



EMRE HOTELS
M A R M A R İ S

SUSTAINABILITY REPORT

2025 - 2026



EMRE HOTELS' SUSTAINABILITY MESSAGE

At Emre Hotels, we are fully aware that sustainability practices in tourism help minimize the negative impacts on environmental and cultural heritage while embracing the responsibilities that come with sustainable tourism. We are committed to leaving a better world for future generations.

In this regard, we continue to take action on many key areas within the concept of sustainability, including reducing environmental impacts, managing energy, water, and waste efficiently, protecting cultural and social heritage, supporting the local community both economically and socially, and preserving the environment.

In today's world—where the effects of climate change and global warming are increasingly evident—we are determined to fulfill our responsibilities in the best possible way and strive to ensure that environmental awareness is embraced by all our employees.

By effectively managing sustainability risks and focusing on achieving long-term sustainable growth through strategic planning, we aim to strengthen our success every day.

Our 2025 Sustainability Report presents general information about our establishment and details the sustainability initiatives and progress we have made throughout the year.

1. ABOUT EMRE HOTELS

Located within the Marmaris Tourism Center on the Aegean coast, the four-star Emre Hotels offers guests an unforgettable holiday experience with its all-inclusive service concept.

2. EMRE HOTELS' SUSTAINABILITY POLICIES

At Emre Hotels, our primary goal is to achieve the highest level of guest satisfaction through our products and services. In pursuing this goal, the following principles constitute the foundation of our core values:

2.1 - LABOR AND HUMAN RIGHTS POLICY

Emre Hotels ensures that labor and human rights issues are addressed with commitment to the following principles:

All employees must receive a written contract based on local employment laws.

All employees must be insured and provided with full medical care.

Working hours must comply with national employment legislation.

All employees must receive: free uniforms, free laundry service, two free meals per day, and accommodation.

All employees must receive proper induction and orientation when newly hired.

All employees must receive appropriate training and have opportunities to develop their skills and advance in their careers.

All employees must be treated with respect and fairness and must NEVER be subjected to any form of bullying or harassment.

All employees must have equal opportunities in employment, development, advancement, self-expression, and representation, without any discrimination.

The minimum age for employment is 18.

The disciplinary procedure is implemented in accordance with the country's local legislation and must be posted on the Human Resources notice board.

Employees are allowed to form an employee association or committee.

Employees are allowed to elect a spokesperson if they wish.

Employees are allowed to schedule meetings during working hours to discuss employment-related matters.

Employees are allowed to organize and hold meetings without management participation.

2.2 - WOMEN'S PROTECTION AND CHILD SAFEGUARDING POLICY

Our hotel adopts a zero-tolerance policy against all forms of violence towards women and child abuse. The fundamental principle of our establishment is to ensure that all employees and guests exist in a safe, respectful, and equitable environment. In this regard, the protection of women and children's rights, the prevention of violence, and the promotion of awareness are integral parts of our social responsibility approach.

All hotel staff receive training on violence against women, child protection, harassment, and anti-discrimination both during the onboarding process and at regular intervals. Through these trainings, employees become aware of their responsibilities and gain the necessary knowledge to take appropriate action in cases of violence or abuse. Employees and guests can report any incident or suspicion of violence, abuse, or harassment confidentially to the Human Resources or Security Department. Such reports are treated with utmost seriousness, the rights of victims are protected, and, if necessary, coordination with official authorities is established to ensure appropriate follow-up.

The safety and well-being of children are top priorities for our hotel. Child labor is strictly prohibited, and in cases of suspected physical, psychological, or sexual violence against children, the relevant official authorities are immediately notified. No practice that may endanger the safety of children is tolerated in our establishment. This policy applies to all employees, guests, suppliers, and business partners of the hotel. It is continuously reviewed and improved to promote gender equality and to create a safe working and accommodation environment. Our uncompromising stance against violence towards women and child abuse constitutes a core element of both our corporate culture and our social responsibility principles.

2.3 - OCCUPATIONAL HEALTH AND SAFETY POLICY

Within the framework of legal requirements and our own standards, our Occupational Health and Safety policy is to:

Ensure the protection of human health and provide a safe and healthy working environment through teamwork;
Raise awareness among all employees through training so that they adopt the fundamental duty of not endangering their own health and safety, nor that of other employees and our guests;
Continuously improve our prevention culture by regularly reviewing our risk assessments.

Our motto is: "Protect your health, protect your job."

