



SUSTAINABLE TOURISM POLICY

A1-SUSTAINABILITY SYSTEM

As Tusan Beach Resort management and all its employees, we prioritize our traceable, stable and sustainable management principles covering all departments while ensuring the standardization of in-hotel processes and operation, complying with legal requirements and aiming to continuously improve our management system by achieving the targets we have set.

We offer our service at the highest quality level by prioritizing guest satisfaction in our service process, which begins as soon as our guests enter our facility, and in our processes that operate in the background of the service provided to the guests.

As an environmentally friendly facility, we monitor our energy consumption in all our processes, and we continue our daily operations with measures to prevent unnecessary energy consumption on the path to becoming an environmentally friendly business. Likewise, by adhering to today's global awareness of water saving, we take actions in an effort to raise awareness of water saving for both our guests and our staff.

As an environmentally friendly facility, we carry out a sensitive and monitored process for the controlled collection, separation and delivery of all waste from the facility to waste disposal teams affiliated with public institutions.

We constantly support our guests' requests during their accommodation processes under the leadership of our guest relations department.

We take precautions to protect the health and safety of our guests during their stay and in case of emergency, fire, earthquake, flood, etc. We keep our emergency protocols and action plans up to date for situations that may arise from unexpected environmental and natural factors, and we carry out the necessary drills periodically.

We declare that we are against any kind of abuse of women, children and animals in our business and our environment.

A2-LEGAL COMPLIANCE



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Food and beverage production and service processes in our business, hygiene and disinfection processes, room services cleaning and hygiene processes, disinfection processes of swimming pools, energy consumption processes, waste collection, disposal and delivery processes, purchasing processes, and occupational health in addition to all the service processes we offer to our guests. and security, security service processes comply with all national and international legislation and regulations. The up-to-dateness of legal regulations is followed through our subscriptions.

A3- REPORTING AND COMMUNICATION

Reporting of all processes directly or indirectly related to guest service, including the front office and guest relations departments within the facility, is kept daily, and information flow is provided through the communication chain, including all departments. In addition, regarding the daily operations of the facility:

- Kitchen food production processes
- Service areas and beverage service processes
- Food and Beverage Inventory tracking processes
- All technical support, maintenance and repair processes within the facility
- Pest disinfestation / invasive species disinfestation processes
- Energy consumption processes
- Water consumption processes
- Waste collection, disposal and delivery processes
- Purchasing and storage processes
- Cleaning processes of guest areas / rooms

and finally, records of all processes regarding the survey for measuring guest satisfaction and guest satisfaction / complaint notifications are kept daily, reported and shared inductively with the senior management. Improvements are continuously provided with the results of all process evaluations shared with senior management.



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A4- STAFF PARTICIPATION

Our employees in our business are regularly informed, trained and updated on their job information by department heads and external participant trainers at the beginning of their working processes within the facility and on a periodic basis, and the training actions taken are recorded and recorded in their personnel files.

Department personnel who need course registration and certificate information before starting the job submit their certificates to our company before starting the job, and these documents are kept in the personnel files throughout the employee's work process.

Our department heads and chiefs consist of people who have the necessary experience in their fields, are well-equipped and have a high level of knowledge.

In addition, we choose our employees from the local people as much as possible and try to support our region within the scope of employee employment.

We continue our continuous monitoring and control processes within the hotel for the occupational safety of our staff during their work processes.

We do not discriminate among our employees based on religion, language, race or gender, and we do not allow any kind of abuse, harassment or discrimination. We maintain our principles of supporting our female employees and implement the policy of equal pay for equal work. We do not allow child labor.

