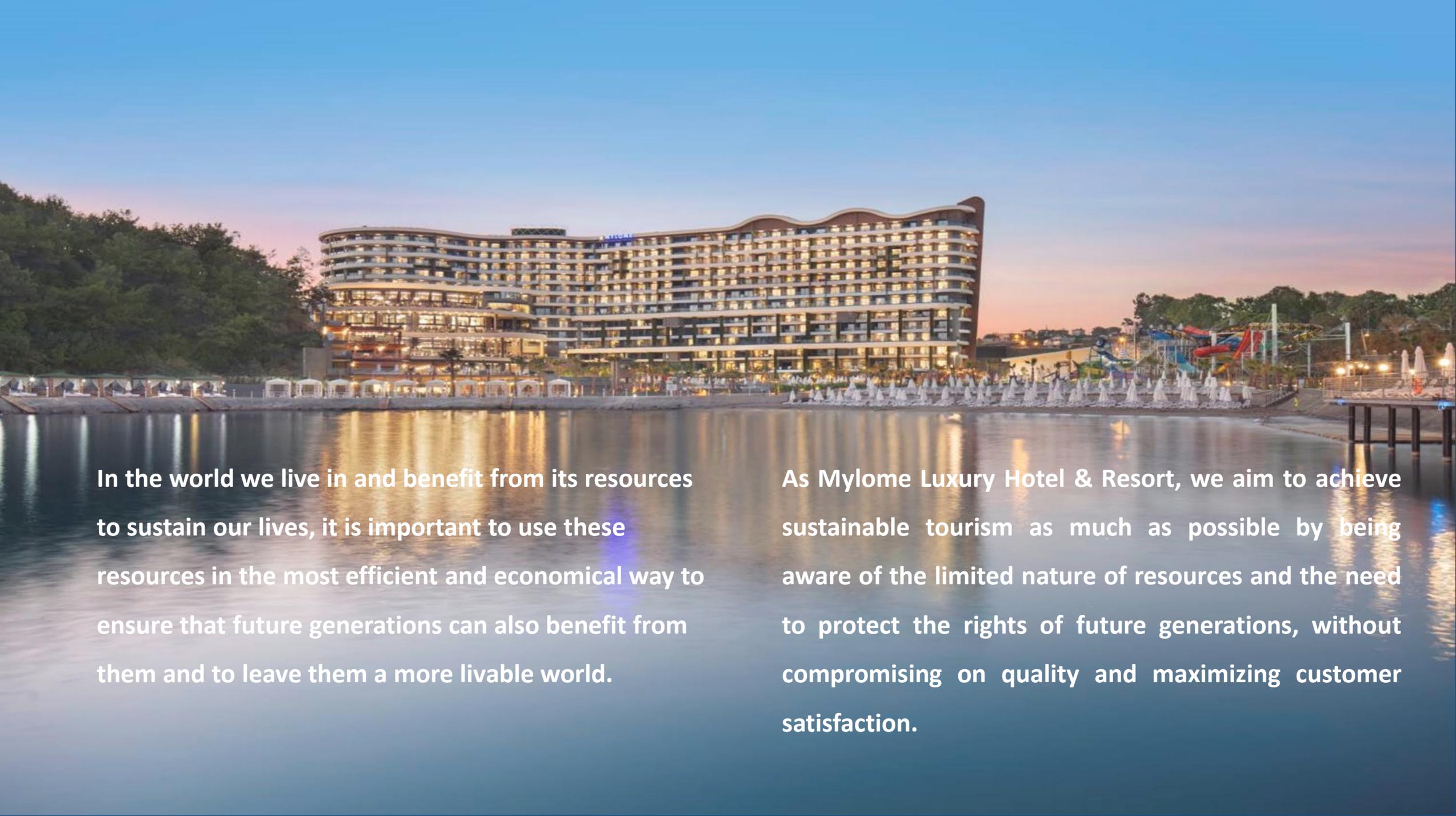


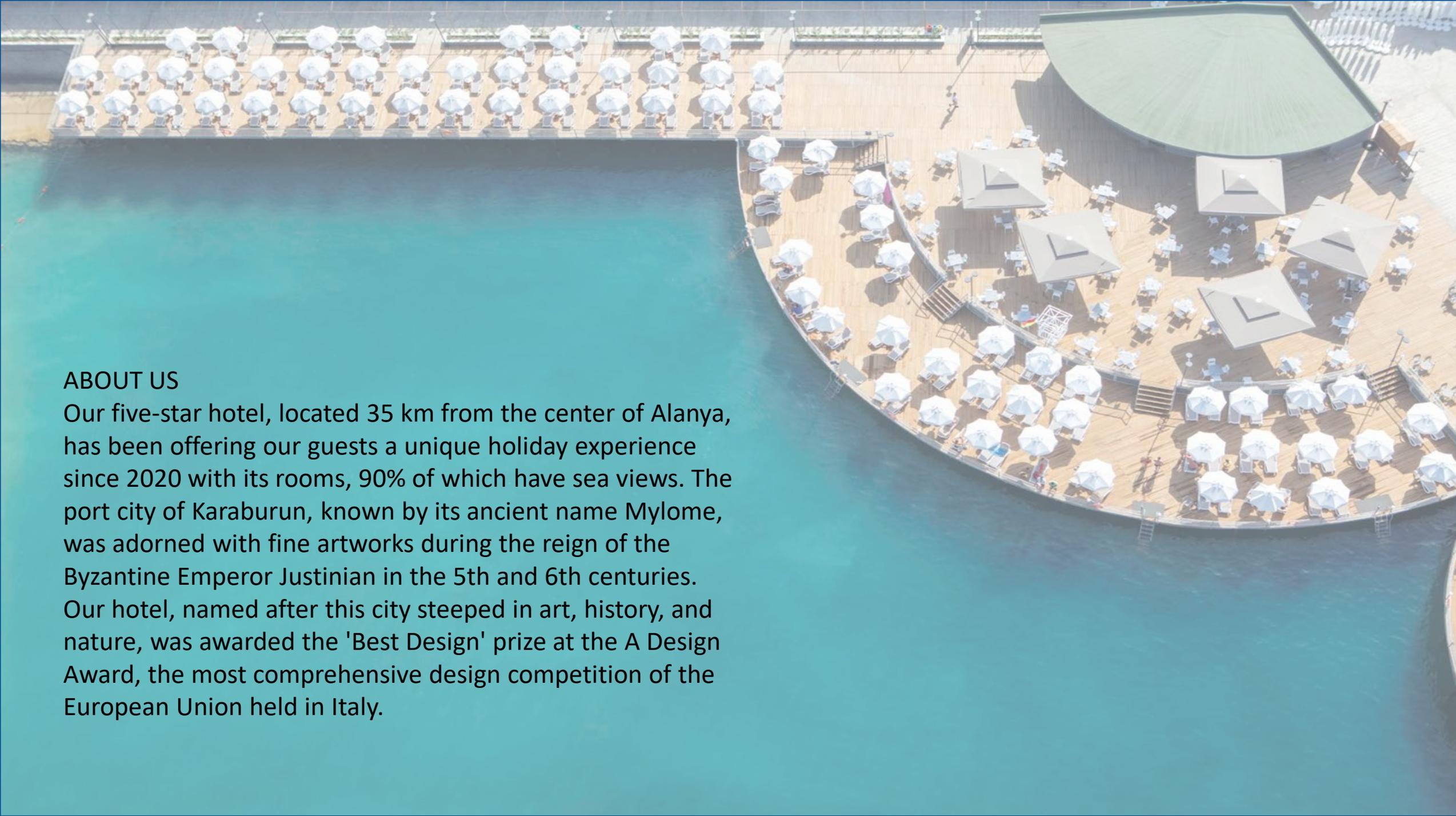
A wide-angle photograph of a resort pool area at dusk. The sky is a mix of soft orange and blue. In the center, a large, open-sided pavilion with a flat roof and wooden pillars stands over a section of the pool. The pool's surface is calm, reflecting the sky and the pavilion. To the left, there are lounge chairs and closed white umbrellas. To the right, more lounge chairs and umbrellas are visible, along with several palm trees. In the background, a building with a red flag is partially visible. The overall atmosphere is serene and luxurious.

