



SUSTAINABLE  
MANAGEMENT  
SYSTEM

REPORT

**ARSAN HOTEL 1.05.2026**

# MANAGEMENT SYSTEM

This document establishes the basic framework and outlines the policies of a Sustainability Management System (CMS) that can be adapted and developed to cover all management processes of our hotel.

This document has been prepared for the management and staff of the hotel. Our system has been developed to accommodate the size and scope of our hotel. The foundation of our management system is based on risk analysis.

Risk analysis is carried out under the headings of environment, natural disasters, society, culture, economy, quality, human rights, health and safety.

New titles can also be added if necessary. We also have a crisis management policy and system that determines what to do in case the risks occur after the risks are analyzed.

The annex of this document includes how to perform risk analysis and crisis management. CMS includes the implementation of certain policies by all employees in the fields of quality, economy, management, environment, culture, human rights, health and safety, setting targets, and continuously improving business management processes by monitoring whether the goals are achieved.

If the determined targets are achieved, new targets are determined. If it is not achieved, our goals, policies and practices are reviewed. In this way, we strive to ensure continuous improvement. The goals of our hotel's management system and the performance indicators that monitor compliance with the targets are included in the annex of this document.

Regarding sustainability, our hotel is committed to fulfilling the Stage 3 obligations of the Turkey Sustainable Tourism Program and to continuously improve its sustainable management system in order to increase its sustainability performance. Due to the situation of the sector, environmental, social, technological, economic and cultural risks, legislative changes and updates, our management system is constantly reviewed, and systems and policies are updated if necessary

## **DEAR STAKEHOLDERS**

In today's world, the sustainability of businesses is of critical importance both in internal operations and in the business's relationship with society and the environment. While we keep guest satisfaction at the highest level, we also attach importance to the protection of our natural resources and contributing to society and the environment.

Our sustainability vision is based on acting by taking into account the needs of not only today but also future generations.

This report shows how our sustainability vision is reflected in our business activities and how we are making progress in this direction.

This report provides detailed information on the measures we have taken to reduce our environmental impact, the activities we have carried out to contribute to society, our efforts to increase the training and awareness of our employees, and many more.

However, we must not forget that sustainability is a process. Therefore, I would like to emphasize that the information presented in the report reflects only a momentary situation, our commitment to sustainability continues, and we will take further steps in the future.

As a result, we recognize the importance of sustainability and commit to continuing our efforts for the sustainability of our company.

We believe that this report is an important tool to increase the transparency of our business activities, of which sustainability is a part, and to continue working for a healthier world in cooperation with our stakeholders.

Together, we will continue to work to build a sustainable future.

**ARSAN HOTEL**

## OUR MISSION

To provide our guests with an unforgettable accommodation experience, to adopt a safe, comfortable and quality service approach. With modern amenities and a welcoming atmosphere, ensuring that every guest feels right at home.

Reflecting the local culture and hospitality, we aim for excellence in every detail. Adhering to the principle of sustainability, to serve in a way that respects the environment and to offer an environment that will make every guest feel special.

## OUR VISION

To be one of the leading hotels in the sector by offering our guests an excellent accommodation experience worldwide. Aiming to continuously improve our innovative service approach and superior quality, always prioritizing guest satisfaction.

By adopting a sustainable and environmentally friendly approach that complies with global standards, we aim to offer every guest an experience that will leave unforgettable memories. To be a sincere and professional brand that shapes the hotel trends of the future

