

LA PİGNA HOTEL/Publication date 01.05.2025

# 2025 SUSTAINABILITY REPORT& SUSTAINABLE MANAGEMENT SYSTEM

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## ABOUT US

The most important goal of La Pigna Hotel, which is under the umbrella of Şahin Kalay Tourism Construction Industry and Trade Co. Ltd. is to provide the highest satisfaction to its guests and gain their loyalty.

Inspired by the meaning of "pine cone" in english, La Pigna Hotel hosts its guests in the most comfortable way with its modern architecture and central location, proximity to historical places, contemporary, high-quality and corporate service approach.

## ABOUT THE REPORT

Our facility, which was the first to receive the 3rd stage Sustainable Tourism Certificate in Mersin Province in 2023, undertakes to fulfill the obligations of the Turkey Sustainable Tourism Program and to continuously improve the sustainable management system in order to increase its sustainability performance.

Our hotel, which prioritizes guest satisfaction and quality and adopts sustainability principles; Our management system is constantly reviewed due to the status of the sector, environmental, social, technological, economic and cultural risks, changes and updates originating from legislation, and the system and policies are updated if necessary.

Our "sustainability policies" are our company's commitment in this regard. Our aim is to transform the sustainability principle into a "way of doing business" in basic areas in our hotel and to add it to the corporate memory.

The success and continuity of our efforts will only be possible by acting together with our employees, guests, business partners, suppliers, solution partners, and all our interlocutors in our immediate vicinity, expanding it and making it a partnership that we will strengthen every passing day.

It is very valuable to raise awareness of the personnel, who are considered an integral part of the sustainability approach, to provide them with opportunities to be involved in the process and to contribute to development opportunities.

In this context, our annual training plans and orientations include training topics such as social rights, supporting local employment, protecting natural life, supporting wildlife, historical touristic places of the immediate vicinity, cultural richness, ecological diversity, energy and water saving, environmental activities-our recycling system, and orientation to

local resources, and efforts are made to spread the philosophy of sustainability within the business.

Sustainability studies are coordinated by the Hotel Management, and our activities and performance in this area are always evaluated and is open to the expectations and opinions of our stakeholders.

As La Pigna Hotel, we strive to manage and continuously improve our environmental, social and economic impacts.

## HOTEL INTRODUCTION

With its 59 rooms and 122 bed capacity, carefully designed to meet all the needs of our guests, it aims to make you feel at home in a peaceful and comfortable environment.

Our hotel, which has been in service since June 2023 and has a 4\* Tourism Operation Certificate, has won great appreciation from the local people in our district with its Wedding Halls and Meeting Hall.

Our hotel, which serves in the Half-board Plus concept in the summer and in the Bed& Breakfast concept in other seasons, serves 12 months a year as both a Resort and a Business Hotel.

With its well-equipped equipment, friendly staff and impeccable service approach, it provides accommodation services to both local and foreign tourists and meets a great need of the local people of our district as an event venue.

Our hotel has a fully equipped disabled room and a portable disabled elevator and sun lounger in our pool.

## OUR VISION

Our basic principle is to ensure the satisfaction of our guests with our understanding of hospitality by adopting the principle of “being the first or the best” in our region in all the services we offer and keeping unconditional guest satisfaction at the highest level.

In addition, our basic goal is to offer professional service quality to our guests, while being aware of our responsibility towards the society, natural environment, our employees and humanity.

## OUR MISSION

To become a reliable brand in our region, domestically and internationally, to provide our guests with the highest level of service that will make them feel special by respecting the environment and social values, to continue to develop services continuously within the team spirit and by following innovations.

## OUR PERSONNEL AND WORKING LIFE

Our employees are the most important resource that makes us who we are.

Being aware of this, issues such as the social and fringe benefits of our employees, performance management, rewards, training and career management, employee safety are always our priority.

Our Human Resources Vision; To create qualified human resources that are highly motivated, protect and enhance the corporate image, prioritize innovative work, value service and see their work as a part of a whole, and to be a pioneer in the sector and in Turkey with integrated human resources practices.

Our Human Resources Mission; - To plan and train human resources that will realize the goals and strategies of the institution, to carry out personnel work and transactions at an optimum level, to have highly self-confident personnel who are specialized in their field, have the ability to represent the institution and can present new initiatives in their field.

Our employees know what they need to do in our management system and sustainability policies and practices. What our employees need to do is defined in writing, communicated to them and the necessary training and guidance are provided regularly. Trainings on this subject are recorded. Our employees play an active role in the development and continuous improvement of our management system and sustainability performance.

We review and improve our system in line with the feedback we receive from our employees. Fair compensation Our employees are informed about the wages they will receive, working conditions, working hours, and when they will receive their wages before they start working at our facilities.

Training and Career Management All of our employees can benefit from the right to education equally.

In addition to the legal and professional trainings required by the hotel industry, including orientation trainings in line with our sustainability policies and management system; employees are provided with periodic training programs, on-the-job trainings, trainings required by legal regulations and guidance support related to sustainability and their work areas.

Occupational Health and Safety Trainings, Kitchen/Service, Housekeeping, Front Office, Technical Service etc. We implement annual training plans for personnel on hygiene training, water and energy saving, chemical substance usage rules, fire protection, first aid, etc.

Our employees have free and open access to all our training materials.

Our hotel is committed to complying with the relevant provisions of the Labor Law No. 4857 and pays its employees at least the minimum wage.

Our hotel also commits to complying with the Social Insurance and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331.

Employee and Human Rights Ensuring the absolute satisfaction of employees is a priority. From this perspective, it is the responsibility of the management to ensure the employee's legal rights, as well as some benefits provided by our business as side benefits; the working environment, psychology, self-motivation, performance, in short, all comfort in the workplace.