2.4 - OUR ENVIRONMENTAL POLICY

Awareness of our duties and responsibilities regarding environmental protection, our aim is to preserve natural resources effectively to ensure a sustainable life and leave a livable environment for future generations.

The key elements of our Environmental Policy are as follows:

- To comply with environmental legislation requirements and act with environmental awareness,
 - To research and implement technologies that cause the least harm to the environment,
 - To adopt environmental consciousness in the design and operation of our hotel,
 - To raise awareness among all employees, subcontractors, local communities, and our internal and external guests about environmental protection and the conservation of natural resources,
 - To minimize potential pollution by separating waste at its source and ensuring recycling,
 - To adopt the principle of continuous improvement in environmental performance and achieve energy savings in electricity, water, fuel, and other areas,
 - To identify potential risks in advance under occupational health and safety principles, take preventive measures, and thus ensure the integrity of health, safety, and environment.
- Our current environmental efforts are a guarantee of our continued commitment to minimizing harm to nature in the future.

2.5 - PURCHASING POLICY

In product purchases for the establishment, unless there is a significantly better alternative in terms of price and quality standards, preference is given according to the following criteria: For the purchase of electrical devices, attention is paid to ensuring that the energy efficiency class is between A and C.

The establishment prioritizes the use of local suppliers for its purchases. However, if there is a significant difference in price and quality between local and non-local suppliers, other suppliers may be preferred. Purchasing decisions are made based on the evaluation results of cost-effective and local suppliers. Environmentally friendly and sustainable products are given priority, provided they are reasonably priced.

Products purchased by the establishment must be environmentally friendly and energy-efficient. All purchased products must comply with quality standards, and suppliers must provide relevant quality certificates at the time of the first purchase.

For all purchases made by the establishment, preference is given to products that are large-scale, in bulk packaging, recyclable, reusable, returnable, and that generate minimal waste.

The establishment commits not to purchase equipment that uses harmful gases such as R22 in future air-conditioning system purchases. Instead, preference will be given to devices that use environmentally friendly gases and provide A or B class energy efficiency. Equipment containing R22 has been included in a replacement plan based on legal transition periods and depreciation timelines.

Products that are sustainably produced, sourced from sustainable materials, environmentally responsible, Fair Trade, Organic, FSC, MSC, etc., are preferred by the establishment. Furthermore, the purchase, use, or display of any products derived from endangered or threatened species is strictly prohibited. This approach is part of our commitment to biodiversity conservation and the promotion of sustainable tourism. korunmasına ve sürdürülebilir turizmin desteklenmesine yönelik taahhüdümüzün bir parçasıdır.

2.6 - FOOD WASTE REDUCTION POLICY

Within the framework of sustainable tourism principles, our hotel considers the preservation of natural resources and the prevention of food waste as a fundamental responsibility. Accordingly, a careful and planned approach is adopted across all stages of procurement, storage, preparation, cooking, service, and consumption to minimize food waste.

During the purchasing process, needs analysis is carried out to avoid overstocking. Supplied products are stored under appropriate conditions, their shelf life is closely monitored, and the “first in, first out” principle is applied to prevent spoilage and losses. During preparation and cooking, portion control is prioritized, and food is served in appropriate quantities according to guests' needs—especially in buffet services, where the goal is to prevent unnecessary waste.

Food items that remain uneaten but are still safe for consumption are considered for donation or social responsibility initiatives whenever possible. When this is not feasible, food waste is collected separately, measured, and regularly reported. Based on these reports, continuous improvement actions are implemented to further reduce food waste.

Our employees receive regular training and awareness sessions on food waste prevention to encourage their active participation in the process. In this way, both the environmental impact is minimized and economic resources are used efficiently.

Our hotel recognizes food waste reduction as an integral part of its sustainability policies and is committed to acting collaboratively with all employees, suppliers, and guests to achieve this goal.

2.7 - . QUALITY AND FOOD SAFETY POLICY

Within the framework of legal requirements and our own standards, and by prioritizing guest satisfaction above all else, our policy is to:

Include and train all employees within the Quality and Food Safety Management System to ensure that we provide our guests with high-quality and safe products and services for human health,

Continuously improve our processes in line with established objectives, and

Encourage our guests to choose our country and our hotel again by maintaining consistent excellence.

This is the foundation of our Quality and Food Safety Policy.

3. OUR ENVIRONMENTAL APPROACH

To be recognized as a respected establishment worldwide, we act with respect for both people and the environment. Without compromising guest comfort, we aim to control and minimize the consumption of water, electricity, energy, chemicals, and solid waste, thereby reducing potential harm to the environment and natural resources.

