

OUR INTEGRATED POLICY

Emre Hotels,

Without compromising its core values and with a guest- and quality-oriented approach to service, commits to:

- Handling guest requests, expectations, and complaints effectively and efficiently; responding fairly and objectively; and ensuring guest satisfaction;
- Producing safe and reliable food in accordance with legal and regulatory requirements;
- Preventing environmental pollution and contributing to the protection and enhancement of environmental values without jeopardizing the availability or quality of the resources that future generations will need;
- Working in line with the zero-accident principle in occupational health and safety and providing safe and healthy working conditions to prevent injuries and ill health;
- Eliminating hazards and reducing risks that may affect food safety, information security, occupational health and safety, the environment, and guest satisfaction;
- Ensuring the confidentiality, integrity, and availability of information;
- Complying with all applicable legal and regulatory requirements for which we are responsible, as well as the mutually agreed requirements of our relevant interested parties; fulfilling our obligations; and raising awareness among our employees and all relevant interested parties regarding such compliance and requirements;
- Making food safety, occupational health and safety, environmental protection activities, and our guest- and quality-oriented approach to service an integral part of our corporate culture through training;
- Providing the necessary conditions for consultation with and participation by our guests, all employees, and employee representatives, and continually improving our services and processes through effective communication with all relevant interested parties.

Emre Hotels is committed to fulfilling these principles.



COMMUNITY ENGAGEMENT POLICY

Emre Hotels is committed to building positive relationships with our local community based on respect and mutual support, wherever appropriate. We believe in and work toward the following principles:

- The participation and empowerment of the local community are always encouraged and supported.
- We respect intellectual property rights, culture, and traditions when engaging with local and indigenous communities.
- We ensure that local people and indigenous communities are not discriminated against, either as individuals or communities, in recruitment, employment, purchasing, tendering, or dealings with suppliers and traders.
- We give preference to local suppliers where reasonably possible.
- Where minimum qualifications are met, we give preference to recruiting and sourcing personnel from the local community.
- We encourage our guests to take excursions that enable them to meet local people and learn more about local traditions.
- The hotel never restricts public access to water sources, other essential resources, or services.
- We are committed to engaging and consulting the local community when planning developments that may affect them, considering their views, and responding appropriately. We conduct preliminary assessments of developments that may have an impact on the local community.
- We maintain an internal purchasing policy that gives priority, wherever possible, to local service providers and product suppliers.
- The hotel uses local suppliers wherever possible, particularly for fish, meat, vegetables, fruit, and similar products.
- The hotel promotes other local products and services to guests by recommending local guides, markets, and handicrafts.
- The hotel strives to provide the community with services or facilities that would not otherwise be available.
- The hotel endeavours to support and protect local shared spaces, infrastructure, and public-service facilities through direct contributions or participation in a local tourism council. These activities are documented in formal written records.
- The hotel encourages guests to explore the destination.
- Where one or more of our accommodation facilities are made available to non-residents, including local people, they are not treated differently from hotel residents when using those facilities.
- Where rights of access to public spaces or roads exist, we never install barriers, signs, or other controls that obstruct public access.

Cem Türkmen

General Manager

CULTURAL HERITAGE

Cultural heritage is a treasure that tells the shared story of a community's past and strengthens solidarity and unity among its members. It preserves the experiences and traditions accumulated throughout history and helps us build a better future. Cultural heritage offers younger generations opportunities for learning and development, evokes distinctive feelings and warm memories, nurtures creativity and curiosity, broadens our perspective on the world and life, and reminds us how much we can learn from the past.

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

By connecting the past with the present, cultural heritage forms part of the foundation of the culture and world in which we live, while enriching our lives spiritually. The definition of cultural heritage has expanded over time: an early focus on physical works has developed into a broader understanding that embraces the full range of cultural values.