Although we do not have foreign employees in our hotels, as a business that appeals to guests from different nations and provides services at an international level, we do not provide any information to our guests based on nationality, race, language, etc. discriminating against both our hotel and work principles.

Therefore, all personnel transactions of our employees from different countries or nationalities are followed in accordance with legal procedures, and equal opportunities are offered to all our employees within the hotel, regardless of their characteristics.

## SUSTAINABILITY STUDIES

- Continuously developing annual training plans to reduce energy and water consumption rates is our top priority.
- Ensuring sustainability with environmentally friendly and energy efficient machinery, equipment and consumables

- Developing projects to spread zero waste awareness to the general public in order to reduce waste and prevent recyclable waste from mixing with household waste with an effective waste management program
- We plan to increase the amount of donations to theme and environmental protection organizations by 2% each year in order to reduce carbon emissions and the damage done to nature to some extent.
- When determining our approved suppliers to reduce carbon emissions, our priority is to spread information studies on providing services with electric and new green vehicles with the lowest carbon emissions
- We will choose energies that produce less carbon
- With the awareness that the climate change problem is a global issue, we will work together with the private sector, government, local administrations, and civil society organizations and be part of the common solution.
- Providing stationery assistance to our staff with school-age children

We will develop projects for stray animals to protect natural life and support wildlife.

- Creating internship opportunities for tourism students to gain work experience
- Contacting tourism schools in the region and opening up areas in our hotel as workshops
- Planning career days with tourism high schools and universities and financially supporting social responsibility projects
- We are planning projects to reduce the amount of waste by 1% each year.
- We will produce projects to reduce the consumption of single-use toiletries in our guest rooms

## **OUR SUSTAINABLE POLICIES**

### **QUALITY POLICY**

On the way to achieving our vision;

- Meeting our guests at the highest level and being a pioneering organization in the sector,
- Creating our founding philosophy with all our personnel and providing continuous development, trust in the workplace and service that exceeds our guests' expectations,
- Complying with national and international legislation and conditions; To provide service with the necessary sensitivity with a preventive approach to food safety risks,
- To be an exemplary business for all other organizations in our country and create value,
- To minimize all risks that may endanger the health, life and work safety of our guests and staff and to prevent these accidents.
- Making quality measurable, ensuring continuous improvement of the system and setting targets and ensuring the unity of our employees and management,
- Creating environmental awareness together with the hotel management and our personnel, leaving a cleaner, healthier and safer environment for future generations are among our primary quality goals.

## SUSTAINABILITY PURCHASING POLICY

In line with the sustainable supply approach, our suppliers/solution partners;

- Having Quality Assurance Management Systems, Environmental and Occupational Health and Safety Management Systems, internationally accepted environmental and sustainability labels/certificates,
- Not having harmful effects on the environment in production and supply, complying with environmental legislation,
- Resources; It uses/consumes appropriately without harming natural life and the ecosystem, and complies with hunting bans,
- It works to minimize and manage its waste correctly, offers less packaging or bulk packaging alternatives in product packaging,
- It offers alternatives that are environmentally friendly, economical, local, ethical, recyclable or recycled, organic, bio, vegan, not tested on animals, does not contain harmful chemical components, etc.,
- It is a local and domestic production/service provider,
- It is important for it to be a product/service that reflects/promotes the cuisine, traditions and culture of our country/region, and we convey this perspective to our stakeholder suppliers.
- We try to create efficient purchasing opportunities together with our suppliers and aim to reduce the environmental impacts arising from supply processes.

## CHEMICAL MANAGEMENT POLICY

We organize trainings for our personnel in order to manage our chemical use and ensure that they are aware.

We store our chemicals in separate overflow trays according to the type of chemicals and storage instructions.

We provide storage.

The chemicals we use in our facility have MSDS (material usage information). We organize drills to raise awareness among our staff about what to do in case of any possible chemical spillage.

We keep chemical consumption under control by using our pool chemicals and cleaning chemicals. In order to reduce chemical consumption rates in the methods of dealing with invasive species, we also place adhesive holders in the kitchen and restaurant areas of our facility.

Our pools are measured at regular intervals every day and are processed daily on the relevant website of the Ministry of Health. We also have their analyses done regularly every month by a private laboratory.

Chemical Consumption;

- We continuously provide training to our staff so that chemicals are used in sufficient quantities to ensure general hygiene in our facility.
- Environmentally friendly paint-varnish, lead-free glass, etc. are used in the facility.
- Training is provided to the operating staff on not exceeding the recommended usage amount on their packages or boxes when using detergents and disinfectants and on their usage methods.
- Training is provided to the staff on the economical and efficient use of devices used in the kitchen and technical sections of the facility.

## CULTURAL SUSTAINABILITY POLICY

Presentation of cultural heritage: Our hotel respects the intellectual property rights of the local people.

Authentic elements of traditional and contemporary local culture are evaluated in our cuisine, design and decoration.

Artifacts: Our hotel does not buy and sell historical and archaeological artifacts, does not mediate their trade and does not exhibit them.

Promotion of sustainable local gastronomy: Our hotel prioritizes the promotion and consumption of local products. In all its activities, it puts forward innovative and creative practices to ensure sustainability in gastronomy.

## ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY

Our business protects the environment, prevents its pollution, and we attach importance to its protection by reducing our negative impacts on the environment.

