



MAYI HOTEL

SUSTAINABILITY REPORT



2023





MAYI HOTEL

SÜRDÜRÜLEBİLİRLİK RAPORU 2023

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ABOUT THE REPORT

Regarding sustainability, our hotel undertakes to fulfill the obligations of the Turkey Sustainable Tourism Program and to continuously improve its sustainable management system to increase its sustainability performance.

Our management system is constantly reviewed due to the situation of the sector, environmental, social, technological, economic and cultural risks, changes and updates arising from legislation, and the system and policies are updated if necessary.

Our “sustainability policies” constitute our company’s commitment on this issue. Starting from this point, all our orientations will be with this intention and direction. Our aim is to transform the principle of sustainability into a «way of doing business» in basic areas of our hotel and to bring it into the corporate memory. Turning our efforts into success and gaining continuity can only be achieved by our employees, guests, business partners, suppliers, solution partners, and our immediate surroundings.

This will be possible by acting together with all our interlocutors, disseminating it and making it a partnership that we will strengthen day by day. It is very valuable to raise the awareness of 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, in our annual training planning and orientations; Our training topics include social rights, supporting local employment, protection of natural life, supporting wildlife, historical touristic places of the immediate environment, cultural richness, ecological



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diversity, energy and water saving, environmental activities-recycling system, orientation to local resources, and within the business Efforts are being made to disseminate the philosophy of sustainability. The main goal is to provide strategic support to all companies and departments to improve business results through human resources management in parallel with business strategies, and to contribute to the creation of value for all stakeholders by creating and encouraging a high performance culture. 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 Hotel Managements, and the evaluation of our activities and performance in this field is always open to the expectations and opinions of our stakeholders.

2. FACILITY INTRODUCTION AND FACILITY FEATURES

- Mahmutbey, Peyami Safa Cd. It is located in NO:25, 34218 Bağcılar/İstanbul. In our facility
- There are 157 guest rooms.
- Our rooms have the necessary facilities for our guests to feel comfort and peace;
- High speed wireless internet
- TV/Satellite Minibar
- Guest water and beverage offering tray Message notification service Wake-up service
- Bellboy Service
- Laundry, dry cleaning, tailor, ironing service. Hair dryer
- bathroom hygiene kit
- Smoke detector connected to the central fire system Emergency exit direction signs
- Special insulated door and window system for noise
- There is a breakfast room with a capacity of 95 people, a 1st Class A la Carte Restaurant, a multi-purpose hall with a capacity of 300 people, a sauna, a Turkish bath, a steam room, 1 indoor pool, and 2 disabled rooms for our non-disabled guests to access, and there is barrier-free access to the elevators.



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3. SUSTAINABILITY TEAM

The sustainable management system ensures the implementation of certain policies by all employees in terms of quality, economy, management, environment, culture, human rights, health and safety, the setting of targets and the continuous improvement of business management processes by monitoring whether the targets are achieved.

If the determined targets are achieved, new targets are determined. If they are not achieved, our targets, policies and Practices are reviewed. In this way, we strive to ensure continuous improvement.

Team Leader

G.DEM DEMİR



4. SUSTAINABLE MANAGEMENT SYSTEM

All management processes of our hotel constitute the basic framework of an improvable Sustainability Management System (SYS) 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 security. New headings can be added if necessary.

After the risks are analyzed, we also have a crisis management policy and system that determines what to do if the risks materialize.

Sustainable management system includes the implementation of certain policies by all employees on quality, economy, management, environment, culture, human rights, health and safety, setting targets and constantly improving business management processes by monitoring whether the targets are achieved.

If the determined targets are achieved, new targets are determined. If not achieved, our goals, policies and practices are reviewed. In this way, we strive to ensure continuous improvement.

Our management system is constantly reviewed due to the situation of the sector, environmental, social, technological, economic and cultural risks, changes and updates arising from legislation, and the system and policies are updated if necessary.



