

## SUSTAINABILITY REPORT 1.09.2024

### About the Report

In our sustainability report, we aim to serve for a better world by focusing on economic, environmental, social, cultural, quality, human rights, health, and safety issues.

The core responsibilities of our hotels within the scope of sustainability are:

- Creating and evaluating opportunities for recycling and reuse, and reducing waste as much as possible,
- Analyzing the environmental impacts of our activities from a life cycle perspective and taking preventive measures,
- Raising environmental awareness among our employees, guests, and other stakeholders regarding environmental and energy management.

The 2024 sustainability report includes:

- The evaluation of our hotel's environmental, cultural, social, and economic performance,
- Developing the goals set to enhance this performance,
- Contributing to ecological balance and preserving cultural heritage,
- Minimizing potential negative environmental impacts and hazards,
- Efforts to maximize performance outcomes.

This sustainability report includes data from 2023-2024.

In light of the topics mentioned above, we are pleased to present the sustainability report, which covers our hotel's environmental and social activities that are considered as priorities.



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### Our Sustainability Approach

Sustainable tourism is an approach that ensures the preservation of the environment, whether impacted by human interaction or not, without degradation or alteration, while maintaining cultural integrity, ecological processes, biodiversity, and life-supporting systems. It also manages all resources in a way that meets the economic, social, and aesthetic needs of both the local population and tourists, ensuring that future generations can meet their own needs in the same way.

Sustainable tourism extends far beyond the goal of simply being "environmentally conscious." In our approach, we conduct our activities with awareness of the 17 Sustainable Development Goals (SDGs) defined by the United Nations World Tourism Organization (UNWTO). The criteria outlined within the sustainable tourism program are shaped by these principles, and we continuously strive for full compliance, evolving on our sustainability journey.

The 12 core principles defined in sustainable tourism serve as a model for our sustainability activities:

- **Economic Continuity:** Ensuring the continuity and competitiveness of tourism ventures so they can continue to grow and provide long-term benefits.
- **Local Development:** Supporting activities that increase local spending by guests, thereby enhancing tourism's contribution to the destination.
- **Employment Quality:** Promoting professional specialization by avoiding discrimination based on race, gender, disability, and improving wages and service quality, while increasing both the number and quality of jobs created by tourism.
- **Social Inclusion and Gender Equality:** Working to ensure that the economic and social benefits derived from tourism are distributed fairly among all.
- **Guest Satisfaction:** Providing guests with a safe, satisfying, sustainable, and innovative experience without any form of discrimination based on race, gender, disability, or age.
- **Local Control:** Ensuring that local governments are involved in the planning, management, and implementation processes alongside other tourism stakeholders; empowering local authorities by involving them in decisions regarding the region's tourism development.
- **Community Well-being:** Providing the local population with access to social structures and life support systems without causing social disruption or exploitation, thus maintaining and improving their quality of life.
- **Cultural Wealth:** Respecting and preserving the cultures, traditions, distinctive characteristics, and historical heritage of local communities, while enhancing their value.
- **Physical Integrity:** Protecting and improving the quality of urban and rural areas, preventing physical and visual degradation.
- **Biological Diversity:** Supporting the conservation of natural areas, habitats, wildlife, and species, and minimizing potential damage.
- **Efficient Use of Resources:** Minimizing the use of limited and non-renewable resources during activities.

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### **Environmental Impact:**

We aim to minimize air, water, and soil pollution as well as the amount of solid waste resulting from hotel operations and guests to the lowest possible level. By informing local communities, employees, and guests about "environmental impact," we aim to promote the concepts of "responsible business" and "responsible guest."

### **Our Sustainability Policy:**

In our sustainable tourism approach, we have adopted the goals of the United Nations World Tourism Organization and modeled our efforts around the 12 core principles:

- Economic Continuity
- Local Prosperity
- Employment Quality
- Social Equality
- Visitor Satisfaction
- Local Control
- Community Well-being
- Cultural Richness
- Physical Integrity
- Biological Diversity
- Resource Efficiency
- Environmental Purity

In this context, we are committed to:

- Ensuring the optimal use of environmental resources, a key element in tourism development, by maintaining key environmental processes and supporting the preservation of natural heritage and biodiversity,
- Respecting the socio-cultural uniqueness of the destination, preserving its living cultural heritage and traditional values, and contributing to intercultural understanding and tolerance,
- Providing sustainable, long-term economic operations, creating stable employment and income-generating opportunities, and ensuring fair socio-economic benefits to all stakeholders, including local communities, while contributing to poverty reduction,
- Opposing any commercial, sexual, or other forms of exploitation or abuse of vulnerable groups, ensuring that these groups are protected and not exploited,
- Collaborating with local and regional communities to prevent misuse and exploitation,
- Protecting children and ensuring that no child is employed in work that impedes their development, diminishes their potential, or harms their physical and mental growth by maintaining records of employees' ages,
- Supporting measures against child abuse and domestic violence,
- Respecting all recognized human rights, ensuring that all guests and employees are treated equally regardless of language, religion, gender, race, physical/mental disability, sexual orientation, etc.,
- Supporting regional/local development and employment.

