



SUSTAINABILITY POLICY

At ARAKAT, we aim to adhere to the highest standards of sustainable governance by ensuring that our policies, practices, and procedures are transparent, accountable, and effective.

As we move towards this goal, the following points constitute our fundamental principles.

- **Legal Compliance**

Our hotel is committed to complying with legal requirements in all its product and service processes.

- **Employee Safety and Investing in People**

Our personnel are our most valuable asset. We continuously improve all our processes and keep up with the latest technologies to minimize risks that could jeopardize the health and safety of our employees and business partners, and to prevent workplace accidents. The training of our employees, the protection of their human rights, and their equal access to rights regardless of religion, language, or race are our indispensable principles.

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

Our guests are our reason for existence. Following up on all guest complaints from all sources, resolving them, and informing our guests about the issues to turn these complaints into opportunities for ourselves are among our top priorities.

- **Respect for the Environment**

Our main goals include preventing environmental pollution and protecting nature by using our natural resources in the most efficient way, reducing the amount of waste, and ensuring its recycling or neutralization.

- **Energy Saving**

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

- **Food Safety – Hygiene**

To offer high-quality products that comply with food safety principles, it is our shared principle to implement and continuously improve the food safety system throughout the food chain and to prioritize hygiene standards across all our hotels.

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



We are aware of our contribution to the local economy, which is why we make it a principle to select our suppliers of goods and services locally. We prioritize local employment. For sustainable tourism, we make environmentally friendly purchases that produce less energy, water, and waste. In light of these principles, our hotels, competing in the national and international markets, demonstrate the determination, continuous improvement, and resources required to always be leaders.

- **Children's Rights**

We believe that everyone has a responsibility to protect children. We know that child welfare and the protection of children from all forms of harm are paramount, and that protecting all children we are involved with from physical and mental abuse is our fundamental duty. In light of these principles, our hotels, competing in the national and international market, demonstrate the commitment, continuous improvement, and resources necessary to always 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 across all our departments and provide equal opportunities.

We operate with a policy of "equal pay for equal work," without discrimination based on gender.

- **We respect the environment and biodiversity.**

Our hotel aims to minimize potential harm to the environment, natural resources, and biodiversity by controlling water, electricity, energy, chemical, and solid waste quantities, without compromising the comfort of our guests.

In line with the principles of sustainable tourism, we have reduced the use of natural resources and updated our practices to minimize, and if possible eliminate, the damage to the soil, water, and air.

- **Carbon Footprint and Transportation**

Carbon Footprint Monitoring: The hotel will monitor carbon emissions and develop strategies to minimize its environmental impact. Green Transportation Options: Bicycle rental services, electric vehicle charging stations, and public transportation information will be offered to guests. Carbon Offset Programs: Participation in



carbon offsetting projects will be ensured to offset carbon dioxide emissions through sustainable transportation and the use of renewable energy.

GENERAL MANAGER

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CHILD SAFETY POLICY

- Respecting children's rights and taking necessary measures to protect children from all forms of exploitation, including sexual exploitation.
- To support programs that prevent children from becoming vulnerable and in need of protection and care.
- To support institutions and organizations that will help reintegrate children who have been involved in crime or against whom crimes have been committed, into society.
- To collaborate with all stakeholders serving the child,
- To engage in activities that raise social awareness and sensitivity towards preventing violence against children,
- Organizing training sessions for our staff on child protection,
- To support all kinds of organizations and activities aimed at child protection in our environment,
- Our goal is to ensure that all suspicious activities involving children are reported to local authorities and relevant organizations.



UNIVERSAL ACCESS POLICY

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

Our hotel is also committed to fully complying with and continuously improving upon legal regulations regarding accessibility.

We strive to continuously make improvements not only for physically disabled guests, but also for those who cannot participate in tourism activities due to disabilities such as visual or hearing impairments.

Our hotel regularly maintains and repairs its accessibility arrangements and infrastructure, and makes improvements when necessary. We also regularly inform our staff about accessibility issues.

Because;

- We provide accurate and clear information about the accessibility level of our facility on our website and booking platforms, at the reception, and in brochures.
- The hotel does not have rooms for disabled guests.
- Hearing Accessibility: Emergency buttons are available on each floor with visual lighting.
- Visual Accessibility: Emergency buttons are available with audible prompts.



SUSTAINABLE PROCUREMENT POLICY

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

Our hotel's Sustainable Procurement Policy is designed to create long-term shared value for all stakeholders and to work together with all suppliers towards a sustainable future; it aims to create a positive social impact on the lives of stakeholders and reduce negative environmental impact as our hotel grows sustainably.

