expectations
  - 1.35. o Integration of current technologies
  - 1.36. o Efficient use of knowledge and experience
- 1.37. • Competition and Leadership:
  - 1.38. o Active competition in the national and international market
  - 1.39. o Maintaining a leading position in the sector
- 1.40. o Service approach that does not compromise on quality
- 1.41. Procurement and Local Supplier Policy

## 1. Purpose

This policy has been prepared with the aim of reducing environmental impacts, supporting local development, and adopting an ethical, fair, and responsible approach in procurement processes in line with sustainability principles.

- o **2. Our Principles**
- o • **Environmental Sensitivity:**
  - o o Preferring products that consume less energy and water
  - o o Selecting equipment and services that reduce waste production
  - o o Using materials that cause the least harm to the environment
  - o o Renewing cooling systems in accordance with environmental legislation
- o • **Sustainable Sourcing:**
  - o o Purchasing environmentally certified products from local producers
  - o o Selecting products that are sensitive to animal rights and wildlife protection
  - o o Investigating production methods when certified products are not available
- o • **Waste Management:**
  - o o Careful management of food and consumables
  - o o Prioritizing recyclable and returnable products
  - o o Auditing the waste management processes of suppliers
- o • **Local Development:**
  - o o Purchasing from local businesses
  - o o Supporting local entrepreneurs in sustainable product development processes
- o • **Ethical and Fair Trade:**
  - o o Avoiding corruption, bribery, and conflicts of interest
  - o o Compliance with commercial ethics rules and legal regulations
- Protection of intellectual property rights

- **Social Responsibility:**

- o Prioritizing human rights, occupational safety and environmental awareness in the supply chain
- o Establishing trust-based business relationships with local/regional suppliers
- o Promoting open, equal and fair trade

#### **1.41. Environmental and Waste Management Policy**

##### **1. Purpose**

Our facility operates with a sense of responsibility towards the environment and society. We conduct our activities with a sustainable environmental approach, committing to minimizing environmental impact, using natural resources efficiently, and preventing food waste.

- o **2. Our Principles**

- o • **Legal Compliance and Technology Use**

- o o Full compliance with environmental legislation and administrative regulations is ensured.
- o o Technologies that cause the least harm to the environment are preferred in operations.

- o • **Environmental Awareness and Education**

- o o Regular environmental training is provided to employees.
- o o Environmental awareness is shared with guests, suppliers and the community.

- o • **Waste Management**

- o o Waste is reduced, separated and recycled at the source.
- o o Hazardous waste is disposed of in accordance with legislation.
- o o Waste is stored in separate areas according to its characteristics and delivered to licensed companies.

- o • **Prevention of Food Waste**

- o o Procedures are implemented to reduce food waste in production, service and consumption processes.
- o o Local collaborations and donation mechanisms are developed for the safe use of leftover food.
- o o Unnecessary food consumption is prevented through quantity planning, portion control and stock management.

- o o Food waste data is monitored, analyzed and improvement efforts are carried out. • Conservation of Natural Resources
  - o o Water and electricity consumption are monitored regularly.
- • Unnecessary resource use is prevented, and protective measures are taken. • Biological pest control and drip irrigation methods are applied in garden maintenance.
  - o • **Reducing the Use of Chemicals**
- • Chemicals are used in sufficient quantities and in a controlled manner. • Excessive chemical consumption is prevented, and personnel are trained on this matter.
  - o • **Emergency Management**
  - o o Response teams are formed to address environmental emergencies.
  - o o Preparedness level is increased through regular drills.
  - o • **Continuous Improvement and Performance Monitoring**
  - o o The environmental management system is reviewed regularly.
  - o o Performance data is monitored, compared with targets, and improved.
  - o • **Carbon Footprint and Greenhouse Gas Reduction**
  - o o Efforts are made to reduce carbon emissions and greenhouse gas effects.
  - o o Announcements and information boards are used to raise environmental awareness.
  - o
  - o **1.41. Human Rights, Employee Rights and Equal Opportunities Policy**
  - o 1. Purpose
  - o This policy aims to provide all employees with a fair, safe and respectful working environment; to create a corporate culture based on equal opportunities and free from discrimination.
  - o
  - o **2. Our Principles**
  - o • **Prevention of Discrimination:**
  - o o Discrimination based on race, religion, gender, age, disability, sexual orientation, political opinion or union membership is not permitted in recruitment, promotion, training, compensation and termination processes.
  - o • Women's participation in the workforce is supported, and equal opportunities are offered in all departments. • **Working Conditions and**
  - o **Welfare:** Employees are provided with clean shower facilities, drinking water, meals, transportation, and accommodation.

- • Physical, mental, or verbal violence is absolutely unacceptable.
- • An open-door policy encourages employees to freely express their wishes and suggestions.

**• Respect for Human Rights:**

- o All employees' personal information is kept confidential.
- o A sense of belonging is strengthened, and team spirit is supported.
- o Overtime is compensated; annual leave entitlements are granted on time.

**• Training and Development:**

- o Evaluation is based on professional competence and experience; no age limit is applied.
- o A common management language and learning culture are developed through continuous training.
- o Career planning is supported.

**• Occupational Health and Safety:**

- o Risks are identified in advance, and efforts are made to prevent work accidents and occupational diseases.
- o A safe and healthy working environment is provided, and employees are made aware of this.

