

THE PEARL ÖLÜDENİZ HOTEL

SUSTAINABILITY REPORT

The Pearl Hotel, together with all its employees, has the determination and working power to provide the best quality service by protecting nature and the environment. While acting with a total quality approach, we maintain and improve the dynamic structure of our quality management system and make its effectiveness continuous. In order to protect the environment we live in, to provide the necessary support to the local community and to ensure its continuity;

We comply with the environmental legislation, laws and regulations in force in our country and fulfil all legal requirements completely. While carrying out our activities, we determine the effects on the environment, take the negative effects, possible dangers and wastes under control, take the necessary measures to minimise air, water and soil pollution, energy consumption, ensure the effective use of natural resources, and provide the necessary support for the protection of historical sites. We control and continuously improve our activities. In order to achieve success in environmental issues, we provide training to raise awareness and individual responsibility of all our employees. We ensure that environmental awareness is adopted not only by our employees but also by our guests and authorities and we contribute to the production of environmental protection projects in cooperation with non-governmental organisations or local associations.

For the health and safety of our hotel guests;

With the food safety management system application, we prioritise hygiene conditions, comply with all national and international standards and legal regulations regarding healthy food production, meet the needs and expectations of our guests and constantly improve and renew our activities. In the light of these principles, our hotel, which operates in the national and international market and competes , will always show the necessary determination to be a leader.

ABOUT US

The Pearl Hotel serves you in Oludeniz. THE PEARL HOTEL will be pleased to welcome you, our valued guests, where you will turn your travels into pleasure with comfortable accommodation.

THE PEARL HOTEL, where quality and smiling face meet, will be happy to welcome you in an environment of comfort and elegance.

THE PEARL HOTEL, the new visiting centre of Fethiye Ölüdeniz city centre, where you will meet with accommodation, weddings and different tastes from local cuisines, aims to make your every moment unforgettable.

OUR VISION

To meet and sustain the satisfaction of our local and international guests at the highest level with our superior service quality.

OUR MISSION

The most important mission of THE PEARL HOTEL is to produce beautiful memories for its guests. To maximise the interests of our country, our guests, our employees and our partners by using our human resources, technology and information in the most effective and efficient way, maintaining our rational and pioneering approaches, creating income and employment within environmental awareness and total quality belief.

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OUR SUSTAINABLE MANAGEMENT SYSTEM POLICY

As THE PEARL HOTEL, we aim to be an organisation whose practices will set an example in the sector by bringing guest and employee satisfaction to the highest level.

For this purpose,

- To investigate the requests, expectations, complaints and needs of our guests, who are at the focal point of all the activities we carry out, and to make appropriate service planning,
- To produce reliable food under hygienic environmental conditions in all processes starting from raw materials to presentation in order to provide products and services in accordance with food safety principles,
- To ensure efficiency in our business processes by increasing the competencies of our teammates to fulfil the requirements of the age with effective Human Resources Management and to provide a pleasant working environment by meeting employee demands and expectations,
- To ensure the use of raw materials, energy and natural resources by preventing waste, to carry out waste management and to raise the environmental awareness of all our stakeholders with our environmentalist approach,
- To establish a link between the results by making quality measurable, to set targets to ensure continuous improvement of the system related to the services provided and to ensure the unity of employees and management,
- Within the awareness of Occupational Health and Safety, we undertake to ensure the safety of all our stakeholders in the workplace and to protect their health, to continuously improve and maintain them, to act in line with the determined targets and to fulfil the legal conditions and requirements while doing all these.

OUR ENVIRONMENTAL POLICY

In our planet where environmental destruction is increasing day by day, the responsibilities of individuals and businesses are increasing even more. Our natural habitats are polluted with our wastes and the pressure on natural resources is increasing day by day with wrong resource methods, many living things are becoming extinct and the balance of the ecosystem is disturbed. As a result of interactions, these problems are constantly increasing and the dimensions of destruction are growing. At the centre of these problems are human beings with wrong environmental policies and natural resource management.

As The Pearl Hotel, we endeavour to carry out our hospitality service in order to keep service quality above all else, to adopt and maintain quality as a philosophy of life. Our hotel is established with the aim of maximising the satisfaction of our guests for Sustainable Tourism and we strive to maintain it effectively with the full participation of The Pearl Hotel staff.

As a result of service quality and guest orientation, The Pearl Hotel has adopted the Sustainable Management System as a requirement of our sensitivity to continuous improvement, health and the environment.