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OUR QUALITY POLICY

On the way to achieving our vision;

- To meet guest expectations at the highest level and to be a leading organization in the sector,
- Establishing the founding philosophy with all our staff, providing 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 with 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 continuous improvement of the system and to ensure the unity of our employees and management by setting targets,
- As a hotel, our primary quality goals are to raise environmental awareness with our staff and to leave a cleaner, healthier and safer environment to future generations.

OUR 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 employees are our most valuable asset, and ensuring and protecting the safety of our employees is our top priority business goal.
- Beyond legal obligations, our hotel is always ready to implement the best environmental solutions and to support any initiative that will help the development and dissemination of environmentally friendly technologies and increase environmental awareness. Our social and environmental responsibilities towards the society in Istanbul, 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 the full and correct use of our employees' personal rights.
- We treat 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.
- We strive for the development of our society within the framework of the principle of corporate social responsibility. We will support our employees to volunteer for appropriate social and community activities



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in which 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.
- We have taken all precautions for our employees within the framework of occupational health and safety, and we are particularly sensitive about providing our employees with the necessary on-the-job training by experts and within the framework of the annual training program.
- We are sensitive to the traditions and cultures of Turkey and the countries in which we operate and act in accordance with all legal regulations.

OUR CULTURAL SUSTAINABILITY POLICY

Presentation of cultural heritage: Our hotel respects the intellectual property rights of its 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.

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.

OUR ENERGY POLICY

Our Consumption Values

ELEKTRİK TÜKETİM TAKİP TABLOSU												
Elektrik tüketim alanları (KWH) <small>(Elektrik tüketim alanları - Ocak ve ayarlanabilir alanlar)</small>	Ocak	Şubat	Mart	Nisan	Mayıs	Haziran	Temmuz	Ağustos	Eylül	Ekim	Kasım	Aralık
Odalar (KWH)	49255	47948	48068	48135	46128	40670	58264	75145	79816			
Sosyal Alan (KWH)	7984	9482	10824	8859	5217	5925	7897	10923	15059			
Mutfak (KWH)	2245	1754	2483	2145	1796	2045	2645	3054	2946			
Spa (KWH)	15078	16145	15984	17324	16654	14663	10547	11835	24179			
Bahçe Aydınlatma (KWH)	630	655	650	630	712	692	684	715	730			
...												
Aylık kullanımlar (kwh)	75412.17	75976.05	79024.455	76893.256	70447.275	71305.965	84037.84	114418.145	123390.245	0	0	0
Aylık Elektrik konaklayan misafir başına ort. tüketim miktarı	4587	5758	4061	3858	6785	5545	6589	8145	7815			
Müşafir/göçür başına tüketilen miktarlar (KWH/misafir/göçür)	17.19	00010	19.4510555	20.0047202	10.3827966	13.2201885	12.1988474	14.050859	15.7817637	43411/0	45411/0	43411/0



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SU SARFIYATI TAKİP TABLOSU												
Su Kullanım Kaynakları (metreküp)	Ocak	Şubat	Mart	Nisan	Mayıs	Haziran	Temmuz	Ağustos	Eylül	Ekim	Kasım	Aralık
Otelar (m ³)	400	505	573	640	570	533	357	478	599			
Soyunma Alanı (Mevazın) (m ³)	70	195	310	277	111	92	76	22	98			
Mutfak (m ³)	94	102	115	108	114	117	102	104	109			
Spa (m ³)	210	183	245	270	233	207	194	189	232			
Bahçe Sulama (m ³)	0	0	2	8	4	5	5	2	5			
Aylık Kullanılan Toplam Su Miktarı (m ³)	794	1323	1223	1355	1092	955	734	795	1045	0	0	0
Aylık toplam konaklayan misafir "ortalama" sayısı (Planlama departmanı tarafından)	4387	3758	4061	3838	3785	3545	3889	3143	3816			
Misafir/önce konaklayan başına kullanılan su miktarı	0.18	0.35	0.30	0.35	0.29	0.27	0.19	0.25	0.27			

