

SUSTAINABILITY POLICY

Our sustainable management system policy at Royal Group Hotels is to prioritize and take necessary measures to protect the social, cultural, fundamental rights and freedoms, health and safety rights of guests, staff, and third parties in all our operations, without discrimination based on religion, language, race, gender, sexual orientation, or physical capabilities; to act in an environmentally conscious manner in all our internal and external activities; and to continuously improve our operations and personnel while considering their quality and economic interests. Within this scope, our primary responsibilities are:

Children's Rights:

Children are the inheritors of a bright future. Recognizing them as individuals, upholding their rights, and protecting them from all forms of psychological, physical, sexual, emotional, commercial, and other forms of violence and abuse is our primary responsibility. To protect children from physical or mental assault, violence or abuse, neglect or negligent treatment, and all forms of abuse and mistreatment, including sexual assault, we provide training to our entire team on preventing and recognizing child abuse. At Royal Group Hotels, we do not tolerate child labor and expect the same sensitivity from all our business partners. Within Royal Group Hotels, we provide environments and opportunities that contribute to children's development, where they can freely express their thoughts, desires, and feelings, and feel free and comfortable. We guide children to adopt an approach that protects them without harming others, encourage them with empathy and a loving approach, provide guidance to help them understand each other's feelings and thoughts in their interactions with other children, and celebrate their successes at every opportunity. In environments where we entrust children to our care (such as children's clubs), we ensure they know how to contact their parents or another trusted adult. We are vigilant in cases involving the use of physical force against a child that harms their mental health, development, or dignity; persistent exposure to rejection, humiliation, accusation, or threats; and sexual abuse by an adult or another person who is developmentally older than the child. When we witness suspicious activities, we first inform the facility management and, if necessary, seek help from the Social Support Hotline.

Employee and Human Rights:

The aim is to create awareness in every employee by providing a fair, transparent, efficient, healthy, honest, and trust-based work environment focused on gender equality and development. Within the framework of equality and inclusion principles, all discriminatory elements based on individual characteristics such as gender, age, marital status, religion, language, ethnicity, pregnancy status or possibility, and all attitudes and behaviors that may harm human dignity, such as corporal punishment, physical/psychological pressure, insults, and ill-treatment, are completely opposed in all practices, starting from the recruitment process and continuing through training, promotion, performance management, career management, and compensation. We aim to create a work atmosphere that provides trust and support, strengthens solidarity and sharing, appreciates new and creative ideas, and offers opportunities for long-term personal and professional development. We act with a sense of social responsibility regarding the non-employment of individuals under the age of 18 and/or child labor, as required by law, legislation, and regulations. In accordance with our working principles, we take care not to exceed the working hours stipulated in legal regulations, except for short-term extraordinary working conditions. At the workplace; A "Zero Tolerance Approach" is adopted against violence, domestic violence, and/or violations of sexual integrity in relationships among employees, between employees and stakeholders, and/or among stakeholders themselves, and all possible sanctions are applied in possible cases. Findings from practices aimed at employee satisfaction are used to provide incentives to increase employee motivation and strengthen commitment to the

organization. The effective implementation of work-life balance policies and procedures is considered important in establishing a balance between employees' private and work lives.

Women's Rights and Equality:

At Royal Group Hotels, we support gender equality in working life for everyone, regardless of gender, through equal access to work and professions, opportunities, resources, and decision-making mechanisms; career advancement, security, continuity, equality in productivity, and equal pay for equal work, equal treatment, equal rights, and equal rewards. As Royal Group Hotels, we have effective occupational health, safety, and employee welfare programs, offering decent working conditions, health and well-being guaranteed, and practices based on equality. Women's participation in the labor market is a crucial factor for economic growth and development. With this in mind, we support women's participation in the workforce in all our departments and offer equal opportunities. We organize and assign tasks based on the principle of equality. We establish the necessary mechanisms to ensure equal access to career opportunities. We create and monitor training policies, pay special attention to women's participation, and support increased awareness. Work and family are the two most important areas where people spend a large part of their daily lives, make future plans, and aim for success. Therefore, at Royal Group Hotels, we create work environments and practices that protect work-family life balance. We do not allow women to be subjected to any form of harassment, intimidation, discrimination, suppression, coercion, slander, threats, intimidation, ridicule, abuse, or any other form of psychological attack such as humiliating or degrading remarks in front of others. We are always aware of the value that our women bring to the world and to Royal Group Hotels, and we support their presence.

Accessibility;

At Royal Group Hotels, ensuring everyone receives equal, safe, and comfortable service is our fundamental priority. We design our products and services to facilitate access for people with disabilities, children, and individuals with special needs, making the necessary arrangements. We create environments that meet accessibility, health, and safety standards for all our guests, staff, and visitors with special needs, physical sensitivities, or challenges. We provide our staff with regular training on accessibility, disability awareness, and proper communication. Our emergency plans prioritize the safety of individuals with special needs. As part of our sustainability management system, we continuously monitor, measure, and evaluate our accessibility practices and goals, and initiate corrective actions when necessary. With all these practices, we are committed to providing an inclusive, respectful, and barrier-free experience for everyone.

