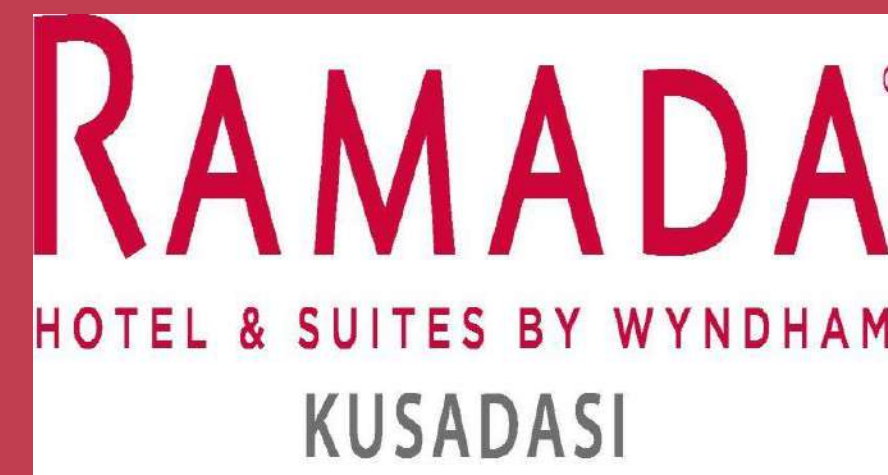


Sustainability Report 2024

TAKING CARE FOR NATURE





“

*May the beautiful
examples of the
past inspire the
present and
illuminate the
future..*

”

Preface

Dear Readers,

Sustainability is not merely a goal; it is a journey. With this awareness, we have embarked on a new initiative to further advance our sustainability efforts in tourism. Drawing on our past experiences, we move forward into the future with greater strength and consciousness. In the enchanting nature of the Aegean, we embrace a lifestyle enriched with healthy, organic products and cultural and historical heritage. With deep respect for this legacy, we work tirelessly to preserve and pass it on to future generations. In line with the principles of sustainable tourism, we take steps to reduce the use of natural resources, minimize environmental impact, and eliminate it wherever possible. By supporting local products and suppliers, we foster local employment and education. Our aim is to carry the wisdom of the past into the present and illuminate the future. The simple and natural balance of life embraced by our ancestors continues to inspire today's sustainability goals. Traditional agricultural methods remain one of the cornerstones of sustainability, and the philosophy of "The wheat field is with our neighbor, but the abundance is ours" reminds us of the power of solidarity and sharing. With our new structure, we are determined to further develop our expertise and strengthen our vision for sustainable tourism. We firmly believe that preserving today's values and passing them on to future generations can only be achieved through sustainable tourism. May the beautiful examples of the past inspire the present and illuminate the future...

Selçuk DUMAN

İçindekiler

1 About the Report

1. Sustainability Approach
2. Corporate Profile
3. Documents-Awards

2 We Respect Nature and the Environment...

Chemical Mitigation
Water and Waste Management
Biodiversity Protection

3 We Respect Employee Satisfaction and Safety

Occupational Health and Safety
Standards

4 We Respect Guest Satisfaction and Local Community

Responsible Supply Chain Management
Supporting the Local Economy

5 Sustainability Policy

6 We Respect Employee Satisfaction and Safety

Employee Satisfaction and Loyalty

7 We Respect Employee Satisfaction and Safety

Talent and Performance
Management

8 We respect our job..

Stakeholder Engagement
Sustainable Economic Growth

9 Sustainability Strategy and Sustainability Development Goals

Scaling Matrix

10 We Respect Employee Satisfaction and Safety

Corporate Social Responsibilities

11 We Respect Guest Satisfaction and Local Community

Guest Satisfaction

12 We respect our job..

Digitalization and Innovation Issues

13 We Respect Nature and the Environment...

Combating Climate Change and Emission Management
Water and Waste Management
We Respect Nature and the Environment...

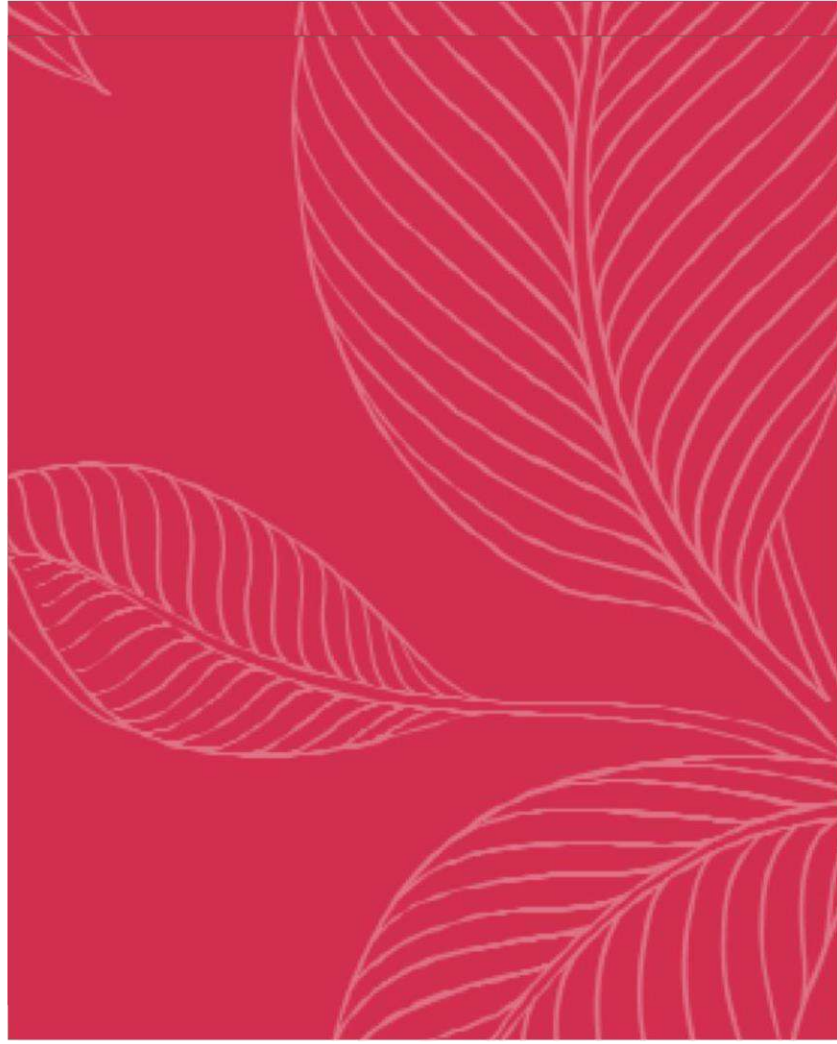
14 We Respect Employee Satisfaction and Safety

Equality, Diversity and Inclusion

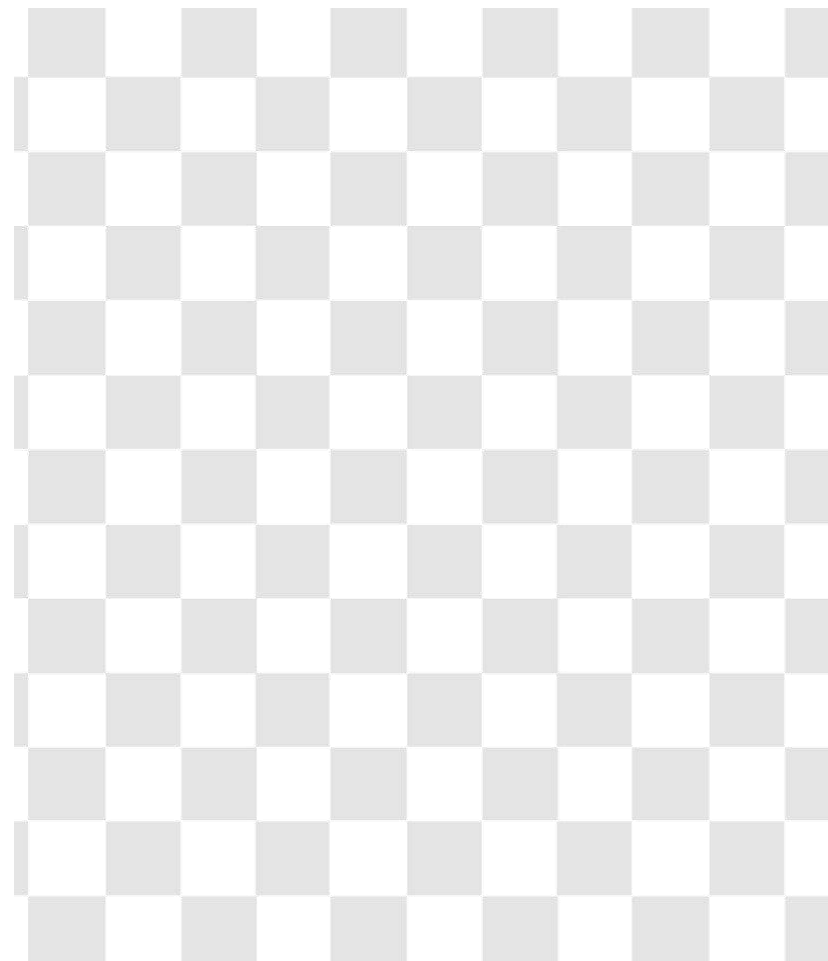
15 We Respect Guest Satisfaction and Local Community

Quality and Sustainable Service

16 Risk Management



RAMADA[®]
HOTEL & SUITES BY WYNDHAM
KUSADASI



ABOUT THE REPORT

In today's world, where the significance of climate change and global warming is increasingly felt each day, we are committed to fulfilling our responsibilities in the best possible way. We strive to instill environmental awareness among our employees and guests, ensuring that sustainability becomes a shared value. As part of the strategies we have developed for sustainability, we have aligned our sustainability goals and key priorities under four focus areas: Respect for Nature and the Environment, Respect for Employee Satisfaction, Respect for Guest Satisfaction, and Respect for Our Work. These goals are integrated into our business strategies and tailored to meet stakeholder expectations while contributing to the United Nations Sustainable Development Goals (SDGs). This report is our third sustainability report, published as part of the initiatives we have undertaken since 2021 in accordance with the Global Sustainable Tourism Council (GSTC) Green Tourism criteria. The 2024 report presents the performance data of all our sustainability efforts throughout the period.

OUR SUSTAINABILITY APPROACH

Core Approach

Since the very first day of our operations, we have embraced a business philosophy that prioritizes sustainability within the framework of our **vision and mission**, rooted in our **founding values and principles**.

Focused Sustainability Model

The sustainability policy of **Ramada Hotel & Suites by Wyndham** is structured to encompass fundamental principles that apply across all sectors in which it operates. Accordingly, our overall business approach, aligned with today's global goals, is modeled as follows:

- **Sustainability-Oriented Business Approach**
- **Human Development-Oriented Business Approach**
- **Prosperity Expansion-Oriented Business Approach**
- **Planet-Centered Business Approach**
- **Fair and Inclusive Business Approach**

OUR CORPORATE PROFILE



VİZYONUMUZ;

To be the first choice of customers in the sectors it serves and to ensure the continuity of this status, guided by its corporate values and commitment to quality.

MİSYONUMUZ;

To exceed expectations in all sectors we serve by delivering results with the highest standards of quality, earning the satisfaction and trust of our employees and customers.

KURUMSAL DEĞER;

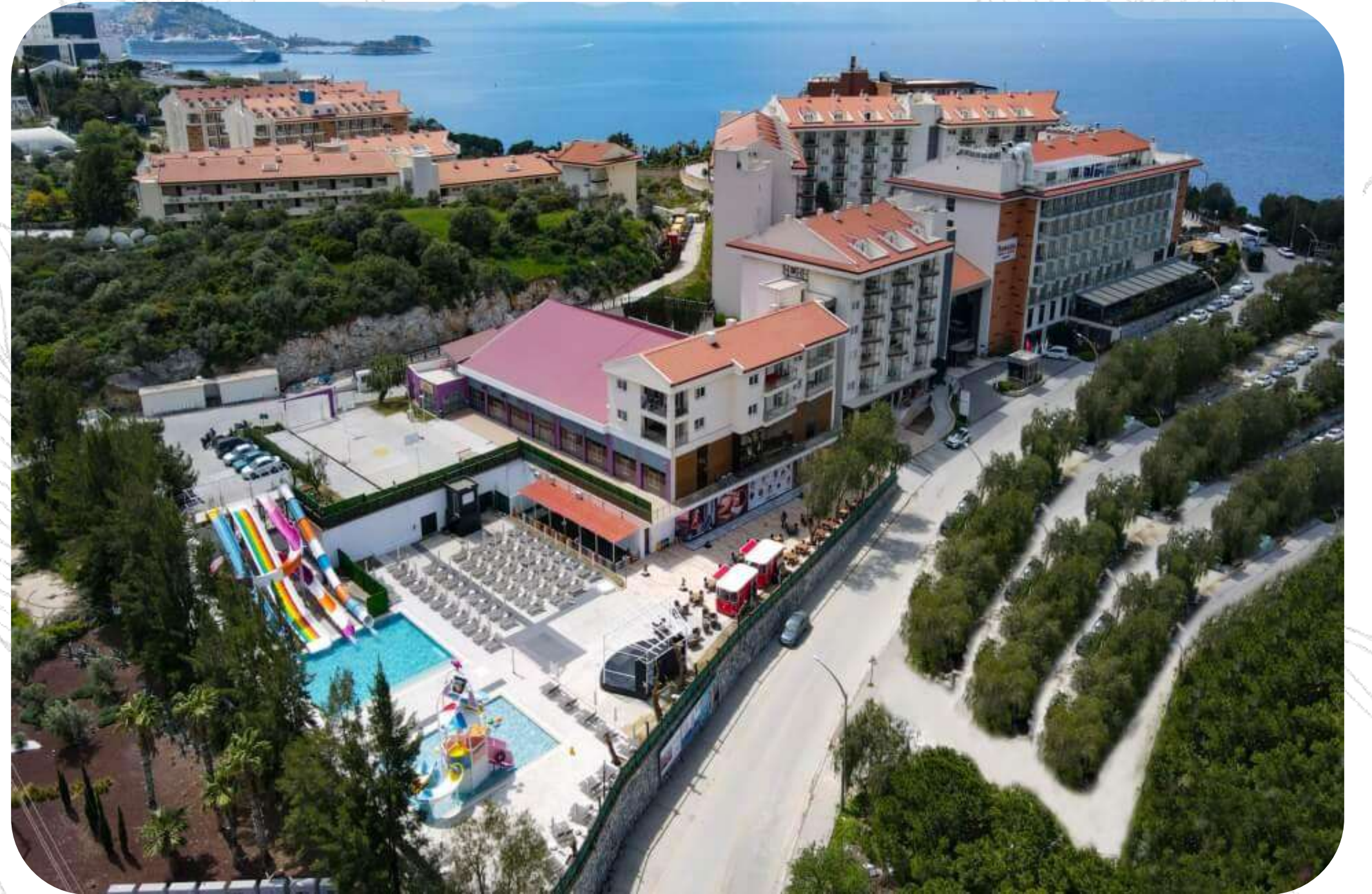
Setting new goals by embracing continuous improvement
Maintaining teamwork and communication at the highest level
Being aware of social principles and responsibilities
Recognizing that the most valuable resource is human capital
Ensuring the highest level of employee satisfaction
Achieving maximum quality in work, sales, and after-sales services
Ensuring the continuous satisfaction and trust of both internal and external customers.