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### **We Commit and Declare Our Sustainability Policy:**

We are committed to continuously improving our sustainability efforts by sharing them with our stakeholders and encouraging their participation. By involving our stakeholders, we aim to foster sustainable development.

### **Communication with Stakeholders:**

Our goal is to share our sustainability initiatives with stakeholders, to develop and enhance them, and to ensure that sustainable development is achieved through their active participation.

### **Preservation of Cultural Heritage:**

We recognize the importance of preserving cultural heritage, which sustains the long-term relationship between society and the environment, not only for the present generation but also for future generations. One of our goals in sustainable cultural heritage management is to raise public awareness about why it is important to protect these heritage values.

### **The Importance of Biodiversity:**

Biodiversity is vital to the continuity of natural life and the proper functioning of ecosystems. Here are some key points explaining its importance for natural life:

- **Ecosystem Functions:** Biodiversity ensures the functionality of ecosystems. Various plant and animal species contribute to processes like food webs, pollination, and seed dispersal, which help ecosystems maintain balance and provide essential ecosystem services.
- **Food Security:** Biodiversity plays a critical role in providing food sources for humans. Different plant species are used for crops, fruits, vegetables, grains, and other food sources. Animals provide protein through meat, milk, and eggs. Biodiversity allows access to diverse food resources, supporting food security.
- **Medicinal Resources:** Biodiversity offers medicinal resources through plants, microorganisms, and other organisms found in nature. Many medications and treatments are derived from natural compounds. Biodiversity holds potential for the discovery of new drugs and the development of treatments.
- **Economic Value:** Biodiversity has significant economic value. The tourism industry, for instance, is built on the attractiveness of natural environments and biodiversity, drawing tourists and generating revenue. Additionally, biodiversity-based sectors such as agriculture, fishing, and forestry contribute to economic activity.
- **Ecosystem Stability and Resilience:** Biodiversity increases the stability and resilience of ecosystems. The presence of diverse species enables ecosystems to adapt to changing conditions and remain in balance. If a single species increases or decreases excessively, it can lead to ecosystem imbalances and dysfunction. Biodiversity helps ecosystems function healthily and adapt to environmental changes.

In summary, biodiversity ensures the continuity of natural life, maintains ecosystem functionality, provides food security, offers medicinal resources, generates economic value, and enhances ecosystem stability.

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### Conservation of Biodiversity

Conserving biodiversity is not only about protecting existing species but also about ensuring clean air, drinkable water, fertile soil, and effective crop pollination. It plays a significant role in combating climate change and mitigating natural disasters.

- In our work area, we take measures against invasive species to protect biodiversity. We do our utmost to prevent hazardous waste and pollutants from coming into contact with nature, which can deeply affect wildlife.
- We have a dedicated program for controlling and eliminating invasive species. This program is effectively carried out under the guidance of our head gardener. Appropriate dosages of pesticides are used, ensuring minimal chemical impact on soil, water, flora, and fauna.
- We regularly provide our employees with training on environmental awareness, water, and energy consumption.
- We safely dispose of hazardous waste from our operations and minimize the use of harmful products.
- We have prepared informative materials for our guests, encouraging them to avoid activities that harm animals and the natural environment, and these are shared in our hotel information areas.

As an endemic species of the region, Liquidambar Orientalis trees and the saplings sprouting from their seeds within our hotel grounds are protected. We are fully aware of the importance of biodiversity conservation.

### Chemical Use

We work with relevant companies to ensure the safe disposal of chemicals and keep track of chemical waste. We educate our staff on the use of chemicals and the precautions to be taken in the event of chemical spills. Our environmental consultancy firm provides regular training to raise awareness among our employees. In addition to this, we also receive training from our chemical supplier companies.

We monitor chemical consumption by area. To ensure the proper use of chemicals, automatic dosing systems are utilized in housekeeping areas. Chemicals used for general cleaning are diluted using these dosing systems and made ready for use.

