



baiahotels

2024-2025 SUSTAINABILITY REPORT



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Dear Guests, Business Partners and Employees,

As Baia Bursa Hotel, part of the Baia Hotels group – one of the companies of Sönmez Holding, an organisation based in Bursa – we have the honour of serving the domestic and international guests who come to Bursa in the tourism and accommodation sector.

Bursa, an ancient city that has been home to many civilisations throughout history, served as the capital of the Anatolian Seljuk State for 16 years and of the Ottoman State for 39 years.

Because it has hosted so many civilisations, Bursa has also developed a rich culinary culture in gastronomic terms.

Thanks to these features, Bursa creates value in terms of tourism and has become a centre of attraction that draws many domestic and international visitors to our region.

Aware of this value, Sönmez Holding opened Baia Bursa Hotel in 2009 in order to offer Bursa hospitality to guests travelling to Bursa for both business and tourism.

Over time, a new environmental awareness emerged in order to prevent the pollution caused by the growth of industry around the world and by increasingly crowded cities. This awareness was naturally adopted in the tourism sector as well, and activities that are sensitive to the environment and to society began to be prioritised by hotels too.

In 2021 in particular, during the pandemic that affected the whole world, it was accepted that collective awareness is no longer merely a need but an obligation for the sustainability of humanity and of our planet.

In line with our goals of a sustainable world and tourism-focused growth, we go one step beyond legal compliance and strive to meet national and international standards in quality, environment, energy and occupational health and safety in everything we do. We focus on managing sustainability risks effectively and on achieving sustainable growth through long-term strategies, and in this way we aim to increase our success every day.

Accordingly, as Baia Bursa Hotel we are taking measures to ensure the sustainability of tourism in order to contribute to these developments, and we will continue to do so.

For a more beautiful and liveable world

Yours sincerely,

İbrahim Gündüz Yeşil

Tourism Coordinator



Together with the quality systems in place at our hotel, we aim to increase our overall efficiency, our quality and our environmental performance, both for the environment and for our guests. Accordingly, we continue our work on many topics within the concept of sustainability, such as reducing environmental impacts, energy, water and waste management, providing economic and social benefits to local people, and protecting the environment.

Sustainability can be defined as bringing environmental, economic and social factors together for the benefit of people and the environment.

Within the scope of sustainability, the main responsibilities of our hotel are;

- To create and make use of recycling and reuse opportunities,
- To improve energy efficiency continuously and to minimise the negative impact caused by carbon emissions,
- To reduce every kind of environmental impact caused
- The social and economic factors that form the basis of sustainability are at least as important as the environment.

Sustainability has a broad scope, from providing the most suitable conditions for employees to sharing the added value created with society. Unless otherwise stated, the information in this report covers our performance during 2022.

The 2025 sustainability report includes;

- The environmental, social and economic performance assessment of our hotels,
- The targets set in order to improve this performance,
- The strategy and process to be followed in order to reach these targets,
- The possible risks that may be encountered,
- The measured performance results

In order to protect the environment and meet the requirements of sustainable tourism, we identify our environmental impacts and keep negative effects, potential hazards and our waste under control. We make every effort to minimise the use of natural resources, energy consumption and air, water and soil pollution.

We comply with the laws, regulations, legislation and rules in force in our country concerning the environment, occupational health and safety and human rights, and we fulfil all requirements completely.



While carrying out our activities, we take and apply the measures needed to protect our guests and employees from possible injuries and illnesses and to provide good working conditions.

We seek to ensure that environmental awareness and our social responsibilities are adopted not only by our employees but also by our guests, suppliers, subcontractors and the competent authorities.

By cooperating with local authorities, supplier companies and non-governmental organisations, we contribute to the creation of environmental protection and social responsibility projects.

In the places where we operate, we take every measure needed to increase local employment and to protect and enrich natural life, and we share with the public all the activities we carry out to look after our environment.



Towards our guests, the values set out by our state, the solution partners who supply us, our employees and our employer, we will act on nothing other than fairness and good human conduct.

With our understanding of Total Quality Management, which is innovative and follows international standards, we will always believe that we can do better. With this belief, we will provide better service by continuously improving and developing ourselves. The way to move forward is through training. Our duty is to provide theoretical and practical training to our teams and to bring to the sector successful individuals who love their work and are ready to take responsibility.

The respect, trust and understanding we feel for one another form the skeleton of our team spirit; the peaceful working environment we build together forms its body; and keeping our communication channels open, healthy and honest ensures its continuity.

Our marketing policy starts within the facility and reaches global conditions from there. Alongside domestic and international advertising and promotion, we strongly believe in the effect and power of the promotional activities carried out within our facilities. The best place to share with our guests the successful results we achieve through research and development is our own facility.

Tourism legislation, international regulations, agreements and even customs will guide us. But we will never forget that what matters most is guest requests and needs, which can change. Finding solutions to guest requests according to location, season, profile and situation, without compromising basic standards, is the golden key of the sector.

The superior service approach we show towards our guests will make us a large family, full of respect and affection, that grows every day with its loyal guests. The rates at which targets are reached through work to reduce natural resource consumption are monitored numerically, and decreases or increases in electricity, water and natural gas consumption are studied.



We aim for all the electronic products we buy to be energy-efficient and for all our employees to receive training on energy saving. The following work on energy saving is carried out and maintained at our hotels.

