




**SUSTAINABILITY MANAGEMENT
SYSTEM**

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1. Management System

The sustainability management system covers all management processes of our hotel. It establishes the general outlines of the sys, which can be adapted and developed, and reveals its policies. This system has been developed for the management and staff in accordance with the physical structure and scope of our hotel.

The basis of the management system is based on risk analysis. Risk analysis is carried out under the headings of natural disasters, culture, environment, society, economy, quality, human rights, health and security. New titles can be added when necessary. We have a crisis management policy that determines what needs to be done against risks that occur after risk analysis.

Sustainable management system; It includes the implementation of certain policies and setting targets by all employees regarding quality, economy, environment, culture, human rights, health, management and security, determining whether the targets are achieved and constantly improving the processes.


When the goals are achieved, new goals are set. When the goals are achieved, our policies and practices are reviewed, so we strive to continuously develop and improve.

Our hotel undertakes to fulfill the obligations of the sustainable tourism program and to continuously improve its management system to increase its sustainability performance.

The situation of the sector we operate in and any possible changes in environmental, social, economic, technological and legislation are constantly kept under control by us. Our management system constantly monitors any changes that may be made in the legislation. Systems and policies are updated if necessary.

We maintain a list of all necessary legal requirements so that our sustainability management system can be kept up to date. We check and update this list periodically.

Our sustainable management system is constantly updated on our official website. Our policies

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We constantly provide up-to-date information about. The institutions, organizations and individuals we interact with are invited to support sustainability.

We monitor the satisfaction surveys that our guests fill out for us electronically and provide the necessary answers in a timely manner. These surveys help us to improve ourselves and fix our current mistakes. Action is taken in line with the feedback we receive and new developmental targets are determined.


2. Facility Introduction and Facility Features

Our Grand Salizze Hotel & Spa is located in the Ahmet Vefik Paşa neighborhood, at the entrance of Bursa's Kestel district. We have a total of 73 rooms, including 66 standard rooms (2 beds), 6 suite rooms (2 beds), and 1 physically disabled room (2 beds).

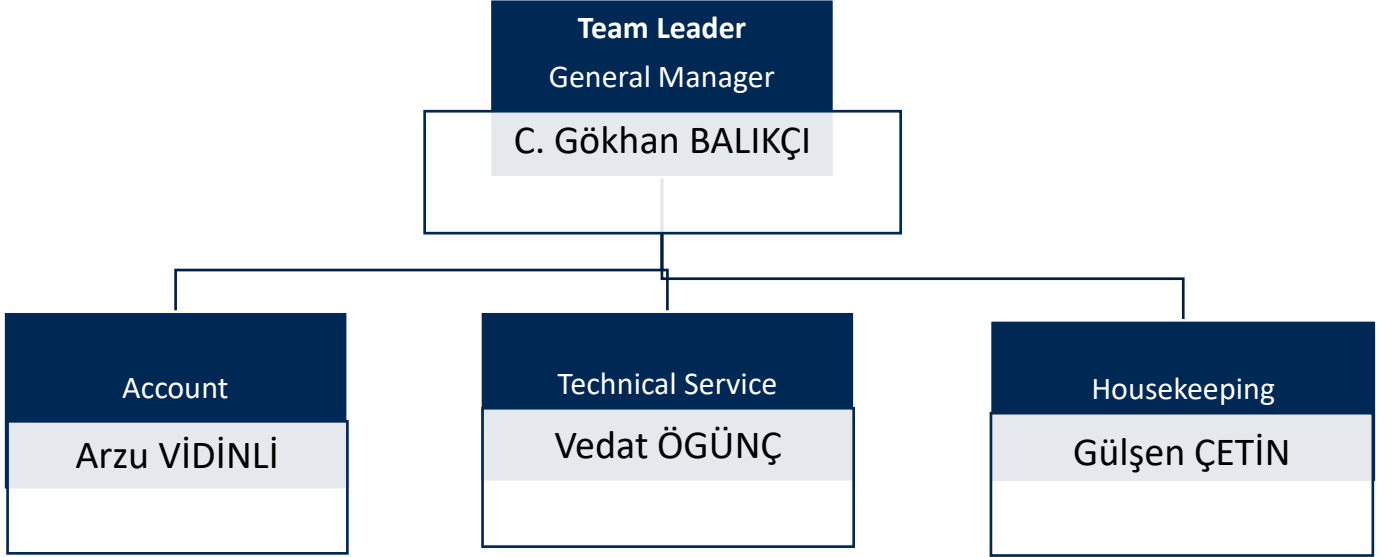
In addition, in our spa center in our hotel; There is a Turkish Bath, Sauna, Steam Room, Gymnastics Hall with Equipment.

