



SUMMARY

Sustainability is defined as activities carried out in order to protect natural sources and leave behind a good environment for next generations, while meeting the needs of today. Sustainable development means programing the present and future development in a way to enable development and meeting the needs of future generations by maintaining a balanced relationship between human being and nature to avoid depletion of natural resources. Sustainable development is a concept with social, ecological, economic, spatial and cultural dimensions. We, as Barut Hemera, are determined and aware of our responsibilities in sustainable tourism and development. We are trying to leave behind a better world for next generations. Our corporate vision, mission, culture, values and ethical principles guide us in fulfilling these responsibilities.

Ahmet Şen (Barut Hemera)

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OUR RESPONSIBILITY TOWARDS ENVIRONMENT, RESPECT

We respect the environment and World to be prestigious across the World...

Barut Hotels aim at controlling the amount of water, electricity, energy, chemical and solid waste, and minimizing any damage to environment and natural resources, without compromising the comfort of their guests. Through the measures we take in the light of sustainable tourism principles, natural resource usage has been reduced, and the practices have been updated to minimize the damages to soil, water and air and if possible, to eliminate aforementioned.

OUR CORPORATE PROFILE

Since the first day of establishment, we have offered privileged vacations to our privileged guests by aiming at combining sea, sand and sun, the first things that come to mind when it comes to vacation, with entertainment and quality.

We have not created environments according to only our own taste. We have ensured a journey to peace and discovery of purity for our guests by approaches pleasing all tastes.

The colors are the shortest way to express the beauty of life. We have touched thousands of hearts with all the colors of life for over 45 years.

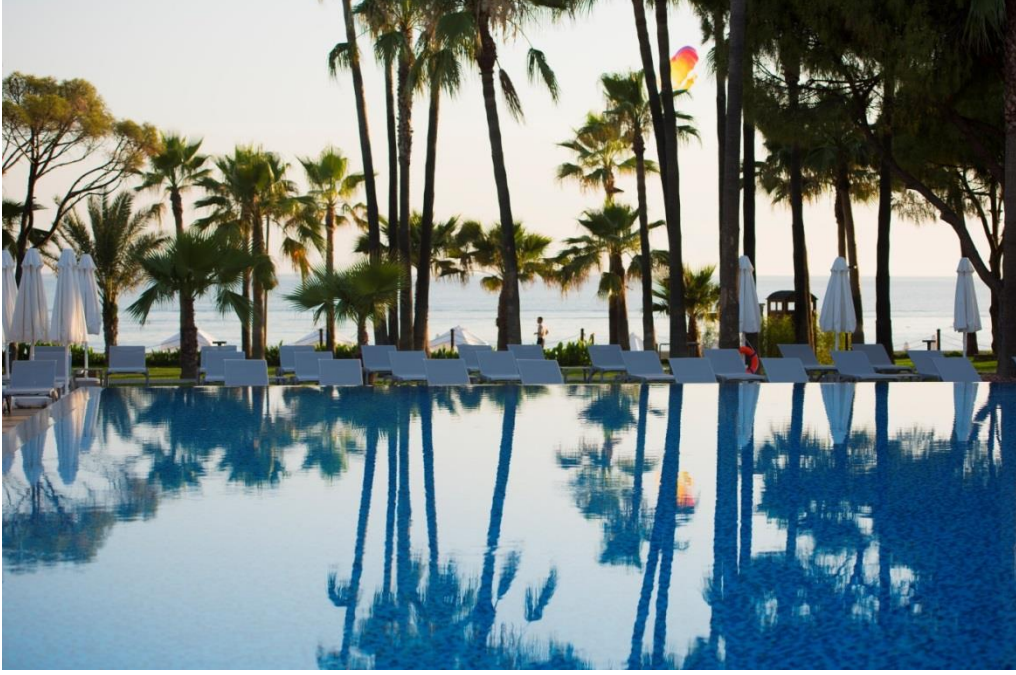
At this point, we believe to the end that we will provide quality service for our guests for many years by our specialized dynamic staff and modern management approach

OUR HISTORY

Started to serve in the beginning of 1971s by a hotel with 36 rooms that was located where Acanthus Cennet Barut Collection is situated today, we are a big family with 3500 rooms, more than 10000 beds and personnel over 3000.

POLICY OF BARUT HOTELS

Our hotels primarily aim at providing the best quality service by keeping the guest satisfaction above all together with all of our employees. Accordingly;



Legal requirements

Barut Hotels adopted compliance with legal requirements in all product and service processes as a principle.

Safety of Our Employees and Investing In Human Being

Our personnel are our most valuable assets. In order to minimize the risks that may endanger the health and safety of our employees and business partners, and to prevent occupational accidents, we continuously improve all of our processes and follow the latest technologies. Our essential principles are based on protection of training and human rights of our employees and ensuring that they benefit from equal rights regardless of religion, language or race

Guest Satisfaction – Guest Safety – Guest Focus

Our guests are the reasons of our being. We prioritize following up and resolving all guest complaints from all kinds of sources and turning them into opportunities for us by informing our guests in this respect.

Inherent Respect to Environment

It is one of our main targets to prevent environmental pollution by using our resources in the most efficient way and to protect nature, reduce the amount of waste, enable recycling or to render the wastes harmless.

Energy Conservation

Barut Hotels take using the energy resources in the most efficient way and ensuring continuous improvement in energy efficiency as the basis.

Food Safety – Hygiene

It is our common principle to apply and continuously improve the food safety system throughout the food chain, and to prioritize the hygiene conditions across all hotels in order to provide high-quality products that are in compliance with food safety guidelines.

Investor and Business Partners of Us

We are committed to provide services better than our competitors with the most effective costs by determining in the best way possible the expectations and requirements of our business partners sharing the same objective with us and our investor, who provides a peaceful and safe working environment for our personnel.

Support To Local Economy and Sustainable Purchasing Practices

We are aware of our contribution to the local economy and therefore 95% of our suppliers and raw materials are local. For sustainable tourism, we make environment friendly purchases that result in less energy, water and waste. Competing in the national and international markets in the light of these principles, Our Hotels show and continuously improve the determination required to be a leader at all times and provide resources.

Child Abuse and Harassment

We believe that everyone should be responsible for the protection of children. We know that child welfare and protection of children from any kind of damages are of utmost importance and that it is our primary mission to protect all children from physical and mental harassment. Competing in the national and international markets in the light of these principles, our hotels always show and continuously improve the determination required to be the leader and provide resources.

OUR MISSION

To be a FAMILY, who is attached to traditions, but also open to innovations, and driven by happy guests-happy employees by sustainable tourism and high service approach.

OUR VISION

To become a brand known all over the world and able to realize all dreams of first choice.

OUR VALUES,

Human being, Love for Business, Trust, Environmental Awareness, Entrepreneurship,

OUR BRANDS,



ACANTHUS CENNET
BARUT COLLECTION
Side - Antalya



AKRA
Antalya



AKRA V
Antalya



ARUM BARUT
COLLECTION
Side - Antalya



BARUT B SUITES
Side - Antalya



BARUT HEMERA
Side - Antalya



BARUT SUNWING SIDE
BEACH
Side - Antalya



KEMER BARUT
COLLECTION
Kemer - Antalya



LARA BARUT
COLLECTION
Kundu - Antalya



TUI SENSATORI RESORT
BARUT FETHIYE
Fethiye - Muğla



TUI SENSATORI RESORT
BARUT SORGUN
Sorgun - Antalya



TUI SENSIMAR BARUT
ANDIZ
Side - Antalya



THE RESIDENCE AT TUI
SENSATORI BARUT
FETHIYE
Fethiye - Muğla

QUALITY MANAGEMENT SYSTEM

BARUT HOTELS have adopted fulfilling the needs and expectations of our guests and employees in the most efficient way and enabling it to be continuous by a quality-oriented management approach as a principle.

