

INTEGRATED MANAGEMENT SYSTEMS POLICY

Our management systems, established at our facility to provide our guests with holidays where they feel special and create unforgettable memories, are guided by our service philosophy, which we always prioritize. **Thus, we are committed;**

- to applying international and national legal requirements and the standard requirements established at our facility when implementing this guide,
- to viewing performance management processes and results as opportunities for continuous improvement to further enhance our facility when implementing these management systems,
- to taking our products and services to the next level by meeting guest expectations and needs in all products and services we offer with our guest-focused approach in all management systems we implement,
- to minimizing our impact on nature and the environment by controlling any negative effects that may arise from all activities carried out by our facility,
- to making the area where our facility is located even more livable by protecting all our natural resources and biodiversity, in line with our motto, "A healthy vacation happens in a healthy environment.",
- to preventing pollution and implementing practices that protect the environment in a manner appropriate to our organization's context,
- to ensuring the continuous improvement of our environmental management system in order to enhance our environmental performance,
- to protecting the physical and mental health of our guests and employees by taking all necessary measures to ensure occupational and accommodation safety in all activities carried out at our facility,
- to following the latest technological developments in order to improve the infrastructure of our facilities in all of the management systems we implement, and to applying technologies that can be used within the scope of management systems,
- to ensuring the safety of all food and beverage products received, processed, and served at our facility, thereby ensuring that our employees and guests consume safe food and beverages,
- to continuously monitoring the performance indicators defined in all of our management systems, measuring and analyzing the data we collect, and improving our applications that are open to development,
- to ensuring that all applicable legal and regulatory requirements are identified,
- to making our facility even safer by identifying risks and opportunities in all of our management systems, which we implement in line with the principle of risk-based process management,
- to cooperating with all relevant parties within the scope of management systems and to carrying out all activities that will meet the needs and expectations of relevant parties,
- to carrying out activities that will meet all the needs and expectations of our guests, who are end users at our facility, by doing the right thing every time, and to carrying out work that will satisfy all our guests by taking their complaints and suggestions into consideration,
- to conducting training needs analyses to increase our employees' awareness of all management systems and to planning and organizing the necessary training,
- to evaluating our suppliers, who are one of our stakeholders in terms of the products and services provided by our facility, within the scope of the management systems we implement, and to ensuring their development alongside us,
- to leaving a livable world for future generations by conserving natural resources through the efficient use of our energy resources,
- to ensuring the availability of information and necessary resources for the achievement of energy targets,
- to complying with applicable legal requirements and other requirements relating to energy efficiency, energy use, and energy consumption,
- to continuously improving energy performance and energy management system (EnYS),
- to supporting the supply of energy-efficient products and services that affect energy performance.