



OUR INTEGRATED QUALITY POLICY

As a pioneering establishment shaping the tourism sector and setting industry standards through our quality services, we institute and ensure the implementation of an operational and management system in compliance with international standards.

With our excellence-driven approach aimed at exceeding guest expectations, we continuously measure and improve guest satisfaction, our quality management system and service quality.

With our transparent management style, we ensure that all employees contribute to our system. By instilling corporate identity in all our employees, we cultivate a workforce that believes in teamwork regardless of nationality, ethnicity or gender and ensure their long-term retention within the organization.

To protect the environment and promote sustainable tourism, we assess our environmental impacts, control adverse effects, manage potential hazards and waste. We make the effort to minimize the use of natural resources, reduce energy consumption and mitigate air, water, and soil pollution. We prioritize the procurement of products and services that are energy-efficient and have minimal impact on the environment. We strive to access all relevant information and data to enhance our environmental and energy performance, allocate necessary resources, and aim to continually improve and develop our Environmental and Energy Management Systems.

We strive to ensure that environmental awareness and our social responsibilities are embraced not only by our employees but also by our guests, suppliers, subcontractors, and competent authorities. We contribute to the creation of environmental protection and social responsibility projects by collaborating with local governments, supplier firms, and non-government organizations

We protect our information assets and ensure the confidentiality and integrity of information and data, securing them from unauthorized access by those attempting to compromise their integrity.

In the communities where we operate, we implement all necessary measures to increase local employment, conserve and enrich natural life, and openly share all the initiatives we undertake to support environmental conservation with the public.

We comply with the prevailing laws, regulations, legislation, and standards in our country related to the environment, energy, occupational health and safety, information security, and human rights, fulfilling all stipulated requirements. While carrying out our operations, we implement and take necessary precautions to protect guests and employees from potential injuries and illnesses and provide optimal working conditions. To ensure that our guests maintain a healthy diet, we serve food that is free from physical, chemical, and microbiological contaminants. We comply with the prevailing laws and regulations in our country concerning the procurement, storage, preparation, and presentation of raw materials.

Ali Şafak ÖZTÜRK
President