In today's ever-growing and changing world, the needs and expectations also increase and diversify in parallel to this.

By the Quality Management System we have established, we aim at continuously improving the service quality we offer to our guests, maximizing the satisfaction level, supporting protection of natural life by increasing environmental awareness, preventing accidents and dangerous conditions by ensuring safety of our guests and employees and reaching the perfection in food safety and service approach.

OUR QUALITY POLICY

Based on the value that we, as BARUT HOTELS, adapted, which is "Human Being First", satisfaction of all of our stakeholders including our employees, who are the assurance of our business, and our guests, who are the core of our business, constitute the basis of our quality management system. In this respect, by our policy, we are committed to;

- provide trainings required to increase the competency of employees,
- be an environmentally friendly establishment with social responsibility awareness by ensuring prevention of pollution,
- offer safe and hygienic environment for our guests and employees,
- maintain examinations, which starts from supplier assessment, at all stages from delivery to product presentation in an efficient manner with the principle of "From Farm To Fork" in order to ensure food safety,
- rapidly resolve all customer complaints in an efficient, fair and objective manner.

OUR CERTIFICATES

- Our Barut Hemera Hotel has been awarded with "Blue Flag Beach" that is granted within the scope of the project "Environmentally Conscious Accommodation Facilities" of Turkish Environmental Education Foundation.
- We have received "Travelife Gold Award " for our Barut Hemera Hotel in 2010 – 14 – 16 and 2018 in order to ensure and support sustainability.
- Barut Hemera Hotel received the 'Green Star' certificate issued by the Ministry of Culture and Tourism under the "Environmentally Sensitive Accommodation Facilities" project provided to the accommodation facilities certified by the Ministry of Culture and Tourism on condition that they meet the specified criteria in 2016

OUR AWARDS & CERTIFICATES

- ✧ TRIPADVISOR EXCELLENCE AWARD 2019 / HALL OF FAME
- ✧ TRIPADVISOR EXCELLENCE AWARD 2019
- ✧ THOMAS COOK SUNNY HEART SILVER WINNER 2018
- ✧ HOLIDAY CHECK 2019
- ✧ JET2HOLIDAYS QUALITY AWARD 2018 WINNER
- ✧ TUI STRAY ANIMAL AWARD 2019
- ✧ TUI HOLLY AWARD 2019
- ✧ TUI TOP QUALITY 2019
- ✧ TUI UMWELT CHAMPION 2019
- ✧ TUI FAMILY CHAMPION 2019
- ✧ ZOOVER GOLD AWARD 2018
- ✧ TRIPADVISOR EXCELLENCE AWARD 2018 / HALL OF FAME
- ✧ TRAVELIFE GOLD AWARD 2018 - 2020
- ✧ HOLIDAY CHECK 2018
- ✧ JET2HOLIDAYS QUALITY AWARD 2017 WINNER
- ✧ ZOOVER GOLD AWARD 2017
- ✧ TUI HOLLY AWARD 2018
- ✧ TUI FAMILY CHAMPION 2018
- ✧ TUI TOP QUALITY 2018
- ✧ TUI UMWELT CHAMPION 2018
- ✧ TUI UMWELT CHAMPION 2017
- ✧ TUI HOLLY AWARD 2017
- ✧ THOMAS COOK SUNNY HEARTH NOMINEE 2016
- ✧ TUI UMWELT CHAMPION 2016
- ✧ TUI TOP QUALITY 2016
- ✧ TRIPADVISOR EXCELLENCE AWARD 2016
- ✧ TRAVELIFE GOLD AWARD 2016 - 2018
- ✧ HOLIDAY CHECK QUALITY SELECTION 2016
- ✧ YEŞİL YILDIZ / GREEN STAR 2016
- ✧ TUI UMWELT CHAMPION 2015
- ✧ TUI TOP QUALITY 2015
- ✧ THOMAS COOK PROVEN QUALITY 2015
- ✧ TRIPADVISOR EXCELLENCE AWARD 2015
- ✧ HOLIDAY CHECK QUALITY SELECTION 2015
- ✧ TUI HOLLY AWARD 2014
- ✧ ZOOVER HIGHLY RECOMMENDED HOTEL 2014
- ✧ SCHAUINSLAND TOP HOTEL PARTNER 2014
- ✧ TRIPADVISOR EXCELLENCE AWARD 2014
- ✧ TUI UMWELT CHAMPION 2014
- ✧ TRAVELIFE GOLD AWARD 2014 - 2016
- ✧ HOLIDAY CHECK QUALITY SELECTION 2014
- ✧ CORAL TRAVEL STARWAYS TOP 100 WORLD BEST HOTELS 2013
- ✧ TRIPADVISOR EXCELLENCE AWARD 2013
- ✧ ZOOVER HIGHLY RECOMMENDED HOTEL 2013
- ✧ TUI UMWELT CHAMPION 2013
- ✧ HOLIDAY CHECK QUALITY SELECTION 2013
- ✧ TRAVELIFE GOLD AWARD 2012 - 2014
- ✧ ZOOVER HIGHLY RECOMMENDED HOTEL 2012
- ✧ THOMAS COOK ENGLAND - MARQUE OF EXCELLENCE 2012

- ★ HOLIDAY CHECK QUALITY SELECTION 2012
- ★ WHITE STAR CERTIFICATE 2012
- ★ CORAL TRAVEL- STARWAY WORLS 100 BEST HOTELS 2012
- ★ TRIPADVISOR EXCELLENCE AWARD 2012
- ★ TUI UMWELT CHAMPION 2012
- ★ TUI TIERFREUNDLICHES HOTEL
- ★ TOPHOTES.RU 2012
- ★ TOPHOTES.RU 2011
- ★ THOMAS COOK ENGLAND - MARQUE OF EXCELLENCE 2011
- ★ TUI UK - THOMSON - GOLD AWARD 2011
- ★ GULET HOTELO – 2011
- ★ ENVIRONMENTAL CHAMPION 2011
- ★ HOLIDAYCHECK TOP HOTEL 2011
- ★ TUI UMWELT CHAMPION 2011
- ★ ZOOVER RECOMMENDED 2011
- ★ TRAVELIFE GOLD AWARD 2010 - 2012
- ★ THOMAS COOK ENGLAND - MARQUE OF EXCELLENCE 2010
- ★ WHITE STAR CERTIFICATE 2010
- ★ ZOOVER AWARD 2010 - BEST APART HOTEL SIDE
- ★ TUI GERMANY - HOLLY 2010
- ★ THOMAS COOK ENGLAND - MARQUE OF EXCELLENCE 2009
- ★ GULET HOTELO – 2009
- ★ TUI GERMANY - HOLLY 2009
- ★ TUI UK GOLD MEDAL 2009 - "BEST THOMSON PLATINIUM 5 STARS ACCOMODATION"
- ★ HOLIDAY CHECK - ONE OF THE BEST 99 HOTELS OF THE WORLD 2008
- ★ THOMAS COOK ENGLAND - MARQUE OF EXCELLENCE 2008
- ★ GULET HOTELO – 2008
- ★ THOMSON GOLD MEDAL - 2008 "BEST SUMMER PLATINUM ACCOMODATION OVERALL WINNER"
- ★ TUI GERMANY - HOLLY 2008
- ★ GULET HOTELO - 2007
- ★ MY TRAVEL UK - ACCOMMODATION AWARD 2007
- ★ GULET HOTELO - 2006
- ★ THOMAS COOK ENGLAND - MARQUE OF EXCELLENCE 2006
- ★ OGER TOURS GERMANY - EXCELLENT PERFORMANCE 2005
- ★ THOMAS COOK ENGLAND - MARQUE OF EXCELLENCE 2005
- ★ OGER TOURS GERMANY - EXCELLENT PERFORMANCE 2004
- ★ MANOS ACCOMODATION AWARD - 2004
- ★ THOMAS COOK ENGLAND - MARQUE OF EXCELLENCE 2004
- ★ MY TRAVEL UK - HIGH STANDART & SERVICE AWARD 2004
- ★ TUI GERMANY - HOLLY 2003
- ★ THOMAS COOK ENGLAND - MARQUE OF EXCELLENCE 2002
- ★ OGER TOURS GERMANY - EXCELLENT PERFORMANCE 2000
- ★ HOTEL PLAN SWITZERLAND - BEST QUALITY AWARD 1996