SUSTAINABILITY REPORT



In the world we live in and benefit from its resources to sustain our lives, it is important to use these resources in the most efficient and economical way to ensure that future generations can also benefit from them and to leave them a more livable world.

As Mylome Luxury Hotel & Resort, we aim to achieve sustainable tourism as much as possible by being aware of the limited nature of resources and the need to protect the rights of future generations, without compromising on quality and maximizing customer satisfaction.

An aerial photograph of a large, curved outdoor terrace overlooking a body of water. The terrace is furnished with numerous white patio umbrellas and tables, arranged in a semi-circular pattern. A large, curved structure with a green roof is visible on the right side of the terrace. The water is a clear, light blue color.

ABOUT US

Our five-star hotel, located 35 km from the center of Alanya, has been offering our guests a unique holiday experience since 2020 with its rooms, 90% of which have sea views. The port city of Karaburun, known by its ancient name Mylome, was adorned with fine artworks during the reign of the Byzantine Emperor Justinian in the 5th and 6th centuries. Our hotel, named after this city steeped in art, history, and nature, was awarded the 'Best Design' prize at the A Design Award, the most comprehensive design competition of the European Union held in Italy.

OUR POLICIES

- **QUALITY MANAGEMENT SYSTEM**

As Mylome Luxury Hotel & Resort;

- We aim to keep 'Guest Satisfaction' at the highest level and ensure the continuity and improvement of the service quality.
- We constantly develop and improve our integrated Management Systems considering the quality of products and services.
- We continue our activities based on national and international standards, according to the relevant legislation and administrative conditions.
- We consider all our staff as the most important asset of our institution and constantly provide trainings in order to improve their knowledges and skills.
- Staff satisfaction is one of our most important goals, according to the principle 'Happy Staff, Happy Customer'.

OUR POLICIES

- **FOOD SAFETY MANAGEMENT SYSTEM**

As Mylome Luxury Hotel & Resort;

- We constantly improve Food Safety Management and maintain mutually beneficial cooperation with our partners and suppliers in order to increase its effectiveness.
- We provide safe and a hygienic environment at every stage of food safety, from choosing the right supplier to food preparation.
- We continue our activities by complying with legal and regulatory requirements.
- We organize ongoing trainings to ensure that our employees comply with and apply the food safety management system.

OUR POLICIES

• ENVIRONMENTAL MANAGEMENT SYSTEM

As Mylome Luxury Hotel & Resort;

- We contribute to environmental sustainability by protecting nature, natural life and endemic species in our region.
- We prevent pollution by reducing, recovering, recycling and disposing of wastes.
- We implement various projects with different institutions and organizations for increasing environmental awareness among all our stakeholders.
- We organize trainings in order to increase the environmental awareness of our staff.
- We aim to reduce wastes by using efficiently raw materials, energy and natural resources.
- We aim to comply with all environmental laws and regulations.



CUSTOMER SATISFACTION MANAGEMENT

As Mylome Luxury Hotel & Resort;

- We evaluate our guests requests, suggestions and complaints with an impartial and fair approach.
- We try to respond to our guests requests, suggestions and complaints according to the principle of confidentiality.
- We provide trainings for all staff including the senior management of The Guest Relation Department in order to improve their skills and show the same sensitivity.
- We strive to solve the questions and problems of our guests improving the quality of services and using all possible resources to achieve this goal.

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

As Mylome Luxury Hotel & Resort;

- We take all necessary precautions to notify employees in order to prevent accidents, dangerous situations and unsafe practices.
- We develop the relevant infrastructure and make constant improvements in order to protect the health and safety of our staff and guests.
- We increase our staff awareness of occupational health and safety through trainings.
- By reducing the risk of accidents and occupational diseases at work, we provide a safety guarantee for the hotel.
- We aim to remove risks related to occupational health and safety by following legal and international regulations and performing necessary practices.

PURCHASE POLICY

- Purchasing with companies that have fulfilled all legal requirements regarding the environment and energy and that support playback,
- To introduce local products and traditions to our guests, Preferring large-scale, large-packaged, recyclable and as little waste-containing products as possible in purchases for our business,
- To support local producers and to continue purchasing locally whenever possible,
- Refusing to support the continuous development and processes of our stakeholders,
- Always keep the shine of local products instead of imported products, Preferring devices that consume less energy when purchasing,
- Preferring devices that use environmentally friendly gas,
- Purchasing and not using threatened species,
- Maintenance, repair, correction...etc. In service procurement, we evaluate the offers that will increase the amount of energy by the company that will provide the service and recommend the consistency of application.

SUSTAINABILITY POLICY

- **We make our raw material and supplier selection in favor of local producers.**
- **We provide our employees with safe and suitable work areas and equal rights regardless of gender, religion or race.**
- **As an organization that observes and respects human and children's rights, we ensure that children are protected against all neglect, abuse and exploitation.**
- **Our visitors, subcontractors, our environment and all relevant parties; We promise to meet health, welfare and security needs to the highest possible level.**

SUSTAINABILITY MANAGEMENT

As Mylome Luxury Hotel & Resort, our aim is to contribute to the sustainable tourism activities of our region and our country by fulfilling our social responsibilities and to protect the future with sustainable tourism and minimize the damage we will cause to the environment.

We aim to save energy and water, use natural resources correctly and consciously, and reduce chemical consumption and waste while carrying out our activities in our business.



ENVIRONMENT AND WASTE MANAGEMENT

- As Mylome Luxury Hotel & Resort, we adopt the ISO 14001 Environmental Management System and aim to implement it in the best way in order to protect the environment and meet the requirements of sustainable tourism. In this context, our business works with environmental engineers and receives consultancy and zero waste training services. In our hotel, waste is collected in accordance with the legislation and disposed of through licensed and permitted companies. Our business is entitled to receive a Zero Waste Certificate.
- Consultancy is received on hazardous materials, and the consultant company provides training on hazardous material safety to personnel who are exposed to hazardous substances in the work environment, thus raising awareness of their own health and environmental safety.
- Mylome Luxury Hotel & Resort has been awarded the "Blue Flag" certificate given within the scope of the Environmentally Friendly Accommodation Facilities project.
- The supply of raw materials used in food production is provided with large packaged products whenever possible.
- Food that is not consumed at the buffet and returned to the banquet cart is recycled for the next meal, minimizing food waste. Foods such as jam and honey served for breakfast are purchased in large bucket packages and served in a serving bowl instead of disposable packages to reduce plastic consumption.

ENVIRONMENT AND WASTE MANAGEMENT

- There are garbage bins of different colors in the work areas to separate recycling waste and employees are informed about this.
- There are separate waste battery boxes for spent batteries in general areas and work areas.
- Thanks to the water dispensers located in the staff cafeteria and staff rest areas, the use of disposable plastic bottles has been reduced.
- In the receiving area, there are separate waste rooms for glass, paper-cardboard, metal and chemical waste and a cold storage for wet garbage.
- Waste frying oil is collected in drums and stored in the warehouse, and is taken and disposed of by a contracted licensed company.
- Information and announcements are made via e-mail to prevent unnecessary paper use.
- Purchase requests and technical malfunctions are processed online into the Elektra system.