For this;

- We comply with legal regulations and try to reduce our environmental impact.
- We take care to effectively separate our waste according to its source, groups and hazard classes.
- We know that using hazardous substances and chemicals only when needed and as much as necessary will reduce both the negative effects on the environment and the amount of waste.
- We contribute to protecting nature by choosing “recycling” and “environmentally friendly” labels for the materials we receive in our business. We try to create reuse opportunities.
- We take care to use disposable materials such as paper, napkins, toilet paper, and packaging as much as necessary and leave less waste in nature.
- We store waste in separate areas according to their characteristics correctly, deliver them to licensed/authorized companies without exceeding legal storage time limits, and keep their records.
- We try to use water, energy and all natural resources economically.  
We share this sensitivity with our employees, guests and suppliers.
- We measure our performance in environmental management, monitor this data with targets and try to improve our performance.
- We aim to educate our employees about the environment and increase their sensitivity.
- We take the necessary precautions to protect the biodiversity in the environment and comply with all legal requirements.

## CHILDREN'S RIGHTS EXPLOITATION AND HARASSMENT POLICY

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

To ensure this;

- We do not allow child labor in our own institutions and expect the same sensitivity from all our business partners.

- We provide environments/opportunities that contribute to the development of children within the enterprise, where they can express their thoughts, wishes, and feelings freely, and where they can feel free and comfortable.

- We provide our employees with the prevention and recognition of child abuse

We provide training on the subject.

- We make sure that children are under adult supervision in the activities they participate in.

- We organize training to raise awareness on the protection of children's rights and support relevant projects.

- When we witness suspicious actions related to children, we first inform the hotel management and request help from official institutions when deemed necessary.

#### ENERGY EFFICIENCY POLICY

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

For this;

- We follow national and international standards, laws and regulations in order to fulfill both our responsibilities towards nature and our legal obligations, we voluntarily carry out studies to reduce energy use and/or continuously improve our energy consumption performance, and we follow the results of our studies.

- We set goals and include energy efficiency in our training programs in order to ensure the participation of our employees.

- We value collaborating with all our stakeholders to create common goals and results in energy management.

- We try to continue our interaction with our guests, employees, visitors and all business partners in order to reach a total level of awareness and consciousness on these issues.

- We try to research, find, purchase and use energy efficient suitable products, equipment, fittings and technology alternatives.

- We aim to document our Energy Management System, spread it to all our departments, update it when necessary, review it and continuously improve it.

- We evaluate energy risks or emergencies that may arise such as energy restrictions and plan the precautions to be taken.

- We take care to effectively separate our waste according to its source, groups and hazard classes.

- We know that using hazardous substances and chemicals only when necessary and in the required amount will reduce both the negative effects on the environment and the amount of waste.

- We contribute to protecting nature by preferring the materials we receive from our business that have “recycle” and “environmentally friendly” labels. We try to create reuse opportunities.

- We use disposable materials such as paper, napkins, toilet paper, packaging as much as necessary and take care to leave less waste in nature.
- We store wastes in separate areas according to their characteristics, deliver them to licensed/authorized companies without exceeding legal storage time limits, and keep their records.
- We try to use water, energy and all natural resources economically.  
We share this sensitivity with our employees, guests and suppliers.
- We measure our performance in environmental management, monitor this data with targets and try to improve our performance.
- We aim to educate our employees about the environment and increase their sensitivity.

#### HUMAN RESOURCES POLICY

In spirit, our employees are the most important resource that makes us who we are. With this awareness, issues such as social and fringe benefits of our employees, performance management, rewards, training and career management, employee safety are always our priority.

##### Our Human Resources Vision;

To create qualified human resources that are highly motivated, protect and enhance the corporate image, highlight innovative work, value service and see their work as a part of a whole, to prioritize local employment and to be a pioneer in the sector and our region in integrated human resources practices with a promotion program.

##### Our Human Resources Mission;

- To plan and train human resources that will realize the goals and strategies of the institution, to carry out personnel work and transactions at an optimum level, to have personnel who are specialized in their field, have the ability to represent the institution and can present new initiatives in their field and have high self-confidence.
- To provide strategic support to all companies and departments for the improvement of business results with human resources management, to create and encourage a high performance culture and to contribute to the creation of value for all stakeholders.
- Our employees know what they need to do in our management system and in our policies and practices related to sustainability.
- What our employees need to do is defined in writing, communicated to them, and the necessary training and guidance are provided regularly.  
Training on this subject is recorded.
- Our employees take an active role in the development and continuous improvement of our management system and sustainability performance.
- We review and improve our system in line with the feedback we receive from our employees.

##### Fair compensation;

- Our employees are informed about the wages they will receive, working conditions, working hours, and when they will receive their wages before they start working at our facilities.



## Education and Career Management;

- All of our employees can benefit from the right to education equally.

In addition to the legal and professional training required by the hotel industry, employees are provided with periodic training programs, on-the-job training, trainings required by legal regulations and guidance support regarding sustainability and their work areas, including orientation trainings in line with our sustainability policies and management system. We implement annual training plans on Occupational Health and Safety trainings, hygiene trainings for kitchen/service/massage etc. personnel, water and energy saving, chemical substance usage rules, fire protection, first aid, etc.

- Our employees have free and open access to all our training materials.
- In career management, personnel follow-up system and personnel promotion management are carried out according to the determined criteria.
- Our hotel is committed to complying with the relevant provisions of the Labor Law No. 4857 and pays its employees at least the minimum wage.

Our hotel is also committed to complying with the Social Insurance and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331.

## Employee and Human Rights;

- Ensuring the absolute satisfaction of employees is a priority issue.
- From this perspective, it is the management's responsibility to ensure the employee's legal rights, as well as some benefits provided by our business as side benefits; the working environment, psychology, motivation, performance, in short, all comfort in the workplace.

Although we do not have foreign employees in our hotel during this period, as a business that appeals to guests from different nations and provides services at an international level, discriminating against our guest or guests based on nationality, race, language, etc. is against both our hotel and our working principles.