OUR VALUE CHAIN

OUR BUSINESS PRINCIPLES

BARUT HOTELS adopt a business policy that respects to natural life and human rights and supports the personnel and suppliers.

For continuous improvement, we support our personnel by trainings and carrier management program. We primarily aim at promoting our employees and growing bigger together with them..

CORPORATE RESPONSIBILITY

While operating, BARUT HOTELS carry out activities in order to maintain positive relations between the establishment and the surrounding community, organizations and natural habitats, ensuring that its social and economic impacts on environment and local population are positive and beneficial as much as possible.

Our Corporate Responsibilities;

- Being Environment Friendly

We primarily aim at conducting activities that would bring advantage to protect environment and cultural heritage and to control our environmental impacts in the region where we operate and beyond, that is as far as possible.

- Supporting Local Population

We pay attention to the fact that the personnel we employ are from the local population. In this way, with the multiplier effect of the economy, we contribute to enlivening the economy within the region by the personnel we employ. We also help the local population to stay in the region, rather than looking for business opportunities outside their own region.

- Sustainable Tourism

Our sustainability activities are based on fulfilling the needs of our guests and local population by taking into consideration the next generations, protecting natural resources and wildlife, ensuring energy and water saving and increasing the quality of life .

SUSTAINABLE TOURISM

- Sustainable tourism goes far beyond the elimination of negative impacts.
- Much more productivity
- Decreasing the costs

- Increasing the pro-active participation and awareness (personnel, guests, suppliers)
- Improvement of living and ecosystem (resource required for tourism)
- Strengthening the customer experience
- Not a single, but a continuous process.
- This is not a bureaucratic procedure (reporting, printing), but a philosophy, an attitude, and being open to new and innovative ideas!

COMMUNICATION WITH OUR STAKEHOLDERS

- Our Personnel: One-on-one interviews and group meetings, trainings and workshops, BARUT HOTELS Corporate Portal, performance evaluation and career development meetings, activity reports and surveys
- Our Guests: Guest Satisfaction Surveys, Request Forms, Contact Forms, Social Media
- Suppliers: Purchase contracts, Supplier audits, Performance Evaluation System, Meetings, Negotiations
- Local Population: Social Projects, information requests (when required), activity reports, meetings, complaint system
- Public Institutions: Meetings, information requests (when required), activity report
- Sectoral Groups: Meetings, Seminars
- Universities and Academicians: Intern Programs, conference-meeting participation, scholarships
- Press: Launching meeting, press releases

RESPONSIBLE PURCHASING PRACTICES

1. PURPOSE

This procedure is written to perform all purchasing processes requested in the company accurately and precisely, and to describe how to store the supplied materials and how to release to departments if required.

2. SCOPE

It involves purchasing of goods, materials and services related to the activities of our facility, and the storage and distribution of all materials required for the use by guests and establishment.

3. DESCRIPTION

Par Stock : Minimum and maximum stock levels.

4. RESPONSIBILITY

General Manager : To decide and approve purchasing in accordance with the service being offered and to give required warnings by following up consumption and costs.

Accounting Manager : To ensure that the consumption and costs are calculated on time and accurately and communicated to the relevant departments.

Purchase Manager : To ensure that the price, quantity, deadline, delivery and other commercial terms, which are the terms of purchase for the products required by the facility, are determined and supplied under the most suitable conditions.

Food Engineer : To check the suitability of the drawn-up specifications in terms of quality.

Warehouse Supervisor : (also the Receiving Clerk) To determine a section to stock any kind of materials in the warehouse and have them carried to where they are needed to be stocked in material receipt.

To control the stock levels of all kinds of materials that are under their own responsibility for stocking and to open required orders.

To check the compliance of the products delivered to the facility with the orders and the norms of the raw material specifications, to receive them.

To carry out the processes with respect to making the stored materials available for operation departments in full without any problems.

To fill in the Purchase Request Order in supply of routine materials and communicate it to Purchase Department.

Porter :To place the received materials in the warehouse, clean the warehouses periodically, ensure the tidiness, release of the materials to the departments.

Committee of Delivery : The committee of delivery, which consists of Kitchen Manager or the head of relevant department and Warehouse Supervisor, confirms the received materials in accordance with the Material Receiving Criteria included in the Selected Suppliers List that has been already designated.

5. PRACTICE

5.1. Creation of Department Minimum Stock Levels

5.1.1. In order to determine the warehouse material stocks before opening, all departments list the possible materials to be used for their own work and standard minimum stock level, and report these to the warehouse. Maximum and minimum stock levels are input in the Sedna program.

5.1.2.The standard minimum stock levels determined are checked by Warehouse Supervisor and Cost Control, and then submitted to the approval of Accounting Manager and General Manager.

5.1.3.Approved minimum stock levels are submitted to Purchase Management.

5.2. Department Requests

5.2.1.Departments request their daily needs from warehouse by Warehouse Request Form.

5.2.2.All requests should be approved by the manager or supervisor of the department.

5.2.3.The requested material is delivered on signature to the relevant person by the Warehouse Supervisor after the department consumption amounts are checked and budget control is made by cost control.

5.2.4.The released materials are recorded and received.

5.2.5.For the material requests without par stock, Warehouse Request Form is filled in with the characteristics, date, brand and if applicable, technical specifications (such as quality, brand, weight, width, length) of the requested material, and service properties for the service requirement and any other information, and submitted to the approval of Department Manager.

5.2.6.Warehouse Request Form, which is approved by the Department Manager, is submitted to the Warehouse Supervisor. Warehouse Supervisor and Cost Controller approve the Warehouse Request Form and submit it to the Purchase Manager.

5.2.7.Purchase Manager collects proposals through Purchase Proposal Form and choose the best proposal by Proposal Assessment Form. Purchase Department issues the Purchase Order Confirmation Form.

5.2.8.Purchase Proposal Form, Proposal Assessment Form and Purchase Order Confirmation Form issued are submitted to the approval of Accounting Manager and General Manager.

5.2.9.Upon approval, Purchase Manager submits the Purchase Order Confirmation Form to the supplier, and requests the form back and conducts the purchase process.

5.2.10. The departments report the name, manufacturer code, unit, minimum and maximum stock levels of the material, which is currently not available in the stocks, but will be frequently used on future dates, to the Accounting Manager to input this data in Fidelio program for stock availability of this material.

5.3. Purchase Requests

5.3.1. **Contractual Purchases:** Contractual purchases consist of goods and materials such as food and beverage, cleaning supplies and consumables, which are purchased on an annual basis and which constitute certain major items.