PACKAGING WASTE 2022-2023



HAZARDOUS WASTES 2022-2023

ATIK KODU	ATIK ADI	2022 (KG)	2023 (KG)
130208	Other engine, transmission and lubricating oils	460	0
150110	Tehlike maddelerin kalıntılarını içeren ya da kontamine olmuş ambalajlar	740	570
150202	Absorbents, filter materials, cleaning cloths, protective clothing contaminated with hazardous substances	49	30
160107	Oil filters	11	0
200121	Fluorescent lamps and other mercury-containing waste	31	75
200126	Oils and fats other than those mentioned in 20 01 25	3885	5835
180103	Wastes whose collection and disposal are subject to special treatment in order to prevent infection	15	22
6016	Other acids	45	0
150111	Hazardous porous solid metallic packaging, including empty pressure containers	42	20
200135	Scrapped electrical and electronic equipment containing hazardous parts other than 200121 and 200123	110	0
70216	Waste containing harmful silicones	21	15

CHEMICAL CONSUMPTION

- Department personnel who are in touch with chemicals receive training on the use of chemicals. These personnel also have personal protective equipment.
- Material safety data sheets (MSDS) are available in every chemical warehouse.
- There is an automatic dosing system in the pools and excessive use is avoided when chlorinating.
- The sheets are changed every two days, unless requested by the guest, to prevent unnecessary use of chemicals and to save water.
- Permits and licenses for the drugs used are obtained from the pest control company from which we receive consultancy within the scope of pest control.

2020	14311 L
2021	19161 L
2022	39015L
2023	33250 L

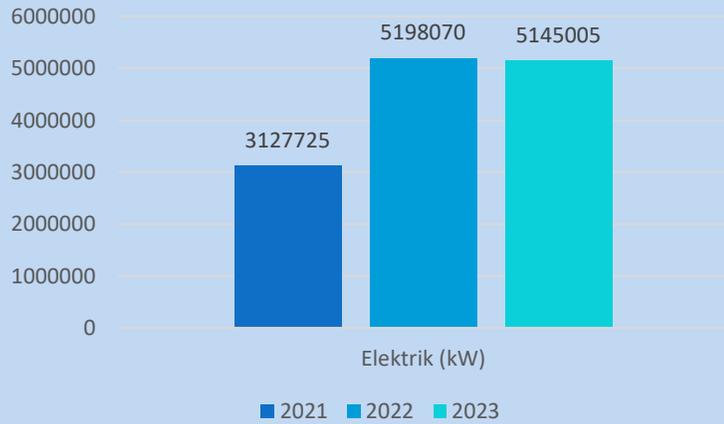
ELECTRICITY AND WATER MANAGEMENT

- Automatic drip system is used in garden irrigation.
- Irrigation is done at night to prevent water evaporation due to the sun.
- Photocell taps are preferred in sinks in public areas, and taps that will flow a certain amount of water at a time are preferred in sinks in kitchen areas.
- A dual flush system is used in sinks.
- Water tanks are maintained periodically to prevent possible water leakage.
- Authorized institutions come to take waste water samples for the connection quality control license.

ELECTRICITY AND WATER MANAGEMENT

- By using the card system in the rooms, electricity and water waste is prevented while the guests are not in the room.
- Heating systems in the pools operate automatically, but they can also be intervened manually depending on weather conditions and guest density.
- Photocell lamps are used in sinks in public areas, office corridors and personnel sinks.
- Some of the electricity is provided by the system that converts solar energy into electrical energy.
- Cold air curtains are used on the doors of interior spaces such as lobbies, where cooling systems are used, opening to open areas such as gardens and terraces.
- All rooms have a system that will disable the air conditioning when the balcony door is opened.
- Lighting systems used in outdoor areas such as gardens are turned on and off automatically with a timer system.

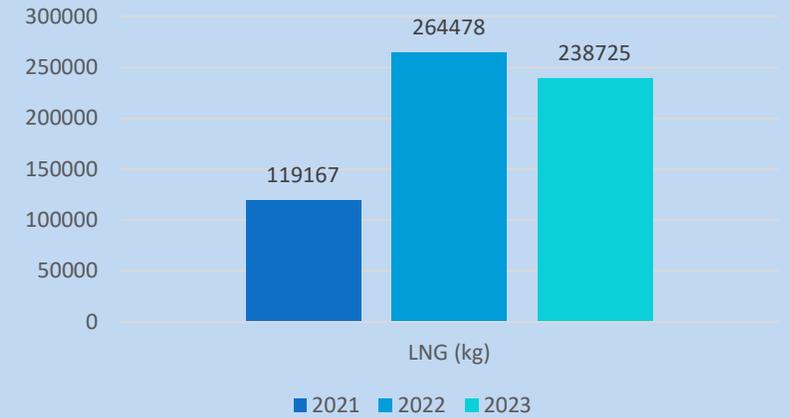
2021-2022-2023 Electricity Usage (kW)



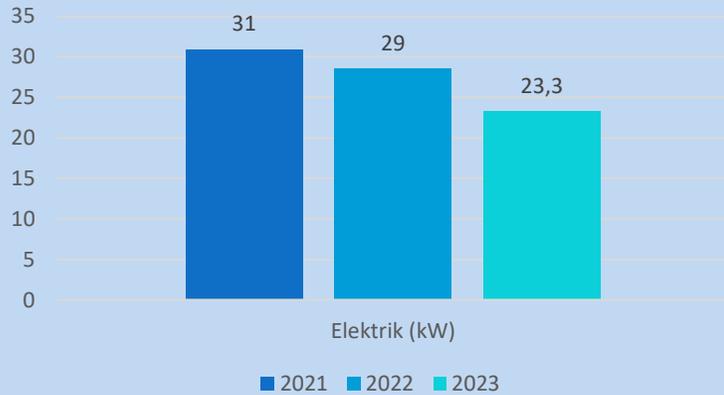
2021-2022-2023 Water use (ton)



2021-2022-2023 LNG Uses (kg)



2021-2022-2023 Electricity Used Per Person (kW)



2021-2022-2023 Water Use per Person (ton)

