



## **QUALITY, ENVIRONMENTAL AND FOOD SAFETY POLICY**

**Kahya Hotel** aims to be one of the first preferred hotels in its region with its continuous in-service trainings and the different perspective it adds to hotel management.

It is our first priority to consider environmental issues while reaching our goal, to reduce the negative effects on the environment, and to raise environmental awareness by using resources carefully.

In line with these purposes, our guest-oriented service approach, which we have created by constantly improving our processes and systems according to the requirements of the age, with the voluntary participation of all our employees, under the leadership and responsibility of the senior management, has become a philosophy.

As a result, we have taken the following principles as a basis in all our activities;

- ❖ **To be responsible for quality together with all our managers and employees.**
- ❖ **Working in compliance with laws and regulatory requirements**
- ❖ **Continuously monitoring our control points that we have determined in order to realize safe food production.**
- ❖ **Relying on the support and productivity of our employees**
- ❖ **To ensure access to contemporary quality values and customer satisfaction at every level of the service provided.**
- ❖ **To act according to the principle of "continuous improvement" in all Works**
- ❖ **Increasing our skills and quality awareness through education**
- ❖ **To increase family awareness by considering the happiness of our employees**
- ❖ **Organizing environmental activities, participating in activities, inviting our guests to our activities**
- ❖ **Evaluating the performance of our suppliers and communicating with them in order to ensure the continuity of our product quality**
- ❖ **To respect and support the society and the environment.**

General Manager



## **HUMAN RIGHTS AND EMPLOYEE RIGHTS POLICY**

Kahya Hotel, which has a respected and reliable position with its activities and performance, aims to create a business environment that respects human rights within the framework of sustainable tourism understanding and to increase the consciousness and awareness of its employees, customers and stakeholders by spreading this understanding.

Kahya Hotel makes its best efforts to fulfill the requirements of the United Nations Universal Declaration of Human Rights, to which Turkey is a party, as well as the basic principles of the International Labor Organization and international conventions to which our country is a party, as well as the Labor Law.

Kahya Hotel staff treat each other and their guests with respect to human rights and in accordance with the ethical principles of Kahya Hotel, such as language, religion, race, gender, philosophical belief, sect, etc. It is obliged to carry out these relations within the framework of the principles of honesty, trust, impartiality and transparency without making any discrimination based on reasons, and to maintain the said relations in a way that does not disturb the working environment and away from the behaviors that will be perceived as ill-treatment.

Hotel managers are obliged to take the necessary measures to prevent all kinds of ill-treatment, discrimination or harassment and to notify the Human Resources department when suspected. Such complaints are not used against the complainant and the situation is seriously examined and concluded. Our management, discrimination, harassment, etc. If it detects the existence of ill-treatment, it is responsible for applying the necessary administrative sanctions against the responsible persons.

Kahya Hotel avoids all kinds of practices that may lead to unfair competition in personnel employment. In accordance with the Labor Law and the provisions of the relevant legislation, there is a contract and freedom of movement in personnel employment, but care is taken to ensure that personnel recruitment is in line with operational needs.

In accordance with the Human Rights Policy, Kahya Hotel does not finance the activities and/or projects of persons and organizations that are understood to employ child labor and engage in acts contrary to Human Rights, which are



prohibited and restricted by national legislation and international conventions to which Turkey is a party.

Kahya Hotel personnel work in accordance with the provisions of private law and are employed in accordance with the provisions of the Labor Law No. 4857. Our company respects the constitutional right of unionization and collective bargaining. In addition to taking the necessary measures within the framework of legal regulations on Occupational Health and Safety, it is ensured that the personnel receive training every year.

The wishes and complaints of the employees of our hotel about working conditions, personal rights, duties and responsibilities are conveyed to the employer and followed up through the Human Resources department. Kahya Hotel does not discriminate between the candidates, except for the competency criteria, both in the provision of services and in the appointment and promotion processes of the personnel.

Kahya Hotel is against forced and compulsory labor and expects this approach from its customers within the framework of its declarations and various policies on human rights.



## **CHILD RIGHTS POLICY**

As the Kahya Hotel family, with the awareness and responsibility of being a well-established organization in tourism, to accept all our customers, including children, as guests, to adopt the principle of providing services by blending national and international values, fully fulfilling the requirements of human rights and children's rights,

To act in accordance with the fact that the benefit of children is more important and prioritized than any other benefit, and to carry out continuous improvement studies in order to ensure the continuity of the system,

To accept that all children are entitled individuals,

- The right to life and development
- The rights to protection
- Participation rights
- The right to prevent discrimination

To act together with all stakeholder institutions and organizations, as well as non-governmental organizations and local governments, at the point of implementation of this policy, so that it is adopted and lived in all areas of life,

For this reason, giving importance to education and continuous development in order to ensure that all our personnel are informed about children's rights,

We undertake to take the necessary legal and administrative measures, to improve all necessary conditions and to ensure that children participate more effectively and happily in life within the framework of the Social State understanding included in the UN Convention on the Rights of the Child and our Constitution.



## **OCCUPATIONAL HEALTH AND SAFETY POLICY**

As Kahya Hotel, we will be open to Continuous Improvement and relevant parties in order to capture and grow the change.

- Employee health and safety is the responsibility of all Kahya Hotel employees.
- Responsibilities and authorities will be shared among all our employees in order to fulfill the laws, regulations, regulations and other Occupational Health and Safety requirements.
- Employee health and safety at Kahya Hotel is as important as our other business purposes.
- All accidents can be prevented. There is always a safer way to do any job.
- It is indispensable to provide training to our employees in order to create and develop the awareness of individual responsibility on employee health and safety issues.
- At Kahya Hotel, all kinds of resources will be used in the most correct and beneficial way to create an efficient, safe and healthy working environment, to make communication effective, to increase the individual performance of the employees, and to reward knowledge and success.



## **PURCHASING POLICY**

Unless there are significant price and quality differences when purchasing products, the following elements form the main framework for the purchasing process:

- Supporting and prioritizing local businesses
- Purchasing fruits and vegetables from local producers before they are processed into industrial products
- Preferring products that have established policies for sustainability or are produced using sustainable resources
- When purchasing electrical appliances, choosing environmentally friendly and economical products
- Observing fair trade and not using our organization's economic and reputational power as a pressure or threat to product suppliers
- Working with suppliers who deliver with less packaging
- Prioritizing suppliers that adhere to quality standards such as ISO,
- Supporting businesses working to establish energy-saving infrastructure

This policy, while designed to support a sustainable tourism economy, regional development, and minimize environmental damage, cannot be implemented without initiative or flexibility.