



PINETA PARK HOTEL

PINETAPARK SUSTAINABILITY POLICIES



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SUSTAINABILITY POLICY

Our goals are to "ensure the efficient use of natural resources with an awareness of environmental and energy responsibility." We aim to increase energy efficiency, create renewable energy sources, minimize all waste arising from resource consumption, separate them at source, and dispose of hazardous materials without harming the environment. We also aim to comply with and continuously improve relevant laws and regulations. We also aim to contribute to instilling environmental awareness in our employees, guests, tour operators, suppliers, and the public. We also aim to make our policy a way of life, ensure the continuity of our practices, and maintain public scrutiny so that it permeates every aspect of our lives.

We aim to regularly train our employees, continuously improve their conditions, identify potential hazards and risks in advance, and prevent potential workplace accidents and occupational diseases.

We aim to protect human health and human rights through teamwork and ensure a safe and healthy working environment. We aim to raise awareness among all our employees through training and encourage them to adopt the principle of not endangering their own health, the health and safety of other employees, and our guests. Our occupational health and safety policy is to continuously improve our prevention culture by reviewing our analyses.

We aim to work to prevent the exploitation of vulnerable groups without discriminating on the basis of race, gender, or disability, and to increase the number and quality of local employment created by tourism, including by improving wages and service quality.

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

To benefit cultural heritage and minimize damage to it.

Our purchasing policy is focused on local, environmentally responsible, fair-trade-based, and efficient purchasing. We monitor our suppliers' sustainability processes.

To ensure maximum satisfaction by anticipating our guests' expectations and needs.

To provide social and economic benefits to the local community and minimize negative impacts on the public.

Our hotel provides accurate information to all stakeholders in its advertising campaigns. We always use authentic visuals in our advertising campaigns. This information is shared on our website, social media accounts, and other print and written promotional channels, as well as in our marketing campaigns. Our hotel maintains a transparent and realistic communication structure regarding its products and services.

We take every necessary precaution to increase local employment in our region, protect and enrich wildlife, and we share with the public all our environmental stewardship efforts.



OUR QUALITY POLICY

We establish and implement our quality management system in accordance with international standards.

With the belief that there is always room for improvement, we constantly measure and strive to improve the services we offer to our guests.

We lead the industry with our pioneering work, setting an example.

We define our open and transparent management style with the principles of professionalism, honesty, diligence, and reliability.

We prioritize providing service in line with our brand standards and promptly correcting any errors that arise.

We prioritize continuous training and provide the necessary resources to ensure our employees perform their jobs conscientiously, accurately, and safely, prioritizing quality, guest-focused service, environmental stewardship, and food safety.

We prioritize continuous training and provide the necessary resources to ensure our employees perform their jobs conscientiously, accurately, and safely.

We utilize our experience, knowledge, and skills to improve ourselves by prioritizing guest expectations and implementing developing and up-to-date technology in our investments.

As our hotel operates and competes in national and international markets, we are committed to maintaining our "superior quality" approach to remain a leader.



OUR FOOD SAFETY POLICY

Our mission is to continuously improve Food Safety Management, increase its effectiveness, and collaborate with our suppliers in our work, prioritizing human health at every stage of the supply chain to ensure product safety and quality.

We aim to ensure the trust and satisfaction of our guests in food consumption. We aim to periodically assess Food Safety risks.

We aim to share our Food Safety experience with suppliers, institutions, and guests to ensure continuous process improvement.

We organize the necessary training activities to ensure the understanding, adoption, and implementation of the Food Safety Management System by our staff and suppliers. We aim to raise awareness through training and ensure their internalization of the system, ensuring consistent service continuity.

We are committed to ensuring the protection of human health by fully implementing hygiene rules in all food production, presentation, and storage areas, from the procurement of raw materials to the consumption of the produced food. We also commit to complying with all legal and international legislation and regulations.

OUR OCCUPATIONAL HEALTH AND SAFETY POLICY

In accordance with the organization's objectives and all business relationships, we consider people our most valuable asset and prioritize creating a safer and healthier work environment.

To improve our Occupational Health and Safety management system performance, we identify and evaluate hazards, risks, and opportunities arising from our organization's activities and those outside the workplace. We work to eliminate hazards and risks at their source.

