2025/RESUN HOTEL ANKARA SUSTAINABILITY REPORT



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1. VISION AND MISSION

OUR VISION

To be an exemplary hotel that is always preferred by guests for its environmental awareness and understanding, without compromising superior service quality together with all employees in a team spirit, based on guest satisfaction and a family-like warmth, in line with the principle of "Not Consuming Nature, but Using It by Protecting It." We work for sustainable tourism through the products we choose and the approaches we demonstrate.

OUR MISSION

In order to ensure a high level of guest satisfaction, we act with the vision of becoming a hotel that our guests always recommend and choose repeatedly, without ever compromising our quality service principles, by protecting natural, historical and cultural values and providing environmentally sensitive, friendly and hospitable service. We are proud to host your memories with "***Resun Hotel Hospitality.***"

INTRODUCTION

Resun Hotel is a great choice for travelers visiting Ankara and for guests looking for comfortable accommodation in the center of Ankara. In addition to many facility amenities that make your stay more comfortable, the hotel also offers a family-friendly environment.

With its central location and renewed, stylish rooms, ***Resun Hotel*** offers its guests a pleasant accommodation experience. Rooms include a wardrobe, air conditioning, safe, fireplace, make-up desk, TV, Wi-Fi, satellite channels, minibar, electric kettle and complimentary bathroom amenities.

2. IMAGES FROM OUR HOTEL

This section contains visual materials presenting the exterior, common areas, meeting and event areas, guest rooms, bathroom areas, sports area and other facilities of the hotel.

















3. ABOUT THE REPORT

Sustainability means "leaving a better life for future generations by giving importance to economic, environmental and social activities."

Within the scope of sustainability, our hotel's responsibilities are shaped around the following key points:

- Creating and evaluating opportunities for recycling and reuse.
- Continuously improving energy efficiency and ensuring water management by minimizing the adverse impact arising from carbon emissions.
- Protecting cultural and social heritage.
- Providing economic and social benefits to the local community and reducing all environmental impacts caused by our activities.



4. SUSTAINABILITY POLICY

*As **Resun Hotel;***

We have adopted the objectives of the United Nations World Tourism Organization and the 12 basic principles under this scope as a model in our sustainable tourism approach.

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



IN THIS CONTEXT;

- We act within the framework of our Environmental Sustainability Policy.
- We support local/regional development and employment. Without discrimination in recruitment, advancement and reward processes, including management positions, we provide equal opportunities to all employees through performance analysis. We respect our employees' labor rights and follow them within the framework of legal legislation.
- We support the elimination of child labor.
- We provide regular training to our employees and offer opportunities for development and advancement. We provide a healthy and safe working environment and various opportunities through which employees can submit requests, suggestions and complaints. By evaluating employee feedback, we contribute to the development of our management systems. We aim to make occupational health and safety a corporate culture by working with a zero-accident principle.
- We attach importance to the participation of relevant stakeholders while implementing our policy and provide transparent information when necessary.
- We inform relevant guests and employees about the natural and cultural heritage of the local area/region.
- We evaluate all guest feedback and improve our processes based on the data obtained.
- When planning our investments, we consider the risks of our buildings and infrastructure systems to protected sensitive areas, historical heritage and the integrity of the natural and cultural environment. In our work related to land use, construction, maintenance and repair, design and landscaping, we prefer sustainable practices and materials appropriate to the local area/region.
- We contribute to the protection and development of local/regional properties, areas and traditions that have historical, archaeological, cultural and spiritual importance.

- In product/service purchases, we evaluate and analyze quality and suitability together with users. We act fairly, honestly and impartially in supplier selection.

- We respect human rights and reject all forms of discrimination based on language, religion, race, gender and similar grounds. We oppose commercial, sexual or any other exploitation or harassment targeting specially protected groups and other vulnerable groups. We support measures to be taken against domestic violence and child abuse.

- We continuously improve all our processes in line with our core values and with an understanding of compliance with the legal and other requirements with which we are obliged to comply. We act in accordance with information security legislation and improve our processes. We invest in technological systems through innovation efforts that guide the sector.

- By addressing our internal and external issues and the needs and expectations of our relevant stakeholders, we analyze potential risks in advance and improve our activities in line with the goal of continuous improvement. We address the Risk Management Process in all business processes and aim to create new opportunities. In line with sustainable development, we aim to be a pioneer in the tourism sector and to create long-term value.



5. ENVIRONMENTAL POLICY

- Our environmental policy has been updated for our hotel, and our work has continued within the framework of this policy with the aim of minimizing our environmental impact.
- At various times, trainings and meetings on environmental management issues have been held with employees from all departments by the hotel's consultant, and these meetings have been recorded.
- Our staff have received training on water and energy savings.
- Our staff are trained on environmental issues, waste is separated, and awareness is raised on energy and water savings.
- For machinery and equipment purchased for our hotel, care is taken to purchase Class A products within the framework of the purchasing policy.
- In order to reduce waste, care is taken to purchase food and beverage products, as far as possible, from local suppliers and in bulk packaging.
- In order not to cause environmental pollution and to reduce plastic use, the use of straws has been discontinued in our hotel.

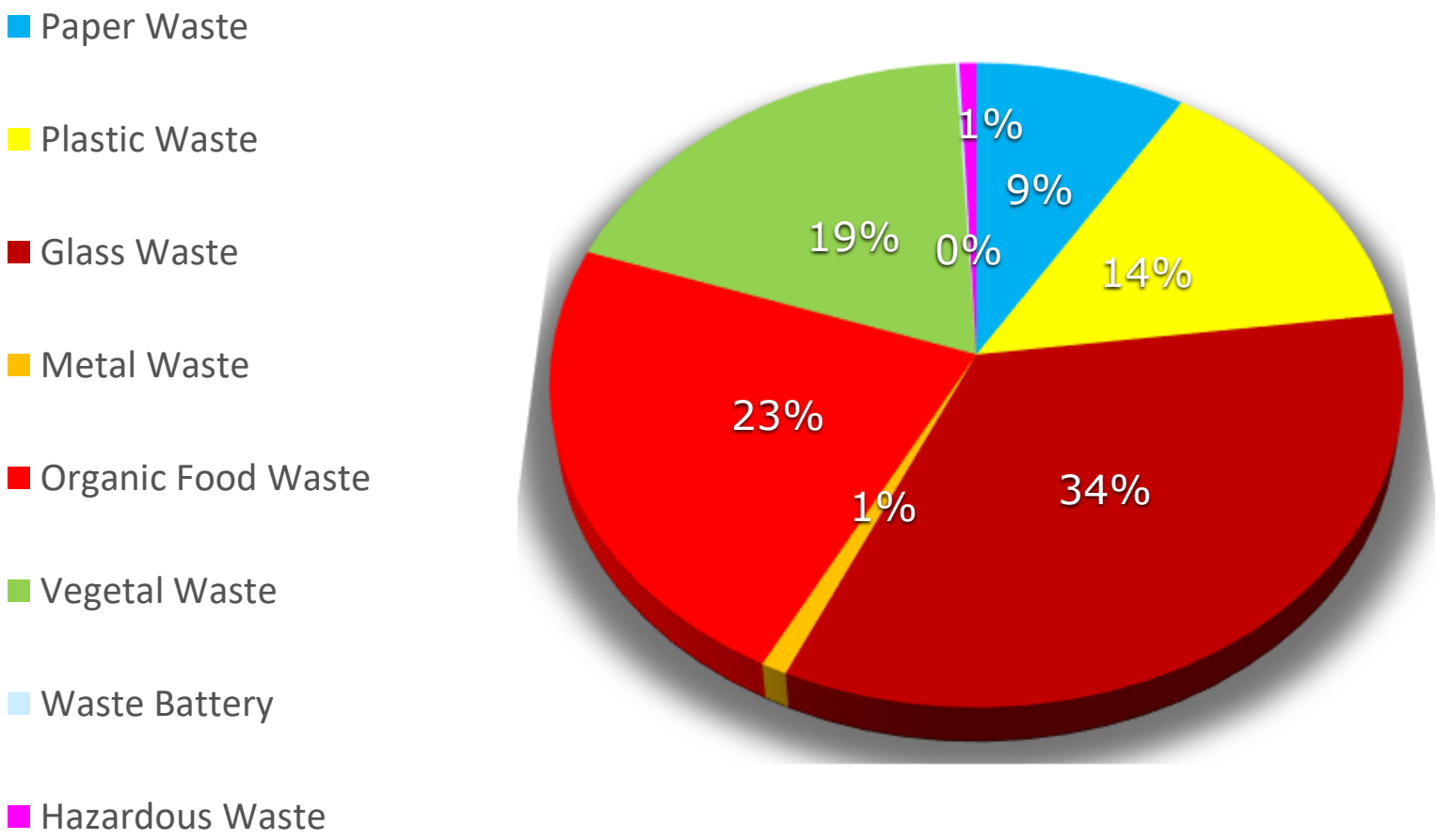


6. WASTE MANAGEMENT

- ✓ We prioritize recycling practices to minimize our environmental footprint.
- ✓ We provide regular training to increase our employees' environmental awareness.
- ✓ We separate paper, plastic, metal and glass waste and return them to nature through recycling.
- ✓ Hazardous waste is safely stored and delivered to licensed companies.
- ✓ We carry out our internal and external correspondence digitally to reduce paper consumption.
- ✓ We use mobile applications for guest surveys, room defect follow-up and notification of hotel activities.