**• Fair Remuneration and Social Rights:**

- o A wage policy in accordance with legal regulations and sectoral standards is implemented.
- o All employees benefit equally from social rights and the reward system.

**Vulnerable Groups and Children's Rights Policy**

**1. Purpose**

This policy aims to protect the rights of children and vulnerable individuals, to keep them away from all forms of abuse and discrimination, and to create a safe and respectful environment within the institution.

**2. Our principles**

- o • **Protection of Children's Rights:**
- o • Children are recognized as individuals; their rights are respected.
- o • Protection is provided against all forms of physical, psychological, commercial, and social abuse.

- • Child labor is not permitted; the same sensitivity is expected from business partners.
- • Adult supervision is provided at all activities in which children participate.
- Those working on preventing and detecting child abuse receive regular training.
- 1.41. • Supporting Vulnerable Groups:**
- 1.42.** ○ The rights of vulnerable groups such as women, the elderly, people with disabilities, pregnant women, people with mental health disorders, ethnic minorities, refugees, and patients are protected.
- 1.43.** ○ Abuse, harassment, discrimination, coercion, or exclusion of these individuals is absolutely not permitted.
- 1.44.** ○ The confidentiality of personal data is protected; communication is based on consent.
- 1.45. • Awareness and Education:**
- 1.46.** ○ Trainings are organized to raise awareness about children's rights and the protection of vulnerable groups.
- 1.47.** ○ Active support is given to relevant social responsibility projects.
- 1.48.** ○ Suspicious situations are reported to the facility management; official institutions are contacted if necessary.
- 1.49. • Creating a Safe Environment:**
- 1.50.** ○ Environments are provided where children can freely express themselves and support their development.
- 1.51.** ○ All employees are responsible for maintaining this environment. Müşteri Memnuniyeti Politikası

## 1. Purpose

This policy aims to maximize customer satisfaction in the services offered by our facility, meet guest expectations, and improve service quality through a continuous improvement approach.

- **2. Our Principles**
- • **Guest Focus:**
- ○ Our guests are our reason for existence.
- ○ All service processes are designed to prioritize guest satisfaction.
- ○ Guest feedback is considered an opportunity for improvement.
- • **Complaint Management:**
- ○ Guest complaints are recorded and resolved quickly and effectively.
- ○ Guests are regularly informed about the process.
- ○ Complaints are turned into opportunities through corrective and preventive actions.
- • **Expectation Analysis and Improvement:**
- ○ Guest expectations are analyzed regularly.

- Service quality is continuously improved based on these analyses.
- All employees are actively involved in this process.
- Training and Awareness:
  - Employees are instilled with a customer satisfaction-oriented service approach.
  - Training improves their ability to communicate effectively with guests.
  - Quality awareness is spread throughout the entire staff.
- Competition and Brand Strength:
  - Guest satisfaction is the foundation of our competitiveness.
  - Satisfaction data is monitored to strengthen our position in the market.
  - Brand reputation is directly linked to guest experience.

## **Occupational Health and Safety Policy**

### **1. Purpose**

Our facility adopts protecting the health and safety of its employees as a fundamental priority. This policy aims to create safe working environments, prevent risks, and promote an occupational health and safety culture at the corporate level.

- **Occupational Health and Safety Policy**
- **1. Purpose**
- **Our facility adopts protecting the health and safety of its employees as a fundamental priority. This policy aims to create safe working environments, prevent risks, and promote an occupational health and safety culture at the corporate level.**

#### **• Emergency Preparedness:**

- o Emergency plans are created and tested with regular drills.
- o Response teams are identified, and necessary equipment is kept ready.

#### **• Communication and Transparency:**

- o Information related to occupational health and safety is shared openly.
- o Effective communication is established with all stakeholders.

## **1.52. Energy Management Policy**

### **1. Objective**

This policy aims to minimize environmental impact through the efficient use of energy resources, reduced consumption, and continuous improvement of energy performance.

## 2. Our principles

- **• Legal Compliance and Standards:**
  - o Compliance with national and international energy management standards is ensured.
  - o Legislation and regulations are regularly monitored.
    - **• Energy Efficiency and Performance:**
  - • Energy consumption is monitored, analyzed, and measures to reduce it are implemented.
  - • Energy performance indicators are determined and compared with annual targets.
    - **• Education and Awareness:**
  - All employees receive regular training on energy efficiency.
  - • Awareness campaigns are conducted with guests, visitors, and business partners.
    - **• Technology and Equipment Selection:**
    - • Energy-efficient products, equipment, and systems are preferred.
    - • Energy consumption criteria are included in the evaluation process for new investments..
    - **• Energy Management System (EMS):**
    - o The system is documented, disseminated to all departments, and reviewed regularly.
    - o System performance is improved through a continuous improvement approach.
    - **• Collaboration and Stakeholder Participation:**
    - o Common energy goals are determined with all stakeholders.
    - o Employee participation in energy management processes is encouraged.
    - **• Emergency Preparedness:**
    - o Preventive plans are prepared against energy constraints and risks.
    - o Alternative energy sources are evaluated for critical systems..

### 1.52. Stakeholder Communication Policy

#### 1. Purpose

This policy has been prepared to ensure that our facility maintains open, transparent, trust-based, and sustainable communication with all stakeholders. Our primary goal is to systematically collect, evaluate, and integrate stakeholder feedback into improvement processes.

