



**M O T T O**  
PREMIUM HOTEL & SPA

## **SUSTAINABILITY REPORTING**

01.01.2024 – 31.12.2024

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## 1. About the Report

We have started our sustainability efforts as of 2024. In this direction, we aim to share the progress we have made with our management, employees, guests, suppliers, and all other partners, thereby increasing the awareness we will create at this point and transforming it into common goals and successes. This prepared sustainability report contains data for a 1-year period.

Regarding sustainability, our business commits to fulfilling the obligations of the Turkey Sustainable Tourism Program and continuously improving the sustainable management system to increase sustainability performance. Our management system is constantly reviewed due to the state of the sector, environmental, social, technological, economic, and cultural risks, and changes and updates originating from legislation; the system and policies are updated if necessary.

Our "Sustainability Policies" constitute our company's commitment in this regard. Moving from this point, all our orientations will be in this intention and direction. Our goal is to transform the sustainability principle into a "way of doing business" in basic areas in our enterprise and to bring it into corporate memory.

Transforming our efforts into success and gaining continuity will only be possible by acting together with our employees, guests, business partners, suppliers, solution partners, and all our interlocutors in our immediate vicinity, spreading it, and making it a partnership that we will strengthen day by day.

It is very valuable to raise awareness of the personnel, who are considered an integral part of the sustainability approach, to give them opportunities to be involved in the process, and to contribute to development opportunities. In this context, our annual training plans and orientations include training topics such as social rights, supporting local employment, protecting natural life, supporting wildlife, historical and touristic places of the immediate surroundings, cultural richness, ecological diversity, energy and water saving, environmental activities, our recycling system, and orientation to local resources; efforts are made to disseminate the philosophy of sustainability within the enterprise.

The main goal is to provide strategic support to all companies and departments for improving business results with human resources management parallel to business strategies, to create and encourage a high-performance culture, and to contribute to creating value for all stakeholders. In addition to all these, it is aimed to increase awareness in every sense with both orientation training and professional-level trainings determined according to annual training needs. Sustainability studies are under the coordination of Business Management, and our activities and performance evaluation in this field are always open to the expectations and opinions of our stakeholders.

## 2. Facility Introduction and Features

Our facility is located at Siteler Mahallesi Kemal Seyfettin Engin Bulvari Motto Premium Hotel No: 59 Marmaris Muğla. There are 69 guest rooms and 158 beds in our facility.

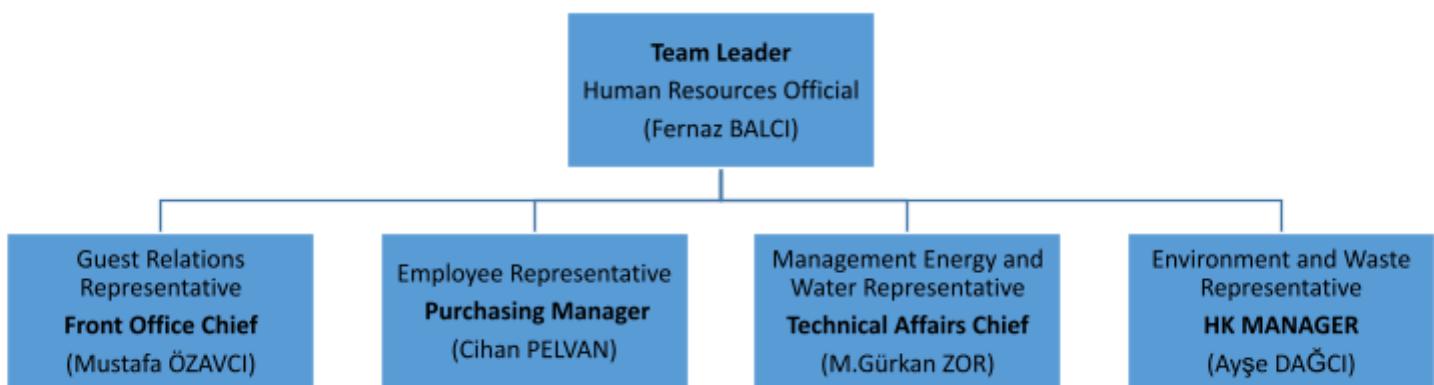
**In our rooms, which have the necessary facilities for our guests to feel comfort and peace:**

