

TURUNÇ HOTELS

TURUNÇ PREMIUM HOTEL

Reporting Period: 01.10.2025 – 31.08.2026

Marmaris – Muğla

2026 SUSTAINABILITY REPORT

Marmaris • 213 Rooms • 428 Beds • AY-TUR Turizm San. ve Tic. A.Ş.

"Out of our respect for nature and society, we continue to offer today's comfort without compromising tomorrow's resources."



Image 1 — Our property and the Marmaris coastline

OUR SUSTAINABILITY MESSAGE

At Turunç Premium Hotel, we formally carry out our sustainability work in line with the protocol signed in 2022 between the Türkiye Tourism Promotion and Development Agency (TGA) and the Global Sustainable Tourism Council (GSTC). By sharing our progress transparently with our management, employees, guests, suppliers and all stakeholders, we aim to turn it into lasting success around common goals.

This report describes our work for the period 01.10.2025 – 31.08.2026. During this period we calculated our energy, water, natural gas and fuel consumption month by month, from source documents, and separately for our own property only; this made our per-guest consumption traceable. Data for the entire period, including our electricity bill, had been processed as of the date this report was prepared and is reflected in the tables below.

Room Capacity	Accommodation	Electricity / Person	Water / Person	Natural Gas / Person	Diesel / Person
213 Rooms	51,441	19.53 kWh	0.401 m³	0.856 Sm³	0.0196 L
428 Beds	Guest-nights (11 months)	11-month period	Period overall	Period overall	Period overall

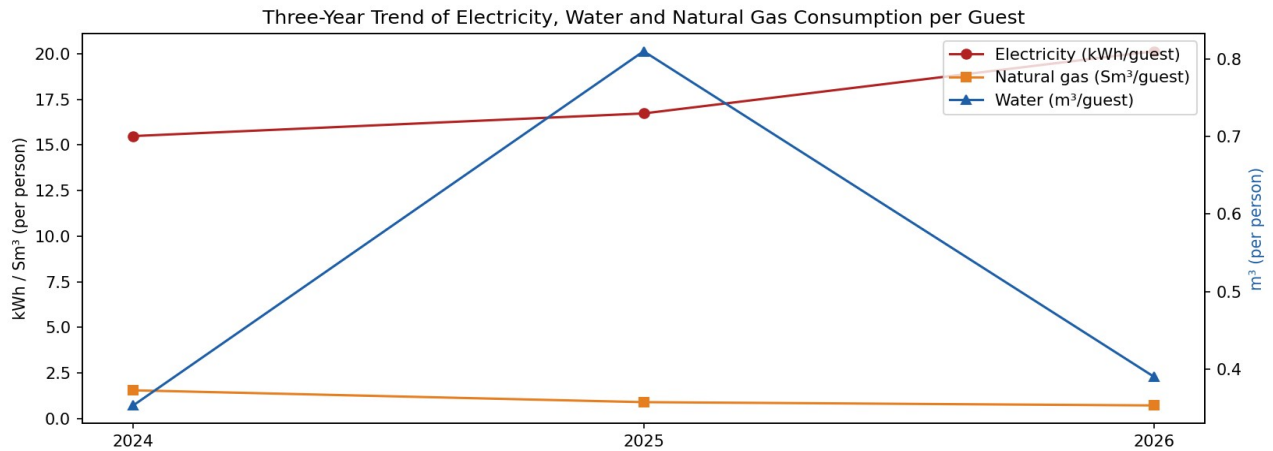


Chart 1 — Three-year trend of electricity, water and natural gas consumption per guest (calendar-year basis)

OUR GOALS

Since our founding, Turunç Premium Hotel has worked with determination in the following areas:

- Protecting natural resources and using them as efficiently as possible,
- Contributing to the social and economic development of the Marmaris – Turunç region,
- Keeping local culture and traditions alive and promoting them,
- Maintaining guest satisfaction at the highest level,
- Developing our employees' knowledge and skills and strengthening staff loyalty.

We are aware that guest satisfaction is directly linked to employee happiness; we therefore make it a core principle to provide a safe, fair, supportive and inclusive working environment for all our employees. Our property is managed in line with the criteria of the Türkiye Sustainable Tourism Program.

Our Core Corporate Commitments

- Natural Resources: Preventing waste in water, energy and fuel consumption; continuously applying water-saving fixtures and automation.
- Local Integration: Contributing directly to local prosperity by giving priority to the Marmaris and Turunç region in hiring and purchasing.
- Cultural Respect: Protecting and promoting the local architectural fabric, traditional Turkish cuisine and historical assets such as the Ancient City of Amos.
- Investing in People: Providing equal pay for equal work without discrimination, continuous vocational training, and safe staff housing/shuttle services.
- Zero Tolerance: Standing firm against child labour, all forms of discrimination, mobbing and sexual abuse.



Image 2 — Our sustainability corner and digital information QR code stand

ABOUT THIS REPORT

This report covers the period 01.10.2025 – 31.08.2026 and describes the activities of Turunç Premium Hotel only.