- In all rooms there are notices informing our guests about saving electricity.
- Energy-saving bulbs or LED lights are used in our hotels.
- Sensors are used for lighting in the toilets in common areas, in corridors, in staff areas and on ground floors.
- Outdoor lighting is controlled by timers.
- Electronic key cards are used in our rooms.
- LED televisions are used in our rooms. (Class A televisions with low consumption are used in our rooms.)
- The minibars in our rooms are positioned away from heat sources in order to save energy.
- Air curtains are used in cold rooms and on the doors that open from general areas where the cooling system operates onto terraces, gardens and similar areas.
- Electrical devices are positioned so that they are not exposed to sunlight.

ELECTRICITY CONSUMPTION



Electricity Consumption (kWh)	Total 2024	Total 2025	Difference	Change (%)
	1.306.476	1.289.476	17.046	1.3
	Per Person 2024	Per Person 2025	Difference	Change
	49,39	39,47	9,91	20,1

Our Target

- To achieve a 1% saving per person in energy consumption in 2026,
- To continue developing projects to reduce energy consumption,
- To continue buying devices with high energy efficiency,
- To replace ageing devices with energy-saving ones,
- To continue energy-saving training every year and raise staff awareness.

NATURAL GAS (LNG) CONSUMPTION

A natural gas system, which causes less harm to the environment, is used.

Natural Gas Consumption (m ³)	Total 2024	Total 2025	Difference	Change (%)
	87,587	95,640	8.053	9,2
	Per Person 2024	Per Person 2025	Difference	Change (%)
	3,31	2,29	0,38	11,6

Our Target

- To achieve a 1% saving per person in natural gas consumption in 2026.
- The windows in the rooms were checked and those with problems related to the seals were replaced.

WATER CONSUMPTION

In order to reduce overall water consumption without compromising health, hygiene or guest satisfaction, we use water-saving equipment; we place an informative “Environment Card” about water saving in guest rooms and we train our employees on this subject.

The following work on water saving is carried out and maintained at our hotels.

- Flow restrictors are used on taps and showers.
- Water-saving and/or dual-flush systems are used in the toilets.
- Photocell taps and sensor-operated urinals are used in the toilets in common areas.

Water Consumption (m³)	Total 2024	Total 2025	Difference	Change (%)
	25,062	25,020	42	0,2
	Per Person 2024	Per Person 2025	Difference	Change
	0,947	0,766	0,181	19,01

Our Target:

- To reduce water consumption per person by 2% in 2026,
- To increase staff training on water saving

CARBON EMISSIONS

Greenhouse gas emissions and other pollutants have significant effects on climate change and environmental pollution. As Baia Bursa, we work to reduce our emissions and to adopt environmentally friendly practices. Greenhouse Gas Emissions: We aim to reduce our greenhouse gas emissions through our energy use. Within this scope, we make our purchases from nearby areas as far as possible. In this way we aim to minimise the CO2 emissions of suppliers’ delivery vehicles and thus reduce the impact on the environment.

CARBON EMISSIONS (kgCO2e)	Total 2024	Total 2025	Difference	Change (%)
	663,28	570,82	92,95	14
	Per Person 2024	Per Person 2025	Difference	Change
	25,0898	17,4740	-7,6158	30,4

By identifying the activities that generate greenhouse gases, we will measure our emissions and continuously reduce our carbon footprint by applying our reduction targets. We will prefer products made with low-carbon, climate-friendly methods and use energy efficiently. We will make greater use of public transport, prepare vehicle route and transport plans, and choose fuel-efficient vehicles. By taking measures to reduce our consumption, we will give more support to recycling. We will prefer suppliers that support recycling. We will take measures to do more with less energy. When buying a product, we will also pay attention to its energy efficiency class. We will make greener choices. By offsetting our carbon, we will contribute further to energy efficiency. Through various activities, above all tree planting, we aim to erase our carbon footprint.

RECOVERABLE WASTE

By consciously separating our packaging waste and organic waste, we contribute to recycling

- We carry out various activities to reduce our waste and we encourage our guests and employees to take part in the recycling programme.
- We keep waste separation containers in various sections, as well as in office areas, for the recycling of glass, paper, oil, plastic and food waste.
- We also keep waste separation bins in guest areas. We work with the relevant companies for the recycling of the waste we separate and we monitor the process.

WASTE (KG)	Total 2024	Total 2025	Difference	Change (%)
	780	2640	1.860	238,5

- To reduce our paper consumption, we carry out our correspondence and announcements by e-mail as far as possible. Updates to documents are made through our shared network. Printouts are not taken unless necessary. Paper is used double-sided.
- By informing our guests through a room card about the waste management we apply in our hotel, we also encourage them to reduce the amount of waste and to separate the waste generated.



HAZARDOUS WASTE

So that the hazardous waste generated at our facilities can be disposed of without harming the environment, the hazardous waste produced in our departments is collected under suitable conditions in our hazardous waste rooms, labelled, and delivered to licensed companies for disposal or recovery in accordance with the law.

Hazardous Waste (kg)	Total 2024	Total 2025	Difference	Change (%)
	47	103	56	119,1

. Our Target:

- To further reduce the amount of hazardous waste generated in 2026.

WASTE VEGETABLE OIL

We increase the amount of used vegetable oil that is recycled every year. The waste vegetable oil generated is regularly given to the licensed companies we work with.

Waste Vegetable Oil (kg)	Total 2024	Total 2025	Difference	Change (%)
	180	5920	5740	3188,9

Our Target:

- To increase the amount of waste vegetable oil recovered compared with previous years
- To raise our staff's awareness further about waste oil

CHEMICAL CONSUMPTION

We control the amounts of chemicals we use, and staff training is provided to prevent waste and incorrect use of chemicals.

- We train our employees on the use of chemicals and on the measures to be taken in the event of the spillage of hazardous chemicals.
- Pest control in the hotel area is carried out as needed rather than routinely, which reduces the use of chemicals.
- A chemical dosing system is applied in the laundry department of our hotel.