Therefore, all personnel procedures of our employees, who may be from different countries or nationalities, are followed in accordance with legal procedures, and equal opportunities are offered to all our employees within the hotel, regardless of their characteristics.

## Local employment;

- Our hotel has a performance system based on local employment as a priority in terms of employment. Recruitments are made primarily from local people.

## OCCUPATIONAL HEALTH AND SAFETY POLICY

In order to protect our workplace, employees, guests and suppliers, to create a safe work environment and to ensure continuity;

- We comply with all legal and other obligations regarding Occupational Health and Safety.
- We adopt the principle that Occupational Health and Safety and improvement activities are the common responsibility of all employees.
- We set targets for participation in Risk Assessment and Risk Level Reduction activities at all levels.
- We aim to achieve the sustainable "Zero Work Accident" target by continuously improving our Occupational Health and Safety culture.
- We share the work we do within the scope of Occupational Health and Safety with all our employees and our environment in order to be a pioneer and an example.

#### Technical Maintenance Follow-ups and Analysis Reports;

- Periodic maintenance of technical equipment in our facility is monitored.
- Preventive maintenance and repair of all installations and equipment used in our facility (energy, air conditioning equipment, dishwashers, washing machines, refrigerators, elevators, etc.) are periodically carried out by authorized services or trained experts.

#### WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

We attach importance to gender equality in our facility.

- We ensure the health, safety and well-being of all our employees regardless of gender.
- We support women's participation in the workforce in all our departments and offer equal opportunities.
- We act with the policy of "equal pay for equal work" without gender discrimination.
- We distribute tasks by observing the principle of equality.
- We provide the necessary environment for equal benefit from career opportunities.
- We create educational policies and support women's participation and awareness raising.
- We create a work environment and practices that protect work-family life balance.
- We support women to be in company management and offer equal opportunities.
- We never allow women to be exposed to abuse, harassment, discrimination, suppression, coercion, slander, etc. We are always aware of the value they add to the world and our business and support them.

#### SOCIAL RESPONSIBILITY POLICY

We believe that all our employees have the right to work in a healthy and safe environment, in working conditions that are in line with human dignity. Our primary business goal is to ensure and protect the safety of our employees, knowing that they are our most valuable asset.

Our hotel is always ready to implement the best environmental solutions, develop and spread the use of environmentally friendly technologies, and support initiatives that will increase environmental awareness, beyond legal obligations.

In Mersin Erdemli, where we operate, we fulfill our social and environmental responsibilities towards the society as follows; We take care to fulfill our duties in a harmonious cooperation with our shareholders, employees, public, non-governmental organizations and other stakeholders.

We believe that our human resources are the most important element of sustainable growth. We ensure that our employees' personal rights are used fully and correctly.

We approach our employees honestly and fairly, and we undertake a non-discriminatory, safe and healthy working environment.

We make the necessary effort for the individual development of our employees, and observe the balance between work and private life. We manage the environmental impacts that may

arise from all our activities with a sense of responsibility. Within the framework of the principle of corporate social responsibility, we strive for the development of our society.

We support our employees to volunteer for appropriate social and community activities in which they will take part with a sense of social responsibility.

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

Within the framework of Occupational Health and Safety, we have taken all precautions for our employees and we are also sensitive to the provision of the necessary on-the-job training by experts in the field within the framework of the annual training program.

We are sensitive to the traditions and cultures of Turkey and the countries in which we operate, and act in accordance with all legal regulations.

### FOOD SAFETY POLICY

To ensure that all kinds of food and beverage items are prepared and presented in accordance with food safety criteria for our guests and employees from the supply to the consumption stage, and to increase the service quality and satisfaction of our business.

To comply with and continuously improve the relevant laws and regulations, food safety standards.

To offer our guests and employees quality products and services in accordance with food safety for human health at all stages of raw materials, storage, production and presentation.

To use internal and external communication effectively while implementing the Food Safety Management System.

To increase the knowledge and skills of employees and to ensure awareness with trainings aimed at ensuring Food Safety.

To ensure that products are presented in a natural, healthy, delicious and safe manner in accordance with the requests of our guests according to measurable quality criteria.

To contribute to the instillation of food safety awareness in our employees, guests, tour operators, suppliers and business environment.

### GUEST SATISFACTION POLICY

Every service provided in our facility is based on the principle of "Guest Satisfaction". Being friendly to guests, listening to their requests and complaints and being solution-oriented are among the goals of our personnel within the framework of their authority and responsibility.

As La Pigna Hotel, in order for our guests to have a pleasant, peaceful and safe holiday, we will handle all kinds of special requests and complaints starting from the reservation stage and continuing after the holiday ends, free of charge, within the framework of our obligations to legal institutions and supplier companies;

- We will start the solution process by giving importance and recording them without any discrimination with an impartial and honest approach,
- Every communication channel through which our guests can convey their complaints and

requests will always be open and ready for communication,

- Our guest-focused complaint and request management system will be implemented starting from the top management,
- We undertake to provide trainings that aim to increase awareness and consciousness of our employees,
- We will compensate the material or moral damages of our guests who complain by receiving services other than the promised service,
- We will examine and finalize the requests and complaints within the framework of the conditions and within the time required by the guest satisfaction and inform our guests,
- We aim to improve and continuously develop these experiences that our guests share with us, and we will provide all kinds of resources to achieve this goal, and we will not deviate from the principle of confidentiality during the request and complaint process.

#### Guest Complaint Management;

Our guests can convey their complaints and requests to us for continuous improvement. The reported complaints and requests are evaluated by the Guest Relations department as soon as possible and returned to the guest.

#### INFORMATION SECURITY POLICY

It determines that the necessary feasibility studies and tests will be carried out within certain periods in determining the risks in the protection of information and Data Security.