Our hotel is committed to Sustainable Procurement;

- **We minimize unnecessary purchases.**

The product that doesn't need to be purchased has the lowest environmental footprint. We ensure that there are no pre-existing products or resources that could meet the need during the purchasing process.

- **We consider life cycle costs.**

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

- **We buy reliable, certified products.**

Certified products are manufactured based on quality principles that reduce environmental impact and give all stakeholders the impression that the business is environmentally conscious and friendly, and therefore they are at the top of our purchasing priority list. Fair trade products are our preference when purchasing.

- **We buy recyclable products.**

The circular economy is an economic model that reuses products and minimizes waste. It aims to improve the life cycle of products and minimize the waste generated. Therefore, we consider recycled content, durability and repairability, recyclable packaging, and whether there are take-back or reuse programs.

- **We prefer green suppliers.**

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

- **We minimize consumption.**

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



POLICY FOR THE PROTECTION AND PRESENTATION OF CULTURAL HERITAGE

Our hotel respects intellectual property rights while valuing and incorporating authentic elements of traditional and contemporary local culture in its operational design, decoration, cuisine, and shops.

Local/regional art/crafts are reflected in the 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 respected, and the necessary permissions have been obtained.

Our hotel presents local and regional culture and artifacts while respecting copyright, intellectual property rights, and industrial property rights related to these works.

We incorporate authentic elements of traditional and contemporary local culture into our cuisine, design, and decor.

Our hotel does not buy, sell, or broker the trade of historical and archaeological artifacts, nor does it display them.

We continuously raise awareness among our staff regarding cultural heritage.

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



QUALITY AND FOOD SAFETY POLICY

O hotel's main goal is to prepare and serve the finest flavors with our trained staff.

- To ensure that our guests can submit their complaints to us at any time,
- We evaluate all suggestions, requests, and complaints from our guests, staff, and third parties, and improve our processes in accordance with primary and secondary legislation, within the scope of our financial, operational, and corporate conditions.
- All products used in our hotel must be safe for human health.
- All raw materials arriving at our hotel are inspected meticulously by expert personnel without exception.
- Suppliers are educated and trained to produce products with the desired specifications.
- Health and hygiene rules, as well as relevant laws and regulations, are followed at every stage of the production of products in our hotel.
- In our hotel, each unit is the supervisor of every other unit.
- Self-monitoring is provided within our hotel.
- Our goals are to fulfill all requirements to ensure the continuous improvement and development of the quality and food safety management system and to increase its effectiveness.



ENVIRONMENTAL AND WASTE MANAGEMENT POLICY

In order to contribute to sustainable tourism together with all our employees, protecting the environment, creating and developing environmental awareness, and providing services with the principle of environmentally friendly construction are the main goals of our hotels.

In this regard;

- Taking an active role in landscaping and activities that beautify the environment.
- To prevent environmental pollution, we must ensure a reduction in the consumption of harmful substances and the amount of waste.
- To prevent excessive chemical consumption, we provide our staff with regular training on chemical use.
- Separating waste at the source is crucial for preventing pollution and protecting the environment.
- To ensure the disposal of hazardous waste generated at our facility in accordance with environmental legislation.
- By selecting equipment with the most environmentally friendly technology, we aim to minimize our emissions.
- To raise environmental awareness among our staff and guests, we provide regular reminders.
- To prevent potential emergencies and environmental disasters, regular drills are conducted with Emergency Response Teams.
- By collaborating with our suppliers and customers, we aim to contribute to raising their environmental awareness.
- We take care to efficiently separate our waste according to its source, type, and hazard class.
- We know that using hazardous materials and chemicals only when necessary and in the required amounts will reduce both their negative impact on the environment and the amount of waste.
- • In our business, we contribute to protecting nature by preferring materials with "recycled" and "eco-friendly" labels. We strive to create opportunities for reuse.
- We take care to use disposable materials such as paper, napkins, toilet paper, and packaging only as needed, thus leaving less waste in nature.
- We properly store waste in separate areas according to its characteristics, deliver it to licensed/authorized companies without exceeding legal storage time limits, and maintain records.
- Our goals are to conduct our activities with a sense of responsibility towards the environment and society, believing in continuous improvement and environmental sustainability, and to ensure the continuity of these principles.



ENERGY EFFICIENCY POLICY

To protect our planet from potential threats, we use our energy efficiently and set targets to reduce our energy consumption.

