



## **SUSTAINABILITY POLICY**

**As DENCITY HOTEL, we aim to adhere to the highest standards of sustainable management by ensuring that our policies, practices and procedures are transparent, accountable and effective.**

**As we proceed towards this goal, the following items constitute our basic principles.**

- **Legal Compliance**

Our hotel has adopted the principle of complying with legal requirements in all product and service processes.

- **Safety of Our Employees and Investment in People**

Our employees are our most valuable asset. We continuously improve all our processes and maintain the latest technologies to minimize risks that could jeopardize the health and safety of our employees and business partners and to prevent workplace accidents. Our core principles include training our employees, protecting their human rights, and ensuring equal opportunities regardless of religion, language, or race.

- **Guest Satisfaction – Guest Safety – Guest Focus**

Our guests are our reason for being. Our top priorities include monitoring all guest complaints from all sources, resolving them, and informing our guests about these issues, transforming complaints into opportunities.

- **Respect for the Environment**

Our main goals are to prevent environmental pollution and protect nature by using our natural resources in the most efficient way, to reduce the amount of our waste, to recycle it or to render it harmless.

- **Energy Savings**

Our hotel is committed to using our energy resources in the most efficient way and to continuous improvement in energy efficiency.

- **Food Safety – Hygiene**

Our common principle is to implement and continuously improve the food safety system throughout the food chain and prioritize hygiene conditions across all hotels in order to provide quality products that comply with food safety principles.

- **Supporting the Local Economy and Sustainable Purchasing Practices**



We are aware of our contribution to the local economy, so we make it a principle to select local suppliers of goods and services. We prioritize local employment. For sustainable tourism, we use environmentally friendly purchasing strategies that generate less energy, water, and waste. Competing in national and international markets, guided by these principles, our hotels demonstrate the necessary determination, continuously improve, and secure the resources to remain leaders.

- **Children's Rights**

We believe that everyone must bear responsibility for the protection of children. We understand that child welfare and the protection of children from all forms of harm are of paramount importance, and that it is our fundamental duty to protect all children we care for from physical and mental abuse. Guided by these principles, our hotels, competing in national and international markets, demonstrate the necessary commitment, continuously improve, and provide the resources to consistently be leaders.

- **Women's Rights, gender equality and equal opportunities**

We ensure the health, safety and well-being of all our employees, regardless of gender.

We have zero tolerance for violence and harassment.

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 Respect the Environment and Biodiversity**

Our hotel aims to control the amount of water, electricity, energy, chemicals and solid waste, and to minimize the damage that may occur to the environment, natural resources and biodiversity, without compromising the comfort of its guests.

With the measures we have taken in light of sustainable tourism principles, the use of natural resources has been reduced, and practices have been updated to minimize and, if possible, eliminate damage to soil, water and air.

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## **CHILD SAFETY POLICY**

- Respecting children's rights and taking the necessary measures to protect children against all forms of exploitation, including sexual exploitation,
- To support programs that prevent children from becoming in need of protection and care,
- To support institutions and organizations that will ensure the reintegration of children who have been involved in crime or who have been subjected to crime into society,
- To cooperate with all stakeholders serving children,
- To carry out activities to increase social awareness and sensitivity towards preventing violence against children,
- To organize trainings on child protection for our staff,
- To support all kinds of organizations and activities aimed at child protection in our environment,
- It is our goal to ensure that all suspicious activities involving children are reported to local authorities and relevant organizations.

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## **ACCESS POLICY FOR ALL**

Our hotel is committed to providing accessible tourism services to everyone within its means and informs its customers and stakeholders clearly and accurately about the level of accessibility through its website.

Our hotel is also committed to ensuring full compliance with legal regulations regarding accessibility and to continuous improvement in this regard.

We strive to make continuous improvements not only for the physically disabled but also for our guests who cannot participate in tourism activities due to disabilities such as vision or hearing impairments.

Our hotel regularly maintains and repairs its accessibility measures and infrastructure, making improvements as needed. We also regularly update our employees on accessibility issues.

Because;

We provide accurate and clear information about the accessibility of our facility on our website, reservation platforms, at the reception, and in brochures.

- There are no disabled rooms in the hotel.
- Hearing Accessibility: Emergency buttons with visual lights are available on each floor. They are visible on the floor plan.
- Visual Accessibility: Emergency buttons are available with audio.

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## **SUSTAINABLE PURCHASING POLICY**

Our hotel adopts purchasing practices that encourage the use and purchase of environmentally and socially compatible products, and we utilize supplier relationships that raise awareness of the necessary purchasing guidelines to reduce negative environmental impact and maximize resource efficiency.