**1.52. 2. Our Principles**

**1.53. • Transparent Information:**

**1.54.** o Our facility provides accurate, clear, and up-to-date information about its products and services.

**1.55.** o Authentic visuals and content are used in promotional materials.

**1.56.** o Sustainability performance is shared with the public through the website, social media, and print publications.

**1.57. • Feedback Management:**

**1.58.** o Feedback from customers, employees, public institutions, local people, and other stakeholders is recorded.

**1.59.** o Negative feedback is analyzed, responded to, and necessary corrective actions are taken.

**1.60.** o The feedback system is structured to be fast, accessible, and user-friendly.

**1.61. • Employee Participation and Information:**

**1.62.** o Employees receive regular training on management systems and sustainability practices.

**1.63.** o Tasks and responsibilities are defined and communicated in writing.

**1.64.** o Trainings are recorded, and employees play an active role in improving the system.

**1.65. • Continuous Improvement:**

**1.66.** o The system is reviewed in line with feedback from stakeholders.

**1.67.** o Communication processes are regularly evaluated and improved.

**1.68.** o The goal is to establish long-term, trust-based relationships with all stakeholders.

**Kısıtlı Bireyler ve Erişebilirlik Politikası**

o **1. Purpose**

o This policy aims to ensure accessibility standards and inclusive service for all guests, especially individuals with physical, visual, auditory, or intellectual disabilities, at our facility.

o

o **2. Our Principles**

o **• Accessibility Standards:**

o o Accessibility infrastructure is established throughout the facility in accordance with legal regulations.

• • Accommodation, transportation, navigation, and emergency systems are adapted for use by individuals with disabilities.

- • Special solutions are developed for individuals with visual, hearing, and mobility impairments.
  - • **Continuous Improvement:**
    - o Accessibility infrastructure is regularly maintained and repaired.
    - o Physical and digital access systems are updated based on feedback.
    - o New technologies and applications are monitored and integrated throughout the facility.
  - • **Information and Transparency:**
    - o The facility's accessibility level is shared openly and accurately through the website and other communication channels.
    - o Guests are informed about accessibility options before booking.
  - • **Staff Training and Awareness:**
    - o All employees receive regular training on accessibility, communication with individuals with disabilities, and inclusive service delivery.
    - o Staff are obligated to provide services in a sensitive and supportive manner to the needs of guests with disabilities.
  - • **Inclusive Service Approach:**
    - o Individuals with disabilities are provided with equal access to services in the same environment as everyone else.
    - o Discrimination, exclusion, or service restrictions are strictly prohibited.
    - o A barrier-free living culture is promoted throughout the facility.
    -
  - **1.69. Food Safety Policy**
    - **1. Purpose**
      - This policy has been prepared to ensure food safety in all processes of the facility, to protect human health and to maximize guest satisfaction. Providing safe, hygienic and legally compliant food at every stage of the supply chain is our main objective.
      -
    - **2. Our Principles**
      - • **Food Safety Management:**
        - o Hygiene rules are fully implemented at all stages from raw materials to consumption.
        - o The Food Safety Management System (FSMS) is documented, disseminated to all employees and continuously improved.

- 1.69. • Risks are assessed periodically, and preventive measures are taken.
- 1.70. • **Legal Compliance and Standards:**
- 1.71. • Full compliance with national and international food safety legislation is ensured.
- 1.72. • Audit results are monitored, and non-conformities are quickly rectified.
- 1.73. • **Supplier Cooperation:**
- 1.74. • Trust-based cooperation is established with suppliers.
- 1.75. • Product safety and quality criteria are shared with suppliers.
- 1.76. • Food safety experiences are mutually exchanged.
- 1.77. • **Training and Awareness:**
- 1.78. • All employees receive regular training on food safety.
- 1.79. • Training ensures the internalization of the system and increases awareness.
- 1.80. • Critical issues such as hygiene, cross-contamination, and temperature control are emphasized.
- 1.81. • **Continuity and Improvement:**
- 1.82. • Food safety performance is monitored regularly.
- 1.83. • Processes are improved based on feedback.
- 1.84. • Stability in service quality is ensured.

- **Local Community Support Policy**

- **1. Objective**

- This policy aims to contribute to the social and economic development of the local community in the region where our facility is located, to protect local resources, and to support sustainable development.

- 

- **2. Our Principles**

- • Encouraging Local Employment:

- o We strive to select personnel employed at our facility from the local community as much as possible.
- o We support training and skills development activities for the development of the local workforce.

- • **Local Sourcing and Entrepreneurship:**

- o Raw materials and services are primarily sourced from local suppliers.
- o We support local entrepreneurs in their product and service development processes.
- o We establish long-term collaborations with local producers.

- • **Cooperation with Civil Society:**

- o We carry out joint projects with civil society organizations operating in the region.
- o We encourage the participation of local stakeholders in social responsibility activities.

- **Protection of Cultural and Natural Resources:**

- o Activities aimed at protecting local cultural heritage are supported.
- o Sustainable use of natural resources is considered.

- **Transparency and Participation:**

- o The views and suggestions of the local people are regularly taken into account.
- o The impacts of the facility's activities on the local community are openly shared.

## **1.85. Destination Engagement Policy**

### **1. Purpose**

This policy aims to contribute to the cultural, natural and social values of the destination where our facility is located; and to support sustainable tourism development in cooperation with the

### **2. Our Principles**

- **Protection of Cultural and Natural Heritage:**

- o Active support is provided to the region's cultural heritage and natural assets through public and private sector projects.
- o Respect is shown to Turkish culture, traditions, and historical values; preserving this heritage and passing it on to future generations is adopted as a fundamental principle.

