

GRAND KENT OTEL

Sustainability Report

15.01.2026

A1. SUSTAINABLE MANAGEMENT SYSTEM

Our Sustainable Management System is based on risk analysis and crisis management. Management conducts a risk analysis once a year covering areas such as environment, society, culture, economy, quality, human rights, health, and safety. The risk analysis outlines the measures to be taken and crisis management strategies to address the identified risks. The report of our Sustainable Management System, developed as part of our Stage 3 Sustainable Tourism certification, is detailed for our hotel with 41 additional points.

A2. LEGAL COMPLIANCE

Our hotel implements, monitors, and ensures up-to-date compliance with all applicable local/regional, national, and international legislation, laws, and regulations, including those related to health, safety, labor, and environmental issues. We review our Legal Compliance Watchlist and Compliance Obligations List, which contain all current legal requirements, every six months and keep track of any changes.

A3. REPORTING AND COMMUNICATION

Our hotel openly and transparently shares its sustainability efforts, policies, actions, and procedures with its employees, guests, and all other stakeholders. This is done primarily through our hotel website and various other communication channels. These include:

Stakeholder Group	Communication Method	Communication Frequency
Employees	Face-to-face meetings Group meetings Trainings Suggestions and complaints Activity and sustainability reports E-mail Instant WhatsApp messaging group	Continuous At the beginning and end of each season, in case of emergencies. During the annual training planning period Continuous Once a year As needed

		Continuous
Guests	Guest Satisfaction and Complaint Surveys Face-to-face meeting Website	Continuous Continuous Continuous
Suppliers	Supplier Evaluation System Meetings Face-to-face meetings and telephone calls E-mail Website	Twice a year (at the beginning and end of the season) Beginning of the season Continuous As needed Continuous
Local Communities / Associations	Social Projects Information requests Activity reports Meeting records Cooperation agreements	In project situations Available whenever needed Available whenever needed Available whenever needed Available whenever needed
Public Institutions	Social Projects Website Face-to-face meetings	In project situations Continuous As needed
Tour Operators and Travel Agencies	Guest Satisfaction and Complaint Surveys Face-to-face meetings Scores	Continuous As needed Continuous
Booking Sites	Guest Satisfaction and Complaint Surveys Face-to-face meetings Scores	Continuous As needed Continuous

A4. STAFF PARTICIPATION

Our hotel is a facility that values its employees, supports the local community, and contributes to sustainable tourism. We work collaboratively with our staff in the development and implementation of a sustainability management system, and our knowledge is updated through continuous training. Our staff are provided with job descriptions outlining their roles and responsibilities within

the hotel and are given information on guest reception. We provide our staff with periodic training programs, on-the-job training, and legally required training and guidance on sustainability and their areas of work. All personnel management activities are carried out in accordance with the laws and regulations in force in Turkey. Potential candidates are evaluated based on a personnel interview form created by the board of directors and the criteria outlined in the personnel evaluation form. We commit to and document that we do not discriminate based on religion, language, race, age, or gender in our recruitment processes.

A5. CUSTOMER EXPERIENCE

Guest satisfaction is a top priority at our hotel. It is monitored regularly and systematically. Guest satisfaction encompasses sustainability issues such as quality, environment, culture, and social and economic contributions. Satisfaction is measured through surveys and a hotel rating system. The results are analyzed, negative feedback and responses are recorded, and necessary measures are taken.

Our hotel has a suggestion and complaint box readily accessible to guests at the reception. Guests can also provide feedback using written surveys located next to the suggestion and complaint box. Our management board sets customer satisfaction targets at the beginning of each year and holds a meeting at the end of the agreed-upon period to review the progress towards achieving these targets.

Current Customer Satisfaction Rating: 4.2/5 (Google) and 2.7/5 (Tripadvisor)

Customer Satisfaction Target for Next Year: 70%

A6. CORRECT PRESENTATION

Our hotel always uses real visuals and materials in its promotions. On its website, in other print and written promotional channels, and in its marketing communications, it maintains a transparent and realistic approach regarding its products and services. Sustainability claims are based on past performance records.

A7.1. COMPLIANCE

Our hotel complies with all relevant zoning requirements and laws. All necessary permits and licenses are up-to-date. Our hotels have a building registration certificate.