In this context;

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We respect nature and the living creatures we share nature with, protect our products and services from the possible effects that our products and services may have on the environment, and act with the business logic in which environmental awareness is kept at the highest level.

In order to create a sustainable environment and life, it is our primary duty to fulfil our obligations by following all kinds of legal regulations and environmental laws.

We aim for continuous training in environmental responsibility awareness by following the studies and new solutions carried out in the world in the name of environmental protection, improvement and sustainability of the ecosystem and sharing them periodically with our personnel.

With the awareness of clean production, conscious consumption and environmental protection, we aim to help utilise the scarce resources of our planet in the most efficient way and reduce the amount of waste while contributing to the national economy by recycling recyclable wastes such as packaging wastes by separating our wastes at source.

We aim to carry out all possible modernisations for energy and water saving, thus saving money and minimising damage to our nature through conscious resource management.

Maintaining wastewater quality in accordance with discharge quality control standards is one of the biggest responsibilities of our facility. In this context, we aim to continue to protect resources with our wastewater treatment system by acting in accordance with all laws and regulations.

Another goal is to use less polluting products in all chemicals used for cleaning, disinfectant and other purposes in our facility, to keep the amount of use of these products at certain levels and to make this process sustainable by training the team that will use them.

We would like to inform our guests staying in our establishment about our work on environmental protection and to ensure that they support this activity.

We aim to supply all the requirements of our facility by working with companies that produce environmentally friendly products and services.

We aim to continuously increase our environmental awareness by supporting the environmental projects of various non-governmental organisations, developing projects together and taking part in environmental protection activities.

Objective;

- To prioritise guest satisfaction,
- To develop mutual trust, respect and love through education and communication,
- To carry out continuous improvement activities in cooperation with our suppliers and regional organisations,
- To protect human health,
- Being aware of our responsibilities towards the environment, keeping our wastes under control and reducing the use of natural resources,
- Without compromising our principles of followership and ownership,

To provide safe and comfortable environments for our guests to be peaceful and happy during their stay, to be a preferred hotel brand in the national and international market in the field of district hotel management with its unique style that can respond to different expectations at the same standards, and to place environmental awareness at the centre of all our work while doing so.

In all steps of the organisation, we evaluate the environmental consequences and proceed with options that will minimise and, if possible, eliminate the negative consequences, and strive to contribute to the development of the local community in all our activities. We use energy resources in the most efficient

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way, strive to minimise waste generation, and contribute to the awareness of our employees and guests by directing them to segregation. We reduce the use of natural resources and aim to increase the use of recycled products. We are prepared for pollution-related risks, emergencies (fire, explosion, flood, earthquake, leakage, etc.) and comply with environmental legal regulations.

In order to increase competitiveness, to switch to a circular economy, to prevent waste, to protect the environment, to prevent pollution, to increase public awareness, to contribute to our future by adopting an environmentally friendly lifestyle, we carry out a series of waste reduction programmes in all operational departments in our hotel by saying "Zero Waste". Where waste is unavoidable, we ensure that it is separated for recycling and proper disposal, paying particular attention to hazardous waste. We provide regular training to our employees to ensure continuous integration of waste minimisation practices and encourage suggestions for change.

The operation of The Pearl Hotel requires the utilisation of significant natural resources. We take this responsibility seriously and incorporate environmental management into key roles across the business. At our hotel, we endeavour to meet the high standards required for the Sustainable Development Goals. We closely follow the current action plans and review our environmental performance with each new development to continuously improve our management. We see it as our responsibility to help our guests become more environmentally friendly.

- Packaging wastes, hazardous wastes, organic wastes, waste oils and batteries are collected separately, kept in temporary storage areas defined in accordance with the legislation within the hotels, collected by licensed and permitted companies and sent to the relevant sorting-recycling facilities. The amount of waste sent is recorded in the E-ÇBS system.
- Our hotel has been entitled to receive "Zero Waste Certificate" by adhering to waste management plans.
- In our hotel, Waste Management and Zero Waste Trainings are regularly given to the staff.
- "Chemical Usage" trainings from contracted supplier companies are provided to the relevant users, raising awareness of the users and ensuring standardisation in chemical consumption.
- We encourage our employees and guests to be sensitive to the environment and draw their attention to the issue of sustainability with campaigns to encourage guests to become "Green Guests". We support our employees by providing them with awareness-raising trainings on environmental awareness and efficient use of energy.
- We raise awareness of our suppliers and stakeholders on green tourism - circular economy and energy efficiency studies.
- Whenever possible, we carry out guest feedbacks, fault records, internal correspondence and announcements via programmes such as whatsapp, reducing paper consumption.
- We reduce the use of disposable products in food production as much as possible and purchase in large packaged boxes.
- We minimise the use of disposable metal cans and plastic bottles, gradually switch to glass bottles in the rooms, and reduce the amount of waste with beverage units in the service areas.
- There are practices to reduce plastic (packaging) consumption in buffets (bulk jam, honey, oil, etc.).