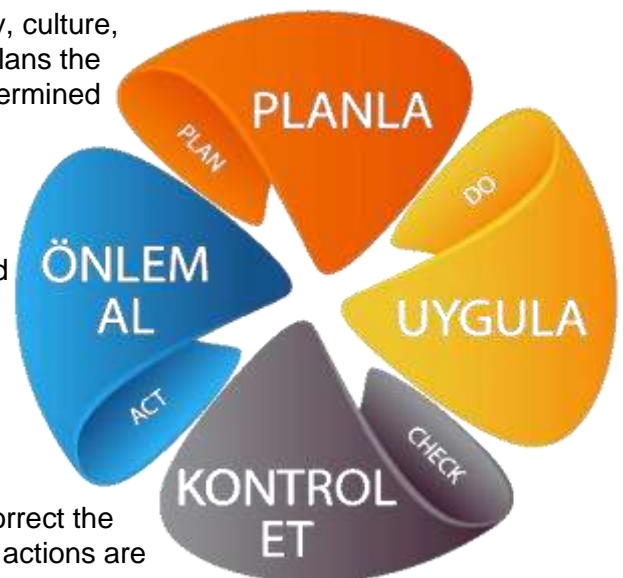
Figure 1. PDCA Cycle

**Plan:** Our hotel attaches importance to the environment, society, culture, national economy and management system and sets goals. It plans the road map and actions to be followed in order to achieve the determined goals.

**Implement:** Our hotel determines its basic policies and practices related to environmental, cultural, social, human rights, health and safety. It monitors, measures and records them at intervals defined by the relevant personnel.

**Check:** Feedback from both staff and customers is tracked and recorded at our hotel. Corrective measures are taken if necessary.

**Take action:** This is the step where our hotel takes action to correct the problems identified in the check step. Corrective measures and actions are recorded and archived.



# SUSTAINABILITY POLICY

We evaluate all the feedback of our guests. We improve our processes in line with the data we obtain.

We act in accordance with the legislation on information security and improve our processes. We constantly improve all our processes by adhering to our core values and with the understanding of compliance with the legal and other conditions we are obliged to comply with.

We respect the working rights of our employees and follow them within the framework of the provisions of the legal regulations.

We support the abolition of child labour.

We offer our employees the opportunity to develop and progress by providing regular training. We offer our employees a healthy and safe working environment and offer various opportunities where they can convey their requests, suggestions and complaints. We contribute to the development of our management systems by evaluating the feedback from our employees. Working with the principle of zero accidents, we want to make occupational health and safety a corporate culture.

While operating our policy, we attach importance to the participation of our relevant parties and provide transparent information when necessary.

We inform our guests and employees about the natural and cultural heritage of the local/region, While planning our investments; We take into account the risks of our buildings and infrastructure systems to protected sensitive areas, historical heritage, and the integrity of the natural and cultural environment. In our work on land use, construction, maintenance and repair operations, design and landscaping, we prefer sustainable practices and materials suitable for local/region.

While designing our buildings and concept, we consider the needs of our guests and employees with special needs and adopt an accessible service approach for everyone.

We contribute to the preservation and development of local/regional properties, sites and traditions of historical, archaeological, cultural and spiritual significance.

We evaluate and analyze the quality and quality of product/service purchases with users.

We act fairly, honestly and impartially in supplier selection.

We analyze potential risks in advance by addressing our own internal and external issues, the needs and expectations of our relevant parties, and develop our activities in line with the goal of continuous improvement. We handle the Risk Management Process in all our business processes and aim to gain new opportunities.

In line with sustainable development, pioneering in the tourism sector, creating long-term value We aim.

## LEGAL COMPLIANCE

- ✓ Our hotel undertakes to comply with the applicable laws, regulations and international conventions, keeps an up-to-date list of them, regularly informs its staff about them, and provides the necessary training to the staff.
- ✓ If asked or requested, our hotel will provide all necessary permits, certificates and documents. submits it to the relevant persons and institutions.
- ✓ These documents are Tourism Operation Certificate, Business Opening and Operating License, personnel insurance declaration for the last month, tax plate, zero waste certificate, music license certificate, emergency action plan, personnel training and certificates, sewerage connection certificate obtained from the municipality, treatment plant identity document and control documents, if any, documents related to groundwater use, if any, thermal water usage permit, and control documents, These are documents and other necessary documents regarding pest control.

# STAKEHOLDERS AND COMMUNICATION

- ✓ Our hotel provides accurate information to all segments in promotion. It always uses real visual material in the promotion. Our hotel has a transparent and realistic structure in terms of its products and services on its website, social media accounts and other printed and written promotion channels and marketing communications.
- ✓ Our hotel also shares its policies, actions and transactions regarding policy and sustainability with its employees and customers in an open and transparent manner. To do this , our hotel's website is used. Periodic reports on sustainability performance are published on our website. These reports are prepared in periods appropriate to their subject.
- ✓ Our hotel has a system that aims to receive feedback from our customers, public institutions, municipalities, employees, local people and all other relevant persons and institutions regarding our sustainability performance, policies and practices. Through this system, we receive feedback from both our staff and customers.
- ✓ Our system is designed to enable and encourage our customers and staff to provide fast, simple and effective feedback.
- ✓ This system includes survey applications for guests, regular monitoring of social media accounts, e-mail, messaging services and other communication channels for employees, and communication and regular follow-up by e-mail for all other stakeholders.