DOĞALGAZ SARFIYATI TAKİP TABLOSU												
Doğalgaz Kullanım Kaynakları (metreküp)	Ocak	Şubat	Mart	Nisan	Mayıs	Haziran	Temmuz	Ağustos	Eylül	Ekim	Kasım	Aralık
ISITMA VE MUTFAK (m ³)	201418.18	243089.39	232913.37	231604.89	166853.07	166848.11	108973.82	103560.32	110777	111827		
Aylık Kullanılan Toplam Doğalgaz Miktarı (m ³)	201418.18	243089.39	232913.37	231604.89	166853.07	166848.11	108973.82	103560.32	110777	111827	0	0
Aylık toplam konaklayan misafir "ortalama" sayısı (Planlama departmanı tarafından)	4387	3758	4061	3838	3785	3545	3889	3143	3816			
Misafir/önce konaklayan başına kullanılan doğalgaz miktarı												

We monitor our usage and minimize consumption.

To protect our world from possible dangers, we use our energy efficiently and set targets to reduce our energy consumption.

For this;

- In order to fulfill both our responsibilities towards nature and our legal obligations, we follow national and international standards, laws and regulations, voluntarily carry out studies that will reduce energy use and/or continuously improve our energy consumption performance, and monitor the results of our work.
- We set targets and include energy efficiency in our training programs to ensure the participation of our employees.
- 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,



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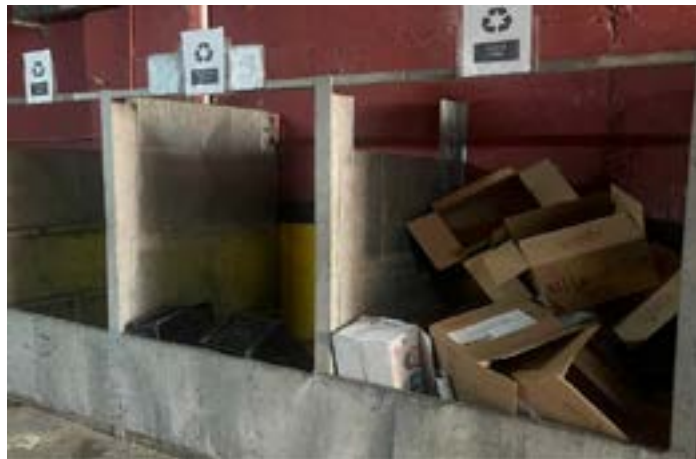
review and continuously improve it when necessary.

- We evaluate energy risks or emergencies that may arise such as energy constraints and plan the measures that can be taken.
- 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 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 keep 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.





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OUR ENVIRONMENTAL PURCHASING POLICY

The most important target criterion in purchasing is to minimize waste. Ensuring continuity in purchasing. Goods-receiving practices to be implemented in the organization within the scope of this target;

- • When purchasing, products that can be reused, returnable products or organic products that will not create irreversible waste will be preferred.
- • Instead of disposable products and consumables such as cups, forks, and amenities, reusable, refillable, or, if none 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, etc.), the purchase, use and recycling of these products will be carefully monitored and managed.
- • Staff will be trained on how to recycle disposable products and reduce the use of disposable products.
- • Products such as disposable plastic bottles, cardboard cups and packaged products in the rooms will be gradually removed, and the determination of targets for ending practices such as bagging used food products and other materials, and the monitoring and reporting of the compliance process with these targets will be discussed in management review meetings.
- • It is important to avoid unnecessary packaging when making a purchase. Paper and plastic cups, plates, forks, spoons, water in plastic bottles, etc. Instead of products, glass and metal products with reusable properties will be preferred.
- • Frequently used materials (e.g. surface cleaners) will be purchased in larger sized packages instead of small sized packages, thus reducing the amount of plastic waste generated.
- • Necessary goods and products will be produced from products that do not harm nature and the environment, and priority will be given to recyclable and eco-labelled products.
- • Environmentally certified products and suppliers will be preferred, especially for wood, paper, fish, other foods and products from wild nature.
- • Where certified products and suppliers are not available, the origin and methods of growth or production will be taken into account.
- • Threatened species are not used or sold.
- • Supplies that will endanger the extinction of plant and animal products will be avoided.
- • Priority will be given to environmentally certified products.
- • All goods (materials, raw materials, finished and semi-finished products) supplies and purchases are carried out in accordance with the Food Law and Legislations, the Ministry of Agriculture and Forestry, the