Chemical Consumption	Total 2024	Total 2025	Difference	Change (%)
	4200	5313	1.113	26,5
	Per Person 2024	Per Person 2025	Difference	Change
	0,159	0,163	0,004	2,4



We carry out work to protect the endemic plants specific to Uludağ that are found in the surrounding area. The endemic plants in the area are protected, and photographs of these plants are also displayed in our common areas such as the restaurant and the lobby.



**Uludağ Crocus; *Crocus Gargaricus*,
Herb.subsp.herbertii B.Mathew Kew Mag. 1(2):72(1984)
Iridaceae / *Crocus gargaricus* subsp. *Herbertii* / Uludağ
crocus, a member of the iris family. ENDEMIC TO ULUDAĞ.**

Flowering specimens can be seen on Uludağ in April and May in damp meadow areas at altitudes of 1300-1800 metres. This subspecies grows only on Uludağ in our country. Its status in the wild is assessed as Endangered (EN).



***Arabis Drabiformis* Boiss. Ann.Sci Nat., Bot.2(17):55(1842) Ulukaz
cress, *Arabis drabiformis* / Ulukaz cress, a member of the
Brassicaceae / mustard family. ENDEMIC TO
ULUDAĞ.** Flowering specimens can be seen on Uludağ
between June and August on rocky and stony slopes at
altitudes of 2100-2300 metres. This species grows only in the
South Marmara area in our country. Its status in the wild is
assessed as **Near Threatened (NT)**.



Dianthusgoeskayi (Bursa carnation)

Caryophyllaceae/Carnation family ; Dianthusgoekayi/Bursa carnation, can be seen on slopes along the edges of roads and paths at altitudes of 900-1200 metres. This species grows only in the South Marmara area in our country. **Its status in the wild is Critically Endangered (CR) .**



Asteraceae/Daisy family; Achillea Multifida/Ebülmülük. Endemic to Uludağ. Flowering specimens can be seen on Uludağ between June and August in fir forest clearings, on alpine slopes and along watercourses at altitudes between 1700 and 2300 metres. This species grows only in the South Marmara area in our country. **Its status in the wild is Endangered (EN) .**



Work is carried out on the protection, care and feeding of the wild and domestic animals in the surrounding area. The organic waste from our facility is used to feed wild animals. Through this work, we show care and make efforts so that wild animals remain in their natural habitats, are fed, and their species do not die out.

DISCOVER BURSA

- You can go up to Uludağ on the Bursa Cable Car, Türkiye's first cable car, and try winter sports.
- Go to the Khans District, which is also on the UNESCO World Heritage List, do some shopping and buy silk products from Koza Han.
- You should see the Green Tomb and Mosque and the Emir Sultan Complex – one of the most visited places in Bursa, dazzling with its tiles and important in art history, which inspired many works by Osman Hamdi Bey, above all "The Tortoise Trainer".
- You should examine the examples of calligraphy written by famous calligraphers in the Grand Mosque, the symbol of the city.
- You should visit the İznik Hagia Sophia Mosque and Museum, which hosted one of the most important events in the history of Christianity.
- You can travel back in time and enjoy local breakfasts in the village of Cumalıkızık, which is on the UNESCO World Heritage List and carries striking traces from the Ottoman period to the present day.
- You should enjoy the hot waters of the Bursa thermal springs, used by emperors and queens throughout history.
- You should visit the countless themed museums in the city: the Uluumay Ottoman Folk Costumes and Jewellery Collection, the Karagöz Museum, the Tofaş Anatolian Carriages Museum, the Bursa Migration Museum, the Textile Museum and the Forestry Museum.
- Discover natural beauties such as Oylat, Sadağı Canyon, Suuçtu Waterfall, Saitabat Waterfall, Lake Uluabat and Gölyazı, where the green of Bursa can be seen in the fullest sense.
- Lose yourself in Bursa's gastronomic adventure. Taste Bursa Kebab, the city's signature dish, İnegöl Meatballs, Cantık and Tahini Pita, and buy candied chestnuts for your loved ones.

ULUDAĞ NATIONAL PARK



Uludağ, 36 km south of Bursa, is the highest mountain in the Marmara Region at 2,543 metres. Known in antiquity as Olympos, Uludağ appears in mythology as the place from which the gods watched the Trojan War. Called Keşiş Dağı (Monk Mountain) in the Byzantine and Ottoman periods, the mountain took the name Uludağ in 1925 on the suggestion of Dr. Osman Şevki Bey. The highest point of Uludağ, Türkiye's largest winter and nature sports centre, is Uludağ Peak in the lake district. At the summit of Uludağ there are nine glacial lakes, some of which dry up in the summer months. The most important of these are Kara Göl, Kilimli Göl, Buzlu Göl and Aynalı Göl in the lake district. On the north side of the mountain lie the Sarıalan, Kirazlı, Kadı and Sobra plateaus. The mountain, which runs north-west to south-east, is 40 km long. This piece of nature, with natural values that are rare both nationally and internationally, was declared a National Park in 1961 and was registered as a First Degree Natural Conservation Area in 2006. From Bursa up to the summit, Uludağ has a very rich variety of habitats formed by the changing plant communities of its forest belts. A centre of plant diversity, Uludağ is home to 171 endemic species, 30 of which are endemic to Uludağ and 141 to Türkiye. One of the rare places with rich plant cover, Uludağ is one of the 122 Important Plant Areas (IPA) in our country. The favourable natural conditions of the national park allow animals such as bear, wolf, jackal, fox, roe deer, deer, hare, wild boar, wild pigeon, vulture, eagle, kite, nightingale and goldcrest to live and multiply. In Uludağ National Park there is the Apollo Butterfly, an endemic species, as well as the Bearded Vulture, whose numbers have fallen worldwide. The Bearded Vulture and the Golden Eagle are the species that give the area its Important Bird Area (IBA) status.

