



QUALITY AND FOOD SAFETY POLICY

Our mission is to maximize the satisfaction and expectations of all our guests regarding accommodation.

To this end, we aim to:

- Increase guest trust and satisfaction by providing appropriate quality service.
- Improve the knowledge and skills of our employees through continuous training.
- Increase service efficiency and minimize our costs.
- Ensure continuous improvement of our quality management system.
- Continuously develop our corporate structure to ensure continued success.
- Work diligently to maximize our prestige both domestically and internationally.
- Ensure continuous improvement of our quality management and food safety management systems.
- Provide physically, chemically, and microbiologically clean food so that our guests can safely consume all their nutrients.
- Maintain strict compliance with legal requirements.



OUR CUSTOMER SATISFACTION POLICY

- To increase customer satisfaction, we meet our guests' demands and expectations as quickly, completely, and with the highest quality.
- We are swift, secure, open, transparent, and customer-focused in fulfilling our guests' requests.
- We continuously train our employees to ensure they have the best guest experience.
- We objectively and fairly investigate guest complaints and resolve them in line with customer satisfaction in all cases.
- We improve all our processes to increase customer satisfaction.
- We measure our guests' satisfaction with our services and, as a result, continuously and systematically pursue improvement activities.



ENERGY EFFICIENCY POLICY

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

To achieve this:

- To fulfill both our responsibilities to nature and our legal obligations, we follow national and international standards, laws, and regulations. We voluntarily undertake initiatives to reduce energy use and/or continuously improve 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 prioritize collaborating with all our stakeholders to create common goals and outcomes regarding energy management. We strive to maintain our interaction with our guests, employees, visitors, and all business partners to achieve a comprehensive level of awareness and consciousness on these issues.
- We strive to research, identify, purchase, and utilize suitable energy-efficient products, equipment, fixtures, and technology alternatives.
- We aim to document our Energy Management System, disseminate it across all departments, update it as necessary, review it, and continuously improve it.
- We assess potential energy risks or emergencies, such as energy shortages, and plan the necessary precautions.



ENVIRONMENT PROTECTION AND WASTE MANAGEMENT POLICY

- To carry out our operations with a commitment to environmental and social responsibility, believing in continuous development and a commitment to a sustainable environment, and to ensure their continuity.
- To minimize our negative environmental impacts by utilizing the best possible technology during our operations.
- To follow developing technology in line with our environmental goals, to increase electricity, water, and natural gas efficiency in our hotel and to choose environmentally friendly (saving) products for our energy-consuming products.
- To ensure the information, awareness, and motivation of our employees about the environment by organizing necessary training to increase environmental awareness.
- To utilize energy and natural resources at the optimum level and implement activities to prevent unnecessary resource consumption.
- To develop solutions for waste separation throughout the facility and in rooms and to organize environmental training.
- To ensure that hazardous waste generated at our facility is disposed of in accordance with environmental legislation and that this is consistently carried out within our organization.
- To ensure the sustainability of our natural resources, we regularly monitor our water and electricity consumption and take protective measures to prevent excessive consumption.
- To create and develop sustainable environmental awareness through training for all our employees, and to promote environmental and social responsibility among our guests, subcontractors, and suppliers.
- To work towards the protection of natural resources and ecological species through a sustainability approach.
- To minimize waste generation by reducing pollution at the source through sustainable waste management, ensuring its reuse, recycling, recovery, and disposal.



HUMAN RIGHTS POLICY

- Respecting human rights and rejecting all forms of discrimination based on language, religion, race, gender, etc.
- Standing against commercial, sexual, or any other form of exploitation or harassment directed at specially protected groups and other vulnerable groups.
- Supporting measures to be taken against domestic violence and child abuse.
- Continuously improving all of our processes, adhering to our core values and complying with the legal and other requirements we are obligated to comply with.
- Acting in compliance with legislation regarding information security and improving our processes.
- Investing in technological systems through innovation initiatives that shape the sector.



OCCUPATIONAL HEALTH AND SAFETY POLICY

- It is the primary duty of all our institutions and employees to adopt the legislation and legally determined laws and regulations as minimum standards, to identify hazards that may lead to occupational accidents and occupational diseases in all our activities, to manage the risks, to provide safe and healthy environments for our employees, customers and suppliers, to organize awareness-raising training and information activities for all segments of society regarding all activities within this scope, and to ensure the continuous development and supervision of the occupational health and safety system.