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Ministry of Health, the Hygiene Law and legislation, TSE Hygiene and

- It will be made from suppliers who have the necessary documents in accordance with the Sanitation Systems and comply with the purchasing standards and their products with the relevant certificates.
- In order to support local fair trade, purchases will be made from local sellers within 100 km.
- Purchases will be made from local companies that have been subject to the approved supplier company list and necessary inspections.
- Companies supplying goods and products will be inspected periodically.
- Care will be taken to ensure that the cleaning, hygiene materials and protective equipment supplied have CE Certificate.
- Priority will be given to suppliers who adopt fair trade practices in agriculture for foodstuffs.
- Information trainings will be planned for the relevant people by the authorized company regarding the use of all chemical products supplied.
- Permission documents of the Directorate of Agriculture and Forestry for all food products will be obtained from supplier companies and stored in a computer environment.
- MSDS Safety data sheets for chemical products used in pest control, disinfection and kitchen will be procured from supplier companies and stored in computer environment.
- Safe physical distance rules will not be violated during goods acceptance.
- Our personnel working in the acceptance of goods will take personal protective and contamination precautions. (Mask, visor, gloves, apron, hand hygiene, etc.) In accordance with the precautions, necessary planning will be made to prevent accumulations and accumulations in the acceptance of goods.
- Upon acceptance of the goods (receipt), the products that will be given directly for consumption and guest use will be taken out of their boxes and will be subjected to a detailed disinfection process before they can be put into use.
- Kitchen tools and equipment purchased for the first time, steel serving sets, glass and porcelain serving sets, etc. Washable materials will be washed with a dishwasher before being put into use and then taken to the equipment warehouse for use.
- Waste and returned products will be kept in the waste and return area in a controlled manner and delivered to the supplier company.
- We follow the standards of the company we receive laundry service from and make sure that we receive service in a way that does not harm the environment.



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OUR OCCUPATIONAL HEALTH AND 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 «Zero Work Accident» target by constantly improving our Occupational Health and Safety culture.
- We share the work we do within the scope of occupational health and safety with all our employees and our environment in order to be a pioneer and an example.

OUR 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 shall not be subjected to any form of abuse, harassment, discrimination, suppression, coercion, slander, etc. We do not allow it to be exposed to such situations. We are always aware of the value they add to the world and our organization and support their existence.

Our 2023 Number of Employees;

- FEMALE STAFF: 38
- MALE STAFF: 57



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CHILDREN 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 where they 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 trainings 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.

5. SUSTAINABLE MANAGEMENT SYSTEM PRACTICES

Legal compliance,

Our hotel is committed to complying with the applicable laws, regulations and international agreements, keeps an up-to-date list of them, regularly informs its staff about them and provides the necessary training to the staff.

If asked or requested to be presented, our hotel submits all necessary permits, certificates and documents to the relevant persons and institutions.

These documents include: Business Opening and Working License, last month's personnel insurance declaration, tax certificate, emergency action plan, personnel training and certificates, contract with the occupational physician, sewer connection certificate obtained from the municipality, documents regarding pest control and other necessary documents. are documents.