In line with the principles of sustainable tourism, we have implemented various measures to reduce the use of natural resources and to minimize—if possible, completely eliminate—the negative impacts on soil, water, and air.

In pursuing this goal, the following principles constitute the foundation of our environmental policy:

WASTE MANAGEMENT



In order to encourage waste separation in public and guest areas, we provide recycling bins for our guests.

We also inform and raise awareness about our Waste Management System implemented in our hotels and encourage guests to reduce the amount of waste generated and separate their waste properly.

All collected recyclable packaging waste and organic waste are delivered to licensed companies, contributing to the recycling process. Records are kept for all quantities of waste delivered.

In our purchasing process, we prioritize products with large packaging wherever possible to prevent excessive packaging waste. For example, instead of single-use breakfast items, we purchase bulk containers and large packages, thereby reducing packaging waste.

Used vegetable oils and hazardous wastes are stored in compliance with legal requirements and sent for disposal or recovery through licensed companies. In all general areas of our facilities, refillable soap dispensers are used to minimize plastic waste.

For housekeeping operations, concentrated cleaning chemicals are used with automatic dosing systems, ensuring more effective cleaning with smaller quantities and minimizing environmental impact.

To reduce paper consumption, internal communications and announcements are made digitally whenever possible. Document updates are shared through our quality network system via dedicated document management software. Documents required by management systems and legal standards are created and stored electronically whenever feasible.

Based on 2025 consumption data, a 2% reduction in paper use is targeted for 2026.

External Communication List

Subject of Communication	Communication Method	Time	Access to Contact Information
Consultation and compliance with legal regulations	Phone, E-mail	As needed	www.csgeb.gov.tr
Discussion on Zero Waste and related topics	Phone, E-mail	As needed	https://csb.gov.tr
Consultation and compliance with legal regulations	Phone, E-mail	As needed	https://www.marmaris.bel.tr
Consultation and compliance with legal regulations	Phone, E-mail	As needed	https://www.ktb.gov.tr
Consultation and compliance with legal regulations	Phone, E-mail	As needed	https://www.tga.gov.tr
Determining customer requirements and measuring satisfaction	Phone, E-mail, Visits	As needed	Customer info program
Operations & supplier evaluation	Phone, E-mail, Visits	As needed	Approved Supplier List
Business ethics & conflict prevention	Phone, E-mail, Meetings	As needed	Websites
Determining expectations, satisfaction, and performance	Phone, E-mail, Meetings	As needed	Personnel files
Cash flow and financial operations	Phone, E-mail, Meetings	As needed	Websites
Implementation of standards and audit schedules	Phone, E-mail, Meetings	Certificate Renewal	Websites
Operational coordination with agencies	Phone, E-mail, Meetings	As needed	Websites
Evaluation of complaints from local residents	Phone, E-mail, Meetings	As needed	-

Siteler, MarmarisMuğla, Türki...

Input address: Siteler, MarmarisMuğla, Türkiye

Match address: -

Latitude: 36.8447465

Longitude: 28.2541241

Country: Turkey

Province: Mugla

Major Basin: Mediterranean Sea, East Coast

Minor Basin: Mugla

Aquifer: -

Overall Water Risk: Medium - High (2-3)

Water Risk Situation in Our RegionMarmaris is located within the borders of Muğla Province, under the Eastern Mediterranean Basin and the Muğla Sub-Basin. The overall water risk level of our region is classified as medium to high (2–3).This situation is influenced by factors such as reduced rainfall due to climate change, increased water demand during the tourism season, and the limited capacity of groundwater resources. Therefore, our facility has strengthened its water efficiency measures, including the use of low-flow fixtures, drip irrigation systems, regular leakage inspections, and staff training on water conservation, aiming to reduce water-related risks.

OUR WASTE MANAGEMENT PRACTICES

In the staff cafeteria, single-use paper cups have been replaced with glass cups.

Using washable and reusable products instead of paper placemats.

Double packaging in some room amenities has been reduced to single packaging.



Single-use coffee cups in the rooms have been replaced with porcelain cups.

In the rooms, recyclable kraft paper garbage bags are used instead of plastic ones.

Transition to the use of paper straws

OUR GOALS

1. To replace plastic and metal beverage containers in certain units of the facility with deposit-return (refillable) products.
2. To begin the use of biodegradable garbage bags.
3. To reduce waste generated from straws by encouraging optional use and switching to paper or bamboo straws.
4. To implement an online check-in system in order to reduce paper consumption during the registration process.
5. To continue staff awareness and training programs, including participation in external training sessions.
6. To reduce the amount of waste per guest night by 2% by 2026.

