



SUSTAINABILITY POLICY 2025



Address

Kayalibağ Mah. Turhan Cemal Beriker Bulv. NO: 15
Adana / Seyhan

Policy Purpose

ŞİRİN PARK HOTEL, With its location in the center of Adana, it aims to offer its guests true Turkish hospitality in city hotel management with the unique harmony of excellent service and comfort. We aim to contribute to your unforgettable accommodation experience in Adana by adopting the concept of peace and comfort with our comfortable rooms and friendly staff.

The ŞİRİN PARK HOTEL, It is in an ideal location for our guests who want to explore the historical and cultural richness of Adana. It offers easy access to important touristic and cultural attractions such as Grand Mosque, Grand Clock, Small Clock, Seyhan River, Sabanci Central Mosque, Adana Archeology Museum. In addition, our hotel is close to shopping, entertainment and food and beverage venues in the city center.. From the moment you take your first step, we are committed to providing you with a warm and friendly atmosphere.

We welcome all our guests from Turkey and abroad who prefer our hotel for business or leisure purposes within the framework of the Sustainability Policies we have established in accordance with the GSTC (Global Sustainable Tourism Council) criteria. We share our sustainable tourism policies in environmental, social, cultural, economic and quality dimensions with our guests as stakeholders, and we take care to continuously improve their accommodation experience. We are committed to providing you with an unforgettable accommodation experience during your stay in Adana.

In line with the goal of leaving a livable world to future generations, we meticulously plan the most efficient use of our resources, recycling and recycling processes together with our sustainability team. We act with the awareness of protecting Adana's natural beauties and cultural richness, and we care about contributing to the development of tourism in the region.

Our business adopts a service approach that is open to innovation and development-oriented. By organizing trainings for all our staff in the fields of personal development, professional expertise, sustainable tourism and innovation, we aim to increase their knowledge and competencies in the sector. By contributing to the development of Adana tourism, we maintain a hotel management approach that makes a difference both locally and nationally.

Our top priority is to provide our guests with a pleasant and sustainable accommodation experience at ŞİRİN PARK HOTEL. We would be happy to welcome you in Adana.

Vision and Mission

OUR VISION

► To be the pioneer of environmentally friendly tourism in Adana by adopting and implementing Sustainable Green Tourism policies as a city hotel in the sector and to contribute to the goal of leaving a green world to future generations.

OUR MISSION

► Providing innovative values that can be continuously improved to contribute to the development of Adana tourism and hospitality sector. To adopt the principle of leaving a livable world to new generations as our mission by always prioritizing Turkish hospitality with our **Sustainable Quality Green Tourism** service approach.

Our Environmental Policy

Climate Change Risk

ŞİRİN PARK HOTEL, It is located in Adana city center. Adana has a mild climate due to its location in the Mediterranean Region and the four seasons are distinctly experienced. While major adversities and risks associated with climate change are rare in the region, measures are being taken to mitigate environmental impacts and promote a sustainable environment.

Waste Water

Waste water from our hotel is safely disposed of through the Adana Metropolitan Municipality's sewage system. No wastewater is discharged into open areas.

Solid Waste

Solid wastes (paper, plastic, glass, metal, etc.) generated in our hotel are separated according to their types and managed in cooperation with recycling companies contracted by Adana Metropolitan Municipality.. Necessary equipment is provided in the hotel rooms and public areas for our guests to separate their waste.

Non-hazardous wastes likely to be generated in the facility are as follows:

- Paper and cardboard packaging
- Plastic packaging
- Wooden packaging
- Mixed packaging
- Glass packaging

As ŞİRİN PARK HOTEL, we are committed to continuously improve our environmentally friendly policies and to be the pioneer of sustainable tourism in Adana. We are proud to support a tourism approach that respects nature together with our guests.



Hazardous and Non-Hazardous Wastes generated in our facility are as follows:

- ▶ Waste Printing Toners Containing Hazardous Substances
- ▶ Engine oils from generator maintenance
- ▶ Packages containing residues of hazardous substances or contaminated with hazardous substances
- ▶ Absorbents contaminated with hazardous substances, filter materials (oil filters if not otherwise specified), cleaning cloths, protective clothing
- ▶ For wastes whose collection and disposal are subject to special treatment in order to prevent infection, they are kept by the Infirmary responsible and delivered to your Municipal Officials.
- ▶ Fluorescent tubes and other mercury-containing waste

Accumulators and unclassified mixed batteries and accumulators containing these batteries Hazardous Wastes from oils and fats are delivered to authorized institutions licensed by the Ministry of Environment and recycled.