OUR FACILITIES

Ramada Resort by Wyndham Kuşadası & Golf
Ramada Hotel & Suites by Wyndham Kuşadası

RAMADA[®]
RESORT BY WYNDHAM
KUSADASI & GOLF

RAMADA[®]
HOTEL & SUITES BY WYNDHAM
KUSADASI



OUR CERTIFICATES & AWARDS

BUREAU VERITAS

ÖZYER TURİZM SAN. VE TİC. A.Ş.

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 9001:2015

Scope of certification

The following site is part of the Management System of the above organisation:

EPHESUS GOLF İŞLETMECİLİĞİ A.Ş. / RAMADA OTEL & SUITES APART

TÜRKMEN MAH. GAZİBEĞENDİ BULVARI NO:48 A KUŞADASI, AYDIN, TÜRKİYE

OTEL YÖNETİMİ - KONAKLAMA - TOPLANTI HİZMETLERİ - YİYECEK & İÇECEK HİZMETLERİ

Sertifika Numarası: TR012700-002 Revizyon: 1 Yayın Tarihi: 24-11-2023

Bu sertifikanın süresi, ana sertifikanın geçerlilik süresine bağlıdır: 23-11-2026

UKAS
MANAJEMENİ
SİSTEMİ
0008

BVCH SAS UK Şubesi adına imzalayan
Sertifika Ofisi: 5th Floor, 66 Prescott Street, London, E1 8HG, United Kingdom
Lokal Ofis: Esas Maltepe Ofispark Altayçeşme Mah. Çamlı Sok. No: 21 Kat: 8 Maltepe, İstanbul, 34843 Türkiye

Belge kapsamı, geçerliliği ve standardın gerekliliklerinin uygulanabilirliği ile ilgili ayrıntılı bilgiyi +90 216 518 40 50 telefon numarasından teyit edebilirsiniz.

UKAS Certificate Template Multi Site Rev.3.10 1/1 22 Mar 2023

BUREAU VERITAS

ÖZYER TURİZM SAN. VE TİC. A.Ş.

Bureau Veritas Belgelendirme yukarıda adı geçen kuruluşun, Yönetim Sisteminin denetlendiğini ve aşağıda detayları belirtilen yönetim sistemi standartlarının gereklerine uygunluğunu onaylamaktadır

ISO 10002:2018

Aşağıdaki eaha, yukarıdaki kuruluşun Yönetim Sisteminin bir parçasıdır:

EPHESUS GOLF İŞLETMECİLİĞİ A.Ş. / RAMADA OTEL & SUITES APART

TÜRKMEN MAH. GAZİBEĞENDİ BULVARI NO:48 A KUŞADASI, AYDIN, TÜRKİYE

OTEL YÖNETİMİ - KONAKLAMA - TOPLANTI HİZMETLERİ - YİYECEK & İÇECEK HİZMETLERİ İÇİN MÜŞTERİ ŞİKAYETLERİNİN ELE ALINMASI VE DEĞERLENDİRİLMESİ

Sertifika No. TR012703-002

Sürüm: 1 Yayın Tarihi: 24-11-2023

Bu sertifikanın geçerliliği, geçerliliği sona eren ana sertifikanın geçerliliğine bağlıdır: 23-11-2026

UKAS
MANAJEMENİ
SİSTEMİ
0008

İBRAHİM TAGAY
Belgelendirme Müdürü

Merkez Ofis: Esas Maltepe Ofispark Altayçeşme Mah. Çamlı Sok. No: 21 Kat: 8 Maltepe, İstanbul, 34843 Türkiye

Belge kapsamı, geçerliliği ve standardın gerekliliklerinin uygulanabilirliği ile ilgili ayrıntılı bilgiyi +90 216 518 40 50 telefon numarasından teyit edebilirsiniz.

4/10

BUREAU VERITAS

ÖZYER TURİZM SAN. VE TİC. A.Ş.

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 14001:2015

Scope of certification

The following site is part of the Management System of the above organisation:

EPHESUS GOLF İŞLETMECİLİĞİ A.Ş. / RAMADA OTEL & SUITES APART

TÜRKMEN MAH. GAZİBEĞENDİ BULVARI NO:48 A KUŞADASI, AYDIN, TÜRKİYE

OTEL YÖNETİMİ - KONAKLAMA - TOPLANTI HİZMETLERİ - YİYECEK & İÇECEK HİZMETLERİ

Sertifika Numarası: TR012701-002 Revizyon: 1 Yayın Tarihi: 24-11-2023

Bu sertifikanın süresi, ana sertifikanın geçerlilik süresine bağlıdır: 23-11-2026

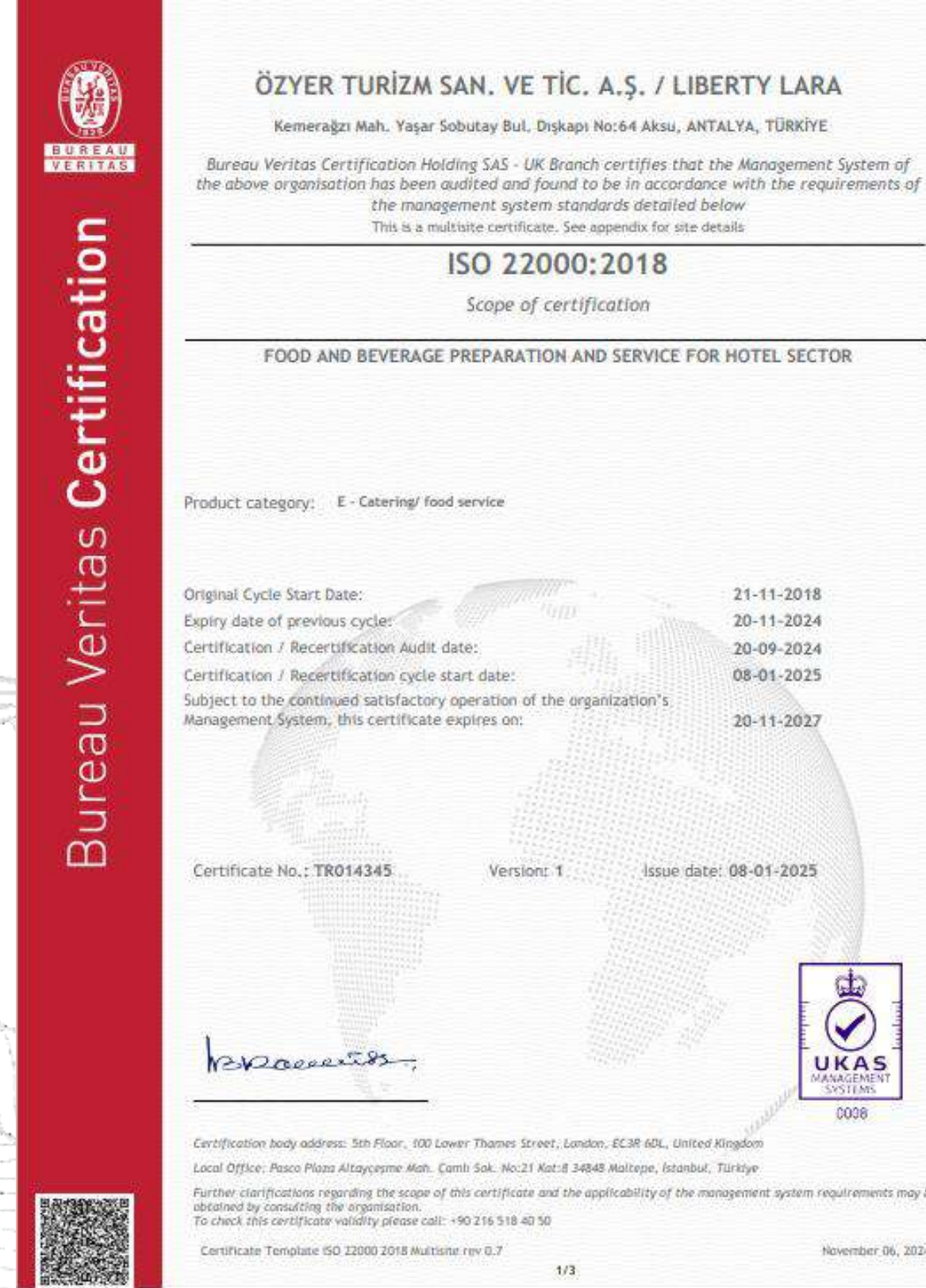
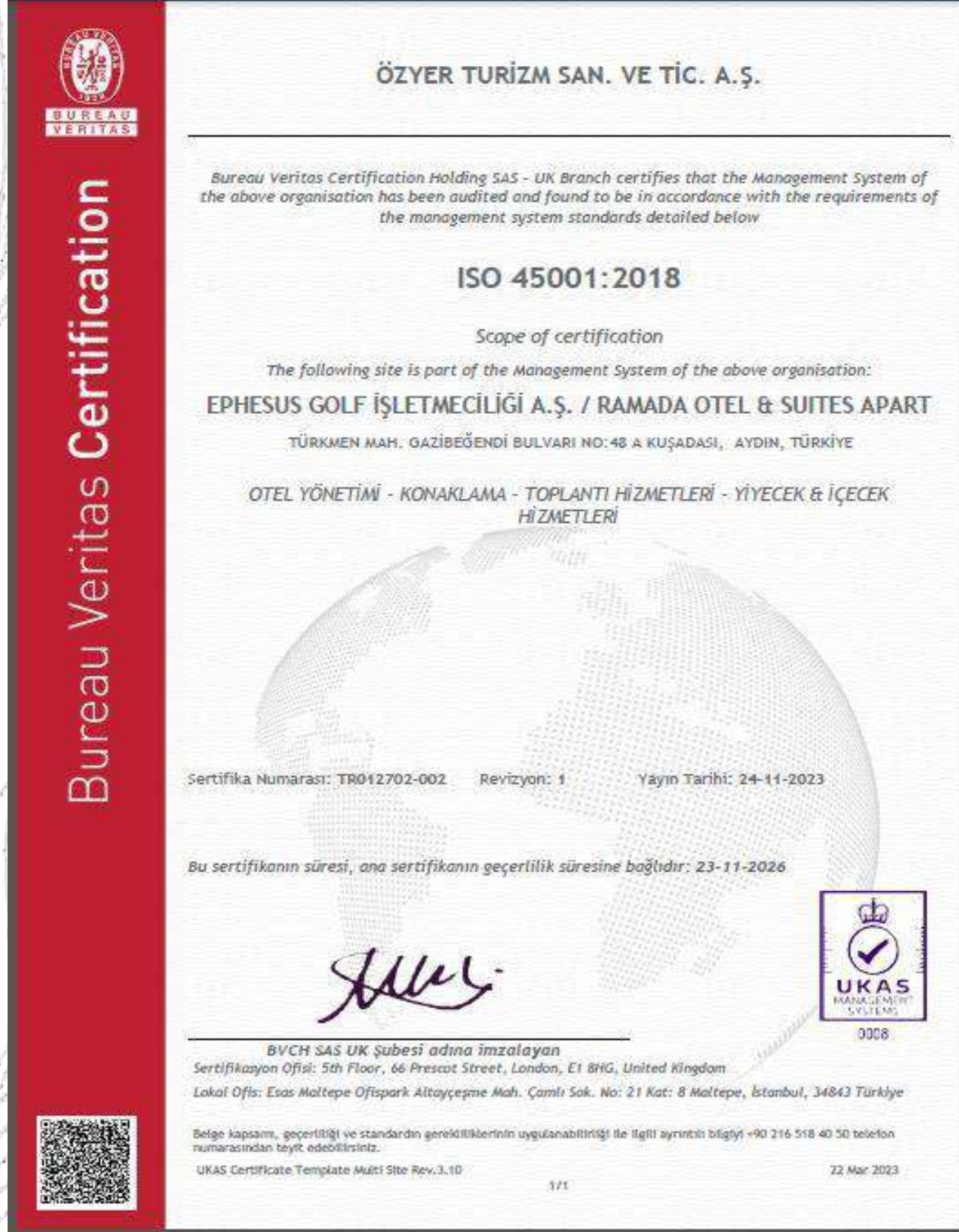
UKAS
MANAJEMENİ
SİSTEMİ
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BVCH SAS UK Şubesi adına imzalayan
Sertifika Ofisi: 5th Floor, 66 Prescott Street, London, E1 8HG, United Kingdom
Lokal Ofis: Esas Maltepe Ofispark Altayçeşme Mah. Çamlı Sok. No: 21 Kat: 8 Maltepe, İstanbul, 34843 Türkiye

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UKAS Certificate Template Multi Site Rev.3.10 1/1 22 Mar 2023

