

SUSTAINABILITY GOVERNANCE POLICIES





SUSTAINABLE TOURISM POLICY

We know that tourism sustainability efforts minimize the negative impacts on social, environmental, and cultural heritage, and sustainable tourism carries crucial responsibilities.

In this regard, we are actively working on a range of issues included within the concept of sustainability, such as reducing environmental impacts, protecting human rights, managing energy, water, and waste efficiently, preserving cultural and social heritage, benefiting the local community and local producers economically and socially, and safeguarding the environment.

Our core values, which we emphasize, reflect the importance of responsible and sustainable tourism. We focus on effectively managing sustainability risks and ensuring sustainable growth through long-term strategies, aiming to increase our success day by day. It is of utmost importance to us to inform our stakeholders transparently and effectively about our activities and their impacts. In this context, we will publish annual sustainability reports, providing full access to all stakeholders.

We look forward to receiving their feedback and suggestions as part of our ongoing sustainability journey.



ENVIRONMENTAL AND WASTE MANAGEMENT POLICY

In all stages of our products and services, we adhere to the principles of compliance with the regulations set by the legal authorities, the rule of law, and national and international legislation. We also follow other voluntary conditions that our facility must comply with.

As a facility that respects the environment and future generations, we aim to contribute to the development of the local community through all our activities. We also guide our employees, suppliers, and guests to be environmentally conscious by providing education and information to help them contribute to the system.

We are pleased to share our environmental awareness with all of our stakeholders. Our goal is to use natural resources appropriately and efficiently and to use eco-friendly products. By making environmental protection a core principle in all our activities and using our resources most efficiently, we aim to prevent environmental pollution. We also strive to reduce our waste under the zero-waste policy and ensure that any waste generated is recycled, making it harmless to nature. We are committed to protecting biodiversity and ecosystems.

We classify our waste according to its nature, separate it at designated waste segregation points, and dispose of it through licensed organizations determined by the ministry.

We inform our guests about our environmental awareness and encourage them to respect nature and contribute to its protection during their stay.



ENERGY EFFICIENCY POLICY

We act with awareness of our responsibilities to ensure energy efficiency, leaving a livable world for future generations and protecting the environment.

While fulfilling our responsibilities toward nature, we follow national and international standards, laws, and regulations and implement initiatives to reduce energy consumption and/or continuously improve our energy performance.

Without compromising guest comfort, we continue to empower our teams with technical services to identify technologies and innovations that facilitate energy use reduction. We set specific goals for the efficient use of energy resources, train our employees, and offer guidance to our guests and stakeholders by these objectives.

At our hotels, we aim to continuously improve our energy performance by using energy resources as efficiently as possible and increasing the use of alternative renewable energy sources.



QUALITY, FOOD SAFETY, AND OCCUPATIONAL HEALTH & SAFETY POLICY

We demonstrate a management approach focused on leadership, innovation, and continuous improvement in the hospitality industry. Our top priority is the health and safety of our employees, partners, guests, suppliers, and all our stakeholders.

We comply with national and international laws and regulations to ensure that our guests, employees, and all stakeholders receive services in a safe and healthy environment. We conduct our operations by legal requirements, food safety, quality, and occupational health and safety standards, regularly implementing and reviewing necessary controls and precautions.

We identify the impacts and risks of our activities on food safety, quality, occupational health, and safety. We take the necessary measures to prevent these risks or reduce their undesirable effects.

We create objectives and programs to continuously develop our food safety, quality, and occupational health and safety processes, review them, and invest in the necessary resources.

We conduct necessary controls and take preventive actions to prevent and eliminate hazardous environments that may cause accidents and illnesses, as well as environmental pollution arising from our activities.

We involve our employees by raising their awareness and integrating them into the process.



We encourage our suppliers to comply with our policy by adhering to food safety, environmental, occupational health, and safety standards and regulations, and we ensure collaboration in these areas.

We inform our guests about our environmental sensitivity, encouraging them to respect and protect nature during their stay.

With a guest-focused approach, we are committed to ensuring guest satisfaction by upholding food safety, quality standards, and legal requirements while using all resources efficiently.

To protect the health of employees and guests, we apply food safety and regulatory requirements from the product procurement stage to the service delivery process, ensuring hygiene standards are met and continually improving them.

In promoting food safety, we aim to reduce food waste to prevent wastefulness and use resources efficiently.

We manage the process with the necessary training and information to raise awareness among all our stakeholders and ensure that independent external organizations control our processes.



ENVIRONMENTAL PURCHASING POLICY

Our Environmental Purchasing Policy aims to strengthen and ensure the continuity of our human and labor rights principles and sustainability approach throughout the supply chain.

This policy reflects our commitment to honesty, trust, and respect for human rights and labor standards in all our operations and relationships with our stakeholders.