Harmful Substances (Biodiversity Protection and Conservation)

With the disinfection company approved by the Ministry and contracted with our company, all disinfections are carried out with chemicals that are legally permitted in legal use that prevent damage to plants and all living beings. MSDSs of all medicines used in this field are taken and necessary controls are ensured..

Avoiding Invasive Species

Our hotel works with a spraying company within the scope of combating invasive species.. The relevant company completes our requests and periodic spraying. Rodent control kits are positioned in the potential danger areas of our hotel in order to monitor and control harmful rodents. Interim controls are made and recorded.

Animal Welfare

Due to the concept of our hotel, it is not suitable to have pets. However, the food leftovers from our hotel are collected daily and sent to the animal shelters designated by the municipality.



Pollution Monitoring, Minimization and Environmental Cleanup



Our hotel is located in the city center. Work is carried out periodically for the cleaning of the hotel area and the removal of wastes that may cause pollution. Thanks to the garbage bins in the common areas of our hotel, environmental pollution is prevented. Thanks to the regular cleaning of the area by the House Keeping team, naturally occurring pollution is prevented. In order to minimize pollution in the indoor and outdoor areas of our hotel, hotel staff are trained on environmental pollution.

Thanks to the various plants in the landscaping, it is accepted as our principle to create environments with a sustainable and environmentalist approach in our hotel, and periodic plant maintenance is carried out by our team and our struggle in every aspect to keep the living plant environments alive continues in the hotel and in social environments outside the hotel.

In addition, we remind all our guests who stay in our facility or visit our facility to use resources efficiently with posters and visuals at accessible points and reflect our efforts in this direction. We ask questions about our policy in our satisfaction survey application for the ideas and



comments from our guests and we evaluate their suggestions sensitively.

Efficient Building and Infrastructure

SİRİN PARK HOTEL is built in the unique building style of the region in terms of exterior architecture, ensuring harmony and harmony with modern regional architecture.. The hotel building layout is placed in the same order with the street style architecture of the hotel building layout and in this way, we have applied the natural and modern structuring and layout to our hotel with our structure that adopts the style of the streets and the city.



**ALL HANDS TOGETHER TO RESPECT NATURE AND LEAVE A LIVABLE WORLD
FOR FUTURE GENERATIONS
OUR GENERATIONS THANK YOU FOR SUPPORTING OUR STRUGGLE WITH OUR
GUESTS WILL
NOT FORGET ...**



Energy Savings

All lighting used in our hotel is led lighting. Thanks to the use of **LED lighting** in terms of energy saving, **70% energy loss** is prevented. Our energy policy; In line with the following targets, our work will continue by making continuous improvements.



- Identify areas with intensive energy and fuel use,
- Installing meters on high energy consuming devices,
- Identify personnel to collect energy data,
- Saving energy with small changes,
- Maintain all devices and ensure they are working effectively
- Prefer alternative products that consume less energy,
- Using bicycles and environmentally friendly vehicles around the hotel,
- To continuously monitor the environmental performance of the hotel and set realistic targets according to the results.

Water Savings and Management

In our hotel, aerators are used in faucet and shower head systems to save water. The aerator used increases the flow intensity by allowing the water to come into contact with air. It also increases the wetting effect by making the outgoing water less but more intense.

The aerator's intended function is to mix air into the water, which significantly saves water. In line with this purpose, increasing the number of aerator usage is among our priority targets..

Mains water within our hotel is provided by the municipality. The mains water is periodically analyzed and our guests are constantly monitored to use healthy water. It is aimed to reduce water consumption by using sensor devices in all general area WCs. In addition, the toilet bowls in the rooms and other areas are designed with two chambers. Posters and visual information on the efficient use of water, sustainability and carrying it to future generations are published in areas such as elevators and reception areas of the hotel where guests can see.



In order to minimize the consumption of resources, we organize periodic trainings for our personnel by expert department managers and occupational safety experts. Likewise, on-site and practical trainings are provided for the use of chemicals. We frequently follow innovations in the renovation, repair or maintenance works to be carried out in the hotel for the correct use of natural resources.

Cleaner Transportation

Our company has diesel-powered company vehicles. The most important pollutants released into the air from the exhaust system of these vehicles are carbon monoxide, hydrocarbons, sulfur dioxide (in diesel engines), nitrogen oxides and lead. The target we have set for the coming 2024-2025 is to replace at least 1 company vehicle with a 100% electric vehicle..