For this;

- To fulfill both our responsibilities towards nature and our legal obligations, we follow national and international standards, laws and regulations, and voluntarily carry out activities that will reduce energy consumption and/or ensure the continuous improvement of 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 value collaborating with all our stakeholders to create shared goals and outcomes in energy management. We strive to maintain interaction with our guests, employees, visitors, and all business partners to achieve a comprehensive level of awareness and understanding on these issues.
- We strive to research, find, purchase, and use energy-efficient and suitable product, equipment, and technology alternatives.
- We aim to document our Energy Management System, disseminate it to all our departments, update it as needed, review it, and continuously improve it.
- We assess energy risks or potential emergencies such as energy shortages, and plan possible countermeasures.
- Achieving energy efficiency and savings by taking advantage of technological advancements,
- To ensure the sustainability of our natural resources, we will regularly monitor our water and electricity consumption and take protective measures to prevent excessive consumption.
- To encourage the use of renewable energy sources,
- To use energy and natural resources optimally and to implement activities that prevent unnecessary resource consumption,



OCCUPATIONAL HEALTH AND SAFETY POLICY

Our hotel's main objective is to carry out all stages of our production and service activities in a healthy and safe working environment.

In this regard;

- Occupational health and safety is the responsibility of all our hotel employees.
- Responsibilities and authorities for complying with laws, regulations, decrees, and other Occupational Health and Safety requirements will be shared among all our employees.
- At our hotel, employee health and safety are as important as our other business objectives.
- Our hotel prioritizes and continuously monitors compliance with our "Hotel Employee Health and Safety" regulations when selecting suppliers and subcontractors.
- All accidents are preventable and should be prevented.
- There is always a safer way to do anything.
- For our hotel, training is always essential to effectively implement the Occupational Health and Safety Standard and to create and develop a sense of individual responsibility regarding employee health and safety issues.
- Our hotel will utilize all internal and external resources to provide an efficient, safe, and healthy working environment, facilitate effective communication, enhance employee individual performance, and ensure that information is used in the most accurate and beneficial way.



POLICY ON WOMEN'S RIGHTS, GENDER EQUALITY AND EQUAL OPPORTUNITY

We value gender equality in our company.

- We ensure the health, safety, and well-being of all our employees, regardless of gender.
- We support women's participation in the workforce across all our departments and provide equal opportunities.
- We operate with a policy of "equal pay for equal work," without discrimination based on gender.
- We distribute tasks based on the principle of equality.
- We provide the environment necessary for equal access to career opportunities.
- We develop education policies and support women's participation and increased awareness.
- We create work environments and practices that protect work-life balance.
- We support women in company management and provide equal opportunities.
- We embrace equal opportunity in all recruitment, promotion, training, and other human resources processes. We will 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 against sexual harassment and other forms of harassment.



- We will not tolerate women being subjected to any form of abuse, harassment, discrimination, oppression, coercion, defamation, etc. We are always aware of the value they bring to the world and to our institution, and we support their presence.

BIODIVERSITY CONSERVATION POLICY

We identify and monitor the potential direct and indirect impacts of our operations and supply chain activities on biodiversity.

- In our operations, we avoid materials that pose risks to endangered species, animal welfare, and forests.
- We include ensuring the sustainability of natural resources in our goals and develop projects in this direction. We engage in activities focused on biodiversity conservation with NGOs and local governments.
- We organize in-house training and internal communication activities to raise awareness about the importance and conservation of biodiversity, and we include this topic in our sustainability training programs.
- We share our biodiversity performance annually in our Sustainability Report.
- We take actions to create and monitor a biodiversity inventory of the region and to ensure the protection of endemic species.
- We take action to support and develop agricultural activities, which are the livelihood of the local people.
- Encouraging all employees and stakeholders to participate in efforts to conserve biodiversity.



CARBON EMISSION POLICY

Our facility is aware of its responsibility in combating climate change. Reducing greenhouse gas emissions is a fundamental element of our sustainable tourism approach.

In this regard ;

- › Our greenhouse gas emissions from energy, water, fuel, and cooling systems are regularly monitored and recorded.
- › Leak checks are performed on devices containing fluorinated greenhouse gases (e.g., VRF systems, air conditioners, refrigerators), a recording system is established, and the use of gases in compliance with regulations is ensured.
- › By choosing energy-efficient equipment, efforts are made to reduce the facility's overall carbon footprint.
- › The goal is to shift towards renewable energy sources (e.g., solar panels, heat pumps).
- › Indirect emissions are reduced by promoting waste management, the use of environmentally friendly chemicals, and low-emission transportation alternatives.
- › Staff are informed through regular training sessions on greenhouse gas awareness.
- › This policy has been prepared in accordance with the Regulation on Monitoring Greenhouse Gas Emissions and relevant environmental legislation, and is reviewed annually.