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No	DOKÜMAN ADI	YAYIN TARİHİ	TAKİP	TAKİBİNDEN SORUMLU BİRİM	YAYIN
1	Turizm İşletme Belgesi	2019	www.mevzuat.gov.tr	Muhasebe Müdürü - Yönetim Temsilcisi	Kültür ve Turizm Bakanlığı
2	TAPDK Belgesi (Alkollü İçkiler ve Nargile)	2017	www.istanbul.tarimorman.gov.tr	Muhasebe Müdürü	T.C. Tarım ve Orman Bakanlığı
3	İşyeri Açma Ve Çalışma Ruhsatlarına İlişkin Yönetmelik	2005	www.mevzuat.gov.tr	Muhasebe Müdürü	Sanayi ve Teknoloji Bakanlığı
4	Yatırım Teşvik Belgesi Sayılı KDV Kanunu 3065	1980	https://www.sanayi.gov.tr/destek-ve-tesvikler/yatirim-tesvik-sistemleri	Muhasebe Müdürü	Sanayi ve Ticaret Bakanlığı
5	Sosyal Sigorta İşlemleri Yönetmeliği	2006	https://www.mevzuat.gov.tr/MevzuatMetin/pdf.7.5.13973/yonetmelik	İK- Muhasebe Müdürü	Sosyal Güvenlik Kurumu
6	Kurumlar Vergisi Kanunu ve ilgili Yönetmelikler	2006	https://www.mevzuat.gov.tr/1=File/GeneratePdf?mevzuatNo=mevzuatTur=Tebliğ&mevz&12195=uatTertip	Muhasebe Müdürü	Hazine ve Maliye Bakanlığı
7	İş Sağlığı ve Güvenliği Yönetim Sistemleri	2008	http://www.csgb.gov.tr	İnsan Kaynakları - Yönetim Temsilcisi	Çalışma Bakanlığı
8	5429 ,TÜİK Bildirimleri Türkiye İstatistik Kanunu	2005	https://www.mevzuat.gov.tr/pdf.1.5.5429/MevzuatMetin	Muhasebe Müdürü	TÜİK Başkanlığı
9	Ticaret Sicil Gazetesi	1957	https://www.ticaretsicil.gov.tr/view/menu/goster.-d647-45338Od6=php?Guid=54213e5f8f01-bb16-11e9	Muhasebe Müdürü	TOBB
10	sayılı 6102 ,İşletme Belgesi Türk Ticaret Kanunu	2011	https://www.mevzuat.gov.tr/pdf.1.5.6102/mevzuatmetin	Muhasebe Müdürü	Bakanlar Kurulu
11	sayılı İş Kanunu 4857 (İş Hukuku ile ilgili (Düzenlemelerin temeli	2003	https://www.mevzuat.gov.tr/pdf.1.5.4857/mevzuatmetin	İnsan Kaynakları	Bakanlar Kurulu
12	sayılı Sosyal Sigortalar 5510 ve Genel Sağlık Sigortası Kanunu	2006	https://www.resmigazete.gov.tr/.1-20060616/O6/2006/eskiler20%htm#:~:text=MADDE20%20Bu%2D%20%3B%Kanun20%9Fer%sosyal,di%C420%20ve%kurum20%BI%9Flar%C4%kurulu%C5.kapsar	İnsan Kaynakları	Bakanlar Kurulu