- High-speed wireless internet
- TV/Satellite - Mini Bar - Guest water and beverage treat tray
- Message notification service
- Wake-up service
- Laundry, dry cleaning, tailor, ironing service
- Hair dryer
- Bathroom hygiene kit
- Smoke detector connected to the central insulation system
- Emergency exit directional signs
- Specially insulated door and window system for noise

### **ACCESS AND INFORMATION FOR PEOPLE WITH SPECIAL NEEDS**

- There are ramps at the facility entrance.
- There is access from the facility entrance to the disabled room.
- There is a disabled pool lift in the facility.
- There are disabled toilets in public areas.
- There is Braille alphabet in the elevators.
- Our personnel receive training on the subject.

### 3. Sustainability Team



## 4. Reducing Environmental Impacts

Being aware that the natural resources we use, the immediate environment and region we interact with, and the large family we have formed with our employees have a great impact on our corporate success and the experiences we provide to our guests, we adopt reviewing our responsibilities at every stage as a management approach. In this direction, we have created an "Environmental Policy" for the protection and continuity of the environment we live in, and we aim to improve our current situation day by day by planning our business processes in this direction and analyzing the results.

To achieve this goal; We comply with the current environmental laws, regulations, legislation, and arrangements and fulfill all their requirements; we carry out our activities and ourselves by continuously improving. With the social responsibility understanding brought by our brand, we have made it our duty to prioritize the awareness and continuity of our internal customers, namely our personnel, our guests, and the local people, and to take decisions and implement them in this direction.

Without compromising on quality, we add value within the framework of the management systems we apply in our facilities, mutually with a win-win understanding by cooperating with our suppliers. It is of great importance for us to protect the environment, deliver it to future generations in a clean and healthy way, and contribute to the preservation of the ecological balance. Believing in the continuity of education, we ensure that environmental awareness is adopted not only by our employees but also by our guests, and we contribute to environmental protection projects by cooperating with local administrations.

It is among our goals to prevent environmental pollution and to recycle a large proportion of wastes subject to recycling. Our priority is to share the works we do to comply with the current International and National legal legislation and ISO 14001 standard requirements, to minimize the pollution that may occur as a result of activities, and to use natural resources correctly with our employees, guests, suppliers, and society; to determine targets for ensuring continuous improvement, and to conduct necessary research, project design, and implementation on the principles of protecting biodiversity and the efficient use of energy cycle.

All management processes of our enterprise constitute the basic framework of a developable Sustainability Management System (SMS) and reveal its policies. The basis 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 headings can be added if necessary. We also have a crisis management policy and system that determines what to do in case risks occur after they are analyzed.

The sustainable management system includes the implementation of certain policies by all employees on quality, economy, management, environment, culture, human rights, health, and safety, determining targets, and continuously improving business management processes by monitoring whether targets are reached. If the determined targets are reached, new targets are determined. In case they are not reached, our targets, policies, and practices are reviewed. In this way, we strive to ensure continuous improvement.

**QUALITY POLICY** On the way to reaching our vision; To meet guest expectations at a high level and to be a pioneer organization in the sector, to form the establishment philosophy with all our personnel, to offer continuous development, trust in the workplace, and service exceeding the

expectations of our guests, in accordance with national and international legislation and conditions. To serve by showing the necessary sensitivity with a preventive approach to food safety risks, to be an exemplary business for all other organizations in our country and to create value, to prevent these accidents by minimizing all risks that may endanger the health, life safety, and occupational safety of our guests and personnel, to make quality measurable, to ensure the continuous improvement of the system and to determine targets and ensure the unity of our employees and management, to create environmental awareness together with the personnel as a business, and to leave a cleaner, healthy, and safe environment to future generations are among our priority quality targets.

**SOCIAL RESPONSIBILITY POLICY** We believe that all our employees have the right to work in a healthy and safe environment in working conditions suitable for human dignity. Our employees are our most valuable asset, and ensuring and protecting the safety of our employees is our priority business goal. Our business is always ready to support any initiative that will help the development and spread of environmentally friendly technologies and increase environmental awareness by implementing the best environmental solutions beyond legal obligations.

We take care to fulfill our social and environmental responsibilities towards the society in Marmaris, where we operate, in a harmonious cooperation with our employees, the public, non-governmental organizations, and our other stakeholders. We believe that our human resources are the most important element of sustainable growth. We ensure that our employees' personal rights are used fully and correctly. We approach employees honestly and fairly, and commit to a non-discriminatory, safe, and healthy working environment. We make the necessary effort for the individual development of our employees and observe the balance between work life and private life.