5.3.2. **Routine Purchases:** According to the Purchase Request Form drawn up for the materials that are not available in warehouses or which are below the par stock level, Purchase Manager conducts a market research by receiving proposals that include all characteristics of the requested materials (such as quality, brand, weight, width, length) through Purchase Proposal Form.

5.3.3. According to the characteristics of the requested material, the best four proposals are recorded in the Proposal Assessment Form and submitted to the approval of Accounting Manager and General Manager. In the event that the material, the method of receiving proposal of which provides no benefit or the market research of which shows that it is available in only one supplier or that it can be supplied by only one person, can be supplied on required time, agreement on the price is ensured and the purchase process is conducted.

5.3.4. In accordance with the approved proposal, Purchase Department communicates the Purchase Order Confirmation Form to Vendor, and receives confirmation.

5.3.5. During the delivery of the material, Purchase Department submits the Purchase Order Confirmation Form to Warehouse Supervisor. (If the department, which has filled in the purchase request form, insists on the brand and characteristics of the requested material, then this will also be clearly specified in the form.)

5.4. During Material Selection:

During material selection, the impacts of fuels, chemicals, pest control drugs, any kind of fossil fuel-fired tools and equipment, electrical appliances, equipment containing refrigerant, noise-producing equipment, consumables, plastic materials and construction materials on environment and energy efficiency are taken into consideration. In purchase of products, the ones with following characteristics are searched for and preferred:

- Those made of recycled product or recyclable ones
- Manufactured in a sustainable manner/ derived from sustainable sources
- Fair Trade / Organic / FSC / MSC, etc.
- Delivered in less packaging
- Energy and water saving

- Environmentally sustainable

For foodstuff, this has been determined by raw material specifications.

The environmental, sanitary and safety requirements set by Barut Hotels, which should be followed by suppliers and contractors (including temporary workers and personnel of contractor) are included in the purchase and rental contracts.

The works, which would require projects on energy efficiency, are subcontracted and the project dossier of the relevant subcontractor is approved if it is in compliance with the policies, targets and requirements of Barut Hotels.

5.5. Department Request Out Of Working Hours

5.5.1. Only in cases that would affect operation of the hotel, the Warehouse is opened by the Manager on Duty and Security Manager or Head of Security and requested material is taken through an official report.

5.5.2. The official report is issued as soon as the material is taken. The name and amount/quantity of the material taken from the warehouse is written on the official report, and it is signed by the Department Supervisor.

5.5.3. The next day, the warehouse conducts the procedure for release of the material to the relevant department.

5.6. Warehouse Request

5.6.1. The stocks in Fidelio program are checked daily by the Warehouse Supervisor and the materials, the stock levels of which have fallen below minimum, are determined.

5.6.2. The Warehouse Supervisor performs physical inventory counting for materials, the stock levels of which have fallen below minimum.

5.6.3. Based on the need, the Warehouse Supervisor issues a Purchase Request Form for the materials, the stock level of which has fallen below the minimum, by specifying the current stock amount by the approval of Cost Controller and Accounting Manager, and requests the aforementioned from Purchase Department

5.7. Receiving

5.7.1. **Issuance of Purchase Request Forms:** The Warehouse Supervisor uses the Purchase Request Form as follows.

- To follow up stock levels of the materials in the warehouses, which are relatively long-lasting, and to contact with the relevant department manager (dry food, beverage, consumables, printed matter, cleaning supplies, any other materials, etc.) when it

reaches minimum. To issue Purchase Request Form and communicate it to Purchase Manager.

- The Purchase Request Form for the materials, which are not stocked by warehouse, or for non-routine, special materials are filled in by the relevant department and communicated to Purchase Management.

5.7.2. Points to be taken into consideration during reception

As soon as the material is delivered to the facility, the Receiving Clerk calls the head of relevant department. For the material delivered to the facility:

- its compliance with Purchase Request Form,
- its compliance with specifications of the product,
- its compliance with the dispatch list of the vendor in terms of quantity/amount and brand,
- date of expiry are checked.
- Quality verification of the material received is conducted by the head of department. In this control, the goods, which are not in compliance with the necessary requirements, are returned to the vendor, and those, which are in compliance with aforementioned, are received.

5.7.3. Reception Process: The Warehouse Supervisor transfers or have the received materials transferred to already dedicated areas in the warehouse, where they will keep the goods stored under proper conditions, and ensures that these are properly stocked. The products with expiry dates are stocked and released in accordance with the first-in-first-out principle and by taking into consideration the expiry dates. These procedures are described in detail under Stock Rotation Instruction.

5.7.4. Returned Material:

- The material, which is not in compliance with the necessary requirements, is returned to the vendor by the Warehouse Supervisor and the Head of Relevant Department at the time of reception. In this case, the dispatch list is corrected as required, and signed, and the material is returned along with the vendor.
- In case that the decision of return is made at a further time by the department using the material, the information about Return Invoice is communicated to the Warehouse Supervisor and it is ensured that the Return Invoice is issued. To Be Returned label is stuck on the material to be returned in order to ensure that it is not mixed up with other materials. After the Return Invoice is issued, the relevant material

should be accompanied by material invoice when it is being returned with the vehicle of the vendor.

5.7.5. Recording Received Material to Stock Program:

- The Warehouse Supervisor records the amount/quantity of the material, which he/she has received by dispatch list, in Sedna program.

5.7.6. Control of Material Invoices:

As soon as the invoice is received during reception or at a further date, Cost Controller checks the following:

- The compliance of Trade Identification Number and Tax Identification Number with those numbers available at us,
- Dispatch list – invoice and computer record: The compliance of these three with each other in terms of quantity/amount, brand, price and invoice sum,
- The compliance of the prices on the invoices of vegetables and fruits with the Price List of Wholesale Market Hall on the same date.

In case of any inconsistency as a result of these controls, it is returned to the vendor for correction. If this is not possible, the information about return invoice is communicated to the accounts department and it is ensured that return invoice is issued.

5.7.7. Storage and Controls in Storage Process

5.7.7.1. Daily Control of Stock Materials and Evaluation of Results;

The Warehouse Supervisor controls the warehouses during the period between the time that the daily routines are completed and the end of shift (around 3:00 P.M. - 4:00 P.M.), and:

- opens an order for the material reaching or falling below the minimum stock level.
- releases the material, which is about to expire, to the relevant department and helps to ensure that said material is used before expiring.
- issues a Product Disposal Form for the material, which has been somehow damaged (insect, tearing , spilling, etc.), informs the relevant department and ensures the disposal of the material.

5.7.8. Stock Level Control:

The maximum and minimum stock levels of the materials in the warehouse are determined by the heads of relevant departments. These stock levels are continuously checked by the Warehouse Supervisor, and it is ensured that the stock level of the materials, stock levels of which reach to minimum, are kept at certain levels.

5.8. Release from Warehouse:

5.8.1. Release of Material:

The Warehouse Supervisor releases the materials in accordance with the Warehouse Request Form, which is properly filled in, signed and delivered to him/her within the material release times.

5.8.2. Daily Release Times

The times for material release from warehouse are as follows. During the times apart from below-mentioned, the Warehouse deals with cleaning, consumables and registration. Material release from warehouse is conducted everyday excluding Sundays.

- Kitchen : 9:00 – 10:00 A.M. 3:30 – 4:30 P.M.
- Release of Fruits – Vegetables : 8:30 AM – 11:00 AM A.M. 3:30 – 4:30 P.M.
- Bars and Restaurants : 8:00 – 9:00 A.M.
- Housekeeping : 10:00 AM – 10:30 AM A.M.
- Other Departments : 10:30 AM – 11:00 AM A.M.