PURCHASING POLICY

As BELCEKIZ Beach Club Hotel;

- We work with suppliers that comply with all legal regulations.
- We prioritize having our food suppliers holding the ISO 22000 Food Safety Management System certification when selecting suppliers.
- We source almost all of our food from local areas. This minimizes the CO2 emissions of supplier delivery vehicles, thereby reducing environmental impact and supporting local employees.
- We prioritize environmentally friendly and cost-effective products for our business purchases.
- We prioritize purchasing recyclable and low-waste products for our business purchases.
- We prioritize purchasing sustainably produced/sustainably sourced products.
- Unless absolutely necessary, we purchase locally produced goods rather than imported goods.
- We prefer local companies over multinationals for service procurement when necessary. □ We prioritize researching and selecting Class A and/or low-energy alternatives for machinery purchased from our company. When selecting products to purchase, we prioritize ensuring they meet the following criteria:
 - Made from recycled materials or recyclable.
 - Sustainably produced/sourced.
 - Delivered with less packaging.
 - Energy and water-efficient.
 - Environmentally sustainable.



WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

We prioritize 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 operate with a policy of "equal pay for equal work" regardless of gender.
- We distribute tasks with the principle of equality in mind.
- We provide the necessary environment for equal access to career opportunities.
- We develop training policies and support women's participation and awareness-raising.
- We create work environments and practices that maintain a work-family balance.
- We support women in company management and offer equal opportunities.
- We never allow women to be subjected to abuse, harassment, discrimination, oppression, coercion, slander, or other forms of exploitation. We are always aware of the value they add to the world and our organization and support their existence.



CHILD PROTECTION POLICY

- We take the necessary measures to respect children's rights and protect them against all forms of exploitation (including sexual exploitation).
- We support programs that prevent children from becoming vulnerable to protection and care.
- We engage in activities to raise public awareness and sensitivity to the prevention of violence against children.
- We provide training on child protection for our staff.
- We ensure that all suspicious acts involving children are reported to local authorities and relevant organizations.
- We make the protection of children and children's rights policy a part of the institutional culture by informing all staff members during initial orientation and periodic training that any instances of child abuse should be reported to the institution's director and relevant Provincial Police officers.



BIODIVERSITY, NATURAL LIFE AND WILDLIFE CONSERVATION POLICY

We plan and aim to implement initiatives that we can support to support the sustainable management of all types of forests to protect life on land, to end deforestation, to restore degraded forests, and to significantly increase afforestation and reforestation. We oppose and take action against illegal hunting and trafficking of protected species of flora and fauna, and to address the supply and demand of illegal wildlife products. By 2025, we commit to institutionally support efforts to combat illegal hunting and trafficking of protected species, including reducing the impacts of invasive alien species on terrestrial and marine ecosystems, taking necessary measures to prevent their spread, controlling or eradicating more threatened species, and enhancing the capacity of local communities to pursue sustainable livelihoods.



SOCIAL ADAPTATION POLICY

As the Belcekiz Beach Club Hotel family, we are committed to supporting and working with our local community. We are committed to conducting our business in a way that helps preserve and promote the destination's culture, heritage, and local economy. We believe that maintaining an ongoing dialogue with our local community is crucial to ensuring we contribute to the well-being and livelihoods of local residents.

To this end, here's what we do to achieve our goals: We encourage our guests to explore the destination's history, culture, traditions, and local community, as well as the local products and services offered. We contribute to the maintenance of culturally and spiritually significant sites by making annual donations and encouraging guests to visit. Whenever possible, we prioritize local and regional products and services, as outlined in our purchasing policy. As outlined in our recruitment policy, we prioritize local residents during the hiring process. We prioritize employment opportunities for locals through on-the-job training programs. We maintain fair and equitable treatment by maintaining ongoing dialogue with local and indigenous communities, including through regular meetings with local associations and chambers of commerce. We aim to protect our beaches by conducting regular beach cleanups with our guests and employees. We make annual financial contributions to various local charities.



WATER EFFICIENCY POLICY

As the Belcekiz Beach Club Hotel family, water is used for cleaning, sanitation, and irrigation purposes across our operations. While our own water impacts are not significant, we act with awareness and understanding of the importance of water for our value chain and all our stakeholders.

- We are committed to complying with legal and other requirements in identifying and managing our water risks by considering the water aspects and impacts of our activities, products, and services.
- We are committed to using water resources efficiently and protecting their quality.
- We are committed to upholding water efficiency principles in our products, services, and designs as a fundamental principle to maintain our high water efficiency performance.
- We are committed to reviewing, maintaining, and continuously improving system performance in line with water efficiency targets, with the leadership of senior management and the participation of our employees.
- We are committed to viewing water as a legacy to be passed on to future generations.