



SUSTAINABILITY POLICY

Our hotel is committed to conducting its operations in accordance with environmental, social, cultural, and economic sustainability principles. We manage all our processes responsibly to provide our guests with quality service while leaving a livable world for future generations.

Environmental Sustainability:

- ❖ We operate with full compliance with environmental regulations and a commitment to continuous improvement.
- ❖ We reduce waste at the source, encourage recycling, and dispose of hazardous waste in accordance with regulations.
- ❖ In our business, we contribute to protecting nature by preferring materials with "recycled" and "eco-friendly" labels. We strive to create opportunities for reuse.
- ❖ We take care to use disposable materials such as paper, napkins, toilet paper, and packaging only as needed, thus leaving less waste in nature.
- ❖ We comply with existing environmental laws, regulations, legislation, and rules aimed at the controlled use of natural resources and minimizing energy consumption, air, water, and soil pollution.
- ❖ We are constantly improving our practices to reduce single-use plastics,
- ❖ We support the protection of natural life, regional ecosystems and biodiversity,
- ❖ We aim to inform our guests about rules of conduct during visits to natural areas and to prevent damage to these areas.
- ❖ We support the protection of wild animals and the well-being of all animals, and we strongly oppose their exploitation for activities such as feeding, captivity, and hunting.
- ❖ We try to use our energy and water resources efficiently.
- ❖ We aim to educate our employees on sustainable environment and zero waste and raise their awareness,

Social Sustainability:

- ❖ We collaborate with local communities and actively participate in social responsibility projects.
- ❖ We support the development of local employment.
- ❖ We provide our employees with a fair, safe and supportive working environment.
- ❖ We empower our employees' knowledge and skills through training, development, and career opportunities. We support women's participation in the workforce and their promotion opportunities across all our departments.

Cultural Sustainability:

- ❖ We contribute to the promotion and preservation of the region's historical and cultural values.
- ❖ We support the preservation of local culture, art, gastronomy, and handicrafts.
- ❖ We offer our guests a hotel experience that respects cultural sensitivities and do not tolerate discrimination in any way.
- ❖ To hold consultations to ensure that local characteristics, sensitivities, and the needs of the local people are taken into account in the decisions to be made,
- ❖ To support the introduction of the region's activities, culture, and traditions to guests,
- ❖ To guide our guests in their cultural interactions and inform them about rules of conduct,
- ❖ We are committed to not hindering local people's access to cultural heritage and to respecting all the rights of the local population.



Economic Sustainability:

- ❖ By choosing to cooperate with local suppliers, we contribute to strengthening the regional economy.
- ❖ We support efforts to increase the circulation of tourism revenue within the region.
- ❖ Our hotel agrees not to finance activities or projects of individuals and organizations that are prohibited or restricted by national legislation and international agreements to which Türkiye is a party, or that are found to employ child labor or engage in behaviors that violate human rights.
- ❖ To support the economic development of local people and local businesses, to increase income generation opportunities, and to create a sustainable link between hotel guests and local producers.

Service Quality and Continuous Improvement:

- ❖ We regularly measure guest satisfaction and use all the feedback we receive to improve the quality of our service.

Respect for Human Rights:

- ❖ We treat all guests and employees equally, fairly, and with respect.
- ❖ We reject discrimination based on race, religion, language, gender, disability, age, or any other difference.
- ❖ We implement a zero-tolerance policy against child labor and forced labor. We ensure compliance with the procedures and principles for employing young workers, and that individuals are not forced to work against their will at any stage of service production.
- ❖ We base our business practices on ethical, transparent, and honest relationships.
- ❖ To ensure a peaceful work environment and to enable employees to work happily, we must ensure that there is no verbal, physical, or psychological harassment or coercion.
- ❖ Hotel employees work under private law provisions and are employed in accordance with the provisions of the Labor Law No. 4857.

Vulnerable Groups and Children's Rights:

- ❖ We are aware that every individual, including women, children, the elderly, individuals with special needs, and pregnant women, is a group that deserves protection and respect, and we act accordingly.
- ❖ To recognize every child as an individual, to respect their rights to life, development and protection, and to safeguard and protect them against all forms of psychological, physical, commercial, etc. exploitation.
- ❖ Acting with the awareness that vulnerable groups and children should be kept away from all kinds of approaches and abuse that will negatively affect them physiologically and psychologically, and that sensitivity should be shown in communication,
- ❖ We provide our staff with regular training to ensure they are knowledgeable about the protection of vulnerable groups and children's rights, and to ensure their continuous professional development.
- ❖ Within the framework of the Social State concept enshrined in the United Nations Convention on the Rights of the Child and our Constitution, we aim to take necessary legal and administrative measures, improve all necessary conditions, and support children's more effective and happy participation in life.
- ❖ The protection of children is a priority; there is zero tolerance for child abuse, child labor, and child sex tourism.
- ❖ We take action when we witness suspicious activities involving children, and we inform law enforcement when necessary.

Health and Safety:



Castle Light Boutique Hotel

- ❖ We implement occupational health and safety practices in accordance with international standards to ensure the safety of our guests and employees.
- ❖ We meticulously implement hygiene and food safety processes in all areas.
- ❖ We regularly update our emergency plans and improve their effectiveness through drills.

Compliance with the Law:

- ❖ In all our activities, we fully comply with the laws of the Republic of Turkey , as well as national and local regulations.
- ❖ We fully implement all legal regulations related to the environment, occupational health and safety, consumer rights, tourism, and the service sector.
- ❖ We conduct business processes that are open to audits, transparent, and accountable.
- ❖ We regularly monitor changes in legal requirements and quickly integrate them into our processes.

HOTEL MANAGEMENT