



RITUS HOTEL

ISTANBUL SULTANAHMET

TAPESTRY
COLLECTION
by Hilton

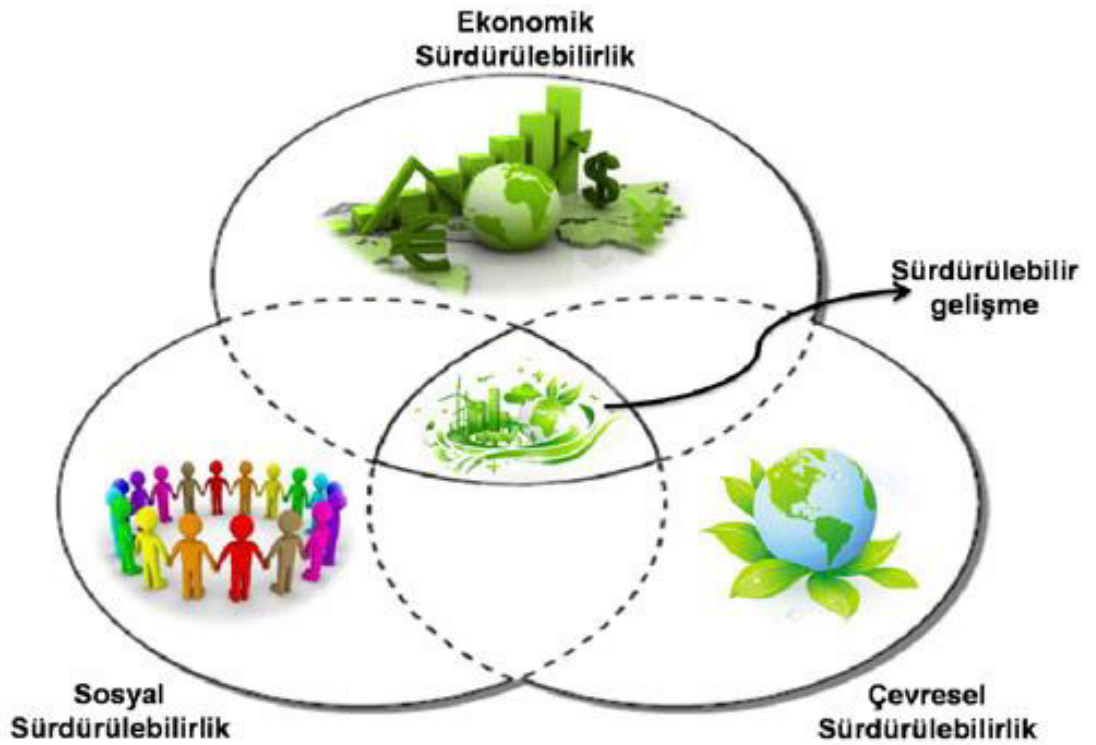
SUSTAINABLE MANAGEMENT SYSTEM POLICIES

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SUSTAINABLE MANAGEMENT SYSTEM POLICIES

As a result of this study, the company has carried out a risk and crisis management study covering environmental, social, cultural, economic, quality, human rights, health and safety issues. By creating policies, we are committed to preventing the hotel's activities from harming the environment, society and employees.

The basis of our management style is based on “sustainable tourism”. In order to leave a more livable environment to the next generation, we use our natural resources in a sustainable way while keeping our products and services at the highest quality.



QUALITY POLICY

On the way to achieving our vision; To meet guest expectations at a high level and to be a first organization in the sector, To establish the founding philosophy with all our staff and to provide continuous improvement, trust in the workplace and service that exceeds the expectations of our guests, In accordance with national and international legislation and conditions; To provide service 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 staff, to make quality measurable. To ensure the continuous improvement of the system and to set goals and ensure the unity of our employees and management, As a hotel, our primary quality goals are to raise environmental awareness together with our staff and to leave a cleaner, healthier and safer environment to future generations.

CULTURAL SUSTAINABILITY POLICY

Presentation of Cultural Heritage: Our hotel respects the intellectual property rights of the local people. Authentic elements of traditional and contemporary local culture are evaluated in our cuisine, design and decoration..

Artifacts: Our hotel does not buy or sell historical and archaeological artifacts, does not mediate their trade, and does not exhibit them. To offer a unique accommodation service, a wide range of contemporary artworks, mostly from our local artists, are exhibited in all our facilities.