WASTE QUANTITIES



In 2025, our amount of recyclable waste was reduced by 3% per guest night compared to 2024.



→ HAZARDOUS WASTE

In order to ensure the safe disposal of hazardous waste generated in our hotel without causing harm to the environment, hazardous waste produced in each department is collected under proper conditions in our designated hazardous waste storage areas, labeled, and delivered to licensed companies for disposal or recovery in compliance with legal regulations.

We provide training sessions for our staff on this subject and display informative and warning posters in staff areas to raise awareness.

During our hazardous chemical and hazardous waste spill drills, employees are also informed about the proper methods of hazardous waste storage and handling.

The percentage changes related to hazardous waste disposal for 2024 will be updated after the delivery process is completed

HAZARDOUS MATERIAL QUANTITIES EMRE BEACH OTEL		
Ambalaj Türü ve Sayısı ▼	Atık Kodu ▼	Toplam Net Ağırlık(kg) ▼
Kimyasal Madde Bidonu	150110	100
Florasan Lamba	200121	5
Tehlikeli Elektronik Atık	200135	20
Kartuş	080317	10

2026 Targets:

100% recovery of all printer cartridges

→ To ensure regular delivery to an authorized collection company.

Lighting transformation

→ To replace 50% of fluorescent lamps with LED systems.

Electronic waste management

→ To extend the lifespan of broken equipment through preventive maintenance and implement a “repair and reuse” policy.

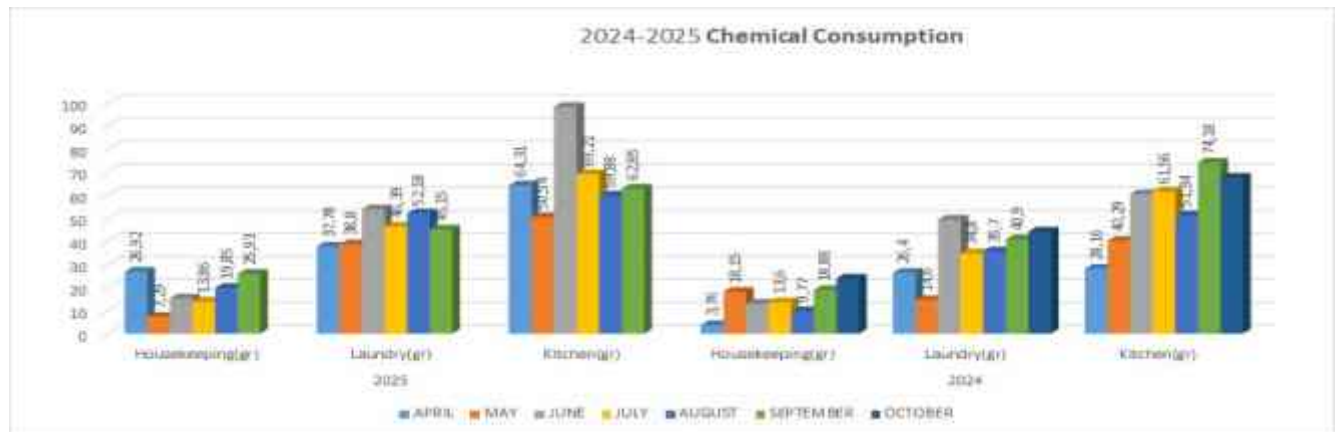
Staff training

→ To provide at least one annual training session on Hazardous Waste Management and Labeling.

* CHEMICAL USE

Cleaning with environmental awareness means ensuring hygienic cleanliness while minimizing negative impacts on health and the environment. Environmental harm can be reduced not only by using eco-friendly cleaning products, but also by using these products efficiently and in correct dosages. In this way, the overall environmental impact of chemical use can be significantly minimized.

We collaborate with authorized companies for the safe disposal of chemicals and closely monitor chemical waste management. Our employees receive training on the proper use of chemicals and on the measures to be taken in case of hazardous chemical spills or leaks. Additionally, regular drills are conducted to ensure preparedness and compliance with safety procedures.



In our pools, we use automatic dosing systems that ensure proper hygiene while using the minimum amount of chemicals necessary.

We verify that the pest control company we work with uses products that are safe for human health and the environment. By making greater use of natural prevention methods (such as insect traps and sticky papers), we aim to reduce chemical consumption resulting from pest control activities.