The detergents, disinfectants, and chemicals generally used in our facility are biodegradable and environmentally and human-health friendly. We carefully review the Safety Data Sheets (SDS) when selecting these materials. These reports are kept on file throughout their use, and the compliance of CAS codes is evaluated to meet international standards.

Our chemical storage areas are equipped with overflow trays. Spill kits and absorbents are available in the relevant areas.

Documentation is available showing that 80% of the chemicals used in our facility are biodegradable. The company we work with holds an ISO 14001 Environmental Management System Certificate.

Our guests are informed about the use of carrot cream, which is considered environmentally harmful and leaves stains on textiles, leading to excessive washing. This helps raise awareness about water and energy consumption.

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### Carbon Footprint

The carbon footprint is a measure of the environmental damage caused by human activities in terms of the amount of greenhouse gases produced, expressed in units of carbon dioxide. It consists of two main components: direct (primary) and indirect (secondary) footprints. The primary footprint refers to direct CO<sub>2</sub> emissions from the burning of fossil fuels, including household energy consumption and transportation (e.g., cars and planes). The secondary footprint measures indirect CO<sub>2</sub> emissions from the entire lifecycle of the products we use, from their manufacture to their eventual disposal.

Whenever possible, we source our purchases from nearby areas, aiming to reduce the CO<sub>2</sub> emissions from delivery vehicles of our suppliers and thereby minimizing the environmental impact. The percentage of local/regional product and service suppliers is tracked. We prefer renewable energy for electricity, energy-saving light bulbs, low-energy refrigerators, inverter air conditioners, and similar devices.

Bicycles are an eco-friendly transportation option, and we promote their use by offering bicycle services at our hotel, encouraging both guests and staff to ride bikes. To support the use of electric vehicles, we have installed charging stations that meet legal requirements and have been approved for use at our hotel.

Walking is both an environmentally friendly and healthy mode of transportation. We organize hikes to nearby ancient cities to promote cultural heritage and encourage nature walks.



### Our Efforts to Reduce Our Carbon Footprint

- We will take measures to do more with less energy.
- When purchasing products, we will pay attention to their energy efficiency ratings.
- We will choose energy sources that produce less carbon and make greener choices.
- By offsetting our carbon emissions, we will contribute more to energy efficiency. Our goal is to eliminate our carbon footprint through various activities, particularly tree planting.
- We will instill a sense of responsible production and consumption in our employees and strive to reduce food waste.

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### Sustainable Food

Ranked among the top three world cuisines, Turkish cuisine is one of the most deeply rooted cultural heritages, evolving from its origins in Central Asia's nomadic culture, which emphasized meat and dairy products. Over time, Turkish cuisine has developed, blending with influences from various cultures to form the rich culinary tradition we know today.

Turkish cuisine is characterized by a variety of dishes including soups, stews made with grains, meat, and vegetables, olive oil-based dishes, pastries, fried foods, desserts, and traditional beverages. With its unique ingredients like molasses, bulgur, yogurt, and tarhana, Turkish cuisine supports healthy and balanced nutrition and can also serve as a source of inspiration for vegetarian diets. The diversity in dietary habits varies across regions and transforms into sacred rituals during special occasions, such as weddings, circumcisions, and religious ceremonies.

In our kitchens, we create menus using local and seasonal products that reflect the local culture and traditions of our region. We prioritize local ingredients like **Datça tomatoes**, **Gökova sesame seeds**, **Köyceğiz honey**, and **Gökçeovacık olive oil**, encouraging their consumption.

By collaborating with local suppliers, our recipes are created with nature in mind, utilizing seasonal ingredients that go directly from the field to the table. As a result, our recipes are designed to minimize waste.

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### Climate Crisis

- **Rising Temperatures:** The climate crisis leads to an increase in global average temperatures, causing more frequent and intense heatwaves.
- **Rising Sea Levels:** Melting polar ice and the expansion of oceans result in rising sea levels, threatening coastal areas and island nations.
- **Extreme Weather Events:** Climate change increases the frequency of extreme weather events, such as intense hurricanes, floods, and droughts.
- **Declining Water Resources:** Climate change can reduce water availability, leading to water shortages and potential water crises.
- **Food Security Issues:** The climate crisis can negatively impact agricultural production, leading to food security challenges.
- **Ecosystem Changes:** Climate change disrupts the balance of ecosystems and may lead to the extinction of certain species.
- **Health Problems:** The climate crisis can cause health issues, including heatwaves, air pollution, and the spread of infectious diseases.
- **Economic Impacts:** Climate change may lead to economic losses, particularly affecting sectors such as agriculture, maritime industries, energy production, and construction.
- **Migration and Social Challenges:** Climate change can increase displacement, leading to challenges concerning migrant rights and human rights.