Promotion of Sustainable Local Gastronomy: Our hotel prioritizes the promotion and consumption of local products. It introduces innovative and creative practices to ensure sustainability in gastronomy in all its activities.

ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY

In our business, we protect the environment, prevent its pollution, and attach importance to its protection by reducing our negative effects on the environment.

For this;

- We comply with legal regulations and try to reduce our environmental impact.
- We take care to effectively separate our waste according to its source, groups and hazard classes.
- We know that using hazardous substances and chemicals only when necessary 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 materials with “recycling” and “environmentally friendly” labels in the materials we purchase in our business. We try to create reuse opportunities,
- We use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and take care to leave less waste to nature,
- We store wastes correctly, in separate areas according to their characteristics, deliver them to licensed/authorized companies without exceeding the legal storage time limits, and maintain their records,
- We try to use water, energy and all natural resources economically. We share this sensitivity with our employees, guests and suppliers.
- We measure our performance in environmental management, monitor this data with targets and try to improve our performance.
- We aim to educate our employees about the environment and increase their awareness.
- We take the necessary precautions to protect the biodiversity in the environment. We comply with all legal requirements.
- Substances that may be considered harmful to the environment (toxic sunscreens are personal use products.
- Pest pesticides are made by our institution by a company authorized by the Ministry of Health, and the MSDS forms of all products are recorded in the MSDS tracking chart.

CHILD RIGHTS EXPLOITATION AND HARASSMENT POLICY

Children are our legacy to the future. Knowing them as individuals, respecting their rights, all kinds of psychological, physical, commercial, etc. It is our primary responsibility to protect and protect against 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 provide environments/opportunities within the business that contribute to the development of children, where they can easily express their thoughts, wishes and feelings and feel free and comfortable.
- We provide training to our employees on preventing and detecting child abuse.
- We make sure that children are under adult supervision in the activities they participate in.
- We organize training and support relevant projects to raise awareness about the protection of children's rights.
- When we witness suspicious actions regarding children, we first inform the hotel management and ask for help from official organizations when deemed necessary.

ENERGY EFFICIENCY POLICY

- We attach importance to collaborating with all our stakeholders to create common goals and results in energy management. We try to continue our interaction with our guests, employees, visitors and all business partners in order to reach an overall level of awareness and consciousness on these issues.
- We try to research, find, purchase and use suitable energy-efficient products, equipment and technology alternatives.
- We aim to document our Energy Management System, disseminate 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 restrictions, and plan the measures that can be taken.
- We take care to effectively separate our waste according to its source, groups and hazard classes.
- We know that using hazardous substances and chemicals only when necessary and as much as necessary will reduce both the negative effects on the environment and the amount of waste,
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HUMAN RESOURCES POLICY

In our soul, the most important resource that makes us who we are is our employees. With this awareness, issues such as our employees' social and benefits, performance management, rewards, training and career management, and employee safety are always our priority.

Our Human Resources Vision;

To create qualified human resources that are highly motivated, protect and raise the corporate image, highlight innovative work, give importance to service and see their job as a part of the whole, give priority to local employment and be a pioneer in the sector and in Turkey in human resources practices integrated with the promotion program.

Our Human Resources Mission;

- To plan and train the human resources that will realize the goals and strategies of the institution, to carry out personnel work and transactions at an optimum level, to have highly self-confident personnel who are specialized in their fields, have the ability to represent the institution and can introduce new expansions in their field.
- To provide strategic support to all companies and departments to improve business results through human resources management, to contribute to the creation of value for all stakeholders by creating and encouraging a high performance culture.
- Our employees know what they need to do in our management system and sustainability-related policies and practices. What our employees need to do is defined in writing, communicated to them, and the necessary training and guidance is provided regularly. Training on this subject is recorded.
- Our employees take 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 pricing

- Before our employees start working in our facilities, they are informed about the wages they will receive, working conditions, working hours, and when they will receive their wages.