A7.2. IMPACT AND INTEGRITY

In our hotel, visual environment, landscape, cultural and natural heritage have been taken into consideration in site selection, design and access activities. The integrity of any archaeological site, cultural heritage site and sacred site has been preserved, and the integrity and connection of natural areas and protected areas have been maintained. Our hotel does not cause any harm to natural areas, wildlife, endangered species and wetlands.

A7.3. SUSTAINABLE PRACTICES AND MATERIALS

We do not have live plants inside the hotel.

A7.4. ACCESS FOR ALL

Our hotel is unable to provide services to guests with disabilities (especially those confined to wheelchairs) due to criteria set by the Ministry of Culture and Tourism of the Republic of Turkey and relevant regulations.

A8. WATER AND PROPERTY RIGHTS ON LAND

Our hotel's land ownership and usage rights – BUILDING REGISTRATION AND PERMIT – are documented.

A9. INFORMATION AND INTERPRETATION

Our hotel provides regular training to its staff on the natural and cultural heritage of the surrounding area. Information about cultural heritage sites, brochures, books, and organized tours is available in the lobby. Furthermore, our hotel provides information and guidelines regarding the region's natural and cultural heritage for both staff and guests.

A10. DESTINATION PARTICIPATION

Our hotel is a member of the Bilecik Chamber of Commerce and Industry.

B1. SUPPORTING THE LOCAL PEOPLE - THE REGIONAL POPULATION

Our hotels consistently fulfill their responsibilities in supporting the local community. Meetings are held with local representatives (village heads), and their opinions are taken into account. Receipts and documents from donations made to institutions, organizations, and associations specific to our region are kept . Our management system supports communication with the local community. Local people can benefit from our facilities' accommodation, dining, entertainment, and educational opportunities.

B2. LOCAL AND REGIONAL EMPLOYMENT

Our hotel prioritizes local and regional employment. The employment rate of residents in the region is measured and monitored. All our staff reside in the region where we operate. In accordance with the Personal Data Protection Law (KVKK), we do not share staff names and address information in our sustainability reports, but we do share this information with relevant authorities upon request.

Total Number of Staff: 8

Number and Rate of Local Employment: 8 / 100%

B3. LOCAL AND REGIONAL PROCUREMENT

Our hotel prioritizes local or regional suppliers when purchasing goods and services, provided they offer quality and reasonable prices. We maintain records of our suppliers, regularly documenting which products and services are purchased from them. The ratio of products and services sourced from local suppliers to the total number of products purchased is measured. When purchasing from local suppliers is not possible, we maintain records of products and services sourced from suppliers practicing fair trade, and their ratio to the total number of products purchased is also measured. In line with sustainability principles, we ensure that our suppliers adhere to our supplier code of conduct.

Total Number of Suppliers: 10

Number of Local Suppliers: 10

Local Purchase Rates: 100%

B4. LOCAL AND REGIONAL ENTREPRENEURS

Our hotel provides advice and support to service providers in its region regarding the quality and sustainability of their services, where appropriate.

B5. ABUSE AND HARASSMENT

Vulnerable groups include individuals who are more vulnerable to discrimination and violence, such as the elderly, children, people with disabilities, women, ethnic minorities, and other groups. Our hotel has a Vulnerable Groups Protection Policy and a Sexual Harassment Prevention Procedure. Regular training is provided to staff on the implementation of this policy and procedure, and records are kept. Records of staff ages are maintained, and it is demonstrated that child labor (as defined by the ILO) is not present. Our hotel supports the measures mentioned in the child abuse prevention policy and child labor prevention policy. To date, we have not received any complaints of abuse or harassment from staff or guests at our hotel.

B6. EQUAL OPPORTUNITY

Our hotel does not discriminate based on race, social class, ethnic or national origin, religion, age, disability, gender, marital status, pregnancy, sexual orientation, union membership, political affiliation or membership, social background, or any other situation that may give rise to discrimination in matters such as employment, compensation, wages, access to training, promotion, termination of employment, retirement, or overtime rights. Priority is given to the employment of women.

Number of Staff Members (Gender Difference): 3 Women, 5 Men

Number of female staff in management positions: 1

Number of disabled employees: 0

B7. GOOD AND RESPECTFUL WORK

Our hotel is aware of and complies with international labor standards and regulations. Wage levels are regularly monitored and reviewed according to national norms regarding minimum wage. Staff are paid at least the minimum wage. All our staff undergo monthly health checkups and are monitored. A personnel file is created for each employee. Our hotel has and adheres to good and reputable work procedures.