It ensures that all employees understand that we will comply with the Information Security Management System and that the necessary resources will be allocated for the efficient operation of the system.

It defines how it meets the requirements of the Personal Data Protection Law (KVKK).

It ensures that personal data is stored in accordance with national and international laws and is subsequently anonymized.

It determines the duties, roles and responsibilities and the necessary resources within the scope of the ISMS.

It defines and evaluates current and potential risks to manage information security and activates appropriate risk processing options.

It ensures the protection of information assets by preventing unauthorized access to information assets; unauthorized modification or destruction of information assets.

It takes the necessary measures to ensure that all stakeholders comply with the determined issues regarding information security.

#### OUR CULTURAL HERITAGE

As one of the works we have done for the promotion of Cultural Heritage, we offer our guests olive oil, banana, lemon and citrus products grown in our company's affiliated businesses in our region in buffets and at the reception stand within the concept.

In addition, we offer our own regional labeled food products and handicrafts made by the local people in the Local Products Sales Section in the Lobby.

As artistic and cultural activities, we exhibit the paintings, ceramics and other handicrafts of the local people in our hotel, especially in the winter season.

In order to contribute to the protection of the historical, natural and cultural values in the surrounding area in our facility, the names of our halls are named as Akkale, Oliva and Olba.

We support the Turkish Nature Conservation Association for the protection of our nature and the Environmental and Cultural Values Protection and Promotion Foundation for the protection of our cultural heritage by making donations.

The Promotion Board with cultural tour areas for our guests is presented to the information and attention of our guests next to the reception.

## **HISTORICAL AND CULTURAL ENVIRONMENT IN OUR CLOSE SURROUNDINGS**

**Kanyteleis (Kanlıdivane)** Kanyteleis archaeological site, located 3 km north of Ayaş on the 50th km of the Mersin-Silifke highway, was first discovered by Langlois in the mid-19th century and is the most interesting archaeological site in the district. The oldest documents about the settlement, which was established as a sacred settlement of the Ancient Olba Kingdom around a large sinkhole and whose ancient name was Kanyteleis, are some inscriptions from the 3rd century BC.

**Korykos** is located in the Kızkalesi town on the 60th km of the Mersin-Erdemli-Silifke highway. It was inhabited intensively in the Roman and Byzantine periods, as well as in Islamic periods. The city came under Roman rule in 72 AD and remained under Roman rule for 450 years, during which time it made great progress in agriculture and became an olive oil export center. Korykos was captured and rebuilt by Karamanoğlu İbrahim Bey in 1448. The castle as it stands today reflects typical medieval architectural features.

**Kız Kalesi** The castle on the small island 200 m off the Korykos coastal castle is called Kızkalesi. Kızkalesi, which was repaired by Karamanoğlu İbrahim Bey in 1448, has become the symbol of Mersin tourism today. The castle, which attracts great interest from tourists, can be reached from the shore by fishing motorboats.

**Öküzlü** Archaeological Site is 12 km away from Ayaş town. It can be reached from the Kanlıdivane-Çanakçı village junction by a stabilized road. Its basilica and cisterns are still standing. The sarcophagi are located on the side of the stabilized road that provides access to the city.

**Elaiussa-Sebaste** is on the 50th km of the Mersin-Erdemli-Silifke highway. Ayaş Elaiussa-Sebaste archaeological site, located within the borders of Kumkuyu Municipality, was established in the late 2nd century BC. It was inhabited especially during the Roman and Byzantine periods. Work on the site, which covers a large area, was started by the Italian excavation team in 1995 and is still ongoing.

**Tırtar (Akkale)** Akkale is 49 km away from Mersin on the Mersin-Silifke highway. It was founded in the late Roman period. A large olive oil export center, Akkale still has a cistern that can hold 15,000 tons of olive oil.

**Adamkaya Reliefs** There are human reliefs carved into the rocky slope of a deep valley in Şeytanderesi, 10 km north of Kızkalesi. The reliefs date back to the Late Hellenistic or Early Roman period.

**Paşa Türbesi** is a Seljuk work on the Ayaş-Korykos road. The tomb was built in 1220 in the name of Aktaşoğlu Sinan Bey.

#### OUR ORGANIC HOBBY GARDEN;

Our organic gardens have been established in our facilities to grow natural products and harvest them with our guests.

We collect our products, which are completely grown without any pesticides, together with our guests and prepare them for presentation.

While creating our menu, we take care to keep our Cultural Heritage alive by adding local flavors from the Mediterranean Cuisine.

#### SOCIAL & CULTURAL ACTIVITIES ;

We organize events with both our staff and local people on special days throughout the year. Our staff plays Table Tennis, Billiards and Chess in their free time.

We direct our students to raise awareness with tree planting activities, activities in schools on charity bazaar days, and beach cleaning.

#### TO REDUCE OUR CARBON FOOTPRINT ;

We aim to reduce greenhouse gas production by directing our guests to public transportation and offering bicycle rental service at our facility.

In order to reduce our carbon footprint, we donated saplings to the theme foundation by planting more trees than the amount of greenhouse gas we produce, thus aiming to reduce our carbon footprint.

#### BIODIVERSITY;

Biodiversity refers to the diversity of life forms all over the world and the ecological processes that are part of them. Plants, Animals, Fungi form the basic elements of all this diversity. Our facility carries out area cleaning in the forest once a year in order to protect nature and biodiversity. We have increased the variety of non-invasive endemic plants within the hotel for biodiversity purposes.

Fighting with Vectors by Natural Methods Chickens are used in biological control against natural pests (snakes, scorpions, centipedes, etc.) that may disturb the guests by disrupting their comfort conditions in the guest areas and thus protect the food chain.