All figures in this report have been compiled from the following sources:

- Electricity, natural gas, water and fuel invoices,
- Meter reading records,
- Official payroll and social security lists,
- Signed training plan and attendance records,
- Official delivery records of licensed waste companies and Marmaris Municipality (via our Environmental Engineering consultant).

How Did We Calculate Consumption Data?

We calculated per-person consumption by dividing our monthly electricity, water, natural gas and fuel consumption by the total number of stays (guest-nights) for the same month. February and March 2026 were months in which accommodation activity almost completely stopped because the property was in its off-season maintenance period; some water and natural gas invoices for these months had not yet been processed as of the report date, but their effect on the period total is negligible.

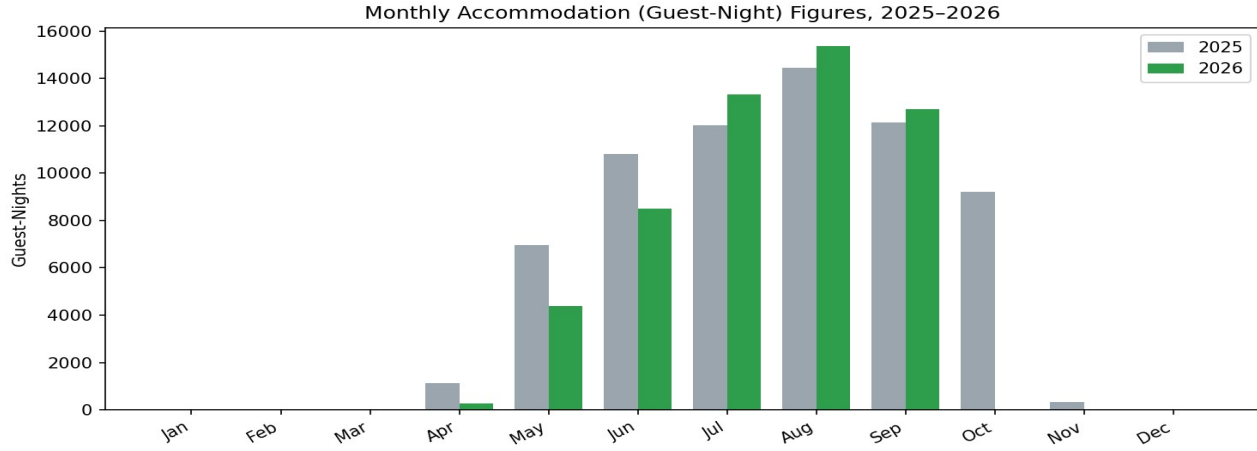


Chart 2 — Monthly accommodation (guest-night) figures, 2025–2026 comparison

OUR SUSTAINABILITY TEAM

Sustainability work at our property is carried out by a cross-departmental team appointed by senior management.

Role	Name Surname	Department	Area of Responsibility
Team Leader	İsmail TEĞİN	Human Resources	Overall coordination of all sustainability work, compliance audits, the management review cycle and reporting.
Environmental Representative	Hüseyin GÜNAYDIN	Service	Zero-waste system, waste storage areas, biodiversity activities and monitoring of environmental records.
Energy Management Representative	Beytullah SOYSAL	Technical Service	Regular monitoring of electricity, water and natural gas consumption, maintenance of mechanical infrastructure, building automation and energy-saving practices.
Employee and Guest Representative	Pınar KÖKSAL	Call Center	Monitoring guest and employee satisfaction surveys, suggestion and complaint boxes, staff welfare and the whistleblowing mechanism.

Role	Name Surname	Department	Area of Responsibility
Waste Representative	Açelya ÇELİK	Human Resources	Waste separation, monitoring of deliveries to licensed companies and entry of waste records into the official system (MoTAT).

OUR POLICIES

The corporate policies in force at our property are reviewed every year and confirmed to be up to date. All of them remain fully in force in the 2026 period.

Environmental Protection and Waste Policy

With the responsibility of operating in the unique nature of Marmaris, we reduce single-use plastics, separate waste at source into glass, paper, metal and plastic, take special measures to avoid harming natural habitats, and organise information boards and nature walks to promote the region's biodiversity.

Child Rights Policy

We base our approach on the United Nations Convention on the Rights of the Child. Child labour is strictly prohibited at our property; we fully comply with national and international regulations on not employing individuals below the legal working age. In any suspected case of abuse, exploitation or maltreatment, hotel management is informed immediately and official authorities are contacted if necessary. To prevent cultural differences from causing misunderstandings, our staff do not touch guests' children or establish physical closeness with them.

Women's Rights and Gender Equality Policy

We regard gender equality as a fundamental human right. We do not allow our employees to be subjected to discrimination, harassment or pressure because of their gender in any way. Committed to the principle of "equal pay for equal work", we make no pay distinction between our female and male employees, and we encourage women employees to take a greater role in management levels and decision-making.

Sustainable Purchasing Policy

We aim to build long-term supply chain relationships that are environmentally conscious and socially responsible. In addition to quality and regulatory compliance, we expect our suppliers to use natural resources consciously, avoid unnecessary packaging and prioritise sourcing from local producers.