We manage environmental impacts that may arise from all our activities with a sense of responsibility. We strive for the development of our society within the framework of the corporate social responsibility principle. We will support our employees to volunteer for appropriate social and community activities where they will take part with social responsibility awareness. We will take care to develop approaches to ensure that all our business partners, especially our suppliers, act in the field of social responsibility and to implement these approaches. Within the framework of occupational health and safety, we also show sensitivity in taking all precautions for our employees and presenting necessary on-the-job trainings by experts and within the framework of the annual training program. We act sensitively to the traditions and cultures of Turkey and the countries where we operate, and act in accordance with all legal regulations.

## SÜRDÜRÜLEBİLİRLİK NEDİR?



### CULTURAL SUSTAINABILITY POLICY

- **Presentation of cultural heritage:** Our business respects the intellectual property rights of the local people. It evaluates the authentic elements of traditional and contemporary local culture in our cuisine, design, and decoration.
- **Artifacts:** Our business does not buy or sell historical and archaeological artifacts, does not mediate their trade, and does not exhibit them.
- **Promotion of sustainable local gastronomy:** Our business prioritizes the promotion and consumption of local products. It puts forward innovative and creative practices to ensure sustainability in gastronomy in all its activities.

**ENERGY and ENVIRONMENT POLICY** We use our energy efficiently to protect our world from possible dangers and set targets to reduce our energy consumption. We are aware of our responsibilities towards the environment and regularly follow our practices in this regard. For this; We follow national and international standards, laws, and regulations to fulfill both our responsibilities towards nature and our legal obligations, voluntarily carry out studies that will reduce energy use and/or ensure continuous improvement of our energy consumption performance, and follow the results of our studies. We set targets and include energy efficiency in our training programs to ensure the participation of our employees. We care about collaborating with all our stakeholders to create common goals and results regarding energy management. We try to maintain our interaction to reach a total awareness and consciousness level together with our guests, employees, visitors, and all our business partners on these issues.

We try to research, find, purchase, and use energy-efficient suitable products, hardware, equipment, and technology alternatives. We aim to document our Energy Management System, spread it to all our departments, update, review, and continuously improve it when necessary. We evaluate energy risks or emergencies that may arise such as energy constraints, and plan precautions that can be taken.

We take care to effectively separate our wastes according to their source, groups, and hazard classes. We know that using hazardous substances and chemicals only when needed and as much as necessary will reduce both the negative effects on the environment and the amount of waste. We contribute to protecting nature by choosing those with "recycling" and "environmentally friendly" labels in the

materials we buy in our business. We try to create reuse opportunities. We take care to use disposable materials such as paper, napkins, toilet paper, packaging as much as necessary and leave less waste to nature. We store wastes correctly in separate areas according to their characteristics, deliver them to licensed/authorized firms without exceeding legal storage time limits, and keep their records. We try to use water, energy, and all natural resources sparingly. We share this sensitivity with our employees, guests, and suppliers. We measure our performance on environmental management, monitor these data with targets, and try to improve our performance. We aim to educate our employees about the environment and increase their sensitivity.



**SUSTAINABLE PURCHASING POLICY** The most important target criterion in purchasing is to minimize waste and ensure continuity in purchasing. Goods acceptance practices to be applied in the organization within this target:

- While purchasing, products with reusability features, returnable products, or organic products that will not create non-recyclable waste will be preferred.
- Instead of disposable products and consumables such as cups, forks, amenity materials; reusable, refillable products will be preferred, and if neither is possible, products that are least harmful to the environment and recyclable will be preferred.
- If the purchase of disposable products and consumables is mandatory (e.g., cleaning materials, stationery products, etc.), the purchase, use, and recycling of these products will be carefully monitored and managed.
- Training will be given to the personnel on guidelines and instructions on how to direct disposable products to recycling and reducing the use of disposable products.
- Targets for the gradual removal of products such as disposable pet bottles, cardboard cups, packaged products in rooms, and ending practices such as bagging food products and other

materials used will be determined, and the monitoring and reporting of the compliance process with these targets will be discussed in management review meetings.