SUSTAINABILITY AND ENVIRONMENTAL ACTION PLAN

Sustainable tourism; Meeting the needs of our guests and the people of the region by considering future generations, protecting natural resources and wildlife, saving energy and water and improving the quality of life constitute the basis of our sustainability activities.

ENERGY EFFICIENCY POLICY

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In order to protect our world from possible dangers, we use our energy efficiently and set targets to reduce our energy consumption.

For this

- In order to fulfil both our responsibilities towards nature and our legal obligations, we follow national and international standards, laws and regulations, voluntarily carry out studies to reduce energy use and/or continuously improve our energy consumption performance, and monitor the results of our studies.
- We set targets and include energy efficiency in our training programmes to ensure the participation of our employees.
- We care about co-operating with all our stakeholders to create common goals and results in energy management. We endeavour to maintain our interaction with our guests, employees, visitors and all our business partners in order to reach a total level of awareness and consciousness on these issues.
- We endeavour to research, find, purchase and use suitable energy efficient products, equipment, equipment and technology alternatives.
- We aim to establish the Energy Management System in our hotel, document it, disseminate it to all our departments, update, review and continuously improve it when necessary.
- We assess energy risks or emergencies that may arise such as energy shortages and plan the measures that can be taken.

ENERGY MANAGEMENT

One of the most important steps towards sustainability is to ensure energy efficiency. Firstly, problems should be identified by measuring energy use and possible saving areas should be identified. Low consumption equipment and systems should be preferred.

Energy consumption is rigorously monitored and areas where savings can be made are identified to achieve ongoing overall reductions year on year and reduce associated carbon emissions. We continue to strengthen our teams with technical services to identify the latest innovations in technology and renewable energy systems that facilitate reduction without compromising the guest experience. We continuously analyse energy savings through maintenance, surveillance and monitoring, and plan our new investment projects with a focus on energy generation and reducing environmental damage through the use of renewable energy sources.

In order to monitor energy consumption more comparably, filtering meters will be installed in the laundry and boiler lines, and this process will be applied for all areas deemed necessary.

The fact that the electricity and cylinder consumption of the facility can be continuously monitored every month and graphically compared with the previous months and years will be the biggest guide to the facility in terms of monitoring energy efficiency. In order to make this system sustainable and make it easier to monitor, firstly, cylinder and electricity loads should be monitored separately from general use. The maintenance periods of each electrical device must be followed and maintenance or repair must be carried out on time.

As a result of the monthly analyses made on electricity and cylinder invoices, it will be ensured that the general electricity consumption is measured, monitored, reported and filed, taking into account the capacities of the electrical devices used. These data will be added to the hotel file and reported to the hotel board of directors. In this way, it will be ensured that the board of directors will increase their monthly energy performance and more efficient and applicable systems will be reviewed and modernised.

WATER MANAGEMENT

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We recognise the value of water resources. We continue to endeavour to reduce consumption overall each year. All water resources are correctly disposed of in accordance with local legislation, without negative impact on local environments or populations.

In our hotel, water-saving equipment is used to reduce general water consumption without compromising on health, hygiene and guest satisfaction. We place informative "Environment Card" in guest rooms about water saving and train our employees on this subject. The following activities related to water saving are carried out in our hotels and their continuity is ensured:

- Water flow is restricted with the aerator installed in all room and public area fittings.
- The aerator is regularly checked and replaced when necessary.
- All room and general area washbasin taps are adjusted so that the water flow rate does not exceed 5 litres and 10 litres in showers. The application is monitored with regular measurements and corrected in case of high flow rate detection.
- Saving flush system is used in guest and employee toilets. Thus, water consumption does not exceed 6 litres for each use. There are also stickers in the toilets for saving water.
- Photocell taps and sensor urinals are used in toilets in common areas.
- Shower trays are used instead of bathtubs in many rooms of our facility.
- In order to reduce water consumption in the Environmental Card to our guests, we have cards stating that towels and sheets are not changed continuously, but are changed at the request of the guest.
- Our employees are trained on the correct use of water and reporting any leakage.
- Waste water is connected to the sewerage system in accordance with the discharge regulations.
- Kitchen and F&B staff use washing troughs when washing fruit and vegetables.
- Water consumption is continuously monitored and recorded daily in the daily energy consumption table in our application portal.