Energy Efficiency Policy

We prefer highly energy-efficient equipment for heating, cooling and lighting; we regularly measure and analyse energy consumption across the property and identify areas for improvement. Key-card energy systems are used in guest rooms, motion-sensor LED lighting in common areas, and solar collectors on our roofs.

Accessibility Policy

All social areas of our property are designed to be accessible, with lifts, wheelchair ramps and wooden beach walkways. We have 2 accessible rooms that comply with standards. All our employees are trained in accessibility and guests' special needs.

Biodiversity Protection Policy

In our garden we use only native plant species suited to the Marmaris-Turunç region, we do not use chemical fertilisers or pesticides, and we limit night lighting to low-voltage systems so as not to disturb the natural cycle of wildlife. Birds, lizards, butterflies and other species observed around the hotel are recorded regularly.

Food Waste Reduction Policy

Our kitchen team is guided by daily and weekly guest forecast data from the front office department, preventing overproduction and food waste. Food waste is regularly recorded and analysed, and notices encouraging portion control are displayed in buffet areas.

Wildlife Commitment

Our menus do not include game meat or protected species; no wildlife products are sold at our property, and hunting bans are strictly observed.

WATER MANAGEMENT

Water is the most valuable resource for the Marmaris-Turunç region. According to international water risk reporting (Aquaduct), our region is at medium-high water risk; water management has therefore been assessed as a critical element of our sustainability risk analysis, and the necessary measures have been put into practice in a planned manner. All of our property's water is supplied from the mains network.

Water / Guest-Night	Period Total	Tap Flow Rate	Shower Head Flow Rate
0.401 m³	20,639 m³	3.8 L/min	6 L/min
Period overall	11-month period	Measured average	Measured average

Water-Saving Measures We Apply On Site

- Aerators and pressure control: Flow-reducing aerators have been fitted to all basin and shower mixers in the 213 guest rooms and in common areas.
- Dual-flush cisterns: All guest and staff toilets have dual-flush systems with low and high water options.
- Night-time drip irrigation: To prevent evaporation losses, the garden is irrigated with an automatic drip system only at night.
- Choice of native plants: The plants in our garden are native species that withstand the region's dry climate and need little water.
- Linen and towel information: Our rooms have environmental information cards; linen and towels are changed only at the guest's request.
- Technical monitoring: Water meters are checked weekly so that sudden increases (leaks, etc.) are detected early.

To protect the health of guests and employees, regular inspection and maintenance against the risk of Legionnaires' disease is carried out on our water systems; our responsible staff member has successfully completed the "Training on Legionnaires' Disease Control Procedures and Principles" (26.06.2026) organised by the Muğla Governorship Provincial Health Directorate.

ENERGY AND NATURAL GAS MANAGEMENT

We take our electricity from the grid and meet part of our hot water demand with solar panels on our roofs. LED lighting, motion sensors and key-card room energy systems are standard across the property. Liquefied natural gas (LNG) is used in kitchen ovens, hobs and hot water systems.

Electricity / Person 19.53 kWh 11-month period	Electricity Total 1,004,577 kWh Oct 25 – Aug 26	Natural Gas / Person 0.856 Sm³ 11-month period	Natural Gas Total 44,036 Sm³ 11-month period
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Our per-person electricity consumption for calendar year 2024 was recorded as 15.49 kWh; in calendar year 2025 it was 16.73 kWh. Data for January–August 2026 (September is not included because its electricity data is not yet available) stands at 20.14 kWh per person; as this period covers the busy summer season, an increase compared with the previous year is seen. Our 2026 target was to reduce consumption by 3% compared with the previous year; based on current data this target has not yet been reached and will be re-evaluated with full year-end data.

Our Energy Efficiency Equipment

- Key-card energy system: All 213 rooms have a card slot; power is cut automatically when the room is vacated.
- LED and sensor lighting: High-efficiency LED fittings and motion sensors operate in common areas, corridors and staff units.
- Solar collectors: Thanks to the panels on the roofs, part of our hot water demand is met from a natural source.
- High energy-class equipment: Many items, from minibars to kettles, have been selected with their energy class in mind and are supported by regular maintenance.
- Central air-conditioning management: Air conditioners in rooms are activated only when needed, and guests are informed about saving energy.

WASTE MANAGEMENT

Waste management at our property follows the Zero Waste approach. In all departments, including housekeeping, kitchen, bars, technical service and administrative offices, waste is separated at source and stored under appropriate conditions. We have separate temporary storage areas for hazardous and non-hazardous waste. All our waste deliveries are recorded in the official waste tracking system (MoTAT) of the Ministry of Environment, Urbanisation and Climate Change, via our environmental engineering consultant.

Our property holds a Zero Waste Certificate (Basic Level) issued by the Muğla Governorship Provincial Directorate of Environment, Urbanisation and Climate Change. Our certificate was renewed on 15.12.2025 (Certificate No: TS/48/B2/9/369) and is valid until 15.12.2030.

Waste Vegetable Oil

We collect waste vegetable oil from our kitchen in leak-proof drums. In the period 01.10.2025 – 31.08.2026 we delivered a total of 750 kg of waste vegetable oil to a licensed company in 7 collections. This oil is converted into biodiesel and returned to the economy.