We take protective and preventive measures for all our parties and stakeholders. We utilize the suggestions and opinions of our employees and employee representatives in all our operations as the most important source of continuous improvement.

We are committed to raising the occupational health and safety awareness of all our employees and stakeholders and to complying with legal regulations by continuously improving our occupational health and safety management system through periodic targets and reviews.



OUR HUMAN RIGHTS, EQUAL OPPORTUNITY, AND EMPLOYEE RIGHTS POLICY

Our organization aims to provide a safe and healthy work environment. We do not discriminate based on race, religion, caste, national origin, disability, age, gender, sexual orientation, association or union membership, or political affiliation in hiring, compensation, training, rewards, promotions, termination, or retirement.

We support women's participation in the workforce in all our departments and provide equal opportunities.

Our organization aims to increase the number and quality of local employment created by our workforce. We provide clean showers, drinking water, meals, transportation, and housing for our employees.

We prioritize avoiding physical, mental, or physical punishment and verbal pressure, and we ensure that employees can express their wishes and suggestions openly within our open-door policy.

We prioritize career planning and ensure that all employees work in a team spirit, not individually. We foster a sense of belonging in our employees and protect their confidentiality and personal information.

We legally pay overtime for its economic contribution, not as leave (free time), and grant annual leave entitlements immediately upon accrual.

We prioritize professional qualifications and experience, eliminate age restrictions, and regularly provide training for our employees. We aim to create a common management language and strengthen our culture that encourages continuous learning.

We aim to continuously improve working conditions, identify potential hazards and risks, and prevent potential workplace accidents and occupational illnesses.

We pursue a fair working and compensation policy that meets legal regulations and established standards. We ensure that all our employees benefit from the social rights, fringe benefits, and rewards we offer.

We are committed to respecting and protecting the rights of our employees granted by law and regulations.



VULNERABLE GROUPS AND OUR CHILDREN'S RIGHTS POLICY

Children are entrusted to us as future generations. It is our primary responsibility to recognize them as individuals, respect their rights, and protect and safeguard them against all forms of psychological, physical, commercial, and other forms of exploitation.

To ensure this, we do not permit the employment of child labor within our own organizations, in accordance with the principle of non-child labor set forth in the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, and we expect the same sensitivity from all our business partners.

We provide environments/opportunities within our businesses that contribute to children's development, where they can freely express their thoughts, wishes, and feelings, and where they feel free and comfortable.

We provide our employees with training on preventing and recognizing child abuse. We ensure that children are under adult supervision in the activities they participate in.

We organize training programs and support relevant projects to raise awareness about the protection of children's rights.

When we witness suspicious activity involving children, we first inform hotel management and, if necessary, seek assistance from official institutions.

We do not tolerate exploitation, harassment, discrimination, oppression, coercion, or slander, nor do we tolerate vulnerable individuals who lack the capacity to consent and who could face significant consequences if their personal data were made public. These individuals include women, infants and young children, the elderly, pregnant women, people with mental illnesses, refugees, people with disabilities, ethnic minorities, and patients.

We always recognize the value they bring to the world and our organization, and we support their existence.



OUR DISABLED PERSONS POLICY

Our facility implements mandatory minimum standards to ensure accessibility standards and eliminate barriers in all areas.

Our policy is to ensure that accessible accommodations include those accessible to individuals with disabilities, even if they are not accessible.

We provide appropriate financial support and human resources, in line with the objectives of the Ministry of Culture and Tourism, to ensure our facility provides accessibility services as required.

We continuously improve our facilities to provide a healthy, peaceful, and safe environment for individuals with disabilities.

We strive to continuously improve our facilities, not only for those with physical disabilities but also for guests who cannot participate in tourism activities due to disabilities such as vision or hearing impairments.

Our hotel regularly maintains and repairs its accessibility facilities and infrastructure, and implements improvements as necessary.

We also regularly inform our employees about accessibility.

We are committed to providing accessible accommodations for individuals with disabilities in the same environment as everyone else, and to providing clear and accurate information about accessibility levels to our customers and stakeholders through our website.

WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

We prioritize 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 operate with a policy of "equal pay for equal work" regardless of gender.

We distribute tasks with the principle of equality in mind.

We provide the necessary environment for equal access to career opportunities.

We develop training policies, support women's participation and raise awareness. We support women in company management and offer equal opportunities.

We never allow women to be subjected to abuse, harassment, discrimination, oppression, coercion, slander, or other forms of exploitation.

We are always aware of the value they add to the world and our organization, and we support their existence.



OUR CUSTOMER SATISFACTION POLICY

With our company's experience and awareness of our responsibility to provide the best possible service to our guests, we aim for customer satisfaction. Along the way, we plan to continuously implement a clean and healthy quality approach with all our employees and managers, ensuring continued effectiveness in this area.

Our guests are our reason for being. We believe that we can increase our competitive edge by ensuring guest satisfaction and, as a result, achieve even greater success in our markets.

Our primary duty is to monitor our guests' complaints, inform them about the issues, and turn them into opportunities by resolving them.

We anticipate and analyze our guests' expectations and needs, and implement corrective actions to ensure maximum guest satisfaction.

We view our guests' feedback as an opportunity for self-improvement. We integrate guest requests and expectations with our management into our understanding of quality, and by raising awareness among our staff, we aim to maximize guest satisfaction.

TRAINING POLICY

At our hotel, all personnel, from top to bottom, are part of the management pyramid.

Ensuring customer satisfaction is fundamentally dependent on qualified personnel and keeping their knowledge up-to-date.

We recognize the importance of training in establishing a corporate culture, fostering sustainable tourism, and developing environmentally conscious individuals.

Ensuring the personal development of our staff begins with orientation and on-the-job training, followed by a trial period.

We monitor evolving global conditions and regularly receive support from both in-house and external companies to ensure our staff stays current with their training and training programs. Local personnel are our preferred choice.



OUR PURCHASING AND LOCAL SUPPLIER POLICY

Our primary goal is to protect the environment for sustainability, minimize the negative impact of our business on the environment, and ensure sustainable purchasing practices to contribute to the development of our community and the environment.

We ensure that the food and beverages purchased at our facility are of the highest quality, comply with their intended purpose and applicable regulations, and are also sourced locally. To limit and minimize the environmental impact of our business during its operations, we will evaluate the following criteria during purchasing, along with price, quality, and suitability. When purchasing products, we will consider not only the purchase cost but also the lifetime cost:

- Choosing tools and equipment that consume less energy,
- Choosing tools and equipment that consume less water,
- Choosing tools, equipment, products, and services that produce less waste,
- Choosing materials that cause minimal environmental damage,
- Replacing the cooling gases used in our hotel with new cooling systems that comply with environmental regulations at the end of their service life.
- We will communicate with our suppliers to raise awareness about the supply of sustainable products and services.

The use of natural resources without harming the ecosystem is also important. Animal rights and the sustainability of wildlife species are prioritized in all purchasing activities, and prohibited products are not procured.

For wood, paper, fish, other foods, and wild-sourced products, environmentally certified products and suppliers are preferred. Where certified products or suppliers are unavailable, the origin and production methods are investigated.

To minimize waste, the goal is to carefully manage consumables, including food, and to prioritize reusable, returnable, and recycled products. Furthermore, suppliers are expected to minimize and properly manage their waste.

Practices such as using energy-efficient products and purchasing from local/local businesses are considered environmentally important. We also aim to support local entrepreneurs in the development and sale of sustainable products and services.

By embracing the principle of fair trade, corruption, bribery, and conflicts of interest are avoided. Priority is given to business partners who comply with business ethics and legal regulations. Furthermore, the intellectual property rights of all business partners are protected.

Our organization works with local/regional suppliers to ensure responsible sourcing throughout the supply chain to fulfill and support social responsibility.

We view our raw material and technical suppliers as important partners with whom we develop trust through open, equitable, and fair trade. Our institution also promotes a Sustainable Management System by taking into account the environment, quality, occupational safety and human rights in the supply chain, including our suppliers, in order to gain the trust of society.