Education and Career Management

- All of our employees can benefit from the right to training equally. Including legal and professional training required by the hotel industry, as well as orientation training in line with our Sustainability policies and management system; Periodic training programs, on-the-job training, training required in accordance with legal regulations and guidance support are provided to employees regarding sustainability and their work areas. Occupational Health and Safety trainings, Kitchen/service/massage etc. hygiene training for personnel, water and energy saving, chemical substance use rules, fire protection, first aid, etc. We implement annual training plans on subjects. Çalışanlarımız tüm eğitim materyallerimize ücretsiz ve açık bir şekilde erişebilmektedir.
- In career management, personnel tracking system and promotion management of personnel were carried out according to the determined criteria.
- Our hotel undertakes to comply with the relevant provisions of the Labor Law No. 4857 and pays at least the minimum wage to its employees. Our hotel also undertakes to comply 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 absolute satisfaction of employees is a priority issue. From this perspective, the employee's legal rights, including some benefits provided by our business as fringe benefits; It is the management's responsibility to ensure the working environment, psychology, self-motivation, performance, in short, all comfort in the workplace.
- Although we have a number of foreign national employees in our hotels, as a business that caters to guests of different nationalities and provides services at an international level, we do not have any restrictions on nationality, race, language, etc. for our guest or guests. Discrimination is against both our hotel management and working principles. Therefore, all personnel matters of our employees from different countries or nationalities are followed in accordance with legal procedures, and all our employees are offered equal opportunities within the hotel, regardless of their characteristics.

Local employment

- Our organization has a performance system based primarily on local employment regarding employment. Priority in recruitment is made from local people.

OCCUPATIONAL HEALTH AND WORKER SAFETY POLICY

In order to protect our workplace, employees, guests and suppliers, create a safe work environment and 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 all levels in Risk Assessment and Risk Mitigation activities.
- We aim to achieve the sustainable goal of “Zero Work Accident” by constantly 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.
- We support women’s participation in the workforce in all our departments and provide equal opportunities.
- We act with the policy of “equal pay for equal work” without discrimination of gender.
- We distribute tasks by taking into account the principle of equality.
- We provide the necessary environment to benefit from career opportunities equally.
- We create education policies and support women’s participation and raising awareness.
- We create work environments and practices that maintain work-family life balance.
- We support women to be in company management and provide equal opportunities.
- Women should not be subjected to any form of abuse, harassment, discrimination, oppression, coercion, slander, etc. We do not allow it to be exposed to such situations. We are always aware of and support the value they add to the world and our institution.

SOCIAL RESPONSIBILITY POLICY

We believe that all our employees have the right to work in a healthy and safe environment, under working conditions compatible with human dignity. Our primary business goal is to ensure and protect the safety of our employees, with the awareness that they are our most valuable asset.

Beyond legal obligations, our hotel is always ready to implement the best environmental solutions, develop and popularize environmentally friendly technologies, and support initiatives that will increase environmental awareness.

Our social and environmental responsibilities towards society in the cities where we operate; We take care to carry out our work in harmonious cooperation with our shareholders, employees, public, non-governmental organizations and 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 treat our employees honestly and fairly, and we are committed 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 business life and private life.

We manage the environmental impacts that may arise from all our activities with a sense of responsibility.

Within the framework of the principle of corporate social responsibility, we strive for the development of our society. We support our employees to volunteer for appropriate social and community activities in which they will take part with social responsibility awareness.

We 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 have taken all precautions for our employees and are particularly sensitive about providing the necessary on-the-job training by experts within the framework of the annual training program.

We act sensitively to the traditions and cultures of Turkey and the countries in which we operate, and act in accordance with all legal regulations.

PURCHASE POLICY

Our purchasing policy includes policies for local, environmentally friendly, fair trade and efficient purchasing.

Our goods and service resources are monitored by our hotel. We hold meetings with our suppliers at regular intervals. We check their sustainability-related certificates, information and documents.

Local purchasing: Our hotel gives priority to local suppliers when purchasing goods and services, provided that they are of high quality and reasonably priced. For this reason, it regularly inspects its suppliers, updates its supplier list and informs its suppliers. The rate of goods and services received from the people of the region is measured.

When purchasing goods and services, our hotel also gives priority to fair trade suppliers, provided that the imported products are of high quality and reasonably priced.

Environmentally friendly purchasing: Our hotel follows an environmentally friendly policy in purchasing and attaches importance to efficient purchasing, energy saving and water saving in order to reduce food and solid waste.

Our hotel gives priority to environmentally friendly products (environmentally labeled products) in its purchases. If there are no environmentally labeled products in the product group to be purchased, it selects the relevant products, production and all other processes from suppliers and manufacturers that do not harm the environment.

In this context, our hotel prioritizes choosing suppliers with sustainability certificates when making its purchases. Example certificates that can be sought from suppliers are documents such as **ISO14001, ISO50001, ISO14064, ISO20400.**

For wood, fish, paper and other foods, environmentally certified (FSC, MSC, EU-EcoLabel, etc.) or products with traceable sources are preferred.