WASTE TRACKING TABLE



7. FOOD WASTE POLICY

1. INTRODUCTION

This policy aims to minimize food waste in line with our hotel's sustainability goals. Food waste causes both economic losses and environmental impacts. This policy aims to adopt a conscious and proactive approach to reducing food waste in all our departments.

2. PURPOSE AND SCOPE

Purpose: To reduce, recycle or reuse food waste in all operational processes of our hotel and to increase awareness on this subject.

Scope: This policy covers the kitchen, restaurant, service, purchasing, storage and all relevant units. All hotel employees, suppliers and guests will play a role in implementing this policy.

3. POLICY PROVISIONS

Purchasing and Stock Management:

- *Demand Forecasting:* Making more accurate demand forecasts based on past data and seasonal trends will prevent excessive product purchasing.
- *Local and Seasonal Products:* Preferring local and seasonal products as much as possible will reduce waste in the supply chain and increase freshness.
- *Stock Control:* Regularly checking stocks, applying the FIFO (First In, First Out) principle and paying attention to expiration dates will prevent waste caused by spoilage.
- *Supplier Relations:* By cooperating with suppliers, appropriate packaging and delivery conditions that ensure product freshness and quality will be determined.

Kitchen and Production Processes:

- *Menu Planning:* Menus will be designed to ensure that products are used fully, for example by producing garnishes, sauces and similar items from vegetable peels or stems.
- *Portion Control:* Determining ideal serving portions and complying with these standards will reduce the amount of food left on plates.
- *Proper Cooking Techniques:* Cooking methods that preserve the freshness and nutritional value of food will be used.
- *Use of Leftover Ingredients:* Suitable food materials remaining before or after cooking, such as stale bread for croutons or fruit for compote, will be reused creatively and safely.
- *Technical Equipment Maintenance:* Regular maintenance of cooking and cooling equipment will ensure that food is stored and cooked under proper conditions and will prevent spoilage.

Service and Guest Experience:

- *Buffet Management:* Foods in buffets will be presented in a controlled manner to maintain freshness and reduce waste. Instead of continuous replenishment, small quantities will be renewed frequently.
- *Take-away Options:* "Take-away" or "doggie bag" options may be offered to allow guests to safely package and take away food left on their plates.
- *Guest Information:* Guests will be politely informed and made aware of the importance of food waste, for example through information cards on menus or tables.
- *Alternative Services:* Flexible portion options will be offered according to guest requests.

Waste Management and Recovery:

- *Waste Separation:* Appropriate separation systems will be established in kitchen and service areas for the separate collection of organic and other waste.

Food Waste Recovery:

- *Composting:* Under suitable conditions, organic food waste will be composted and used in the hotel's landscaping or gardening activities.
- *Animal Feed:* Certain organic wastes that comply with food safety standards, such as uncooked vegetable and fruit residues, will be evaluated as animal feed in cooperation with local farms.
- *Biogas Production:* Where possible, large-scale food waste will be sent to biogas production facilities.

Training and Awareness:

- Staff Training: Regular training will be provided to all staff on preventing food waste, proper stock management, portion control, waste separation and recycling.
- Awareness Campaigns: Awareness campaigns will be organized within the hotel for staff.
- Guest Information: Guests will also be encouraged to be informed about our sensitivity on this issue.

4. IMPLEMENTATION AND MONITORING

Responsible Unit/Person: A unit or person responsible for implementing and monitoring food waste prevention policies, such as the Assistant General Manager, Operations Manager or Sustainability Coordinator, will be designated.

Data Collection and Analysis: Systems will be established to regularly monitor, record and analyze food waste quantities. These data will be used to identify areas for improvement.

Periodic Evaluation: The effectiveness of the policy will be evaluated periodically and updated when necessary.

This policy is an important step in fulfilling our hotel's environmental and social responsibilities. With the participation and support of all our stakeholders, we aim to build a more sustainable future by reducing food waste.

8. QUALITY POLICY

- Continuously improving the effectiveness and efficiency of our sustainable management systems.
- Providing professional management with a responsible, honest and principled approach.
- Ensuring customer satisfaction and a sustainable service approach.
- Taking steps that will always protect our hotel’s reputation and further strengthen its position in the sector.
- Following developing sector dynamics and offering services that best meet customer expectations.
- Working efficiently without compromising quality.
- Ensuring management in compliance with all national and international legal requirements and obligations.
- Creating value for all our stakeholders.
- Ensuring the continuity of management systems created with the participation of all employees and with a continuous improvement approach.
- Leading the sector in line with the requirements of the digital age.
- We undertake these commitments.



9. FOOD SAFETY POLICY

- Ensuring that all food and beverage items are prepared and served in accordance with food safety criteria for our guests and employees, from procurement to consumption.

- Acting in accordance with applicable laws, regulations and food safety standards and ensuring continuous improvement.

- Providing quality products and services suitable for human health to our guests and employees at all stages of raw material supply, storage, production and presentation.

- Using internal and external communication effectively while implementing the Food Safety Management System.

- Organizing food safety training to improve the knowledge and skills of our employees.

- Ensuring that products are served naturally, healthily and deliciously in line with our guests' requests.

- Contributing to the establishment of food safety awareness among our employees, guests, tour operators, suppliers and society.

10. WATER POLICY

- Our water tank is maintained every winter and precautions are taken against water leaks.

- Water-saving aerators that regulate water flow rate have been installed on all shower heads and faucets.

- All toilet cisterns have a three-part system and are adjusted with a saving mechanism that does not exceed 6-8 liters per use.

- Unnecessary water consumption is prevented by using sensor faucets in guest public-area restrooms. Sinks without sensors have been included in the 2024-2025 winter replacement plan.

- Our staff are regularly trained on water saving and possible water leaks.

- Water consumption is continuously monitored, and daily, monthly and annual data are shared with senior management.

- Water hardness in utility water is maintained at 4-5 German hardness levels, enabling equipment to operate more efficiently.

- Hydrophore systems have been converted from analog systems to frequency-controlled motors, reducing water consumption depending on the number of people. In addition, a circulation motor is used in the hot-water system to minimize water consumption caused by waiting time.



11. GREEN PURCHASING POLICY

- Environmentally friendly products obtained from sustainable sources are preferred.
- Class A energy efficiency is required in the purchase of electrical devices.
- Sustainable local economy is supported by giving priority to local suppliers.
- Large packaging and recyclable products are prioritized in our purchases.
- For air-conditioning devices purchased for our hotel, models using environmentally friendly gases are preferred.
- Recycled or environmentally certified paper and wood products are used to protect forest resources.
- In the procurement of fish and seafood, species that may become endangered are avoided.



12. CHEMICAL MANAGEMENT

- Cleaning and disinfection chemicals are stored in different areas according to departments.
- Dosing pumps are used to prevent unnecessary chemical use.
- Strict measures are taken to minimize chemical use and prevent accidental spills.
- Our employees are trained on chemical use and provided with personal protective equipment.
- Precautions have been taken against leaks and spills in our chemical storage areas.
- Concentrated products are preferred to reduce the amount of chemical waste.
- Products sensitive to human health and the environment are used in pest control.
- In cooperation with the Housekeeping unit, the most environmentally friendly cleaning products are identified and submitted to the purchasing unit.
- Chemical-use training is regularly provided to our cleaning staff.
- *As* ***Resun Hotel***, we undertake to raise environmental, social and economic sustainability to the highest level.

13. REQUIREMENTS FOR SAFE STORAGE OF HARMFUL SUBSTANCES AND HAZARDOUS CHEMICALS

1. *Store chemicals in an appropriate storage area:* Store hazardous chemicals in a specially designed and marked storage container, cabinet or room. The storage area must be made of material that can prevent chemical leaks and allow safe storage.

2. *Do not forget labeling:* Label and mark chemicals. The name, composition, hazard symbols and correct safety precautions for each chemical must be clearly visible. This information provides guidance on the chemical's hazards and how it should be used.

3. *Provide suitable temperature and humidity conditions:* When storing chemicals, it is important to keep them within a specific temperature and humidity range. Make sure you provide storage conditions in accordance with manufacturer instructions to prevent chemicals from deteriorating or being damaged.

4. *Take fire safety precautions:* Make sure that firefighting equipment is available in the area where hazardous chemicals are stored. Ensure that extinguishers, fire blankets or water tanks and similar firefighting equipment are easily accessible and operational. Also keep chemicals away from flammable substances and other materials that may catch fire.

5. *Keep chemicals separate:* By keeping different types of chemicals separate, you prevent possible reactions or leaks. Investigate chemical incompatibilities and store different chemical types in separate containers. Keeping flammable, acidic, basic or toxic chemicals apart ensures safety.

