

EMRE HOTELS

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SUSTAINABILITY REPORT

2025 - 2026



2025-2026

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EMRE HOTEL SUSTAINABILITY MESSAGE

At Emre Hotel, we are aware that sustainability initiatives in tourism help minimize negative impacts on the environment and cultural heritage, and we recognize the responsibilities associated with sustainable tourism. We strive to leave a better world for future generations. Accordingly, we continue our work in many areas of sustainability, including reducing environmental impacts; managing energy, water and waste; protecting cultural and social heritage; creating economic and social benefits for local communities; and safeguarding the environment.

In today's world, where the importance of climate change and global warming is felt more strongly every day, we aim to fulfil our responsibilities in the best possible way and to ensure that environmental awareness is embraced by our employees. By focusing on the effective management of sustainability risks and on achieving sustainable growth through long-term strategies, we seek to improve our performance continuously.

Our 2025-2026 report provides general information about our property and presents our sustainability activities.

1. ABOUT EMRE HOTEL

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

2. EMRE HOTEL SUSTAINABILITY POLICY

At Emre Hotel, our primary objective is to achieve the highest possible level of guest satisfaction in our products and services. The following principles guide us in pursuing this objective:

Legal Compliance

Emre Hotel undertakes to comply with all legal requirements applicable to its products, service processes and other activities.

Human Rights

Emre Hotel undertakes to respect all internationally recognized human rights in connection with its activities and to comply with all relevant legislation and conventions. Accordingly, we treat all guests and employees equally without discrimination based on race, colour, gender, religion, opinion, age, social or marital status, family background, physical or mental disability, or sexual orientation.

Employee Safety and Investment in Human Resources

The value we place on people, and therefore on our employees, forms the foundation of Emre Hotel's human resources processes. The health, safety and well-being of our employees are integral to our strategic focus on growth, profitability and the creation of new opportunities. All employees who contribute to these objectives have equal access to training opportunities.

Emre Hotel closely follows and implements legal obligations concerning the health, safety and working hours of its employees and business partners, regularly audits compliance and checks implementation.

Guest Satisfaction and Safety

Our guests are the reason for our existence. We believe that we can strengthen our competitiveness by ensuring guest satisfaction and thereby achieve an even stronger position in the markets in which we operate. Our primary duty is to monitor guest complaints, keep guests informed, resolve issues and turn complaints into opportunities for improvement.

Children's Rights

Emre Hotel operates as a family- and child-friendly hotel. We recognize that children will shape our future. Emre Hotel condemns all forms of child exploitation, and persons under the age of 18 are not employed except for educational purposes. Emre Hotel undertakes to cooperate with all legally authorized organizations working to respect children's rights, prevent child abuse and support children in need of care and protection, while also ensuring employee awareness on these matters.

Respect for the Environment and Energy Conservation

Recognizing that energy resources are limited, we monitor consumption data, raise employee awareness and work to support lower energy and water use and continuous improvement in energy efficiency. To prevent environmental harm, we manage both general and hazardous waste in line with recycling principles and in a manner that avoids pollution. We also take care to protect plant and animal species native to our region.

Food Safety and Hygiene

Our core principle is to implement a food safety system that enables us to offer high-quality products in accordance with food safety policies, make continuous improvements and prioritize hygiene requirements throughout the food chain.

Our Investors and Business Partners

By identifying the expectations and needs of our investors, who provide a peaceful and safe working environment for our employees and business partners, we strive to deliver better service than our competitors at an optimum cost.

Supporting the Local Economy and Sustainable Procurement

We recognize our contribution to the local economy and therefore source a significant share of our supplies from local producers. In support of sustainable tourism, we purchase environmentally friendly products and services with high energy, water and waste efficiency.

Social Responsibility

We believe that integrating with the community in which we operate and contributing to solutions for social issues supports sustainability in tourism. In line with these principles, our hotel demonstrates its determination to remain a leader in both national and international markets and continuously develops and provides the resources required to achieve this aim.