Except for urgent and important cases, no material release is allowed at days and times other than those specified. No material release is allowed until the Warehouse Request Form is delivered to the Warehouse Supervisor.

5.8.3. Exception in Daily Material Release Times:

When the material, which is not available in the warehouse, is delivered to the facility at a time other than material release times, the material is received and then released to the requesting department.

5.9. Counting

5.9.1. Preparation for Mount-End Counting:

The Warehouse Supervisor calls the vendors for the dispatch lists, which have remained and the invoices of which have not been received, and speeds up the delivery of invoices to the facility in order to ensure that the settlement dates in accounts department are not delayed.

Necessary actions are taken to prevent material reception to the facility on the 30th and 31st of the month, the days on which inventory counting is conducted.

On the last day of the month, on which the material counting is conducted, no material release to departments is allowed. The departments draw up the material requests taking this into consideration.

The counting process is carried out by the Warehouse Supervisor and Cost Controller.

5.10. Specialty Products

The following specialty products are subject to ordering, reception, storage and counting procedures as specified.

5.10.1. **Vegetables - Fruits:** Vegetable orders are placed three days a week (Monday – Wednesday – Friday) by Chief Cook or the person assigned by the Executive Chef as assistant. The material is delivered to the facility at the earliest possible time of the next day, and received after being checked by the Executive Chef (or a staff member assigned as assistant) and Warehouse Supervisor by taking into consideration the Raw Material Specifications. The products, which are not approved, are returned by the vehicle of the vendor. The delivered product is stored in the cold storage room for vegetables-fruits, which is located downstairs, so as to be checked and used by the kitchen department.

5.10.2. **Cleaning Products:**

- The Warehouse Request Form is filled in by the Chief Steward for the need of Food & Beverage Department, and by Laundry Chief and Assistant Housekeeper for Housekeeping Department, and delivered to the Warehouse Supervisor.

5.11. **Handover of Warehouse Key**

The Warehouse Supervisor and Reception keep the warehouse key.

6. RELATED DOCUMENTATION

6.1. Warehouse Request Form	SA-02
6.2. Purchase Request Form	SA-03
6.3. Purchase Proposal Request Form	SA-04
6.4. Proposal Assessment Form	SA-05
6.5. Purchase Order Confirmation Form	SA-06
6.6. Product Disposal Form	SA-07
6.7. To-Be-Returned Label	SA-08

OUR GUESTS

Our guests are the reasons of our being. We prioritize following up and resolving all guest complaints from all kinds of sources and turning them into opportunities for us by informing our guests in this respect. We focus on management of satisfaction, not the complaint, through our practices creating innovative values. We have taken our communication with guests a step further by NA SEDNA360 3, the mobile application, that we started using in 2019.

The results of evaluation of guest surveys are also taken into consideration in determination of Quality Objectives of management and departments. Annual actions are determined in accordance with these objectives.

Management of Customer Complaints

Mistakes are unavoidable since production and consumption are simultaneous in the service industry. However, we, as BARUT HOTELS, are aware of the fact that amends can be successfully made for the service mistakes by being informed about the presence of the complaints, developing processes that enable finding an immediate solution and that are based on sense of justice, informing the personnel and guests about these processes and implementing them in an efficient manner.

CRM system is used for Guest Satisfaction and marketing activities. In this way, guest data is collected and analyzed. CRM Arrival Report function allows for continuous notification of guest preferences to all operational units.

OUR ENVIRONMENT APPROACH

OUR ENVIRONMENTAL MANAGEMENT SYSTEM POLICY

It is one of our main targets to prevent environmental pollution by using our resources in the most efficient way and to protect nature, reduce the amount of waste, enable recycling or to render the wastes harmless. We are aware of our environmental impacts and we strive to take necessary measures and actions.

We, as BARUT HOTELS, are committed to be an environment friendly establishment with the sense of social responsibility by ensuring sustainability and pollution prevention in the realization and presentation of our products and services in accordance with the international and national regulatory requirements and regulations as well as the requirements of domestic and foreign guests.

In fulfilling this commitment;

- We identify and control our impacts on environment,
- We are prepared for the risks and emergencies related with pollution (fire, explosion, flood, earthquake, leakage, etc.), and we abide by legislative regulations on environment,
- We strive to minimize wastes, prevent pollution at its source, use energy in an efficient manner and reduce the negative impact of our business on environment,
- We continuously improve our environmental performance by activities such as waste sorting and reduction, efficient use of natural resources etc.
- We follow up the wastes to recycling/disposal stage.
- We protect the Caretta-Caretta Sea Turtles that lay eggs on our beaches and that are threatened with extinction.
- We train our employees on the measures to be taken in case of spilling of hazardous chemicals,
- We encourage our employees and guests to be responsive to the environment; we train and develop our employees by raising awareness regarding environmental awareness and efficient energy use.

- We use energy and water saving systems in our hotel.
- We raise the awareness of our suppliers and stakeholder and encourage them on green economy and energy efficiency studies.

ENERGY MANAGEMENT

One of the most important steps in sustainability is to ensure energy efficiency. Firstly, energy use should be measured to find out the problems and potential saving areas should be determined. Low energy consuming equipment and systems should be preferred. Automation management and monitoring sources should be used to ensure long-term improvement. Energy savings should be continuously analyzed through maintenance, supervision and monitoring.

We, as BARUT HOTELS, have preferred renewable energy resources and striven to reduce our carbon footprint on nature by being aware of the unfavorable conditions led by rapid extinction of energy resources, and the damage to environment caused by global warming and fossil fuel.

Environmental Activities Conducted In Barut Hemera 2019 Within The Scope of Sustainability

- The entire hotel air-conditioning system has been renewed, all the materials used are state-of-the-art and economical products have been selected,
- Some of the sunbeds used on the beach have been replaced with non-plastic products that are environmentally friendly.
- The use of Trace has been put into practice, its use has been increased day by day. Paper waste was reduced.



Environmental Activities Planned To Be Conducted In Barut Hemera 2020 Within The Scope of Sustainability

In order to provide better service to our guests, our hotel will be renovated between 01.12.2019 - 15.03.2020.

- Carbon footprint will decrease with renewed environmentally friendly lighting and air conditioning systems!

- The importance we attach to conscious water consumption and in order to leave a better world for future generations, all washbasin faucets will be replaced with water saving aerators and environmentally friendly ones.
- TVs with larger screens but lower energy consumption will be located in the rooms, broadcasting quality will be increased with the highest picture quality and more channel options.

Social Activities Being Conducted In Barut Hemera 2020 Within The Scope of Sustainability

- Celebration of March 8, Women's Day
- Delivery of the clothes left by the guests in Barut Hemera to Social Store and then to needy persons.
- Supporting blue cap campaign.

WASTE MANAGEMENT

We, as BARUT HOTELS, implement Waste Management System by primarily aiming at reducing waste amount, properly managing the wastes in order to ensure disposal with the least damage to environment, and recovering the recyclable ones.

RECYCLABLE WASTES

We take several actions to reduce the waste at its source, and encourage our guests and employees to participate in recycling program.

Reduction of wastes is ensured by use of beverage units instead of use of beverages in disposable metal containers, plastic bottles, etc.

- Package waste has been reduced by use of large packaged boxes and bucketed products instead of disposable and boxed breakfast products as much as possible.
- Consumption of disposable water containers is reduced by use of water dispenser in personnel areas.
- Refillable soap dispensers are used in the guest restrooms located in general areas.
- We use email for correspondences and announcements as much as possible in order to reduce paper consumption.
- Internal correspondences regarding the Guests are through Sedna Trace in order to reduce paper consumption.