6. *Limit access:* Store hazardous chemicals in a way that only authorized personnel can access them. Restricted access prevents unwanted accidents or malicious use.

7. *Safety Data Sheet (MSDS):* It is important to have an up-to-date and accurate Safety Data Sheet for every chemical stored. Safety Data Sheets include the chemical's hazards, hazard symbols, emergency measures and first-aid instructions.

8. *Prepare a plan for leaks or accidents:* When hazardous chemicals are stored, prepare an action plan defining how to act in the event of possible leaks or accidents. Define emergency procedures and train staff to follow these procedures.

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24. *Prepare a plan for leaks or accidents:* When hazardous chemicals are stored, prepare an action plan defining how to act in the event of possible leaks or accidents. Define emergency procedures and train staff to follow these procedures

14. OCCUPATIONAL HEALTH AND SAFETY POLICY

As ***Resun Hotel***, we consider the health, safety and happiness of our employees to be an integral part of our goals. We closely follow legal obligations on this matter, implement them, regularly audit them and check compliance.

In occupational health and safety, we adopt a preventive approach within team spirit, identify risks in advance and take preventive actions, and ensure that hotel employees work safely, healthily and happily through the training provided.

We aim to raise awareness among all employees through training and create permanent behavioral change.

We aim to ensure that employees adopt as a basic duty the principle of not endangering their own health and safety or that of other employees and our guests.

We ensure that subcontractors, suppliers, stakeholders and third parties also act in accordance with this policy.

As ***Resun Hotel***, based on legal requirements, we aim for zero occupational accidents.

15. INFORMATION SECURITY POLICY

- It determines that the necessary feasibility studies and tests for identifying risks in the protection of information and data security will be carried out at defined intervals.
- It ensures that we will comply with the Information Security Management System (ISMS), that the necessary resources will be allocated for the efficient operation of the system, and that the system will be understood by all employees.
- It defines how the requirements of the Personal Data Protection Law (KVKK) are met.
- It ensures that personal data are stored in accordance with national and international laws and subsequently anonymized.
- It determines duties, roles, responsibilities and necessary resources within the scope of the ISMS.
- It identifies and evaluates existing and potential risks to manage information security and implements appropriate risk treatment options.
- It ensures the protection of information assets by preventing unauthorized access to information assets and unauthorized modification or destruction of information assets.
- It takes the necessary measures to ensure that all stakeholders comply with the defined information security requirements.



16. SOCIAL RESPONSIBILITY POLICY

Resun Hotel considers contributing to the development of the environment, employees and the community in which it operates among its responsibilities. By establishing positive relations with the local community, ***Resun Hotel*** undertakes not to discriminate among its staff on the basis of age, gender or race, to support local people socially and economically, and to work with local suppliers to support the local economy.

Our hotel is committed to increasing and maintaining its memberships and relations with local and national non-governmental organizations related to tourism and sustainable environment. It supports cultural richness and local producers in the region and contributes to the local economy. It prefers local products and provides employment opportunities for people living in the areas where the hotel is located.

It aims to work long term with existing staff and implements training programs to improve their knowledge, experience and skills.

Our hotel cooperates closely with local administrations and public institutions to eliminate the negative impacts that may arise as a result of tourism development. It supports local people and students within its means.

Most of the products used in our hotel are sourced from our region, thereby reducing carbon dioxide emissions. The hotel asks guests to help minimize environmental harm by using public transportation or bicycles for transportation.

Our hotel contributes to social responsibility projects. ***Resun Hotel*** develops the destination in which it is located.



17. HUMAN RIGHTS AND COMMUNITY RELATIONS POLICY

As an equal-opportunity employer, ***Resun Hotel*** supports human rights, eliminates exploitation and labor-rights violations, and supports decent working conditions throughout its business and supply chain.

As ***Resun Hotel***, we conduct our operations with honesty, integrity and respect for the interests of our employees. Our Business Rules define essential requirements for all employees. These rules clarify what is expected from our employees and systematize our values. By living according to our rules, we will realize our values and purpose every day in everything we do. Likewise, we will respect the legitimate interests of the people with whom we are in relationship.

We undertake to ensure transparency in all our operations so that stakeholders can trust our work. ***Resun Hotel*** conducts its activities in accordance with the laws and regulations of the countries in which it operates and with internationally accepted good corporate governance principles. The effectiveness of the Hotel's Code of Conduct is assured through clear responsibilities together with systematically defined reporting lines in all departments.

- Creating safe and healthy working conditions to prevent deterioration of employee health, encouraging teamwork, and leading employees at every level by involving them in management.

- Prioritizing our employees' private lives, loved ones and values; getting to know our employees, observing and developing their talents, valuing their opinions and responding with quality, sincerity and consistency.

- Maintaining a happy and peaceful work environment, increasing employee satisfaction and engagement, and aiming to be a strategic partner with Sustainable Human Values Policies.

18. ANTI-HARASSMENT AND ANTI DISCRIMINATION POLICY

Resun Hotel is a place where people of different races, languages, genders, forms of worship, skin colors, sexual orientations, nationalities, beliefs, disabilities, ages and views work together in harmony. Any discrimination and/or harassment by any employee, manager, consultant, guest, student, invitee, goods or service supplier of the hotel, or by persons who are not hotel employees, cannot be tolerated.

The hotel respects the individual rights and cultural differences of its employees. Any behavior that directly or indirectly constitutes discrimination or harassment against individuals is strictly prohibited.

Any emotional and/or physical relationship between any employee of ***Resun Hotel*** and another employee, or any relationship that goes beyond the manager-employee relationship and results in preferential treatment of the relevant manager or employee compared with others, any attempt to establish such a relationship, any indication of such intention or behavior that could be interpreted in this way is not acceptable.

Verbal attacks and mobbing: Unfounded accusations, humiliation, general harassment or emotional abuse carried out by a group against a specific person rather than by an individual.

Retaliation: No employee, job applicant or any other person may be subjected to restriction, interference, coercion or retaliation for seeking advice on a sexual harassment matter, filing a sexual harassment complaint, or serving as a witness or panel member in a sexual harassment investigation, provided that this is done in good faith. Retaliatory actions are considered a violation of the hotel's harassment policy and are handled accordingly.

- Malicious and unfounded accusations: A person whose accusations are found to be malicious and false will be subject to investigation under the Disciplinary Regulation.

19. WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

- We attach importance to gender equality in our hotel. We ensure the health, safety and welfare of all employees regardless of gender.

- We support women's participation in the workforce in all departments and provide equal opportunities.

- We act with the "equal pay for equal work" policy without gender discrimination.

- We allocate duties by observing the principle of equality.

- We provide the necessary environment for equal access to career opportunities.

- We establish training policies and support women's participation and awareness. We create working environments and practices that protect work-family life balance. We support women's participation in hotel management and provide equal opportunities. We do not allow women to be exposed to any form of abuse, harassment, discrimination, suppression, coercion, slander or similar situations. We are always aware of the value they add to the world and to our hotel, and we support their presence.

20. CHILD RIGHTS AND PREVENTION OF ABUSE POLICY

As ***Resun Hotel***, we have placed education at the foundation of our efforts to prevent child abuse. Across our hotel, we have included "Protection of Children from All Forms of Abuse" training under compulsory trainings and specifically addressed this issue in our orientation programs. In this context, we undertake and declare the following as our Child Protection and Abuse Prevention Policy:

- As a hotel, not tolerating any harassment or discrimination.

- In accordance with hotel standards, prohibiting our staff from physical contact with guests' children, such as hugging or kissing them, and ensuring that staff are informed about this issue during orientation trainings.

- Fulfilling our responsibilities for the protection of children, showing leadership in this respect and providing the necessary resources.

- Ensuring that hotel managers are informed if any child abuse is observed, implementing necessary sanctions and informing law enforcement authorities when necessary.

- Applying high-level security measures in services and activity programs offered to children and establishing social environments where parents can safely entrust their children.

- Being aware that child welfare and the protection of children from all kinds of harm are of utmost importance, and avoiding all forms of abuse and exploitation.

- The United Nations Convention on the Rights of the Child is a guide for ***Resun Hotel***.

21. PURCHASING POLICY

When purchasing and offering products and services, ***Resun Hotel*** gives priority to regional suppliers that are available and of sufficient quality.

- We aim to work with companies that have certifications such as FSC and that attach importance to sustainability.

- We make purchases by considering energy classes in equipment procurement.

- We prefer efficient and environmentally friendly products and services.

- Our sustainable purchasing policy is to ensure that products or services meet people's needs, to reach the appropriate supplier by taking into account the environmental impact of products and services, and to procure sustainable products.