- Avoiding unnecessary packaging while purchasing is important. Instead of products such as paper and plastic cups, plates, forks, spoons, water in pet bottles, etc., glass and metal products with reusability features will be preferred.
- Frequently used materials (e.g., surface cleaners) will be bought in larger packages instead of small packages to reduce the amount of plastic waste generated.
- Priority will be given to recyclable and eco-labeled products for the production of necessary goods and products from products that do not harm nature and the environment.
- Environmentally certified products and suppliers will be preferred especially for wood, paper, fish, other foods, and products coming from the wild.
- Where certified products and suppliers are not available, the origin and methods of growth or production will be considered. Endangered species are not used or sold.
- Supplies that will endanger the generation of plant and animal products will be avoided.
- Priority in products will be given to environmentally certified products.
- All goods (materials, raw materials, finished and semi-finished products) supplies and purchases will be made from suppliers that comply with Food Laws and Legislations, Ministry of Agriculture and Forestry, Ministry of Health, Public Health Law and legislations, have necessary documents pursuant to TSE Hygiene and Sanitation Systems, comply with purchasing standards, and from their products possessing relevant certificates.
- To support local fair trade, purchasing will be made from local sellers within 100 km boundaries.
- Purchasing will be made from the approved supplier company list and local firms that have been subject to necessary audits.
- Firms supplying goods-products will be audited periodically.
- Attention will be paid that the supplied cleaning, hygiene materials, and protective equipment have the CE Certificate. Priority will be given to suppliers adopting fair trade practices in agriculture for food items.
- Information trainings will be planned for relevant persons by the authorized firm regarding the use of all supplied chemical products. Ministry of Agriculture and Forestry permit documents for all Food products will be obtained from supplier firms and stored in the computer environment.
- MSDS Safety data sheets for pest control, disinfection, and chemical products used in the kitchen will be supplied from supplier firms and stored in the computer environment.
- Safe physical distance rules will not be violated during goods acceptance.
- Our personnel working in goods acceptance will take personal protective and contamination measures (Mask, visor, gloves, apron, hand hygiene, etc.). According to the measures, necessary planning will be made to prevent accumulations and pile-ups during goods acceptance.
- Products to be given directly to consumption and guest use upon goods acceptance (receipt) will be given to use after being taken out of their boxes and subjected to detailed disinfection process.
- Kitchen tools and equipment, steel service sets, glass and porcelain service sets, etc. purchased for the first time; Washable materials will be taken to the equipment warehouse for use after being washed in the dishwasher before being given to use.
- Waste and return products will be kept in the waste and return area in a controlled manner and their delivery to the supplier firm will be ensured



## **OCCUPATIONAL HEALTH AND SAFETY POLICY**

In order to protect our workplace, employees, guests, and suppliers, to create a safe work environment, and to ensure continuity;

- We comply with all legal and other obligations regarding Occupational Health and Safety.
- We adopt the principle that Occupational Health and Safety and improvement activities are the common responsibility of all employees.
- We set targets for participation at every level in Risk Assessment and Risk Level Reduction activities.
- We aim to reach the sustainable "Zero Work Accident" target by continuously improving our Occupational Health and Safety culture.
- We share our work within the scope of occupational health and safety with all our employees and our environment in order to be a pioneer and an example.



**WOMEN'S RIGHTS AND GENDER EQUALITY POLICY** We attach importance to gender equality in our business.

- We ensure the health, safety, and welfare of all our employees regardless of gender difference.
- 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 tasks by observing the principle of equality.
- We provide the necessary environment for equal utilization of career opportunities.
- We create education policies and support women's participation and increasing awareness.
- We create a working environment and practices that protect the 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 support their existence.



**CHILD RIGHTS POLICY** Children are the trustees of the future to us. It is our primary responsibility to recognize them as individuals, respect their rights, and watch over and protect them against all kinds of psychological, physical, commercial, etc. exploitation. To ensure this;

- We do not allow child labor in our own institutions and expect the same sensitivity from all our business partners.
- We offer environments/opportunities within the enterprise that contribute to the development of children, where they can freely express their thoughts, wishes, and feelings, and feel free and comfortable.
- We provide training to our employees on the prevention and detection of child abuse.
- We ensure that children are under adult supervision in the activities they participate in.
- We organize trainings and support relevant projects to create awareness about the protection of children's rights.
- When we witness suspicious actions related to children, we primarily inform the business management and seek help from official institutions in necessary situations.