In our chemical storage areas, all shelves are equipped with leak-proof trays to prevent any spilled or leaked chemicals from reaching drains or soil.

The general cleaning chemicals we use have high biodegradability, and this criterion is given particular consideration in all new purchases.



OUR GOALS

1. To increase the use of plant-based cleaning products in chemical applications.
2. To reduce packaging and overall chemical consumption by increasing the use of concentrated chemical products.
3. In 2026, to achieve the following reductions per guest night:
 - 2% reduction in housekeeping chemical consumption,
 - 2% reduction in laundry chemical consumption,
 - 2% reduction in kitchen chemical consumption.

ENERGY MANAGEMENT

One of the most important steps in sustainability is ensuring energy efficiency.

- * In our facility, energy consumption data is monitored daily, and any issues are addressed immediately. Departments with high energy usage are identified, and potential energy-saving opportunities are evaluated.
- * Preference is given to low-consumption equipment and systems.
- * Through the use of automation, monitoring, and control systems, long-term improvements in energy efficiency are achieved.
- * Energy savings are continuously analyzed through regular maintenance, supervision, and monitoring activities.



6-Month Comparison Electricity consumption decreased by 7.86% in 2025

ELECTRICITY CONSUMPTION

We aim to ensure that all electronic products purchased for our hotel are energy-efficient and that all our employees receive training on energy conservation.

The following practices are implemented in our hotel to ensure energy savings and continuous improvement:

- * All rooms are equipped with systems that automatically deactivate heating and cooling devices when the balcony door is opened.
- * To save energy and reduce hazardous waste, energy-saving or LED lighting is used instead of incandescent bulbs in all guest rooms and public areas.
- * Environmental lighting, heating, and cooling systems throughout the hotel are controlled via automation for efficient energy management.
- * In applicable guest common areas, motion sensor lighting systems are used.
- * Many parts of the facility are designed to maximize natural daylight, thereby reducing energy consumption.
- * Electronic key card systems are used in all guest rooms to control energy use effectively.
- * Regular maintenance and cleaning of all electrical devices are carried out to minimize potential energy losses.
- * Automatic sliding doors with photocell sensors are installed where possible to prevent unnecessary energy loss from heating or cooling.
- * Air curtains are used on suitable doors to minimize energy loss due to temperature exchange.
- * The placement of heating and cooling units is carefully planned to ensure optimal energy efficiency.
- * For guests who do not request daily linen changes, bed linens are changed every other day, helping to reduce electricity consumption associated with washing, drying, and transport.
- * Frequency-controlled pumps are used to optimize power usage.
- * Laundry operating hours are scheduled according to energy-efficient timeframes.
- * The conversion of compact and fluorescent lights to LED systems continues as part of our ongoing energy efficiency efforts.

OUR GOALS

- * Continue implementing energy efficiency enhancement practices in our hotel.
- * Continue purchasing devices with reduced environmental impact and higher energy efficiency.
- * Continue providing training sessions each year on energy-saving measures aimed at reducing energy consumption rates.
- * Continue developing projects focused on reducing overall energy consumption.
- * Replace high-consumption motors with frequency converter pumps.
- * Ensure the conversion of all fluorescent, PLC, and compact lighting systems in the hotel to LED lighting.
- * Continuously monitor and record electricity and natural gas consumption. Our facility has separate meters in many departments, allowing detailed monitoring of each section. The collected data are recorded daily, monthly, quarterly, and annually, and reviewed during meetings.
- * With the increased number of meters installed in departments, begin regularly sending departmental consumption analyses to the relevant units.
- * Set a target to reduce electricity consumption by 1% in 2026 compared to 2025.

WATER CONSUMPTION

Without compromising health, hygiene, and guest satisfaction, we aim to reduce overall water consumption by using water-saving equipment, informing our guests, and training our employees on this matter.

The following practices are implemented in our hotel to ensure water conservation and sustainability:

- * We prevent unnecessary water usage by utilizing low-flow special faucets and showerheads, as well as sensor-operated or timer-controlled taps, showers, and urinals.
- * We reduce water usage for flushing by using low-capacity toilet tanks.
- * Our staff are trained to identify and prevent water leaks in guest room toilets, and we kindly ask our guests to report any leaks they notice to us.
- * Our eco-friendly garden is irrigated using drip and sprinkler systems. Additionally, the irrigation system is automated to minimize water consumption.
- * Towels and bed linens are changed upon guest request, and information regarding this policy is provided in guest rooms. In the absence of a guest request, linens and towels are changed every two days.
- * During staff training sessions, the importance of water resources is emphasized, and informative notices are displayed in staff areas.