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13	Kişisel Verilerin Korunması 6698 Kanunu	2016	https://www.resmigazete.gov.tr/.8-20160407/04/2016/eskiler.pdf	İnsan Kaynaklar-İrtibat Kişisi	Bakanlar Kurulu
14	İş Sağlığı ve Güvenliği Kanunu	2012	https://www.mevzuat.gov.tr/pdf.15.6331/mevzuatmetin	İnsan kaynaklar-İSG Kurulu	Bakanlar Kurulu
15	Geri Kazanım Katılım Payı Beyannamesi Genel Tebliği	2019	https://www.resmigazete.gov.tr/.4-20190404/04/2019/eskiler.htm	Muhasebe Müdürü	Hazine ve Maliye Bakanlığı
16	Sayıli İş Sağlığı ve 6331 Güvenliđi Kanunu	2017	http://www.csgb.gov.tr	İnsan Kaynakları	Çalışma Bakanlığı
17	Haftalık İş Günlerine Bölünemeyen Çalışma Süreler Yönetmeliđi	2004	http://www.csgb.gov.tr	İnsan Kaynakları	Çalışma Bakanlığı
18	Geçici Veya Belirli Süreli İşlerde İş Sağlığı Ve Güvenliđi Hakkında Yönetmenlik	2013	http://www.csgb.gov.tr	İnsan Kaynakları	Çalışma Bakanlığı
19	Asgari Ücret Yönetmeliđi	2004	http://www.csgb.gov.tr	İnsan Kaynakları	Çalışma Bakanlığı
20	İşyeri Kurma İzni Ve İşletme Belgesi Alınması Hakkında Yönetmelik	2009	http://www.csgb.gov.tr	İnsan Kaynakları	Çalışma Bakanlığı
21	İş Kanununa İlişkin Çalışma Süreleri Yönetmeliđi	2017	http://www.csgb.gov.tr	İnsan Kaynakları	Çalışma Bakanlığı
22	İş Kanununa İlişkin Fazla Çalışma Ve Fazla Sürelerle Çalışma Yönetmeliđi	2017	http://www.csgb.gov.tr	İnsan Kaynakları	Çalışma Bakanlığı
23	Yıllık Ücretli İzin Yönetmeliđi	2017	http://www.csgb.gov.tr	İnsan Kaynakları	Çalışma Bakanlığı
24	Kişisel Koruyucu Donanım Yönetmeliđi	2006	http://www.csgb.gov.tr	İnsan Kaynakları	Çalışma Bakanlığı
25	Kişisel Koruyucu Donanımların İşyerlerinde Kullanılması Hakkında Yönetmelik	2019	http://www.csgb.gov.tr	İnsan Kaynakları	Çalışma Bakanlığı
26	Türk Gıda Kodeksi	2011	www.mevzuat.gov.tr	Yönetim Temsilcisi	T.C. Tarım ve Orman Bakanlığı
27	Yüzme Havuzlarının Tabi Olacağı Sağlık Esasları	2011	www.resmigazete.gov.tr	Yönetim Temsilcisi	Sağlık Bakanlığı
28	Çevre Yönetimi Hizmetleri Hakkında Yönetmelik	2022	www.resmigazete.gov.tr	Yönetim Temsilcisi	Çevre ve Şehircilik Bakanlığı
29	Atık Yönetimi Yönetmeliđi	2015	www.resmigazete.gov.tr	Yönetim Temsilcisi	Çevre ve Şehircilik Bakanlığı
30	Gıda Hijyeni Yönetmeliđi	2011	www.mevzuat.gov.tr	Gıda Güvenliđi	Sağlık Bakanlığı



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STAKEHOLDERS AND COMMUNICATION

Our hotel provides accurate information to all segments of society in its promotion. Always uses real visual material in promotion. Our hotel has a transparent and realistic structure in terms of its products and services on its website, social media accounts and other printed and written promotional channels and marketing communications. At the same time, it shares its actions and transactions regarding policy and sustainability openly and transparently with its employees and customers. Our hotel's website is used to do this. Periodic reports about sustainability performance are published on our website. These reports are prepared in periods appropriate to their subject.

Our hotel has a system that aims to receive feedback from our customers, public institutions, municipalities, employees, local people and all other relevant persons and institutions regarding our sustainability performance, policies and practices. We receive feedback from both our staff and customers through this system.

Our system is designed to enable and encourage our customers and staff to provide feedback quickly, simply and effectively.