- **Contribution to the Local Economy:**

- o The promotion and sale of artworks and handcrafted products produced by the local people are encouraged.
- o Direct contribution is made to the regional economy by directing visitors to local products.

- **Visitor Awareness:**

- o Guests are informed about the cultural values and local sensitivities of the destination.
- o Awareness is created regarding appropriate behavior in the region.

- **Cooperation with Local Governments:**

- The effective participation of local governments in the planning, management, and development processes of tourism is supported.
- Contributions are made to projects aimed at protecting the environmental, physical, and visual quality of urban and rural areas.

**1.85. • Environmental Responsibility:**

- 1.86.** o Measures to prevent environmental degradation that may occur in the destination are supported. o Facility operations are carried out in an environmentally conscious manner.

o **Cultural Heritage Preservation and Presentation Policy**

o **1. Purpose**

- o This policy aims to protect, promote, and contribute to the transmission of the historical, cultural, and social values of the region where our facility is located to future generations.

o

o **2. Our Principles**

o **• Cultural Information and Promotion:**

- o o Guests are provided with information about the historical sites, cultural heritage points, and traditions of the region through reception and sales points.
- o o Visual materials, brochures, and digital content are used within the facility to promote cultural heritage.

o **• Behavioral Guidance:**

- o o Guests are informed about appropriate behavior in cultural areas.
- o o A respectful and sensitive approach is encouraged in interactions with the local population. **• Conservation and Participation:**

- o o Cooperation is established with local authorities to protect the natural environment, historical structures, archaeological sites, and cultural values.

- o o Local sensitivities and the needs of the public are taken into account in decision-making.

o **• Cultural Access and Equality:**

- o o Access to cultural heritage for the local population is not hindered; all their rights are respected.
- o o Discrimination is not made against differences such as ethnicity, belief, or opinion.

- 
- • **Supporting Local Culture:**
  - Traditional local cuisine, handicrafts, and cultural events are introduced to the guests.
  - Guidance is provided for cultural interactions; the preservation of local values is encouraged.

## **1.87. Biodiversity Conservation Policy**

### **1. Objective**

This policy aims to protect the natural life in the regions where our facility is located, to ensure the sustainability of ecosystems, and to support the continuity of biodiversity.

### **2. Our Principles**

#### **• Protection of Ecosystem Balance:**

- The natural ecological balance is observed during facility activities.
- The protection of local flora and fauna species is given priority.

#### **• Monitoring of Invasive Species:**

- The presence of invasive species around the facility is regularly monitored.
- Preventive measures are taken to prevent the disruption of the habitats of local species.

#### **• Improvement of Natural Habitats:**

- The rehabilitation of natural areas around the facility is supported.
- Increasing green areas and protecting natural vegetation is encouraged.

#### **• Reducing Environmental Impact:**

- The impact of activities on the environment is regularly analyzed.
- Impacts such as carbon footprint and habitat degradation are minimized.

#### **• Collaboration with Stakeholders:**

- Joint projects are carried out with local governments, NGOs, and academic institutions. •
- Activities are organized to raise awareness in the community about biodiversity.**

- **Education and Awareness:**

- Employees and guests are given training on biodiversity.
- Awareness is raised through informative materials within the facility.

## **1.88. Wildlife and Animal Health Protection Policy**

### **1. Objective**

- This policy aims to protect wildlife, ensure animal welfare, and fully comply with relevant legal regulations in the operational areas of our facility. Ethical, scientific, and sustainable approaches are adopted in interactions with natural life.
- 
- **2. Our Principles**
- **• Legal Compliance and Scientific Approach:**
- ○ Local, national, and international laws and guidelines are complied with in wildlife interactions.
- ○ We act in accordance with the opinions of wildlife experts.
- ○ Direct interaction (especially feeding) is only carried out if scientifically approved and with expert advice.
- **• Mitigation and Monitoring:**
- ○ Disturbance to wildlife is minimized.
- ○ The impacts of interactions on animal welfare are regularly monitored and evaluated.
- ○ Sustainability is ensured by establishing monitoring and reporting systems.
- **• Captive Wildlife and Cooperation:**
- ○ Full compliance with laws and regulations regarding wild animals in captivity is ensured.
- ○ Conservation activities are carried out in cooperation with public institutions and non-governmental organizations.

- • **Pet Welfare:**
- o The living, feeding and treatment conditions of pets on site are regularly inspected.
- • Animal health care, cleaning, and veterinary services are fully provided.
- • Training and Awareness:
- • Employees and guests are provided with training on wildlife and animal welfare.
- • Awareness is increased through informative materials within the facility.
- 
- 1.87. Local Employment Protection Policy
- 1. Purpose
- This policy aims to contribute to community development, increase economic opportunities, and adopt an egalitarian approach to employment by supporting the local workforce in the regions where our facility operates.
- 
- 2. Scope
- All recruitment, training, development, and supply processes are evaluated within the scope of this policy. All departments and employees of the facility are obliged to act in accordance with these principles.
- 
- 3. Our Principles
- • Prioritizing Local Workforce:
- • Open positions are primarily announced regionally.
- • Priority is given to local candidates; the participation of the local population in employment is encouraged.
- • Training and Development Support:
- • Training programs are organized to support the professional development of the local population.
- • Skill-building activities provide an advantage in recruitment.
- • Equal Opportunities:
- o Equal opportunities are offered regardless of gender, age, ethnicity, belief, or disability. Liyakat ve uygunluk esas alınır.
- **Yerel Tedarik Zinciri İş Birliği:**
- Mükün olduğunda yerel tedarikçilerle çalışılır.
- Yerel işletmelerin gelişimi desteklenir.