OUR ENVIRONMENT AND WASTE MANAGEMENT POLICY

We operate with a commitment to environmental and social responsibilities, a belief in continuous improvement, and a commitment to sustainable development. We will ensure this continues. We will minimize environmental pollution and damage by controlling factors that could cause environmental pollution.

We will fulfill our legal obligations and comply with environmental legislation and administrative regulations. We will minimize our negative environmental impact by utilizing the best possible technology during our operations.

We will ensure that environmental awareness and the efforts we make to protect the environment are shared with our employees, guests, suppliers, and the public, and that they are adopted as a philosophy of life.

We will organize necessary training to increase environmental awareness, ensuring that our employees are informed, aware, and motivated about environmental issues. We will work to reduce, reuse, or recycle polluting waste at its source to prevent environmental pollution.

We will implement activities that utilize energy and natural resources at an appropriate level and prevent unnecessary resource consumption. Environmentally friendly and efficient products will be purchased and procured to achieve zero waste, reduce waste, and reduce chemical use.

Possible environmental risks will be identified after each departmental activity, and we will take measures to reduce waste. We will develop solutions for waste separation throughout the facility and in individual rooms. We will ensure that hazardous waste generated at our facility is disposed of in accordance with environmental regulations and that this is consistently carried out within our organization.

We store waste in separate areas, according to its characteristics, deliver it to licensed/authorized companies within legal storage limits, and maintain records.

To ensure the sustainability of our natural resources, we will regularly monitor our water and electricity consumption and implement protective measures to prevent excessive consumption. To prevent excessive chemical consumption, we will not provide training to our staff on the necessity of adequate chemical use.

We will prioritize biological control methods in garden maintenance and continue to implement drip irrigation for water conservation.

We will conduct regular drills with our Emergency Response Teams to prevent potential emergencies and environmental disasters. We will continuously improve our Environmental Management System. We will continue our efforts to use our natural resources efficiently and prevent pollution from soil, water, air, light, noise, erosion, and runoff.

We strive to minimize our carbon footprint and greenhouse gas emissions.

We will provide regular reminders to staff and guests to raise environmental awareness. We will continue to make announcements to staff through environmental awareness boards.

We measure our environmental management performance, monitor this data against targets, and strive to improve our performance.



OUR ENERGY MANAGEMENT POLICY

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

To achieve this, we follow national and international standards, laws, and regulations to fulfill both our responsibilities to nature and our legal obligations. We voluntarily undertake initiatives to reduce energy use and/or continuously improve our energy consumption performance, and we monitor the results of our efforts.

We set goals and include energy efficiency in our training programs to ensure employee participation.

We prioritize collaborating with all our stakeholders to create common goals and outcomes regarding energy management.

We strive to maintain our interaction with our guests, employees, visitors, and all our business partners to achieve a universal level of awareness and consciousness on these issues.

We strive to research, identify, purchase, and utilize suitable energy-efficient products, equipment, fittings, and technology alternatives.

We aim to document our Energy Management System, disseminate it across all departments, update it as 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.



WATER SAVING POLICY

As a hotel, we use our water efficiently to address potential water risks and set goals to reduce our water consumption. To this end, we follow national and international standards, laws, and regulations. We voluntarily undertake initiatives to reduce water use and/or continuously improve our water consumption performance, and we monitor the results of our efforts.

We set goals and include water conservation in our training programs to ensure employee participation.

We prioritize collaborating with all our stakeholders on water management. We strive to maintain a high level of awareness and consciousness on these issues with our guests, employees, visitors, and all business partners.

We strive to research, identify, purchase, and utilize products, equipment, and technology alternatives that are compatible with water efficiency.

We aim to document our Water Savings Management System, distribute it to all departments, update it as necessary, review it, and continuously improve it.

We assess water risks or emergencies such as water outages and plan the necessary precautions. We undertake to comply with all mandatory legislation regarding sustainable water use, reducing water consumption rates, determining methods for efficient and reusable water use, and developing and implementing water saving models for sustainable water management.



OUR POLICY OF SUPPORTING LOCAL PEOPLE

Our goal is to protect local resources and contribute to the regional economy by providing local employment and supply.

We prioritize supporting our communities and supporting local entrepreneurs to maximize social and economic benefits. We strive to source our raw materials from local suppliers to support projects that will improve the local community and foster entrepreneurial growth.

