

2023-2024

SUSTAINABILITY REPORT

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1. ABOUT THE REPORT

In line with the principle of being aware and raising awareness for a livable world, we strive to pass on the entrusted natural resources to future generations in the same condition or in an even better state. Our goal is to achieve continuous development and improvement in every aspect of sustainability management.

As of 2024, we have initiated our sustainability efforts. In this context, we aim to share our progress with our management, employees, guests, suppliers, and all other partners. By increasing awareness on this matter, we seek to transform our shared goals and achievements into tangible outcomes.

The information presented in this sustainability report includes:

- The evaluation of the environmental, social, and economic performance of our facilities,
- Our targets set to improve this performance,
- The strategy and process to be followed in order to achieve these targets,
- Our contribution to ecological balance,
- Efforts to minimize potential negative impacts and hazards on the environment.

Unless otherwise stated, the report covers performance results for the period between 2023 and 2024.

2. OUR FACILITY

Dedicated to providing premium-quality service, our facility is designed to offer unforgettable guest experiences. Our renovated interiors are inspired by modern lifestyles, ensuring both comfort and elegance.

The facility features a total of 16 rooms in various sizes. Each room is equipped with a refrigerator, wireless internet, TV, bathroom, WC, and hairdryer. Additionally, amenities such as wireless internet access and telephone services are available for guest convenience.

Our primary goal is to tailor our services to meet the specific needs and expectations of our guests, thereby maximizing guest satisfaction.

- We aim to be the most successful in the industry.
- We believe that small details create big differences, so we pay attention to every detail.
- We operate with a guest-oriented approach, carefully considering guest feedback and suggestions.
- We trust in our skilled and well-trained staff, recognizing that the strength of our service quality comes from our team spirit.
- We conduct continuous improvement efforts in Occupational Health and Safety with a zero-accident goal for our personnel.

2-1. SUSTAINABILITY MESSAGE

Dear Guests, Business Partners, and Employees,

As CAPPADOCIA ESTATES HOTEL, we are aware that sustainability efforts in tourism play a crucial role in minimizing negative impacts on environmental and cultural heritage. We also recognize the responsibilities that come with sustainable tourism.

Our goal is to leave a better world for future generations. In line with this, we continue our efforts in key areas of sustainability, including reducing environmental impacts, managing energy, water, and waste, preserving cultural and social heritage, supporting the local community economically and socially, and protecting the environment.

In today's world, where the importance of climate change and global warming is becoming more evident each day, we are committed to fulfilling our responsibilities in the best possible way. We strive to instill environmental awareness among our employees as part of our ongoing mission.

By effectively managing sustainability risks and focusing on sustainable growth through long-term strategies, we aim to enhance our success with each passing day.



2-2. CORPORATE RESPONSIBILITY

As CAPPADOCIA ESTATES HOTEL, we aim to maintain positive relationships with the surrounding community, organizations, and natural habitats while conducting our operations. Our goal is to ensure that our social and economic impacts are as positive and beneficial as possible for the environment and the local community, while reducing and eliminating any negative effects.

Our Corporate Responsibilities:

Environmental Stewardship:

Our primary goal is to protect the environment and cultural heritage both in the regions where we operate and beyond. We prioritize environmental protection in all our activities.

Supporting the Local Community:

We prioritize hiring employees from the local community, thereby contributing to the local economy. This approach helps local residents sustain their livelihoods within their own region instead of seeking employment elsewhere.

Sustainable Tourism:

Our sustainability efforts are based on meeting the needs of our guests and the local community while keeping future generations in mind. We emphasize resource conservation, efficient use of natural resources, and enhancing the quality of life for all stakeholders.

Creating Opportunities:

We provide internship opportunities for tourism students to gain practical experience. We also support our staff through training and career management programs. Our aim is to foster growth from within by promoting our own employees to higher positions, ensuring shared growth and development.

