



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	01 / 19

CONTENTS

A. DEMONSTRATING EFFECTIVE SUSTAINABLE MANAGEMENT

A1 SUSTAINABILITY MANAGEMENT SYSTEM

A2 LEGAL COMPLIANCE

A3 STAKEHOLDER REPORTING AND COMMUNICATION

A4 STAFF ENGAGEMENT

A5 GUEST EXPERIENCE

A7 BUILDINGS AND INFRASTRUCTURE

7.3 SUSTAINABLE PRACTICES AND MATERIALS

7.4 ACCESS FOR ALL

A10 DESTINATION PARTICIPATION

B. MAXIMISING THE SOCIAL AND ECONOMIC BENEFITS FOR THE LOCAL/REGIONAL COMMUNITY AND MINIMISING NEGATIVE IMPACTS

B1 SUPPORTING THE LOCAL COMMUNITY

B2 LOCAL/REGIONAL EMPLOYMENT

B3 LOCAL/REGIONAL PROCUREMENT

B6 EQUAL OPPORTUNITIES

B7 GOOD/DECENT WORK

B9 LOCAL/REGIONAL LIVELIHOODS

C. MAXIMISING THE BENEFITS OF CULTURAL HERITAGE AND MINIMISING ITS NEGATIVE IMPACTS

C2 PROTECTION OF CULTURAL HERITAGE

C3 PRESENTATION OF CULTURAL HERITAGE

D. MAXIMISING BENEFITS TO THE ENVIRONMENT AND MINIMISING NEGATIVE IMPACTS

D1 PROTECTION OF RESOURCES

D1.1 ENVIRONMENTALLY CONSCIOUS PROCUREMENT

D1.2 EFFICIENT PROCUREMENT

D1.3 ENERGY SAVINGS

D1.4 WATER SAVINGS

D2 REDUCTION OF POLLUTION



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	02 / 19

D2.1 GREENHOUSE GAS EMISSIONS

D2.2 TRANSPORT

D2.3 WASTEWATER

D2.4 SOLID WASTE

D2.5 HAZARDOUS SUBSTANCES

D2.6 MINIMISING POLLUTION

D3 PROTECTION OF BIODIVERSITY, ECOSYSTEMS AND LANDSCAPES

D3.1 PROTECTION OF BIODIVERSITY

D3.3 VISITS TO NATURAL AREAS

D3.4 WILDLIFE INTERACTIONS



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	03 / 19

A DEMONSTRATION OF EFFECTIVE SUSTAINABLE MANAGEMENT

A1 SUSTAINABILITY MANAGEMENT SYSTEM

AYAZ APART HOTEL implements a long-term sustainability management system that addresses environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management issues appropriate to the size and scope of our business and guides continuous improvement. This handbook forms the basic framework of the Sustainable Management System and sets out its policies.

Our Sustainable Tourism Management System is based on risk analysis. Risk analyses have been conducted on the environment, natural disasters, society, culture, economy, quality, human rights, health and safety, and we have a crisis management policy and system in place that determines what to do if risks materialise. New items can be added to the risk analyses when necessary. Risk analysis and crisis management have been incorporated into the Risk Analysis Procedure.

AYAZ APART HOTEL undertakes to fulfil its second-stage obligations and to continuously improve our Sustainable Tourism Management System to enhance sustainability performance.

In this regard, it establishes policies on quality, economy, environment, culture, human rights, health and safety, and ensures that all employees comply with these policies. It sets targets within the framework of these policies, monitors the status of achieving these targets and the setting of new targets.



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

Performance status regarding the achievement of targets, the state of the sector, environmental, social, technological, economic and cultural risks, and changes and updates arising from legislation are reviewed at regular intervals, and the system and documentation are updated where necessary. The steps of the process are outlined in the Management Responsibility Procedure.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	04 / 19

The PDCA cycle is used in all steps of our Sustainable Management System. The PDCA cycle can be explained as follows.