OBSERVATION TERRACE, ULUDAĞ



This place, which Evliya Çelebi also wrote about with admiration, is on the northern slope of Uludağ, at a hilltop overlooking Bursa. Bakacak Hill is the hill with the finest view of Bursa on Uludağ. In the Ottoman period, in order to tell when the month of Ramadan had arrived, the sky was watched from Bakacak Hill and the movements of the moon were followed, and the start of Ramadan was announced by a fire lit on this hill. For this reason the hill was given the name Bakacak ("look-out"). You can also see the unique nature of Uludağ on the 2 km walking trail between Çobankaya and Bakacak Hill.

It is 36 km from the centre of Bursa and lies within the boundaries of Uludağ National Park.

THE GRAND MOSQUE



The Grand Mosque, which fascinates everyone who sees it with its 20 domes and 3 doors, was built in 1399 by order of Sultan Yıldırım Beyazıd. With its indoor fountain, hand-drawn decorations, calligraphy, mihrab and its pulpit made with the künde-kari technique and decorated with the solar system, the mosque offers a spiritual feast to its visitors. On the walls of the Grand Mosque, the largest monument of the city, there are more than 200 calligraphy panels and inscriptions, each made by a different calligrapher. Inside the mosque there is a fountain that refreshes the space and adds a delightful view.

The distance between Uludağ and the Grand Mosque is 35.8 km.

TIRİLYE



Tirilye; a small coastal town that stands out for its fish and its olives, Tirilye is one of the loveliest corners of Bursa. In Tirilye, an old Greek town, it is possible to see the heritage left by the area's former residents. This fishing town among the greenery, with its churches, monasteries and sacred springs as well as its distinctive houses, narrow streets and harbour, makes you feel as if you are inside an oil painting.

The distance between Uludağ and Tirilye is 81.9 km.

GÖLYAZI



Gölyazı; Gölyazı, a small island that appears to float on Lake Ulubat, is connected to the mainland by a narrow bridge. You can take a boat or rowing-boat tour on Lake Ulubat and drink Turkish coffee under the Weeping Plane Tree, the symbol of Gölyazı. In Gölyazı, where nature and history meet, Roman, Eastern Roman and Ottoman architecture come together on one island.

The distance between Uludağ and Gölyazı is 84.9 km.



Bursa İskender Kebab; Bursa's world-famous dish is the Bursa İskender Kebab. In Bursa Kebab, slices of döner meat arranged on buttered pita bread meet tomato sauce, butter and yoghurt.

Chestnut and Candied Chestnut; Candied chestnut is a dessert made from a mixture of chestnuts and sugar syrup. It is one of the famous desserts of Bursa. Candied chestnut is made from the chestnuts that grow on Uludağ within the boundaries of Bursa province. It is made by peeling boiled chestnuts, tying them in muslin and dipping them into boiling syrup.



Milk Halva; Milk halva, which entered Ottoman cuisine about 120 years ago, became the most preferred dessert at the palace in that period. Over time it spread across Anatolia, but it was gradually forgotten. The tradesmen's restaurants in Bursa in particular never removed milk halva from their menus. They still keep this tradition alive.

Gemlik Olives; It is the Gemlik olive produced in the Gemlik district of Bursa. It takes its name from the district of Gemlik. Because it has a small stone, a thin skin and plenty of flesh, the Gemlik olive is mostly eaten as a table olive. It has a structure and flavour specific to its region that is not found anywhere else in the world.

In order to reduce hazardous waste, longer-lasting LED lighting has begun to be used in the many areas where this is possible, instead of fluorescent lighting, which contains mercury and has a shorter life. In areas where LED use is not possible, energy-saving lighting is preferred.

- A sensor-controlled lighting system has been chosen in all guest common areas where it can be applied and in a large part of the staff areas.
- In order to reduce the amount of waste, products with larger packaging are chosen during the purchasing process.
- Where possible, deposit-return products are preferred among the drinks bought in glass bottles, so that they are reused.
- In order to help dispose of the hazardous waste at our facilities without it entering nature, battery waste boxes have been placed at reception for our guests and in the technical office for staff, and they are handed over to the waste company regularly.

Staff Area Battery Recycling



Guest Area Battery Recycling



- Photocell lighting and taps are used within our facility in order to minimise energy consumption.
- The sheets in our rooms are changed every other day unless a guest requests otherwise or checks out, which saves water.
- There are switches on the balconies of our rooms. When the balcony door is opened, the air conditioning switches off automatically.
- Throughout our facility there are posters informing our guests about recycling, and there are enough recycling units within the facility.



In line with the annual training plans we have created, food safety and environmental training is provided at our hotels. Our training is planned as internal and external training. Our environmental training covers topics such as environmental cleaning, the protection of natural life, correct waste separation, waste reduction, the safe use of chemicals and zero waste. Our environmental consultancy company provides training at certain intervals to raise the awareness of our staff. In addition to our consultancy company, we also receive training from our chemical suppliers. Apart from environmental training, an emergency team has been set up for emergencies that may occur at our hotels.

We are aware of how important it is to be prepared in such situations. For this reason we receive fire and first aid training. We hold drills at certain intervals in order to be ready for emergencies. We dispose of our waste vegetable oils and residues by giving them to licensed companies. Through the internal and external training we receive, we become aware of how important the recycling of waste vegetable oil is and of the harm it causes to the environment, and we raise awareness around us as well. We take part in social projects with local organisations and carry out work to raise the awareness of local people by joining environmental events. We aim to offer a working environment that respects human rights and meets international standards, where employees can develop themselves, express their ideas freely and are not subject to discrimination.

a OUR MAP

In order to build closer relations with the local community, our facility gives priority to recruiting staff from local people. It believes that this helps to build a closer relationship

with local people. Thanks to employees from the local community, we can understand the needs of society better and provide higher quality services.