A noticeable decrease was observed in April and May; this reduction was due to lower usage intensity and a decrease in the frequency of backwashing. In the other months, water consumption per overnight stay remained stable.



6 AYLIK KARŞILAŞTIRMA
2024 YILI TÜKETİM 3036
2025 YILI TÜKETİM 2882,166667
% AZALMA ORANI 5,066974089
2025 yılında Su tüketimi %5 düşmüştür.

OUR GOALS

Continue conducting training programs to raise employee awareness about reducing water consumption.

- * Prevent water leakages by carrying out infrastructure revisions where necessary.
- * Ensure area-based monitoring of water consumption by installing additional meters.
- * As a target for 2026, reduce water consumption per overnight stay by 0.5%.

PURCHASING

Importance is given to ensuring that the packaging materials used in food and beverage purchases are recyclable.

In procurement, priority is given to suppliers holding an ISO 14001 Environmental Management System certificate or an internationally recognized environmental certification.

A sustainable purchasing approach has been adopted by the central purchasing department, and a procedure aligned with this approach has been established.

Whenever possible, preference is given to purchasing products in large packaging, thereby aiming to reduce the amount of packaging waste generated.

Our Targets for 2026:

- Increase the ratio of local suppliers by 1%.
- Increase the rate of environmentally friendly purchasing by 3%.
- Increase the fair trade purchasing rate by 2%.

6. SUSTAINABILITY ACTIVITIES

* Marine Cleaning

The cleanliness of seawater is one of our top priorities, both for protecting marine life and promoting sustainable tourism. Our hotel has been awarded the Blue Flag Certificate.

Within this scope, we provide an adequate number of trash bins on the beach, empty them regularly, and maintain cleanliness. To ensure cleaner beaches, we provide training to our beach staff and monitor the overall cleanliness of the beaches.

* World Forestry Day and Forest Week

During World Forestry Day and Forest Week, the hotel organized a tree-planting activity with staff and intern students to replace trees damaged by fire.



*** Environmental Trainings**

In line with the annual training programs, environmental trainings are provided to our employees. These trainings are conducted both internally and externally. Through the periodic trainings delivered by our Environmental Officer, all our employees have been made aware of environmental issues.

Environmental trainings are also received from our supplier companies regarding chemical use, aiming to standardize chemical consumption and raise awareness among our employees who handle chemicals.

Trainings on energy consumption have been provided by our Energy Efficiency Consultant. Through these trainings, our employees have been informed about energy efficiency practices within our facility and guided on how they can contribute to these efforts.



*** Firefighting**

We carry out activities to prevent thousands of trees in our district from being damaged in the event of a fire. In this context:

- Fire training has been provided to our employees.
- Emergency response teams have been established.
- Fire drills have been organized.



* Sea Turtles Project

- Through the Sea Turtles Project, not only is an endangered species being protected, but also a small yet vital part of the ecosystem is being preserved. Within this scope, DEKAMER contributes to both the conservation of sea turtles and the promotion of awareness regarding their protection.
- As Emre Hotels, donations have been made to support the protected species *Caretta caretta*, and an information board has been created to raise awareness among our guests. A donation box has also been placed to encourage further support.
- An information board has been prepared about Cleopatra Island, one of the protected areas, due to its natural beauty and historical significance.
- Donations collected during the 2025 season have been sent to DEKAMER.



* PHONIX Ancient City Excavation Project

Emre Hotels provides sponsorship support for the archaeological excavation works of the ancient city of Phonix in Taşlıca, Marmaris.



*** Environmental Cleaning Awareness**

To raise our facility staff's awareness about environmental cleanliness and waste management, we organize waste collection events every year.

*** Collaboration with the Region on Environmental Cleaning**

We participate in the periodic cleaning campaigns organized by Marmaris Municipality and the Blue Flag organization. In this context, we also support coastal cleaning activities carried out under the Provincial Action Plan for Marine Litter.

*** Local Awareness Activities**

As part of the Turkish Night event organized at our facility, we contribute to the promotion of Turkish cuisine and traditions.

During Turkish Night, we support local women producers who make handmade jewelry and knitted crafts by providing them with the opportunity to set up sales stands.

Through the information boards in our facility, we also promote our region by providing information about local transportation options, nearby settlements, historical sites, and archaeological remains.