- **4. Responsibilities**
- • Management: Ensures the implementation of the policy and the achievement of local employment targets.
- • HR Department: Conducts recruitment processes for local candidates and plans training.
- • All Employees: Act with sensitivity to the importance of local employment and contribute to the process.
- 
- **5. Monitoring and Reporting**
- • Local employment rates are analyzed annually.
- • Management evaluates the implementation with performance reports and plans necessary improvements.
- 
- **1.87. Regional Awareness Policy**
- **1. Purpose**
- This policy aims to increase sensitivity to the cultural, environmental, and economic values of the region in which our facility operates; and to contribute to regional development by working in harmony with the local people.
- 
- **2. Our Principles**
- • Respect and Support for Local Culture:
  - o Local arts, crafts, and cultural events are promoted and supported.
  - o Guests are offered local culinary products and traditional recipes.
  - o Priority is given to local producers in the supply chain.
- • Environmental Awareness:
  - o The protection and sustainable use of the region's natural resources are encouraged.
  - o Local people and visitors are informed about waste management, energy saving, and environmental awareness.
- • Contribution to the Local Economy:
  - o Access to employment opportunities for the local people is supported
- • Social Responsibility:

- ○ Active participation in projects that will improve the quality of life of the local people is ensured.
- ○ Education and awareness activities are carried out in cooperation with local schools and institutions.
- • Guest Participation:
- ○ Guests are informed about local tourist attractions and activities.
- ○ They are included in programs that contribute to the protection of natural and cultural heritage.
- • Continuity and Evaluation:
- ○ Policy implementations are regularly reviewed and improved.
- ○ Activity evaluations are carried out in cooperation with local communities.
- • Transparency and Accessibility:
- ○ The policy text is open to employees, guests and the public.
- ○ It has been made accessible by being published on the facility's website.
- 

#### ○ 1.87. Water Conservation Policy

##### ○ 1. Purpose

- This policy aims to ensure the efficient use of water resources, the prevention of waste and the implementation of sustainable water management practices in our facility. Water conservation is a fundamental part of our environmental responsibility.

○

##### ○ 2. Our Principles

###### ○ • Efficient Use:

- ○ Water consumption is regularly monitored and analyzed.
- ○ Technical and behavioral measures are taken to prevent unnecessary use.
- ○ Efficient technologies such as low-flow fixtures, sensor-operated systems, and drip irrigation are used.

###### ○ • Maintenance and Repair:

- ○ Water installations are regularly checked.
- ○ Leaks and malfunctions are quickly detected and repaired.
- ○ Maintenance records are kept regularly.

###### ○ • Training and Awareness:

- ○ Employees and guests are informed about water conservation.
- • Awareness is increased within the facility through visual materials.

- • Suggestions for reducing water consumption are encouraged.
- • Alternative Resources:
- • Greywater systems, rainwater harvesting and treatment technologies are evaluated.
- • The use of alternative water sources for garden irrigation and cleaning is encouraged.
- • Monitoring and Reporting:
- • Water consumption data is reported monthly.
- • Performance is evaluated by comparing it with targets.
- • Feedback is taken into account for continuous improvement.
- • Legal Compliance:
- • Full compliance with national and local water management legislation is ensured.
- • Water management practices are developed in cooperation with authorized institutions.
- 
- 1.87. Sustainable Procurement and Supply Chain Policy
- 1. Objective
- This policy aims to ensure ethical and responsible supply chain management by adopting environmental, social and economic sustainability principles in the procurement and supply processes of our facility.
- 
- 2. Our Principles
- • Environmental Sensitivity:
- • Environmental impacts are considered in the selection of products and services.
- • Recyclable, energy-efficient, and low-carbon footprint products are preferred.
- • Suppliers' environmental management systems are evaluated.
- • Local and Fair Trade:
- • Local producers and service providers are given priority.
- • Cooperation is established with suppliers operating in accordance with fair trade principles.
- • Purchasing strategies that contribute to local development are implemented. •
- • A zero-tolerance policy is implemented against child labor, forced labor, and discrimination.

- • Long-term, trust-based relationships are established with suppliers.
- • Transparency and Traceability:
- • Purchasing processes are documented and conducted in a transparent manner open to audit.
- • Traceability of products and services is ensured throughout the supply chain.
- • Continuous improvement is supported through feedback mechanisms.
- • Training and Awareness:
- • Regular training is provided to purchasing unit employees on sustainability and ethical trade.
- • Information sharing and joint development opportunities are encouraged with suppliers.
- 
- 1.87. Harassment and Discrimination Prevention Policy
- 1. Purpose
- This policy has been prepared to ensure that all employees, guests, and stakeholders are in a safe, respectful, and equitable environment at our facility; and to prevent all forms of sexual, physical, verbal, or psychological harassment and discrimination.
- 
- 2. Scope
- All permanent, temporary, and intern employees; suppliers, business partners, and facility customers are covered by this policy.
- 
- 3. Our Principles
- • Discrimination based on gender, age, ethnicity, religion, language, disability, marital status, sexual orientation, political views, etc. is prohibited. • Zero tolerance is applied to all forms of sexual harassment, physical contact, verbal innuendo, and disturbing behavior. • Psychological harassment (mobbing), exclusionary and intimidating behavior are strictly prohibited. • Everyone within the facility boundaries is obliged to treat each other with respect and equality. • Supporting actions against child sex tourism.
- • Suppliers are expected to respect human rights, occupational safety, and equality principles.