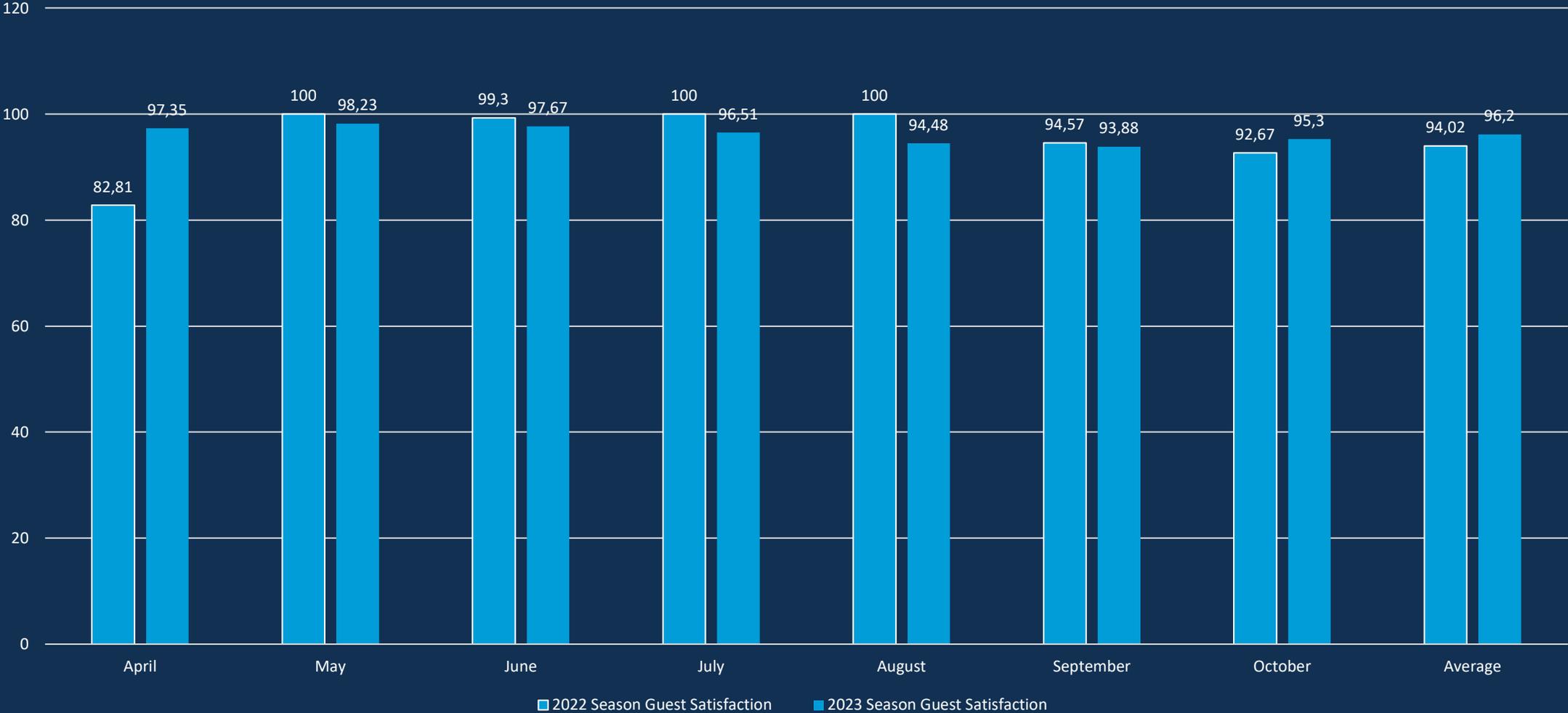


2021-2022-2023 LNG Usage per Person (kg)

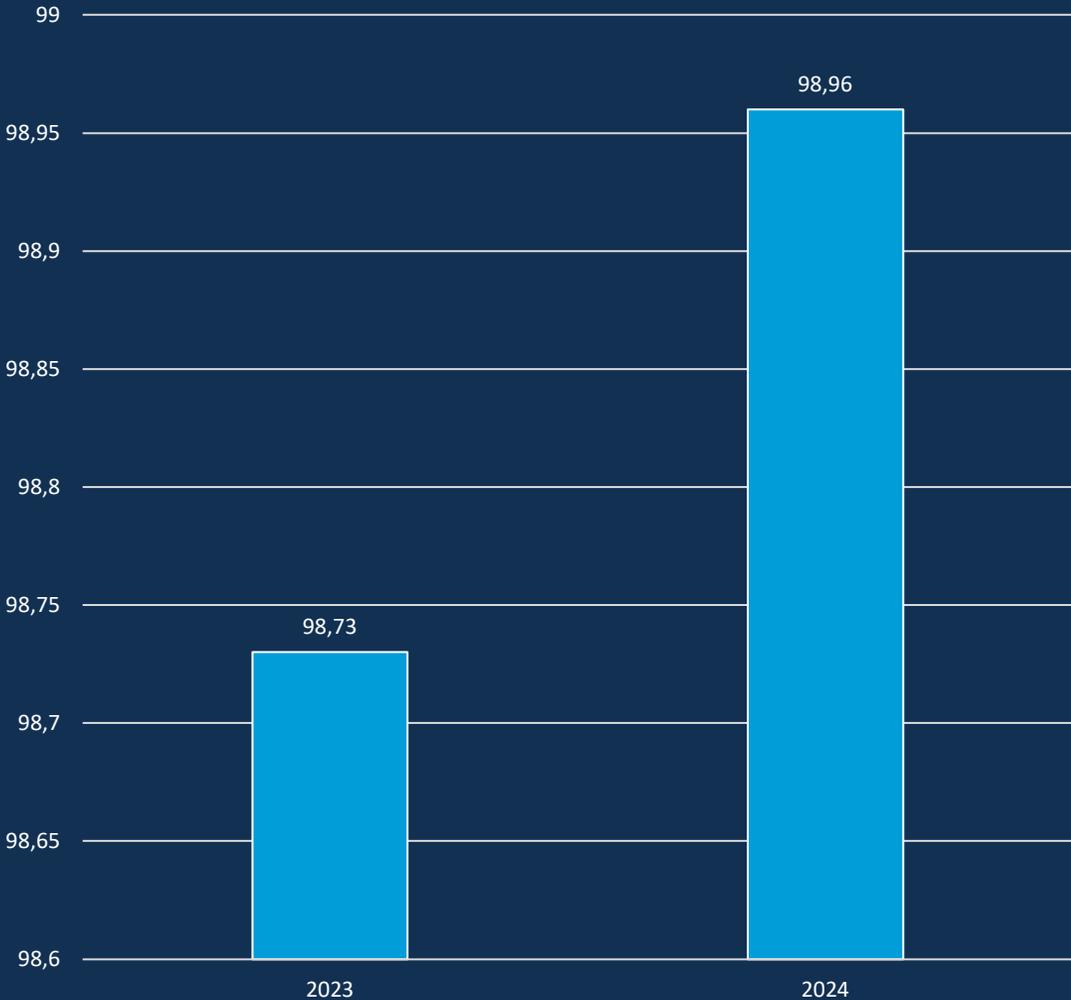


GUEST SATISFACTION

2022-2023 Guest Satisfaction (%)



SUSTAINABILITY GUEST SURVEY RESULTS



COMMUNICATION WITH OUR STAKEHOLDERS

STAKEHOLDERS	COMMUNICATION METHODS
OUR GUESTS	Guest satisfaction surveys, guest request form, social media comments, e-mail, telephone and website
OUR EMPLOYEES	Employee-manager one-on-one interviews, training for staff's work areas, staff surveys, staff events, staff performance evaluation surveys.
OUR SUPPLIERS	E-mail, phone, supplier visits and audits, supplier evaluation forms, purchasing contracts
AGENCIES	Meetings, e-mails, facility and agency visits, contracts
OUR BUSINESS PARTNERS	Meetings, e-mail, facility visits, one-on-one meetings, seminars and fairs
PRESS	E-mail, press conference, phone, interview, social media
LOCAL COMMUNITIES	E-mail, telephone, social responsibility projects, activity reports, meetings

As Mylome Luxury Hotel & Resort, we attach importance to our communications with our stakeholders and their opinions. We announce the decisions we make and the changes we make as a result of requests, complaints and evaluations from our internal and external stakeholders through various communication channels.

INTERNATIONAL STANDARDS

As Mylome Luxury Hotel & Resort, our aim is to meet the needs and demands of our guests and keep satisfaction at the maximum level. While adopting the concept of quality service, constantly improving the service quality with existing management systems in order to make it effective and continuous, not ignoring environmental sensitivity while doing this, prioritizing the safety and health of employees and guests, ensuring food safety in the steps we take part in the food chain from raw materials to the table. We are on duty.

In this context, our business was entitled to receive ISO 9001 Quality Management System, ISO 22000 Food Safety Management System, ISO 10002 Customer Satisfaction Management System, ISO 45001 Occupational Health and Safety Management System certificates from the authorized company from which it received consultancy in 2022.