STAFF DISTRIBUTION		
CATEGORY	PEOPLE	PERCENTAGE
LOCAL STAFF	109	87.9
GENERAL STAFF	15	12.10

TOTAL WHITE-COLLAR DISTRIBUTION		
CATEGORY	PEOPLE	PERCENTAGE
Male White-Collar	14	70
Female White-Collar	6	30

FOREIGN STAFF DISTRIBUTION		
CATEGORY	PEOPLE	PERCENTAGE
Female Foreign Staff	14	93,33
Male Foreign Staff	1	6,67

DISTRIBUTION OF STAFF WITH DISABILITIES		
CATEGORY	PEOPLE	PERCENTAGE
Male Staff with Disabilities	1	25
Female Staff with Disabilities	3	75

TOTAL BLUE-COLLAR DISTRIBUTION		
CATEGORY	PEOPLE	PERCENTAGE
Male Blue-Collar	44	42,31
Female Blue-Collar	60	57,69



Birthday celebrations are held regularly in order to increase the motivation of all our employees.

TRAINING AND SOCIAL ACTIVITIES



STAFF TRAINING and SOCIAL ACTIVITIES

-Within the scope of Sustainable Tourism, 'Zero Waste Training' and 'Recycling Training' were provided, and the importance of recycling was explained to all our employees.

-The time it takes for waste to disappear in nature: Glass 4000 years, Plastic Bag 1000 years, Metal 300 years, Battery 300 years, Plastic Plate 500 years, PET Bottle 400 years.



The measures to be taken against chemical spills were explained by the Environmental Engineer, and the actions to be taken in the event of such spills were demonstrated in practice. As can be seen in the picture, the chemical spilled on the floor was treated with sand, and the sand was then disposed of.

-The Environmental Awareness Board was put up in our staff area in order to inform our employees, and the necessary information was provided.



In order to help raise individuals who are aware of social life, the outside environment and family relations, training on Domestic Violence, Child Abuse and Sexual Abuse was organised with experts in the field, so that our staff would be more aware of these subjects.

OUR OCCUPATIONAL HEALTH AND SAFETY POLICY

Since the day it was founded, our facility has been an environmentally sensitive one.

In order to maintain this sensitivity, we comply with the environmental legal obligations, legislation and administrative regulations in force.

By keeping the environmental impacts of our waste under control, we dispose of, or have disposed of, waste that cannot be recovered in a way that does not harm the environment, and we improve our environmental performance by keeping the environmental impacts arising from our activities under continuous control.

In addition, helping to prevent environmental pollution, always striving to make improvements on this subject and carrying out work to minimise the use of natural resources are also among our activities.

In order to ensure that environmental awareness is adopted not only by our employees but also by our guests and the competent authorities, we cooperate with local authorities and contribute to the creation of environmental protection projects.

Raising awareness in and protecting our immediate surroundings, and ensuring that the companies we work with approach this with the same sensitivity, are of great importance to us. To raise the awareness of local people about tourism by cooperating with local authorities.

Ensuring the sustainability of tourism in the region by presenting local cultures to our guests and directing them to the historical and cultural activities of the area is among our activities.

In order to protect the environment and meet the requirements of sustainable tourism, we identify our environmental impacts and keep negative effects, potential hazards and our waste under control. We make every effort to minimise the use of natural resources, energy consumption and air, water and soil pollution.

We comply with the legislation and regulations in force in our country concerning the environment, occupational health and safety and human rights, and we fulfil all requirements completely. While carrying out our activities, we take and apply the measures needed to protect our guests and employees from possible injuries and illnesses and to provide good working conditions.

We seek to ensure that environmental awareness and our social responsibilities are adopted not only by our employees but also by our guests, suppliers, subcontractors and the competent authorities.

By cooperating with local authorities, supplier companies and non-governmental organisations, we contribute to the creation of environmental protection and social responsibility projects. When choosing our suppliers, the criteria we look for in products are that they are made from recycled material or are recyclable; our priority is to source from suppliers certified as fair trade/Organic/FSC/MSC and similar.

In the places where we operate, we take every measure needed to increase local employment and to protect and enrich natural life, and we share with the public all the activities we carry out to look after our environment.

Baia Bursa Hotel aims to ensure the health, safety and well-being of everyone present at the workplace, including all employees, subcontractors and guests.

Employees, contractors and visitors within the facility have duties they must observe: to take responsibility for working safely, to take all reasonable precautions for their own health and safety, and to consider the health and safety of all other people who may be affected by their behaviour.

In all relevant activities, the company will take all reasonable and practicable steps to improve occupational safety conditions, making use of employees within the business and/or of suitable experts through outsourcing when needed.

To create an occupational safety culture by encouraging the active participation of all employees, contractors and visitors in developing and supporting the measures to be taken to improve occupational safety.

To comply with all OHS legislation, regulations and standards in force.

To apply risk and hazard management systems that are relevant and appropriate to the risks within the scope of the organisation.

To provide a safe working area and equipment for controlled work.

To provide suitable OHS training for all relevant staff.

To establish an annual OHS programme in order to improve health and safety in the workplace. To allocate sufficient resources in order to improve OHS performance continuously.

To provide regular health surveillance for employees.

To respond actively to all incidents, to investigate them, and to ensure that injured employees return to suitable work at the earliest opportunity through the fair management of claims and through rehabilitation practices.