Our plant and tree diversity; Areca - Bougainvillea - Buxus Sempervirens - Cocos Nucifera - Curio Ficoides -Cycas Revoluta - Plane Tree - Thorn Fig Cactus - Nature Thuja - Euonymus Japonicus - Basil -Ficus Rubiginosa - Fishpole Bamboo - Deer Horn - Rose - Silk Tree - Kalanchoe Luciae – Violin- Leafy Rubber - Lemon Cypress - Lemon - Lisidum Viburnum - Palm - Paulownia - Randia Aculeata - Sahara Flora - Hall Pine - San Pedro Cactus - Schizolobium - Street Benjamini - Starlıçe Bird of Paradise - Avocado - Olive

### **SUSTAINABLE MANAGEMENT SYSTEM CONTENT**

#### **1- SCOPE**

#### **2- SUSTAINABLE MANAGEMENT SYSTEM**

#### **3- LEGAL COMPLIANCE**

#### **4- STAKEHOLDERS AND COMMUNICATION**

#### **5- ACCESSIBILITY**

#### **6- PURCHASING**

#### **7- ENVIRONMENT AND NATURE PROTECTION**

#### **8- ENERGY MANAGEMENT**

#### **9- WATER MANAGEMENT AND WASTEWATER**

#### **10- FOOD WASTE AND SOLID WASTE**

## 1. SCOPE

This document is a Sustainability Management System that can be adapted and developed to cover all management processes of our hotel. It constitutes the basic framework of the System (SYS) and reveals the policies and practices of our organization.

This document has been prepared for all stakeholders, guests and staff of the hotel.

Our system is constantly being developed to suit the size and scope of our hotel.

## 2. SUSTAINABLE MANAGEMENT SYSTEM

The basis of our Sustainable Management System is based on risk analysis. Risk analysis is performed under the headings of environment, natural disasters, society, culture, economy, quality, human rights, health, and security. New headings can be added if necessary.

After the risks are analyzed, we have a crisis management policy and system that determines what to do in case the risks occur.

The Risk Analysis Table is included in Table 1, which indicates how crisis management will be done, in the annex of this document.

SYS includes the implementation of certain policies by all employees on quality, economy, management, environment, culture, human rights, health, and security, the determination of targets, and the continuous improvement of business management processes by monitoring whether the targets are achieved.

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

The goals of our hotel's management system and the performance indicators that monitor compliance with the goals are included in the Goals Table in Table 2 in the annex of this document.

Our hotel undertakes to fulfill the third stage obligations of the Turkey Sustainable Tourism Program regarding sustainability and to continuously improve the sustainable management system in order to increase its sustainability performance.

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

The steps mentioned above can be summarized as the Plan-Do-Check-Take-Action (PDCA) approach.