22. RULES OF CONDUCT FOR HOTEL GUESTS DURING VISITS TO NATURAL, HISTORICAL AND CULTURAL SITES

1. Please do not litter in natural areas in order not to harm the environment.
2. Be careful not to harm wild and protected plants and animals.
3. Take care to use natural resources sustainably instead of over-consuming them.
4. When hiking in nature, stay on designated trails and avoid entering natural habitats.
5. Avoid making noise and disturbing natural balances so as not to disturb nature.
6. When camping in the natural environment, comply with fire-lighting rules and keep your fire under control to avoid harming the environment.
7. Avoid wasting natural water resources or causing pollution when using them.
8. During your travels, prefer transportation methods that do not harm nature, such as walking, cycling or public transportation.
9. Respect other visitors and avoid disrupting their experience.
10. Get support from local guides to better understand and protect the natural environment.
11. During local/regional visits, it is important to respect local culture and traditions.
12. Pay attention to local clothing styles and dress appropriately.
13. Act in accordance with local customs and traditions.
14. Respect the sensitivities of local people and avoid behavior that may disturb them.
15. Observe local religious practices and ceremonies respectfully.
16. Take opportunities to participate in cultural activities such as local art, music and dance.
17. Be understanding toward local people and open to interacting with them.

18. Visit local historical sites and museums to learn more about local culture.
19. Tourists should respect local culture and traditions when visiting historical and cultural sites.
20. They should prefer local guides to obtain accurate information and consult local people for recommendations.
21. They should pay entrance fees to cultural sites and comply with the rules.
22. Where not prohibited, they may take photographs, but should respect people's private spaces and places of worship.
23. They should dress in a way that does not disturb local people and should consider public sensitivities.
24. They should keep the environment clean in historical and cultural sites and dispose of waste in appropriate places.
25. They should remain quiet in historical and cultural sites and not disturb other visitors.
26. They should contribute to the local economy by purchasing local products and participating in tourism activities where local people can make their voices heard.

23. GUEST SATISFACTION AND COMPLAINT MANAGEMENT

Every service carried out in our hotel is based on the principle of "Guest Satisfaction." Treating guests with a smiling face, listening to their requests and complaints, and being solution-oriented are among the objectives of our staff within their authority.

As ***Resun Hotel***, in order for our guests to have a pleasant, peaceful and safe holiday, we undertake the following regarding all special requests and complaints, starting from the reservation stage and continuing after the holiday ends, free of charge:

- All communication channels through which guests can submit complaints and requests will always be open and ready for communication.

- We will conduct trainings to increase awareness and consciousness, aiming for every employee, starting from senior management, to have the same sensitivity in our guest-focused complaint and request management system.

- Material or moral damages of guests who complain because they received a service other than the service promised will be compensated.

- Requests and complaints will be reviewed and concluded within the framework of conditions and within the time required by guest satisfaction, and guests will be informed.

- We aim to improve and continuously develop the experiences shared with us by our guests and will provide all resources necessary to achieve this goal.

- We undertake not to deviate from the principle of confidentiality during the request and complaint process.

24. INSTRUCTION FOR PRESENTING CULTURE AND HERITAGE

FOR THE PRESENTATION OF CULTURE AND HERITAGE:

Local Collaborations:

- Cooperate with local artists, handicraft producers and other cultural stakeholders.
- Sponsor or support local festivals.
- Actively communicate with local organizations such as local chambers of commerce, cultural institutions and public relations offices.
- Organize local tours to enable guests to experience local culture.

Decoration and Design in Hotels:

- Include local motifs and traditional elements in the decoration and design of your hotel.
- Display local artworks in the interior spaces of the hotel.
- Use local materials and furniture specific to your area.
- Purchase products from local handicraft producers and offer them to customers in your hotel shop.

Kitchen and Restaurant:

- Use local agricultural products and foods.
- Support local production by cooperating directly with producers.
- Offer local dining experiences for guests.
- Include regional dishes in your menu and prepare them with talented local cooks.

Training Programs and Awareness:

- Train staff on the importance and protection of local culture.
- Provide brochures or information boards informing guests about local cultural elements in your hotel.
- Organize storytelling presentations about local stories and legends.
- Encourage guests to contribute to local culture, for example by donating to local charities.

Employee Relations:

- Ensure that your staff show respect and understanding in order to protect local and traditional culture.
- Provide employees with training and information sessions on local culture.
- Encourage employees to participate in local events and festivals.

25. PROTECTION OF CULTURE AND HERITAGE

There are 26 Forest Parks and 1 National Garden within the borders of Ankara Province. Of the Forest Parks, 3 provide accommodation services and 23 provide non-accommodation services.

The most important common feature of the areas remaining within the city is that they were established in afforestation areas. Therefore, the vegetation varies as cedar, black pine and other broad-leaved species, and the areas leased to municipalities have been afforested for landscaping purposes. Only 2 of the Forest Parks have been planned on natural remnant Black Pine forest: Kiliclar Non-Accommodation Forest Park and Beynam Non-Accommodation Forest Park.

Established in 1959, Soguksu National Park covers an area of 1,187 hectares within the administrative borders of Kizilcahamam District of Ankara Province. Soguksu National Park is located 2 km from the Ankara-Istanbul highway and 78 km from Ankara. The park is very rich in terms of flora. The main natural resource values in the flora of Soguksu National Park are as follows: the dominant tree species are Black Pine, Scots Pine, Fir and Hornbeam. Juniper, Oak, Aspen, Willow, Hornbeam, Maple, Cornelian cherry, False acacia, Hawthorn, Blackthorn, Wild pear and Wild hazelnut trees are also present. In general, various meadow grasses and flowers are found in almost every part of the area, and plants such as wild strawberry, wild rose, mountain tulip and common blackberry are also present.

The fauna of Soguksu National Park is classified as birds, mammals and reptiles. Because the area contains forests with both high forest and coppice characteristics and a living ground cover, the fauna has a significant diversity of wildlife.



Soğuksu National Park - Kızılcahamam/Ankara

26. CULTURAL VALUES

The declaration studies for the Sakarya Battle Historical National Park began with a field survey in 2014. It was decided by the Council of Ministers Decision dated 29.12.2014 and numbered 2014/7152 that the 13,850-hectare area within the borders of Polatli and Haymana districts would become the "Sakarya Battle Historical National Park." This decision entered into force after being published in the Official Gazette dated 08.02.2015 and numbered 29261. While determining the borders of the Historical National Park, settlement areas and private properties were taken into account, and the areas where the battle was intense were included within the boundaries. Therefore, the Historical National Park was declared in 14 separate sections.

Through National Park field survey studies initiated in 2014, potential lost martyrdom sites were identified and, by scanning an area of 233,148 m2 with a ground-penetrating radar system, traces of approximately 2,600 lost martyrs were reached based on scientific data.

In some of the areas where our martyrs are located, monumental martyrdoms appropriate to their sacred memories have been built.

Sakarya 12th Group Martyrdom, Mangal Mountain Martyrdom, Eskipolatli Martyrdom, Kisla Hospital Martyrdom, Ikiztepeler Martyrdom and Evliyafaki Martyrdom are monumental martyrdoms identified and revived through national park studies.

In addition, through field studies, 108 km of trenches and position lines were identified and digitized.



Sakarya Battle Historical National Park

- Anitkabir
- Museum of Anatolian Civilizations
- Anitkabir Ataturk and War of Independence Museum
- Aslanhane Mosque (Ahi Serafettin)
- Ancient City of Gordion
- Atakule
- Ataturk Forest Farm
- Beypazari Anatolian Open-Air Museum (Living Village)
- Beypazari History and Culture Museum
- Beypazari Turkish Bath Museum (Living Museum)
- Botanical Park
- Erimtan Archaeology and Arts Museum
- Ethnography Museum
- Genclik Park
- Isbank Museum of Economic Independence
- Kugulu Park
- War of Independence Museum (First Grand National Assembly Building)
- MTA Greenhouse
- Presidency Ataturk Museum Mansion
- Republic Museum (Second Grand National Assembly Building)



Anitkabir / Ankara

27. POLICY ON COMBATING TRAFFICKING IN HISTORICAL ARTIFACTS

Purpose: This policy aims to reinforce the obligation of hotels to protect the **cultural and historical heritage** in the regions where they operate, raise awareness against **trafficking in historical artifacts**, and take steps to prevent such illegal activities. In line with sustainable tourism principles, protecting cultural heritage is both an ethical responsibility and a critical element for maintaining the long-term attractiveness of a tourism destination.

Basic Principles:

1. *Legal Compliance:* Hotels act in full compliance with the laws of the Republic of Turkiye and international agreements. Maximum care is taken to comply with all legal regulations regarding trafficking in historical artifacts, especially the Law on the Protection of Cultural and Natural Assets.

2. *Respect for Cultural Heritage:* Hotels respect archaeological, historical and cultural areas in their regions and the artifacts located in these areas. Necessary sensitivity is shown to protect such areas and prevent damage.

3. *Training and Awareness:* Hotel employees receive regular training on the harms of historical artifact trafficking, legal consequences and reporting mechanisms. Guests are also informed through information materials such as brochures and digital screens.

4. *Transparency and Responsibility:* Hotels do not keep, purchase, sell or mediate the trade of any object that qualifies as a historical artifact in their facilities. In any suspicious situation, responsibility is assumed to notify the relevant authorities.

5. *Local Cooperation:* Work is carried out in cooperation with local administrations, museums, Culture and Tourism Directorates and law enforcement authorities. Joint projects for the protection of cultural heritage are supported.