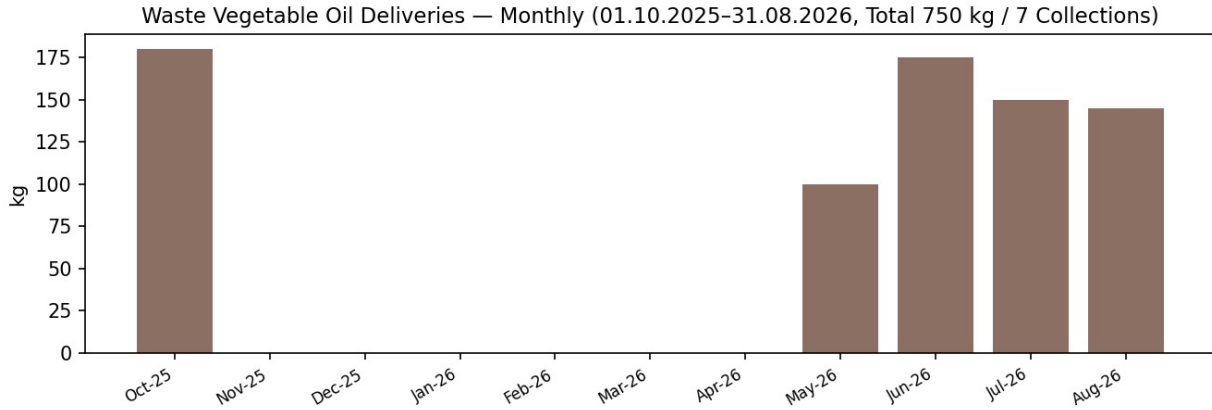


Chart 3 — Waste vegetable oil deliveries, monthly distribution

Other Waste Types

The following waste types are collected separately at our property and delivered only to licensed companies (period 01.10.2025 – 31.08.2026):

Waste Type	Waste Code	Quantity	No. of Collections
Waste vegetable oil	20 01 26	750 kg	7
Waste electrical/electronic equipment	20 01 35	35 kg	1
Fluorescent lamps	20 01 21	12 kg	1
Contaminated packaging / empty chemical drums	15 01 10	10 kg	1
Empty pressurised containers	15 01 11	5 kg	1
Mixed packaging waste (Marmaris Municipality, August)	15 01 06	2,650 kg	—

Glass, paper, metal and plastic packaging waste is collected in four separate bins across the property and regularly sent for recycling.

Organic Waste and Chemical Safety

Organic waste from our bars and kitchen is collected in separate containers and recovered. Our cleaning and pool chemicals are managed safely in a special locked store, on organised shelving and with automatic dosing systems.

TRANSPORT, EMISSIONS AND BIODIVERSITY

Vehicle fuel consumption at our property is tracked month by month from source documents. Generator and vehicle fuel are not yet tracked as separate items for the Premium Hotel; this separation is among our targets for the 2027 period.

Total Fuel 1,009 L Period total (11 months)	Fuel per Person 0.0196 L Per guest-night	2024 Carbon Footprint 62 kgCO₂e Corporate reference value
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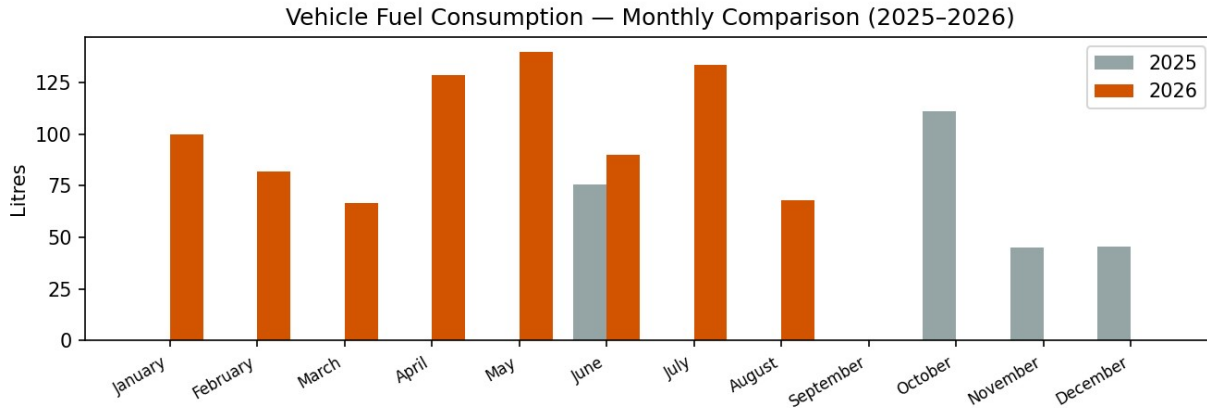


Chart 4 — Vehicle fuel consumption, monthly comparison (2025–2026)

Low-Carbon Transport and Emission Reduction

- Individual car use by staff and guests is kept to a minimum, and a low-carbon stay is supported through public transport information and car park management.
- Unnecessary energy consumption is prevented in heating and cooling systems through regular maintenance and automation-supported control systems.
- Our corporate carbon footprint for calendar year 2024 was calculated as 62 kgCO₂e, and our 2025 target is to reduce this value by 2%.