SOCIAL AND CULTURAL

One of our priorities as **SİRİN PARK HOTEL** is to show maximum effort to provide a fair and peaceful environment for our employees. We fulfill all national and international regulations for occupational health and safety and act in coordination with a corporate OHS company.

We inform our employees by organizing regular trainings by the Occupational Safety Specialist, workplace physician and Human Resources department on many issues such as all kinds of accidents that may occur in the working environment and the measures that can be taken before the accident, the legal rights of our personnel, and we always aim to prepare a safer and healthier environment for the employees of the institution. We organize working hours in accordance with legal regulations and fully compensate their rights in case of overtime work. The working hours of our interns preparing for the sector, as well as our staff, are organized in accordance with the legal legislation and all their rights are covered by our facility. We organize anonymous surveys for our employees in certain periods and sensitively evaluate their opinions about the sustainability of the facility and the issues that need to be improved, we are informed about the problems they experience and we make arrangements and improvements in a short time.

ŞİRİN PARK OTEL We offer equal opportunities to all our employees; we are sensitive about language, religion, race, marital status and gender discrimination.. Our attitude towards sexual or any form of exploitation and harassment, both within the organization and within the country, is always opposition, and as the facility management, we are committed to doing our part in such situations.

Education

We frequently organize trainings in order to ensure the personal development and motivation of our employees, to adopt corporate culture and sustainable tourism issues, and to be sensitive to nature and the environment. In addition, we provide trainings under the same conditions for our interns who are new to the tourism sector and our employees working in our hotel with the İŞ-KUR program. Along with our in-house trainings, we also receive support from educational institutions. We actively receive support from many educational portals such as Anatolian Hotel Management and Tourism High School. Our employees are primarily preferred to reside locally.

Tourist Visits to Cultural Sites and Indigenous Communities

For our guests who want to explore the natural and historical richness of Adana, purchasing or renting a high-capacity tour vehicle within the hotel is among our goals in the future. With these vehicles, we aim to introduce Adana's unique cultural and natural heritage to our guests and increase the tourism potential of the region.

In our planned tour organizations, regular visits will be made especially to the following areas to promote the region and offer our guests an unforgettable experience:

- ▶ **Historical Kazancılar Bazaar:** Discovering these world-famous natural beauties will offer our guests a unique sightseeing opportunity.
- ▶ **Kapıkaya Canyon:** For our guests seeking the tranquility of nature, guided walking and photography tours will be organized around the waterfall.
- ▶ **Taşköprü and Historical Sites:** We will offer cultural tours to our guests who want to learn about Adana's history and enable them to witness the city's past closely.
- ▶ **Local Villages and Communities:** Village visits will be organized for our guests who want to get to know the unique local culture and traditions of Adana, and local delicacies and handicrafts will be introduced.

During these visits, the historical, natural and cultural values of the region will be explained in detail by local guides. At the same time, it is aimed to support the people of the region economically by cooperating with local communities and to contribute to Adana's sustainable tourism goals..

As ŞİRİN PARK HOTEL, we consider the promotion of Adana and the protection of its cultural heritage among our priorities and we look forward to offering these unique experiences to our guests.

Source: Adana Provincial Directorate of Culture and Tourism

ECONOMICAL AND QUALITY

Environmental Purchasing

Local purchases are made from companies serving in Adana, the borders of the city center. Although there are no written contracts with suppliers, instant purchases are made to meet the daily needs of our hotel. With an understanding of environmental responsibility, suppliers in the region are preferred as much as possible.

Local and Regional Purchasing

We take care to support our local producers in the supply of the products needed in our hotel. We pay attention to the fact that the food products purchased from suppliers in the Adana region consist of ecological and organic product groups that comply with **Good Agricultural Practices (GAP) criteria**.

- **Eggs:** The eggs served for breakfast are sourced from local artisans and farmers in the region.
- **Fruits and Vegetables:** 60% of the fruits and vegetables used in our hotel are selected from ecological products with Good Agricultural Practices. The remaining 30% consists of products supplied from outside Adana.

As ŞİRİN PARK HOTEL, we see supporting Adana's local producers, promoting environmental sustainability and offering high quality natural products to our guests as one of our main priorities..



LOCAL EMPLOYMENT

Our Human Resources policy prioritizes local and regional employment in the selection of personnel to work within our organization. In line with this approach, which aims to contribute to the economic development of Adana and its surroundings, all of our employees are residents of Adana and its surroundings.

As ŞİRİN PARK HOTEL, we are committed to maintaining this priority in our employment policies to support the local community and encourage the workforce in the region. In this direction, we aim to both provide social benefit by increasing the rate of local employment and to offer our guests a unique service that reflects the cultural values of the region..