6. *Sustainability Integration:* Combating trafficking in historical artifacts is treated as an integral part of the hotel's overall sustainability strategy.

Implementation Steps:

- *Staff Training:* Regular briefings are provided on the definition of historical artifacts, types of trafficking and legal sanctions in Turkiye
- Staff are informed on how to report suspicious situations, such as guests attempting to take objects from historical areas without permission or suspicious sales offers
- Security staff receive special training on recognizing and reporting suspicious packages or persons.

Guest Information:

- Short information on "Turkiye's Cultural Heritage and Legal Rights" is provided through in-room information boards, digital screens in the lobby or brochures;
- Guests are warned that taking unauthorized objects from historical sites or local markets may lead to legal problems;
- Communication channels are specified for guests to report suspicious situations.

Internal Facility Audit:

- The legal status of objects in the hotel inventory, if any, that may qualify as historical artifacts is checked
- Care is taken regarding the authenticity and legal acquisition of objects used for decoration
- Staff are ensured to be knowledgeable about suspicious objects brought or attempted to be sold by guests.

Reporting Mechanisms:

- It is essential that hotel management immediately report any suspicious situation to the relevant units affiliated with the Ministry of Culture and Tourism, such as the General Directorate of Museums or Provincial Culture and Tourism Directorates, or to law enforcement authorities.
- Maximum care is taken regarding the confidentiality and sensitivity of reports.

Supply Chain Management:

- Local handicrafts or decorative items used in the hotel are procured through legal channels and in accordance with ethical principles. Documents and authenticity certificates may be requested from suppliers.

Joint Work:

- Special exhibitions or information events may be organized in cooperation with local museums.
- Voluntary support may be provided for local projects aimed at protecting cultural heritage.

Responsibility: Hotel management is fully responsible for the implementation of this policy. All departments are expected to act in accordance with this policy and take the necessary measures.

Policy Review: This policy is regularly reviewed and updated in line with changes in legal regulations, sectoral developments and operational needs.

28. WILDLIFE INTERACTION INSTRUCTION

To conduct wildlife interactions effectively:

Staff Training:

All personnel working in the establishment should be informed about the Wildlife Interactions Policy.

Personnel should be trained on environmental sensitivity, wildlife conservation and respect for natural habitats.

o understand the negative impacts of interactions with wildlife, personnel should receive training on wildlife around the establishment.

Environmental Arrangement and Planning of Establishments:

At the planning stage, the establishment should adopt a design approach aimed at protecting natural habitats.

Necessary measures should be taken to protect natural habitats around the establishment. Construction should be restricted as much as possible to avoid damaging these areas.

Light, noise and other negative impacts that may directly or indirectly originate from the establishment should be reduced.

Wildlife-friendly plant species should be preferred around the establishment to reduce interaction with wildlife.

Waste Management

The waste management system should be designed to eliminate or minimize waste that has the potential to harm wildlife.

Recycling practices should be encouraged in the establishment and recycling containers should be positioned in an easily accessible manner.

Waste storage areas should be regularly checked and cleaned appropriately to minimize the risk of interaction with wildlife.

Communication and Awareness Building Regarding Wildlife:

When guests receive information about the establishment, informational materials aimed at raising awareness on wildlife protection and interaction should be provided.

Guests arriving at the establishment should be informed through instructions and guidelines aimed at reducing interaction with wildlife.

The establishment should support wildlife conservation projects by cooperating with local communities and nature conservation organizations.

29. BIODIVERSITY, NATURAL LIFE AND WILDLIFE PROTECTION POLICY

Within and around the boundaries of the Tol Lake Wetland, there are 91 plant species belonging to 83 genera and 26 families. Of these, Centaurea tchihatcheffii (Yanardoner flower), Astragalus karamasicus (Korumaz milkvetch) and Crocus ancyrensis (Ankara crocus) are endemic.



Astragalus karamasicus (Korumaz milkvetch)

Astragalus karamasicus (Korumaz milkvetch): This endemic species is found in the steppe area between the settlement area and the lake at Tol Lake. Conservation Status: LC (Least Concern).

Crocus ancyrensis (Ankara crocus): A yellow-flowered crocus species endemic to Turkiye from the Iridaceae family. Its epithet is derived from Ancyra, meaning Ankara. These perennial herbaceous plants flower between February and April and are seen at altitudes of 1,000-1,600 m. Their habitats are rocky, shrubby and pine areas. Their corms are covered with fibers; leaves are 0.5-1 mm in diameter; the perianth is pure yellow, the tube is sometimes purplish or yellow, and the throat of the flower is hairless. This endemic species is found in steppe areas and near wetlands in the region. Conservation Status: LC (Least Concern).



Crocus ancyrensis (Ankara Crocus)

Centaurea tchihatcheffii, a species in the Asteraceae family, is an annual herbaceous plant 25-30 cm long. It flowers at the end of April and in May-June and has very beautiful and striking purple, red and pink flowers. It is known locally by names such as yanardoner, bride's button, prophet flower, tomb flower, red prophet flower and Golbasi love flower.



İridescent flower (Centaure Tchihatcheffii)

Cinereous Vulture (Aegypius monachus):

The most important of these bird species is the globally protected Cinereous Vulture.



Cinereous Vulture (Aegypius monachus)

After Spain, Turkiye is one of the countries with the highest number of breeding pairs. Soguksu National Park is the area where these birds are observed most after the Eskisehir-Turkmenbaba area.

With a wingspan reaching 3 meters and a length reaching 1 meter, the Cinereous Vulture is Europe's largest bird of prey.

Cinereous Vultures, which also breed in Turkiye, are among the 10 bird species threatened worldwide.

Wild Sheep (Ovis gmelini):

Although the natural populations of the species are found in Konya, the species was moved to Ankara for protection and breeding purposes.



Wild Sheep (Ovis gmelini)

It has been determined that individuals bred and released into nature in the Nallihan Emrem Sultan Wildlife Development Area have adapted and can maintain their existence in the area.

They live in dry, softly contoured hills where steppe and forest occur side by side. They adapt to their habitat thanks to their tan-colored fur.

Yellow Lizard (Eumeces schneiderii):



Yellow Lizard (Eumeces schneiderii)

It has been determined that the Yellow Lizard, Eumeces schneiderii, lives in the corridor extending from Haymana to Ayas in southern Ankara, and this is a new record. In studies conducted to date, the yellow lizard had not been found in Ankara; interviews with local people revealed that it is known in the region as "yesilistan." Studies on the distribution of the species should be followed in the area starting from Sereflikochisar at the southeastern end of the province and extending through Evren, southern Bala, Haymana, Polatli and Ayas.

30. POLICY ON COMBATING INVASIVE SPECIES

KEY ELEMENTS OF POLICIES AGAINST INVASIVE SPECIES:

1. PREVENTION:

Preventing invasive species from entering the country is the most effective and lowest-cost method.

Border controls, quarantine practices and biosecurity measures at customs.

Prohibition of imports of risky species.

2. EARLY DETECTION AND MONITORING:

Regular ecological monitoring programs for the detection of new species.

With early warning systems, invasive species are controlled before they spread.

3. RAPID RESPONSE:

Preventing the spread of the species by physical, chemical or biological methods immediately after detection.

Quarantining certain areas if necessary.

4. CONTROL AND MANAGEMENT:

Physical methods: mechanical collection, trapping and burning.

Chemical methods: use of pesticides/herbicides, taking environmental impacts into account.

Biological methods: controlled use of the invasive species' natural enemies.

Ecological restoration: revival of native species.

5. LEGISLATIVE AND POLICY FRAMEWORK:

Special sections on invasive species in national biosecurity and biodiversity strategies.

Compliance with international conventions, such as the Convention on Biological Diversity (CBD) and the Bern Convention.

Sanctions, prohibitions and criminal regulations.

6. AWARENESS AND EDUCATION:

Awareness campaigns for farmers, fishermen, the tourism sector and the public.

Training on the harms of invasive species and measures to be taken.

