

QUALITY, ENVIRONMENT AND FOOD SAFETY POLICY

Sunprime C-Lounge aims to be one of the top choices in the region with its ever-increasing quality standards and continuous in-service training. In achieving this goal, considering environmental issues, reducing negative environmental impacts, and promoting environmental awareness through careful resource use are our top priorities.

With our human-centered 'Happy team - happy guests' approach, our most important goal is to exceed the expectations of all our guests, including those with disadvantaged backgrounds, in a highly comfortable and modern holiday environment, creating experiences they will remember with a smile and encouraging them to return.

In line with these goals, under the leadership and responsibility of senior management, and with the voluntary participation of all our employees, our guest-focused service approach, which we have created by continuously improving our processes and systems according to the requirements of the age, has become established as a philosophy.

As a result, we have based all our activities on the following principles:

- ❖ Taking responsibility for quality together with all our managers and employees
- ❖ Working in compliance with laws and regulatory requirements
- ❖ Continuously monitoring our control points to ensure safe food production
- ❖ Relying on the support and productivity of our employees
- ❖ Ensuring access to contemporary quality values and customer satisfaction at every level of service provided
- ❖ Acting according to the principle of "continuous improvement" in all our work
- ❖ Increasing our skills and quality awareness through training
- ❖ Increasing family awareness by considering the happiness of our employees
- ❖ Evaluating the performance of our suppliers and maintaining communication with them to ensure the continuity of our product quality
- ❖ Respecting and supporting society and the environment
- ❖ Organizing environmental activities, participating in activities, and inviting our guests to our work
- ❖ Working to reduce carbon footprint
- ❖ Respecting and supporting society and the environment for sustainable tourism.

HUMAN RIGHTS AND LABOR RIGHTS POLICY

Sunprime C-Lounge Hotel, with its reputable and reliable position due to its operations and performance, aims to create a work environment that respects human rights within the framework of sustainable tourism and to increase the awareness and understanding of its employees, customers, and stakeholders by spreading this understanding.

Sunprime C-Lounge Hotel strives to fulfill the requirements of the Labor Law, the Universal Declaration of Human Rights of the United Nations to which Turkey is a party, the fundamental principles of the International Labour Organization, and the requirements of international agreements to which our country is a party.

Sunprime C-Lounge Hotel personnel are obliged to conduct their relationships with each other and with guests within the framework of honesty, trust, impartiality, and transparency, without discrimination based on language, religion, race, gender, philosophical belief, sect, disability status, etc., in accordance with the ethical principles of Sunprime C-Lounge Hotel and respect for human rights. These relationships must be conducted in a manner that avoids behaviors that could be perceived as mistreatment and does not disrupt the work environment. Hotel management is obligated to take necessary measures to prevent any instances of mistreatment, discrimination, or harassment, and to report any suspected cases to the Human Resources department. Such complaints will not be used against the complainant and will be seriously investigated and resolved. Our management is responsible for applying the necessary administrative sanctions against those responsible if it determines that discrimination, harassment, or other forms of mistreatment have occurred.

Sunprime C-Lounge Hotel avoids any practices that may lead to unfair competition in personnel employment. While there is freedom of contract and action in personnel employment in accordance with the Labor Law and relevant legislation, care is taken to ensure that personnel recruitment is in line with operational needs. In accordance with its Human Rights Policy, Sunprime C-Lounge Hotel does not finance the activities and/or projects of individuals and organizations that are found to be involved in activities prohibited or restricted by national legislation and international conventions to which Turkey is a party, or that employ child labor or engage in behaviors that violate human rights.

Sunprime C-Lounge Hotel staff work under private law provisions and are employed in accordance with the provisions of the Labor Law No. 4857. Our company respects the constitutional right to unionize and engage in collective bargaining. We take the necessary precautions within the framework of legal regulations regarding occupational health and safety, and ensure that our staff receives training.

Our employees' requests and complaints regarding working conditions, personal rights, duties, and responsibilities are communicated to the employer through the Human Resources department and followed up. Sunprime C-Lounge Hotel does not discriminate against candidates based on any criteria other than competence, either in the provision of services or in the appointment and promotion processes of its personnel.

Sunprime C-Lounge Hotel opposes forced and compulsory labor and expects this approach from its customers as well, within the framework of its published statements and various policies on human rights.



OCCUPATIONAL HEALTH AND SAFETY POLICY

At Sunprime C-lounge Hotel, to embrace change and grow, we will be open to "Continuous Improvement" and relevant stakeholders.

- Employee Health and Safety is the responsibility of all Sunprime C-lounge Hotel employees.
- Responsibilities and authorities for fulfilling laws, regulations, and other Employee Health and Safety requirements will be shared among all our employees.
- Employee Health and Safety at Sunprime C-lounge Hotel is as important as our other business objectives.
- All accidents are preventable and should be prevented. There is always a safer way to do any job.
- At Sunprime C-lounge Hotel, training is always essential to effectively implement the ISO 45001 Standard, to create and develop individual responsibility awareness regarding Employee Health and Safety issues.
- At Sunprime C-lounge Hotel, all internal and external resources will be used in the most accurate and beneficial way to provide an efficient, safe, and healthy working environment, to facilitate effective communication, to increase the individual performance of employees, and to reward knowledge and success.

CHILD RIGHTS POLICY

As the Sunprime C-Lounge Hotel family, with the awareness and responsibility that comes from being a well-established institution in tourism, we are committed to accepting all our customers, including children, as guests, blending national and international values, and providing service by fully complying with the requirements of human rights and children's rights.

We believe that the best interests of children are more important and prioritized than any other benefit, and we will act accordingly, carrying out continuous improvement efforts to ensure the continuity of the system.

We accept that all children are individuals with rights, and we will work together with all stakeholder institutions and organizations, as well as civil society organizations and local governments, to ensure that the following rights of children are adopted and lived in all areas of life:

- The right to life and development,
- The right to protection,
- The right to participation,
- The right to prevention of discrimination.

Therefore, we will attach importance to training and continuous development to ensure that all our personnel are knowledgeable about children's rights.

We are committed to taking the necessary legal and administrative measures, improving all necessary conditions, and ensuring the more effective and happy participation of children in life within the framework of the Social State concept included in the UN Convention on the Rights of the Child and our Constitution.

PURCHASING POLICY

When purchasing products, unless there are obvious differences in price and quality, the following elements form the main framework for the purchasing process:

- Supporting and prioritizing local businesses
- Purchasing fruits and vegetables from local producers before they are processed into industrial products
- Preferring products that have established sustainability policies or are produced using sustainable resources
- Upholding fair trade and not using our organization's economic and reputational power as a tool to pressure or threaten product suppliers,
- Working with suppliers who deliver with less packaging,
- Prioritizing suppliers who have ISO, HACCP, FSC, eco-label and similar quality standards,
- Supporting businesses that are working to create infrastructure for energy saving

In this policy, initiative and flexibility cannot be used during its implementation in order to support a sustainable tourism economy, regional development and minimize environmental damage.