Today, respect for human rights, cultural diversity, and equality is fundamental to definitions and documents concerning cultural heritage. Categories commonly used in international instruments and guidance prepared by UNESCO, ICOMOS, and similar organizations include:

1. Tangible Cultural Heritage

- Movable Cultural Heritage: statues, sculptures, coins, manuscripts, archaeological objects, and similar items.
- Immovable Cultural Heritage: historic cities, monuments, archaeological sites, agricultural landscapes, and similar places.

2. Underwater Cultural Heritage: shipwrecks, submerged ruins, cities, and related remains.

3. Intangible Cultural Heritage: oral traditions, performing arts, rituals, social practices, and related living traditions.

4. Natural Heritage: natural sites with cultural significance, cultural landscapes, and physical, biological, and geological formations.

CULTURAL HERITAGE SITES IN TÜRKİYE

Visitor Guidelines

To enhance your experience and help protect cultural heritage sites in Türkiye for future generations, please observe the following rules:

- At places of worship, do not wear clothing that exposes the knees or shoulders. Speaking loudly and playing or listening to music aloud are also prohibited.
- Ask permission before photographing or filming religious leaders, children, or other individuals. Unauthorized photography is prohibited.
- Do not sit or lean on carved, historic, or fragile surfaces at monuments or archaeological sites.
- Do not alter, move, or touch archaeological objects. The unauthorized sale or purchase of such objects is prohibited.
- Alcohol consumption and smoking are prohibited at these sites.
- Do not encourage children to beg or give them money. If you wish to help, support a recognized charitable organization.
- Do not alter or misuse public spaces in a way that compromises private areas or privacy.
- Avoid purchasing souvenirs made from threatened or endangered wildlife species.
- Do not pollute the environment or damage nature. Violations may be subject to penalties.
- Do not give money directly to people begging on the street.
- Use pedestrian crossings when crossing roads and remain cautious at all times.
- Do not disturb the natural behaviour of animals. Avoid feeding, touching, or calling them.
- Do not enter protected natural habitats. Remain on designated paths and follow site instructions.

Thank you for helping protect Türkiye's cultural and natural heritage.



ENVIRONMENTAL POLICY

As an organization fully aware of our duties and responsibilities toward the environment, our aim is to protect natural resources effectively for sustainable living and to leave a habitable environment for future generations.

The key elements of our environmental policy are:

- To comply with environmental legislation and remain conscious of our responsibility to protect the environment;
- To research and implement technologies that cause the least possible harm to the environment;
- To act with environmental awareness in the design of our hotel;
- To protect our natural resources by raising environmental awareness among all our employees, contractors, local communities, and internal and external guests;
- To minimize potential pollution by separating waste at its source and ensuring that it is recycled;
- To embrace the principle of continuous environmental improvement and conserve electricity, water, fuel, and energy in all other operational areas;
- To identify potential risks in advance and take preventive measures in accordance with occupational health and safety rules, thereby ensuring the integrity of health, safety, and the environment.

The environmental actions we take today to reduce our impact on nature are also our commitment to continued action in the future.



We thank you in advance for your support of our environmental awareness initiatives.

Cem Türkmen

General Manager



FOOD WASTE REDUCTION POLICY

- Within the framework of sustainable tourism, our hotel regards the conservation of natural resources and the prevention of food waste as fundamental responsibilities. Accordingly, a careful and planned approach is adopted throughout all purchasing, storage, preparation, cooking, service, and consumption processes to reduce food waste.
- Purchasing decisions are based on needs assessments, and care is taken to avoid excessive stock. Spoilage and losses are prevented by storing supplied products under appropriate conditions, carefully monitoring shelf life, and applying the first-in, first-out (FIFO) principle. Portion control is emphasized during preparation and cooking, and food is offered in quantities suited to guests' needs, with the particular aim of preventing waste at buffets.
- Every effort is made to use unconsumed food that remains suitable under food-safety requirements for social responsibility purposes. Where this is not possible, food waste is collected separately, measured regularly, and reported. These reports form the basis of continuous improvement initiatives aimed at reducing food waste.
- Our employees receive regular information and awareness training on food waste and are encouraged to participate actively in the process. In this way, we aim both to minimize environmental impacts and to use financial resources efficiently.
- Our hotel considers food waste reduction an integral part of its sustainability policies and is committed to working together with all employees, suppliers, and guests in this regard.