We have 2 meeting rooms of different sizes that we serve for meetings and various invitations. We have the necessary equipment for meetings and various organizations. Additionally, there is an outdoor car park for 5 cars and a closed car park for 25 cars.

In our restaurant located on the terrace floor, we serve open buffet breakfast between 07:00 - 10:30 on weekdays and 07:00 - 11:00 on weekends. We also have A'la Carte service between 12:00 and 23:00.

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SUSTAINABILITY TEAM




3. Legal Compliance

Our Grand Salizze Hotel & Spa is committed to complying with the applicable laws and regulations and international agreements, maintains an up-to-date list of laws and regulations, and provides the necessary training to all personnel.

If requested, our hotel submits all necessary permits, certificates and documents to the relevant, authorized persons and institutions.

Documents to be submitted upon request; tourism business certificate, simple accommodation tourism operator certificate, business opening and working license, last month's personnel insurance declaration, tax certificate, emergency action plan, personnel training and certificates, contract with the workplace physician, if any, sewerage connection certificate obtained from the municipality, if any. treatment facility identification document and control documents, if any, documents related to groundwater use, thermal water usage permit, pool water measurements and control documents, if any, documents regarding pest control and other necessary documents.

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4. Stakeholders and Communication

Our Grand Salizze Hotel & Spa; It provides 100% accurate information in all promotions. The photographs and materials used in our marketing promotions on our current website, social media accounts and other printed and written promotional channels are completely realistic.

At the same time, our hotel shares what it does regarding sustainability with its employees and customers in an open and transparent manner on our social media and official website.


We have a survey system on our official website to receive feedback from our guests, public institutions, municipalities, employees, local people and all other people and institutions regarding our sustainability-related policies, performance and practices in our hotel. This survey system has been designed to enable and encourage our guests and staff to make notifications quickly and simply.

Guest satisfaction: Our Grand Salizze Hotel & Spa is a hotel focused on guest satisfaction. The results obtained from the guest satisfaction and sustainability survey are analyzed by us, negative feedback data is recorded, and responses are provided quickly. Necessary measures regarding negative notifications are taken as quickly as possible.

Personnel participation: The most important element of our management system is our employees. All our teammates know what to do in our management system and sustainability-related policies and practices. Training is given regularly to our employees regarding what they need to do. The processes to be followed and the filling of the necessary tables are done by our department managers.

All Grand Salizze Hotel & Spa staff take an active role in the development, improvement and updating of our management system and sustainability performance. Thanks to the feedback we receive from our staff, our system is reviewed and necessary improvements are made.

All required training in accordance with our management system, sustainability policies and legal

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regulations is regularly provided to our staff. The main ones of these trainings are; on the job

We implement annual training plans on training, guidance support, occupational health and safety training, hygiene training for kitchen service, massage and similar personnel, water and energy saving, chemical substance use rules, fire protection, first aid and similar subjects.

Documents of planned and given training are kept in the occupational safety file.

It is the responsibility of our managers to provide a fair and safe working environment for our employees. There is never any discrimination between employees in our hotel, the principle of equality is essential. Work is distributed among the staff, taking into account our principle of equality.


Our personnel are regularly provided with training against all kinds of discrimination they may encounter, such as religion, language, race, sect, mental and physical disability, and gender.