PDCA CYCLE			
PROBLEM SOLVING	PLAN	DEFINE THE PROBLEM	DECISION PROCESS
		DEFINE THE PURPOSE AND CRITERIA	
		IDENTIFY SOLUTION ALTERNATIVES	
		AVELUATE THE ALTERNATIVES	
		CHOOSE THE BEST OPTION	
	DO	IMPLEMENT THE DECISION	
	CHECK	AVELUATE THE RESULT	



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

	ACT	STANDARDISE, ENSURE CONSISTENCY AND SUSTAINABILITY
--	-----	--

PLAN: Establishing the resources required to achieve the system's objectives, processes, and results in line with guest requirements and the organisation's policies, defining and determining risks and objectives.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	05 / 19

IMPLEMENT ; Our hotel establishes and implements its fundamental policies and practices regarding environmental, cultural, social, human rights, health and safety matters.

MONITOR ; Monitoring, measuring (where applicable) and reporting on processes and the resulting products and services in terms of policies, objectives, conditions and planned activities.

TAKE ACTION; Where necessary, activities are carried out to improve performance. Records are kept of the activities carried out.

A2 LEGAL COMPLIANCE

Our hotel undertakes to comply with applicable laws, regulations and international agreements. It maintains an up-to-date list of these, which is periodically monitored by the relevant department manager. It informs staff of any changes and provides them with the necessary training.

AYAZ APART HOTEL also operates in accordance with all local/regional, national and international legislation and regulations in its own sector as well as in health, safety, labour and environmental matters.

Upon request, our hotel will present all necessary permits, certificates and documents to the relevant authorities. These documents include the Tourism Business Certificate, Workplace Opening and Operating Licence, the personnel insurance declaration for the last month, tax certificate, emergency action plan, personnel training and certificates, workplace doctor contract, sewerage connection letter obtained from the municipality, pool measurement and analysis documents, documents proving pest control measures have been taken, and other necessary documents.



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	06 / 19

A3 STAKEHOLDER REPORTING AND COMMUNICATION

AYAZ APART HOTEL communicates its sustainability policy, actions and performance to its stakeholders, including guests, and seeks their support.

Our hotel attaches great importance to promotion in all areas. Using authentic materials in promotion is important for our business. On the internet, social media accounts, and other printed and written promotional channels and marketing communications, our hotel has a transparent and realistic structure in terms of its products and services.

Our hotel also shares its policies and sustainability-related actions and operations openly and transparently with its staff and guests. To do this, our hotel uses its website and notice boards. Periodic reports on sustainability performance are published on our website.

The frequency of these reports is outlined in the Management Responsibility Procedure. The report is evaluated at specific intervals and presented in written form to management and staff, and to guests and relevant stakeholders (tour operators, suppliers, etc.) via the website. This report includes policies, targets, and analyses of the rate of achievement of these targets.

We take care to receive feedback from our guests, public institutions, municipalities, our staff, the local community where we operate, and all other individuals and organisations regarding our sustainability performance, policy, and practices.

The system we have established at our hotel is designed to enable and encourage our guests and staff to provide feedback quickly, easily, and effectively. This system includes survey applications for guests, monitoring of social media accounts, monitoring of comments made by guests on websites, survey and suggestion applications for employees and other communication channels, and communication via email for all other stakeholders, along with regular monitoring of these channels.



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	07 / 19

A4 STAFF INVOLVEMENT

Our staff are the most important element of our hotel's Sustainable Management System. Our staff know what they need to do within our management system and in relation to our sustainability policies and practices. What our staff need to do is defined in writing, communicated to them, and the necessary training and guidance is provided on a regular basis. The training provided is recorded.

Our employees play an active role in developing and continuously improving our management system and sustainability performance. Our system is reviewed based on feedback from our employees, and improvements are made where necessary.

In line with our sustainability policy and management system, our employees receive orientation training, periodic training programmes related to sustainability and their work areas, on-the-job training, training required by legal regulations, and guidance support.

We plan and implement annual training programmes on occupational health and safety, hygiene, zero waste, water and energy conservation, chemical substance usage rules, fire prevention, first aid, and other related topics. Our employees have free and open access to all training materials.

Our hotel undertakes to comply with the relevant provisions of the Labour Law No. 4857 and pays its employees at least the minimum wage. Furthermore, Parkım Ayaz Hotel undertakes to comply with the Social Insurance and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331.