PAYDAŞLAR İLE İLETİŞİM

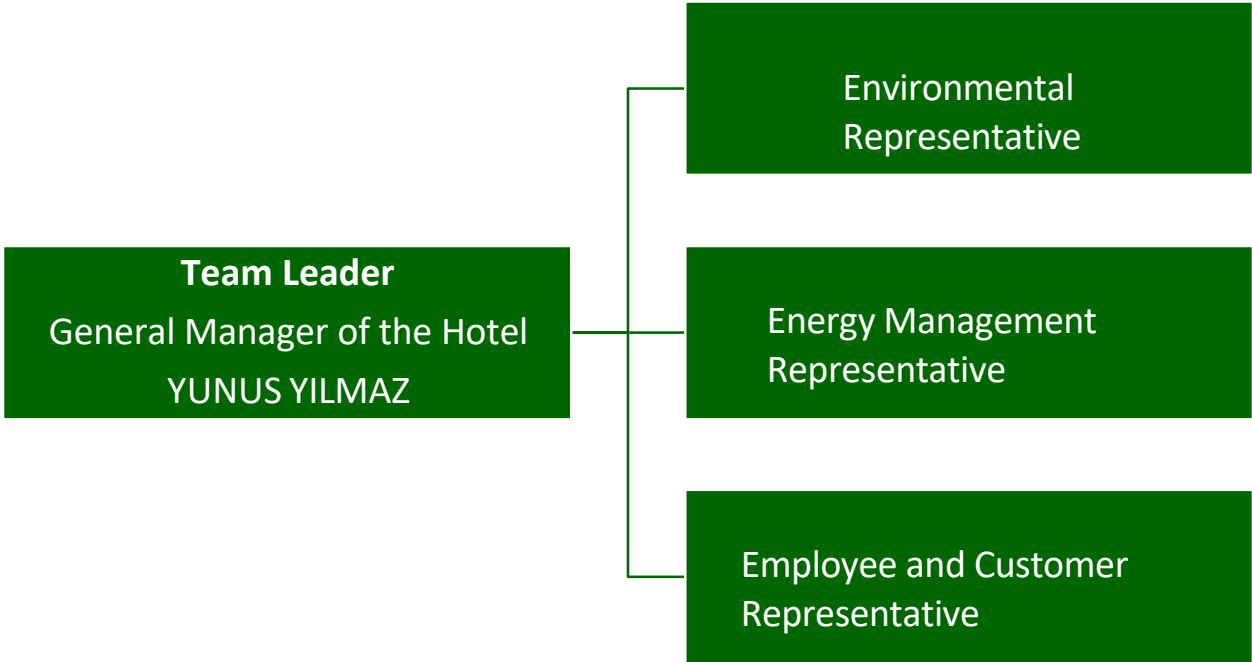
PAYDAŞ GRUBU	DİYALOG PLATFORMU	İLETİŞİM SIKLIĞI
ÇALIŞANLAR	Performans değerlendirme toplantıları Sosyal etkinlikler İş sağlığı ve güvenliği toplantıları Memnuniyet anketi Sürdürülebilirlik değerlendirme anketi	Yılda 4 kez Yılda en az 2 Aylık Üç ayda bir Yılda 2 kez
MİSAFİRLER	Memnuniyet anketi E-posta Dijital mecralar Sosyal medya Çağrı merkezi Fuarlar	Sürekli Sürekli Sürekli Sürekli Sürekli Yılda birkaç kez
TEDARİKÇİLER	Anketler Yüz yüze görüşmeler Dijital mecralar E-posta Mesajlaşma servisi	Yılda bir kez Talep olduğunda Sürekli Sürekli Sürekli
YEREL HALK	Sosyal projeler Dijital mecralar Sosyal medya	Proje süresince Sürekli Sürekli
SEKTÖREL KURULUŞLAR	Üyelik toplantıları Seminer ve fuarlar Dijital mecralar	Her zaman Yılda birkaç kez Sürekli
TOPLUM VE MEDYA	Sosyal sorumluluk projeleri Röportajlar Dijital mecralar	Proje süresince İhtiyaç duyulduğunda Sürekli

2-3. OUR HOTEL VALUES

Our values define who we are, what we stand for, and how we should act. They guide us in enhancing guest satisfaction and building trust with our guests. By working in line with our values, we determine how we should treat our guests and each other, the quality of our work, and the activities that drive us toward success. Our values continuously push us to do our best in every aspect of our operations.

At the heart of everything we do lies the trust that our guests, stakeholders, and employees have in CAPPADOCIA ESTATES HOTEL, as well as our commitment to upholding the highest standards of behavior.