#### 4. Examples of Prohibited Behavior

- Using insults, derogatory remarks, or nicknames
- Unwanted closeness involving physical contact
- Sexist jokes, sharing inappropriate content
- Exclusion due to social or cultural differences
- Pressure or favoritism exerted by managers on employees

#### 5. Complaint and Application Mechanism

- Individuals who believe they have been harassed or discriminated against can contact managers, HR, or a confidential complaint hotline.
- All applications are evaluated confidentially and seriously.
- Retaliation is prohibited; no pressure can be applied to those who file complaints.

#### 6. Sanctions

- Any harassment or discriminatory behavior that is found to be true will be evaluated by the disciplinary board.
- Sanctions such as warnings, reprimands, job reassignment, termination of employment, or legal proceedings may be applied.

#### 7. Training and Awareness

- All employees will be informed about this policy.
- Specific training will be provided during orientation processes.
- The policy is reviewed and updated at least once a year.

### 1.87. Personnel Open Door Policy

#### 1. Purpose

This policy aims to create a participatory and trust-based communication environment where all employees working at our facility can freely express their views, suggestions, requests, and complaints.

#### 2. İlkelerimiz

- • **Accessibility:**
- ○ All managers should be open and accessible to listen to employees' opinions.
- ○ Meeting requests are evaluated impartially and in a timely manner.
- • **Confidentiality and Respect:**
- ○ Shared information is kept confidential; employees' freedom of expression is protected.
- ○ No employee will be discriminated against or retaliated for expressing their opinions.
- • **Participation and Valuing:**
- ○ Employee suggestions are taken into account in process improvement and decision-making mechanisms.
- ○ Open door practices are considered as part of corporate development.
- • **Solution-Oriented:**
- ○ Concrete steps are taken to address the issues communicated.
- ○ Feedback is systematically monitored and finalized.
- • **Training and Awareness:**
- ○ The purpose and operation of the open door policy are explained to all employees.
- ○ Managers are trained in effective listening and communication skills.
- 
- 3. Implementation Process
- • Employees can request meetings directly with their managers or the Human Resources department.
- • Meetings are conducted in a planned manner and recorded. • Communication with senior management is encouraged when necessary.
- 
- 1.87. Risk and Crisis Management Policy
- 1. Purpose
- This policy aims to identify risks that our facility may encounter during its operations in advance, to mitigate their effects, and to ensure a rapid, effective, and coordinated response in potential crisis situations.
- 
- 2. Our Principles
- • **Preventive Approach:**

- **o Risks are proactively analyzed, and preventive measures are developed..**
- • All units identify and monitor their operational risks. • Comprehensive Risk Assessment:
  - Physical, environmental, financial, operational, and reputational risks are assessed regularly.
  - Risks are rated and prioritized.
- • Crisis Preparedness and Response:
  - Crisis scenarios are created, and emergency plans are prepared.
  - Response teams are identified, and their job descriptions are clarified.
  - The level of preparedness is tested through drills. • Communication and Coordination:
    - Internal and external communication channels are kept open during a crisis.
    - Accurate and timely information is provided to stakeholders.
  - The crisis management process is centrally coordinated. • Training and Awareness:
    - All employees receive risk awareness and crisis management training.
  - Feedback is evaluated for continuous improvement. • Legal Compliance and Continuity:
    - Full compliance with national legislation and sectoral standards is ensured.
    - Risk and crisis management systems are regularly reviewed and updated.
- 
- 1.87. Internal and External Communication Policy
  - 1. Purpose
    - This policy has been prepared to ensure that internal and external communication processes are conducted in accordance with open, consistent, reliable and ethical principles; to strengthen information flow and protect corporate reputation.
  - 
  - 2. Scope
    - All employees, managers, guest relations unit, corporate communication department, suppliers, public institutions, NGOs and media representatives are within the scope of this policy.
  - 
  - 3. Internal Communication Policy
    - 3.1. Principles
      - • Openness and transparency
      - Respect and inclusivity
      - • Timely and accurate information sharing
      - • Participatory and feedback-oriented structure
      - • Effective use of digital and physical communication tools
    - 3.2. Application Areas
      - • Intra-departmental and inter-departmental information sharing
      - • Announcements, meetings, email and internal portal usage
- Open door policies and suggestion systems

- Crisis and emergency communication
- Training, orientation, and internal information activities

### 3.3. Responsibilities

- Managers: Ensuring information flow, supporting intra-team communication
- HR Department: Managing internal communication tools, monitoring employee satisfaction
- All Employees: Establishing respectful, open, and constructive communication

## 4. External Communication Policy

### 4.1. Principles

- Corporate consistency and professionalism
- Truthfulness, accuracy, and ethical values
- Respectful and trust-oriented approach to stakeholders
- Language and behavior that protects the brand image
- Compliance with legal regulations and confidentiality principles

### 4.2. Areas of Application

- Guest relations and complaint management
- Communication with suppliers and business partners
- Cooperation with public institutions and NGOs
- Corporate representation in media and digital platforms
- Social responsibility and sustainability communication

### 4.3. Responsibilities

- Corporate Communications Department: Determining external communication strategies, managing media relations
- Guest Relations Unit: Ensuring guest satisfaction, evaluating feedback
- All Employees: Representing the institution correctly to the outside world

## 5. Monitoring and Improvement

- Internal and external communication performance is analyzed once a year.
- Improvement plans are prepared in line with feedback.
- Training and awareness activities are carried out regularly.