An average of 31 tons of paper waste our hotel has been recycled in 2019. As a result of recycling 1 ton of used paper waste, 16 grown pine trees and 85 square meter forestland will not be destroyed.



An average of 54 tons of glass waste our hotel has been recycled in 2019. In case of use of glass wastes in production, 315 kg of carbon emission is prevented per each produced 1 ton of glass.



An average of 29 tons of metal waste our hotel has been recycled in 2019. As a result of recycling 1 ton of metal waste, 1300 kg raw material is saved.



An average of 48 tons of plastic waste per hotel has been recycled since 2019. As a result of recycling 1 ton of plastic waste, 14000 KWH energy is saved.

CHEMICAL USAGE

Chemicals are substances that we use in many areas in our lives and that can make our lives easier, but also cause negative consequences by their harmful effects. In our facilities, we use chemicals in maintenance-repairing and cleaning activities.

Cleaning by taking into consideration the environment means hygienic cleaning and affecting the health and environment negatively as less as possible. Damages to the environment can be minimized not only by use of environment-friendly cleaning products, but also by use of these products economically and by proper adjustment of the dosage. In this way, the total damage to environment can be significantly reduced.

It is our priority that all chemicals we use are approved, labeled and in proper packages, and that MSDS (Material Safety Data Sheet) of these are available at us. Our employees, who are going to use the chemicals, are trained by the department, which has purchased the chemicals, about the use of chemicals, information given on MSDS, dosages and methods of application, personal protective equipment requirements and actions required to be taken in accordance with the Instruction on Response To Cases such as Hazardous Chemical Wastes, Leakage".

The actions required for the cases such as leakage, spilling, etc. have been taken in chemical stores. Chemical storage is in accordance with the type of chemical, storage instruction of the manufacturer and regulations.

For safe disposal of chemicals, we work with the relevant companies and follow up chemical wastes.

We check the amount of chemicals we use, and train our personnel to avoid unnecessary use and misuse of chemicals. We prefer concentrated products as much as possible.

For proper hygienic application in our pools, we use automatic dosing systems that enables minimum chemical use.

We guarantee that the products used by the pest control company, which is outsourced, are not harmful to human health and the environment. We are trying to benefit from natural measures (fly catcher, adhesive paper, etc.) as more as possible.

We take the required actions for the cases such as hazardous chemical waste, leakage, etc., and train our personnel regarding response to spilling, exposure and other cases.

In chemical stores, we use leak-proof trays on all shelves.

CARBON EMISSION

We make our purchases from the areas in the near vicinity as much as possible. In this way, we aim at minimizing the CO2 emissions of the delivery vehicles of the supplier companies, and reducing the impacts on environment.

Carbon emission has been calculated in KgCO2e over total energy consumption through electricity and natural gas source.

In 2019, it is aimed at planning investments to set up tomorrow instead of spendings that would save the day in order to reduce the carbon emissions due to vehicle use and energy consumption.

For a sustainable future, we are planning actions that will erase our carbon footprints.

- Our starting point to take action is to make a decision.
- We will free our lives from carbon. We will prefer low-carbon products, in other words, products manufactured by climate-friendly methods, and use the energy in an efficient manner. We will make use of public transportation systems in transportation much more frequently, determine the routes of vehicles, make transportation planning and prefer vehicles that use the fuel efficiently.
- We will take actions to reduce our consumption, and support the recycling more. We will prefer the suppliers, who support recycling.
- We will take measures to do more by less energy. We will pay attention to energy efficiency ratios in purchasing a product.
- We will prefer low-carbon emitting energies. We will build up driving force for the growth of renewable energy supply. We will make greener choices.
- We will contribute to energy efficiency much more by compensating our carbon footprint. We aim at erasing our carbon footprint through various activities, including in particular tree planting.
- With the awareness that climate change is a global issue, we will think of common solutions to collaborate with the private sector, government, local authorities and non-governmental organizations.
- We will share our corporate activities with the public through various communication channels, including in particular our Sustainability Reports. We will create added value through our social responsibility projects and we will set an example.

PROTECTION OF NATURAL LIFE

The cleanliness of seawater is one of the issues that we attach the highest priority for both protection of natural life and sustainable tourism.

Within this context, we provide sufficient number of garbage bins and waste containers at the beach, and we empty these regularly and keep them clean. In order to make our beaches cleaner, we train our beach staff and check the cleanliness of the beaches to ensure that our beaches are much cleaner. We perform regular zone cleanings in our facilities.

We regularly clean Sorgun Pine Forest together with our volunteer persone.

We protect the Caretta-Caretta Sea Turtles that lay eggs on our beaches and that are hreatened with extinction.

We provide annual trainings to our personnel to raise their awareness on our Instruction regarding Caretta-Caretta Protection. We inform out guests about caretta-carettas through the informative boards placed at our beaches.

There are cat houses in our hotels; we take care of our little animal friends and have them vetted with also the support of our guests. We follow up the vaccinations through the vaccination cards and the castration of our cats.

OUR ENVIRONMENTAL PRIORITIES

- The materials such as textiles, which deform over time, are donated to needy persons or made smaller in order to be used for different purposes, instead of recycling. Within this context, some of the idle room furnitures and furnishings are donated to various organizations.
- Activities to increase the environmental awareness of our guests are carried out. Within this context, there are environment cards left in the guest rooms to raise the awareness of the guests about the activities being performed by our facility for protection of the environment and what they can do in this respect.
- Within the scope of World Environment Day, we try to contribute to the development of environmental consciousness of our children starting from a young age through activities such as planting flowers, collecting waste and shaping the package wastes in the kid club.
- We do our best share to protect the culture in surroundings. Barut Hotels have sponsored all costs related to the protection of the ancient city heritages in Side.

ENVIRONMENT TRAININGS & DRILLS FOR PERSONNEL

Environmental trainings are provided to our employees in accordance with the annual training programs. The trainings involve reduction of consumption of natural resources, reduction and proper sorting of wastes, actions to be taken for hazardous wastes, Protection of Natural Life, etc.

The trainings are both insourced and outsourced. The awareness of our employees has been raised by trainings provided periodically by Our Environment Official. In addition, the awareness of our employees, who use chemicals, has been raised by the trainings on chemicals, which have been provided by our suppliers, towards ensuring standardization of chemical consumption. The awareness has been raised through the trainings provided by vegetable waste oil company regarding the damages incurred by waste oil and the importance of collection of waste oil.

Actions are taken to prevent any damage to any living creature in our facilities in the event of a fire. Within this context:

- Fire trainings have been conducted for our employees.
- Emergency response teams have been built.
- Fire drills have been organized.
- The number of fire hydrants have been increased.
- We started to replace the fire tubes in our facilities with eco-friendly bioversal fire tubes.

BUSINESS LIFE

The employees of BARUT HOTELS undergo Orientation Training program as soon as they start working, and the rules that they must follow and our expectations from the employees are explained.

In the meantime, trainings on Service Quality and BARUT HOTELS Employee Behavior are provided for all employees of the hotel.

EQUAL OPPORTUNITY

Training Opportunities

Professional Development Trainings for the relevant section, as well as Personal Development Trainings, are provided for our employees within the context of continuous training and development.

In 2017 - 2018, internal and external trainings were provided on various topics under the headings, namely General, Corporate Development, Personal Development and Sectional Trainings. Trainings for Trainer are organized for in-house trainers at regular intervals to increase training efficiency.

AWARDING

The purpose of this practice is to select and determine the outstanding successful personnel, to motivate the personnel, to achieve high performance level, to increase the interest and participation of the personnel in the hotel operation.