As a business method, precautions are taken against all kinds of discrimination and we offer all personnel, without discrimination, the opportunity to be promoted within the organization based on performance.

Grand Salizze Hotel & Spa employees have free and open access to all our training materials.

Our hotel undertakes to comply with the relevant provisions of the Labor Law No. 4857 and pays at least the minimum wage to its employees. In addition, our hotel undertakes to comply with the social insurance and general health insurance law no.

5510 and the occupational health and safety law no. 6331. The list of our insured personnel is included in our sustainability file along with our recruitment policy and is updated periodically.

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5. Accessibility

Our hotel, Grand Salizze Hotel & Spa, is committed to providing critical tourism services for everyone within its means and informs its guests and stakeholders clearly and accurately about the level of accessibility through its website. In addition, our hotel is committed to fully complying with the legal regulations regarding accessibility and to continuously improve in this regard. We strive to make continuous improvements for our visually and hearing impaired guests, as well as our physically disabled guests, so that they can easily benefit from our facility.

6. Purchase

As the management of Grand Salizze Hotel & Spa, our purchasing policy includes environmentally friendly, local, fair trade-based and efficient purchasing policies. In line with these policies, unnecessary purchases are gradually decreasing.


Our suppliers are also required to have sustainability-related certificates.

We regularly meet with all our suppliers and obtain the necessary documents in full. In addition, we prefer products that are transparent in content and sensitive to human health.

Local purchasing: We take care to use suppliers in our region as much as possible. For this reason, we regularly inspect our suppliers, update our supplier list and inform our suppliers.

We constantly measure the rate of goods and services received from our people in our region.

When our hotel purchases goods and services, we attach importance to working with fair trade suppliers, provided that the imported products are of high quality and reasonably priced.

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Environmentally friendly purchasing: We follow an environmentally friendly policy during the purchasing phase. In this context, we strive to make efficient purchases to reduce food and additive waste and attach importance to energy saving.

Purchasing that supports the producer: We support the producer in our local and regional purchases and prefer to purchase through fair trade intermediaries or directly from the producer.

As our hotel, Grand Salizze Hotel & Spa gives priority to environmentally friendly, that is, environmentally labeled products in all our purchases. For this reason, we work with suppliers separately according to the purchasing group.

When purchasing from our suppliers, we take care to choose those with sustainability certificates. Example certificates to look for from suppliers: ISO14001, ISO50001, ISO14064, ISO20400.

For wood, paper, fish and other foods, environmentally certified or traceable products are preferred. Example certificates that can be sought at suppliers: FSC, MSC, EU-EcoLabel, etc.


Threatened species and species that are prohibited for sale are not available in our hotel and are never used.

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

Efficient purchasing: as part of our purchasing policy, we prefer returnable, recycled and reusable goods.

We give priority to bulk purchasing and bulk product purchasing. In this way, fewer transportations are made in our hotel and less greenhouse gas emissions are produced.

We attach importance to the absence of unnecessary and excess plastic, paper, glass,

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wood and nylon packaging in the products we purchase.

We do not prefer disposable products when purchasing amenities and consumables. In this process, we continue to seek to reduce the consumption of disposable products. The use of disposable products is monitored by relevant department managers. Tables regarding disposable product consumption are presented in the attachment.

7. Cultural Sustainability Policy


Presentation of cultural heritage: Grand Salizze Hotel & Spa respects the Intellectual property rights of local people.

Elements of traditional and contemporary local culture have been evaluated in our cuisine, design and decoration of our hotel.

Artifacts: We do not buy or sell historical and archaeological artifacts in our hotel. We do not mediate their trade and do not exhibit them. We aim to support local artists by using paintings, sculptures and similar works purchased from local artists in our interior decoration.

Promotion of sustainable local gastronomy: Our hotel prioritizes the consumption of local products.

We put forward innovative practices to ensure sustainability in our gastronomy activities. In our restaurant, we focus on dishes from Turkish cuisine. In this context, milk halva, the local dessert of Bursa... It is one of our guests' favorite products.