OUR CERTIFICATES & AWARDS



AWARD OF EXCELLENCE

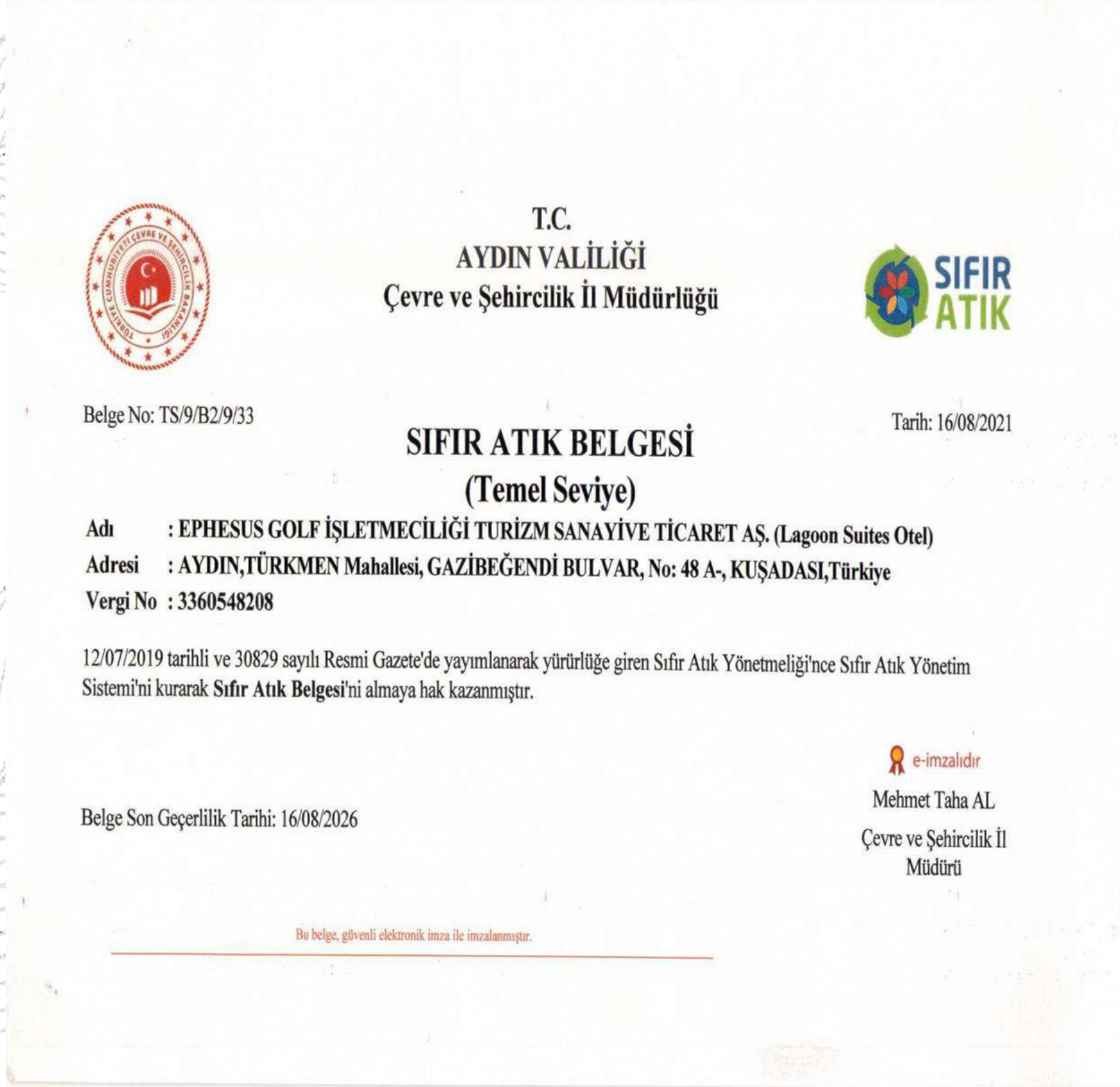
Ramada Hotel & Suites By Wyndham Kuşadası has implemented the Health & Hygiene program during 2024 with the high level of success and performance in region and awarded with the Best certification by Preverisk Group.

29/11/2024

Responsable de Certification
Preverisk Group



OUR CERTIFICATES & AWARDS



Shaping a World of Trust

GSTC Sertifikasyon Kodu : HABV230124

Sürdürülebilir Turizm SERTİFİKASI

Türkiye Turizm Tanıtım ve Geliştirme Ajansı tarafından önerilen bu sertifika Bureau Veritas Certification Hong Kong Limited tarafından düzenlenmiştir.

Bureau Veritas Certification Hong Kong Limited GSTC tarafından akredite edilmiş olup, akreditasyon kapsamı www.gstcouncil.org adresinde yayınlanmaktadır.

RAMADA OTEL & SUITES APART

GSTC tarafından tanınan Türkiye Sürdürülebilir Turizm Standardı, Versiyon 1.0, 19 Mayıs 2022'de belirtilen gerekliliklere göre yapılan denetime ve imzalanan sözleşmeye istinaden Bureau Veritas Certification Hong Kong Limited işbu belge ile yukarıda listelenen tesisin Türkiye Sürdürülebilir Turizm Standardı, Versiyon, 1.0 19 Mayıs 2022 ile uyumlu olduğunu onaylar. Bu belge, Sürdürülebilir Turizm kriterlerindeki turizm hizmetlerinin karşılandığını garanti eder.

Sertifika Numarası	BVGH-ST-HI-0304
İlk Sertifika Tarihi	17 / 04 / 2023
Düzenleme Tarihi	17 / 04 / 2024
Geçerlilik Tarihi	16 / 04 / 2025

İmza

İBRAHİM TAGAY
Belgelendirme
Müdürü

Kuruluş Türü
Konaklama İşletmesi

RAMADA
HOTEL & SUITES BY WYNDHAM
KUŞADASI



* Sürdürülebilir Turizm Programı, T.C. Kültür ve Turizm Bakanlığı öncülüğünde geliştirilmiştir.

OUR CERTIFICATES & AWARDS

Preverisk
Group

2024

International
Advanced system

Health & Hygiene Certificate

Ramada Hotel & Suites By Wyndham Kuşadası

This establishment has implemented a Health and Hygiene program to ensure the security of their guests and staff. This program covers food safety, water hygiene and hygiene practices in line with international standards and regulations. The management of this company is fully committed to the compliance of the said international standards and regulations.

Bu işletme, misafir ve çalışanlarının güvenliğini sağlayabilmek için bir Sağlık ve Hijyen programı uygulamaktadır. Bu program, uluslararası standartlara ve yönetmeliklere uygun olarak Gıda Hijyeni, Su Hijyeni ve Hijyen uygulamalarını kapsar. Bu işletmenin yönetimi, tesislerinde bahsi geçen uluslararası standart ve düzenlemeler ile tamamen uyumlu çalışıldığını taahhüt eder.

16/08/2024

Merve Öztürk
Business Development Manager
Turkey



Preverisk
Group

2024

International
Advanced system

Health & Safety Certificate

Ramada Hotel & Suites By Wyndham Kuşadası

This establishment has implemented a Health and Safety program to ensure the security of their guests and staff. This program covers General Risk Assessment Principles, Fire Safety Risk Assessment and Control, Pool Safety, Gas Safety and Children Safety Protocols; in line with international standards and with Preverisk Generic Authorities Standards for global tourism and accommodation. The management of this company is fully committed to the compliance of the said international standards.

Bu işletme, misafir ve çalışanlarının güvenliğini sağlayabilmek için bir Sağlık ve Güvenlik programı uygulamaktadır. Bu uluslararası standartlara ve Preverisk genel otorite standartlarına uyumlu olarak, Genel Risk Değerlendirme Prensipleri, Yangın Güvenliği Risk Değerlendirmesi ve Kontrolü, Havuz Güvenliği, Gaz Güvenliği ve Çocuk Güvenliği Protokollerini kapsar. Bu işletmenin yönetimi, tesislerinde bahsi geçen uluslararası standart ve düzenlemeler ile tamamen uyumlu çalışıldığını taahhüt eder.

29/11/2024

Merve Öztürk
Business Development Manager
Turkey



OUR CERTIFICATES & AWARDS



OUR POLICIES

İŞ SAĞLIĞI VE GÜVENLİĞİ POLİTİKASI

Çalışanlarımızın daha sağlıklı, güvenli ve verimli bir şekilde çalışabilmesi için İş Sağlığı ve Güvenliğinin gerekliliklerini yerine getiriyoruz. Sağlıklı çalışma hayatını desteklemek için düzenli eğitimler veriyoruz. Bu doğrultuda atılacak adımlar arasında; Ergonomik çalışma alanları oluşturma, düzenli sağlık taramaları yapmak, stres yönetimi ve iş-yaşam dengesi konusunda destek programları oluşturmaktayız.

SÜRDÜRÜLEBİLİRLİK POLİTİKAMIZ

Odelia Group Hotels olarak sürdürülebilir turizm yaklaşımında Birleşmiş Milletler Dünya Turizm Organizasyonun amaçlarını ve bu kapsamda 12 temel ilkeyi model aldık. "Sürdürülebilirlik Politikası" ile; doğal, sosyal ve ekonomik çevre arasındaki bağlantıyı dikkate alarak sürdürülebilir bir işletme anlayışını benimsemekteyiz.

ÇOCUKLARIN KORUNMASI VE İSTİSMARIN ENGELLENMESİ POLİTİKASI

Çocukların haklarını korumak, sürdürülebilir bir turizm endüstrisi ve geleceğe daha iyi bir dünya bırakmak için hayati öneme sahiptir. Bu nedenle, personelimizin ve misafirlerimizin çocuk hakları konusunda farkındalık kazanması ve uygulamalarımızın sürdürülebilirliğini sağlamak için sürekli olarak çalışıyoruz. Tüm tesislerimizde eğitim programlarımızın zorunlu eğitimler başlığı altında Çocukların Her Türlü İstismardan Korunması Eğitimini işledik.

OUR POLICIES

ÇEVRE POLİTİKASI

Yasal şartlar çerçevesinde; İşletmemiz, çevreyi korur, kirlenmesini önler ve çevreye verdiği zararı en aza indirebilmek için; personel ve misafire çevre bilincini aşılayarak, gerekli tedbirleri alır. Bu politikanın oluşturulmasında Avrupa Birliği Çevre Politikası temel değerlerini esas aldık ve politikanın ana uygulama alanları olan hava, su, toprak, atık, doğa koruma, endüstriyel kirlilik ve risk yönetimi, kimyasallar, gürültü kirliliği ve iklim değişikliği başlıklarında politika belirledik.

KALİTE POLİTİKASI

Tüm iş süreçlerimizi Entegre Yönetim Sistemleri çatısı altında topladık, iş sürekliliği performansının daima iyileştirilmesi amacıyla süreçlerin yönetiminde istişare ve iletişimi artırarak tüm çalışanların ortak sorumluluğu olduğu bilincini yerleştirilmesini ve benimsenmesini amaçladık.

GIDA GÜVENLİĞİ POLİTİKASI

Entegre Yönetim sistemleri kapsamında; ISO 22000 Gıda Güvenliği Yönetim Sistemini oluşturmuş, dokümantasyonunu sağlamakta, uygulamakta ve sürekliliğini yapılan sistem doğrulamaları, iç/dış denetimler ve yönetimin gözden geçirmeleri ile sağlamakta ve bu standardın gereksinimlerine göre gerekli durumlarda güncellemektedir.. Aynı zamanda gıdaların üretimde kullanılan katkı maddeleri, renklendiriciler, antibiyotikler, ilave edilen vitaminler ve mineraller, tağşiş, genetiği değiştirilmiş organizmaların da kontrolünü bu kapsamda ele aldık.

OUR POLICIES

BİLGİ GÜVENLİĞİ POLİTİKASI

Yenilikçi turizm anlayışımız çerçevesinde; tüm bilgi varlıklarını korumak üzere yürüttüğümüz bilgi güvenliği yönetim sistemini sürekli iyileştirmek ve geliştirmek amacıyla, Bilgi güvenliği yönetim sistemi kapsamı dâhilindeki bilginin gizlilik, bütünlük ve erişilebilirlik kayıpları ile ilgili risklerin tespit edilmesi için bilgi güvenliği risk değerlendirme sürecinin uygulanmasını sağlamayı, risk sahiplerini belirlemeye yönelik bir politika oluşturduk.

SATIN ALMA POLİTİKASI

Sürdürülebilirlik politikaları kapsamında satın alma politikaları, otellerimiz için oldukça önemlidir. Bu nedenle, sürdürülebilirlik ilkesine uygun bir satın alma politikası yürütmeyi taahhüt ediyoruz. Satın alma tüm tedarikçilere eşit, adil ve açık fırsatlar vermeyi ve karşılıklı güven yolu ile işbirliklerimizi sürdürmeyi amaçlıyoruz.

SOSYAL SORUMLULUK POLİTİKASI

Tüm tesislerimiz genelinde belirlenen istihdam stratejilerimiz ile eşit fırsatlar ve işgücü piyasasına erişim kolaylığının sağlanmasını, adil çalışma koşullarının oluşturulmasını, sosyal koruma ve kapsayıcılık prensipleri ile sosyal politikalar üretmeyi hedefliyoruz.

WE RESPECT NATURE AND THE ENVIRONMENT;

We recognize that the world is not only home to humans but to all living beings. We respect the right of all creatures on our planet to live. We are aware that caring for our environment and our planet is not a choice but a necessity. In the tourism sector, we consider it our responsibility to contribute to solutions for preserving natural resources, especially water. We share the responsibility of leaving a livable world for future generations. We set goals and take initiatives to minimize the impact of our activities on the planet.

WE RESPECT EMPLOYEE SATISFACTION AND THE LOCAL COMMUNITY

At Ramada Hotel & Suites by Wyndham, we recognize that our employees are not just a resource but a valuable asset. With this awareness, we embrace the motto "We Exist Together" in our approach to our team. We shape our management philosophy, values, and skills together with our employees. We acknowledge our contribution to the local economy; therefore, we source a significant portion of our supplies from local producers. To support sustainable tourism, we prioritize purchasing energy-efficient, water-efficient, and environmentally friendly products and services. We are committed to providing equal, fair, and transparent opportunities to all suppliers and aim to sustain our partnerships through mutual trust and collaboration.

WE RESPECT GUEST SATISFACTION AND SAFETY;

At Ramada Hotel & Suites by Wyndham, the services we offer are based on the "Guest-Centric" principle. As part of our commitment to continuous improvement, our top priority is to meet guest expectations and receive feedback on the quality of our services. Since 2021, we have implemented the "Mobile Application", and as of 2022, we have integrated "Trust You," "Medallia," and "Icibot" programs to ensure swift guest feedback and a solution-oriented approach. Additionally, in 2024, we strengthened these services with the Art-in program. Providing a warm and welcoming experience, addressing guest requests or concerns within our authority, and ensuring that every guest feels they have chosen the right place for their holiday is the shared goal of all our employees.

WE RESPECT OUR WORK;

We aim to enhance our brand value and guest satisfaction, expand the reach of our brands, provide the best service in the hospitality sector, and continuously improve our operations. The progress we have made so far encourages us to grow our business further. We are a growth-oriented company, and we view business expansion and profitability as essential not only for our own future but also for the ecosystem we operate within. Our goal is to become a leader in our industry through digitalization, simplicity, and environmental awareness. We see effectively managing sustainability risks and ensuring long-term sustainable growth as key priorities. By focusing on these principles, we strive to increase our success each day, innovate, and deliver our services to broader audiences in the most cutting-edge ways—as a true expression of respect for our work.

OUR SUSTAINABILITY APPROACH;

Sustainability Leadership

At Ramada Hotel & Suites by Wyndham, we believe that sustainable development and growth can only be achieved through the active participation of all stakeholders. For this reason, we consider it our duty to actively promote a sustainability mindset aligned with global goals, starting with our business partners and all stakeholders. In all our collaborations, we prioritize upholding Wyndham's core principles, while also focusing on the promotion of the UN Global Compact Principles and the UN Sustainable Development Goals (SDGs).