Cultural Heritage

Cultural heritage is a treasure that narrates the shared past of a community, strengthening the feelings of solidarity and unity among its members. It ensures the continuation of the experiences and traditions accumulated by people throughout history, helping to build a better future. Cultural heritage provides opportunities for learning and development for younger generations, evokes unique feelings and warm memories in people, nurtures creativity and the desire to explore, adds depth to our perspective on the world and life, and reminds us that we have much to learn from our past.

Cultural heritage encompasses both tangible and intangible values related to our identity, culture, and history. It includes historical cities and structures, cultural landscapes, monumental buildings, archaeological sites, as well as living elements such as language, traditions, dance, music, and rituals.

By establishing connections between the past and the present, cultural heritage creates a foundation for the culture and world we live in, while also enriching our lives in a spiritual sense. The definition of cultural heritage has expanded and enriched over time. From a focus on tangible works, a more comprehensive understanding of cultural heritage that includes all cultural values has been reached.

Today, the emphasis on human rights, cultural diversity, and equality is fundamental to definitions and documents related to cultural heritage. Currently, categories of cultural heritage used in international legal texts prepared by organizations such as UNESCO, ICOMOS, and similar international institutions include:

1. Tangible Cultural Heritage (this definition may be better if directly referenced from sources like UNESCO):
 - Movable Cultural Heritage (statues, sculptures, coins, manuscripts, archaeological artifacts, etc.)
 - Immovable Cultural Heritage (cities, archaeological sites, agricultural landscapes, etc.)
2. Underwater Cultural Heritage (wrecks, underwater ruins, and cities)
3. Intangible Cultural Heritage (oral traditions, performing arts, rituals, etc.)
4. Natural Heritage (cultural dimensions of natural sites, cultural landscapes, physical, biological, and geological formations, etc.)

Cultural Heritage Sites in Turkey - Behavioral Rules

To enhance your experience and protect the cultural heritage sites in Turkey for future generations, please adhere to the following rules:

- In places of worship, wearing clothing that exposes the knees and shoulders, as well as speaking loudly or listening to music, is prohibited.
- Please ask for permission before taking photographs or videos with religious leaders, children, or acquaintances. Unauthorized photography is prohibited.
- Sitting or leaning on carved and fragile surfaces in sites with monuments and agricultural artifacts is prohibited.
- Altering, moving, touching archaeological artifacts, and selling these items is prohibited.
- The consumption of alcohol and smoking is prohibited in these sites.
- Encouraging children to beg or giving them money is discouraged. If you wish to help children, please do so through recognized charitable organizations.
- It is strictly prohibited to alter public spaces in a way that exposes private areas.
- Avoid purchasing souvenirs made from endangered wildlife species.
- Polluting the environment and nature is strictly prohibited. Violators will be subject to penalties.
- Do not give money directly to people begging on the street.
- Always use pedestrian crossings when crossing the road and be cautious while doing so.
- Do not disturb the natural behavior of animals. Avoid feeding, touching, or calling them. Do not enter their natural habitats and stay on designated paths.

MUĞLA'YI TANIYALIM

LET'S GET TO KNOW MUĞLA



<https://mugla.goturkiye.com/>

* Local Awareness Activities

Through the information boards located in our facility, we contribute to the promotion of our region by providing information about local transportation options, nearby settlements, historical sites, and archaeological remains.



* Donation to the Mediterranean Conservation Society

A donation has been made on behalf of Emre Beach Hotel to the Mediterranean Conservation Society for the protection of the endangered Mediterranean Monk Seal.

* Raise Your Voice Against Violence

Within the scope of our sustainable tourism approach, awareness training has been provided to employees on the prevention of violence against women and child protection policies. These trainings aim to create a safe, respectful, and inclusive working environment within the organization. In addition, they are intended to strengthen an institutional culture that is sensitive to gender equality and human rights.



* Blood Donation

Through our collaboration with the Turkish Red Crescent (Kızılay), our staff regularly participate in blood donation activities.



As part of the "Centuries-Old Flavors of Turkish Cuisine" event held at Marmaris Castle, our facility participated and helped promote our local cuisine. Guests from our facility were also given the opportunity to attend the event.

They had the chance to taste dishes from Turkish cuisine and enjoy traditional dance performances.



They had the chance to taste dishes from Turkish cuisine and enjoy traditional dance performances.

"Through our weekly wine tasting events, we promote Turkey's local grape varieties and winemaking heritage, contributing to cultural sustainability."

"In our wine tasting events, we highlight regional products from different parts of the country, supporting local producers and encouraging a sustainable gastronomy approach."

"The wine tasting experience we offer our guests not only showcases our cultural values but also supports local production and sustainable tourism."