B8. COMMUNITY SERVICE ACTIVITIES

Our hotel has a complaint mechanism in place for the local community. Anyone negatively affected by our hotel's operations can voice their complaints and receive a solution. This can be accessed through our hotel's website.

B9. LOCAL AND REGIONAL SOURCES OF LIVELIHOOD

Our hotel's operations do not negatively impact local access to livelihoods, including land and water use, rights of way, transportation, and housing.

C1. CULTURAL INTERACTIONS

Our hotel demonstrates awareness and compliance with current international, national and local best practices and guidance regarding tourist visits to cultural sites and the local community.

C2. PROTECTION OF CULTURAL HERITAGE

Our hotel respects the tangible and intangible cultural heritage of the region in which it operates and contributes to its preservation. Our hotel respects the local traditions, lifestyle, beliefs, and social structure of the region. We encourage our staff and guests to be informed about this. Our hotel has established a list of rules for our staff and guests to prevent the destruction of cultural assets such as historical buildings, monuments, and archaeological sites. Our hotel aims to contribute to the preservation of cultural heritage through cultural festivals, shows, and events organized in collaboration with or supported by the local community.

C3. PRESENTATION OF CULTURE AND HERITAGE

Our hotel does not buy, sell, or facilitate the trade of historical and archaeological artifacts, nor does it exhibit them. Our hotel prioritizes the promotion and consumption of local products. Our staff provides information about the tourism areas in our region verbally or through brochures. Our hotel has a cultural heritage presentation plan and also provides visuals, brochures, and tour guides introducing the cultural and historical sites in our region.

C4. HISTORICAL ARTIFACTS

Historical and archaeological artifacts are not bought, sold, or displayed at our hotel, except as permitted by local and international laws.

D1.1. ENVIRONMENTALLY FRIENDLY PURCHASING

Our hotel follows an environmentally conscious purchasing policy, prioritizing efficient procurement, energy conservation, and water conservation to prevent food waste and reduce solid waste. Purchased products are generally sourced in large packages. We take great care to ensure our suppliers and product procurement are eco-certified.

D1.2. EFFICIENT PURCHASING

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. Disposable products and consumables are not used.

D1.3. ENERGY SAVING

Heating and cooling in our hotel rooms are controlled. The appliances and machines in our rooms (minibar, refrigerator, TV, split air conditioner, etc.) are equipped with high-efficiency technology that consumes less electricity. Energy-efficient lighting elements are used in our rooms. Appliances (refrigerator, minibar, etc.) are placed away from sunlight and heat sources, and with proper ventilation, to ensure high efficiency and low energy consumption. Curtains or blinds are kept closed in rooms without guests. We pay attention to using high-efficiency and low-electricity technology in the appliances and machines used in our hotel. Energy-efficient lighting elements are used in our hotel. Smart lighting systems are used in our hotel (corridors, garden, technical units, staff areas, etc.). Furthermore, new technologies are used in providing electricity, heating, and cooling. The amount of energy consumed in our hotel is regularly calculated and reported each month using our energy monitoring table based on guest*nights.

To maximize energy efficiency and raise awareness among guests and staff, our hotel features energy-saving labels in rooms and common areas.

D1.4. WATER CONSERVATION

Our hotel commits to meeting all legal and other requirements regarding water efficiency, use, and consumption; to continuously improve water conservation efforts; to provide the necessary information and resources to achieve water conservation targets; and to instill this awareness in all services we provide to our employees and guests. The water risk situation in the region where our hotel is located has been assessed. For this purpose, [the Water Risk Atlas prepared by the World Resources Institute](#) is used.

The amount of water we use in our hotel is calculated and reported monthly using our water consumption tracking chart, based on guest*nights. To maximize energy efficiency and raise awareness among guests and staff, we have placed water-saving labels in rooms and common areas.

D2.1. GREENHOUSE GAS EMISSIONS

At our hotel, carbon footprint targets for the following year are set at the beginning of each year and checked at the end of the relevant period. Carbon footprint is measured and reported regularly every month. A measurement procedure is taken into account for our carbon footprint measurement.