Protecting Biodiversity

In our garden we use only native plant species suited to the Marmaris-Turunç region and do not use chemical fertilisers or pesticides. Irrigation systems use the drip method and run according to need. Night lighting is limited to low-voltage systems so as not to disturb the natural cycle of nocturnal insects and birds. Birds, lizards, butterflies and other species observed around the hotel are regularly monitored and recorded. Game meat and protected marine species are never on our menus.

Field Activities Carried Out in the 2026 Period (Joint Turunç Hotels Activities)

- 09.03.2026 — Afforestation and sapling planting event in Turunç.
- 13-14.06.2026 — Environmental clean-up along the Turunç-Amos road.
- 17.06.2026 — Guided nature walk to the Ancient City of Amos (8 participants, 3.5 km).

- 11-12.07.2026 — Environmental clean-up and forest fire break clearing on the Turunç-Amos road.
- 15-16.08.2026 — Second fire break and environmental clean-up on the Turunç-Amos road.
- 21.08.2026 — Second guided nature walk to the Ancient City of Amos (8 participants, 3.5 km).
- 05.09.2026 — Seabed and beach clean-up along the coast.

These activities are organised jointly by the properties within Turunç Hotels, and our Premium Hotel team takes part regularly.



Image 21 — Our afforestation event — 09.03.2026



Image 22 — Sapling planting



Image 23 — Environmental clean-up on the Turunç-Amos road



Image 24 — Forest fire break clearing



Image 25 — The Ancient City of Amos and our nature walk route



Image 26 — Seabed and beach clean-up — 05.09.2026

EMPLOYEES AND SOCIAL SUSTAINABILITY

At Turunç Premium Hotel, the happiness, development and job satisfaction of our employees are at the heart of our sustainability policy. All figures in this section are totals and ratios compiled from our official social security and payroll records; no personal information is shared.

Active Workforce 205 People As of 31.08.2026	Female Employees 78 People 38.0%	Interns (High School) 17 Students Per social security records	Resident in Muğla 49 People 23.9%
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Our Workforce

As of 31.08.2026 our active workforce consists of 205 employees: 127 men (62.0%) and 78 women (38.0%). The average age of our employees is 28.3; our youngest employee is 15 and our most senior is 65. The largest group in our age distribution is the 18–24 age range with a 36% share (74 people); we have 64 employees aged 25–34, 23 aged 35–44, 16 aged 45–54, 5 aged 55–64 and 1 aged 65 or over.

Nationality breakdown: 178 of our employees are citizens of Türkiye, 26 of Turkmenistan and 1 of Kazakhstan. By contract/social security status, 157 are employed under a standard employment contract, 30 under foreign-national status, 17 under a school internship protocol (Intern – High School) and 1 under disability status.

The number of our employees resident in Muğla province is 49, a ratio of 23.9%. Most of our 22 employees under the age of 18 (17 people) are registered as "Intern (High School)" in social security records and are employed under Ministry of National Education school–business internship protocols in a way that does not disrupt their education. Our company upholds a zero-tolerance principle on child labour (see Child Rights Policy).

Gender Balance Across Departments

Female employment in our departments is as follows: Call Center 7 women / 1 man, Housekeeping 17 women / 16 men, Service 17 women / 37 men, Kitchen 15 women / 41 men, Animation 3 women / 3 men, Laundry 3 women / 1 man. By contrast, female representation is low in Technical Service (6 men, no female employees), Security (3 women / 8 men)

and Storeroom (1 woman / 3 men). We see this clearly and aim to increase our overall female ratio in the coming period by giving priority to female candidates in these departments (see Our 2027 Goals).