The amount of water used by the facility will be monitored monthly, taking into account the amount of personnel and the monthly overnight stays of the guests, compared with other months and the same month of the previous year, and as a result, if there is an abnormal situation, work will be carried out to eliminate them. In this way, time will not be lost for the detection of water leakage and defective devices. Minimising water consumption by turning to saving apparatus is at the forefront of these studies.

DETERGENTS, DISINFECTANTS AND CHEMICAL USE

Chemicals are used in maintenance, repair and cleaning activities in our facilities. Every care is taken to minimise the use of chemicals as much as possible and to prevent accidental spillage. Employees who need to use chemicals are properly trained and Personal Protective Equipment is provided. It is ensured that all chemicals used are approved, labelled, in appropriate packages, that material safety data sheets (MSDS) are received by us, and that the trainings provided are in compliance with MSDS data.

In our chemical warehouses, necessary precautions have been taken against leakage, spillage, etc. that may harm the environment and storage is carried out in accordance with the regulations, the type of chemical and the manufacturer's storage instructions. Concentrated products are preferred whenever possible. The automatic dosing system uses the minimum amount of chemicals for disinfection in all possible areas. We ask for the permits and licences of the drugs they use from the company we receive service for pest control, we make sure that they are products that do not harm human health and the environment and that they are used in appropriate doses. In order to protect food safety and human health in production areas, we use natural methods of pest control such as fly catcher tapes.

By acting together with the housekeeping unit, care will be taken to use less polluting products in all chemicals used for cleaning, disinfectant and other purposes. In addition, this joint working system will carry out continuous market research to identify the most environmentally friendly products and submit a report to the management and purchasing unit. It is necessary to keep the usage amounts of the supplied products at certain levels and to make the process sustainable by training the team that will use them.

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Establish a programme to train managers and staff of cleaning units on new products and usage quantities. The trainings will be repeated at the time of product change and at least once a year.

WASTE

By means of the environmental trainings given periodically to the facility personnel by the technical team specialised in their field, capacity increase will be realised on which wastes are packaging wastes and how they should be collected. The use of waste oil, packaging waste and water waste bins placed in the facility will be ensured, this will be supervised and the best implementing personnel or department will be rewarded and encouraged.

As a result of continuous trainings, staff will be encouraged to show the same sensitivity in their own homes and to separate waste.

Monthly data on the weight of wet waste, amount of packaging waste and litres of oil waste will be recorded, reported and added to the file. A remarkable finding will be addressed and it will be ensured that this chain is not broken.

EDUCATION

It is necessary to act in a continuous training system in order to have a complete environmental protection awareness and to turn what is learnt into practice. It is aimed to make the system dynamic by ensuring that the facility personnel receive periodic environmental training every 6 months and that each personnel in each department receives these trainings at least 2 times a year by rotation. It is aimed to perceive the seriousness of the training by taking attendance at each training and ensuring that the personnel participating in the training are accompanied by the managers and/or managers of the departments to which they are affiliated.

Trainings will be carried out with the support of a professional environmental engineering consultancy company. All personnel in the facility will receive their certificates by attending the trainings in rotation. As a result of the surveys taken, when the same person will attend the training for the second time, the level of the training will be increased and the practices within the facility will be questioned, and system development will be carried out together in order to solve the environmental problems they see in their own working areas. This system will continue continuously and a serious environmental capacity increase will be realised in this way.