These standards will be monitored regularly to make sure that their integrity and effectiveness are maintained, in order to support continuous improvement in the business.

Every person has the right to a holiday, and a holiday is a need. For this reason, our first priority is to provide carefully, from the planning stage onwards, a suitable physical infrastructure for all our guests, with and without disabilities, in both the rooms and the indoor and outdoor common areas of the accommodation facilities we run.

OUR DISADVANTAGED GUESTS POLICY

For the sustainability of satisfaction among disadvantaged guests, the uninterrupted supply and training of suitable staff and the monitoring of changing technological developments are also a priority for our facility.

With our understanding of equal service for everyone and with staff trained in this field, we serve our disadvantaged guests with all our dedication in order to give them the comfort of their own homes, not only in their rooms but in all our service areas.

Our corporate awareness adopts a management approach based on the philosophy that the disadvantage lies not in the person but in the physical space; our priority is to make the disadvantage in physical spaces accessible for the ease and comfort of our guests.

Since we believe that all citizens, whether disadvantaged or not, should have the right to work, disadvantaged staff are also employed at our facility.

In this framework, our disadvantage awareness policy is to remove the obstacles to a holiday on equal terms for everyone.

OUR CHILD PROTECTION POLICY

We respect children's rights and take the measures needed to protect children against all forms of exploitation.

We support programmes that prevent children from becoming in need of protection and care.

We support institutions and organisations that help to reintegrate into society children who have been involved in crime or against whom crimes have been committed.

We cooperate with all stakeholders serving children.

We carry out activities that raise public awareness and sensitivity about preventing violence against children.

We organise training on child protection for our staff.

We support every kind of organisation and activity aimed at child protection in the environment we are in.

In the event of possible abuse, we train our staff to remove the child from the abusive environment and to inform the department manager.

As Baia Bursa Hotel, we work with the vision of contributing to economic, environmental and social sustainability.

We aim for fundamental human rights to be observed in all our business processes.

We aim to offer a working environment that respects human rights and meets international standards, where employees can develop themselves, express their ideas freely and are not subject to discrimination.

We respect fundamental human rights within the scope of the UN Universal Declaration of Human Rights and carry out our activities in line with these principles.

We take care to observe and apply the principles of non-discrimination, no child labour, no forced labour, the right to collective bargaining and freedom of association set out in the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, as well as the requirements of the international conventions to which Türkiye is a party on human rights and social justice.

In processes such as recruitment, training, career development and pay management, and in the working environment, we treat everyone equally without discrimination on the basis of gender, ethnic origin, religion, race, nationality, age, physical capacity, pregnancy, marital status, sexual orientation, union membership, political opinion and similar matters, and we do not tolerate discrimination.

We manage these processes transparently, based on employees' qualifications, experience and performance.

We support the right of all our employees to form associations, hold meetings, organise and bargain collectively within the framework of legal regulations, and we respect freedom of expression. We never subject employees who use these rights to discrimination and we do not put pressure on them.

Our "zero accident" target forms the basis of our approach to occupational health and safety. We attach importance to providing a safe working environment for our business partners and our employees.

OUR TOTAL QUALITY MANAGEMENT POLICY

Towards our guests, the values set out by our state, the solution partners who supply us, our employees and our employer, we will act on nothing other than fairness and good human conduct.

With our understanding of total quality management, which is innovative and follows international standards, we will always believe that we can do better. With this belief, we will provide better service by continuously improving and developing ourselves.

The way to move forward is through training. Our duty is to provide theoretical and practical training to our teams and to bring to the sector successful individuals who love their work and are ready to take responsibility.

The respect, trust and understanding we feel for one another form the skeleton of our team spirit; and keeping our communication channels open, healthy and honest ensures its continuity.

Our marketing policy starts within the facility and reaches global conditions from there. Alongside domestic and international advertising and promotion, we strongly believe in the effect and power of the promotional activities carried out within our facilities.

The best place to share with our guests the successful results we achieve through research and development is our own facility.

Tourism legislation, international regulations, agreements and even customs will guide us. But we will never forget that what matters most is guest requests and needs, which can change.

OUR TOTAL QUALITY MANAGEMENT POLICY

Finding solutions to guest requests according to location, season, profile and situation, without compromising basic standards, is the golden key of the sector.

The superior service approach we show towards our guests will make us a large family, full of respect and affection, that grows every day with its loyal guests.

We work with all our strength to manage our services in an integrated way together with our Sustainability, Food Management, Environmental, Occupational Health, Energy Management and Safety Management Systems, and to be an exemplary organisation through our leadership.

With our understanding of equal service for everyone and with staff trained in this field, we serve our disadvantaged guests with all our infrastructure in order to give them the comfort of their own homes, not only in their rooms but in all our service areas.

As Baia Bursa Hotel, we are committed to supporting and working together with the local community we are part of. We undertake to run our business in a way that helps to protect and promote the culture and heritage of the destination and the local economy.

To make sure that we contribute to the well-being and living spaces of local people, we believe it is very important to maintain a continuous dialogue with our local community.

In line with this,

- To support initiatives that develop the community.
- To support the local economy.
- To respect and protect local culture, traditions and ways of life.
- To support and protect access to basic resources and services.

What we do to reach our targets:

We encourage our guests to discover the history, culture and traditions of the destination and, together with our local community, the local products and services on offer.

We contribute to the upkeep of culturally and spiritually important sites by making an annual donation and by encouraging guests to visit them.

Whenever possible, we prefer local and regional products and services, as stated in our purchasing policy.

As stated in our recruitment policy, we prefer staff living locally during the recruitment process.