OUR SUSTAINABILITY STRATEGY & SUSTAINABLE DEVELOPMENT GOALS

**WE RESPECT
OUR NATURE
AND
ENVIRONMENT**



Combating Climate Change and Managing Emissions



Improving Water and Waste Management



Reducing Chemical Impact



Ensuring the Protection of Biodiversity

OUR SUSTAINABILITY STRATEGY & SUSTAINABLE DEVELOPMENT GOALS

WE RESPECT EMPLOYEE SATISFACTION AND SAFETY



Enhancing Employee Satisfaction and Engagement

Ensuring Talent and Performance Management

Ensuring Equality, Diversity, and Inclusion

Upholding Occupational Health and Safety Standards

Acting with Corporate Social Responsibility Awareness

OUR SUSTAINABILITY STRATEGY & SUSTAINABLE DEVELOPMENT GOALS

**WE RESPECT
GUEST
SATISFACTION
AND THE LOCAL
COMMUNITY.**



Enhancing Guest Satisfaction



Providing Quality and Sustainable Services



Ensuring Responsible Supply Chain Management



Supporting the Local Economy

OUR SUSTAINABILITY STRATEGY & SUSTAINABLE DEVELOPMENT GOALS



Engagement with Stakeholders



Ensuring Sustainable Economic Growth

**WE RESPECT
OUR WORK**



Advancing in Digitalization and Innovation

RAMADA HOTEL & SUITES BY WYNDHAM

SUSTAINABLE STRATEGY 2024

Scaling Matrix

- ✓ At Ramada Hotel & Suites, we determine our sustainability priorities by closely following industry trends, national and international standards, and carefully evaluating the opinions and expectations of our employees, stakeholders, and guests. Within the framework of our sustainability policy, we have completed our initial prioritization analysis to identify the strategic areas that our company should focus on for effective sustainability management and organization. As a result of this analysis, we categorized our sustainability topics into three levels of priority: Very High Priority, High Priority, and Priority. We have consolidated our key priority areas under main strategic topics and have begun planning our initiatives in collaboration with our Sustainability Committee members. In the coming years, we plan to expand the scope of our prioritization analysis with broader stakeholder participation while maintaining the same level of precision and dedication.

SCALING CATEGORIES

VERY HIGH PRIORITY

Product Quality and Safety
Water and Wastewater Management
Efficient Energy Management
Guest Satisfaction
Equality, Inclusion, and Diversity
Digitalization and Innovation
Sustainable Economic Growth

PRIORITY

Engagement with Stakeholders
Supporting the Local Economy
Social and Cultural Interactions
Biodiversity Conservation
Management
Responsible Supply Chain Management

HIGH PRIORITY

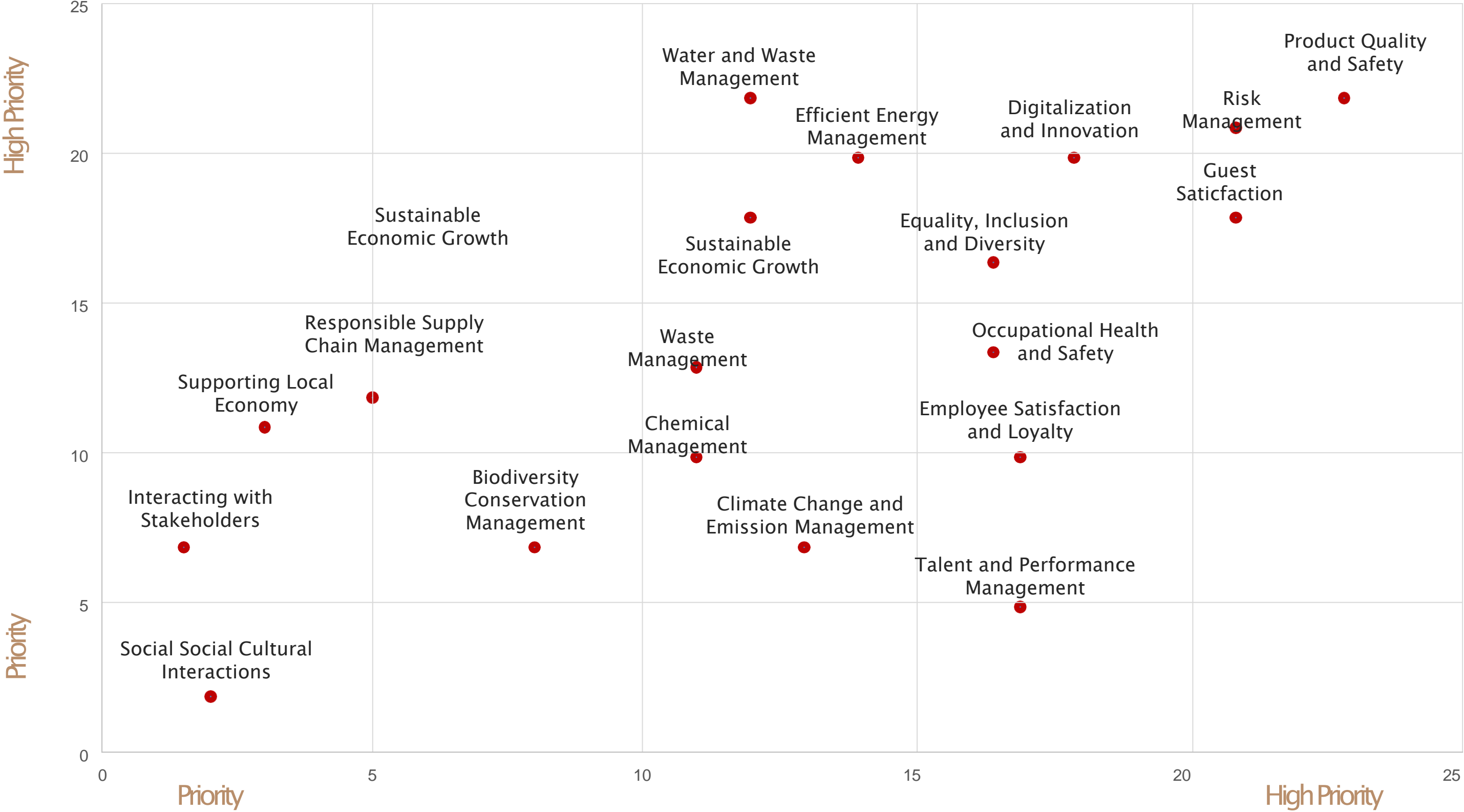
Risk Management
Waste Management
Chemical Management
Climate Change and Emission Management
Talent and Performance Management
Employee Satisfaction and Engagement
Occupational Health and Safety



2024 SCALING MATRIX



IMPORTANCE FOR STAKEHOLDERS



IMPORTANCE FOR RAMADA HOTEL & SUITES BY WYNDHAM

WE RESPECT OUR NATURE AND ENVIRONMENT

As Ramada Hotel & Suites, we are actively working to reduce our environmental impact and address serious environmental issues such as climate change and the depletion of natural resources. By producing sustainable solutions, we contribute to the conservation of natural resources, especially water, embrace a circular business model, and engage in efforts to reduce our energy consumption.



Combating Climate Change and Managing Emissions

We base our energy and emission management on continuous efficiency, supporting the fight against climate change.



Improving Water and Waste Management

We adopt sustainable waste management to reduce all the waste generated by our activities.



Reducing Chemical Impact

In our production processes, we use innovative and sustainable technologies in compliance with environmental regulations and standards, while keeping the chemicals we use under strict monitoring and control.



Conserving Biodiversity

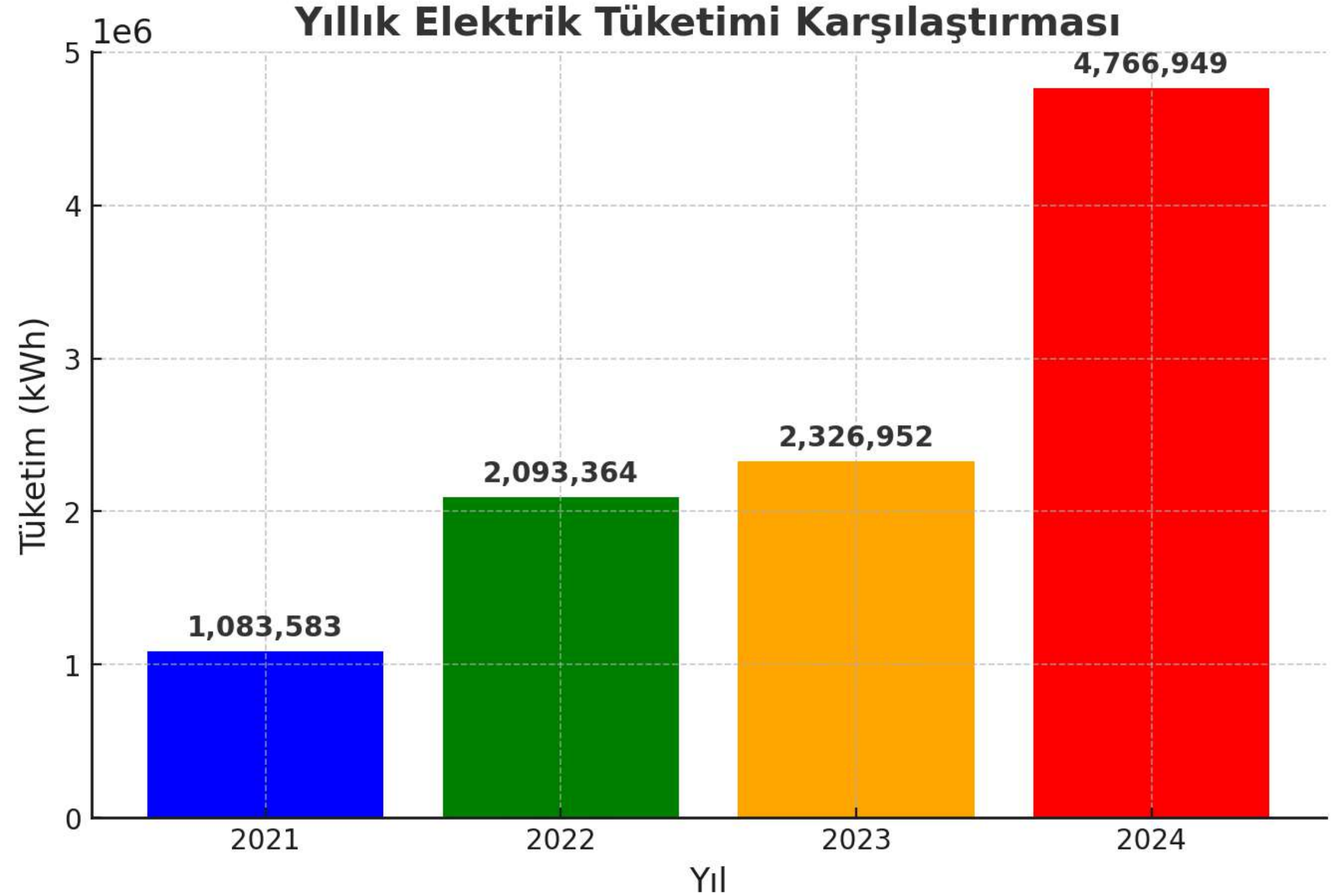
The conservation of biodiversity is not only about protecting living species but also crucial because it provides us with clean air, drinkable water, fertile soil, and crop pollination. As Ramada Hotel & Suites by Wyndham, we are aware of the importance of biodiversity conservation.

Combating Climate Change and Emission Management

- ✓ One of the greatest threats our world faces today, climate change, is showing its negative impact not only in every aspect of our lives but also in our industry. According to the 2023 Global Risks Report by the World Economic Forum, among the highest probability risks for the next 10 years are climate change and its associated environmental damages. Climate change has the potential to create irreversible consequences for the environment, living beings, and economic activities. As Ramada Hotel & Suites by Wyndham, we are fully aware of our responsibilities regarding the negative impacts of climate change and its resulting consequences, which also adversely affect the tourism sector. With this awareness, we are taking actions and implementing projects under our "Respect for Nature and the Environment" strategic focus area to combat climate change and reduce emissions. In our fight against climate change, we base our energy and emission management on continuous efficiency. We are actively working on energy efficiency and focusing on operational efficiency to reduce energy consumption. Additionally, we are investing in renewable energy sources for electricity generation within the energy sector.

Combating Climate Change and Emission Management

Energy efficiency and the decarbonization of electricity generation play a crucial role in combating the climate crisis. In this context, while focusing on operational efficiency to reduce energy consumption, there has been an increase in annual total consumption due to the different guest occupancy rates and the number of days and months the hotel was open in 2022 and 2023. However, in 2024, the per capita consumption (overnight stays + employees) will be 31.9 kWh, and by 2025, it is projected to decrease to below 30.0 kWh. In the coming years, we will continue our efforts to make energy efficiency management more sustainable and will keep conducting training sessions to raise awareness among our employees to reduce energy consumption each year.

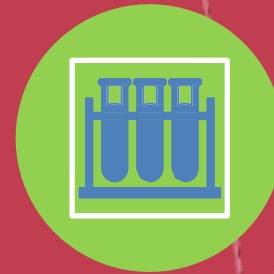


Combating Climate Change and Emission Management

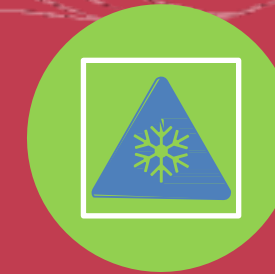
Our efforts in energy efficiency include:



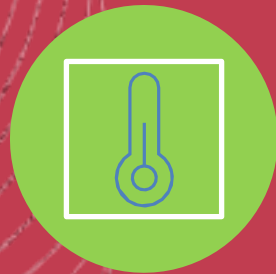
We continuously measure our energy consumption on a daily and weekly basis using our automation systems at the facility.



An automation system is used to adjust the operating times of all air handling units, heating and cooling systems, and pump booster groups, ensuring their efficient operation and helping to detect any malfunctions.



In the industrial cold storage rooms used within our hotel, we use R404A gas instead of ozone-depleting CFC (Chlorofluorocarbon) gases.



Air curtains have been installed on the automatic doors at our facility to prevent heat loss.



We aim to ensure that all electronic products we purchase are energy-efficient and that all our employees receive training on energy conservation.



In all rooms, systems are used that disable the heating/cooling devices when the balcony door is opened.



Energy-saving bulbs or LED lights are used in our hotels.

Combating Climate Change and Emission Management

- ✓ In areas that remain vacant for certain periods, motion-sensitive bulbs have been installed, ensuring that the lights automatically turn off when not in use.
- ✓ Sensors are used for lighting in public restrooms, corridors, staff areas, and ground floors. In all our guest rooms, lighting equipment operates independently with low voltage settings.
- ✓ We use frequency inverters in our building ventilation system, which significantly contribute to energy savings.
- ✓ Devices purchased for the facility are eco-friendly, low-energy consuming appliances, reducing overall energy consumption.
- ✓ Instead of single glazing, we use double glazing with heat insulation (50% savings) or heat-reflective double glazing (67% savings) for our windows.
- ✓ We track our progress in reducing natural resource consumption through quantitative data, monitoring decreases in electricity, gasoline, and natural gas consumption.
- ✓ By regularly calculating greenhouse gas emissions, one of the critical causes of climate change, we strive to minimize our carbon footprint.