7. EMPLOYEE RIGHTS AND MOTIVATION

* Accommodation Usage

Staff accommodations are available to all employees of Emre Hotels who wish to benefit from this facility.

* Staff Transportation

We provide free transportation services for our employees working in different shifts through company shuttle vehicles. The shuttle schedule is arranged according to working hours and operates on the Köyceğiz–Marmaris route.

* Staff Cafeteria

All meals served in the staff cafeteria are provided free of charge to our employees. Within the 14-day menu cycle, at least four types of dishes, various salads, desserts or fruits, and beverages are offered.

* Employee Health

There is a Doctor's Office available for the use of our employees within the hotel. The office provides nursing services for 16 hours a day, and employees can receive free consultations from the Workplace Physician on designated days of the week. Agreements have also been made with various private hospitals to offer employees discounted healthcare services.

* Laundry Usage

All employees can have their uniforms and all work-related clothing cleaned free of charge.

* Equality

In our company and hotel, we host guests and employ staff from diverse religious, linguistic, and ethnic backgrounds. Our core principle is to ensure that no one is subjected to discrimination based on gender, religion, language, or race. This topic is covered in the orientation trainings provided by the Human Resources Department to ensure employees understand and adopt this principle. Additionally, employee rights and the importance given to this matter are emphasized during these orientation sessions.

* Career Management

We provide internship opportunities for tourism students to gain practical experience in the industry. We also support our employees through training and career management programs. Our goal is to develop our employees as much as possible and fill needed positions from within our organization.

* Employee Suggestions and Feedback

An Employee Satisfaction Survey is conducted once a year to evaluate the opinions and suggestions of our staff. The results of these surveys are carefully reviewed, and necessary improvements are planned accordingly. Additionally, through the Employee Suggestion and Complaint Box, our staff can regularly share their ideas and feedback.

* Organizations and Events

At the end of each year, a “Staff Night” is organized for all employees and their spouses to relax, celebrate, and strengthen team bonds after a busy season. On holidays, as well as on Mother's Day and International Women's Day, celebration events are held for both management and staff. At the beginning of each season and at various times throughout the year, picnic events are organized to enhance employee motivation. Additionally, the birthdays of employees are celebrated each month with a small party and a birthday cake.



* Trainings

In our facility, various internal and external trainings are provided in line with the annual training plans. These trainings aim to enhance the competence and knowledge level of our employees.

- Orientation trainings
- On-the-job trainings
- Occupational health and safety trainings
- Foreign language trainings during the winter season
- First aid trainings
- Fire safety trainings
- Environmental protection trainings
- Energy efficiency and conservation trainings
- Management system trainings
- Personal development trainings
- Hygiene and food safety trainings

8. GUEST COMPLAINT AND REQUEST MANAGEMENT

- At Emre Hotels, “Guest Orientation” is our core principle. We operate with the goal of achieving 100% guest satisfaction, working diligently to meet and exceed our guests' needs and expectations.
- Since production and consumption occur simultaneously in the service industry, occasional errors are inevitable. However, effectively compensating for service errors is only possible through being aware of complaints, creating fair and efficient processes for managing them, ensuring that both employees and guests are informed about these processes, and implementing them effectively.
- Our guests can submit their complaints either during their stay or after their departure. To ensure an efficient guest feedback process, we use an online software system that allows us to monitor and respond to guest reviews from various online platforms in one central system. These feedbacks are followed by relevant department managers, evaluated during our meetings, and used to determine corrective and improvement actions.

Complaints and requests reported by our guests during their stay are recorded through our Guest Relations Management Program. Performance criteria such as guest satisfaction with the outcome and the response time to requests are monitored through this system. n memnuniyeti, isteğin cevaplanma süresi gibi performans kriterleri bu sistem üzerinden takip edilmektedir.

EMRE BEACH HOTEL		2025	2026
1.	TRIPADVISOR	4,2 / 5	4,5 / 5
2	HOLIDAYCHECK	5,6 / 6	5,6 / 6
3	BOOKING.COM	9 / 10	9,1 / 10
4	EXPEDIA	9 / 10	9,1 / 10
5	OTELPUAN	8,9 / 10	9,1 / 10
6	TUI UK	9 / 10	9,1 / 10
7	ITAKA&CEDOK	5,6 / 6	5,7 / 6
8	JET2 HOLIDAYS	90 / 100	92 / 100
9	GOOGLE	4,4 / 5	4,5 / 5



EMRE HOTELS
M A R M A R İ S



SUSTAINABILITY REPORT