İş Sağlığı ve
Güvenliği
Yönetim Sistemi



Çevre Güvenliği
Yönetim Sistemi



Gıda Güvenliği
Yönetim
Sistemi



Kalite Yönetim
Sistemi



Misafir
Memnuniyeti
Yönetim
Sistemi

WORKING LIFE, BUSINESS ETHICS AND EQUAL OPPORTUNITIES

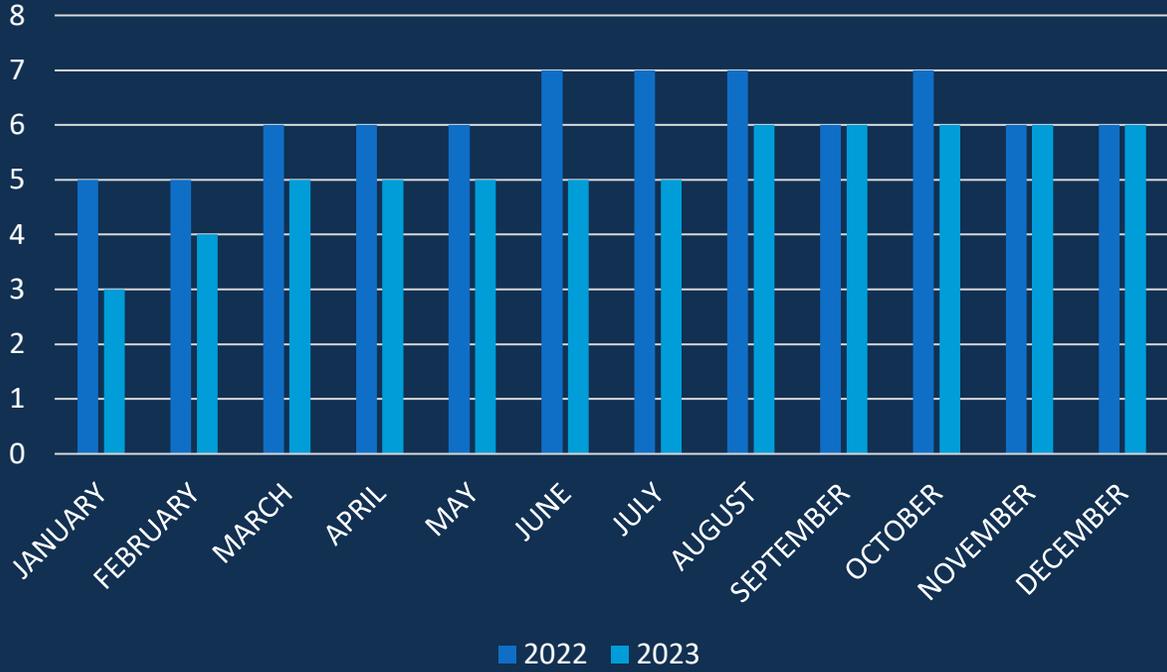
- As Mylome Luxury Hotel & Resort, we provide equal rights to our employees regardless of religion, race or gender and provide a comfortable working environment. We provide housing support to our staff coming from remote areas. We employ employees who are responsible for the cleanliness and security of the lodge. We provide transportation to our personnel residing in the surrounding areas and districts in accordance with their working hours, and thanks to this public transportation, we minimize the environmental pollution caused by individual transportation.
- We give our employees who become ill or have a work accident during working hours the right to benefit from the healthcare professionals at the doctor's office. In case of a health problem outside of working hours, we direct our staff to our contracted hospital and offer discounted or free examinations for both themselves and their first-degree relatives.

WORKING LIFE, BUSINESS ETHICS AND EQUAL OPPORTUNITIES

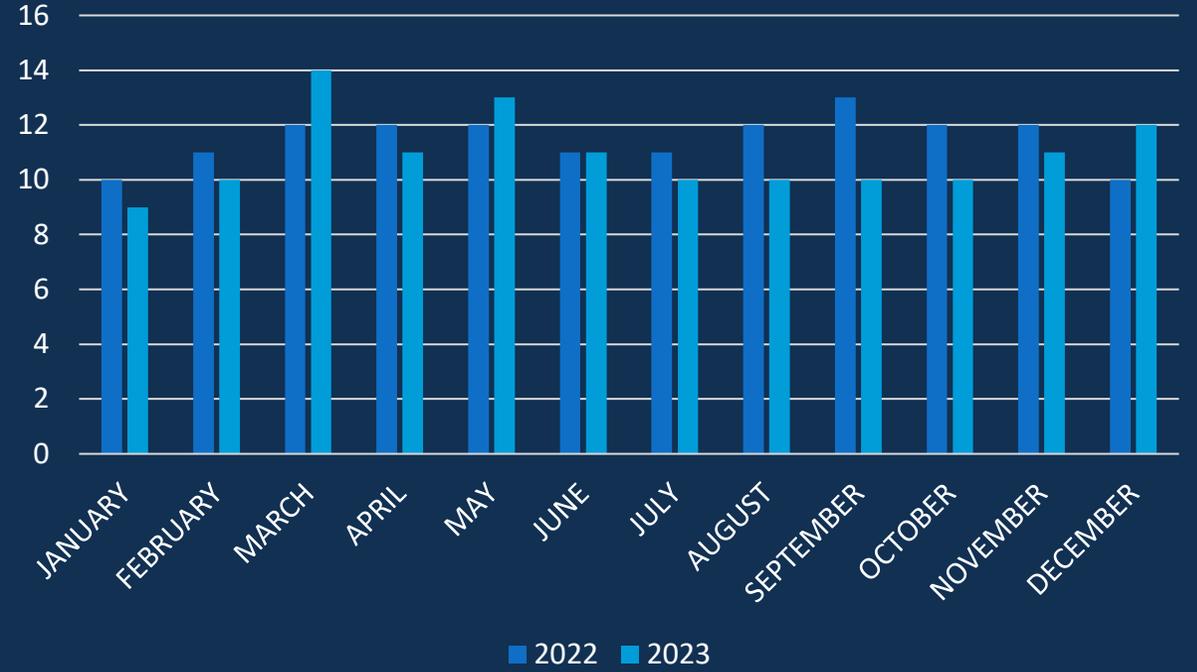
At the beginning of the season, the Human Resources Department provides training to our new staff about unethical events such as bribery, abuse and exploitation within the scope of business ethics. If they encounter unethical incidents, we inform them to leave their opinions or requests in the suggestion boxes or report them directly to the Human Resources Department, and we undertake to maintain confidentiality. We carry out activities to increase the morale and motivation of the staff with the staff of the month selection event that takes place every month. During this event, we give staff surveys that they can fill out anonymously. As a result of these surveys, we care about the opinions of our employees. We adopt the "Happy Staff, Happy Guest" approach and strive to make improvements for both the well-being of our employees and the good experience of our guests, with whom they interact one-on-one.