BENEFITS OFFERED TO PERSONNEL

- Use of Laundry: Work uniforms and any kind of work clothing are cleaned free of charge for all of our employees.
- Hotel Accommodation: When our personnel book a reservation for themselves and their relatives, they can benefit from the discounts they deserve according to the "Family and Friend Concept" that is determined by the Sales and Marketing Department.
- Discount In Special Night-Feast Organizations: When our personnel book reservation for Wedding/Feast etc. organizations for themselves and their relatives, they benefit from the discount determined under the Family and Friend Concept.

PERSONNEL EVENTS AND ORGANIZATIONS WITHIN THE SCOPE OF SUSTAINABILITY

- Accommodation advantage: Our personnel is provided with lodging. The rooms in the lodging offer opportunities that can meet the daily needs, as well as a lodging personnel and a pool.
- Personnel Transportation: Due to the nature of hotel business, employees work in various shifts. This requires transportation by service bus at various times. Meeting transportation requirement..
- The meals in the dining hall for personnel are free of charge for the personnel.
- Physician Office: A Physician Office with a physician and nurse is available in our hotels. Our employees can benefit from medical/healthcare services within the working hours.
- Consumable allowance to the personnel, who has school-age children
- Arrangement of sports organizations
- Offering gifts to newly married couples
- Personnel Night/ Personnel Activity

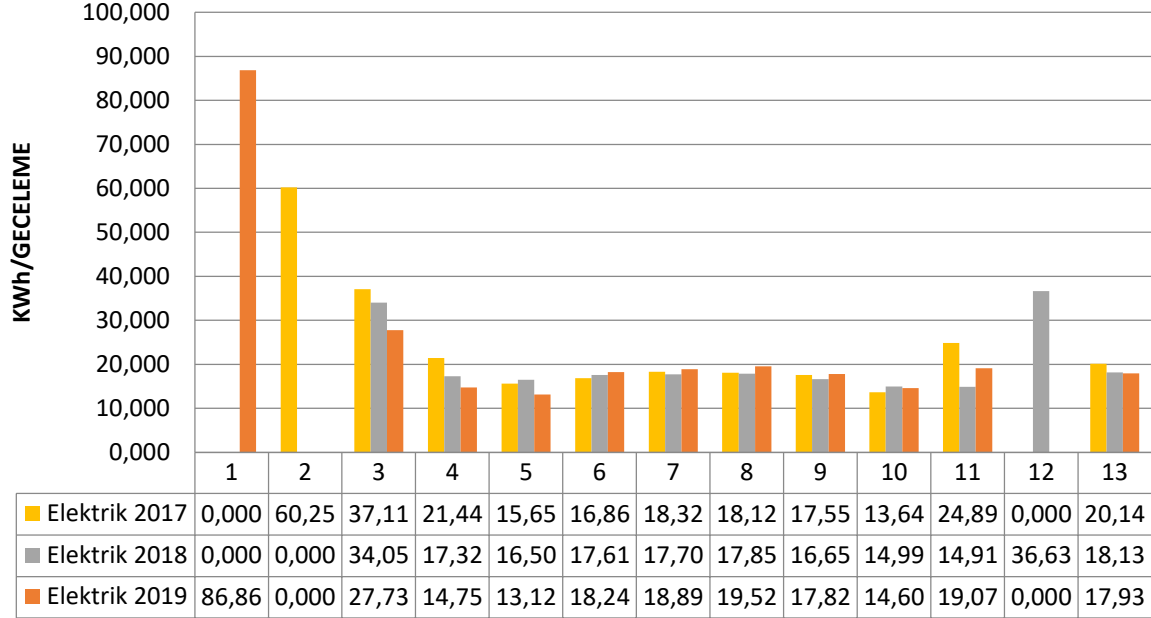
OUR CONTRIBUTION TO SOCIETY

We, as BARUT HOTELS, are aware of the fact that building a community requires protection of our values. We are aware of our social responsibilities, and we organize our social activities based on volunteerism by also the participation of our personnel throughout the year.

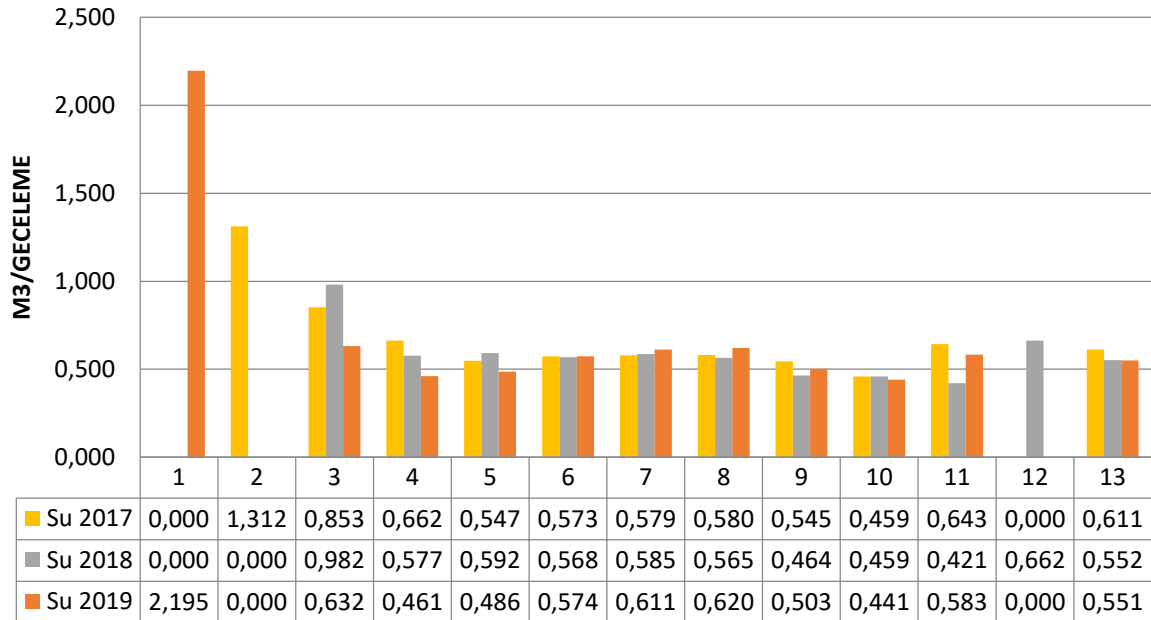
SOCIAL FACTORS WITHIN THE CONTEXT OF SUSTAINABILITY/ COMMUNITY

- We offer internship opportunities for tourism students to gain work experience. We support our personnel by trainings and career management programs. We aim at boosting our personnel and growing together with them by raising them as much as possible.
- Visiting Manavgat Senior Center on World's Seniors Day (01.10)
- Delivery of the clothes left by the guests in Barut Hemera to Social Store and then to needy persons
- Restoration of Gundogdu Iraz Duriye Duran Primary School and building additional classrooms
- Material supply and financial Support to be used in Burmahan Primary School renovation.
- Visiting Manavgat Animal Shelter and improvement of social solidarity in parallel with their needs
- Offering scholarships to the students in cooperation with the Association for Supporting Modern Life.