Our hotel has established a 'Sustainability Team' to manage sustainability activities.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	08 / 19



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

A5 GUEST EXPERIENCE (PARTICIPATION)

AYAZ APART HOTEL values guest satisfaction. Feedback from systems related to sustainability is monitored, presented to management at specific intervals, and corrective measures are taken. Feedback is provided to guests. Corrective measures and feedback received from guests are recorded.

A7 BUILDINGS AND INFRASTRUCTURE

7.3 SUSTAINABLE PRACTICES AND MATERIALS

AYAZ APART HOTEL has utilised locally sourced materials, practices, and handicrafts in its buildings and design where appropriate and feasible. In our hotel garden, you may observe numerous local touches, such as Bodrum-specific pottery, wooden and wicker decoration materials in areas used by guests, and more.

Natural and endemic plants obtained from sustainable sources have been used in landscaping and decoration, avoiding exotic and invasive species. Throughout our hotel, you will find many varieties of citrus and bougainvillea native to the Bodrum region. Our gardeners propagate local endemic species and plant them in many areas of the hotel.

Our hotel landscape features plants that are drought-resistant, robust, and highly tolerant of potential conditions.

The use of environmentally and human-friendly products in the materials and construction practices employed in our buildings is of paramount importance. Construction waste generated as a result of our construction activities is separated in an environmentally sound manner and disposed of in accordance with local municipal regulations and laws.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	09 / 19

7.4 ACCESSIBILITY (ACCESS FOR ALL)

AYAZ APART HOTEL undertakes to provide accessible tourism services for all within its capabilities. The level of accessibility is communicated clearly and accurately to guests and stakeholders via accessible platforms and the website.



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

Our hotel also undertakes to fully comply with legal regulations regarding accessibility and to continuously pursue and commit to improvements in this area. Transportation facilities are provided to ensure that disabled guests and guests with special needs can move around the premises comfortably. We strive to make continuous improvements not only for physically disabled guests, but also for guests who are unable to participate in tourism activities due to disabilities such as visual or hearing impairments.

Our hotel regularly maintains and repairs accessibility regulations and infrastructure, and improvements are made when necessary. In addition, our employees are regularly informed about accessibility issues.

A10 DESTINATION PARTICIPATION

Our hotel and members of our Board of Directors are members of many official institutions and civil society organisations, such as the Bodrum Chamber of Commerce and the Bodrum Hoteliers Association.

Our Board of Directors and General Manager participate in meetings related to sustainable tourism and contribute to raising awareness among other businesses in our region.

B MAXIMISING THE SOCIAL AND ECONOMIC BENEFITS FOR THE LOCAL/REGIONAL COMMUNITY AND MINIMISING NEGATIVE IMPACTS

B1 SUPPORTING THE LOCAL COMMUNITY

AYAZ APART HOTEL maintains relationships with the local community. It has identified needs and opportunities for support and is evaluating the potential benefits and impacts.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	10 / 19

In line with requests from the local/regional community, opportunities are available to display their work in the hotel's indoor and outdoor areas. To take advantage of this opportunity, simply contact us by email or telephone.

The à la carte restaurant in our hotel is available for use by the local community. Here, they can benefit from tourism facilities and services.

B2 LOCAL/REGIONAL EMPLOYMENT

AYAZ APART HOTEL prioritises providing employment opportunities for the local/regional community. The employment rates of our staff and managers residing



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

locally/regionally are measured at specific intervals. The measurement results are evaluated, and targets and actions to increase the rate are determined.

Our hotel always offers internship opportunities for the local/regional community. Training requested by staff is provided. In addition, training requested by the local/regional community is provided through cooperation with public institutions such as community colleges or tourism colleges.

B3 LOCAL/REGIONAL PROCUREMENT

Our procurement policy includes policies aimed at local, environmentally conscious, fair trade-based and efficient procurement.

The goods and services procured by our hotel are monitored. Suppliers are consulted at regular intervals, and their sustainability-related certificates, information, and documentation are checked and audited.

The proportion of goods and services purchased from businesses owned and operated by the local/regional community is measured. It is important for our business that businesses not owned or operated by the local/regional community comply with the definition of fair trade.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	11 / 19

B6 EQUAL OPPORTUNITY

AYAZ APART HOTEL / Staff are employed without discrimination based on language, race or gender, and employment opportunities are offered, including management positions.