PAYDAŞ GRUBU	İLETİŞİM YÖNETİMİ
Çalışanlar	Oryantasyon, Birebir Görüşmeler, Toplantılar, Eğitimler, Tatbikatlar, İSG Kurul Toplantısı, Etkinlikler, Personel Memnuniyet Anketi, Performans Değerlendirme, Duyurular, Bilgilendirme E-postaları, Etik Hat, Line Up, Sosyal Etkinlikler, Sürdürülebilirlik Raporu
Misafirler	Misafir Memnuniyet Anketleri, Sosyal Medya, Otel Web Sitesi, Misafir İlişkileri Uygulamaları, Info Kanalı, Sürdürülebilirlik Raporu
Şirket Sahipleri	Toplantılar ve Görüşmeler, Sürdürülebilirlik Raporu
Tedarikçiler	Birebir Görüşmeler, Satınalma şartnameleri, Tedarikçi ziyaretleri/denetimleri, Tedarikçi bilgilendirme sunumu, Tedarikçi değerlendirmeleri, Toplantılar, Sürdürülebilirlik Raporu
Taahhüt Firmaları	Birebir Görüşmeler, Toplantılar, Çevre ve İSG Talimat ve Taahhütname, Sürdürülebilirlik Raporu
Kamu Kuruluşları	Toplantı ve Görüşmeler, Bilgilendirme Toplantıları, Kamu Denetimleri, Faaliyet Raporu, Sürdürülebilirlik Raporu
Yerel Halk/Topluluklar/Kuruluşlar	Sosyal Projeler, Toplantılar, Birebir Görüşmeler, Bağış ve Sponsorluklar (talep üzerine), Üyelikler, Sürdürülebilirlik Raporu
Yerel Yönetimler	Toplantı ve Görüşmeler, Bağış ve Sponsorluklar (talep üzerine), Sürdürülebilirlik Raporu
Sektörel Gruplar	Birebir görüşmeler, Toplantılar, Fuarlar, Sürdürülebilirlik Raporu
Üniversiteler	Kariyer günleri, Toplantı ve Görüşmeler, Sürdürülebilirlik Raporu
Medya	Röportajlar, Basın Bültenleri, Sosyal Medya, Reklam Filmleri, Sürdürülebilirlik Raporu

# GUEST EXPERIENCE

Our hotel attaches importance to guest satisfaction. Guest satisfaction includes feedback from the system described above regarding sustainability. The results are analyzed. Negative feedback and responses to it are recorded and necessary actions are taken.

- ✓ **Accommodation experience**
- ✓ **Personnel service**
- ✓ **Food and drink**
- ✓ **Facilities**
- ✓ **Price/performance ratio**
- ✓ **Environment and sustainability**
- ✓ **Internet services**
- ✓ **Location and transport**
- ✓ **Special events and organizations**
- ✓ **Reservation and check-in/check-out process**
- ✓ **Suggestions and complaints**
- ✓ **Possibility of revisiting and advice**



## STAFF ENGAGEMENT

The most important element of our hotel's management system is our employees.

- ✓ Our employees know what to do in our management system and sustainability-related policies and practices. What our employees need to do is defined in writing, communicated to them, and the necessary training and guidance is provided regularly. Trainings on this subject are recorded.
- ✓ Our employees take an active role in the development and continuous improvement of our management system and sustainability performance. We review and improve our system in line with the feedback from our employees.
- ✓ In line with our sustainability policies and management system, including orientation trainings; employees are provided with periodic training programs, on-the-job training, trainings and guidance support required by legal regulations related to sustainability and their work areas. We plan annual trainings on Occupational Health and Safety trainings, hygiene trainings for kitchen/service etc. personnel, water and energy saving, chemical use rules, fire protection, first aid, etc.
- ✓ Our employees have free and open access to all our training materials.
- ✓ Our hotel undertakes to comply with the relevant provisions of the Labor Law No. 4857 and gives at least the minimum wage to the employee. In addition, our hotel undertakes to comply with the Social Security and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331.
- ✓ Our hotel has formed a "Sustainability Team" to manage its sustainability activities.