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8. Energy and Environment


Energy saving: Our hotel improves and implements its energy policy day by day. In order to improve in this regard, our energy consumption is regularly measured, monitored and care is taken to reduce it. We raise awareness and train our guests and staff about energy saving.

Our hotel groups energy consumption according to energy type, and the energy consumption of different units is monitored. Our energy consumption tables are attached. We identify activities that increase energy consumption in our facility and plan and implement measures to reduce energy consumption in these areas. In our hotel, we have practices such as the use of LED bulbs instead of high energy consumption lighting and the use of card electrical systems in the rooms. Energy-saving equipment is mostly used in our hotel.

9. Water Management and Wastewater

In our Grand Salizze Hotel & Spa, Water Saving Policy is implemented. Our policy includes regular measurement, monitoring and reduction of water consumption. During the construction of our facility, waterways, water storage basins and wetlands were not changed, and surface runoff was not reduced as much as possible. Due to our hotel's water use activities, creatures living in waters such as seas and lakes are not harmed.

The water we use in our hotel comes from a legal and sustainable source. Our hotel Birgül complies with all legal requirements and regulations in the use of water. The necessary legal documents and permits regarding this issue are kept in the sustainability and environmental files.

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We measure our water consumption regularly. We calculate and report the total amount of water used per guest staying at the hotel. This table is attached.

We have efforts and goals to reduce water consumption. We continue to plan corrective measures to minimize consumption. Water-saving equipment is used in our hotel. Our guests staying at our hotel are informed about changing the sheets and towels at their request. We have various applications like this.


We inform and guide our staff and guests to reduce water consumption. As the Grand Salitze Hotel & Spa family, we use all our resources to prevent wastewater from harming the environment. Regulations set by the local government are followed for the disposal of waste water. Legal requirements are complied with in this regard.

10. Food Waste and Solid Waste

At Grand Salitze Hotel & Spa, we meticulously implement our solid waste management plan. Our plan is to ensure regular measurement and monitoring of waste production, waste reduction, reuse, recycling and waste disposal in the best possible way. The table used for solid waste tracking is attached. Our hotel regularly informs and guides its employees and guests about waste management through various visual and communication materials.

The solid waste produced is taken by authorized and licensed companies. Waste resulting from construction and design changes is separated and delivered to licensed buyers for recycling.

Our search for sustainability for food waste continues. In this context, companies that

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produce food for stray animals from food waste in the Bursa region or nearby are being investigated.

Our search has not yet been concluded. It is aimed that solid waste disposal will not have a negative impact on the local population or the environment.

Compliance with the "zero waste regulation" legislation regarding solid waste management is ensured.

11. Use of Chemical Substances

All chemical materials used in Grand Salizze Hotel & Spa are purchased and stored under appropriate conditions. The purchase of these chemical materials is made in accordance with the transparent content criterion.

Care is taken to select chemicals from among alternatives whose contents do not harm nature and living life.


Content examples of the chemical materials used are included in our sustainability file.

Our guests coming to our hotel are informed about how to dispose of chemicals, medical supplies and their waste that are considered harmful to the environment.

12. Environmental pollution management

At Grand Salizze Hotel & Spa, in addition to physical pollution, other environmental pollution risks such as noise, sound and light that may negatively affect the local population are also monitored.

Our guests and staff are informed to protect the local people living in the surrounding area from these factors.

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13. Guest communication

We inform our guests and staff staying at our hotel about our sustainability policy and get their opinions.

We ensure that our staff and guests are involved in our Sustainability process.

In this way, we share our view of sustainable living with all our guests and staff and aim to make them adopt this policy.

We inform our guests verbally and in writing about historical and natural areas with the brochures we use in line with our regional promotion goal.

In addition, we raise the awareness of our guests by providing them with the necessary information about the protection of natural life and historical areas before their visits.

We direct our guests to public transportation or climate-friendly alternative modes of transportation for all kinds of visits and excursions during their stay.

In case of need, we aim to contribute to the economy of the local people by directing our guests to nearby shops and bazaars that they can reach on foot.