OUR OBLIGATIONS

Obligations to Guests:

Providing the most accurate and best service on time

Keeping promises made

Behaving in accordance with the rules of fairness, honesty and equality

Obligations to Employees

Honest, fair, safe working environment where different ideas are taken into consideration

A healthy environment where personal rights are fully utilised

A working environment free from all kinds of discrimination

A working environment that enables continuous self-improvement and encourages development

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Obligations towards Product and Service Providers

Timely fulfilment of obligations

Receiving a fair and competitive offer

To comply with confidentiality principles

Obligations to Shareholders

To increase and manage the company's assets in a way that can provide the highest return

Ensuring sustainable growth

To be able to account to shareholders for financial statements and business results

Providing full, accurate and complete information on time

Obligations to Competitors

Avoiding unfair competition

To act in accordance with Competition Law

To conduct competition only within the legal and ethical framework

Obligations to Society

To be a good corporate citizen

To develop the society and not to harm the environment and natural resources

Development by protecting the environment and natural resources

OUR GUESTS

Guest experience is extremely important to our business and we have THE PEARL HOTEL Quality Assurance Procedures to ensure that we continue to exceed guest expectations before, during and after their stay. We encourage our guests to let us know immediately if any services fall short of their expectations, so that guest satisfaction continues throughout their stay and they leave with an unforgettable experience to come back again. In our hotel, we strengthen our communication with guests with the aim of managing satisfaction thanks to our service where we follow the needs and deficiencies of our guests 24 hours a day, resolve them quickly and contribute to continuous improvement by turning complaints into opportunities. While preparing improvement activities and annual action plans on behalf of all departments, we plan by taking into account the demands of each guest.

We examine the data collected by the front office department, which analyses guest requests, in the presence of all department managers involved in complaint management, and resolve them in the fastest and fairest ways, by informing guests and staff and ensuring the satisfaction of everyone.

WORKING LIFE - EQUAL OPPORTUNITIES - WORK ETHICS

We care that all our employees work in a healthy, happy and safe work environment. Our Human Resources department plays a key role in ensuring that we comply with legislation relating to wellbeing and human rights at work. Of course, all contracts, working hours, pay structures, disciplinary and grievance procedures comply with national legislation. Our management has an open door policy and is accessible to resolve employment issues. A high percentage of our employees are employed from the region. This is important in terms of local employment, but also for guests with questions about the region, the employees are a great source of local information.

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In the process that starts with orientation trainings during recruitment, our promises and expectations from our colleagues are explained to them and their competences are increased with the trainings they receive from training experts in many different fields. By providing professional development trainings as well as personal development trainings, we contribute to continuity in profession and service, decent work, economic growth and qualified education with individuals who specialise in theory as well as practice. In promotions, we prioritise in-house employees in line with the "Promotion Instruction" and ensure their promotion by taking into account their potential and competencies, providing support in areas where they are deficient and contributing to their training. In internal promotions, if all other qualifications are the same, we contribute to equality of opportunity by prioritising candidates from groups at risk of discrimination. We value and respect the contribution of the experience of each age group to the organisation and our employees, and their ideas in our activities managed by a team of the best in their fields, focused on success. We declare that the total employment rate of the residents of the location of our hotel will be measured and that we will contribute to teaching professions through post-employment trainings to increase employment rates. In all our hotels, we help people to choose the most suitable and happy job for them in different departments/positions within the hotel in line with their talents and development. Every year, we aim to organise an "Employee Satisfaction Survey" in which all our employees participate, and we take into account the opinions and suggestions of our employees in our action plans that will guide our company to a better future. We come together with our employees every month to evaluate monthly performance results, celebrate the birthdays of employees who have a birthday during the month, and sustain our communication through chat meetings. At the beginning of the academic year, we provide educational assistance to our colleagues who have school-age children.

We provide accommodation support to our employees travelling from outside the province, and provide them free of charge with facilities to meet their daily needs. In order to reduce the damage we cause during transport, to reduce the time people spend on the road and to support them to spare time for themselves, we also provide lodging support to local personnel coming from remote regions in line with availability. We provide shuttle service support for each shift according to the working hours of the employees. Within the scope of business ethics, we inform our employees about issues such as corruption, bribery, unethical incidents, fraud and misconduct during orientation training. When they encounter such situations, we inform them that they can contact us anonymously through suggestion boxes or that we will protect the confidentiality of their meetings with the Human Resources department.

ENSURING OCCUPATIONAL HEALTH AND SAFETY

By adopting the legislation and legally determined laws and regulations as minimum standards, it is the primary duty of all our institutions and employees to identify hazards that may cause occupational accidents and occupational diseases in all our activities, to manage risks, to provide safe and healthy environments for our employees, guests and suppliers, to organise awareness-raising training and information activities for all segments, to ensure the continuous development and supervision of the occupational health and safety system.