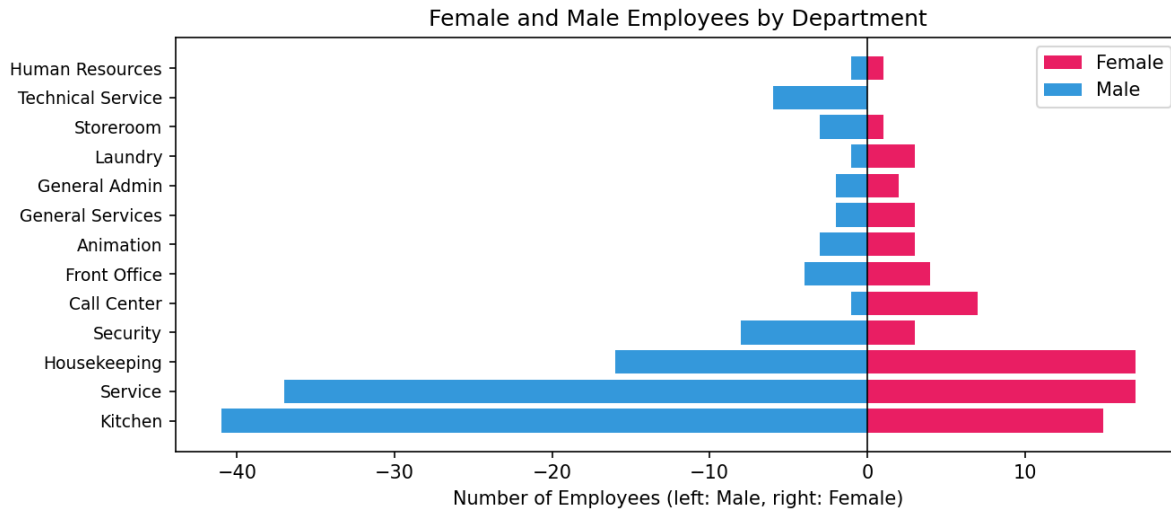


Chart 5 — Number of female and male employees by department

Working Conditions and Social Areas

No employee at our property earns below the minimum wage. Transport support is provided to employees: a shuttle service is offered to those commuting from home, and comfortable on-site staff housing is allocated to those who request it. Tiny-house-type staff accommodation includes basic amenities such as a toilet, bathroom, air conditioning, regular cleaning and laundry service; each unit is allocated to a single person.

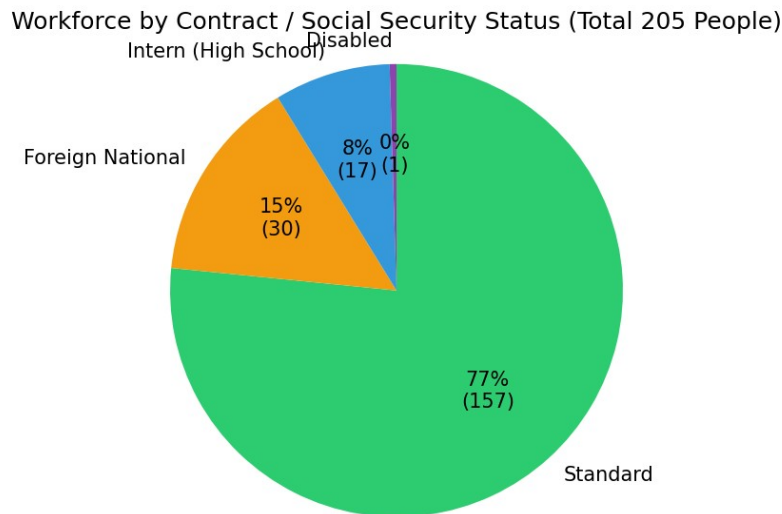


Chart 6 — Workforce distribution by contract/social security status

Under our "open door" policy, employees can convey their views and suggestions on any subject, including sustainability, directly to management. Expectations, needs and requests are passed on to management through regular employee satisfaction surveys. For staff uniforms, cotton products are preferred with attention to quality, comfort and durability.

Zero Tolerance for Child Labour

- No one below the legal working age may be employed at our property in any status.
- All our employees under the age of 18 work under Ministry of National Education school-business internship protocols and in conditions that do not disrupt their education.
- The ban on night work and heavy work for our young workers is strictly enforced.
- We expect our business partners to adhere to the same ethical principles.

TRAINING AND AWARENESS ACTIVITIES

Our 2026 training plan (Document No: SY.PL.03-EK1) includes 33 training topics. During the reporting period (01.10.2025 – 30.09.2026) a total of 52 training sessions were planned and all of them were delivered. All internal and external training is recorded; certificates from external training are archived, and attendance forms are completed for internal training.

Total Sessions	Training Topics	Legally Mandatory	Sustainability
52	33	20 Sessions	9 Sessions
Planned = Delivered	Within the annual plan	OHS, fire, first aid, etc.	Environment, energy, purchasing, etc.