QUALITY

Our Sustainability Performance studies are regularly analyzed by our Responsible Team at our facility and our reports and feedbacks are published on our website. The implementation processes of our Environmental, Social, Cultural and Quality activities are continuously monitored and followed up with our continuous improvement perspective.

Food Safety Policy;

With the Food Safety Management System, we continuously improve our service quality by offering healthy, reliable and authentic products that comply with legal requirements and guest expectations.

Environmental Safety Policy;

The Environmental Management System, Environmental Policy has been established to determine the environmental consequences of all our activities, to continuously minimize our impact on the environment and to contribute to the development of the local community. All our Facility employees are obliged to comply with this policy.

Quality Management Systems Policy;

Our Quality Management System is both a set of guiding principles and a philosophy in ensuring the continuous improvement of our business. We define QMS as quantitative methods applied to continuously improve and develop all processes, materials and services, suppliers and all employees to meet the needs and expectations of customers now and in the future. It is the mutual cooperation of all people within the enterprise and our management styles that deal with business processes in a way that will meet and even exceed customer expectations and needs in relation to and in relation to business processes to produce goods and services of monetary value.

Customer Satisfaction System Policy;

- To improve customer satisfaction by creating units to deal with customer feedback (including complaints), resolving complaints and increasing the organization's ability to improve its products and customer service,
- To ensure that the organization provides continuous training to its staff in order to increase customer satisfaction
- Recognizing the needs and expectations of customers and having knowledge about these issues,
- To create and announce communication channels that can easily convey all requests, suggestions and complaints of customers to the organization and to ensure their use,
- - Require the analysis and evaluation of complaints to improve product and service quality,
- To ensure that DÖF records related to the follow-up of complaints and suggestions are opened and process follow-up is carried out,
- Şikayet ve önerilerin takibi ile ilgili DÖF kayıtlarının açılmasını ve süreç takibinin yapılmasını sağlamak,.

Legal Compliance

Our business carries out its activities in accordance with all Legal Legislation Provisions.

Customer Satisfaction GUEST RELATIONSHIP

In our hotel, a staff member is responsible for the Guest Relation department to ensure guest satisfaction. The daily operation starts with the conversational interactions with our guests at breakfast in the morning. In this process, complaints, suggestions and requests of our guests are received, forwarded to the relevant departments and resolved quickly. All these procedures are carried out within the knowledge of the guest.

Special Day Tracking

Our guests' special days such as birthdays, wedding anniversaries and honeymoons are regularly monitored. Rooms are decorated and treats are offered to make these special moments more meaningful. The same procedure is also applied for VIP and Repeat Guests.

In-Hotel and Out-of-Hotel Support:

Appointments for the places our guests want to visit outside the hotel are organized and necessary information is provided. In addition, detailed guidance service is provided for the places our guests want to visit and see.

Trained Staff

Our staff undergoes a detailed training before the opening of the hotel and specializes in customer satisfaction, guest-oriented service and complaint management. This approach ensures that our guests leave highly rated reviews about our hotel on platforms such as agencies, Booking.com, Expedia, TripAdvisor, ETS.

Guest Relation Tasks:

The Guest Relation department not only ensures the satisfaction of the guests, but also plays an important role in the overall functioning of the hotel. Minimizing complaints from guests and ensuring harmony among all hotel staff are among the responsibilities of this department.

As ŞİRİN PARK HOTEL, we aim to offer a unique experience to each of our guests by adopting a guest-oriented approach to maximize customer satisfaction.

We promise to fulfill all the needs of our guests and exceed their expectations in Sustainable criteria.

Here we present you what we offer you in Sustainable Tourism criteria.

First of all!

WITH RESPECT FOR NATURE AND THE ENVIRONMENT...

In Adana, which has a unique beauty, surrounded by green trees and vegetation

WE RESPECT NATURE AND THE ENVIRONMENT.

Adana Region; Gourmet products and delicious food and beverage alternatives of our team in superior quality are constantly at your service.

FOR OUR GUESTS WHO WANT TO LEARN NEW THINGS AND GAIN NEW GAINS, WE OFFER ADANA, KESME SOUP, ANALI KIZLI AND TURNIP FOR YOUR EXTRAORDINARY BREAKFAST AND INNOVATIVE HOLIDAY EXPERIENCES.

WE AIM FOR ALL OUR GUESTS TO GAIN HEALTH, WELLNESS AND NATURAL BEAUTY IN A RELAXED AND PEACEFUL ENVIRONMENT.

TEAM RESPONSIBLE
EBRU ALTAY