## 1.87. Greenhouse Gas Emissions Reduction Policy

### 1. Objective

- This policy aims to reduce greenhouse gas emissions from our facility's operations, contribute to the fight against climate change, and support environmental sustainability.
- 
- 2. Scope
- All operational units, technical teams, the purchasing department, and energy and environmental management officers are covered by this policy.
- 
- 3. Our Principles
- Reducing Carbon Footprint
  - Emissions from energy consumption, transportation, waste management, and purchasing processes are monitored regularly.
  - Emission reduction targets are set annually and tracked with performance indicators.
- Energy Efficiency
  - Low-energy consumption equipment and systems are preferred.
  - Efficiency-enhancing technologies are used in lighting, HVAC, and kitchen systems.
  - Consumption data is analyzed with an energy management system (EnMS).
- Transportation and Logistics
  - Low-emission or electric vehicles are preferred in the vehicle fleet.
  - Transportation-related emissions are reduced through supply chain optimization.
  - The use of public transportation and bicycles is encouraged for guest and employee transportation.
- Sustainable Procurement
  - Local products with a low carbon footprint are prioritized.
  - Environmental performance information is requested from suppliers.
  - Life cycle cost and emission impact are considered in procurement decisions.
- Waste and Water Management
  - Organik atıklar kompostlanır, geri dönüşüm oranı artırılır.
  - Indirect energy consumption is reduced by decreasing water consumption.
  - Greywater and rainwater systems are evaluated.
- Education and Awareness
  - All employees receive climate change and emission reduction training at least once a year.
  - Informative materials are prepared for guests.
  - Suggestions are collected through feedback mechanisms.

- Monitoring and Reporting
- • Emission data is calculated in accordance with the ISO 14064 standard.
- • An annual greenhouse gas inventory is prepared and shared with management.
- • Corrective action plans are created for performance deviations.
- 
- 1.87. Performance and Promotion Policy
- 1. Purpose
- This policy has been prepared to encourage employees to perform their duties effectively, to reward individual and corporate success, and to create a fair, objective, and transparent system in promotion processes.
- 
- 2. Scope
- All permanent, contract, and intern employees, as well as managers, are covered by this policy.
- 
- 3. Our Principles
- Performance Evaluation
- • Every employee is subject to performance evaluation at least once a year.
- • Evaluation; • Promotions are made according to criteria such as job description, target achievement, competencies, teamwork, and development potential. • Evaluation results are shared with the employee, and areas for development are identified.
- Promotion Process
- • Promotions are carried out in line with merit, performance, leadership potential, and corporate needs. • At least 6 months of performance data and a reference from the manager are obtained for promotion candidates. • Promotion decisions are made by a committee consisting of Human Resources and relevant managers.
- Training and Development
- • Leadership, communication, and technical skills training is offered to employees during the promotion preparation process. • Development plans are prepared in line with individual goals.
- Training participation and development indicators are taken into account in the promotion evaluation. Equality and Transparency
- Equal evaluation is provided regardless of gender, age, ethnicity, disability, belief, or personal opinion.
- All promotion criteria are defined in writing and presented clearly to employees. • Employee opinions are taken into account in the promotion process, and an appeals mechanism is in place.

#### Continuous Improvement

- The performance and promotion system is reviewed once a year.

- Processes are updated in line with feedback.
- Strategic development is supported by aligning with corporate goals.

## 1.87. Internal and External Audit Policy

### 1. Purpose

This policy ensures that internal and external audits are conducted in a planned, systematic, and impartial manner to evaluate the effectiveness and suitability of all management systems of the facility. Audit results form the basis for continuous improvement and legal compliance.

### 2. Scope

All management systems, including quality, environment, occupational health and safety, energy, food safety, social responsibility, and sustainability systems, are covered by this policy.

### 3. Our Principles

#### Impartiality and Objectivity

- Audits are conducted by independent auditors free from conflicts of interest.
- A fair, transparent, and evidence-based approach is adopted in the audit process.

#### Planned and Systematic Approach

- Internal audits are planned at least once a year, and external audits are planned according to certification and client requests.
- The audit schedule is announced in advance, and coordination is ensured with relevant units.

#### Compliance and Effectiveness Assessment

- Audits evaluate not only compliance with procedures but also the effectiveness of the system.
- Process performance, risk management, and improvement activities are taken into consideration.

#### Continuous Improvement

- Corrective and preventive actions are initiated in line with audit findings.
- Findings are evaluated in management review meetings.
- Audit results are used for systematic development.