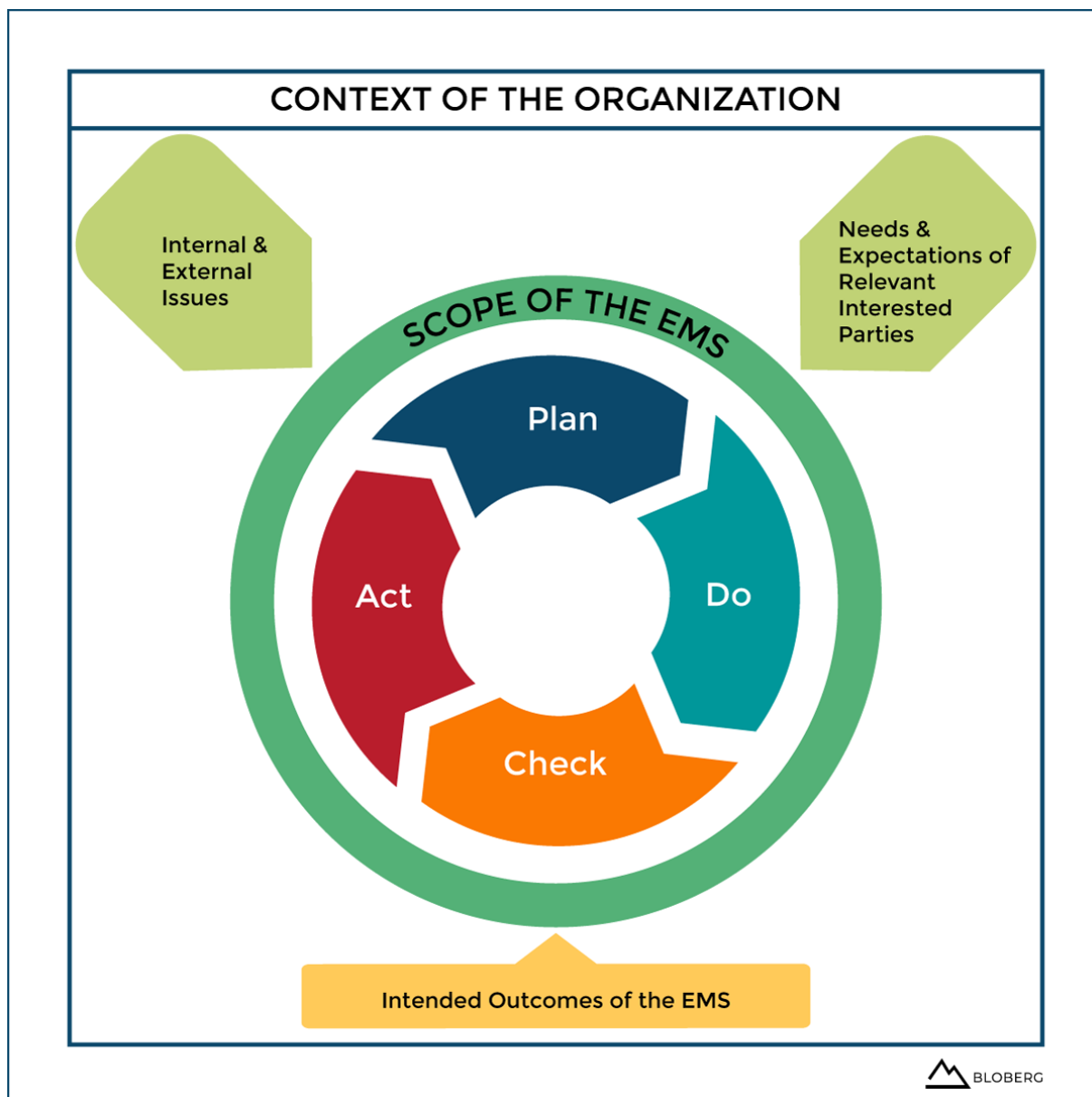


Figure 1. PDCA Cycle

**Plan:** Our hotel attaches importance to the environment, society, culture, national economy and management system and sets goals. It plans the roadmap and actions to be followed in order to achieve the determined goals.

**Implement:** Our hotel determines its basic policies and practices regarding the environment, culture, social, human rights, health and safety. It monitors, measures and records these at intervals defined by the relevant personnel.

**Check:** Feedback from both staff and guests in our hotel is monitored and recorded. Corrective measures are taken if necessary.

**Take Action:** This is the step where our hotel takes action to correct the problems identified in the check step. Corrective measures and processes are recorded and archived.

### 3. LEGAL COMPLIANCE

Our hotel undertakes to comply with the current laws, regulations and international agreements, maintains an up-to-date list of these and regularly informs its personnel about



them and provides the necessary training to the personnel.

The basic legislation to be complied with is included in the Compliance Obligations List in Table 3 in the appendix.

If asked or requested to be presented, our hotel presents all necessary permits, certificates and documents to the relevant persons and institutions.

These documents are Tourism Operation Certificate, Business Opening and Operating License, personnel insurance declaration for the last month, tax plate, emergency action plan, personnel training and certificates, treatment plant identity document and control documents if any, pool water measurements and control documents, contract with the workplace doctor, sewage connection document received from the municipality, documents regarding pest control and other necessary documents.

#### 4. STAKEHOLDERS AND COMMUNICATION

Our hotel provides accurate information to all segments in promotion.

It always uses real visual material in promotion.

Our hotel has a transparent and realistic structure in terms of its products and services on its website, social media accounts and other printed and written promotion channels and marketing communication.

Our hotel also shares its actions, operations and processes regarding policy and sustainability with its employees and guests in an open and transparent manner.

Our hotel's website and social media are used to do this.

Periodic reports on sustainability performance are published on our website.

These reports are prepared in periods appropriate to their subject.

A Performance Reporting sample is provided in Table 4 in the appendix.

Our hotel has a system that aims to receive feedback from our guests, public institutions, municipalities, employees, local people and all other relevant individuals and institutions regarding our sustainability performance, policies and practices.

We receive feedback from both our staff and our guests through this system.

Our system is designed to ensure and encourage our guests and staff to provide fast, simple and effective feedback.

This system includes survey applications for guests, up-to-date monitoring and response to comment sites, regular monitoring of social media accounts, e-mail, messaging services and other communication channels for employees, and e-mail communication and regular monitoring of these for all other stakeholders.

Guest experience: Guest satisfaction is given importance in our hotel.

Guest satisfaction includes feedback from the system explained above regarding sustainability.

The results obtained are analyzed.

Negative feedback and responses to it are recorded and necessary measures are taken.

Personnel participation: The most important element of our hotel's management system is our employees.

Our employees know what they need to do in our management system and our policies and practices regarding sustainability. What our employees need to do is defined in writing, communicated to them and necessary training and guidance are provided regularly. Trainings on this subject are recorded.

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

In line with our sustainability policies and management system, including orientation training; employees are provided with periodic training programs, on-the-job training, trainings required by legal regulations and guidance support related to sustainability and their work areas.

We implement annual training plans on Occupational Health and Safety trainings, hygiene trainings for Kitchen/Service/Housekeeping/Reception/Laundry/Technical etc. personnel, water and energy saving, chemical substance usage rules, fire protection, first aid, etc.

Our employees have free and open access to all our training materials. Our hotel is committed to complying with the relevant provisions of the Labor Law No. 4857 and pays at least the minimum wage to its employees.

Our hotel also undertakes to comply with the Social Insurance and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331.

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

The Sustainability Team Task List is provided in Table 5 in the appendix.

## 5. ACCESSIBILITY

Our hotel is committed to providing accessible tourism services for everyone within its means and informs its guests and stakeholders about the level of accessibility clearly and accurately through its website and social media.

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

## 6. PURCHASING

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

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

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

For this reason, it regularly inspects its suppliers, updates its supplier list and informs its suppliers. The proportion of goods and services purchased from the local community is measured.

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

Environmentally sensitive purchasing: Our hotel follows an environmentally sensitive purchasing policy. It attaches importance to efficient purchasing, energy saving and water saving in order to reduce food and solid waste.

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

In this context, our hotel prioritizes the selection of suppliers with sustainability certificates when making its purchases.

Example certificates that can be sought from suppliers are documents such as ISO14001, ISO50001, ISO14064, ISO20400.

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

Threatened species and species prohibited for sale (fish, trees, plants, game, etc.) are not purchased or used in our hotel.

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

Our hotel has targets regarding environmentally certified, local and fair trade purchasing.

In this context, we aim to increase the rate and number of local and fair trade suppliers in our purchases and we pay attention to this.

The Supplier Evaluation Form is given in Table 6 in the appendix.