3. ENVIRONMENTAL POLICY

At Emre Hotel, we conduct our activities in accordance with applicable legislation and environmental and occupational safety standards. Our aim is to fulfil our environmental duties and responsibilities, protect natural resources effectively for sustainable living and leave a liveable environment to future generations. The main elements of our environmental policy are:

- Complying with environmental legislation and acting consciously to protect our surroundings.
- Researching and applying technologies that cause the least environmental harm.
- Acting with environmental awareness in the design of our hotel.
- Raising awareness among all employees, contractors, local residents and internal and external guests in order to protect natural resources.
- Separating waste at source and directing it to recycling in order to minimize possible pollution.
- Adopting continuous improvement and saving electricity, water, fuel and other resources.

- Identifying risks in advance and taking preventive measures in line with occupational health and safety rules, thereby preserving the integrity of health, safety and the environment.

What we do today to reduce our impact on nature is also our commitment to the actions we will take in the future.

4. QUALITY POLICY

At Emre Hotel, we believe that by ensuring customer satisfaction we can increase our competitiveness and achieve stronger positions in the markets in which we operate.

Within the framework of legal requirements and our own standards, and by placing guest satisfaction above all else, our quality and food safety policy is to train and involve all employees in the Quality and Food Safety System; provide guests with high-quality products and services that are safe for human health; make continuous improvements in line with defined objectives; and encourage our guests to choose our country and our hotel again.

5. OUR ENVIRONMENTAL APPROACH

To be respected worldwide, we act with respect for both the environment and people. Without compromising guest comfort, we aim to control the consumption of water, electricity, energy and chemicals, as well as the amount of solid waste, and to minimize potential harm to the environment and natural resources. In light of sustainable tourism principles, our practices have been updated to reduce the use of natural resources and minimize, or where possible eliminate, impacts on soil, water and air.

As of 1 January 2026, under the Sustainable Management System at Emre Hotel, Quality Manager Tugba Senol Keles and Assistant Front Office Manager Ali Riza Kuru have been appointed as the persons responsible for receiving complaints from the environment, local neighbours and communities and reporting them to senior management.

WASTE MANAGEMENT

Waste reduction and circular-use practices



We provide waste separation bins in public and guest areas to enable guests to separate their waste. We inform guests about the Waste Management System implemented in our hotels and encourage them to reduce waste generation and separate waste at source.

All collected recyclable packaging waste and organic waste is delivered to licensed companies, thereby supporting recycling. Records are maintained for the quantities transferred.

Wherever possible, we prioritize the purchase of products in bulk packaging to prevent excessive packaging waste. Single-use breakfast products are replaced with larger containers and bulk products wherever practical.

Waste vegetable oil and hazardous waste are stored in the manner required by law and sent to licensed companies for disposal or recovery. Refillable soap dispensers are used in the public areas of our property.

For room cleaning chemicals, concentrated products and dosing systems are used. This allows more effective results with lower doses, minimizing waste and helping protect the environment.

To reduce paper consumption, we conduct correspondence and announcements electronically wherever possible. Document updates are communicated through our document software on the quality network. Records required by management systems and legal standards are created and stored electronically whenever feasible.

Our Waste Management Initiatives

- Single-use paper cups in the staff cafeteria have been replaced with glass cups.
- Plastic straws have been replaced with paper straws, and no single-use cup service is provided at the Lobby Bar.
- Washable and reusable placemats are used instead of paper placemats.
- Single-use coffee cups in guest rooms have been replaced with porcelain cups.
- Some room amenities are presented in fabric pouches to reduce waste. Recyclable kraft paper laundry bags are used instead of plastic laundry bags.

Our Targets

1. Use returnable products instead of plastic and metal beverage containers in selected units.
2. Introduce biodegradable waste bags.
3. Reduce waste generated by straws through optional use and paper or bamboo alternatives.
4. Reduce paper consumption during check-in by implementing an online check-in system.
5. Continue employee awareness activities and provide externally sourced training.