Our hotel's Sustainable Purchasing Policy has been prepared to create long-term shared value for all stakeholders and to work together with all suppliers towards a sustainable future; while our hotel grows sustainably, it aims to create a positive social impact on the lives of its stakeholders and reduce the negative impact on the environment.

### **Our hotel is committed to sustainable purchasing;**

- **We minimize unnecessary purchases**

A product that doesn't need to be purchased has the smallest environmental footprint. We ensure there are no pre-existing products or resources available at the time of purchase that could meet the need.

- **We consider life cycle costs**

Purchase price isn't the only cost to consider. Energy, waste, or consumable costs can sometimes be more expensive than the product itself, so we consider all costs when making a decision.

- **We buy reliable certified products**

Certified products are produced with a quality that reduces environmental impact and conveys to all stakeholders that the business is sensitive and friendly to the natural environment. Therefore, they are at the top of our purchasing priorities. Fair trade products are our preferred choice when purchasing.

- **We buy convertible products**

The circular economy is an economic model that reuses products and minimizes waste. It aims to improve the lifecycle of products and minimize waste. Therefore, we consider recycled content, durability and repairability, recyclable packaging, and the availability of takeback or reuse programs.

- **We prefer green suppliers**

We aim to support vendors and suppliers who integrate sustainability into their practices and supply chains.

- **We minimize consumption**



We develop behaviors that minimize consumption, such as using recycled paper, avoiding unnecessary printers, using double-sided paper, and choosing reusable materials in offices, and we provide regular training to our staff on this subject.

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## **POLICY OF PROTECTION AND PRESENTATION OF CULTURAL HERITAGE**

While respecting intellectual property rights, our hotel values, combines and exhibits authentic elements of traditional and contemporary local culture in its operational design, decoration, cuisine or stores.

Local/Regional art/craft is reflected in design and furniture.

Living cultural heritage and traditions are evident in the cuisine, retail, events and other services offered.

Copyright and intellectual property rights have been observed and necessary permissions have been obtained.

While our hotel presents local and regional culture and works, it respects the copyright, intellectual property and industrial property rights of these works.

Authentic elements of traditional and contemporary local culture are used in our cuisine, design and decoration.

Our hotel does not buy or sell historical and archaeological artifacts, does not mediate their trade or exhibit them.

We constantly raise awareness of cultural heritage among our staff.

Our hotel prioritizes the promotion and consumption of local products. It implements innovative and creative practices to ensure sustainability in gastronomy across all its operations.

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## **QUALITY AND FOOD SAFETY POLICY**

**The main goal of our hotel is to prepare and serve the most exquisite flavors with our trained staff.**

- To ensure that our guests can convey their complaints to us at any time,
- To improve our processes within the scope of our financial, operational and corporate conditions, in accordance with the primary and secondary legislation requirements, by evaluating all suggestions, requests and complaints that may come from our guests, staff and third parties,
- All products of our hotel must be safe for human health.
- Raw materials arriving at our hotel are controlled without exception by expert personnel.
- By raising awareness among suppliers, we ensure that they produce products with the qualities we desire.
  - Health and hygiene rules, relevant laws and regulations are complied with at every stage of the products produced in our hotel.
  - In our hotel, each unit is the auditor of the other unit.
  - Self-control is provided within our hotel.
  - Our goal is to ensure the continuous improvement and development of the quality and food safety management system and to fulfill all requirements to increase its effectiveness.

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## **ENVIRONMENT AND WASTE MANAGEMENT POLICY**

**The main goal of our hotels is to protect the environment, create and develop environmental protection awareness, and provide services with the principle of environmentally friendly construction in order to contribute to sustainable tourism together with all our employees.**

### **In this direction;**

- Taking an active role in environmentally beautifying arrangements and activities,
- To prevent environmental pollution; to reduce the consumption of environmentally harmful substances and the amount of waste,
- To prevent excessive chemical consumption, we provide regular training to our staff on chemical use.
- Separating waste at source to prevent pollution and protect the environment,
- To ensure the disposal of hazardous waste generated in our facility within the scope of Environmental Legislation,
- Minimize our emissions by choosing the most appropriate technological equipment compatible with the environment,
- To provide regular reminders to our staff and guests to raise environmental awareness,
- To provide regular drills with Emergency Response Teams in order to prevent possible emergencies and environmental disasters,
- To contribute to increasing environmental awareness by collaborating with our suppliers and customers,
- We take care to effectively separate our waste according to its source, groups and hazard classes.
- We know that using hazardous substances and chemicals only when necessary and in the required quantities will reduce both the negative impact on the environment and the amount of waste.
- We contribute to protecting nature by choosing "recycling" and "environmentally friendly" labels for the materials we purchase in our business. We strive to create reuse opportunities.
- We use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and take care to leave less waste in nature.
- We store wastes correctly, in separate areas according to their characteristics, deliver them to licensed/authorized companies without exceeding legal storage time limits, and maintain records.
- Our goals are to carry out our activities with the awareness of our responsibilities towards the environment and society, to believe in continuous development and to ensure the continuity of our activities with the belief in a sustainable environment.