A5- CUSTOMER EXPERIENCE

Customer experience is valuable to us; By regularly monitoring, recording and reporting the feedback from these experiences, the necessary actions are taken to provide a better holiday experience to our guests with inferences that will contribute to the improvement of the processes within the hotel business. Our practice of measuring customer experience also includes our sustainability-related activities. The process of tracking and reporting guest experience is as follows:

- Matching in-hotel surveys / one-on-one guest feedback / feedback shared on internet comment portals with the guest record and transferring them to the database
- Categorizing the guest comments transferred to the database and simply separating all positive / negative inferences



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- Department / subject based reporting of parsed data
- Taking improvement actions according to the reporting / or rewarding the personnel involved in the processes that yield positive returns, both materially and spiritually.

A7-4- ACCESS FOR EVERYONE

As a business, it is our duty to provide all support to our guests who have special needs and physical / mental support needs; All requests and possibilities are met.

Our facility is equipped with the necessary structures for our guests with physical disabilities to access all services and facilities in all areas; Additional requests we receive are evaluated and necessary action is taken.

B-3 LOCAL AND REGIONAL PURCHASING

As a business, we attach importance to local and regional development. In order to ensure that local employment is high and continues to increase, we prefer manufacturers, suppliers and dealerships in our region in our purchasing processes; We are sensitive to local and regional collaborations.

C-1-3 CONSERVATION OF CULTURAL HERITAGE

The structural elements within the hotel business are in harmony with the architectural cultural structure of the region and reflect historical cults; The names of the hotel interiors have been chosen according to the location of the cities from the ancient civilizations period, so guests holidaying in our facility also have the opportunity to get to know and experience the cultural heritage of their location. Our facility offers local dinner services and shows specific to our country and culture. We have promotions in hotel entrance areas that promote and encourage the visit of historical sites in the region.

D-1- ENVIRONMENTALLY-FRIENDLY AND EFFICIENT PURCHASING

Our purchasing processes are carried out with companies that supply certified products with approved reliability, with which we constantly cooperate; Production



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data of all products are monitored, and where possible, purchases are made from recycled products. In bulk purchases, products with minimal packaging, which can be called excess, are supplied.

D-1-3 ENERGY SAVING

Our facility is equipped with energy-friendly infrastructure and equipment; Energy consumption is monitored and recorded daily.

Savings are achieved by using electronic devices with CLASS A energy consumption in our electrical energy usage; Since all of our lighting systems consist of LED and LED bulbs, consumption is minimized.

Our solar panel water heating system, which maximizes the use of solar energy spread throughout our facility in order to keep the boilers used to heat domestic water to a minimum, reduces carbon dioxide emissions.

Energy use and consumption comply with national and international standards and are monitored and supervised by an accredited company that receives environmental consultancy services.

As a facility, our daily energy consumption is also recorded and monitored.

D-1-4 WATER SAVING

Today, while the difficulty of accessing water and the importance of economical use are emphasized nationally and internationally; We also provide information and guidance to our guests and staff in our facility about water saving.

We save money by using recycled water in the garden and botanical areas of our facility in accordance with the legislation.

By tracking daily water consumption amounts, past and present are compared; Necessary precautions are taken for the consumption amounts we observe as having a negative impact on savings.



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D-2-3 WASTEWATER

We have a wastewater discharge facility that has received permits in accordance with the guidelines of the Ministry of Environment and Urbanization, and water samples are regularly examined by a contracted accredited laboratory.

D-2-4 SOLID WASTE

All our waste generated in our facility; separates food, hygiene, recycling and other waste; are delivered to collectors as deemed appropriate by the legislation.

By recording the amount of waste that we categorize in kilograms on a daily basis, our waste amount is reduced compared to the previous period.

Food waste; In order to avoid creating waste, the production amount is reduced by adapting it correctly to the need, and the leftover food is evaluated in a way that can benefit the staff as well as the guests, so that it does not become waste. In this context, we ensure that our food waste is not at the level of waste.

Appropriate collection and holding areas are provided for the collection of recyclable waste, and it is delivered to suitable licensed companies, contributing to the reduction of resource consumption.

We prevent environmental contamination by delivering our hazardous waste to licensed companies under the leadership of our environmental consultancy company.