The Approved Supplier List is given in Table 7 in the appendix.

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

Our hotel also prioritizes bulk purchasing and bulk product purchases. In this way, fewer shipments are made to our hotel and less greenhouse gas emissions are produced.

Our main priority and preference is to avoid unnecessary and excessive plastic, nylon, paper, glass and wooden packaging in the products arriving at our hotel.

Disposable products and unnecessary packaging (especially plastic) are avoided in the purchase of consumables and toiletries.

The purchase and use of consumables and disposable products are monitored and managed.

The List of Consumption of Disposable Plastic and Packaged Products is given in Table 8 in the appendix for monitoring.

## 7. ENVIRONMENT AND NATURE PROTECTION

Our main goal is to protect our resources in the most efficient way, to prevent environmental pollution and to protect nature, to reduce the amount of our waste, to recycle or render it harmless.

We strive to take the necessary precautions and actions by being aware of our environmental impacts.

In our business, we undertake to be an environmentally friendly institution with a sense of social responsibility by ensuring the prevention of pollution and sustainability in the implementation and presentation of our products and services in accordance with international and national legal conditions and regulations as well as domestic and foreign guest conditions.

While fulfilling this commitment;

- We determine and control our impacts on the environment.
- We are prepared for emergency situations (fire, explosion, flood, earthquake, leakage, etc.) related to pollution risks and comply with legal regulations.
- We strive to minimize our waste, prevent pollution at its source, use energy efficiently and reduce the impacts of our activities on the environment.
- We are constantly improving our environmental performance in waste separation and waste reduction, efficient use of natural resources.
- We monitor waste during recycling and disposal.
- We train our employees on chemical use, environmental impacts and waste.
- We encourage our employees and guests to be sensitive to the environment, and we develop them by providing training on environmental awareness and efficient use of energy.
- We use energy and water saving systems in our hotel
- We raise awareness and encourage our suppliers and stakeholders on energy efficiency studies.
- We donate trees to environmental organizations and themes to minimize the damage in nature due to carbon emissions.

## 8. ENERGY MANAGEMENT

Energy saving: Our hotel has an energy saving policy.

The policy includes regular measurement, monitoring and reduction of energy consumption.

Our hotel groups energy consumption according to energy type.

Energy consumption of different units is monitored.

The total energy used in our hotel is measured according to its type.

Our hotel determines the activities with high energy consumption, plans and implements corrective measures to reduce energy consumption in these areas and activities (heat insulation systems, preference of low-consumption devices with energy consumption classes, use of LED bulbs instead of high-energy-consuming lighting such as incandescent, etc.)

In addition, our hotel uses energy-saving equipment.

Our hotel informs and trains its employees and stakeholders about energy saving.

The Electricity Consumption Tracking Table is given in Table 9 in the appendix.

The Total Energy Use Tracking Table is given in Table 10 in the appendix.

Environmental elements within the scope of Sustainability in our hotel;

- A digital recording system has been launched in supplier, purchasing and office works to minimize paper consumption.
- E-invoice has been implemented in invoicing transactions in Accounting.
- Packaging Waste is collected and delivered to the local administration in a controlled manner.
- Glass bottle application has been implemented in room minibars in our facility.
- Awareness-raising activities have been carried out to minimize the use of electricity, water and energy resources used in common areas.
- Aerators have been applied to taps used in all rooms and areas and water flow adjustments have been adjusted to fill a 1-liter container in 12 seconds.
- All air conditioning system temperatures have been set at 18-23 degrees.
- Suppliers selling ecolab products are preferred in terms of environmental compatibility.
- Priority is given to local and closest suppliers in order to reduce carbon emissions.

## 9. WATER MANAGEMENT AND WASTEWATER

Our hotel has a water saving policy.

Our policy includes regular measurement, monitoring and reduction of water consumption.

The water risk situation in the region where our hotel is located has been determined. For this purpose, the Water Risk Atlas prepared by the World Resources Institute is used. The link to the relevant website is [here](#).

Water risk was also evaluated in the risk analysis, and a water management plan was prepared.

This plan includes targets and reports for measuring and monitoring water use and reducing water consumption.

Due to our hotel's water use activities, living creatures in waters such as seas and lakes are not harmed.

Nevertheless, the possibility of harm to these creatures has been evaluated in the risk analysis and the necessary precautions have been taken.

Our hotel complies with all legal requirements and regulations in the use of water. Water comes from a legal and sustainable source.

We measure our water consumption.

The total water used per guest or overnight stay is calculated and reported.

The file attached to this document is used for measurement.

The Water Consumption Tracking Table is given in Table 11 in the appendix.

We have goals to reduce water consumption.

Our hotel plans and implements corrective measures for this purpose.

Water-saving equipment is used in our hotel.

Our hotel uses practices such as changing sheets and towels according to guest requests.

Our hotel informs and guides its employees and stakeholders about water saving.

Our hotel mobilizes all its resources to prevent wastewater from harming the environment.

The regulations and legal requirements determined by the local government are complied with for the disposal of wastewater.

## 10. FOOD WASTE AND SOLID WASTE

Our hotel has a Solid Waste Management Plan.

The plan includes regular measurement, monitoring of waste production, reduction of waste, reuse, recycling and waste disposal.

The Waste Tracking Table is given in Table 12 in the appendix.

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

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

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

Solid wastes, including food waste, are measured according to their types in our hotel. The amount of solid waste per guest or overnight stay is calculated and reported in our hotel.

Our hotel has also determined the activities and risk areas where solid waste generation is high.

Our hotel plans and implements corrective measures to reduce food waste and waste.

It is aimed that solid waste disposal does not have a negative impact on the local population or the environment.

Compliance with the "Zero Waste Regulation" legislation regarding solid waste management is ensured.