Waste Quantities

In 2025, waste generated per overnight stay at Emre Hotel decreased from 0.9789 kg to 0.9745 kg, representing an improvement of 0.45%. This result demonstrates the effectiveness of waste management practices and the positive impact of efforts to use resources more efficiently.

Except for complimentary water provided in guest rooms, the use of single-use plastic water bottles has been discontinued throughout the property. This practice is expected to make a greater contribution to reducing plastic waste in 2026. Our 2026 target is to reduce waste per overnight stay to 0.965 kg per guest-night or below and continue our approach of continuous improvement.

Hazardous Waste

To ensure that hazardous waste generated at the hotel is disposed of without harming the environment, it is collected in designated hazardous waste rooms under suitable conditions, labelled and delivered to licensed companies for disposal or recovery in accordance with legal requirements. Employees receive training, and warning and information posters are displayed in staff areas. During hazardous chemical and hazardous-waste spill drills, employees are also instructed on appropriate storage procedures.

Year	Waste Type / Code	Quantity
2024	Contaminated packaging (08 01 11)	40 kg
2024	Printing toners (08 03 17)	7 kg
2024	Waste vegetable oil (20 01 26)	250 kg
2024	Medical waste (18 01 03)	8 kg
2025	Contaminated packaging (15 01 10)	200 kg
2025	Mercury-containing waste (20 01 21)	15 kg
2025	Waste oil (20 01 26*)	240 kg
2025	Waste printing toner (08 03 17*)	20 kg

In 2025, a total of 475 kg of hazardous waste was collected separately from other waste in accordance with environmental legislation, safely stored in the temporary storage area and sent to licensed recovery or disposal facilities. Practices to reduce hazardous waste at source were continued, supported by controlled chemical use, equipment maintenance and employee training. In 2026, the hotel aims to continue reducing hazardous waste generation and to ensure that 100% of hazardous waste is managed in compliance with environmental legislation.

CHEMICAL USE

Environmentally responsible cleaning means achieving hygienic cleanliness while minimizing negative impacts on human health and the environment. Environmental harm can be reduced not only by using environmentally compatible cleaning products, but also by using them efficiently and applying correct dosages. This can significantly reduce the overall environmental impact of chemicals.

We work with authorized companies for the safe disposal of chemicals and monitor chemical waste. Employees are trained on chemical use and the measures to be taken in the event of hazardous chemical spills or releases, and drills are conducted at regular intervals.

During the 2025 season, total chemical consumption per overnight stay increased from 104.41 grams to 133.35 grams. Although the total number of overnight stays decreased compared with the previous year, the increase in per-capita chemical consumption was primarily related to changes in hygiene practices, laundry activities and operational processes. In 2026, dosing systems will be improved, the use of environmentally friendly concentrated products will be increased and employee training will continue. The target is to reduce chemical consumption to below 125 grams per overnight stay.

6. Increase the use of plant-based products in chemical applications.
7. Increase the use of concentrated chemicals to reduce both packaging and chemical consumption.

ENERGY MANAGEMENT

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

- Energy-use values are monitored daily and problems are addressed promptly. Areas with excessive consumption are identified and potential savings opportunities are assessed.
- Low-consumption equipment and systems are preferred.
- Long-term improvements are achieved through automation management and monitoring resources.
- Energy savings are continuously analysed through maintenance, supervision and monitoring.

During the 2025 season, average electricity consumption was 13.22 kWh per overnight stay. Monthly consumption varied depending on climatic conditions, the use of air-conditioning systems and the intensity of property operations. Consumption was monitored regularly and measures to reduce unnecessary energy use continued.