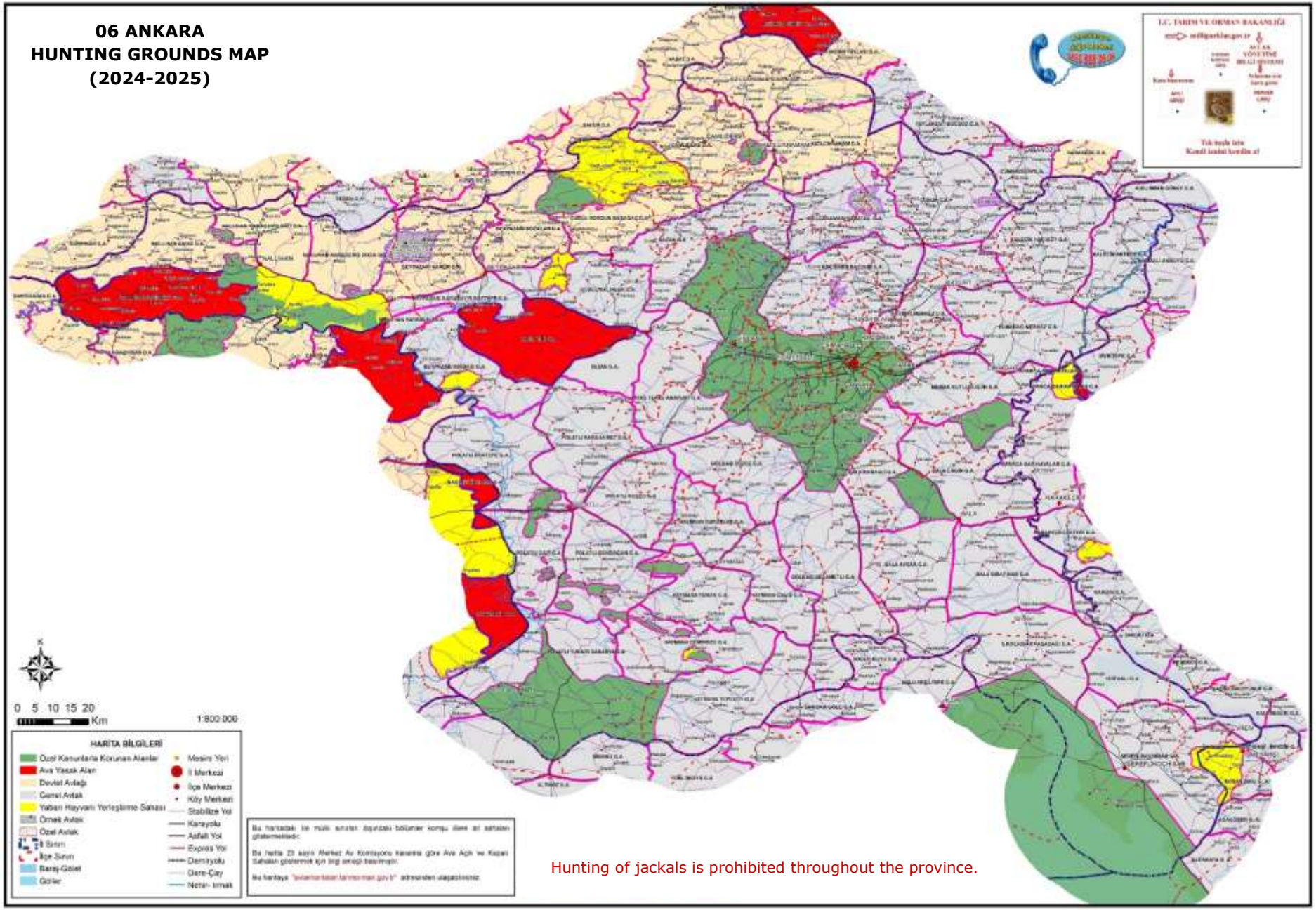
7. INTERNATIONAL COOPERATION:

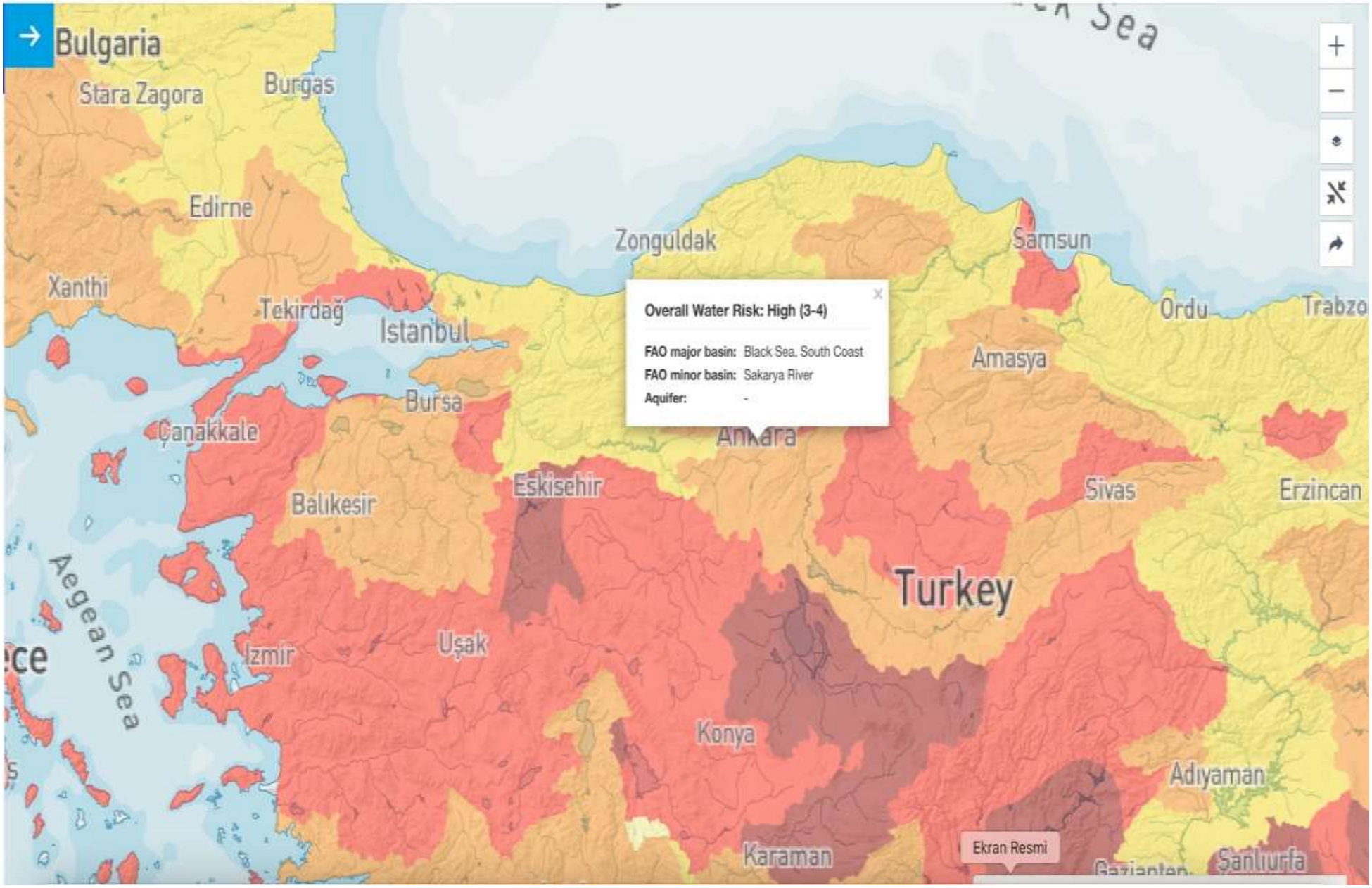
Joint policies with neighboring countries for the management of transboundary species.

Sharing of information and technology.

SITUATION IN TURKIYE:

In Turkiye, efforts to combat invasive species are carried out especially by the Ministry of Agriculture and Forestry and the Ministry of Environment, Urbanization and Climate Change. Within the scope of the National Biodiversity Strategy and Action Plan, prevention and monitoring studies are carried out for invasive species.


06 ANKARA
HUNTING GROUNDS MAP
(2024-2025)
0 5 10 15 20
Km
1:800 000
HARITA BİLGİLERİ
Özel Kanunlarla Korunan Alanlar
Ava Yasak Alan
Devlet Avlağı
Genel Avlak
Yaban Hayvanı Yerleştirme Sahası
Örnek Avlak
Özel Avlak
İl Sınırı
İlçe Sınırı
Baraj-Göleti
Göller
Mesire Yeri
İl Merkezi
İlçe Merkezi
Köy Merkezi
Stabilize Yol
Kara yolu
Asfalti Yol
Express Yol
Demiryolu
Dere-Çay
Nehir- Irmak
Hunting of jackals is prohibited throughout the province.