# ACCESSIBILITY



- ✓ Our hotel is committed to providing accessible tourism services to everyone within its means and informs its customers and stakeholders about the level of accessibility clearly and accurately through its website.
- ✓ Our hotel also ensures full compliance with legal regulations regarding accessibility and follows and undertakes continuous improvement in the subject.
- ✓ 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 and hearing.
- ✓ Our hotel regularly maintains and repairs accessibility regulations and infrastructure, providing improvements if necessary. We also regularly inform our employees about accessibility.



# WOMEN'S RIGHTS AND GENDER EQUALITY 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 duties 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 raising awareness.
- ✓ We create a working environment and practices that maintain work-family life balance.
- ✓ We support women to be in company management and offer equal opportunities.
- ✓ We do not allow women to be exposed to abuse, harassment, discrimination, suppression, coercion, slander, etc. in any way.
- ✓ We are always aware of the value they add to the world and our institution and We support.



## CHILDREN'S RIGHTS POLICY

- ✓ Children are entrusted to us for the future. It is our primary responsibility to recognize them as individuals, to respect their rights, to protect and protect them against all kinds of psychological, physical, commercial, etc. exploitation.
- ✓ To ensure this;
- ✓ We do not allow child labor to be used in our own institutions and we expect the same sensitivity from all our business partners.
- ✓ We offer environments/opportunities that contribute to the development of children within the business, where they can easily express their thoughts, wishes and feelings, and feel free and comfortable.
- ✓ Trainings for our employees on the prevention and recognition of child abuse We give.
- ✓ We make sure that children are under adult supervision in the activities they participate in.
- ✓ We organize trainings and support related projects to raise awareness about the protection of children's rights.
- ✓ When we witness suspicious actions related to children, we first inform the hotel management and ask for help from official institutions when deemed necessary.



## **ENVIRONMENTALLY FRIENDLY LOCAL PURCHASING POLICY**

Being aware of its responsibility to the environment, our company aims to provide local and sustainable products. It has set sourcing from local sources as its primary goal.

In order to minimize our environmental impact, we prefer energy-efficient and environmentally friendly products that contribute to the conservation of natural resources.

By collaborating with local producers, we contribute to regional development and increase our carbon footprint.

We aim to reduce it. In our purchasing processes:

- ✓ We prefer eco-friendly, recyclable, and biodegradable materials.
- ✓ We prioritize products produced with renewable energy.
- ✓ By collaborating with local manufacturers, we shorten transportation distances and reduce carbon emissions. We will reduce it.
- ✓ We pay attention to the sustainability goals and environmental management systems of our suppliers.

With this policy, we not only contribute to our environment, but also contribute to the local economy.

We aim to create a long-term sustainable business model by supporting the

## **PRESENTATION OF CULTURAL HERITAGE**

Our company is responsible for the preservation, promotion and sustainable presentation of local cultural heritage. We aim to accurately introduce our guests to the historical and cultural richness, traditional values and artistic heritage of the region. By promoting cultural heritage, we encourage our guests to establish a deeper connection with local culture and respect the values of the region.

### **Within the framework of our policy:**

- ✓ It combines local traditions, crafts, music and dances, culinary culture and other. We present cultural elements to our guests in an original and effective way.
- ✓ By organizing cultural events and tours, our guests are connected to local culture. It allows them to interact and helps the local people to keep their traditions alive. We become.
- ✓ By displaying an environmentally sensitive and respectful approach, protecting cultural heritage and We support projects that ensure that they are passed on to future generations.
- ✓ By collaborating with local artists and artisans, we create opportunities to promote the artistic values of the region and offer authentic experiences to our guests.

We aim to make valuable contributions to both our guests and local people by making continuous improvements in the protection and promotion of cultural heritage.