Threatened species and species that are prohibited for sale (fish, trees, plants, game animals, etc.) are not bought or used in our hotel.

The ratio of our purchases from environmentally certified, local producers and suppliers, and fair trade suppliers to total purchases is measured.

Our hotel has goals regarding environmentally certified, local and fair trade purchasing. In this context, we aim to increase the rate and number of local and fair trade suppliers in our purchases and we pay attention to this.

Efficient purchasing: Our purchasing policy favors reusable, returnable and recycled goods.

Our hotel also gives priority to bulk purchasing and bulk product purchasing. In this way, fewer transportations are made to our hotel and less greenhouse gas emissions are produced.

It is our main priority and preference to avoid unnecessary and excessive plastic, nylon, paper, glass and wooden packaging in the products arriving at our hotel.

Disposable products and unnecessary packaging (especially plastic) are avoided when purchasing consumables and amenities. The purchase and use of consumables and disposable products are monitored and managed.

RISK AND CRISIS MANAGEMENT POLICY

The business has adopted a risk and crisis management policy covering environmental, social, cultural, economic, quality, human rights, health and safety issues. This policy aims to prevent the hotel's activities from harming the environment, society and employees.

- The basic principles of the policy are:
- The hotel will minimize the environmental impacts of its activities.
- The hotel will carry out activities that will benefit the society.
- The hotel will protect the human rights of its employees.
- The hotel will ensure the health and safety of its employees. The following steps will be followed to implement the policy:
- The hotel will conduct a risk analysis to identify risks.
- The hotel will prepare a plan to manage risks.
- The hotel will allocate the necessary resources to implement the plan.
- The hotel will evaluate the effectiveness of implementing the plan.
- The policy will help prevent the hotel's operations from harming the environment, the community and employees. With this policy, the hotel has adopted a sustainable tourism approach and aims to be a business that is sensitive to the environment, society and employees.
- Environmental Risks
- The hotel will take the following measures to minimize the environmental impacts of its activities:
- It will save energy.
- It will save water.
- It will improve waste management.
- It will reduce the use of chemicals harmful to the environment.
- Will try to protect natural resources.
- Social Risks
- The hotel will carry out activities that will benefit the society. These activities are:

- It will employ local people.
- It will contribute to the local economy.
- It will support cultural events.
- Will participate in social responsibility projects.
- Cultural Risks
- The hotel will contribute to the preservation of local culture and traditions. For this purpose, it will take the following measures:
 - It will support local artists.
 - It will host local cultural events.
 - It will respect local cultural heritage.
- Economic Risks
- The hotel will take the following measures to become an economically sustainable business:
 - It will control its costs.
 - It will increase their income.
 - Will take out insurance against risks.
 - Investments will be made.
- Quality Risks
- The hotel will take the following measures to improve service quality:
 - It will support the training and development of its employees.
 - Will use technology.
 - It will measure customer satisfaction.
 - Will evaluate customer feedback.

Human Rights Risks

The hotel will protect the human rights of its employees. For this purpose, it will take the following measures:

- It will ensure that employees are treated equally.
- It will improve the working conditions of employees.
- It will recognize the right of employees to unionize.
- It will prevent employees from being discriminated against.

Health and Safety Risks

The health and safety of the hotel's employees will be ensured. For this purpose, it will take the following measures:

- Will train employees on occupational health and safety.
- It will make the workplace safe.
- Will take necessary precautions to prevent work accidents and occupational diseases.

With this policy, it has adopted a sustainable tourism approach and aims to be a business that is sensitive to the environment, society and employees.

Continuous improvement activities for HOTEL cover the following risks and opportunities:

• **Risks::**

- Customer dissatisfaction
- Employee dissatisfaction
- Financial loss
- Competitive disadvantage
- Legal issues

• **Opportunities:**

- Increased customer loyalty
- Increased employee productivity
- Increasing profit margins
- Increasing market share
- Gaining new customers

Continuous improvement activities will help reduce or eliminate these risks and opportunities. In this way, HOTEL will be in a more competitive position.

Continuous improvement activities will be carried out using a variety of methods such as the following.

- Collecting customer feedback
- Conducting surveys with employees
- Analyzing processes
- Monitoring data
- Identifying improvement opportunities
- Developing improvement plans
- Implementing improvements
- Monitor and evaluate improvements

Continuous improvement activities will help HOTEL to continuously improve its performance. In this way, the hotel will increase the satisfaction of its customers, employees and investors.