## 5. Personnel and Working Life

**Personnel Participation:** The most important resource that makes us who we are is our employees. Being aware of this, issues such as social and fringe benefits, performance management, rewarding, training and career management, and employee safety of our employees are always our priority.

**Our Human Resources Vision:** To create a qualified human resource that has high motivation, protects and raises the corporate image, emphasizes innovative works, attaches importance to service, and sees its job as a part of a whole, and to be a pioneer in the sector and in Turkey with integrated human resources practices.

### Our Human Resources Mission:

- To plan and train the human resource that will realize the goals and strategies of the institution, to carry out personnel work and transactions at the optimum level, to have personnel who are specialized in their field, have the ability to represent the institution, can reveal new openings in their field, and have high self-confidence.
- To provide strategic support to all companies and departments for improving business results with human resources management parallel to the group's business strategies, to create and encourage a high-performance culture, and to contribute to creating value for all stakeholders.
- Our employees know what they need to do in our management system and our policies and practices related to sustainability. What our employees need to do is defined in writing, communicated to them, and necessary training and guidance are provided regularly. Trainings on this subject are recorded.
- Our employees play 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.

**Fair Remuneration:** Our employees are informed about issues such as the wages they will receive, working conditions, working hours, and when they will receive their wages before starting work in our facilities.

**Training and Career Management:** All of our employees can benefit from the right to education equally. In addition to the legal and vocational trainings required by the tourism sector, periodic training programs related to sustainability and their working areas, on-the-job trainings, trainings required by legal legislation, and guidance support are given to employees, including orientation trainings in line with our Sustainability policies and management system. We implement annual training plans on Occupational Health and Safety trainings, hygiene trainings for Kitchen/service/massage etc. personnel, water and energy saving, chemical substance usage rules, fire protection, first aid, etc.. Our employees can access all our training materials for free and openly.

Our business commits to complying with the relevant provisions of the Labor Law No. 4857 and pays at least the minimum wage to the employee. Our business also commits to compliance with the Social Insurance and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331.

**Employee and Human Rights:** Ensuring the absolute satisfaction of employees is a priority issue of importance. With this perspective, it is the responsibility of the management to ensure the working environment, psychology, self-motivation, performance, in short, all the comfort in the workplace, including primarily the legal rights of the employee and some benefits provided by our business as

fringe benefits. Although we have foreign national employees in our businesses, as a business serving at an international level appealing to guests from different nations, making discrimination based on nationality, race, language, etc. for our guests or visitors is contrary to both tourism ethics and our working principles. Therefore, all personnel transactions of our employees from different countries or nationalities are followed up in accordance with legal procedures, and equal opportunities are offered to all our employees in our business regardless of any feature.

## 6. Social Activities Performed

**In-company activities performed to increase the motivation of all our employees and keep the team spirit alive:**

- Distribution of gifts and souvenirs on special days,
- Giving importance to the timely payment of salaries and personnel progress payments,
- Practice of giving gifts to personnel who get married and have children,
- Blood donation campaign,
- Participatory social responsibility projects.

Social compliance is also observed by controlling social, physical, and environmental conditions as well as the processes and businesses operating in all stages of the service provided by our business until it reaches the final consumer, acting in accordance with all international, national, and local laws for the public benefit.

- Compliance with laws and other obligations
- Prevention of child labor
- Prevention of illegal employment of foreign national workers
- Prevention of forced and compulsory labor
- Working hours
- Regular employment
- Prevention of discipline, harassment, and maltreatment
- Payments and rights
- Prevention of discrimination
- Ensuring occupational health and safety
- Prevention of environmental pollution.

## 7. Cultural Activities

We are aware of our duty regarding the protection of local culture and values. In this context; Our sensitivity in conducting studies on **Cultural Promotion, Contributing to the Commercial Volume of the Region, Promotion of Natural and Historical Riches, Employment of local people** and being included in activities is at the highest level.

**Communication with Local People:** Through facility managements and designated representatives; Meetings are held with non-governmental organizations, municipalities, regional headmanships (muhtarliks), and official authorities on issues of strengthening local employment, increasing regional awareness, protecting local resources and opportunities, protecting historical and cultural assets, cooperation in the region, supporting studies that provide the promotion of the region, and solving important issues and problems that will affect the region, and joint studies are carried out by determining needs.