## ENERGY SAVING

Energy consumption is measured and reported by type. Targets are set to reduce total consumption and renewable energy.

- ✓ In our facility, first of all, the values related to energy use are monitored monthly and problems are intervened. The departments where excess consumption occurs are determined and possible savings areas are identified.
- ✓ We aim to ensure that all electronic products we purchase are energy-efficient and that all our employees are trained on energy saving. The following studies are carried out regarding energy saving in our hotel and its continuity is ensured.
- ✓ In our hotel, energy-saving lighting or LED lighting is used instead of incandescent bulbs to save energy and reduce the amount of hazardous waste in all rooms and general areas.
- ✓ Motion-sensitive sensor lighting is used in applicable guest common areas.
- ✓ Energy losses that may occur are minimized by maintaining and cleaning all electrical devices at regular intervals.
- ✓ Where possible, photocell self-opening and closing doors are used and energy consumption that will occur with heating/cooling loss is reduced.
- ✓ The placement of heating and cooling devices is planned in a way that does not reduce energy efficiency.
- ✓ We reduce the electricity consumption caused by washing / drying / transfer by changing the linen materials in the rooms of our guests who do not request it every other day.
- ✓ Time clock is used in outdoor lighting. Lighting times are adjusted according to summer and winter hours.
- ✓ Water consumption is **calculated as** 1.68 m<sup>3</sup> / person per person on average
- ✓ Information letters and information about energy and water saving in the lobby, rooms and all WCs visualized.

## WATER MANAGEMENT AND WASTEWATER

Our hotel has a water saving policy. Our policy includes regular measurement, monitoring and reduction of water consumption. The water risk situation has been determined in the area where our hotel is located. For this, the Water Risk Atlas prepared by the World Resources Institute is used. The link to the relevant website [is located here](#).

We use water-saving equipment in order to reduce general water consumption without compromising health, hygiene and guest satisfaction; We inform guests and train our employees on this subject.

The following studies are carried out in our hotel regarding water conservation and its continuity is ensured:

- ✓ We reduce the use of siphon water through low-volume reservoirs.
- ✓ We train our staff to detect and prevent water leaks from room toilets, and we expect our guests to report these leaks to us. We irrigate our garden in harmony with nature with drip and sprinkler systems. In addition, water consumption is minimized with automation in the irrigation system.
- ✓ Water consumption has been reduced as a result of the removal of bathtubs in hotel rooms. Information cards have been placed in the rooms.
- ✓ Water consumption **is calculated as** 1.68 m<sup>3</sup> / person per person on average
  
- ✓ We have goals to reduce water consumption. For this purpose, our hotel plans and implements corrective measures. Water-saving equipment is used in our hotel. Good practices such as changing sheets and towels depending on guest request are used in our hotel.
  
- ✓ Our hotel informs and guides its employees and stakeholders about water conservation. Our hotel mobilizes all its means to ensure that its wastewater does not harm the environment.
  
- ✓ The regulations set by the local government for the disposal of wastewater are followed. Legal requirements are complied with in this regard.
- ✓

## FOOD WASTE AND SOLID WASTE

- ✓ Our hotel has a Solid Waste Management Plan. The plan includes regular measurement and monitoring of waste generation, waste reduction, reuse, recycling and waste disposal.
- ✓ Solid wastes are separated according to their types such as food, recyclable, toxic/hazardous and organic, and recycling and reuse situations are taken into account while separating.
- ✓ Our hotel regularly informs and guides its employees and stakeholders about waste management with various visual and communication materials.
- ✓ Solid wastes separated according to their types in our hotel are taken by authorized and licensed companies.
- ✓ Solid waste, including food waste, is measured by type.
- ✓ The amount of solid waste per guest or overnight stay in our hotel is calculated and reported.
- ✓ Our hotel has also identified activities and risk areas with high solid waste generation. It plans and implements corrective measures to reduce food waste and waste.
- ✓ Solid waste disposal is intended to have no negative impact on the local population or the environment. Compliance with the "Zero Waste Regulation" legislation regarding solid waste management is ensured.