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### Environmental Degradation

The climate crisis can lead to the degradation of natural habitats and endanger various species. It

poses a significant global threat and includes adverse effects such as increased greenhouse gases in the atmosphere due to human activities, global warming, rising sea levels, extreme weather events, and ecosystem disruptions. Here are some key aspects of the climate crisis risk:

- **Global Warming:** Caused by rising greenhouse gas concentrations, it leads to higher temperatures worldwide.
- **Rising Sea Levels:** Due to melting polar ice and ocean expansion, this threatens coastal and island regions.
- **Ecosystem Changes:** The climate crisis disrupts ecosystems, potentially leading to species extinction.
- **Extreme Weather:** It increases the frequency and intensity of severe weather events like hurricanes, floods, and droughts.

The climate crisis poses a critical global risk that requires urgent action. Contributions from all segments of society are crucial in addressing this issue.

### The Importance of Public Transportation

Public transportation is essential for many reasons, providing a wide range of benefits for society. Here are some key reasons why public transportation is important:

1. **Environmentally Friendly:** Public transport emits less carbon compared to private vehicles, helping preserve air quality and contribute to fighting climate change.
2. **Reduces Traffic Congestion:** By transporting more people with fewer vehicles, public transport helps alleviate traffic congestion in cities.
3. **Energy Efficient:** It consumes less energy and ensures more efficient use of resources, making it a more sustainable transportation option than private vehicles.
4. **Cost Savings:** Using public transport can be more economical than owning a private vehicle, helping people save on fuel, parking, maintenance, and insurance costs.
5. **Accessibility:** Public transport makes commuting more accessible for everyone, ensuring all members of society can reach their destinations easily.
6. **Contribution to Traffic Flow:** By reducing traffic congestion, public transportation offers faster and more reliable options for urban living.
7. **Vital for Urban Planning:** Public transport is central to sustainable urban development and city planning, helping improve infrastructure and transportation networks.
8. **Improves Air Quality:** Public transport helps reduce air pollution, protecting human health and combating pollution problems, especially in large cities.
9. **Social Equity:** Public transport provides more equality by giving people from different socio-economic backgrounds access to transportation services, benefiting lower-income individuals.
10. **Energy Independence:** Public transportation reduces reliance on oil and other energy sources, contributing to energy diversity and independence.



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Public transport is an essential tool for a sustainable future, promoting social equality, reducing environmental impacts, and supporting urban planning initiatives.

### The Importance of Public Transportation

Public transportation can improve the quality of life in urban areas, protect the environment, and promote a sustainable future. Therefore, the development and support of public transport systems significantly contribute to the sustainability of cities and communities.

### The Importance of Local Markets

Local markets play a crucial role in both local economies and communities, offering a range of important benefits:

1. **Contribution to the Local Economy:** Local markets provide a customer base for local producers and small businesses, offering them opportunities to sell their products and services directly to the community.
2. **Community Solidarity:** Local markets serve as a hub where communities come together and interact, strengthening social ties and fostering a sense of belonging.
3. **Source of Healthy and Fresh Food:** These markets supply fresh, locally produced foods, offering consumers healthier options while reducing the carbon footprint caused by transporting goods over long distances.
4. **Diversity and Preservation of Cultural Values:** Local farmers can market their traditional and unique products at local markets, helping preserve traditional farming methods and local culinary heritage.
5. **Environmental Sustainability:** By reducing long-distance transportation, local markets contribute to environmental sustainability. Shorter transport distances lower fossil fuel consumption and reduce carbon emissions.
6. **Economic Resilience and Crisis Preparedness:** Strengthening local economies makes communities more resilient to economic crises. Access to locally produced goods helps buffer against national or global disruptions.
7. **Education and Awareness:** Local markets provide consumers with opportunities to learn about the source of their products, production methods, and environmental impacts, raising awareness and promoting conscious consumption.
8. **Local Employment Opportunities:** Local markets support the growth of small businesses and create job opportunities, contributing to local employment and economic development.
9. **Quality and Safety Control:** Local markets allow consumers to closely monitor the quality and safety of products, ensuring higher standards and promoting health and safety regulations.