Combating Climate Change and Emission Management

CARBON EMISSIONS

We are aware of the negative consequences of the rapid depletion of energy resources and the environmental damage caused by fossil fuels. For this reason, we prioritize renewable energy sources and work towards reducing our carbon footprint in nature. We make purchases from local suppliers as much as possible, minimizing CO2 emissions from delivery vehicles and aiming to reduce the environmental impact. The main sources of carbon emissions in our operation include electricity consumption, natural gas consumption, coal consumption, generators used in the hotel, consumption of petroleum products, and energy use in cleaning. By regularly calculating greenhouse gas emissions, one of the critical causes of climate change, we strive to minimize our carbon footprint. Taking into account the environmental impact of all our business processes, we annually calculate the carbon footprint of our facility, including both direct and indirect emissions.



Combating Climate Change and Emission Management

CARBON EMISSIONS

We are planning actions to erase our carbon footprint for a sustainable future. The efforts we are undertaking to reduce our carbon footprint include:

- ✓ Choosing products produced with low-carbon, climate-friendly methods and using energy efficiently. Paying attention to the energy efficiency class when purchasing a product.
- ✓ Opting for energy sources that produce less carbon and making greener choices.
- ✓ Promoting responsible production and consumption awareness to our guests and employees.
- ✓ Focusing on various activities, including tree planting, with the goal of erasing our carbon footprint.
- ✓ We aim to reduce our total carbon emissions by 5% by 2026 at Scope 1 and Scope 2 levels compared to the year 2021.



Combating Climate Change and Emission Management

2023-2024 GREENHOUSE GAS EMISSIONS (tons CO2e)

1.685,90 tCO2e – 2.825 / 2.825 tCO2e – 2.865

2023-2024 TOTAL FUEL CONSUMPTION FROM NON-RENEWABLE SOURCES

LNG : **69.038-78.894**

Coal (kg) : **5950 - 7530**

2023-2024 ENERGY CONSUMPTION

Total Energy Consumption(KWH) : **2.326.950 - 4.746.949**

2023 Energy Density

(Total Consumed Energy KW/ Person) : **13,99 – 31.9**



Renewable Energy

✓ All of our energy investments focus on renewable energy sources. We continue to operate solar energy plants in many regions across Turkey and bioenergy plants in the Adana Region, with new investment projects underway.



✓ The electricity we purchase from our partner AYDEM company is sourced 35% from renewable energy.

Water and Waste Management

- ✓ With our Zero Waste management and circular economy approach at our facility, we meticulously follow all stages of waste management, from its generation to recovery and disposal, in order to protect human health, the environment, and future generations.
- ✓ At Ramada Hotel & Suites by Wyndham, our primary goal in implementing our Waste Management System is to reduce the amount of waste, ensure its proper management with minimal environmental impact, and recover recyclable materials.
- ✓ In our hotels, guests are informed about the importance of waste separation within the mobile application as part of our Sustainability efforts. We provide training to our employees on the importance of waste separation, and the process is monitored by the relevant departments.
- ✓ As part of our social responsibility, we conduct beach and forest area clean-up activities at the beginning and end of each season, with the participation of all our staff members.

Water and Waste Management



By enabling our guests and staff to use QR codes and other mobile applications in our hotels, we reduce paper consumption.



To reduce our paper consumption, we conduct our communications and announcements via email whenever possible. Updates and revisions made to documents can be announced through our quality network.



Documents that need to be recorded according to our Quality Management System and legal standards are, where possible, created in electronic format and stored on computers.



We inform our guests not to throw away the books, magazines, and newspapers they have read and wish to dispose of, but to leave them in our hotel reading area. Similarly, guests are encouraged to select and take books, magazines, and newspapers from our library for their reading enjoyment.



We inform our guests about the Waste Management System implemented in our hotels and encourage them to reduce waste and separate the generated waste.



Medical waste, including syringes and empty medication boxes, is collected by our trained personnel in a manner that ensures no harm to the environment or humans.

Water and Waste Management

Additionally, with the sticker warning signs in our public restrooms, we remind guests that toilet paper should not be flushed down the toilet but disposed of in trash bins for the benefit of the environment and our facility.

We use food-safe packaging and decorative materials made from recycled materials and place great importance on recycling.

Instead of single-use breakfast products, we have purchased larger packaging boxes and buckets, reducing packaging waste.

Single-use beverage boxes have been discontinued, and beverage units have been installed to help reduce waste.

The disposal of used oils down the drains has been prevented through staff awareness training, and oil separators are used to collect and properly dispose of waste oils.

The waste oil used in frying is collected in the waste oil collection depot and properly disposed of.

Water and Waste Management

- ✓ In our hotels, to ensure the proper disposal of hazardous waste without harming the environment, we established a Hazardous Waste Procedure in 2021. We collect, label, and store hazardous waste in our hazardous waste rooms under appropriate conditions, and then deliver it to licensed recycling companies in compliance with current environmental regulations. We have waste battery bins at various locations within the hotel to prevent environmental damage.
- ✓ In 2023, 40 kg of waste batteries were handed over to TAP (Association of Portable Battery Manufacturers and Importers). In 2024, with an increase in the number of informed employees and the addition of household batteries, the amount of batteries given to TAP reached 69 kg. In 2023, we delivered a total of 272 kg of hazardous waste (excluding plant waste and batteries) to licensed companies.
- ✓ In 2024, excluding plant waste and batteries, we delivered 289 kg of hazardous waste to licensed companies using licensed collection vehicles.
- ✓ In 2023, we delivered a total of 3588 kg of waste oil to licensed companies. With increasing awareness efforts, the amount of waste oil recycled in 2024 increased to 4340 kg.
- ✓ Waste oils are regularly collected by recovery companies and used in biodiesel production. We are working to increase the amount of recycled vegetable oil each year. We ensure that the ratio of recycled oil to total oil remains above 10% annually and continues to grow.

Water and Waste Management

- ✓ Our goal for 2025 is to ensure that all hazardous waste generated in our hotel is properly stored in the hazardous waste storage area, separated from other waste, and delivered to licensed companies. We will also carry out activities aimed at minimizing the amount of hazardous waste.
- ✓ We inform our guests about the Waste Management System we implement in our hotels, encouraging them to reduce waste and separate the waste generated.
- ✓ In our mini club, we aim to raise awareness among our young guests by organizing activities related to waste separation, helping them develop environmentally conscious habits from an early age.





✓ In 2024, Ramada Hotel & Suites by Wyndham successfully recycled 3252 kg of paper waste. As a result of recycling 1 ton of used paper waste, 17 mature pine trees and 85 square meters of forest area were preserved. This allowed us to save 55.28 trees from being cut down.



✓ In 2024, Ramada Hotel & Suites by Wyndham successfully recycled 3701 kg of glass waste. When glass waste is used in production, 130 kg of carbon dioxide emissions are prevented for every 1 ton of new glass produced.



✓ In 2024, Ramada Hotel & Suites by Wyndham successfully recycled 892 kg of metal waste. Recycling 1 ton of metal waste results in a 1300 kg savings in raw materials.



✓ In 2024, Ramada Hotel & Suites by Wyndham successfully recycled 2252 kg of plastic waste. Recycling 1 ton of plastic results in a 5774 kWh energy savings.



2023 Yılı Toplam Kağıt/Karton Atık
3177 kg

2023 Yılı Toplam Cam Atık
45 kg

2023 Yılı Toplam Plastik Atık
1905 kg

2023 Yılı Toplam Organik Atık
666.750 kg

2023 Yılı Toplam Bitkisel Atık
4690 kg

2023 Yılı Toplam Metal Atık
609 kg

2023 Yılı Toplam Tehlikeli Atık

Tıbbi atıklar: **19 kg**

Boş basınçlı konteynerler: **20 kg**

Flüoresan lambalar: **5 kg**

Kontamine ambalajlar: **247 kg**

Pil: **40 kg**

2024 Yılı Toplam Kağıt/Karton Atık
3252 kg

2024 Yılı Toplam Cam Atık
3701 kg

2024 Yılı Toplam Plastik Atık
2252 kg

2024 Yılı Toplam Organik Atık
1.995.840 kg

2024 Yılı Toplam Bitkisel Atık
4340 kg

2024 Yılı Toplam Metal Atık
892 kg

2024 Yılı Toplam Tehlikeli Atık

Tıbbi atıklar: **3 kg**

Tonerler: **70 kg**

Flüoresan lambalar: **50 kg**

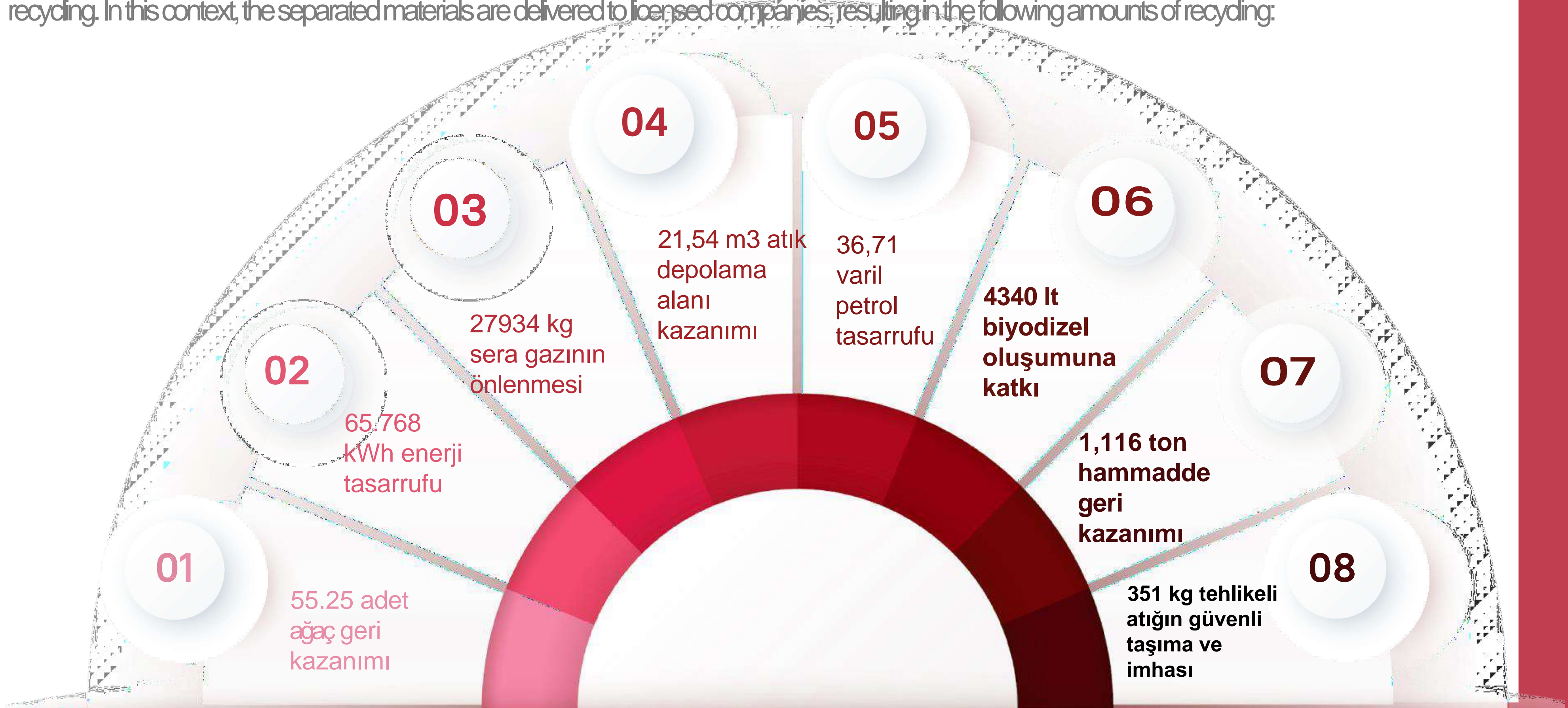
Kontamine ambalajlar: **159 kg**

Pil: **69 kg**



Recyclings

Measures are being taken to reduce the amount of paper, plastic, glass, and metal waste generated in 2024, and the waste is properly separated for recycling. In this context, the separated materials are delivered to licensed companies, resulting in the following amounts of recycling:



Water and Waste Management



We recognize the vital importance of water usage in our industry and place great emphasis on the responsible use of water resources, which are under significant risk. We adopt the principle of continuous water conservation in both the responsible and efficient use of water and wastewater management.



We carry out our wastewater discharge in compliance with legal regulations. All the water we consume at our facility is discharged through the municipal sewage system.



We purify the water we receive from the municipality's water network using an osmosis system and make it available for use. Similarly, we use water from the network in our storage tanks as well.



The wastewater we discharge is in compliance with the Water Pollution Control Regulation of the Ministry of Environment, Urbanization, and Climate Change. We have the official document confirming that the domestic wastewater generated at the facility is in accordance with the requirements for discharge into the ASKİ sewage line with reference to regulation number 4336, dated 04.02.2020.