## RESPECT FOR THE ENVIRONMENT

- ✓ We respect the environment and people in order to be respected in the world. Without compromising the comfort of our guests, we aim to control the amount of water, electricity, energy, chemicals and solid wastes, and to minimize the damage to the environment and natural resources. With the measures we have taken in the light of sustainable tourism principles, the use of natural resources has been reduced, and practices have been updated in order to minimize and, if possible, eliminate the damage to soil, water and air.



- ✓ Being aware of the fact that our energy resources are limited, we monitor our consumption data to support less energy and water consumption, raise awareness of our employees, and work to ensure continuous improvement of energy efficiency. In order not to harm the environment, we evaluate our waste and hazardous waste in a way that does not pollute the nature within the framework of recycling principles. We take care to protect plant and animal species specific to our region.
- ✓ Our organization has set out with the idea that environmental sensitivities should be evaluated as a top priority while determining its working methods with its renewed face. In the light of this awareness, it has determined the development of every process from its staff to its guests in an environmentally sustainable, environmentally sensitive and remedial direction as its aim and principle.

As a nature-friendly hotel, in accordance with our environmental awareness policy;

- ✓ In our hotel, towels, duvet covers and sheets are not changed unless you want them to be sensitive to ecological life by reducing energy and water use,
- ✓ In our hotel, all wastes are collected and recycled separately, and for this purpose, there are recycling waste bins on the floors for the separate collection of wastes,
- ✓ Shampoo, detergent, disinfectant and other materials used in our hotel are used from environmentally friendly products,
- ✓ Information about our environmental awareness activities from TV channel number 1 in our hotel that you can get,
- ✓ To detect and prevent water leaks from room toilets  
We train our staff and expect our guests to report these leaks to us,
- ✓ Paper our consumption Reduce For possible as  
much as our correspondence and we make our announcements  
via e-mail,
- ✓ Do you know that you can contribute to this process by helping us?

# BIODIVERSITY CONSERVATION POLICY

It is among the priority areas within the scope of sustainability policy. It aims to protect the diversity of species, habitats, ecosystems and the integrity of ecological functions by determining and monitoring the effects of its activities on biodiversity.

Much of their impact on biodiversity occurs in raw material sourcing operations in the early stages of the supply chain (such as traditional cotton production, which uses intensive amounts of water and agrochemicals such as fertilisers, pesticides). Air, soil and water pollution caused by production and operation stages also has a negative impact on biodiversity.

In order to identify and minimize these impacts, achieve a more responsible supply chain, and reduce the demand for natural resources and ecosystems, it considers resource efficiency and minimal waste generation in its operations.

- ✓ We identify and control the possible direct and indirect impacts of our activities and activities in the supply chain on biodiversity.
- ✓ Our activities are also for endangered species, animal welfare and forests  
We avoid materials that pose a risk.
- ✓ We include the continuity of natural resources in our goals and develop projects in this direction. We are involved in studies focused on the protection of biodiversity with NGOs and local governments.
- ✓ In order to raise awareness about the importance and protection of biodiversity, we organize internal training and internal communication activities and include this issue within the scope of sustainability training.
- ✓ We share biodiversity performance annually in the Sustainability Report.
- ✓ Creation and monitoring of the biodiversity inventory of the region and  
We take actions to ensure that it is protected.
- ✓ We have donations to the Tema Foundation.
- ✓ Supporting agricultural activities that are the livelihood of local people and takes actions to ensure its development

## 2025 CONSUMPTION DATA AND SAVINGS ASSESSMENT

As part of the sustainability monitoring activities for the January-December period of 2025, the facility's energy and natural resource consumption was regularly monitored. In the calculations made based on the number of guests, the following consumption rates were obtained.

### **Electricity Consumption:**

In the January-December period of 2025, the average electricity consumption per capita **was calculated as 54.39 kWh/person.**

### **Natural Gas Consumption:**

In the same period, the average natural gas consumption per capita **was 6.76 m<sup>3</sup> / person.**

### **Water Consumption:**

Water consumption was calculated as **1.68 m<sup>3</sup> / person** per person on average.

The facility management carries out regular monitoring and improvement activities to increase energy and water efficiency. It is aimed to save on resource consumption thanks to the use of LED lighting, efficient use of equipment, personnel awareness trainings and guest information. Thanks to these practices, a sustainable management approach in energy and water consumption is adopted.