#### Recording and Traceability

- All audit reports, nonconformity records, and action plans are archived.
- Traceability and audit history are securely stored in digital systems.
  - Collaboration and Transparency
    - Employee participation in the audit process is encouraged.
    - Auditors are provided with access to necessary information and documents during external audits.
    - Open communication and collaboration are essential throughout the audit process.
  - Training and Competency
    - Internal auditors are trained according to ISO 19011 and related system standards.
    - Audit competencies are reviewed and updated annually.
  - 
  - 1.87. Training Policy
    - 1. Purpose
      - This policy has been prepared to ensure that employees acquire the necessary knowledge and skills to perform their duties effectively; and to support corporate development in line with quality, safety, sustainability and ethical values.
    - 
    - 2. Scope
      - All permanent, contract and trainee employees and managers are covered by this policy. Training activities cover recruitment, orientation, job changes, system updates and personal development areas.
    - 
    - 3. Our Principles
      - Competency-Based Approach
        - The necessary knowledge, skills and behaviors are defined for each position.
        - Training needs are determined according to job descriptions and performance evaluations.
      - Continuous Improvement
        - Training activities are planned not only at the time of hiring but throughout the entire career process.
        - Development in technical, behavioral, leadership, and sustainability areas is supported.
      - Planning and Monitoring
        - An annual training plan is prepared, and an implementation schedule is created.
- Participation, success, and impact levels are monitored; results are integrated into the performance system.

Awareness and Corporate Culture

- Corporate values, ethical principles, and quality understanding are reinforced through training.
- Employees' contribution to corporate goals is increased.

#### Accessibility and Equity

- Equal training opportunities are offered to all employees.
- Training content is designed to suit different learning styles and language levels.

#### Collaboration and Stakeholder Participation

- Training content is developed in collaboration with internal experts, academic institutions, and industry stakeholders.
- Suppliers and business partners are also included in the training processes.

#### Documentation and Archiving

- All trainings are recorded, certified, and archived in a way that is open to audit.

### 1.87. Recruitment, Onboarding, and Orientation Policy

#### 1. Purpose

This policy has been prepared to effectively manage the human resources of the facility, to ensure equality and merit in the recruitment process, and to systematically conduct the onboarding and orientation processes of new employees.

2. Scope

All permanent, contract, and intern employees, as well as managers and the Human Resources department involved in the recruitment process, are covered by this policy.

#### 3. Our Principles

##### Fair and Transparent Recruitment

- All open positions are announced simultaneously on internal and external platforms.
- Candidates are evaluated based on competencies, experience, education, and position requirements.
- Discrimination is not permitted based on gender, age, ethnicity, belief, disability, etc.

##### Merit-Based Selection

- Interviews are conducted in a structured format.
- Technical competence, behavioral competence, and organizational fit criteria are considered.
- Reference checks and necessary documents are verified.

##### Onboarding Process

- The job description, responsibilities, and expectations are clearly communicated to the newly hired personnel.
- Onboarding documents are completed in full.
- The employee is greeted by their relevant manager and given an introduction to the department.

### **Orientation Program**

- New employees are introduced to the company culture, values, quality system, HSE rules, and internal communication structure.
- A facility tour, department introductions, and basic procedure information are provided.
- The orientation process is completed within the first 5 business days at the latest.

### **Participation and Feedback**

- Feedback is collected from new employees at the end of the orientation process.
- Deficiencies identified during the process are included in improvement plans.
- A one-on-one evaluation interview is conducted within the first 30 days after orientation.

### **Documentation and Traceability**

- All recruitment and orientation documents are archived in a digital system.
- Process performance is analyzed annually.
- Training and development needs are determined based on these analyses.

## **2. OUR SAVINGS MEASURES**

Our organization has developed comprehensive savings measures to ensure the efficient use of resources and reduce operational costs. These measures not only provide economic benefits but also contribute to reducing environmental impacts and achieving our sustainability goals. Systematic improvement processes are carried out in all our units in the areas of energy, water, materials, and time management.

In terms of energy saving, applications such as switching to LED lighting systems, installing motion sensor control mechanisms, optimizing climate control with central automation systems, and integrating renewable energy sources have been implemented. To reduce water consumption, low-flow fixtures, greywater recovery systems, and drip irrigation infrastructure have been installed.

In material and resource management, digitalization, waste reduction, and reuse principles are prioritized. Digital document management systems have been widely implemented to reduce paper consumption, and long-lasting and recyclable alternatives have been preferred over single-use products. In addition, the selection of local and environmentally friendly products in supply chain processes is encouraged, both reducing the carbon footprint and contributing to regional development.

All savings measures are supported by training programs that increase employee awareness and performance monitoring systems. In this way, not only technical solutions but also behavioral transformation is achieved; a culture of saving is spread throughout the organization.



## 2. OUR GOALS

Our organization operates in line with a future vision that integrates sustainability principles with operational excellence, social responsibility, and environmental sensitivity. The goals set within this scope are structured in accordance with our short, medium, and long-term strategic plans. Our goals represent an approach that considers not only performance indicators but also stakeholder satisfaction, local development, and ecosystem integrity.

- To achieve a 2% reduction in energy and water consumption
- To increase the waste separation rate to over 80% within the scope of the Zero Waste target
- To increase the number of sustainability and accessibility trainings for all employees
- To reduce per capita chemical use by 1%
- To increase our average annual guest satisfaction by 1%
- To increase the share of renewable energy sources to over 50%
- To increase the number of local plants in the biodiversity monitoring system by 1%
- To reduce the carbon footprint by 1%
- To lead nature conservation and community development projects specifically in Bodrum

Our goals are supported by regular monitoring, measurement, and evaluation mechanisms; they are revised when necessary, adopting a dynamic management approach. In this way, our sustainability performance will not only be reportable, but will also be directed in a way tha

creates a transformative impact and yields tangible results.