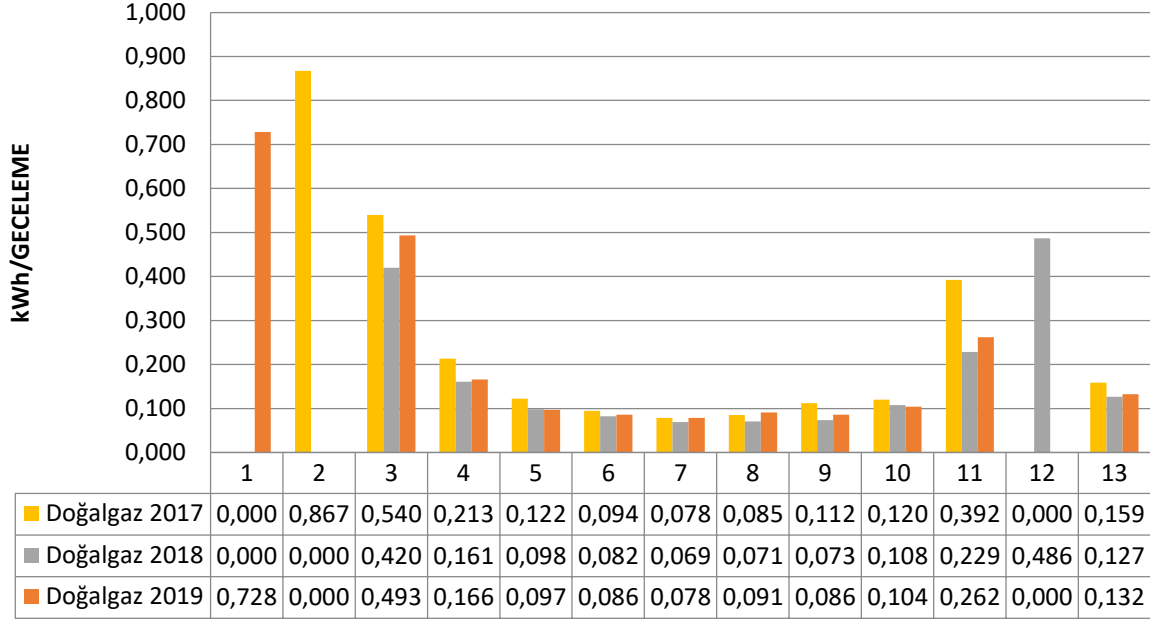
ELEKTRİK TÜKETİMİ 2017-2019 KİŞİ BAŞI KARŞILAŞTIRMA



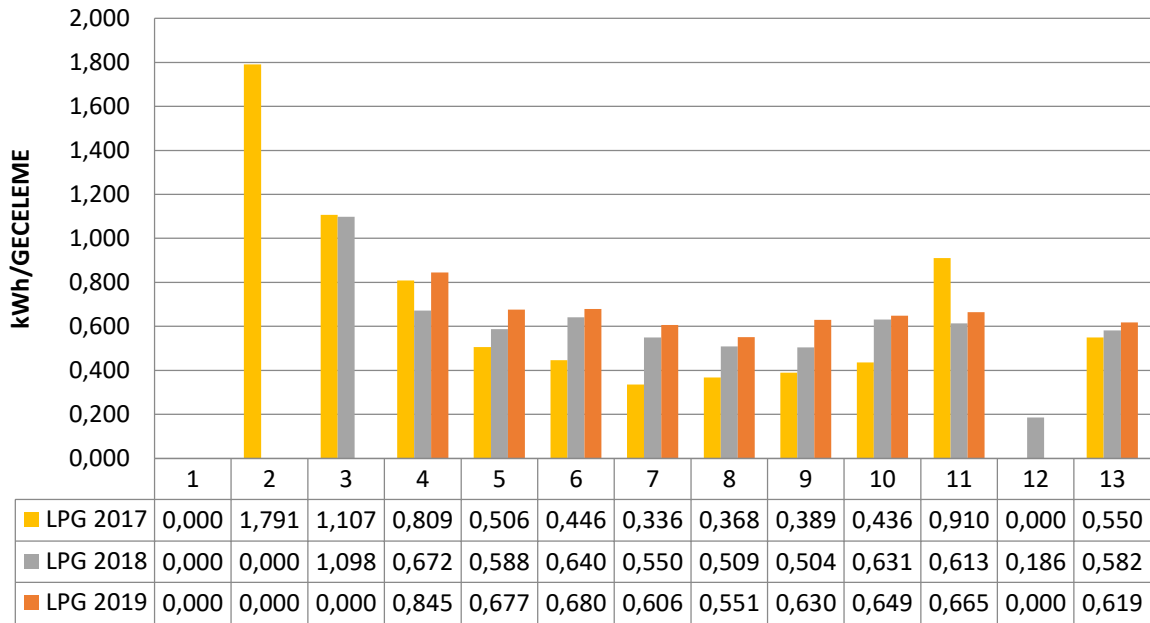
SU TÜKETİMİ 2017-2019 KİŞİ BAŞI KARŞILAŞTIRMA



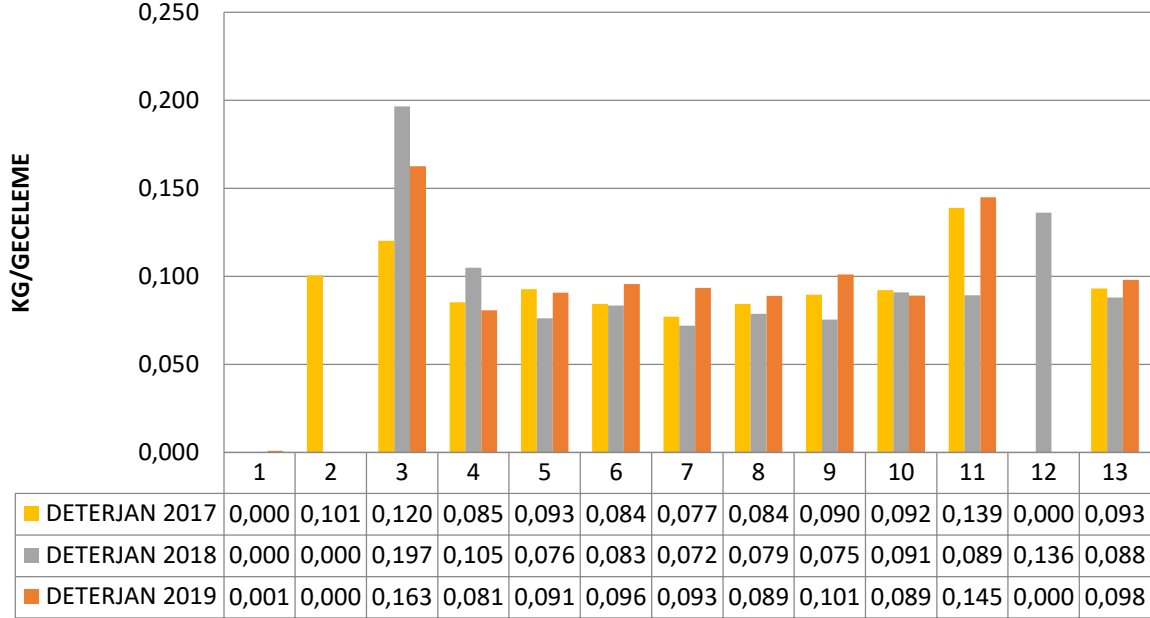
DOĞALGAZ TÜKETİMİ 2017-2019 KİŞİ BAŞI KARŞILAŞTIRMA



LPG TÜKETİMİ 2017-2019 KİŞİ BAŞI KARŞILAŞTIRMA



DETERJAN TÜKETİMİ 2017-2019 KİŞİ BAŞI KARŞILAŞTIRMA



HAVUZ KLOR TÜKETİMİ 2017-2019 KİŞİ BAŞI KARŞILAŞTIRMA