Protected groups and vulnerable groups have been identified. The proportion of these groups within our staff is monitored and compared with the local/regional demographics. Members of these groups are also promoted without discrimination in internal promotions.

B7 GOOD / RESPECTABLE WORK

AYAZ APART HOTEL staff working conditions comply with national and international laws and regulations. Relevant departments regularly monitor national and international



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

laws and regulations. Staff are not employed below the minimum wage. Contracts with employees provide health and social support.

The educational levels of all staff are monitored. Training provided is recorded. Training requests from management, department managers and staff are evaluated. Requested training is provided.

Accommodation is provided for our staff. Water, sanitation and hygiene facilities are available both in the accommodation and in the work areas. Staff uniforms are provided by our hotel and cleaned by our hotel.

Staff satisfaction is monitored at regular intervals. The results are evaluated by management. Necessary investments are made. A complaint mechanism is in place for our staff.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	12 / 19

B9 LOCAL/REGIONAL LIVELIHOODS

AYAZ APART HOTEL shall take into account local/regional access in decisions regarding growth, investment, development, and operations. Should access to local/regional livelihoods decrease, a mechanism shall be in place to notify local/regional communities of this decrease.

C MAXIMISING THE BENEFITS OF CULTURAL HERITAGE AND MINIMISING ITS NEGATIVE IMPACTS

C2 PRESERVATION OF CULTURAL HERITAGE

AYAZ APART HOTEL contributes materially and spiritually to the preservation and development of local/regional properties, areas, and traditions of historical, archaeological, cultural, and spiritual significance.

C3 PRESENTATION OF CULTURAL HERITAGE

AYAZ APART HOTEL values the preservation of local culture, traditions and artefacts for future generations, thereby supporting cultural tourism resources. It respects the intellectual property rights of the local community.



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

AYAZ APART HOTEL reflects local/regional art/crafts in its spaces and the decoration materials used. AYAZ APART HOTEL provides financial and moral support to festivals and organisations that are unique to the region, important for its promotion and the development of the local community.

It ensures that local and foreign guests are informed about the subject by displaying posters on boards within the hotel. It provides information and guidance about the cultural heritage found in the destination. The views of the local/regional community are taken into account in the presentation of the local/regional cultural heritage.

Our staff are provided with informative training on cultural heritage sites and historical landmarks located at the destination.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	13 / 19

D MAXIMISING ENVIRONMENTAL BENEFITS AND MINIMISING NEGATIVE IMPACTS

D1 CONSERVING RESOURCES

D1.1 ENVIRONMENTALLY CONSCIOUS PURCHASING

AYAZ APART HOTEL, with its Sustainable Purchasing Policy, prioritises environmentally conscious and sustainable suppliers and products, including goods, food, beverages, construction materials, and consumables. This policy covers all types of products purchased, including construction, cleaning and consumable materials.

The policy is displayed in areas visible to staff and guests and is sent to supplier companies. Species facing extinction are not used or purchased. Care is taken to select recyclable or eco-labelled products.

Our hotel follows an environmentally conscious policy during purchasing procedures, prioritising efficient purchasing, energy conservation, and water conservation to reduce food and solid waste.

In line with our purchasing policy, our hotel prioritises environmentally conscious products (environmentally labelled products). If environmentally labelled products are not available in the product group to be purchased, the relevant products are selected from suppliers and manufacturers whose production and all other processes do not harm the environment.

Within this framework, our hotel prioritises selecting suppliers with sustainability certifications when making purchases. Examples of certifications sought from suppliers include ISO 14001, ISO 50001, ISO 14064, and ISO 20400.



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

Environmentally certified products (FSC, MSC, EU Eco-Label, etc.) or traceable products are preferred for wood, fish, paper, and other food items.

A list has been created regarding endangered species and species whose purchase is prohibited (fish, trees, plants, game animals, etc.), and the relevant persons have been informed. They are not brought into our hotel or used.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	14 / 19

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

Our hotel has targets regarding working with environmentally certified, local, and fair trade supplier companies. Within this framework, we aim to increase the number of local and fair trade suppliers in our purchases and take care to do so.

