

OUR SUSTAINABILITY POLICY

At the core of our Sustainability Policy is a long-term commitment to delivering sustainable services that address **environmental, social, cultural, economic, quality, human rights, health, and safety** aspects, while promoting continuous improvement.

We carry out all our activities in alignment with the protection of the environment, prevention and reduction of pollution, gender equality, decent work and economic growth, innovation, infrastructure development, climate action, and all other sustainability requirements, and we remain a constant supporter of these objectives.

All our processes are continuously improved in line with our core values, based on an approach of full compliance with applicable legal and other requirements to which we are obligated.

We respect human rights and reject all forms of discrimination based on language, religion, race, gender, or any other grounds. We oppose any form of **commercial, sexual, or other exploitation or harassment**, particularly against protected and vulnerable groups.

We respect the labor rights of our employees, provide a safe and healthy working environment, and offer channels through which they can submit suggestions, feedback, and complaints. These processes are monitored in accordance with applicable legal regulations. We support the professional development of our employees by providing regular training opportunities and contribute to the continuous improvement of our management systems by evaluating feedback. We aim to embed **occupational health and safety** into our corporate culture by operating with a **zero-accident principle**.

In the procurement of products and services, we evaluate quality and performance together with users and act in a **fair, honest, and impartial** manner in supplier selection processes.

We evaluate all feedback received from our guests and continuously improve our processes based on the data obtained. Our goal is to provide our guests with a service experience that reflects the comfort of home.

We contribute to the **protection, development, and promotion of historical, traditional, and cultural heritage**. We guide our guests in their cultural interactions and provide information on appropriate codes of conduct.

We commit to **not restricting the local community's access to cultural heritage** and to respecting all rights of the local population.

We regularly review our sustainability activities and processes, identify risks and opportunities, set objectives and targets accordingly, and communicate our sustainability performance transparently and accountably with all stakeholders in line with **international standards**.

We determine and use technologies appropriate to national conditions to protect the environment, ensure waste separation, prevent and reduce pollution, develop relevant projects, and ensure their effective implementation.

We conduct regular monitoring of energy consumption and, through relevant measurements, continuously improve energy efficiency and energy-saving practices.

When designing our buildings and service concepts, we consider the needs of guests and employees with special requirements and adopt an **accessible service approach for all**.

Within the scope of environmental protection activities, we adopt **sustainable tourism** practices, aim to protect biodiversity and ecosystems, support energy efficiency initiatives, identify environmental impacts to minimize pollution, and encourage the local community and all stakeholders to support these efforts.