AQUEDUCT WATER RISK ATLAS
HELP CENTER
TOOLS
BLOG
PUBLICATIONS
DATA
USER STORIES
ABOUT
SUBSCRIBE
Bulgaria
Stara Zagora
Burgas
Edirne
Xanthi
Tekirdağ
Istanbul
Zonguldak
Samsun
Ordu
Trabzo
Amasya
Bursa
Çanakkale
Ankara
Eskisehir
Balıkesir
Sivas
Erzincan
Turkey
Aegean Sea
Izmir
Uşak
Konya
Adıyaman
Karaman
Şanlıurfa
Ekran Resmi
Overall Water Risk: High (3-4)
FAO major basin: Black Sea, South Coast
FAO minor basin: Sakarya River
Aquifer: -

31. TARGET TRACKING TABLE

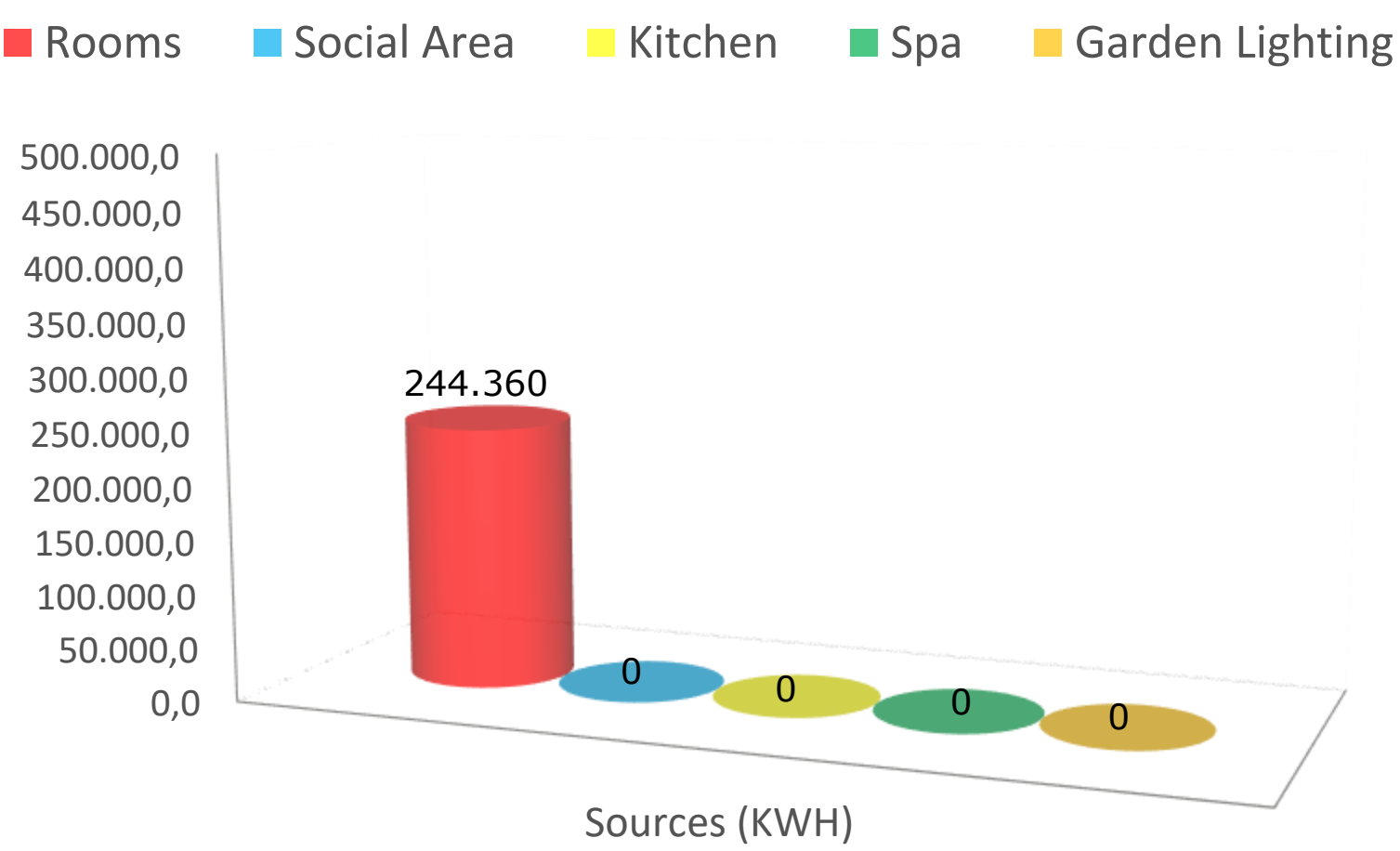
Target	Topic	Action	Responsible	Deadline	Completion Status
Increase the local purchasing rate by 3%	Economy	Research local suppliers and increase the local purchasing rate by 3% compared with the previous year.	Purchasing Manager	365 days	31.12.2025
Purchase environmentally sensitive products	Environment	Replace currently used products with environmentally sensitive alternatives.	Purchasing Manager / Housekeeping Manager	365 days	31.12.2025
Reduce single-use plastic consumption	Environment	Inform guests to minimize the use of amenity products such as cleaning materials, straws, slippers, etc.	Purchasing Manager / Housekeeping Manager / Food Services Responsible	365 days	31.12.2025
Reduce water consumption by 3%	Environment	Ensure that towels and sheets are changed upon guest request.	Housekeeping Manager / Technical Services Manager / All Staff	365 days	31.12.2025
Reduce greenhouse gas consumption by 2%	Environment	Limit kitchen activities to certain hours. Replace products with energy-saving alternatives. Inform guests.	Housekeeping Manager / Technical Services Manager / All Staff	365 days	31.12.2025
Reduce electricity consumption by 3%	Environment	Replace faulty lighting with LED energy-saving products. Switch from electric heating to natural gas heating.	Technical Services Manager / Housekeeping Responsible / All Staff	365 days	31.12.2025
Increase customer sustainability awareness by 50%	People	Add sustainability questions to customer evaluation surveys.	Sales and Marketing Manager / Front Office Staff	365 days	31.12.2025
Ensure employees are aware of sustainability	People	Provide sustainability training to all employees hired within the year.	Hotel Manager	365 days	31.12.2025
Make the hotel accessible	People / Society	Improve accommodation conditions for visually and hearing-impaired guests.	Hotel Manager / Technical Services Manager	365 days	31.12.2025

Replace aged devices with energy-saving devices	Environment / Electricity Saving	Replace or purchase technological products that need replacement or new purchase with high energy-saving devices.	Hotel Manager / Technical Services Manager	365 days	31.12.2025
Replace shower heads with water-saving heads	Environment / Water Saving	Replace existing shower heads with water-saving heads.	Technical Services Manager	365 days	31.12.2025
Replace existing faucets with sensor faucets over time	Environment / Water Saving	Initially replace faucets used in common areas with sensor faucets.	Technical Services Manager	365 days	31.12.2025
Transition to renewable energy sources	Environment / Energy Saving	Conduct investment research to benefit from solar energy.	Technical Services Manager	365 days	31.12.2025
Increase use of sustainable materials in renovation	Environment	Prefer eco-labeled products during renovation.	Technical Services Manager	365 days	31.12.2025
Do not use fireworks due to air pollution	Potential Pollution Source	Fireworks are not used at the hotel.	Management	365 days	31.12.2025
Install 3 charging units for electric vehicle use	Environment / Electricity Saving	As a start, electricity saving in common areas.	Management	365 days	31.12.2025
Increase employees' living wages by 30% to a more prosperous level	People	Increase employee welfare levels.	Management	365 days	31.12.2025
Prevent noise pollution	Potential Pollution Source	Increase room insulation during renovation.	Technical Services Manager	365 days	31.12.2025

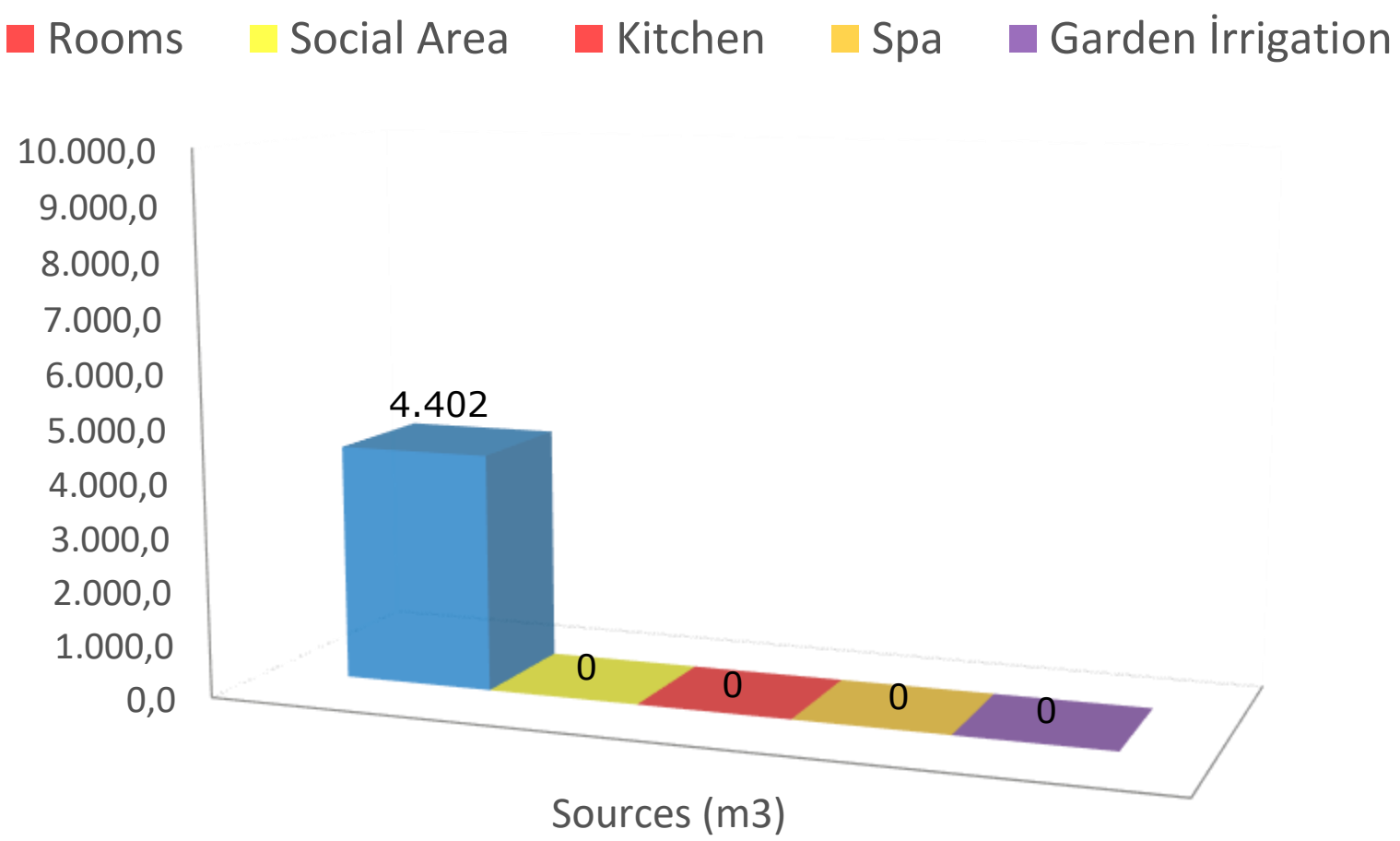
Prepared by	**Checked by**	**Approved by**