TOURISM OF TOMORROW

The future of sustainable tourism depends on our actions today as much as the actions of future generations. We want to inspire young people to see tourism as a great career option that broadens their horizons, embraces diversity, celebrates destination cultures and protects the environment so that everything we have enjoyed throughout the history of our hotel can continue to be enjoyed by others. We aim to continuously increase the support we provide for students to develop themselves through the training they receive within the organisation while gaining experience through the employment of interns. We contribute to the faculties of our province by organising career days at university tourism faculties, and allow students to visit our hotels.

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SUSTAINABLE PROCUREMENT POLICY

Our suppliers/solution partners in line with the sustainable supply approach;

- Quality Assurance Management Systems, Environmental and Occupational Health and Safety Management Systems, internationally recognised environmental and sustainability labels/certificates,
- In production and supply, not having harmful effects on the environment, complying with environmental legislation,
- Using/consuming resources in an appropriate way without harming the natural life and ecosystem, complying with hunting bans,
- It works to minimise and properly manage its waste, offers alternatives to less packaging in product packaging or bulk packaging,
- To offer alternatives that are environmentally friendly, economical, local, ethical, recyclable or using recycled materials, organic, bio, vegan, not tested on animals, free of harmful chemical components, etc,
- To be a domestic and local production/service provider,
- To be a product / service that reflects / promotes the cuisine, traditions and culture of our country / region,
- We attach importance and communicate this perspective to our stakeholder suppliers. We endeavour to create efficient purchasing opportunities together with our suppliers and aim to minimise the environmental impacts arising from supply processes.

PURCHASING and SUSTAINABILITY - OUR CONTRIBUTION TO LOCAL ECONOMIES

We aim to contribute to reducing the environmental impact of suppliers by reducing their CO2 emissions during delivery by making purchases as close to the facilities as possible and as appropriate resources are available. In connection contracted purchases, individual bulk purchase of materials and services (enterprise-based bulk purchase) and retail purchases of materials and services; fuels, chemicals, pesticides, vehicles and equipment that consume all kinds of fossil fuels, electrical appliances, appliances containing refrigerant gas, noise source appliances, consumables, plastic materials and construction materials are environmentally sensitive, have the necessary permits and certificates, and energy efficiency classes are taken into consideration. The products to be purchased in our hotel with the following features are prioritised;

- Made from recycled product or recyclable
- Sustainably produced or sourced from sustainable sources
- Fair Trade/Organic/FSC/MSC/MSC etc.
- Delivered with less packaging
- Energy and water saving
- Environmentally sustainable
- Traceable ones

We are reviewing procurement and contract processes so that living cultural heritage and traditions are evident not only in the kitchen, but also in furniture, decoration, stores, events and other services. We aim to increase our local procurement rate by measuring and managing the purchases made from the region, and identifying local vendors in the market in order to increase it.

In line with our sustainable environmental purchasing policy, we purchase local products and services as much as possible. We also undertake to comply with the relevant legal regulations and requirements in our sector. We respect the customs and traditions of local people and ensure our continuity without harming them. We procure our products from local sources at a level that does not affect guest

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satisfaction, thus reducing CO2 emissions as there is no unnecessary transport. By establishing good relations with our suppliers, we ensure that the materials purchased are paid on time.

PRESERVATION OF LOCAL ENVIRONMENTS AND CULTURAL HERITAGE

Due to the rapid population growth, it is foreseen that in the coming decades, the current population growth process will be experienced more rapidly and intensively and cities will face very important transformations, especially environmental and cultural losses will be experienced and cultural heritage will be under threat from this process. Therefore, it is necessary to produce new policies and make strategic decisions that enable the protection of cultural and natural heritage. As The Pearl Hotel, it is important for us to ensure the continuity of our past, history, scientific and cultural accumulation. The success of our destinations is directly related to the culture, traditions and people that shape and live in our regions. Respecting and valuing these social aspects and contributing to their learning by our colleagues and guests are among our priorities. We want the entire population to enjoy the benefits that tourism brings to the destination. For this purpose, we share regional information through our website, info channels and front office staff in order to introduce our cultural heritage to all our guests.