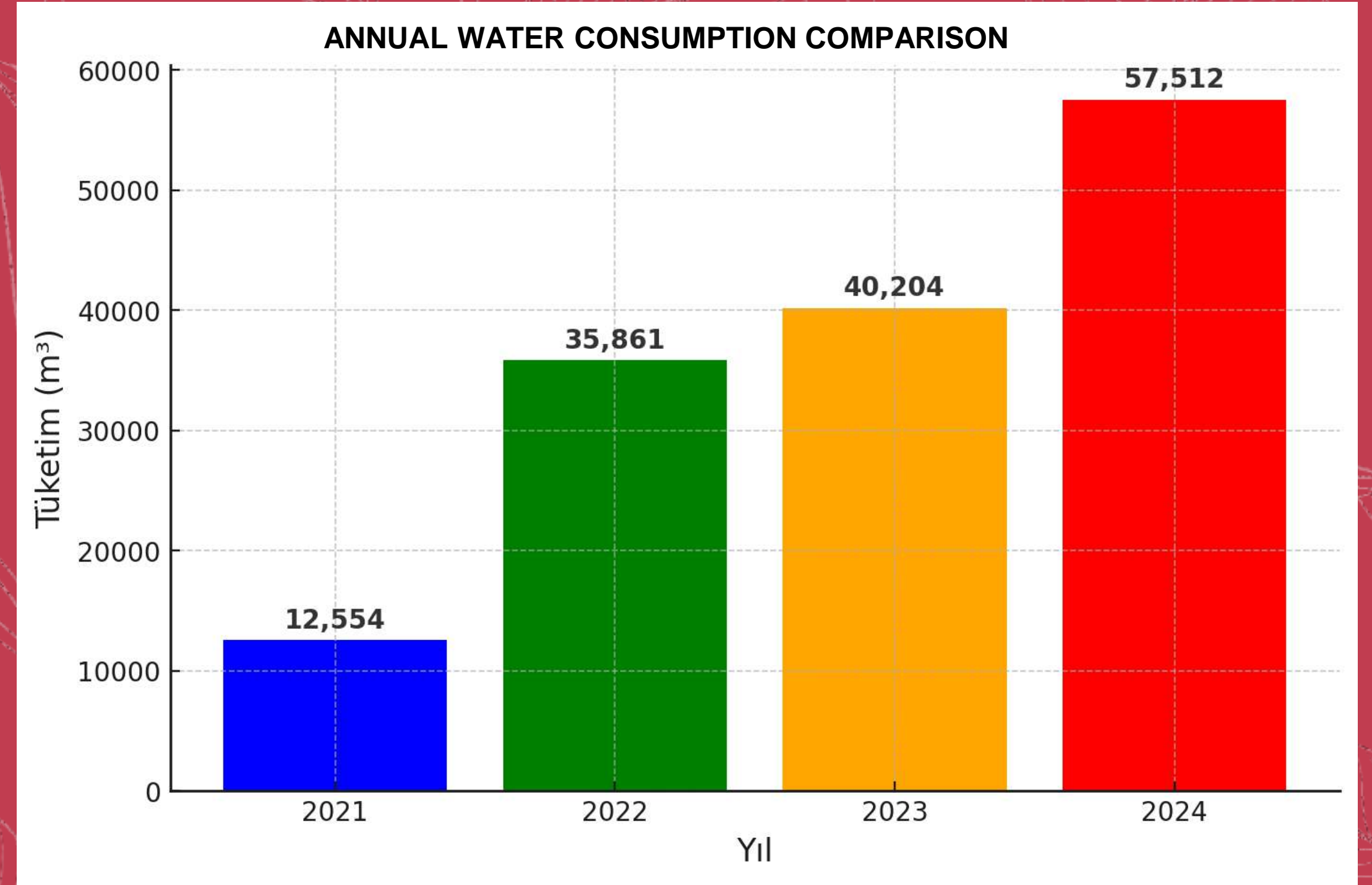
In 2023, we achieved a total water consumption of 40,204 m³. Our operations do not have a significant negative impact on the biodiversity of water resources. In 2024, the water consumption reached 57,512 m³, with a per capita consumption (overnight stays + employees) of 0.38 m³, and we aim to reduce this consumption.

Water and Waste Management

- ✓ In all guest rooms and public area sink faucets, the water flow rate is set to not exceed 6 liters per minute, and in showers, it is limited to 10 liters per minute. Monthly monitoring is carried out by measuring the flow rate of one fixture and one shower per block, ensuring that this practice is regularly followed.
- ✓ Fixtures and showers with high flow rates are adjusted to reduce water consumption.
- ✓ Water-saving and/or dual-flush systems are used in guest and staff toilets, ensuring that water consumption does not exceed 6 liters per use.
- ✓ Additionally, stickers are placed in the toilets to encourage water conservation. In the public area restrooms, stickers are placed to remind guests and employees to use water efficiently and report any water leaks.
- ✓ Urinals are equipped with automatic flushing systems, and both guest rooms and public area restrooms are fitted with dual-flush buttons.
- ✓ Our employees receive regular training on water conservation and how to report potential water leaks.
- ✓ In our kitchens, we use a chlorine disinfection system for vegetable and fruit washing, which does not require a final rinse. Water consumption is continuously monitored and recorded.

Water and Waste Management

- ✓ Through the water risk analyses we have conducted, we monitor and assess the areas with the highest water consumption and the measures to be taken, evaluating them with a scoring system.
- ✓ In 2023, significant water savings were achieved after maintenance and repairs were conducted, including adjustments to sink faucets and toilet reservoir float valves in both public areas and guest rooms, along with the detection of water leaks.
- ✓ In the coming years, our goals to make water waste management more sustainable include:
- ✓ Continuing training sessions to raise awareness among our employees and reduce water consumption each year.



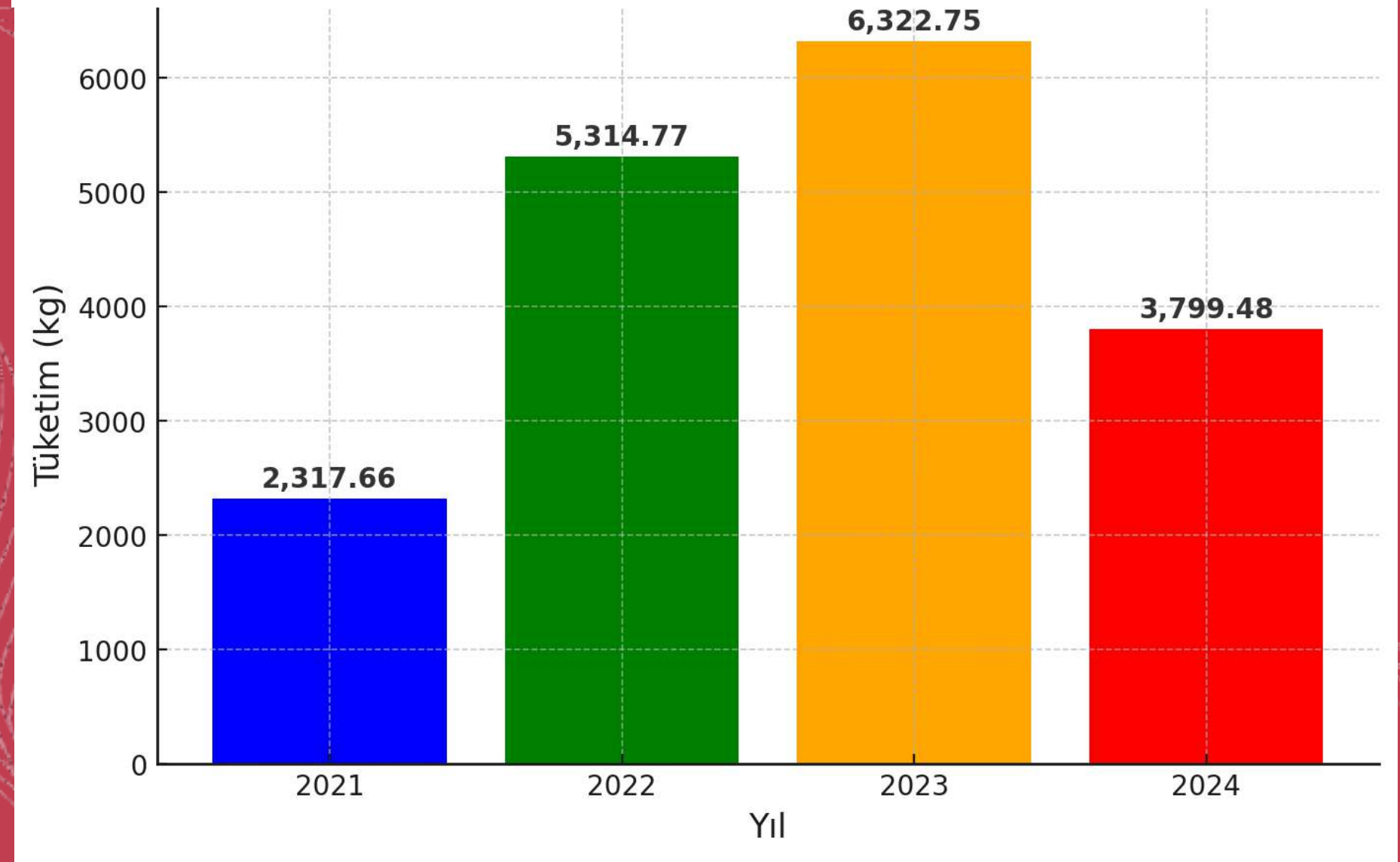
Chemical Impact Reduction

- ✓ In the tourism sector, where the use of chemicals is intensive, we prioritize the controlled use of chemicals, especially concerning our employees who are exposed to them.
- ✓ We work with relevant companies to ensure the safe disposal of chemicals and monitor the tracking of chemical waste. We train our employees on the proper use of chemicals and the necessary actions to take in case of chemical spills or leaks. Regular drills are also conducted to reinforce this training.
- ✓ We take the necessary precautions for hazardous chemical waste, leaks, and other situations, and provide employee training on how to handle spills, exposure, and other incidents.
- ✓ We ensure that all the chemicals we use are approved, labeled, and stored in appropriate packaging, and that SDS (Safety Data Sheets) are available. The department purchasing the chemicals ensures that employees using them are trained on the information within the SDS, usage quantities, methods, and personal protective equipment requirements.
- ✓ For proper hygienic application in our pools, we use automatic dosing systems that apply a minimal amount of chemicals.
- ✓ Our laundry services are outsourced to an external company, reducing our chemical consumption.

Chemical Impact Reduction

- ✓ We strive to reduce chemical consumption from pesticide use by making greater use of natural measures such as mosquito repellents and sticky papers.
- ✓ In our chemical storage areas, we use leak-proof trays on all shelves to prevent any chemical spills or leaks from reaching water drains or the soil.
- ✓ The general chemicals we use have high biological solubility, and we specifically evaluate this criterion in the case of new purchases.

HOUSEKEEPING ANNUAL CHEMICAL CONSUMPTION QUANTITIES



Biodiversity Conservation

At Ramada Hotel & Suites, we are aware of the importance of biodiversity conservation.

- ✓ Conserving biodiversity is not only about protecting existing species, but it is also crucial because it provides us with clean air, drinkable water, fertile soil, and crop pollination.
- ✓ Biodiversity plays a significant role in combating climate change and reducing the impact of natural disasters. In our working area, we are taking measures against invasive species to protect biodiversity.
- ✓ We are doing everything we can to prevent dangerous waste and pollutants from coming into contact with nature, which deeply affect natural life.
- ✓ We are aware of the invasive species in our region and continue our monitoring and controls in line with our eradication guidelines to prevent their spread.

Biodiversity Conservation Species Protected in Aydın

AYDIN ÖLMEZ FLOWER

The species known as the Aydın Ölmez Flower is endemic to Turkey and is found only in Kuşadası. It thrives in limestone soils facing the sea. This perennial herbaceous species blooms during the months of April and May. It is an important medicinal plant. The tea made by steeping the flowering parts of the plant is used as a diuretic, for kidney stone prevention, as well as for allergic skin conditions, gallbladder diseases, and migraines.



KUŞADASI TÜLLÜ ŞAHI;

This plant, introduced to the scientific world from Kuşadası, is named after Samson Mountain (formerly known as Mykale) on the Dilek Peninsula. According to the IUCN, it is a critically endangered (CR) endemic species. Locally, it is known as Aydın Gaşağı, Tüllüşah, and Delice Artichoke. It is found in Kuşadası and Muğla in Turkey. This plant is a perennial semi-herbaceous species, and it blooms in June and July. It is typically found in dry shrublands, calcareous maquis areas, and roadside areas up to 300 meters above sea level. The plant has medicinal properties, and substances derived from it have been reported to be used in cancer research.



Biodiversity Conservation Species Protected in Aydın

YAKALIÇAN FLOWER;

The blooming period of this plant is in the May-June months, and it generally prefers rocky and stony areas, as well as walls, edges, and overhangs. It is considered a good landscaping plant and is endemic to Kuşadası and its surrounding areas.



KUM ZAMBAĞI

The Sand Lily, a species under threat, belongs to the Lily family (Liliaceae). It is a member of the family, and with the characteristic of being the only species representing the family (monotypic), it holds special significance. Due to the destruction of the dune habitats by human activity, Sand Lilies are now protected species.



Biodiversity Conservation

Endemic Animals of Our Region



OKLU KIRPI

The Indian porcupine (*Hystrix indica*), which lives in Turkey, is found in India, the Arabian Peninsula, and the southern regions of Turkey, including İskenderun and Mersin. It has a wide distribution in these areas. In Western Anatolia, it can be found in Muğla, Aydın, İzmir, and Balıkesir. The species is endangered, and its presence has been recorded individually in the Söke, Koçarlı, Karpuzlu, Yenipazar, and Çine districts of Aydın province.



PÜRTÜKLÜ SEMENDER

In Turkey, this species lives in Thrace and Western Anatolia. Its presence has been recorded in the Koçarlı and Germencik districts. Adult individuals have a body length of 15-18 cm. During the breeding season, males develop a dorsal fin. The breeding period is between March and May, and they live in stagnant waters that are deep and rich in vegetation. Young individuals stay in the water for about two months, during which they rely on gill respiration.



THE DALMATIAN PELICAN

The Dalmatian Pelican is the largest of the 8 pelican species and is the only pelican species that is endangered. Until the 1980s, the Dalmatian Pelican bred in Turkey, primarily in the Büyük Menderes Delta (Aydın), Gediz Delta (İzmir), Kuşgölü (Balıkesir), and Aktaş Lake (Ardahan). In the 2022 Kuş Ortası Waterfowl (K.O.S.K) count, 410 Dalmatian Pelicans were recorded in the Büyük Menderes Delta.

Biodiversity Conservation

Special Areas to Be Monitored



BÜYÜK MENDERES DELTASI

Dalyans, islands, coastal sand flats, and saline wetlands host a variety of bird species with their unique habitats. Especially during the winter months, more than 50 species of waterfowl overwinter in this wetland. In the 2022 Winter Mid-Waterfowl Survey, a total of 31,500 birds from 60 bird species were counted in the delta, including approximately 16,000 Flamingos and around 500 Dalmatian Pelicans.



BAFA GÖLÜ

Lake Bafa is an important wetland that hosts a large number of waterfowl species during the winter months. In the 2022 Winter Mid-Waterfowl Survey, 36,000 individuals from 45 bird species were counted. Not only does it meet the Important Bird Area criteria in terms of the number of wintering individuals, but a significant portion of the regional populations also overwinter in this lake.



ÇAMLIK HABİTAT (BOZDOĞAN AKÇAY REGÜLATÖRÜ)

The pine trees along the regulator shoreline are considered an important breeding area for the Night Heron, Little Egret, and Grey Heron, making it one of the rich habitats for target species. Observations have revealed that a small number of Little Egrets, Cormorants, and some Warbler species breed in this area.

Biodiversity Conservation Species Protected in Aydın

For more information about the Aydın province biodiversity inventory, you can visit the Aydın province biodiversity inventory and monitoring project <https://bolge4.tarimorman.gov.tr> address.