D2.2. TRANSPORTATION

Guests are informed about climate-friendly and alternative transportation options upon arrival, departure, and during their stay, and these options are promoted both verbally and through brochures. Staff are encouraged and directed to use public transportation to reach the hotel. Local businesses located near the hotel are preferred as suppliers. Internally, the hotel optimizes transportation operations by adopting fuel-efficient vehicles, implementing route planning systems to minimize distance, and promoting shared transportation among staff. Efforts are made to minimize transportation use in daily operations.

D2.3. WASTEWATER

The wastewater from our hotel is discharged into the municipal sewage system of the region where we operate, which is considered a sustainable disposal system.

D2.4. SOLID WASTE

Our hotel operates in accordance with the Zero Waste Regulation and complies with all the rules it sets forth. Our hotel holds a "Zero Waste Certificate". Within this framework, solid waste is separated according to type – food, recyclable, toxic/hazardous, and organic – with consideration given to recycling and reuse. All separated waste is collected by licensed companies and disposed of using appropriate methods. Furthermore, all waste generated by our hotel is tracked using our Waste Tracking Table and guest*nights system, and annual reduction targets are established for this waste.

D2.5. HARMFUL SUBSTANCES

A list of chemicals used in our hotel is available. Current MSDS (Material Safety Data Sheet) forms for all chemicals on this list are kept on file. All chemicals are stored properly. The use of harmful substances, including cleaning materials, is minimized and, where possible, replaced with harmless products or processes. The storage, use, transport, and disposal of chemicals are managed in accordance with national legislation.

D2.6. MINIMIZING POLLUTION

Potential sources of pollution at our hotel are listed below, and no pollution sources have been found. Furthermore, our hotel separates used vegetable oils using appropriate methods and delivers them to licensed used vegetable oil collection companies under contract. Delivery receipts are obtained and kept for the delivered oils.

Potential Sources of Pollution	The current situation
Noisy	No event is taking place. There will be no music broadcast.
Light	LED, photocell-operated, low-energy lighting elements are used.
Surface Runoff	The hotel's architecture does not present any conditions that would cause surface runoff.
Erosion	The hotel's architecture does not present any features that would cause erosion.
Substances that Deplete the Ozone Layer	There are no appliances or materials (refrigerators, freezers, air conditioners) that emit carbon gas.
Hygiene (Cleaning Cloths)	A separate cloth is used for each section.
Hygiene (Wood Panels)	To prevent cross-contamination, separate panels are in place for each section and food item.

Hygiene (Chopping Knives)	The products are different and are stored in their boxes.
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D3.1. CONSERVATION OF BIODIVERSITY

Our hotel supports and contributes to the conservation of biodiversity through the proper management of its own property. Particular attention is paid to naturally protected areas and areas of high biodiversity value. Regular annual donations are made to TEMA (Turkish Foundation for Combating Erosion, for Reforestation and Protection of Natural Habitats).

Biodiversity is not harmed. Our hotel has the 2023 Provincial Environmental Status and Biodiversity Report. Our hotel has also created a floristic structure list for the plants on our premises. This list includes necessary information, including the endemism and invasiveness of plant species. No animals are regularly kept at our hotel.

D3.2. INVASIVE SPECIES

The presence of invasive species in our hotel is indicated in our FLORISTIC STRUCTURE AND BIODIVERSITY LIST. Priority has begun to be given to the selection of endemic species in plant selection.

D3.3. VISITS TO NATURAL AREAS

Our hotel follows appropriate guidelines for managing and promoting visits to natural areas to minimize negative impacts and maximize guest satisfaction. We have guidelines in place for our staff and guests to be informed about visiting natural areas.

D3.4. WILDLIFE INTERACTIONS

Our hotel has no negative impact on wildlife. We have established a policy regarding wildlife interaction and a list of rules to be followed when visiting natural areas and interacting with wildlife.

D3.5. ANIMAL HEALTH AND WELFARE

At our hotel, we take the necessary care to ensure the health and welfare of animals. We do not have any animals regularly cared for at the hotel. However, we have provided food and water for stray animals in containers around the hotel grounds.

D3.6. WILDLIFE HUNTING AND TRADE

Our hotel is aware of and complies with legal regulations regarding wildlife harvesting and trade. Hunting and animal trading are not permitted on our premises. It is strictly forbidden for our employees and guests to hunt or bring any illegally hunted animals into the hotel grounds.