We also prioritize recruiting local employees for our hotels. We support activities in collaboration with local civil society organizations.

OUR DESTINATION PARTICIPATION POLICY

We support public and private projects in our region that protect cultural heritage and nature. Our goal is to maximize the contribution to the host destination, including by showcasing arts and handicrafts produced by local people and increasing the local spending of our visitors.

We educate guests about the local culture and appropriate behavior in the region.

We engage local governments in planning, management, and tourism development processes in consultation with other tourism stakeholders.

We participate in measures to preserve and enhance the quality of urban and rural areas and prevent the physical and visual degradation of the environment.

We support respecting and strengthening the culture, traditions, and historical heritage unique to the Turkish people.

OUR CULTURAL HERITAGE AND PROMOTION POLICY

We consider it our responsibility to understand the regions we inhabit, respect their historical values and cultures, and contribute to their economic and social development.

We provide information about all historical sites and the unique beauties listed in our region through our reception and promote them at our hotel grounds and sales points.

We provide information on access to historical sites and cultural heritage sites, behavioral patterns, and cultural values. We work to preserve local culture and traditions, prevent discrimination based on views, ethnicity, beliefs, and other factors, and protect the natural fabric, historical, cultural, and archaeological heritage in our regions.

We facilitate consultations to ensure that local characteristics, sensitivities, and the needs of the local community are taken into account in decisions. We support our guests in introducing them to the region's cuisine, activities, culture, and traditions.

We are committed to guiding our guests in cultural interactions and informing them about our rules of conduct. We are committed to ensuring that local communities do not hinder their access to cultural heritage and respect all rights of the local community.



OUR BIODIVERSITY CONSERVATION POLICY

We consider biodiversity and ecosystem issues when developing our environmental strategies and designing our activities.

Our goal is to protect the ecological system in our facilities' terrestrial areas and to ensure the protection and sustainability of the natural world around us by monitoring invasive species.

WILDLIFE AND ANIMAL HEALTH PROTECTION POLICY

Our organization is aware of and complies with existing local, national, and international regulations and guidelines regarding wildlife interactions, including wildlife viewing.

The organization complies with the development and implementation of local laws and guidelines for wildlife interactions, including wildlife viewing, as necessary, based on the advice of wildlife experts.

Direct interactions, particularly feeding, are not permitted unless specifically approved by internationally accepted standards or where standards are unavailable, unless guided by independent wildlife expert advice.

Measures are taken to minimize wildlife disturbance. Impacts on wildlife welfare are regularly monitored and addressed.

Our organization is aware of and cooperates with public institutions and non-governmental organizations regarding laws and regulations related to captive wildlife.

Our organization is aware of and complies with laws and regulations regarding animal welfare. Regular monitoring of the condition, housing, and handling of domestic animals is carried out.



COMMUNICATION POLICY WITH OUR STAKEHOLDERS

Our hotel provides accurate information to all stakeholders in its promotional activities. It always uses authentic visual materials. Our hotel maintains a transparent and truthful structure regarding its products and services on its website, social media accounts, other printed and written promotional channels, and in its marketing communications.

Our hotel also openly and transparently shares its policies and sustainability-related actions, operations, and processes with its employees and customers.

Our hotel's website is used to do this. Information about our sustainability performance is provided on our website. Our hotel has a system that aims to obtain feedback from our customers, public institutions, municipalities, employees, the local community, and all other relevant individuals and institutions regarding our sustainability performance, policies, and practices. Through this system, we receive feedback from both our staff and our customers.

Our system is designed to enable and encourage our customers and staff to provide feedback quickly, easily, and effectively.

Customer satisfaction is a priority at our hotel. Customer satisfaction includes feedback from the system described above regarding sustainability. The results are analyzed. Negative feedback and responses are recorded, and necessary measures are taken.

Our employees are aware of what they need to do within our management system and sustainability-related policies and practices.

Our employees' required actions are defined in writing and communicated to them, and they receive regular training and guidance. These training sessions are recorded.

Our employees play an active role in the development and continuous improvement of our management system and sustainability performance.

We review and improve our system based on feedback from our employees.