OUR POLICY FOR THE PROTECTION OF BIODIVERSITY, NATURAL LIFE AND WILDLIFE

Future generations have the right to recognise living species. We understand the vital and socio-economic value and importance of biodiversity with a healthy environment, healthy animal, healthy human approach between ecosystem destruction, climate change and disaster risk, and we commit to work to ensure the protection of biodiversity. In order to support ecosystem services, we take responsibilities to contribute to habitat creation, soil formation, nutrient cycling and water cycle, and to provide cultural support, we make plans by aiming to contribute to recreation and aesthetic values, educational and inspirational values, moral and spiritual values, science and education.

WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

We attach importance to gender equality in our business.

- We ensure the health, safety and welfare 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 in accordance with the principle of equality.
- We provide the necessary environment for equal utilisation of career opportunities.
- We create education policies, support women's participation and raise awareness.
- We create working environment and practices that protect work-family life balance.
- We support women in company management and provide equal opportunities.
- We do not allow women to be subjected to abuse, harassment, discrimination, suppression, coercion, slander, etc. in any way. We are always aware of the value they add to the world and our organisation and support their existence.

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CHILD RIGHTS POLICY

Children are our trustees of the future. It is our primary responsibility to recognise them as individuals, respect their rights, and protect them against all kinds of psychological, physical, commercial, etc. exploitation.

To ensure that;

- We do not allow child labour 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 feel free and comfortable.
- We provide training to our employees on the prevention and recognition of child abuse.
- We make sure that children are under adult supervision during the activities they participate in.
- We organise trainings and support related projects to raise awareness on the protection of children's rights.
- When we witness suspicious activities involving children, we first inform the hotel management and seek help from official organisations when deemed necessary.

RISK MANAGEMENT

While producing responsible investments that generate added value, the identification and management of risks covering all the issues affected by our activities is one of our top priorities. We aim to create an effective control environment by ensuring that security issues are included in the process from the very beginning, from the design stages of the processes, with the awareness that failure to manage risks well may create financial, operational risks and/or reputational risks. We create annual internal audit plans and submit audit contents that can identify operational risks, financial risks, reputation risks and strategic risks for the approval of the board of directors. In addition to the audits specified in the annual internal audit plan, we also include examination, research or consultancy activities on issues required by senior management or hotel management within the scope of the audit year. In our new audit plans for compliance with legal regulations, employee and guest health and safety, information security, water safety, fire safety, we plan to examine the issues concerning the welfare of the local community and stakeholders within the scope of internal audit activities and report improvements. We endeavour to identify and monitor our impacts on soil, air, water, people, natural vegetation, biodiversity, local businesses and to improve areas where we see risks.

CORPORATE OBJECTIVES

The 4 Sustainability Dimensions We Consider in Target Setting

1. Economic Dimension

Circular, environmentally friendly, recycling economy, material purchasing management, Environmental Management System, innovative, efficient technologies, eco-design, longevity, aesthetics, prices reflecting ecological and social costs, regional and local marketing networks, intermediary-free purchasing, anti-corruption

2. Ecological Dimension

Efficient use of resources, "on-time-seasonal" consumption, protection of biodiversity, ecological life cycle systems, renewable energy preferences, prevention of ecosystem degradation, reduction of pollutants, emissions, waste, climate protection

3. Social Dimension

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Improving human health, justice, equal opportunity approaches, calculating the interests of future generations, democratisation, participation of all population groups in all areas of life, identification of groups at risk of discrimination, protection efforts, decent work performance indicators

4. Culture Dimension

Sustainable lifestyle, holistic perception of nature, aesthetic perception of sustainable development, local cultural diversity, keeping traditional knowledge alive, material culture, consumer awareness, development of local communities, cosmopolitan culture, keeping culture alive and promoted while adapting to international change, global responsibilities

SOCIAL AIDS

Use of Laundry; The work uniforms of all our employees and all kinds of work-related clothing are cleaned free of charge.

Personnel Service; Due to the nature of hotel businesses, employees work in different shifts. This requires transportation by shuttle service at different times. For this reason, we have shuttles at different times of the day for all routes within the district.

Staff Cafeteria; The meals served in the staff cafeteria are free of charge for employees. It serves breakfast, lunch, dinner and night menu. Hot and cold drinks are also available.

Intern; Our hotel offers internship opportunities to high school and university students.

THE PEARL HOTEL DOCUMENTS;

By fulfilling all the criteria determined by the Zero Waste Regulation, we will establish a Zero Waste Management system and include the "**Zero Waste Certificate**" in our system