Local markets play a vital role in promoting sustainable development, environmental protection, and community well-being. Supporting and encouraging these markets is essential for fostering resilience, sustainability, and social cohesion.

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### Local Markets

**Waste Reduction:** Reducing waste is a fundamental way to minimize pollution. By reviewing consumption habits, promoting recycling and reuse, and avoiding single-use products, the production of waste can be minimized.

### Our Contributions to Sustainability

#### Sustainability, Environment, and Energy Performance

- A contracted environmental consultant conducts monthly evaluations, filling out a report for each visit. An annual internal audit report is also prepared by the environmental consultant.
- Waste declarations are submitted via the MOTAT system by the environmental consultant.
- Compliance with environmental laws and regulations is monitored through a form created to evaluate legal obligations, comparing hotel practices with regulatory requirements.
- Waste generation and disposal are analyzed departmentally, using a life cycle perspective.
- Informational texts about cultural heritage preservation, natural areas, species, and wildlife have been created.
- Events that involve both guests and the local community have been organized.

#### Environmental Issues

- Our hotel's environmental policy has been updated, and our efforts are now focused on minimizing our environmental impact under this policy.
- The environmental policy is posted on guest and staff notice boards and published on our website.
- Air conditioning systems are automatically disabled when balcony doors are open (switches are regularly checked and replaced if not functioning).
- Environmental management trainings and meetings have been conducted with all department staff by our consultancy firm, and these sessions have been documented.
- Information about water and energy conservation has been posted in staff areas, and training on these topics has been provided to the team.
- Water and energy consumption records continue to be maintained monthly.
- During equipment upgrades, environmentally friendly products are prioritized, with an emphasis on purchasing A-class products.
- To reduce waste, food and beverage purchases are made from local suppliers when possible, and large packages are preferred.
- Our linen procedure remains in effect, preventing unnecessary water and detergent usage in guest rooms.

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### Facility Waste Management and Environmental Efforts

- We separate all waste by type and develop methods to reduce it, while closely monitoring the recycling and disposal processes.
- We comply with all published environmental regulations.
- To reduce water consumption, we use appropriate fixtures and two-stage toilet cisterns in various areas.
- We prioritize environmentally friendly detergents with high biodegradability.
- Hot water used in our facility is sourced from solar energy.
- We ensure that our heating and cooling systems operate at appropriate temperatures, avoiding unnecessary use.
- All devices and equipment in the facility undergo regular maintenance.
- When purchasing new equipment, we choose devices with high energy efficiency ratings.
- In applicable areas of service, we prefer using cold water instead of hot water.
- The placement of heating and cooling equipment is planned to maintain optimal efficiency.
- Energy-saving lighting is used throughout the facility, and motion-sensitive lighting is installed in appropriate areas.
- We provide scheduled training to our staff to maintain optimal levels of energy and chemical consumption.
- Internal and external communication is primarily handled electronically, avoiding unnecessary printing.
- Automation systems are used for heating, cooling, and lighting.
- We build nests and provide food for local birds at various points around the facility.
- Used but still functional items are donated to schools, dormitories, and other organizations in need.
- Towels and bed linens are changed every other day unless requested otherwise by guests.
- We maintain a clean beach and sea, participate in and support environmental awareness activities.
- Energy consumption in guest rooms is controlled through a card system.
- We use cotton towels and bed linens in our rooms.
- We prefer working with suppliers who also implement environmentally friendly practices.
- We support and participate in activities aimed at preserving and improving historical and touristic areas.
- We prevent any construction that may harm the natural environment and choose eco-friendly designs during facility renovations.
- Water and electricity consumption records have been established and are monitored monthly. Actions are taken based on observed indicators.
- In some guest rooms, air conditioning systems automatically shut off when balcony doors are open, with plans to implement this in other rooms as well.
- In less active areas, traditional light switches have been replaced with sensor-activated lights.
- Flush mechanisms in guest rooms and common areas have been adjusted to 6 liters.
- A tracking sheet for the quantities of glass, plastic, paper, and metal waste has been created, and records of waste sent for recycling are kept.
- The pool chemicals we use are approved by the ministry and environmentally appropriate.
- We continue our efforts in waste management, particularly on-site waste separation.

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- Stained bed linens are repurposed as cleaning and glass wiping cloths.
- Printer çıktılarının mümkün olduğu ölçüde arkalı önlü basılması.
- Atık yağların toplanıp anlaşmalı olduğumuz **KOLZA** firmasına tutanak karşılığı teslim edilmesi.