Through on-the-job training programmes, we provide job opportunities primarily to local people.

Through regular meetings with the local association and the chamber of commerce, we stay in continuous dialogue with local and indigenous people and ensure that they are treated fairly and equally.

We make annual financial contributions to various local charities.

OUR ENERGY POLICY

We undertake to take the measures needed to increase energy efficiency throughout the facility. To this end, we will use technologies that continuously monitor and analyse our energy consumption.

We will save energy by optimising our heating, cooling, ventilation and lighting systems.

We will spread a culture of energy saving by encouraging energy awareness among our staff and by providing training.

We aim to use renewable energy sources to meet the energy needs of our facility.

We will make sure that the equipment used at our facility has high energy efficiency. We will prefer equipment such as energy-saving appliances, lighting fixtures and air-conditioning systems.

By carrying out regular maintenance of equipment, we will protect energy efficiency and optimise performance.

In our new investments, we will take energy efficiency standards into account and create infrastructure that minimises environmental impacts.

We will work towards a zero waste target in waste management. We will give priority to waste reduction, recycling and recovery activities.

We will encourage the use of recyclable materials and minimise the amount of waste.

We will review our waste management processes continuously and minimise our environmental impact by making improvements.

We will inform our guests about energy saving and environmental protection. We will share simple practices for saving energy and raise awareness.

We will encourage and support our guests by providing information about the use of renewable energy and environmentally friendly practices.

As Baia Bursa, we make a strong commitment to protecting the rights of vulnerable groups and to preventing cases of abuse or harassment. We aim to take the steps needed to keep our employees, our guests and all our stakeholders safe.

Vulnerable groups refer to individuals who need protection because of the risks they face on the basis of age, gender, ethnic origin, sexual orientation, gender identity, physical or mental disabilities, social or economic status, migration status or other characteristics. This policy covers children, young people, older people, people with disabilities, migrants and other vulnerable groups. We undertake to prevent the abuse and harassment of vulnerable groups in accordance with the relevant local laws, human rights and international standards.

We provide regular training for all our employees on the rights of vulnerable groups and on the definition, signs and reporting processes of abuse and harassment. This training aims to raise the awareness of all staff and their sensitivity to cases of abuse or harassment.

We take all allegations of abuse or harassment seriously and ensure that complaints are examined quickly, fairly and confidentially. In this process, protecting the safety and privacy of all our stakeholders is our priority. In accordance with the relevant legal sanctions, evidence-based disciplinary measures and, where necessary, legal proceedings may be initiated.

We undertake to carry out continuous improvement work to prevent and reduce cases of abuse and harassment against vulnerable groups.

OUR STAKEHOLDERS

As Baia Bursa, our stakeholders are at the centre of our sustainability approach. Understanding the views, expectations and needs of our stakeholders is very important for improving our sustainability performance. In this section we will explain in detail our engagement with our stakeholders and how this engagement guides our sustainability management.

Guests: Our guests staying at our hotel are among our most important stakeholders; they are directly affected by our sustainability practices and we shape our services in line with their expectations. The feedback we receive from our guests helps us to assess and improve the effectiveness of our sustainability practices.

Employees: Our employees, who play a major role in the success of our hotel, play a key role in reaching our sustainability targets. Their health, safety and satisfaction are a priority for us. The participation and motivation of our employees are critical to the success of our sustainability work.

Suppliers: Our suppliers, who provide the goods and services our hotel needs, are important stakeholders who share our sustainability principles and help us to ensure the sustainability of our supply chain. By cooperating with our suppliers, we aim to reduce the environmental and social impacts of our supply chain.

Local Community: The people and local businesses in the area where our hotel is located are among our important stakeholders; they are affected by our activities and supported by our sustainability work. By building strong relationships with the local community, we aim to contribute to the sustainable development of the region.

Public Institutions: Public institutions such as the Ministry of Environment, Urbanisation and Climate Change and the Ministry of Culture and Tourism form an important stakeholder group through the legal regulations and standards that affect our sustainability performance. By cooperating with public institutions, we aim to contribute to the development of sustainable tourism policies.

OUR STAKEHOLDERS

Non-Governmental Organisations (NGOs): NGOs working in the field of environmental and social responsibility are valuable stakeholders who help us to raise awareness of sustainability and to share good practice. By carrying out joint projects with NGOs, we aim to contribute to the development of society and of the environment.



OUR COMMUNICATION CHANNELS WITH OUR STAKEHOLDERS

Guests:

Guest satisfaction surveys: We collect feedback through e-mail or online surveys after the stay.

Social media: We interact with our guests on platforms such as Facebook and Instagram, answer their questions and share up-to-date information.

Website: We publish our sustainability policy and our certificates on our website.

Information brochures: We keep brochures in the rooms and common areas that provide information about our sustainability practices.

Employees: Surveys: We measure satisfaction through online surveys.

E-mail: We use e-mail for important announcements and information. **Face-to-face meetings:** When needed, we hold one-to-one meetings to receive feedback from our employees.

Suppliers: Performance assessments: We assess the sustainability performance of our suppliers. **E-mail and telephone:** We use e-mail and telephone for daily communication and operational matters.

Local Community:

Community meetings: We provide information about our work and receive feedback.

Social responsibility projects: We increase our engagement with the community by supporting environmental organisations and other social projects.

ECONOMIC PERFORMANCE

ECONOMIC CONTRIBUTIONS

As Baia Bursa, we create economic value both directly and indirectly through our activities.

This value contributes to our economy in various ways:

Creation and Distribution of Direct Economic Value: The income we earn is distributed as wages and social benefits for our employees, as payments to our local suppliers and as taxes. This distribution reflects our commitment to creating economic value and to sharing it fairly.