Paydaş Grubu	İletişim Yöntemi	İletişim Sıklığı
Çalışanlar	Birebir Görüşmeler, Eğitimler, Etkinlikler, İSG Kurul Toplantıları, Web Sitesi	Sürekli Yıllık Eğitim Planı dâhilinde İhtiyaç duyulduğunda Ayda 1 kez Sürekli
Misafirler	Misafir Memnuniyeti Anketleri, Sosyal Medya, Web Sitesi	Sürekli Sürekli Sürekli
Tedarikçiler	Tedarikçi Değerlendirme Faaliyetleri, Toplantılar, E- mail	Yılda 1 kez, Talep Olduğunda Sürekli
Kamu Kurumları	Yayımlanan Yönetmelik- Genelgeler Web Sitesi, Birebir Görüşmeler, Kurum Denetimleri	Yılda en az 5 kez Sürekli Ayda 1 kez Ayda 1 kez
Sektörel Gruplar	Toplantılar Seminerler ve Fuarlar	Her zaman Yılda birkaç kez
Üniversiteler	Stajyer Programı, Konferans - Toplantı Katılımı	Sürekli Düzenlendikçe
Basın	Röportajlar, Basın Bülteni	İhtiyaç duyulduğunda İhtiyaç duyulduğunda



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This system communicates via survey applications for guests, regular monitoring of social media accounts, e-mail, messaging services and other communication channels for employees, and e-mail for all other stakeholders.

CUSTOMER EXPERIENCE

Customer satisfaction is given importance in our hotel. Customer satisfaction includes feedback from the system described above regarding sustainability. The results obtained are analyzed. Negative feedback and responses are recorded and necessary action is taken.

ACCESSIBILITY

Our hotel is committed to providing accessible tourism services for everyone within its means and informs its customers and stakeholders clearly and accurately about the level of accessibility through its website.

Our hotel also undertakes to fully comply with legal regulations regarding accessibility and to continuously improve in this regard.

We strive to make continuous improvements not only for the physically disabled, but also for our guests who cannot participate in tourism activities due to disabilities such as vision and hearing.

Our hotel regularly carries out the maintenance and repair of its accessibility arrangements and infrastructure and provides improvements if necessary. We also regularly inform our employees about accessibility.



For individuals with special needs, we have a touch-sensitive button and audible elevator in our facility..



At the hotel entrance, there is an entrance suitable for wheelchair use for individuals with special needs.



Two of our rooms in our hotel are designed to facilitate the use of individuals with special needs.



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PURCHASING

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, products with environmental certification (FSC, MSC, EU-EcoLabel, etc.) or whose source can be traced 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



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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.

ENERGY AND ENVIRONMENT

Energy saving: Our hotel has an energy saving policy. The policy includes regular measurement, monitoring and reduction of energy consumption.

The total energy used in our hotel is measured by type.

Our hotel identifies activities with high energy consumption, plans and implements measures for them (thermal insulation systems, choosing low-consuming devices with energy consumption classes, using LED bulbs instead of high energy consumption lighting such as incandescent, etc.). Additionally, our hotel uses energy-saving equipment.

Our hotel informs and trains its employees and stakeholders about energy saving.

WATER MANAGEMENT AND WASTEWATER

Our hotel implements water saving measures. All shower heads have a polisher.

A water risk situation has been determined in the area where our hotel is located. For this purpose, the Water Risk Atlas prepared by the World Resources Institute is used. The link to the relevant website is located here.

In the risk analysis, water risk was also evaluated and a water management plan was made. This plan includes measurement and monitoring of water use and targets and reporting for reducing water consumption.

Due to our hotel's water use activities, creatures living in waters such as seas and lakes are not harmed. Nevertheless, the possibility of harm to these creatures was evaluated in the risk analysis and necessary precautions were taken.

Our hotel complies with all legal requirements and regulations in the use of water.

The water comes from a legal and sustainable source. Our water comes from mains water.

We measure our water consumption. The total water used per guest or per night is calculated and reported. Water-saving equipment is used in our hotel. Our hotel uses good practices such as changing sheets and towels upon guest request.

Our hotel informs and guides its employees and stakeholders about water saving. Our hotel uses all its resources to prevent waste water from harming the environment.



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Regulations set by the local government are followed for the disposal of waste water. Legal requirements are complied with in this regard.

FOOD WASTE AND SOLID WASTE

Our hotel has a Solid Waste Management Plan. The plan includes regular measurement and monitoring of waste production, waste reduction, reuse, recycling and waste disposal.