Procurement; As Royal Group Hotels, we are committed to conducting all our procurement processes in accordance with the law, ethical principles, environmental awareness, and social responsibility. In our procurement activities, our fundamental principles are:

- Acting in accordance with laws and ethical rules,
- Avoiding the procurement of endangered species,
- Providing equal treatment without discrimination based on religion, language, race, gender, sexual orientation, or physical ability,
- Respecting the rights of supplier and subcontractor employees,
- Prioritizing local and environmentally conscious suppliers.

We establish honest, fair, impartial, and transparent relationships in our supply chain; and we fulfill our obligations on time. We expect our suppliers to adhere to the same ethical and environmental standards and cooperate with them to adopt our sustainability principles. Our preferred suppliers are:

- Environmentally and socially conscious, carrying out energy efficiency and waste reduction activities,

- Providing fair working conditions, not employing child labor, rejecting forced labor,
- Valuing gender equality and respecting employee rights,
- Compliant with legislation and open to continuous improvement.

We encourage mutual feedback and best practice sharing with our suppliers for continuous improvement. Our goal is to create a sustainable supply chain that is sensitive to the environment, society, and the economy.

Environmental Protection and Waste Management:

At Royal Group Hotels, we embrace environmental protection and pollution prevention as a fundamental principle. For a sustainable future, we develop continuous improvement and innovative solutions, striving to reduce our environmental impact and provide societal benefits. We evaluate the environmental impact of our projects in accordance with legal regulations, identify potential risks, and take precautions. We prioritize energy-efficient technologies with low waste generation. We minimize waste generation, encourage recycling, and implement an effective waste management plan. We separate waste at the source, deliver it to licensed companies in accordance with legal deadlines, and maintain regular records. We inform our employees and guests about environmental awareness and encourage environmentally friendly behaviors. We use water, energy, and other resources efficiently to conserve natural resources. In purchasing products and materials, we prefer long-lasting, recyclable, and environmentally friendly products. We regularly use and maintain waste sorting systems in general areas. To prevent environmental accidents, we conduct risk analyses, create emergency plans, and provide necessary training to our personnel. We support environmental improvements by collaborating with local governments, NGOs, and other stakeholders. We regularly monitor, assess, and transparently report on the environmental impact of our operations.

Energy Efficiency;

The efficient use of natural resources and the transition to clean energy are of vital importance for future generations. At Royal Group Hotels, we act with this awareness, aiming to support environmental sustainability and economic prosperity, and to provide social benefits. Our main goal in energy management is to reduce energy consumption, increase efficiency, and minimize environmental impact. In this regard, we act in accordance with national and international standards, legal regulations, and sustainability principles. We set targets to reduce energy use and continuously improve our performance, voluntarily implement practices, and regularly monitor and evaluate them. Within this scope:

- We prefer energy-efficient products, equipment, and technologies, and update our existing systems with more efficient alternatives.
- We encourage the purchase of energy-efficient products and services and provide our personnel with training on proper use and maintenance.
- We support a culture of continuous learning and development in energy saving, renewable energy use, and resource efficiency.
- We conduct regular awareness and training programs to educate our employees, guests, visitors, and business partners.
- We cooperate with all our stakeholders on energy management, set common goals, and work together in implementation.
- We measure and monitor our energy performance and develop action plans for continuous improvement.
- We document our Energy Management System, disseminate it to all departments, and regularly review and update it.

Our goal is to reduce our environmental impact by increasing energy efficiency, conserve natural resources, and create a sustainable living environment for future generations.

Social and Cultural;

Royal Group Hotels maintains its commitment to the local community and geography; respecting the history, cultural heritage, and traditions of the community. We contribute to the economic, social, and cultural development of the region and aim to establish a sustainable relationship with the local community. We support increased access to local resources and contribute to the transmission of values, rituals, art forms, and lifestyles from the past to future generations. We advocate for equal rights and opportunities for every individual; we do not allow any discriminatory activities against opinions, ethnicity, beliefs, or vulnerable groups. We prioritize the identity and needs of the local community. We collaborate with local leaders, NGOs, and local governments to better understand the priorities and sensitivities of the region. We listen to the views of the local people through meetings, workshops, surveys, or direct communication, and encourage their participation in decision-making processes. We develop sustainable tourism practices for the preservation of historical and archaeological heritage. We inform visitors about compliance with conservation rules and organize educational activities to raise awareness in the community about the importance of these areas. We contribute to the regional economy by supporting local employment and supply. We encourage the development of local producers, suppliers, and small businesses, and increase the use of local products. We offer our employees training and professional development opportunities, thus helping the local community realize its potential. We provide information about the region's cuisine, cultural events, traditions, and activities, and support the promotion of local culture. In this context, we ensure that our employees are trained in local culture, history, and values, and allow our guests to experience the region in its authentic form. Our aim is to create a sustainable approach that respects the local community, protects cultural heritage, supports economic development, and is based on mutual trust with the community.