Cultural Heritage Conservation AYDIN

Kervansaray;

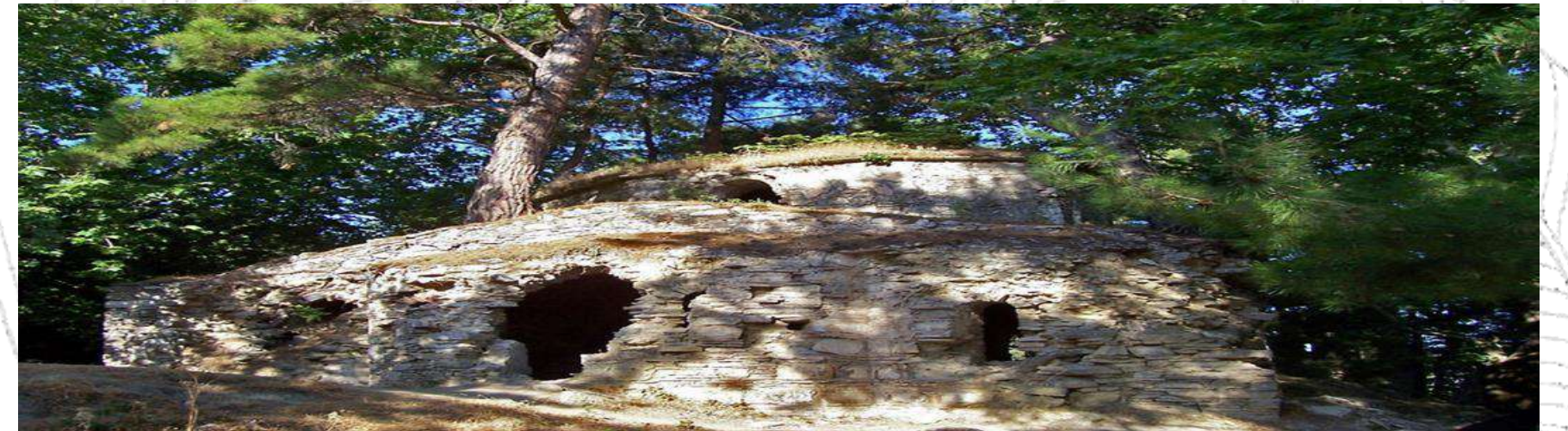
Kurşunlu Han, located near the Kuşadası Pier, was built in 1618 by Grand Vizier Öküz Mehmet Paşa. Initially constructed as a castle, it was later repurposed as a caravanserai. The rectangular courtyard, surrounded by thick and high walls, features two-story, colonnaded covered spaces. It was built using rubble stone and recycled stone materials. The caravanserai, resembling a small inner castle, has a triangular, pointed roof at the top. Rooms are arranged around the wide courtyard. It has been restored at various times and is in good condition. There are two staircases at the northwest and southeast corners that lead to the upper floor. The entrance is located on the north side, and the marble door frame is covered with an arched vault.



Ramada Hotel & Suites by Wyndham
Sürdürülebilirlik Raporu 2024

Kuşunlu manastri

Kurşunlu Monastery, located within the boundaries of Dilek Peninsula National Park at an elevation of 600 meters, about 12 km from Kuşadası Davutlar District, is a Byzantine complex with a stunning view. One of the centers that emerged after the intense Christian migration in the 8th century is the present-day Davutlar settlement. Clerics fleeing persecution built churches and monasteries in this area where they could hide and practice their religious duties. The monastery, which the Greeks named 'Panagia Kursunniatissa', is dedicated to the Virgin Mary, as the name suggests. The name Kurşunlu likely comes from the lead that covered the buildings. The Byzantine monastery is believed to have been used until the 19th century.



Sensitive Area Information

Aydın Dilek Peninsula National Park

The Dilek Peninsula National Park is a rich natural area that hosts a remarkable diversity of plant and animal life. Visitors interested in botany can explore the park's vast plant variety through botanical tours. The park is home to 28 mammal species, 42 reptile species, 45 types of fish, and a large number of marine life. In this environment, where dolphins and sea turtles roam freely, a wide range of marine species thrives, including various algae, octopuses, sea urchins, starfish, sponges, and many types of fish. Some of the fish species found in the park include grouper, amberjack, bream, moray eel, bass, snapper, mullet, sargo, and scorpaenids. In 1998, the carcass of a 14-meter-long Fin Whale (*Balaenoptera physalus linnaeus*), a species found in the Mediterranean, washed ashore at Kavaklı Burun Cove. This discovery revealed that the national park's shores occasionally serve as a habitat for whales. The whale's skeleton is now displayed at the Pigeon Island Castle in Kuşadası. The park is the westernmost habitat of the Anatolian Leopard (*Panthera pardus tulliana*), a species that is either extinct or critically endangered. Additionally, the Mediterranean Monk Seal (*Monachus monachus*), one of the rarest marine mammals in the world, also inhabits the park's shores.

DİLEK YARIMADASI DELTASI MİLLİ PARKI DILEK PENINSULA DELTA NATIONAL PARK

Dilek Yarımadası-Büyük Menderes Deltası Milli Parkı 27.675 hektarlık bir alan sahiptir. Morfolojik yapısı içerisinde bir çok tepe, vadi, kanyon ve koylar bulunmaktadır. Milli Park florasında; tür, alt tür ve varyete düzeyinde 804 adet bitki belirlenmiştir. Bu bitkilerden 6 adedi dünyada sadece Milli Park'ta görülebilen endemik türlerdir. Büyük Menderes Deltası Bölümü, birkaç lagün ile tuzcul bataklıklar ve çamur düzlüklerini kapsayan taşkın özelliğinde sulak alandır. Bu alan içerdiği biyolojik çeşitlilikten, nesli tükenmek üzere olan canlılardan, ve yöreye özgü türlerden dolayı uluslararası öneme sahiptir ve uluslararası Ramsar, Bern ve Rio Sözleşmeleri ile Barcelona Konvansiyonu ile korunmaktadır.

The National Park of Dilek Peninsula Büyük Menderes Delta covers an area of 27.675 hectares. The morphologic structure of this area embraces a number of hills, valleys, a canyon and bays. The Flora of Dilek Peninsula has a rich variety of plants belonging 804 kinds of plants belonging to various species, sub-species and varieties. 6 species of these plants are endemic. Büyük Menderes Delta region of the National Park is a marshy area with a few lagoons, salty marshes and mud plains with an overflowing character. Owing to its rich biodiversity and hosting critically endangered and endemic species, Delta is under protection through international Ramsar, Bern And Rio Agreements and Barcelona Convention.



Social Responsibility

As part of our Zero Waste Projects, Ramada Hotel & Suites by Wyndham sends the fruit and vegetable peels from our kitchen to a Hindi farm in the Gökçealan neighborhood on a daily basis. This initiative not only supports the local community but also helps us recycle our waste.



Social Responsibility

We take great pride in fulfilling our social responsibilities by providing school stationery support and textile and curtain donations to schools in our region. Additionally, we offer scholarships to high school students who have interned at our hotel, supporting their educational journey.



Social Responsibility

We send our textile waste for recycling through licensed companies. Additionally, we repurpose our old bed sheets within our facility, creating cleaning cloths by following our procedures, including color coding and embroidery.



Social Responsibility

During environmental activity days, we organized clean-up events to promote a clean environment by collecting trash.



Social Responsibility

To help better understand and promote the historical and cultural heritage of the region we serve, we provided food and beverage support to the workers involved in the Kuşadası Kadikalesi excavation.



Social Responsibility

In support of the Kuşadası Women's Entrepreneurship Production and Business Cooperative (KUŞAK) and to make our female employees happy, we celebrated Mother's Day 2024 by gifting scarves made by women workers.



Social Responsibility



By sponsoring the Kuşadası International Volleyball Festival, we contributed to the sustainability of sports activities in our region.



Social Responsibility

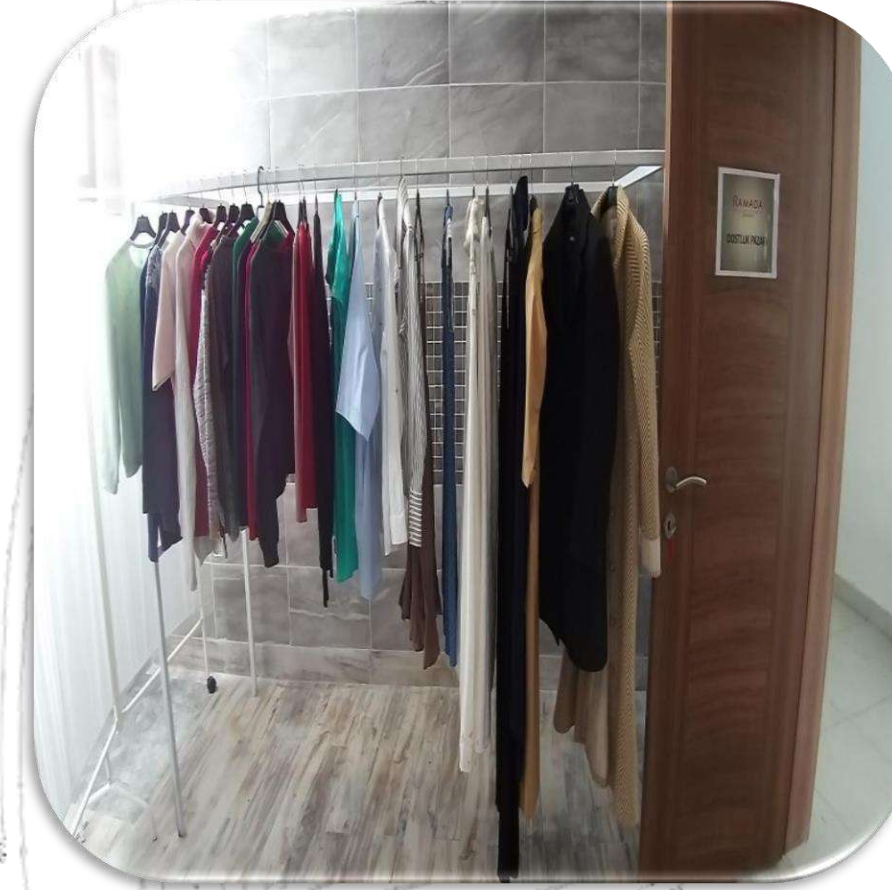
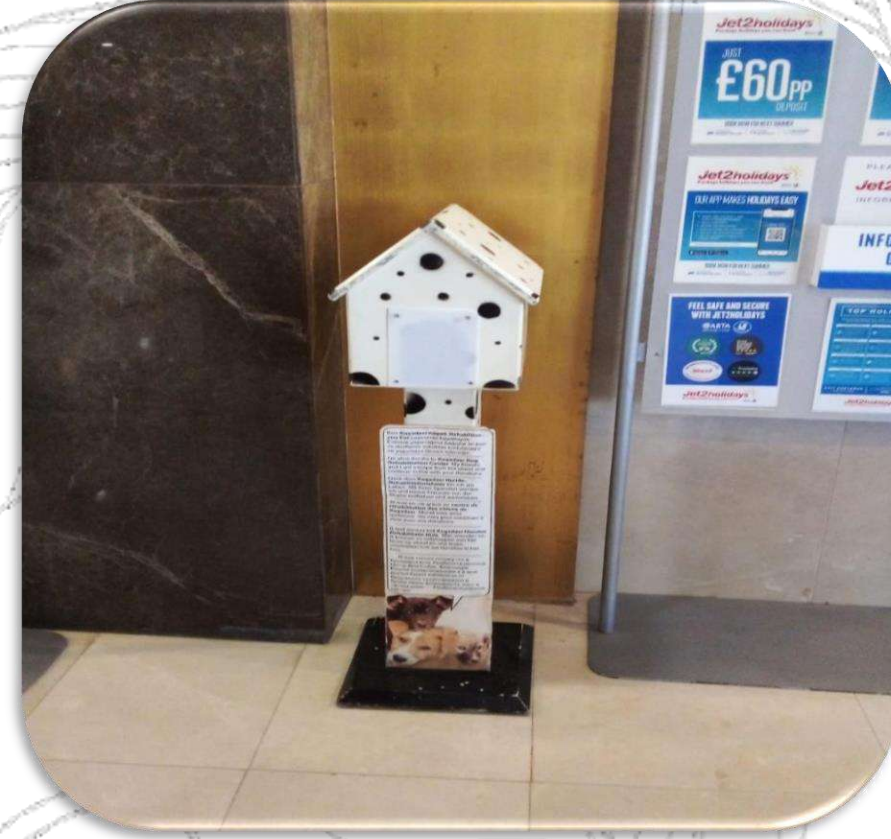
Overcoming barriers is also part of sustainability. With this awareness, at Ramada Hotel & Suites, we contributed to the employment of citizens with special needs by providing housekeeping and front desk training.



Social Responsibility

In our facility, we have a Cat House and a Dog Rehabilitation Center donation box.

In our facility, we have a Friendship Market to share excess goods and warning signs to prevent food waste.



Social Responsibility

At our facility, we prioritize the health of our furry guests and ensure their well-being by having them spayed/neutered through the Kuşadası Municipality Cat Neutering Center. In doing so, we support environmental sustainability while providing our guests with a cleaner and healthier holiday experience.



Social Responsibility

At our facility, we regularly organize the "Local Flavors Festival", where we introduce our guests to the region's unique culinary culture, offer them the opportunity to experience local flavors, and lead the way in passing this cultural heritage on to future generations.



WE RESPECT EMPLOYEE SATISFACTION AND SAFETY

At Ramada Hotel & Suites by Wyndham, we recognize that our employees are not just a resource, but a "value". With this awareness, we approach our employees under the slogan "We Exist Together". We create our management philosophy, values, and skills in collaboration with our employees.



Increasing Employee Satisfaction and Engagement

We aim to work with our employees for many years by providing a fair and transparent working environment and increasing their engagement.

Ensuring Talent and Performance Management

We value the personal and professional development of our employees throughout their careers at Ramada Hotel & Suites by providing various training opportunities.

Ensuring Equality, Diversity, and Inclusion

In our work environment, we base our approach on equality, diversity, and inclusion, drawing strength from the diversity within our team.

Upholding Occupational Health and Safety Standards

We aim to improve our employees' workplace conditions, protect them from occupational diseases, and encourage healthy living by providing a suitable work environment.

Acting with Corporate Social Responsibility Awareness

We aim to establish fair working conditions for all our employees, with a focus on social protection, inclusivity principles, and social policies.

Employee Satisfaction and Engagement



At Ramada Hotel & Suites, our employee-centric business model, developed over the years, forms the foundation of our successes.



We believe that the importance we place on employee satisfaction and engagement is the best reflection of our organizational culture. In line with this, we implement practices to improve working conditions and carry out projects that contribute to the development of our employees.



At our facility, as soon as our employees start, they undergo an Orientation Training Program, where the rules they need to follow and our expectations from them are clearly explained.



Additionally, all hotel employees receive Liberty Hotels General Behavior Standards training aimed at improving service quality.



In this way, we aim to both strengthen our corporate culture and ensure that our employees adopt the highest behavior standards reflecting our Liberty culture. We encourage them to be respectful, honest, reliable, and transparent in all their internal and external relationships, supporting them to avoid discrimination based on ethnicity, gender, personal preferences, race, nationality, economic status, disability, age, religion, and other beliefs, under any circumstances or conditions.