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## **ENERGY EFFICIENCY POLICY**



**To protect our world from potential dangers, we use our energy efficiently and set goals to reduce our energy consumption.**

**For this;**

- In order to fulfill 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 work.
- We set goals and include energy efficiency in our training programs to ensure the participation of our employees.
- We prioritize collaborating with all our stakeholders to achieve common goals and outcomes regarding energy management. We strive to maintain our engagement with our guests, employees, visitors, and all our business partners to foster a shared awareness and consciousness on these issues.
- We strive to research, find, purchase and use appropriate energy efficient product, equipment, fittings and technology alternatives.
- We aim to document our Energy Management System, disseminate it to all our departments, update it when necessary, review it and continuously improve it.
- We evaluate energy risks or emergencies that may arise, such as energy shortages, and plan the precautions that can be taken.
- To ensure energy efficiency and savings by taking advantage of technological developments,
- To make our natural resources sustainable, we monitor our water and electricity consumption regularly and take protective measures to prevent excessive consumption.
- To encourage the use of renewable energy sources,
- To use energy and natural resources at an optimum level and to implement activities to prevent unnecessary resource use,

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## **OCCUPATIONAL HEALTH AND SAFETY POLICY**

**The main goal of our hotel is to carry out all stages of our production and service activities in a healthy and safe working environment.**

### **In this direction;**

- Employee Health and Occupational Safety is the responsibility of all our Hotel employees.
- Responsibilities and authorities to fulfill laws, legislation, regulations and other Occupational Health and Safety requirements will be shared among all our employees.
- Our hotel's Employee Health and Safety are as important as our other business objectives.
- In selecting suppliers and subcontractors working with our hotel, compliance with the "Hotel Employee Health and Occupational Safety" rules is taken into consideration and constantly inspected.
- All accidents can and should be prevented.
- There is always a safer way to do any job.
- Training is always indispensable to effectively implement our hotel's OHS Standard and to create and develop individual responsibility awareness regarding Employee Health and Occupational Safety issues.
- Our hotel will use all internal and external resources to provide an efficient, safe and healthy working environment, to ensure effective communication, to increase the individual performance of employees and to use information in the most accurate and beneficial way.

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## **WOMEN'S RIGHTS, GENDER EQUALITY AND EQUAL OPPORTUNITY POLICY**

### **We attach importance to gender equality in our business.**

- We ensure the health, safety and well-being 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 by observing the principle of equality.
- We provide the necessary environment for equal benefit from career opportunities.
- We create education policies and support women's participation and awareness raising.
- We create a working environment and practices that maintain work-family life balance.
- We support women in company management and offer equal opportunities.
- We embrace equal opportunity in all recruitment, promotion, training, and other human resources processes. We do not discriminate against any employee or job applicant based on race, color, gender, sexual orientation, religion, disability, age, or other legally protected categories.
- We operate with a zero tolerance policy towards sexual harassment and other forms of harassment.

We do not allow women to be subjected to any form of abuse, harassment, discrimination, oppression, coercion, slander, etc. We are always aware of the value they add to the world and our institution, and we support their existence.

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## **BIODIVERSITY CONSERVATION POLICY**

### **We identify and control the potential direct and indirect impacts of our activities and supply chain activities on biodiversity.**

- We avoid materials that pose a risk to endangered species, animal welfare and forests in our activities.
- We include ensuring the sustainability of natural resources in our goals and develop projects in this direction. We participate in studies focusing on biodiversity conservation with NGOs and local governments.
- We organize in-house training and internal communication activities to raise awareness about the importance and protection of biodiversity and include this topic within the scope of sustainability training.
- We share biodiversity performance annually in the Sustainability Report.
- We take actions to create and monitor the biodiversity inventory of the region and to ensure that endemic species are protected.
- We take actions to support and develop agricultural activities that are the source of livelihood for local people.
- Encouraging all employees and stakeholders to participate in efforts to protect biodiversity

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