Review Date:	
Responsible Person:	

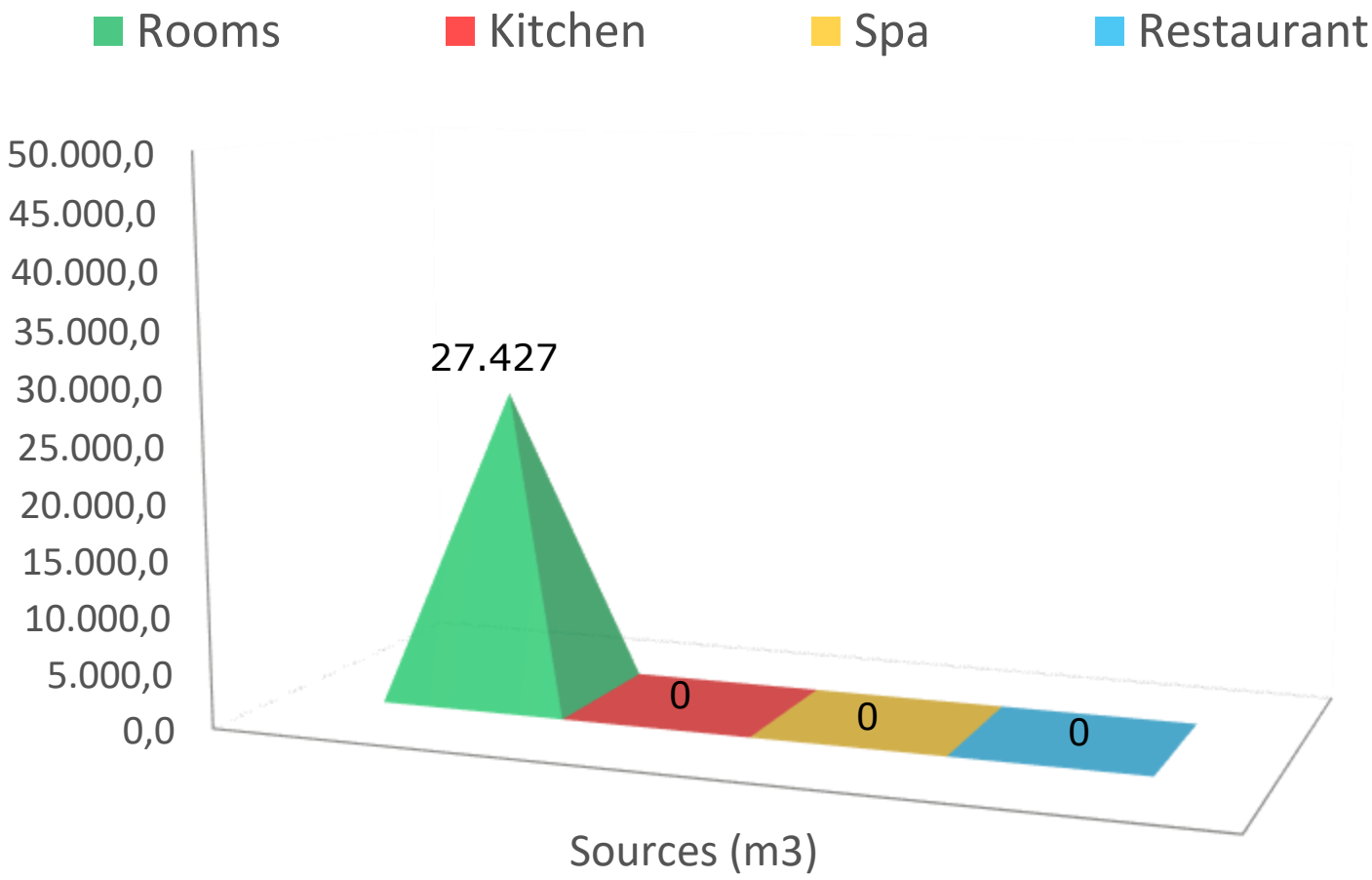
32. USE OF NATURAL RESOURCES (ELECTRICITY CONSUMPTION AMOUNT KWH)



32. USE OF NATURAL RESOURCES (WATER CONSUMPTION AMOUNT M3)



32. USE OF NATURAL RESOURCES (NATURAL GAS CONSUMPTION AMOUNT M3)



A. GREENHOUSE GAS EMISSION INSTRUCTION

GREENHOUSE GAS:

Atmospheric gases that contribute to the greenhouse effect and sustain life on earth. Increasing greenhouse gas concentrations in the atmosphere are changing the habitats in which humans evolved to live; this process is called global warming or climate change. Greenhouse gases include carbon dioxide, water vapor, nitrous oxide, ozone, methane and CFCs (chlorofluorocarbons).

GREENHOUSE GAS EMISSIONS:

A measurement associated with a specific group of gases related to human activities that change the earth's energy balance and therefore its climate. Greenhouse gases include water vapor, carbon dioxide, methane and nitrous oxides. Applying the global warming potential (GWP) of each greenhouse gas allows all such emissions to be converted into a common Carbon Dioxide Equivalent (CO_2e) unit, which compares and relates all greenhouse gas emissions and can be reported as one combined quantity.

WHY SHOULD WE MINIMIZE GREENHOUSE GAS EMISSIONS?

Greenhouse gases are considered among the most important causes of human-induced global warming. A study conducted in 2018 shows that the share of the tourism and travel sector in global greenhouse gases is between 8% and 11%. Reducing greenhouse gases produced directly or indirectly from accommodation and travel will reduce the environmental damage caused by tourism. This has a positive effect on the quality of clean air, one of tourism's natural resources, and on climate change.

PRACTICES TO IDENTIFY AND CALCULATE OUR ORGANIZATION'S GREENHOUSE GAS EMISSIONS;

1 : Determining Energy Consumption

- Collect the hotel's electricity, water and natural gas bills to determine energy consumption.
- Convert them into monthly or annual data.
- Multiply by emission factors. These factors may vary depending on the energy type and country.

2 : Determining Vehicle Emissions

- Collect data on the journeys of vehicles owned by the hotel.
- These data may include fuel consumption, mileage and vehicle type.
- Use emission factors to convert these data into greenhouse gas emissions.

3 : Determining Waste Emissions

- Review the hotel's waste management policies.
- Use these policies to determine the amount and types of waste.
- Use emission factors related to waste management to convert them into waste emissions.

4 : Determining Supply Chain Emissions

- Contact the hotel's suppliers and collect data related to the supply chain from them.
- These data may include the amount of energy used in supply, material transportation and production processes.
- Use emission factors to convert these data into greenhouse gas emissions.

B. GREENHOUSE GAS INVENTORY RESULTS

This report has been prepared to calculate the carbon footprint of ***Resun Hotel.***

Energy management and sustainability play an important role in the hotel sector for preventing global warming. Hotel management aims to measure energy consumption and determine its carbon footprint in order to reduce environmental impacts. This report analyzes greenhouse gas emissions arising from the hotel's energy consumption and presents recommendations for achieving sustainability goals.

Greenhouse Gas Scopes

Results	CO2e
Total Carbon Footprint	118,98 tCO2e
Annual Carbon Footprint per square meter or square foot	62,95 kgCO2e/sqm/yr
Meeting Area Carbon Footprint	6,30 tCO2e
Daily Carbon Footprint per Occupied Room	11,75 kgCO2/occ room
Daily Carbon Footprint per m2 of Meeting Area	0,017246 kgCO2e/occ room

Scopes	Description	CO2e
Scope 1	Fuels burned on site, such as gas, oil, mobile fuels and refrigerant gases	6,57 tCO2e
Scope 2	Purchased electricity	108,01 tCO2e
Scope 3	Externally procured laundry services	4,40 tCO2e