Employee Satisfaction and Engagement

As part of our employee motivation activities, we organized a trip to Cyprus, providing the opportunity to experience its cultural and historical heritage as well as its tourism.



Employee Satisfaction and Engagement

At RAMADA HOTEL & SUITES by WYNDHAM, we value the special days of our employees. We assign the names of employees' children to the guest rooms, organize events and tournaments, and continue offering day-use access to the facility for the families of children who receive recognition.



Employee Satisfaction and Engagement

As part of our employee motivation activities, we participated in the KODER 2024 event with our entire management team to strengthen unity within the industry and meet with our colleagues.



Employee Satisfaction and Engagement

At RAMADA HOTEL & SUITES by WYNDHAM, we value the special days of our employees.



Employee Satisfaction and Engagement

At RAMADA HOTEL & SUITES by WYNDHAM, we also value the special days of our employees' families and organize report card events to celebrate these moments.



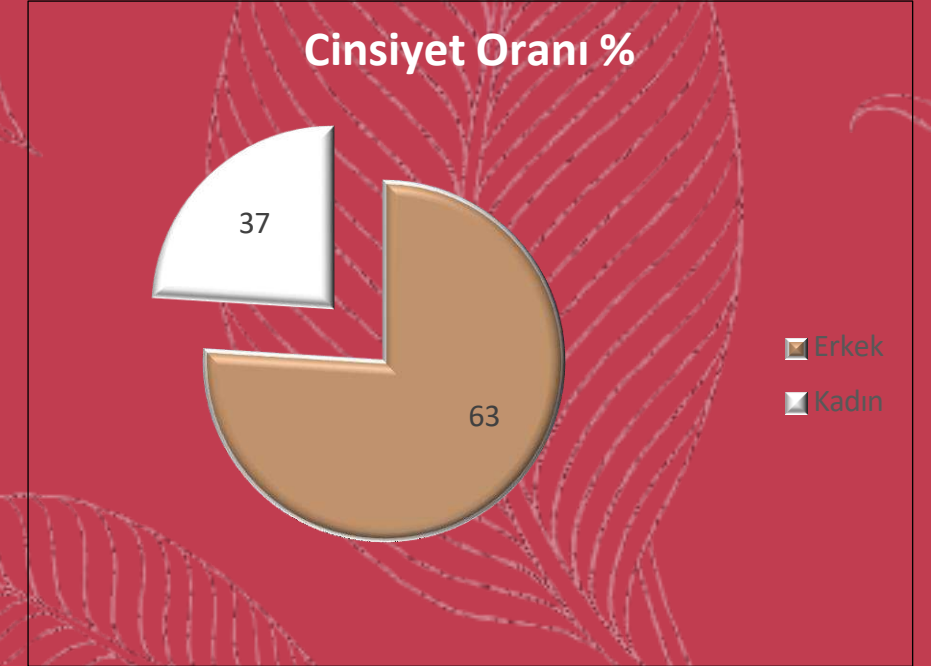
Ensuring Talent and Performance Management

- ✓ We believe that the development of human values is one of the most important factors in the sustainable development of our facilities.
- ✓ We regularly track the talent and performance development of our employees and offer development opportunities through professional training and programs, in line with our principle of equal opportunity in talent and performance management.
- ✓ We create internship opportunities for tourism students to gain work experience.
- ✓ We support our employees with training and career management programs.
- ✓ As much as possible, we aim to develop our own employees, promoting them to higher positions and growing together as a team.
- ✓ We also organize career days and university tours, providing employment opportunities for our employees.

Ensuring Equality, Diversity, and Inclusion

- ✓ At Ramada Hotel & Suites by Wyndham, we are aware that being a community can only be achieved by embracing our values. We prioritize equality, diversity, and inclusivity, and approach all our employees with the principle of equality.
- ✓ We do not discriminate based on gender, race, color, language, or religion and thrive on the diversity within our work environment.
- ✓ We strongly believe that ensuring diversity and equality within the organization is crucial. Therefore, we promote cultural diversity and equal opportunities.
- ✓ To foster the widespread integration of diversity and inclusivity within our company culture, we organize trainings and activities.
- ✓ We prioritize making gender equality a core company policy, and we ensure that all our human values processes are aligned with this principle.

In **2023**, our female employee ratio in our facility was **37%**, and it increased to **37.6%** in **2024**. We aim to continue our efforts to support the strengthening of women's presence in social and economic life and the increase in their participation in the workforce, and to reflect this in our corporate culture.



EĞİTİM DURUMU	
Doktora ve Yüksek Lisans	1
Lisans	35
Ön Lisans	14
Lise	8
Diğer	81

ORTALAMA	
YAŞ	KIDEM (YIL)
36	1

Occupational Health and Safety Standards

At Ramada Hotel & Suites by Wyndham, we aim to improve working conditions, protect employees from occupational diseases, and encourage healthy living by providing a safe working environment.

- ✓ We carry out our Occupational Health and Safety (OHS) activities in full compliance with legal regulations and continue managing health and safety risks with a proactive approach, involving a wide range of stakeholders.
- ✓ In line with regulations and standards, after appointing OHS professionals, we organize OHS committee meetings, record work accidents and near misses, conduct root cause analyses, take necessary actions, perform health checks during initial and periodic screenings, conduct risk assessments, prepare emergency action plans, and arrange for environmental measurements.
- ✓ Our preventive and protective practices cover all employees, guests, and contractors (subcontractors).
- ✓ We hold quarterly OHS meetings, and if necessary, ad hoc meetings, with the participation of employee representatives in the Occupational Health and Safety Committee.
- ✓ We report our performance to upper management annually through the Environmental, Occupational Health, and Safety Performance Report.

Occupational Health and Safety Standards

At our facility, we have a nurse on duty at specific intervals, and we have an infirmary available for employees. We provide health training, periodic health screenings, and on-the-job training for all employees. We regularly conduct environmental lighting measurements in our working areas, aiming to achieve the lux values necessary for healthy and efficient usage.

- ✓ Our goals under the "Upholding Occupational Health and Safety Standards" focus area include: Providing working conditions that protect the well-being of our employees.
- ✓ Ensuring compliance with legal OHS training requirements.
- ✓ Striving to be an organization with a zero-accident rate.
- ✓ Continuously working to ensure that our employees and guests can stay in health, comfort, and safety within our facility, always ready to put in the necessary effort to carry on with our OHS efforts

Occupational Health and Safety Standards

At Ramada Hotel & Suites by Wyndham, we regularly hold meetings and organize events with our Social Committee, which is composed of our employees.

In addition to providing housing, shuttle services, doctor's office access, laundry services, and organizing birthday celebrations, special day celebrations (such as Women's Day, Mother's Day, etc.), and offering gold assistance for weddings and births, we also offer: Special discounts for employees and their families at our partnered hospital.

- ✓ Stationery discounts for our employees through our partners.
- ✓ Assigning the name of employees' children to one of our guest rooms if they have children.
- ✓ A digital mobile app for employees to share suggestions at any time.
- ✓ The "Clothing Donation Program" available throughout the season.
- ✓ The "Friendship Market" to use items left by guests at the end of the season.
- ✓ "Staff tables" in common areas, allowing employees to take short breaks.
- ✓ With our open-door policy, employees can contact us at any time.

WE RESPECT GUEST SATISFACTION AND THE LOCAL COMMUNITY

Increasing our brand value and guest satisfaction, expanding our brand presence, providing the best service in the hospitality sector, and continuously improving are always among our priorities. Additionally, ensuring the health and safety of our guests, supporting local employment, local workforce, and local supply capacity in our supply chain are key areas we remain committed to.



Our guests are the reason for our existence. One of our core values is to track all guest complaints from any source, resolve them, and inform our guests about the solutions, transforming complaints into opportunities for ourselves.

The services offered at Ramada Hotel & Suites by Wyndham are based on the principle of Guest-Centricity. As part of our continuous improvement efforts, our primary goal is to meet and exceed our guests' expectations.

We are working to increase traceability within our supply chain.

We are carrying out efforts to support the local economy.

Increasing Guest Satisfaction

Our goal is to increase brand value and guest satisfaction, expand the reach of our existing brands, provide the best service in the hospitality sector, and continuously improve. The services offered at Ramada Hotel & Suites by Wyndham are based on the principle of Guest-Centricity. As part of our continuous improvement efforts, we use guest surveys to meet guest expectations and gather feedback on the quality of the services we provide. Since 2021, we have enabled quick feedback to guests through the use of "Mobile Application" and, starting in 2022, the "Trust You" program and the "Icibot Application" to work in a solution-oriented manner. Guests can report complaints during their stay or after their departure. To track guest feedback effectively, we use software that allows us to monitor and respond to online reviews on a single platform. These feedbacks are tracked by the relevant department managers, discussed in meetings, and used to determine improvement actions. Providing a warm and friendly experience, addressing guest complaints or requests within our authority, and ensuring that our guests feel they are at the right place for their vacation is the shared goal of all our employees.



Providing Quality and Sustainable Services

Ensuring the health and quality of life of our guests is one of our highest priorities across all our facilities.

In addition to Turkey's Food Safety Regulations, we have also adopted the European Union's Food Safety Policy as a foundational principle. We have internalized ISO 22000 Food Safety Management Systems in areas such as food hygiene, animal and plant health, contaminants, and residues.

Our food safety management practices are carried out in accordance with the ISO 22000 Food Safety Management System standards, for which we are certified.

At every stage of raw material, storage, production, and presentation, our goal is to provide quality and food-safe products and services for our guests and employees. We will continuously improve our Food Safety Management Systems and provide sustainable services, which will always remain our core principles.

Supporting the Local Economy

We make our purchases from local suppliers whenever possible. This helps minimize the CO2 emissions from the delivery vehicles of our suppliers, reducing the environmental impact and supporting local workers. We share an informational presentation with our suppliers about our policies, management systems, sustainability efforts, environmental and social responsibility projects, and purchasing criteria. In order to support women entrepreneurs, we make donations to the Women's Labor Evaluation Foundation on International Women's Day on behalf of our colleagues.



WE RESPECT OUR WORK

At Ramada Hotel & Suites by Wyndham, our goal is to increase brand value and guest satisfaction, expand the reach of our existing brands, provide the best service in the hospitality sector, and continuously improve. By implementing sustainable hotel practices that will add value to our country for many years to come, closely following digital transformation applications, integrating sustainability into our business processes, and strengthening our IT infrastructure daily, we aim to address the changing needs of our guests, employees, and stakeholders through innovation. We will continue our work as a solution to the environmental and social challenges we encounter.



Engagement with Stakeholders

We aim to maintain correct, consistent, and timely communication by building long-term, transparent, constructive, and respectful relationships with our stakeholders.



Ensuring Sustainable Economic Growth

We prioritize local employment to create sustainable economic value and are focused on achieving sustainable profit..



Advancing in Digitalization and Innovation

We see digitalization and innovation as solutions to the environmental and social challenges we face, while responding to the changing needs of our guests, employees, and all stakeholders.

Engagement with Stakeholders

One of the fundamental principles of Ramada Hotel & Suites by Wyndham's sustainability efforts is the establishment of strong and effective stakeholder relationships. In this context, we define our stakeholders as individuals and organizations that are impacted by our activities or influence our activities, and who may have an impact on achieving our global goals and sustainability targets.

When evaluating the needs and expectations of each stakeholder in our value chain, we consider their ideas and feedback as an essential input to our continuous improvement efforts.

We strive to correctly identify the expectations and needs of our stakeholders, and to respond to these expectations in a balanced manner through our activities and outcomes. In every action we undertake, we ensure that our stakeholders are involved in the process and informed, and we carefully assess the feedback we receive from them.

With a strong sense of responsibility toward both our internal stakeholders (employees) and all external stakeholders we interact with throughout our operations, we aim to build trustworthy, stable relationships based on transparency, accuracy, loyalty, and constructive communication that is open, easily accessible, and effective.

While communicating with different stakeholders in various focus areas, we aim to align all our decisions and actions with sustainability priorities. Our primary stakeholders include: guests/customers, product and service suppliers, tour operators and agencies, airlines, consultants, neighbors, public institutions, government agencies, NGOs, employees, social media, press, and more.

Ensuring Sustainable Economic Growth

The employee-centric business model we have developed over the years forms the foundation of our success, and with our sustainability focus, we are committed to creating long-term environmental, social, and economic value for our guests, employees, and stakeholders.

Through the employment opportunities we create for our employees and our local supplier selections, we support local development and generate economic sustainable value.

We are directing our investments towards more sustainable resources and sustainable technologies. While spreading sustainability awareness throughout our company, we prioritize the economic well-being of our employees, who are our most important stakeholders.

In this regard, we set our employee wages without discrimination based on gender and follow compensation policies that aim to improve the quality of life of our employees.

Ramada Hotel & Suites by Wyndham continues to take solid steps toward ensuring guest trust and satisfaction, aiming for more sustainable development in all the sectors it serves.

Advancing in Digitalization and Innovation

We closely follow digital transformation applications and work towards integrating them into our business processes. Our goal is to continuously strengthen our IT infrastructure. In terms of innovation, we see it as a solution to the environmental and social issues we encounter while responding to our guests' changing needs. By keeping up with technological advancements, we aim to showcase environmentally conscious and innovative approaches in our new designs through gradual improvements. As we take steady steps towards becoming a sustainable company through digitalization, we continue to seek innovative solutions that will enhance our operations in this direction. We take the necessary actions to integrate new technologies into our business processes, adopt an innovation culture throughout our company in line with circular economy business model projects, and aim to increase our R&D and innovation investments for sustainability.

Risk Management

The management of sustainability risks such as natural disasters, extreme weather events, climate crisis, biodiversity, efficient use of natural resources, recycling, circular economy, employee rights, equal opportunities, contribution to stakeholder economy, and sustainable economic growth is effectively carried out.

Occupational health and safety, product and service responsibility, innovation, business ethics, legal compliance, and anti-corruption risks are crucial in terms of their impacts on strategic, operational, and compliance risks, ensuring business continuity and enhancing operational resilience. Additionally, due to their environmental, social, and economic dimensions, these risks are also addressed within the scope of sustainability risk management.

To support the management of risks, we operate a comprehensive and robust internal control structure. Within this framework, we establish company policies, procedures, regulations, and job descriptions. The departments responsible for risk management are tasked with implementing and maintaining the internal control activities within their areas, forming the first line of defense in risk management and internal control.

When conducting risk and opportunity assessments, our goal is to identify the risks we are exposed to, take proactive measures, and transform these measures into opportunity areas. Through the risk and opportunity evaluations and the tourism sustainability transformation, we aim to contribute to the sustainability of our tourism sector.

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KUSADASI

For ideas, suggestions, and questions regarding our 2024 Sustainability Report and sustainability performance, you can reach us via the email address info@ramadahotelkusadasi.com.

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THANK YOU...