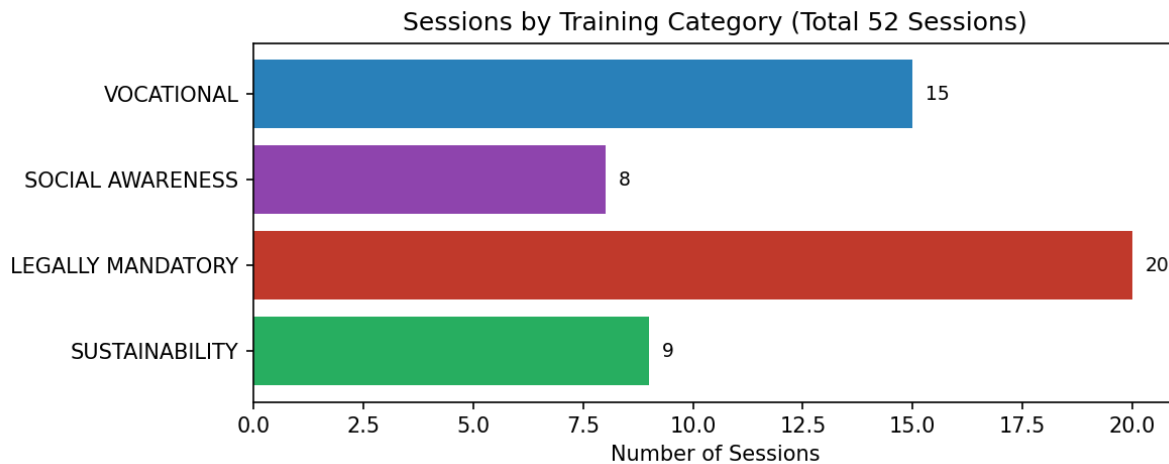


Chart 7 — Distribution of sessions by training category

Highlights of Our Training Calendar

- Sustainability training: Sustainable Tourism (Basic), Water and Energy Saving, Efficient Purchasing and Fair Trade, Promotion of Natural and Cultural Heritage, Environment and Waste Management — delivered to all departments in September.
- Legally mandatory training: Occupational Health, Occupational Safety, Emergency and Fire training was repeated five times, in April, May, June, July and September, to account for seasonal staff turnover; Lifeguard (April), Fire Extinguishing Systems and First Aid (May-June) training was also completed.

- Occupational health and safety, fire and emergency training is provided by licensed organisations and recorded with certificates of attendance: our staff successfully completed Basic Fire Training under the supervision of Tanışman Yangın Söndürme Sistemleri (16.05.2026, with theory and practical extinguishing exercises), and First Aider Training at Özel Duyum İlk Yardım Eğitim Merkezi (approved by the Muğla Governorship Provincial Health Directorate) (07-08.05.2026, valid until 12.06.2029).
- All new employees and interns receive 8 hours of face-to-face Basic Occupational Health and Safety Training from the DOKU Joint Health and Safety Unit under Occupational Health and Safety Law No. 6331 and the related regulation; the training is certified with the approval of the occupational safety specialist and the workplace physician.
- Social awareness training: Combating Violence Against Women, Child Neglect and Abuse, Child Protection and Communicating with Guests' Children, Combating Addiction and Family Communication training was delivered to all staff in June–August.
- Vocational training: Food safety and hygiene, chemical use, and on-the-job training for housekeeping/kitchen/service/laundry were delivered in the relevant departments in July–October.

Our employees regularly receive training on food safety, portion control and waste reduction; waste separation units throughout the hotel both raise employee awareness and ensure that waste is managed correctly.

GUEST ENGAGEMENT AND ENVIRONMENTALLY RESPECTFUL STAYS

We see sustainable tourism not only as a business goal but as a shared journey we take together with our guests. Through in-room information cards and digital guidance, we raise our guests' awareness of saving water and energy.

Our guest satisfaction is also confirmed by our overall score of 9.1/10 ("Exceptional") based on 748 guest reviews on Booking.com:

Overall Score	Staff	Cleanliness	Beach
9.1 / 10	9.2 / 10	8.7 / 10	8.6 / 10
748 reviews — Exceptional	500 reviews	275 reviews	229 reviews

- Aerators fitted to taps and shower heads in rooms and common areas reduce water pressure, supporting both comfort and savings.
- Thanks to the dual-flush cistern system in toilets, minimum water consumption is targeted with every use.
- The drip irrigation system used in the garden preserves soil moisture and prevents water waste.
- Only low-energy LED lighting is used in our rooms; water heating is largely provided by solar panels.
- Towels and linen are changed only at the guest's request.
- Guests are offered informative brochures about nearby natural areas and local markets; guests who wish can volunteer to join the beach clean-ups or nature walks organised by the hotel.
- Through our QR-code survey board in the lobby, we collect feedback from guests via the Guest Satisfaction Survey and the Environmental Survey, and from employees via the Employee Satisfaction Survey; the surveys are offered in Turkish, English and Russian. In addition, we systematically record and follow up on guest satisfaction, suggestions and complaints received by all our departments (Front Office, Kitchen, F&B, Housekeeping, Animation) on a monthly and weekly basis.

The period results of our Environmental Survey clearly show the interest and contribution of our guests to our sustainability journey:

Reviewed Our Policy 58.3% 32 responses — "very good" rate	Satisfied with Practices 75.0% 32 responses — "very good" rate	Personal Contribution Rating 70.5% 44 responses — "very good" rate
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Our Respectful Stay Rules

- Avoiding dangerous activities such as roller skating or skateboarding,
- Avoiding public displays of affection in public areas,
- Choosing clothing that respects social values,
- No alcohol consumption across the property,
- No smoking,
- No pets allowed at our property.

These rules have been set both for the safety and comfort of our guests and for the protection of our environment and social values.

CULTURAL ACTIVITIES AND STAKEHOLDER COLLABORATIONS

Turunç Premium Hotel is aware of the rich cultural heritage of its region and of Türkiye, and works carefully to bring this heritage to life for its guests.

- Since 2022 we have supported the ongoing excavations at the Ancient City of Amos near our property by providing daily meals for the excavation staff.
- Handmade jewellery and decorative items made by local women are displayed at a sales point at our property and offered to our guests.
- Pasta workshops inspired by Tuscan cuisine and tile-painting workshops are organised, giving our guests the chance to experience traditional handicrafts.
- Our website features cultural and nature activities available around Marmaris and Turunç, and employees who interact directly with guests receive regular training on the region's culture.
- We plan to create a space at our property to exhibit the works of local artists in the future.
- To bring traditional Turkish culture to life for our guests, "Turkish Night" themed events are held regularly, featuring Mehter (Ottoman military band) performances that introduce guests to Ottoman cultural heritage.