To achieve this goal, we expect our suppliers to share these core principles with us and collaborate to continuously improve and develop them. We encourage constructive feedback and systematically share best practices in this area.

We expect all our suppliers to uphold freedom of thought and belief and to provide services without discrimination based on language, religion, race, gender, social class, age, or union membership. Additionally, we require that they do not tolerate exploitation or harassment.

In the selection of suppliers, we ensure adherence to the core principles outlined here, and we obtain commitments from our suppliers on the following:



- All operations and processes must comply with applicable laws. Relevant environmental protection laws, regulations, guidelines, and codes of conduct must be fully implemented.
- Fraud, deceit, and bribery in any form are strictly prohibited.
- All behaviors undermining mutual trust, respect, or commercial reputation are avoided.
- No actions that damage a person's dignity or reputation will be taken.
- Forced and/or child labor is not permitted.
- All employees have equal rights. No form of discrimination is tolerated.
- Decisions and practices regarding working conditions, wages, working hours, and union and collective bargaining rights are fair and comply with applicable laws.
- Workplace and worker health and safety are prioritized. All necessary precautions are taken.
- Environmentally friendly practices are preferred in the packaging and delivery of products.
- The product range includes environmentally friendly product/raw material alternatives.
- We work with our suppliers to continuously improve and update product quality and safety.
- Our suppliers stay informed of the latest developments and technologies and provide suggestions for improvement.
- Focus on protecting ecosystems, habitats, and all species, particularly endangered and endemic species. This includes preventing land degradation, sustaining the capacity of natural ecosystems, and continuously improving and developing them. The goal is to manage the impact on biodiversity sustainably.
- In all product, production, transportation, storage, and other operations, reduce and/or eliminate waste and wastewater generation, greenhouse gas emissions, chemical use, and other environmental impacts by employing reuse, recycling, or substitution practices.



We work with our suppliers based on principles of business ethics, collaborating to improve their performance on environmental and social matters.

When purchasing the requested products or services, and where possible (i.e., if the product or service is available/accessible and continuous supply is ensured), we aim to source from local suppliers near the facility, thereby contributing to the reduction of carbon dioxide and greenhouse gas emissions during delivery and minimizing environmental impact.

When selecting suppliers for central or local product/service purchases, we prioritize those who are environmentally conscious, locally/regionally sourced, and meet the following criteria:

- Fuels, chemicals, pest control agents, vehicles and equipment consuming fossil fuels, electrical tools, refrigerant gases, noise-generating tools, consumables, plastics, and construction materials must be environmentally friendly.
- Suppliers must possess the necessary permits and certifications.
- Energy efficiency classes must be taken into account.



HUMAN RESOURCES POLICY

We are aware that all our employees represent our brand and values. We are committed to not employing child labor by national and international standards and regulations.

Our employees are viewed as partners. Our recruitment policy is to select individuals with the necessary training, experience, and competencies aligning with our company culture, values, and goals. Our core principle in recruitment and placement is to offer equal opportunities to individuals who possess the required competencies (knowledge, skills, behavior) for the job, without discrimination or preferential treatment, and who embrace and live our company values.

Respecting and protecting the rights of our employees, as defined by laws and regulations, is one of the company's most important responsibilities and priorities.

From recruitment to training, compensation, career development, and the benefits provided, we ensure equal opportunities for all employees in all human resources practices.

We take pride in the diversity and cultural richness of our employees. While working toward a common goal, we recognize these different perspectives as an asset. All our human resources practices are designed to nurture, develop, and create equal opportunities for all employees, regardless of language, religion, race, age, ethnic identity, or gender.



We are committed to investing in our employees' professional and personal development, organizing training that will foster their growth, and improving the health and safety conditions of their working environments.

The foundation of our human resources processes is our value on people—specifically, our employees. Our employees' health, safety, and well-being are an integral part of our strategic goals, including growth, profitability, and the creation of new opportunities. All employees who contribute to these goals have access to equal educational opportunities.

We closely monitor and ensure compliance with legal obligations regarding the health, safety, and working hours of our employees and business partners, conducting regular audits to ensure compliance.



EMPLOYEE AND HUMAN RIGHTS POLICY

We adopted the **Universal Declaration of Human Rights** from the United Nations and we're committed to creating a culture where everyone is treated equally and can contribute fully, regardless of race, color, gender, age, nationality, religion, gender identity or expression, marital status, citizenship, disability, or any other legally protected characteristic.

We provide fair and equal opportunities to all employees, candidates, business partners, and stakeholders within our operations and value chain.

We operate with an awareness of our impact and responsibilities, ensuring that all stakeholders behave according to human rights and create a positive impact on society.

We implement systems that establish honest, transparent, fair, respectful, and trust-based relationships among all our employees.

We are committed to offering equal and safe working conditions for all employees and to ensuring their right to work in a supportive environment.