D1.2 EFFICIENT PURCHASING

At AYAZ APART HOTEL, in line with our Sustainable Purchasing Policy, we carefully manage the purchase of consumables and single-use items, including food, to minimise waste. Bulk purchasing is carried out, and unnecessary packaging consumption is avoided. Reducing solid waste and food waste is important when purchasing.

Our purchasing policy is designed to favour reusable, returnable, and recycled materials. Our hotel also prioritises bulk and bulk product purchases. This results in fewer deliveries to our hotel and lower greenhouse gas emissions.

Our primary priority and preference is to avoid unnecessary and excessive plastic, nylon, paper, glass, and wooden packaging in the products delivered to our hotel. We avoid single-use products and unnecessary packaging when purchasing consumables and brochure items. The purchase and use of consumables and single-use products are monitored and managed.

D 1.3 ENERGY SAVINGS

AYAZ APART HOTEL has an energy saving policy. This policy includes the regular measurement, monitoring and reduction of energy consumption and the use of renewable energy.

Energy consumption is monitored and measured at our hotel, and investments are made to minimise total consumption. The use of renewable energy is important in our business. The energy consumed is grouped according to type and monitored on a monthly basis.



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	15 / 19

Energy targets are set. Compliance with the set targets is monitored and reported to management. In addition, advice on reducing energy consumption is displayed on boards in two different languages for guests.

Furthermore, it is important for our business to choose products with the highest energy efficiency for all mechanical and electrical equipment. Systems such as photoelectric and LED lighting, inverter air conditioning and heating systems, heat pumps, etc. are used. All insulation and sealing applications in buildings are carried out thoroughly to prevent energy loss.

Our hotel identifies activities with high energy consumption, plans and implements corrective measures to reduce energy consumption in these areas and activities. Our hotel informs and educates its employees and stakeholders on energy conservation.

D 1.4 WATER CONSERVATION

AYAZ APART HOTEL has a water conservation policy in place. Our policy involves the regular measurement, monitoring and reduction of water consumption.

At AYAZ APART HOTEL, our water-related risks have been assessed and a water management plan has been developed. The Water Risk Atlas, prepared by the World Resources Institute, was used during the risk identification process. The water management plan developed includes targets and reports aimed at measuring and monitoring water usage and reducing water consumption.

The primary objective in setting targets is to reduce risks; therefore, water monitoring is conducted on a monthly basis, based on water usage per guest/night. Care is taken to use the necessary equipment and implement practices to minimise water consumption. Staff are provided with training on water conservation. Visuals related to water conservation are presented to staff and guests.

Our hotel complies with all legal requirements and regulations regarding water use. Water comes from a legal and sustainable source. Mains water is used in our business. The water we use has no negative impact on the living creatures in the surrounding seas and lakes, the local community's access to water, or the ecosystem.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

EK 001	01.04.2025	01	01.12.2025	KALİTE	16 / 19
--------	------------	----	------------	--------	---------

Nevertheless, the potential risk to the ecosystem has been assessed in the risk analysis and the necessary measures have been taken.

In line with our water consumption targets, ornamental pools are not used in our hotel. Equipment that reduces water usage in garden irrigation, plants that require less or no watering, and garden layouts that favour daylight are preferred.

Our hotel employs best practices such as changing sheets and towels daily at the guest's request. Our hotel informs and guides its employees, guests, and stakeholders on water conservation via the internet and/or informative boards.

D2 REDUCTION OF POLLUTION

D 2.1 GREENHOUSE GAS EMISSIONS

All significant greenhouse gas emissions from sources controlled by AYAZ APART HOTEL are identified, and total direct or indirect greenhouse gas emissions are monitored. The carbon footprint per guest/night is monitored and managed. Procedures are implemented and measures are taken to prevent or minimise annual emissions. Offsetting the remaining emissions of the business is encouraged.

D 2.2 TRANSPORTATION

At AYAZ APART HOTEL, measures are taken to reduce transport requirements. Guests are informed about car and bicycle rental options and public transport timetables, and are directed towards alternative transport options such as bicycle rental and public transport. Our staff are provided with accommodation in lodgings near the hotel. We offer a shuttle service for staff residing in Bodrum.