In 2026, a Solar Power Plant project was implemented, with the objective of meeting 96.22% of annual electricity demand from solar energy. The investment is expected to reduce electricity derived from fossil fuels substantially, contribute to lower greenhouse-gas emissions and significantly increase Emre Hotel's renewable-energy share. The project is one of the most important steps in reducing environmental impacts and advancing operations in line with sustainable tourism principles.

Electricity-Saving Practices

- All purchased electronic products are selected for energy efficiency, and all employees are trained in energy conservation.
- Balcony-door systems deactivate heating and cooling equipment when the door is opened.
- Energy-efficient or LED lighting is used instead of incandescent bulbs in guest rooms and public areas.

- Building perimeter lighting, heating and cooling systems are controlled through automation.
- Motion-sensor lighting is used in appropriate guest common areas.
- Many areas of the property are designed to benefit from daylight.
- Electronic key cards are used in guest rooms.
- Regular maintenance and cleaning of electrical equipment minimizes possible energy losses.
- Automatic sliding doors and air curtains are used where suitable to reduce heating and cooling losses.
- Heating and cooling equipment is positioned so as not to reduce energy efficiency.
- Unless guests request otherwise, room linen is changed every other day to reduce electricity used for washing, drying and transport.
- Variable-frequency pumps are used.
- Laundry operating hours are scheduled.
- The conversion of compact and fluorescent lighting to LED continues.

Energy Targets

- Continue practices that improve energy efficiency at the hotel.
- Continue purchasing equipment with reduced environmental impacts and high energy efficiency.
- Continue annual training on conservation measures aimed at lowering energy-consumption rates.
- Continue developing projects to reduce energy consumption.
- Replace high-consumption motors with frequency-converter pumps.
- Complete the conversion of all fluorescent, PLC and compact lighting to LED.
- Continue monitoring and recording electricity and natural-gas consumption. Separate meters are installed in many departments, enabling departmental monitoring and periodic analysis.
- Begin periodically sharing departmental consumption analyses with the relevant units as additional meters are installed.

WATER CONSUMPTION

Without compromising health, hygiene or guest satisfaction, we use water-saving equipment, inform guests and train employees in order to reduce overall water consumption.

- Low-flow taps and shower heads, as well as sensor-controlled or timed taps, showers and urinals, are used to prevent unnecessary water use.
- Low-volume cisterns are used to reduce flushing water consumption.
- Employees are trained to detect and prevent leaks in guest-room toilets, and guests are encouraged to report leaks.
- The garden is irrigated using drip and sprinkler systems, and automation is used to minimize water consumption.
- Towels and bed linen are changed according to guest requests. If no request is made, replacement is carried out every two days.
- The importance of water resources is emphasized in employee training, and informative notices are displayed in staff areas.

During the 2025 season, average water consumption per overnight stay increased from 0.23 m³ to 0.24 m³. Although total overnight stays declined from 73,585 to 72,608, per-capita water consumption rose by approximately 4.3%. Emre Hotel has no swimming pool or landscaped grounds; water consumption is mainly associated with guest rooms, laundry, kitchen, bar and general cleaning activities. The 2026 target is to reduce water consumption to 0.23 m³ per guest-night through continued efficiency measures.

- Continue employee-awareness training to reduce water-consumption rates.
- Prevent water leaks through infrastructure revisions where required.
- Install additional meters to enable area-based monitoring of water consumption.

PROCUREMENT

- Priority is given to recyclable packaging materials in food and beverage procurement.
- Preference is given to suppliers holding ISO 14001 Environmental Management System certification or another internationally recognized environmental certificate.
- A sustainable procurement approach has been adopted by central purchasing, and a corresponding procedure has been established.
- Bulk-packaged products are prioritized wherever possible in order to prevent excessive packaging waste.

6. SUSTAINABILITY ACTIVITIES

Sea Cleaning

The cleanliness of seawater is among our highest priorities both for protecting natural life and supporting sustainable tourism. Our hotel holds the Blue Flag Award. We provide sufficient waste bins on the beach, empty them regularly and keep the area clean. Beach employees receive training, and beach cleanliness is monitored.