### Energy and Water Consumption Assessments

- In 2024, we aim to reduce our energy consumption by 3%, water consumption by 2%, and waste generation by 5%.



### LEGAL REQUIREMENTS

- Our facility has obtained a live music broadcasting permit for 2024. The environmental permit has been granted and is valid for five years.
- We fulfill all legal requirements related to the environment (such as “Environmental Impact Assessment (EIA) Not Required” and “Zero Waste Certificate”) and actively monitor our legal obligations.
- We prioritize continuous training, providing periodic education on various topics. (On-the-job training for departments, hygiene and food safety training, environmental training, chemical usage training, and sustainable tourism training are conducted.)
- Our business places importance on employing individuals with disabilities.
- Our business supports the local community and students within its capabilities.

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### SOCIAL WELFARE, LOCAL COMMUNITY, AND EMPLOYEE MATTERS

#### 1. SOCIAL PROJECTS

In line with our facility's policies and the brand's social responsibility approach, social projects have been planned to raise awareness and ensure continuity among employees, guests, and the local community.

**Completed Projects:** We have implemented and continue to practice positive discrimination policies, such as not assigning women to night shifts, not having them perform heavy labor, and not employing child labor.

In addition to the health services provided by the social security system, our on-site physician continuously provides healthcare services to all employees at the facility.

The goal of placing blue cap collection units at designated points within our facility has been set. Through the blue cap collection campaign, we aim to support accessible living (wheelchairs).

At the end of the 2024 season, a visit to a retirement home is planned with staff members.

In 2024, it is planned to donate food to the animal protection shelter operated by the Municipality of Marmaris.



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- At the beginning of each month, we organize birthday celebrations for employees born in that month, as well as a thank-you party and dinner at the end of the season. Before the season begins and at regular intervals, we provide training for our staff on topics such as environmental health, food safety, and hygiene.
- To introduce our guests to the local flavors of our country, Hawaii Hotel's open buffet menu includes special products that feature regional delicacies.
- We also host **Turkish Music Nights** where regional artists perform, accompanied by traditional local dishes.

### SOCIAL ISSUES, HUMAN PERSPECTIVE, AND LOCAL COMMUNITY RELATIONS

- Hawaii Hotel sees contributing to the development of the environment, employees, and the community as part of its responsibilities.
- Our business is committed to increasing its involvement with tourism and civil society organizations, local community relations, and support projects for local governments.
- We support local culture and producers, contributing to the local economy by preferring local products and offering employment opportunities to people living in the surrounding areas.
- We aim for long-term collaboration with existing staff and implement training programs to enhance their knowledge, experience, and skills.
- Our business supports the local community and students within its capacity.
- We were pleased to host earthquake survivors at our hotel.
- We aim to transition to systems that generate electricity using wind and solar energy.

To introduce our guests to the local flavors of our country, we feature national and regional dishes on our open buffet menu, and we serve traditional "gözleme" at breakfast once a week.

**Progress in Supporting International Labor and Human Rights Standards:** To ensure the health and safety of our staff and to provide a more suitable working environment, we collaborate with a specialized company.

Work has been done on risk analysis, first aid, and employee health examinations, and these practices continue to be implemented.

Additionally, a contract has been signed with a consultancy firm specializing in health, safety, food, and water hygiene. All Hawaii Hotel staff have received training on these topics and have been certified accordingly.

We have purchased **museum passes** and gifted them to our staff. This initiative aims to make a financial contribution to cultural heritage while allowing our employees to experience, explore, and learn about cultural heritage.

We are pleased to donate food to the municipal animal shelter and make contributions to the **TEMA Foundation** for replanting forests lost during the devastating wildfires in our region and country.

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### EMPLOYEE PROGRESS REPORT

Since April 1, 2024, the following items have been implemented. While some of these practices were already in place in previous periods, they have been improved, and records are now being kept:

- A suggestion, feedback, and complaint box has been placed in the staff cafeteria. The key to this box is held by upper management, ensuring that employees' suggestions, complaints, and feedback are communicated directly to senior management.
- In addition to receiving at least the minimum wage, employees are provided with health insurance, meals, lodging, and transportation services.
- The uniforms of our employees are laundered by the hotel's laundry service.
- Each month, birthday celebrations are held for all employees born in that month.
- Through the contracted clinic, all employees have access to free or discounted medical check-ups whenever they wish.

Staff surveys are conducted regularly, and based on the results, we aim to continuously improve employee satisfaction.