We actively seek employee feedback, using it to make improvements and foster development.

We monitor employee performance and support career planning.

We ensure equitable pay distribution, adhering to legal requirements and guaranteeing fair compensation.

We protect the personal information of our team members.

We commit to providing all employees with the social benefits, additional perks, and rewards we have planned, ensuring everyone can access these opportunities.



CHILD PROTECTION POLICY

We adopt the UN Convention on the Rights of the Child, recognizing every individual under 18 as a child and committing to respect their rights. We accept the responsibility to protect against psychological, physical, and commercial exploitation.

Our facilities provide dedicated areas where child guests can feel safe, free, and happy and comfortably express their emotions, thoughts, and desires.

We ensure that child guests have access to a responsible adult, such as a parent or a reliable adult family member/group member, especially in areas like children's activity spaces.

Children are kept under adult supervision during activities, their interactions with other children are encouraged, and their achievements are recognized and celebrated.

We provide training for our employees on child rights and protection.

We ensure that parents are aware of signs of physical, verbal, or psychological violence or neglect in their attitudes and behaviors toward their children.

In cases of suspected situations where child guests might be at risk, we commit to reporting to hotel management first and seeking assistance from the Social Support Line when necessary.

We pledge to support relevant projects that promote all children's rights.



ABUSE AND EXPLOITATION POLICY

In line with our responsible tourism and environmental protection mission, we are committed to supporting the protection of children from sexual exploitation, as well as respecting and supporting children's rights, including protection from child labor and human trafficking.

We are dedicated to acting ethically and honestly in all our business relationships, implementing and maintaining effective systems and controls to prevent sexual exploitation and abuse, especially against children and vulnerable groups.

We are committed to transparency in our approach to preventing and responding to any protection violations related to children, vulnerable groups, and others, both in our services and supply chains, as well as in our relationships with relevant parties.

We ensure that our approach aligns with both national and international obligations, and we pledge to comply with all applicable laws, regulations, statutes, and rules in effect.

Sexual exploitation and abuse are fundamental violations of human rights and constitute criminal offenses.

Through awareness and best practices, we ensure that our employees minimize the risks of all forms of sexual exploitation and abuse.

We provide training to all our employees, ensuring they are informed about the steps to take if suspicions or concerns arise regarding sexual exploitation or abuse allegations, and we support their continuous development.

We expect all stakeholders to take measures to prohibit their staff and representatives from engaging in any form of sexual exploitation, abuse, or harassment.



WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

With a strong awareness of gender equality, we support women's participation in economic life and ensure gender equality in recruitment processes.

We advocate for the fair treatment of all employees, both men and women, in their professional lives and emphasize the importance of respecting human rights and the principle of non-discrimination.

We actively support training, courses, and professional development opportunities for women to ensure they have a voice in management positions.

By taking the necessary measures to ensure all employees' health, safety, and well-being, regardless of gender, we aim to maintain a work environment where equality and workplace harmony prevail.



SOCIETAL INTEGRATION POLICY

We believe that maintaining continuous communication with our local community contributes to the welfare of the local people and their living spaces.

With an awareness of social unity and support, we strive to assist the local population on all societal matters, as in every other area.

We aim to support initiatives that develop the local economy and community while respecting and preserving the local culture, traditions, and way of life.

We affirm our commitment to working collaboratively with all stakeholders to protect the natural heritage and cultural characteristics of the regions where we operate.

We value feedback from the local community and ensure it is recorded and assessed to improve our efforts continuously.



BIODIVERSITY AND WILDLIFE CONSERVATION POLICY

Biodiversity conservation is a priority area within our facility's sustainability principles. We aim to protect the diversity of species, habitats, ecosystems, and ecological functions by identifying and monitoring the impacts of our activities on biodiversity. We commit to preserving the integrity of natural ecosystems and biological diversity, promoting balanced cohabitation, and supporting the development and growth of natural heritage.

To raise awareness about the importance and conservation of biodiversity, we organize internal training and communication activities within our facility and include this subject in our sustainability education programs.

We adhere to national and international regulations regarding animal welfare.

We inform all stakeholders about not hunting or trading endangered species.

We do not display, offer, or sell any items made from protected species.

We do not support or participate in any activity that involves practices deemed unacceptable under the laws concerning biodiversity and wildlife.



We know the need to protect flora and fauna, particularly endangered or at risk of extinction, in our renovation, construction, or similar activities.

We collaborate with legal authorities and NGOs to protect endemic plants in the region where we operate.

We monitor endangered species through platforms like WWF and CITES.

We guide our guests, stakeholders, and employees to ensure that the products they use are not derived from endangered species.

We reject using wild animals in commercial performances or for personal pleasure, mainly when it involves their captivity or exploitation.




THE MARMARA
GROUP