World Forestry Day and Forest Week

Sapling planting and environmental restoration activities



During World Forestry Day and Forest Week, 250 saplings were purchased to replace trees damaged by fire and were planted by hotel employees and interns with the support of the Icmeler neighbourhood administration.

Environmental Training

Employee environmental and operational training



Environmental training is provided to employees in line with annual training programmes, using both internal and external resources. Periodic sessions delivered by our Environmental Officer raise awareness among all employees. Chemical training is obtained from suppliers to standardize chemical consumption and increase awareness among employees who use chemicals. Our Energy Efficiency Consultant has also provided training on efficient energy consumption and guided employees on how they can contribute to the property's energy-efficiency initiatives.

Fire Prevention and Response

Fire safety training and emergency drills



We carry out activities to help prevent thousands of trees in our district from being damaged in the event of a fire. Employees have received fire training, emergency teams have been established and fire drills have been conducted.

Amos Ancient City Excavation Project

Emre Hotels provides sponsorship support for the excavation work at the ancient city of Amos, which is carried out with the support of the Marmaris Chamber of Commerce and Marmaris Municipality.

Blood Donation

Periodic employee blood donation activities



Through cooperation with the Turkish Red Crescent, our employees make periodic blood donations.

Donation to the Mediterranean Conservation Society

A donation was made on behalf of Emre Hotel to the Mediterranean Conservation Society in support of the protected Mediterranean monk seal. In accordance with our 2026 donation plan, support for social, environmental and cultural activities will continue.

Environmental Cleanliness Awareness

Each year, we organize litter-collection activities to increase employees' awareness of environmental cleanliness and waste management.

Regional Cooperation on Environmental Cleanliness

We participate in periodic clean-up campaigns organized by Marmaris Municipality and the Blue Flag programme. In this context, we support coastal clean-up activities carried out under the Provincial Marine Litter Action Plan.

Local and Cultural Information

Local product and cultural heritage experiences for guests



As part of the Turkish Night events organized at the property, Turkish cuisine and traditions are introduced to guests. Local women producers who make handmade jewellery and knitted products are supported by being given the opportunity to operate sales stands.

Information boards at the property provide details about local transport, nearby settlements, historic attractions and archaeological remains, helping promote the region.

Through Turkish coffee and Turkish delight offerings, we aim to give guests an experience of traditional Turkish hospitality and present our cultural heritage in a sustainable manner.

Through weekly wine-tasting events, we introduce local Turkish grape varieties and viticulture heritage, support local producers by highlighting regional products from different parts of the country, and encourage sustainable gastronomy and tourism.

Turkish Cuisine Week

Participation in Turkish Cuisine Week



Emre Hotel participated in the Turkish Cuisine Week event held inside Marmaris Castle from 21 to 27 May. With the participation of hotel guests, Turkish cuisine was promoted; guests were able to taste dishes from Turkish cuisine and watch regional dance performances.

7. EMPLOYEE RIGHTS AND EMPLOYEE MOTIVATION

Staff Accommodation

Staff accommodation is available to all Emre Hotel employees who wish to benefit from this opportunity.

Staff Transport

Free staff shuttle services are provided for employees working different shifts. The schedule is arranged according to working hours, and transport is provided on the Koycegiz-Marmaris route.

Staff Cafeteria

All meals served in the staff cafeteria are free of charge. Within a 14-day menu cycle, employees are offered at least four dishes, salad options, dessert or fruit, and beverages.

Employee Health

The hotel has a Doctor's Office available to employees. Nursing support is provided for 16 hours a day, and employees can receive free support from the Occupational Physician on specified days of the week.

Agreements have also been made with various private hospitals to provide employees with discounted services.

Laundry Services

Uniforms and all work-related clothing are cleaned free of charge for all employees.