Local/regional suppliers are preferred. Purchasing orders are placed on specific days and in bulk. Efforts are made to minimise the use of transport in daily operations.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	17 / 19

D 2.3 WASTEWATER

AYAZ APART HOTEL complies with the regulations established by the local authority for the disposal of wastewater generated as a result of production/accommodation.



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

Compliance with the legal requirements in this regard is important for our facility. Our wastewater is discharged into a treatment system belonging to the Bodrum Municipality. Our establishment has the necessary permits in this regard. The wastewater generated at our hotel is connected to the municipal wastewater network.

Samples are taken at yearly intervals by municipal institutions and private organisations and analysed. If the analysis results are positive, the necessary applications will be made for our Wastewater Permit issued by Muğla Metropolitan Municipality.

D 2.4 SOLID WASTE

Our hotel has a Solid Waste Management Plan. This plan includes the regular measurement and monitoring of waste production, waste reduction, reuse, recycling and waste disposal.

Solid waste is separated according to type, such as food, recyclable, toxic/hazardous and organic, and recycling and reuse opportunities are considered during separation.

Our hotel regularly informs and guides its employees, guests and stakeholders on waste management using various visual and communication materials.

Solid waste separated by type at our hotel is collected by authorised and licensed companies. Our waste disposal is carried out in accordance with appropriate standards by local/regional public institutions.

All solid waste at our hotel, including food waste, is measured by type. Our hotel calculates the amount of solid waste per guest or per night and reports it at regular intervals.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	18 / 19

Reducing waste is our primary goal; where reduction is not possible, we have mechanisms in place for reuse or recycling. Our hotel has also identified activities and risk areas where solid waste generation is high. We plan and implement corrective measures to reduce food waste and spoilage.

The aim is to ensure that solid waste disposal has no negative impact on the local population or the environment. Compliance with the 'Zero Waste Regulation' legislation on solid waste management is ensured. Our hotel has a Zero Waste certificate.

D 2.5 HAZARDOUS SUBSTANCES



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

An inventory of hazardous substances used in cleaning and swimming pool disinfection at our hotel has been compiled, and Material Safety Data Sheets (MSDS) are kept up to date at our establishment.

Care is taken to use environmentally friendly alternatives for chemicals and paints. Chemicals are stored and used in accordance with standards.

The storage, use, transport and disposal of chemicals are managed in accordance with national and international standards.

Guests are informed about the personal use of substances that may be considered harmful to the environment (toxic sunscreens and insecticides, etc.).

We work with companies that are specialised and authorised in the field of pesticides.

D 2.6 MINIMISING POLLUTION

Our local/regional potential pollution sources have been reviewed and identified. They are being monitored and measures are being taken to minimise them.

FORM NUMARASI	YAYIN TARİHİ	REVİZYON NUMARASI	REVİZYON TARİHİ	SORUMLU DEPARTMAN	SAYFA NO
EK 001	01.04.2025	01	01.12.2025	KALİTE	19 / 19

D 3 CONSERVATION OF BIODIVERSITY, ECOSYSTEMS AND LANDSCAPES

D 3.1 CONSERVATION OF BIODIVERSITY

AYAZ APART HOTEL supports and contributes to the conservation of biodiversity. It pays attention to areas with high natural and biological diversity and strives to raise awareness among guests and staff. Our hotel provides financial and moral support to non-governmental organisations working in this field.

D 3.3 VISITS TO NATURAL AREAS

At AYAZ APART HOTEL, visitation methods are determined by appropriate guidelines to minimise any negative impacts that may occur during our guests' visits to natural areas and to maximise their satisfaction. These are made available to guests in accessible locations.

Furthermore, our establishment collaborates with local/regional conservation agencies to identify/define issues related to visits to specific areas.



SUSTAINABLE MANAGEMENT SYSTEM HANDBOOK

D 3.4 WILDLIFE INTERACTIONS

AYAZ APART HOTEL is aware of and complies with existing local/regional, national and international regulations and guidelines regarding wildlife interactions, including wildlife observation.

We take measures to minimise disturbance to wildlife present at our hotel. We inform guests about the situation.