Economic Impacts Arising from the Activities of Our Hotel: As a result of our activities there is an impact not only on our own economic performance but also on the regional economy. Our hotel's contribution to economic activity in the region helps to increase the income of local businesses, to create new job opportunities and to raise the general level of prosperity in the region.

Local Employment: In 2025 we sourced **87.9%** of our workforce from local people. In this way we both bring vitality to the local economy and help to reduce unemployment in the region.

Local Suppliers: We meet **75.67%** of the goods and services our hotel needs from local suppliers. By working with local suppliers, we support the regional economy and help to promote local products and services.

Tax Payments: By paying our taxes regularly and in full, we contribute to the country's economy.

As Baia Bursa, we care about contributing to society not only through our economic activities but also through financial support. By making regular donations to local culture, environmental and civil society projects, we aim to contribute to the development of society and to the protection of the environment.

OUR SOCIAL PERFORMANCE

GUESTS

Guest satisfaction is an important part of our sustainability approach. While meeting our guests' expectations and offering them an unforgettable holiday experience, we also aim to raise their awareness of sustainability.

Guest Satisfaction: We collect and assess guest feedback regularly. We improve our services continuously by taking into account satisfaction surveys, online reviews and the feedback we receive through social media.

Sustainability Awareness: We keep materials in the rooms and common areas that provide information about our sustainability practices. We also encourage our guests to adopt environmentally friendly behaviour.

HUMAN RIGHTS

As Baia Bursa, respecting and protecting human rights is one of our core values. We observe the human rights of all our employees, guests and suppliers, and we apply a zero-tolerance policy towards discrimination and abuse.

Human Rights Policy: Our human rights policy is based on the United Nations Universal Declaration of Human Rights and on the standards of the International Labour Organization (ILO). This policy is accessible to all our employees.

Human Rights Practices: We do not discriminate in our recruitment processes and we offer equal opportunities to all employees. We take the measures needed to ensure that our employees work in a healthy and safe environment.

Detection and Prevention of Human Rights Violations: Our communication channels with our employees and suppliers are always open so that human rights violations can be detected and prevented. In the event of any suspected violation, we act quickly and effectively and we comply with ILO rules.

LOOKING TO THE FUTURE

As Baia Bursa, we are aware that our sustainability journey is a process of continuous development and improvement. In this section we will address our targets for the coming period, the actions we plan in order to reach these targets, and the possible risks and opportunities we may face.

KEY ISSUES AND TARGETS FOR THE COMING PERIOD

Combating climate change: We aim to increase energy efficiency projects in order to reduce our greenhouse gas emissions further.

Protecting water resources: At a time when the risk of water scarcity is increasing, we aim to reduce water consumption even further.

Transition to a circular economy: We aim to adopt circular economy principles in order to minimise the amount of waste, increase recycling rates and encourage the use of sustainable materials.

Strengthening engagement with the local community: We want to develop new projects that will contribute to the social and economic development of local people, to increase local employment and to strengthen cooperation with local suppliers.

Empowering employees: We will continue to support the personal and professional development of our employees. We will work to diversify our training programmes and to increase employee satisfaction even further.

ACTIONS TAKEN TO IMPROVE SUSTAINABILITY PERFORMANCE

We are planning the following actions in order to reach the targets we have set:

Energy: Installing analysers at significant energy consumption points in order to calculate our consumption and try to reduce it further.

Water: Providing our employees with training on the environment and water efficiency and raising guest awareness about saving water.

Waste: Reducing the amount of waste and increasing recycling rates by improving our waste management system,

Local Community: Increasing the employment of local people, strengthening cooperation with local suppliers and increasing the use of local products,

Employees: Increasing the training programmes for employees and measuring and assessing employee satisfaction regularly.

LOOKING TO THE FUTURE

LOOKING TO THE FUTURE

POSSIBLE RISKS AND OPPORTUNITIES

Some of the risks and opportunities we may face on our sustainability journey are as follows;

Risks:

The effects of climate change (drought, etc.)

Economic fluctuations and competition in the tourism sector

Changes in legal regulations

Disruptions in the supply chain

Opportunities:

Growing interest in sustainable tourism

Developments in renewable energy technologies

New cooperation opportunities in the field of sustainability

Increasing demand for environmentally friendly products and services

In order to minimise these risks and make the most of the opportunities, we update ourselves continuously and follow new technologies.

CONCLUSION

In this sustainability report, the environmental, social and economic performance of Baia Bursa in 2025 has been assessed in detail. Overall, our hotel has taken important steps in sustainability and has achieved positive results in many areas.

GENERAL ASSESSMENT

As Baia Bursa, we are determined to reach our sustainability targets and we make continuous efforts to improve. In 2025 we achieved significant reductions per person in energy and water consumption, and we increased our waste management and recycling rates. We continued to support local employment, to cooperate with local suppliers and to contribute to society through social responsibility projects.

However, we are aware that our sustainability journey is not yet complete. Global problems such as climate change, water scarcity and waste management mean that, as a hotel, we must fulfil the responsibilities that fall to us. We are determined to tackle these problems and to continue our work for a more sustainable future.

CONTACT AND ADDITIONAL INFORMATION

You can visit our website to learn more about our sustainability report and to review the reports of previous years. Please also do not hesitate to contact us with your questions about our sustainability work.

Baia Bursa Website: www.baiahotels.com/baiabursa

LOOKING TO THE FUTURE

This report aims to provide a transparent assessment of the sustainability performance of Baia Bursa and to share it with our stakeholders. We kindly ask you to read our report carefully in order to learn more about the steps we have taken in sustainability and about our future targets.

OUR CERTIFICATES