Contribution to the Local Economy and Sourcing

Breakfast items, fruit and vegetables and other products on the menu are sourced primarily from local producers in and around Marmaris. This approach both strengthens the local economy and reduces carbon emissions from transport. In addition to quality standards, environmental and social responsibility criteria are taken into account in the procurement process.

Community Engagement and Public Sector Collaborations

- Regular meetings are held with the neighbourhood headman's office to assess the region's needs and develop joint solutions on sustainability issues.
- Materials and labour have been provided for the renovation of public institutions, and contributions have been made to local organisations for the protection of cultural heritage and the support of biodiversity.
- Humanitarian support has been provided to prevent forest fires and reduce their impact, and we have actively taken part in litter-collection events with volunteer teams.
- Our employees are encouraged to volunteer in social responsibility projects carried out in Marmaris and Turunç.
- Our sustainability team leader attended the information meeting on "İŞKUR Services and İŞKUR Employment Incentives" held in Marmaris on 13 January 2026 in cooperation with GETOB (South Aegean Touristic Hoteliers and Operators Association) and the Muğla Provincial Directorate of the Turkish Employment Agency, and was awarded a certificate of attendance by GETOB.
- As AY-TUR Turizm San. ve Tic. A.Ş., we contribute to the protection of natural and cultural heritage through our regular support for the Foundation for the Protection and Promotion of the Environment and Cultural Heritage (ÇEKÜL Foundation).

ACCESSIBILITY AND BARRIER-FREE LIVING

At our 213-room property, physical arrangements are in place so that all our guests can enjoy an equal, safe and comfortable holiday:

- All social areas of our property are designed to be accessible, with lifts, wheelchair ramps and wooden beach walkways,
- Common areas are suitable for wheelchair use, and portable ramps are provided when needed,
- We have 2 accessible rooms that comply with standards,
- The buttons in guest lifts are marked in Braille, making them easy to use for visually impaired guests,
- Our lifts have an audio announcement system so that visually impaired guests can hear floor information,
- Guests can easily request assistance by calling the reception line (2050) on the in-room phone,
- Our main pool has an electric pool hoist so that guests with reduced mobility can enter and leave the water safely.

All our employees are trained in accessibility and guests' special needs. We see accessibility as an integral part of our sustainability approach, and we improve our services by regularly evaluating feedback from guests and employees.

LOCAL COMMUNITY LIAISON

Since 2024, Mr İsmail TEĞİN has been appointed as the Local Community Liaison Officer at our hotel. This appointment reflects our business's commitment to building stronger ties with the local community and putting its sustainability vision into practice.

The Local Community Liaison Officer takes on important responsibilities in understanding the expectations of local residents, improving two-way communication and implementing sustainable tourism principles locally. In this context, Mr İsmail TEĞİN's duties are:

- Listening to and recording complaints and requests from local residents in a professional manner,
- Forwarding complaints quickly and effectively to the relevant departments within the hotel,
- Closely following the resolution process of complaints, taking the necessary actions and ensuring the process is completed effectively,
- Developing effective and lasting solutions to increase local community satisfaction.

Local Community Liaison Officer — Contact Details

- Phone: +90 252 476 70 25 / Ext.: 2050
- E-mail: prm.ik@turunchotels.com.tr

Through this appointment and division of duties, our hotel aims to strengthen local collaborations, achieve its social and environmental sustainability goals and contribute to regional development through innovative projects.

As an example of our solidarity with local schools, our employees volunteered in and helped organise a local school's celebration of 23 April National Sovereignty and Children's Day.

OUR 2027 GOALS

Our goals listed in our Target Tracking Table (SY.TP.LS.03), with a deadline of 01.10.2027, are as follows:

- Increase the share of local employees to above 35%.
- Increase the number of intern students to 20; expand cooperation with Halit Narin Vocational and Anatolian High School of Tourism.
- Increase the share of local suppliers to above 55%.
- Increase the share of female employees to above 45%.
- Increase participation in sustainability training to 30%.
- Increase participation in energy and water saving training to 30%.
- Eliminate glass-served water across the property; complete the switch to 1.5-litre bottles and nectar machines.
- Increase purchases of environmentally friendly products.
- Reduce solid waste per person by 2%.
- Reduce the use of single-use plastics.
- Reduce water consumption by 3%.
- Reduce electricity consumption per person by 3%.
- Reduce natural gas consumption by 2%.

- Reduce diesel consumption by 1% by combining vehicle trips and planning routes.
- Reduce the carbon footprint by 2% and complete the calculation at year end.
- Increase guests' sustainability awareness by adding sustainability questions to guest evaluation surveys.
- Organise, or take part in, at least one environmental clean-up event per month.
- Increase the number of staff holding a Museum Card to 10.
- Start tracking generator and vehicle fuel consumption as separate items.