Equality

Our company and hotel welcome both guests and employees from different religious, linguistic and ethnic backgrounds. Our fundamental principle is that no one should be subjected to discrimination based on gender, religion, language or race. This principle, together with employee rights and their importance, is emphasized by the Human Resources Department during orientation training.

Career Management

We provide internship opportunities to tourism students so that they can gain work experience. Employees are supported through training and career-management programmes. Wherever possible, we aim to develop our employees and fill required positions from within the organization.

Employee Suggestions and Opinions

An Employee Satisfaction Survey is conducted once a year to evaluate employee suggestions and opinions. The results are assessed carefully and necessary improvements are planned. Employees can also submit suggestions and opinions at any time through the Suggestion and Complaint Box.

Employee Events

Inter-hotel employee football tournament



At the end of each year, a Staff Night is organized for employees and their spouses to relax and strengthen social ties. Celebrations are organized for public holidays, Mother's Day and International Women's Day. Picnics are organized at the start of each season and at regular intervals to support motivation. Employees' birthdays are celebrated monthly with a party and cake. Employees also participate in inter-hotel football tournaments.

Awareness Training within the Scope of Social Sustainability

Training entitled "Prevention of Violence Against Women and Awareness of Harassment of Children" has been organized to increase employees' social awareness and contribute to social sustainability. The training

strengthened awareness of gender equality, reinforced responsibility for preventing violence against women and increased awareness of children's rights. These activities help develop more conscious, sensitive and responsible individuals both at work and in society, while supporting a corporate culture aligned with social sustainability principles.

Career Days

University career-day participation and internship outreach



In 2026, Emre Hotel participated in Career Days organized by Mugla and Balikesir Universities and offered internship opportunities to students through cooperation with the universities.

Mother's Day

Mother's Day appreciation activities for guests and employees



Carnations were presented to guests and employees to mark the meaning and importance of Mother's Day.

Training

In line with annual training plans, internally and externally sourced training is provided on a range of subjects to increase employee competence and knowledge. Training topics include:

- Orientation training
- On-the-job training
- Occupational health and safety training
- Foreign-language training during the winter period

- First-aid training
- Fire training
- Environmental protection training
- Energy efficiency and conservation training
- Management-system training
- Personal development training
- Hygiene and food-safety training

8. GUEST COMPLAINT AND REQUEST MANAGEMENT

At Emre Hotels, “Guest Focus” is a fundamental principle. We work with the objective of achieving 100% guest satisfaction and make every effort to meet guest needs and expectations.

Because production and consumption occur simultaneously in the service sector, errors may arise. Successful service recovery requires awareness of complaints, fast and fair complaint-management processes, clear information for employees and guests, and effective implementation of these processes.

Guests may report complaints during their stay or after departure. Reviews posted on online platforms are monitored and answered through a single software platform. Feedback is followed by the relevant department managers, evaluated in meetings and used to define improvement actions.

Complaints and requests submitted during a guest’s stay are recorded through the Guest Relations Management programme. Performance criteria such as satisfaction with the outcome and response time are monitored through this system.

Guest satisfaction is one of the principal indicators of the sustainable service approach of Emre Hotel and Emre Beach Hotel. When setting 2026 objectives, the priority was to maintain the existing high scores on international booking and review platforms and achieve gradual improvement where possible. Because guest ratings are based on the average of a large number of reviews, even small increases are considered significant achievements. Guest feedback will therefore continue to be analysed regularly, and service-quality improvement activities and employee training will be pursued consistently.

Platform	2025	2026 Target
Tripadvisor	4.2 / 5	4.5 / 5
HolidayCheck	5.6 / 6	5.6 / 6
Booking.com	9.0 / 10	9.1 / 10
Expedia	9.0 / 10	9.1 / 10
Otelpuan	9.1 / 10	9.2 / 10
TUI UK	9.0 / 10	9.1 / 10
ITAKARD	5.6 / 6	5.7 / 6
Hotelbeds	90 / 100	92 / 100
Google	4.4 / 5	4.5 / 5



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