Cem Türkmen

General Manager



OCCUPATIONAL HEALTH AND SAFETY POLICY

Within the framework of legal requirements and our own standards, our Occupational Health and Safety Policy is to protect human health and provide a safe and healthy working environment through teamwork; to raise awareness among all employees through training and establish as a fundamental duty that they must not endanger their own health and safety or that of other employees and our guests; and to continually improve our culture of prevention by reviewing our risk assessments.

Our slogan is: 'Protect your health, protect your job.'

General Manager



POLICY ON VIOLENCE AGAINST WOMEN AND CHILD PROTECTION

Our hotel adopts a zero-tolerance policy toward all forms of violence against women and child abuse. A fundamental principle of our establishment is to ensure a safe, respectful, and equal environment for all employees and guests. Accordingly, protecting the rights of women and children, preventing violence, and raising awareness are integral parts of our hotel's approach to social responsibility.

All personnel working at our hotel receive training during induction and at regular intervals on violence against women, child protection, harassment, and the prevention of discrimination. This ensures that our employees are aware of their responsibilities and have the knowledge required to take the correct steps in cases of violence or abuse. Employees and guests who encounter violence, abuse, or any suspicious situation may report it confidentially to the Human Resources or Security Department. Such reports are taken seriously, the rights of victims are protected, and, where necessary, appropriate referrals are made in cooperation with the relevant public authorities.

The safety and well-being of children are priorities for our hotel. Child labour is strictly prohibited. Any suspicion of physical, psychological, or sexual violence against a child is immediately reported to the relevant public authorities. No practice that could endanger children's safety is tolerated within our hotel.

This policy applies to all employees, guests, suppliers, and business partners of our hotel. It is regularly reviewed and improved to support gender equality and create a safe working and accommodation environment. Our uncompromising stance against violence toward women and child abuse is a fundamental element of both our corporate culture and our understanding of social responsibility.

Cem Türkmen

General Manager



PURCHASING POLICY

- Unless a significantly better alternative is available in terms of price and quality standards, the following principles apply when selecting products for our establishment:
- When purchasing electrical appliances for our establishment, care is taken to select products with an energy-efficiency rating between classes A and C.
- Our establishment aims to give priority to local suppliers in its purchasing activities. However, where there is a significant difference in price or quality between local and other suppliers, other suppliers may be preferred. Importance is also attached to making purchasing decisions based on the evaluation results of competitively priced local suppliers. Environmentally friendly and sustainable products are given priority, provided that their prices are reasonable.
- Products purchased by our establishment must be environmentally responsible and resource-efficient. All purchased products must comply with applicable quality standards. Quality certificates must be requested from the supplier at the time of the first purchase.
- For purchases made by our establishment, consideration should be given to products supplied in bulk or large packaging that are recyclable, reusable, returnable, and generate as little waste as possible.
- For future purchases of air-conditioning equipment, our establishment will avoid equipment that uses harmful gases such as R22 and will prefer equipment that uses environmentally responsible refrigerants and provides class A or B energy efficiency.
- Equipment containing R22 has been included in the replacement plan, taking into account statutory replacement periods and depreciation or useful-life schedules.
- Products that are sustainably produced or sourced, environmentally sustainable, or certified under schemes such as Fairtrade, Organic, FSC, or MSC are preferred by our establishment. Furthermore, the purchase, use, or display on the premises of any product derived from threatened or endangered species is strictly prohibited. This approach forms part of our commitment to protecting biodiversity and supporting sustainable tourism.

Cem Türkmen

General Manager



QUALITY AND FOOD SAFETY POLICY

Within the framework of legal requirements and our own standards, and 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; to provide our guests with high-quality products and services that are safe for human health; and to achieve continuous improvement in line with established objectives, thereby encouraging our guests to choose our country and our hotel again.

Cem Türkmen

General Manager