MANAGERS

FEMALE MANAGER

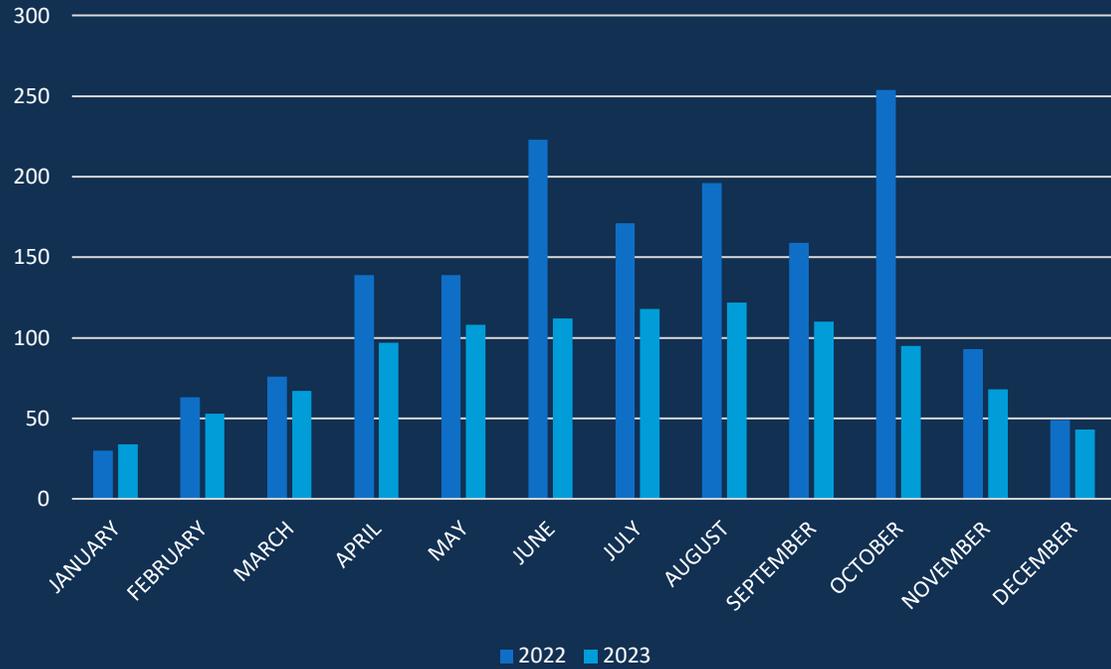


MALE MANAGER

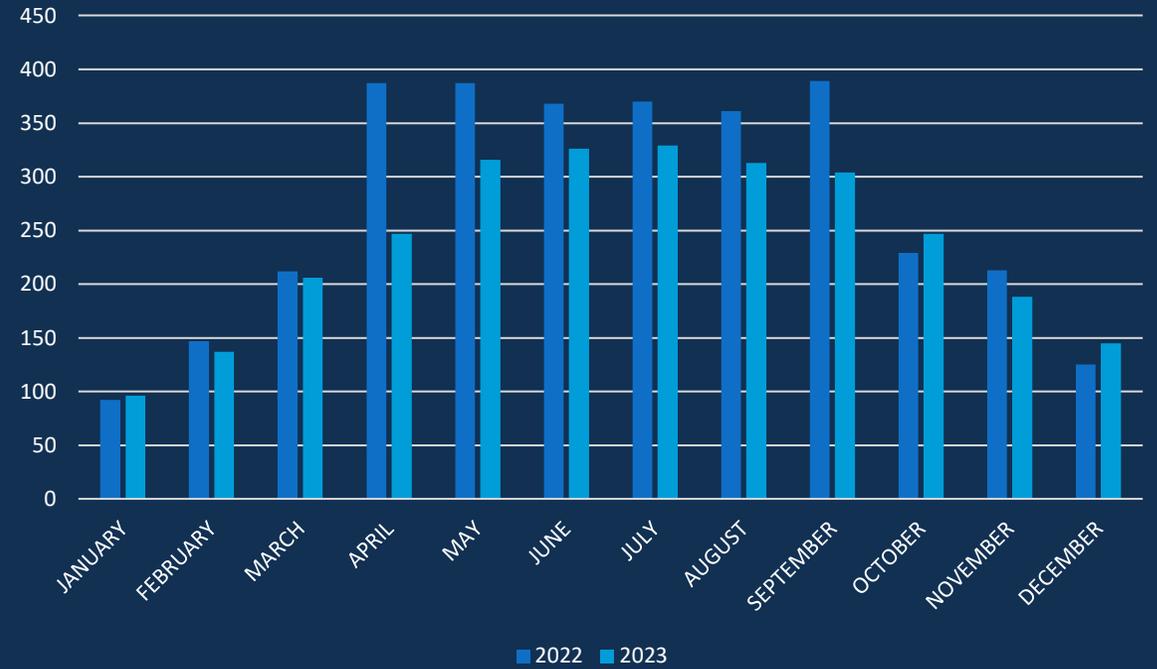


STAFF

FEMALE STAFF

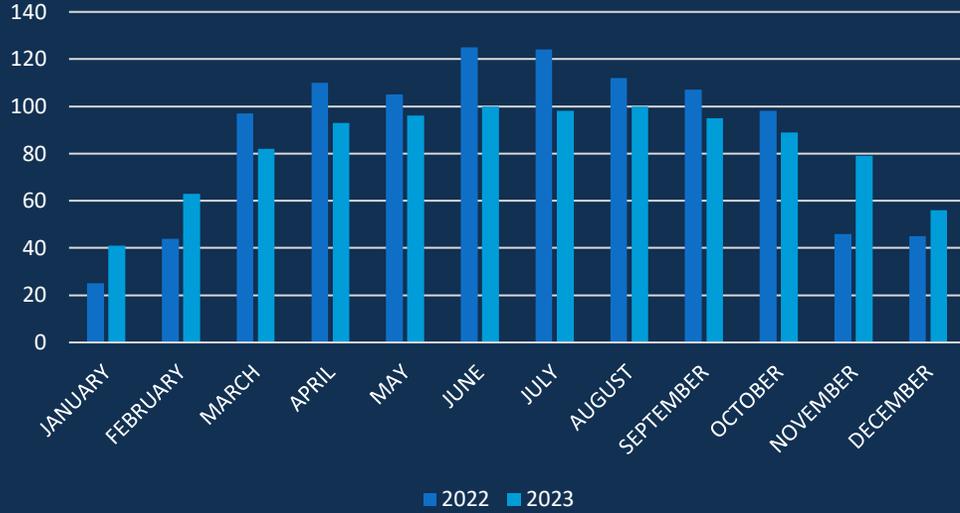


MALE STAFF

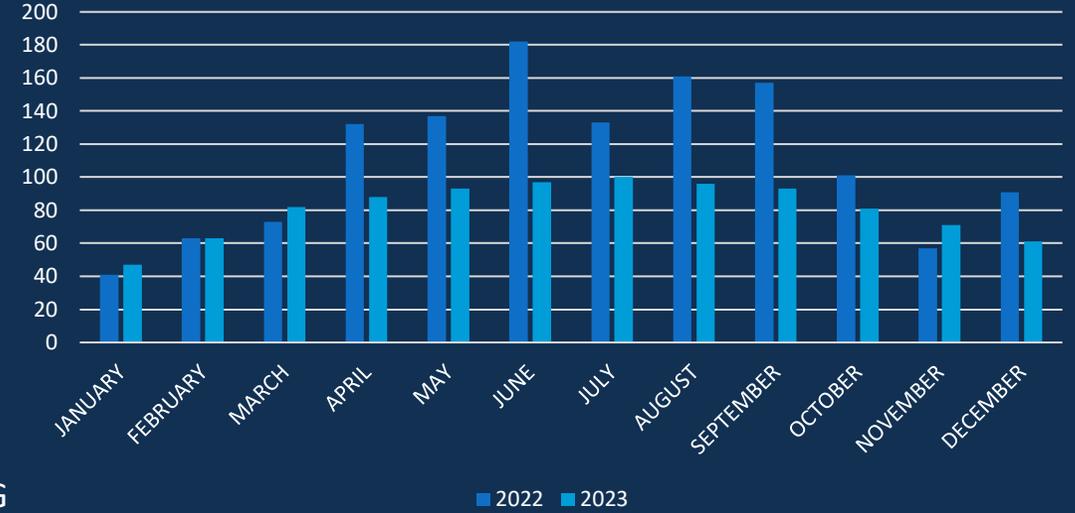


REGIONAL EMPLOYMENT

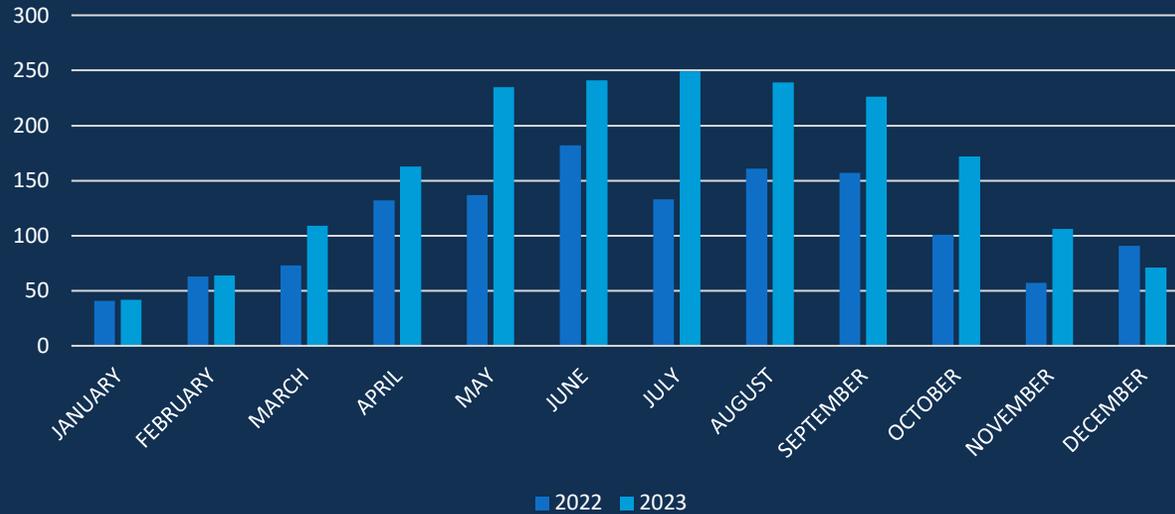
ALANYA



MANAVGAT



LODGING



OUR RESPONSIBILITIES

➤ Our Responsibilities Towards Guests:

- Providing full service
- To treat any guest fairly and equally, without discrimination
- Providing the promised services on time

➤ Our Responsibilities Towards Employees:

- Creating a safe and encouraging work environment
- Consideration of rights and demands
- No discrimination

➤ Our Responsibilities Towards Suppliers:

- Comply with privacy policies
- Not making any demands other than the contract made and adhering to the contract
- Fulfilling payments and provisions on time

OUR RESPONSIBILITIES

➤ Our Responsibilities Towards Competitors:

- Acting in accordance with Competition Law and avoiding unfair competition

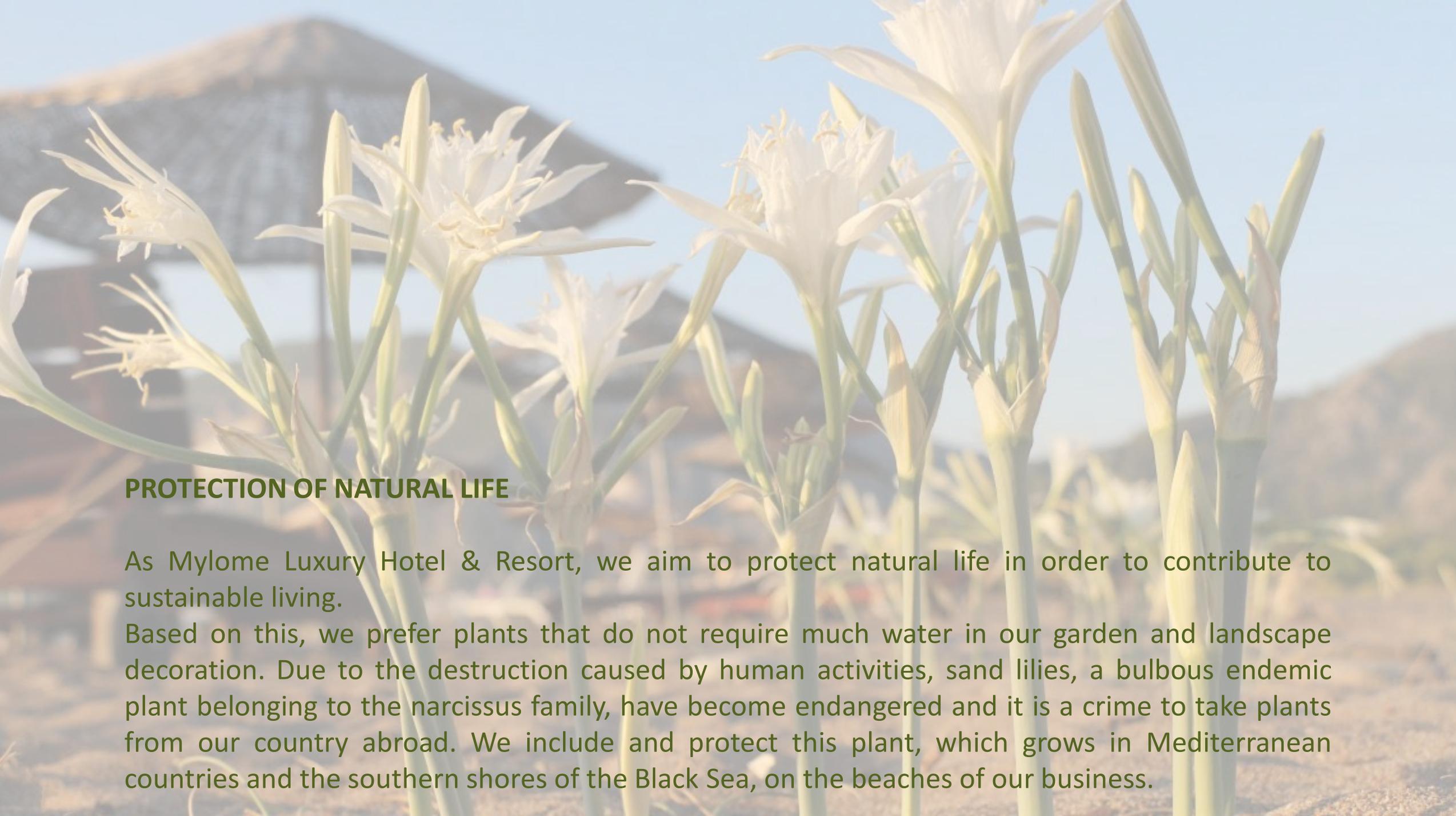
➤ Our Responsibilities Towards Society and Environment:

- Not harming the environment and natural resources
- Not to harm the surrounding settlements
- protect natural life
- Keeping the beaches clean by cleaning the area on the beaches

CHILDREN'S RIGHTS POLICY

As Mylome Luxury Hotel & Resort;

- It is our primary responsibility to recognize our guests under the age of 18 as individuals, respect human rights and children's rights, and provide areas where they can play and learn, away from all kinds of violence, where they can be healthy and safe, blending national and international values. For this;
- To make continuous improvements to protect and ensure the continuity of children's rights,
- To take necessary hygiene, safety and behavioral precautions so as not to affect the psychological and physical health of children,
- To take necessary measures to protect children's rights from all types of violence and all exploitation,
- To prevent child abuse by providing training to all our employees on the prevention and detection of child abuse,
- To protect the health of children within a trained team in order to provide first aid in case of any health situation.
- To develop measures to prevent child guests from being exposed to psychological violence based on cultural, physical and social values,
- We do not allow child labor in our own organization and expect the same sensitivity from all our business partners,
- When we witness suspicious actions regarding children, we undertake to first inform the hotel management and, when deemed necessary, notify local authorities and relevant organizations.



