

INTEGRATED MANAGEMENT SYSTEM POLICY

As Coral Group Hotels, we believe that by ensuring customer satisfaction we can strengthen our competitive power and attain much better positions in the hospitality sector.

Our goal is to deliver the products and services we have committed to in the best possible way with an environmentally friendly approach and high quality, and to produce our products in accordance with food safety principles.

When establishing our management systems, we identify the legal requirements, applicable international standards, and other requirements; we carry out our activities in line with these requirements and operate in full compliance with the legislation.

We make decisions on recruitment and career development based on merit and competence, adopting a fair approach. During the hiring process and throughout employment, we evaluate everyone equally regardless of race, color, gender, religion, opinion, age, social or marital status, family background, physical or mental disability, or sexual orientation, and we prioritize qualified local employment.

We participate in various relief campaigns and support a range of projects through sponsorships, donations, and charitable activities. Through these activities, we contribute to the protection of biodiversity and cultural heritage and to the communities of which we are a part.

We monitor our management systems, processes, performance, efficiency, and objectives; by evaluating risks and opportunities, we set measurable targets for continual improvement and, by preparing the necessary business plans, provide the resources to achieve them. We regularly review our policy, improvement targets, and sustainability performance, and we publish our sustainability progress publicly each year.

To achieve our objectives, we receive our most valuable support from our employees; we organize training to increase our employees' competence levels and engagement, and we provide the necessary resources.

We believe that the conscientious implementation of our quality and complaint management systems by our employees will continuously improve our service quality and increase customer satisfaction.

We identify the impacts of our activities on the health and safety of our employees and customers as well as on the environment, and in order to:

- Prevent environmental pollution and reduce waste and greenhouse gas emissions,
- Use resources such as energy and water more efficiently and reduce their consumption,
- Reduce risks and eliminate hazards,
- Prevent accidents, injuries, and illnesses,
- Create a safe working environment,
- To reduce the negative impacts of our activities, we take the necessary measures, carry out controls, and continually improve our safeguards.

We inform our guests about our environmental responsibility and expect them, during their holidays, to respect nature and contribute to the protection of the environment.

We evaluate feedback from customers, employees, and other parties fairly and impartially, with a customer-oriented perspective that goes beyond legal requirements.

In our procurement processes, we follow preference policies that are energy-efficient and environmentally conscious, and we give priority to working with local suppliers. As we develop our products and services, we aim to increase energy efficiency.

We encourage our suppliers to comply with our policies and legal regulations and strive to collaborate in these areas. We do not procure products that contain materials derived from endangered or protected species, and we prohibit the use of animals in entertainment activities.

Within the tourism and food chain, together with our employees, employee representatives, and other internal stakeholders, we establish effective communication channels with external parties and identify needs and expectations. In marketing activities related to our products and services, we adhere to accuracy and base our sustainability claims on evidence.

We establish mechanisms to protect women and children and to prevent discrimination, harassment, and all forms of abuse; we provide a safe working environment in which individuals can express their concerns or complaints comfortably without fear of retaliation.

As the management of Coral Group Hotels, we invite all our employees to implement this policy as an integral part of their work.