Solid waste is separated according to types such as food, recyclable, toxic/hazardous and organic, and recycling and reuse situations are taken into consideration while separating.

Our hotel regularly informs and guides its employees and stakeholders about waste management through various visual and communication materials.

In our hotel, solid waste is separated by type and collected by authorized and licensed companies.

Solid waste, including food waste, is measured by type. In our hotel, the amount of solid waste per guest or per night is calculated and reported.

Our hotel has also identified activities and risk areas where solid waste generation is high. Plans and implements corrective measures to reduce food waste and waste.

It is aimed that solid waste disposal will not have a negative impact on the local population or the environment. Compliance with the «Zero Waste Regulation» legislation regarding solid waste management is ensured.

6. REDUCING ENVIRONMENTAL IMPACT

Being aware that the natural resources we use, the immediate environment and region we interact with, and the large family we have created 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 regard, 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 accordingly and analyzing the results. To achieve this goal;

- Complies with applicable environmental laws, regulations, legislation and regulations and fulfills all their requirements; We carry out our activities by constantly improving ourselves and ourselves.
- With the understanding of social responsibility brought by our brand, we have undertaken to take a priority role in raising the awareness and continuity of our internal customers, namely our staff, as well as our guests and local people, and to take and implement decisions in this direction.
- We add value to each other with a win-win approach by cooperating with our suppliers, without compromising on quality, within the framework of the management systems we apply in our facilities.



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- 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 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 governments.
- One of our goals is to prevent environmental pollution and recycle a large proportion of the waste in question.
- Our efforts to comply with current International and National legal legislation and the requirements of the ISO 14001 standard, to minimize the pollution that may arise as a result of our activities, and to use natural resources correctly; to share with our employees, guests, suppliers and society; It is our priority to set targets to ensure continuous improvement and to carry out the necessary research, project planning and implementation on the principle of protecting biodiversity and the efficient use of energy.

7. PERSONNEL AND WORKING LIFE

Personnel participation

In the spirit, the most important resource that makes us who we are is our employees. Aware of this, issues such as the social and fringe rights of our employees, 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, 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 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 in line with the Group's business strategies, and 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



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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. Our employees have free and open access to all our training materials. 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. In addition, our hotel 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 the absolute satisfaction of employees is a priority issue. From this perspective, the employees' 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 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 discrimination regarding 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.

8. SOCIAL STUDIES CONDUCTED

Internal activities carried out to increase the motivation of all our employees and maintain team spirit:

Distributing gifts and souvenirs on special occasions,

Giving importance to the timely payment of salaries and personnel progress payments,

- The practice of giving gifts to employees who get married and have children,
- Blood donation campaign,
- Participatory social responsibility projects.



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In addition to ensuring that the processes and businesses operating at all stages of the service provided by our hotel until it reaches the final consumer, comply with all international, national and local laws for the public good, social compliance is also observed by controlling social, physical and environmental conditions.

- Compliance with law and other obligations
- Preventing child labor
- Not employing foreign workers illegally
- Prevention of forced and compulsory labor
- Working hours
- Regular employment
- Discipline, prevention of harassment and mistreatment
- Payments and rights
- Preventing discrimination
- Ensuring occupational health and safety
- Prevention of environmental pollution

9. CULTURAL STUDIES

We are aware of our duty to protect local culture and values. In this context;

- Cultural Promotion
- Contributing to the Commercial Volume of the Region
- Introducing Natural and Historical Riches
- Our sensitivity in carrying out studies and participating in activities on the Employment of Local People is at a high level.

COMMUNICATION WITH LOCAL PEOPLE

T Through facility management and designated representatives;

- Strengthening local employment,
- Increasing local awareness,
- Protecting local resources and opportunities,
- Protection of historical and cultural assets,
- Helping each other in the region,
- Supporting activities that promote the region,
- Negotiations are held with hotel unions, municipalities, regional headmen's offices and official authorities on the solution of important issues and problems that will affect the region, and joint studies are carried out by determining the needs.