PROTECTION OF NATURAL LIFE

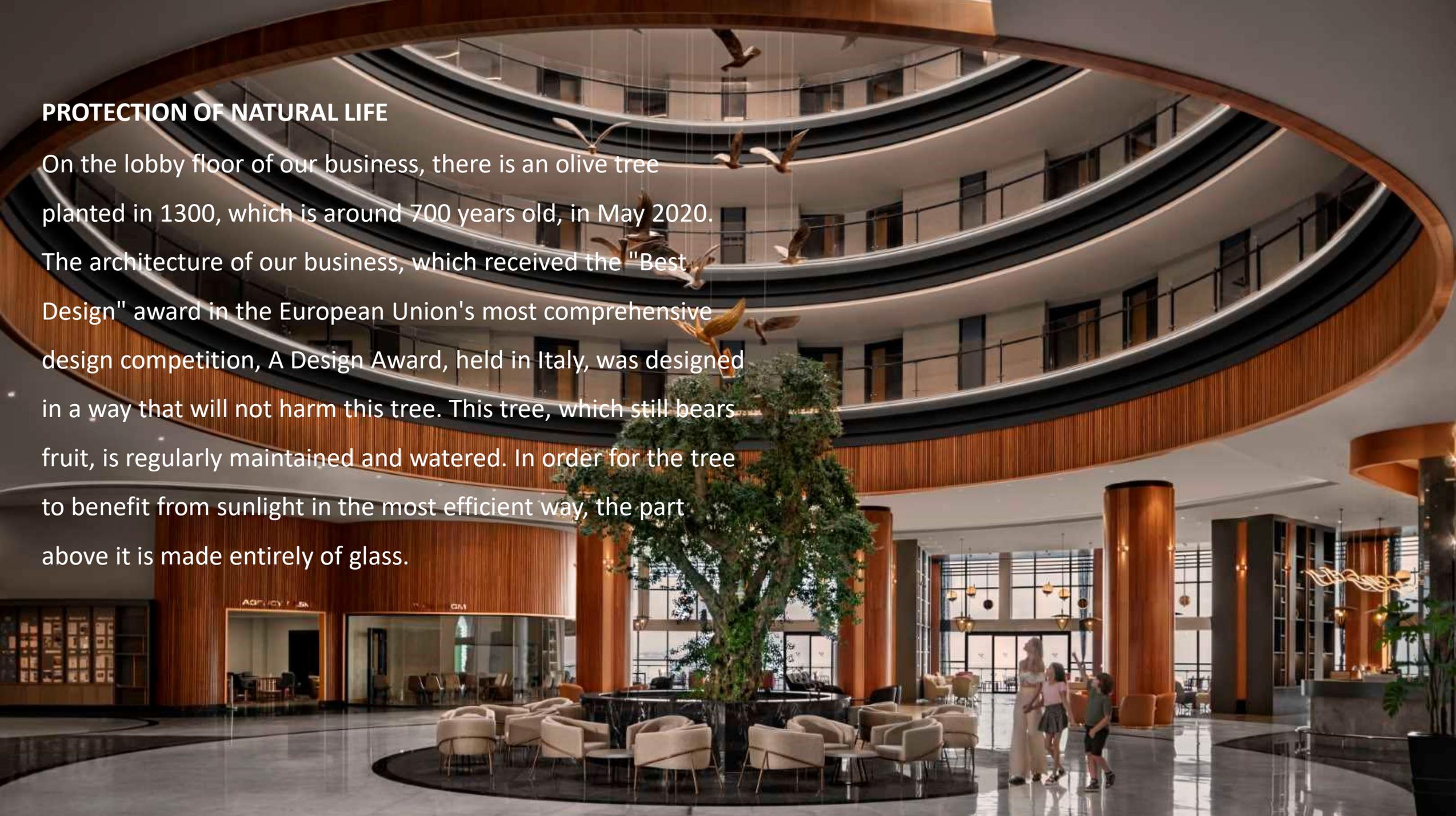
As Mylome Luxury Hotel & Resort, we aim to protect natural life in order to contribute to sustainable living.

Based on this, we prefer plants that do not require much water in our garden and landscape decoration. Due to the destruction caused by human activities, sand lilies, a bulbous endemic plant belonging to the narcissus family, have become endangered and it is a crime to take plants from our country abroad. We include and protect this plant, which grows in Mediterranean countries and the southern shores of the Black Sea, on the beaches of our business.

PROTECTION OF NATURAL LIFE

On the lobby floor of our business, there is an olive tree planted in 1300, which is around 700 years old, in May 2020.

The architecture of our business, which received the "Best Design" award in the European Union's most comprehensive design competition, A Design Award, held in Italy, was designed in a way that will not harm this tree. This tree, which still bears fruit, is regularly maintained and watered. In order for the tree to benefit from sunlight in the most efficient way, the part above it is made entirely of glass.



SUSTAINABILITY DIMENSIONS

Ecological Dimension:

- ✓ Choosing seasonal fruits and vegetables
- ✓ Protecting natural life and supporting conservation
- ✓ Choosing renewable energy
- ✓ Minimizing waste

Economic Size:

- ✓ Buying materials from local suppliers
- ✓ Making purchases without intermediaries
- ✓ Using renewable energy sources
- ✓ Avoiding unnecessary excess energy use for both the environment and economy



Economic Size:

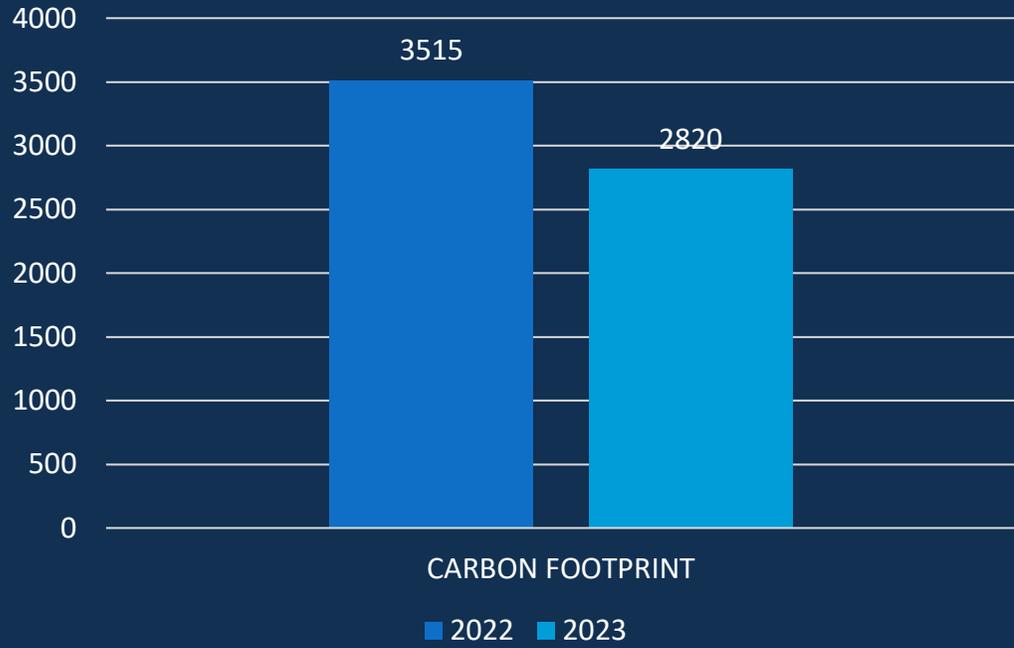
- ✓ **Buying materials from local suppliers**
- ✓ **Making purchases without intermediaries**
- ✓ **Using renewable energy sources**
- ✓ **Avoiding unnecessary excess energy use for both the environment and economy**



Cultural Dimension:

- ✓ **Adopting a sustainable lifestyle**
- ✓ **Keeping traditional knowledge alive and transferring it**
- ✓ **Being aware of the development of local communities**
- ✓ **To keep the culture alive and promote it without assimilating while following and keeping up with the changes**
- ✓ **Being aware of global responsibilities**

CARBON FOOTPRINT



OUR GOALS

- Ensuring maximum savings in LNG, electricity and water usage
- Reduce chemical use
- Raising awareness about the use of natural resources
- Updating all job descriptions within the scope of sustainability
- Increasing the number of local suppliers
- Provide employees with sustainability training
- Sustainably produced or sustainably sourced FSC, MSC etc.
Choosing products with certificates
- Supporting afforestation efforts
- Increasing and improving facilities for disabled guests
- Increasing the purchase of recyclable packaged products