1. SUSTAINABILITY TEAM



2. REDUCTION OF ENVIRONMENTAL IMPACTS

At CAPPADOCIA ESTATES HOTEL, we aim to minimize potential harm to the environment and natural resources without compromising guest comfort. Our efforts focus on reducing the consumption of water, electricity, natural gas, chemicals, and the amount of solid waste produced.

We provide training to ensure that each of our employees actively contributes to our environmental commitment. Beyond simply complying with environmental regulations, we take pride in our initiatives to raise environmental awareness among local communities, our staff, business partners, and guests.

In line with the principles of sustainable tourism, we implement measures to reduce the use of natural resources and minimize, or if possible, eliminate damage to soil, water, and air.

At CAPPADOCIA ESTATES HOTEL, we engage in activities that create social benefits. We prioritize working with local suppliers and generating employment opportunities for the local community.

OUR GOALS

The following goals are particularly important to us:

- Developing methods for more effective sharing of our sustainability efforts with stakeholders.
- Reviewing data collection resources and enhancing our targets to achieve more effective results.
- Contributing to the development of the local community.
- Utilizing environmentally friendly technologies.
- Preserving natural resources.
- Preparing regular sustainability reports.
- Ensuring occupational health and safety by fully meeting the requirements of employee safety, with the ultimate goal of preventing workplace accidents.

OUR ENVIRONMENTAL APPROACH

CAPPADOCIA ESTATES HOTEL is committed to effectively meeting the expectations of our guests, employees, stakeholders, and legal authorities.

Our approach focuses on identifying our environmental impacts, controlling potential hazards, and minimizing adverse effects. We strive to reduce the use of natural resources, energy consumption, and air, water, and soil pollution, while also monitoring and managing waste produced by our facilities.

Our goal is to instill environmental awareness and support sustainability efforts not only among our employees but also among our guests, suppliers, and subcontractors.

RESOURCE CONSUMPTION

- Resource consumption is regularly monitored.
- LED lighting is used throughout our facility.
- All electronic devices are selected from A+ energy-saving products.
- Guest feedback is collected, and actions are taken for continuous improvement.
- Various initiatives are carried out to reduce waste in our facility.
- Purchased products are preferred in large packages rather than small, individual ones.
- During breakfast service, large containers are used instead of single-use packaging. For example, salt and pepper shakers are used instead of single-use packets.

RESOURCE CONSUMPTION MANAGEMENT

We are aware that the world's usable energy resources are limited. At Cappadocia Estates Hotels, we prioritize the use of renewable energy sources.

- Our consumption is tracked daily, monthly, and annually.
- We raise awareness among our employees and guests to reduce resource consumption. For instance, labels are used to remind them to turn off water and energy when not in use.
- Our staff receives training on resource consumption.
- Motion-sensor lighting is installed in areas where the infrastructure allows.
- To reduce guest usage of chemicals, refillable liquid soap dispensers are used in the general area washrooms.

ELECTRICITY CONSUMPTION

Cappadocia Estates Hotel takes the following measures to ensure electricity savings and maintain continuity:

- Energy-saving bulbs or LED lights are used throughout the hotel.
- Motion-sensor lighting is installed in common areas where the infrastructure allows.
- Outdoor lighting is controlled using timers.
- LED TVs are used in all rooms.
- Minibars in guest rooms are disconnected from the power source when not in use to reduce energy consumption.
- Curtains in unoccupied rooms are kept closed during summer and open during winter to reduce the need for climate control devices.
- Electrically operated devices are positioned away from direct sunlight to prevent additional energy use.

OUR GOALS

- Achieve a 1% per capita reduction in energy consumption by the end of 2024 and continue to increase this reduction in subsequent years.
- Continue to purchase energy-efficient devices.
- Replace aging devices with energy-saving alternatives.
- Provide ongoing annual energy-saving training for staff to enhance awareness and efficiency.

WATER CONSUMPTION

At CAPPADOCIA ESTATES HOTEL, we aim to reduce overall water consumption without compromising health, hygiene, or guest satisfaction. To achieve this, we use water-saving fixtures and ensure that our water supply comes from municipally approved network water, avoiding any impact on public water needs.

Our ongoing water-saving efforts include:

- Use of water-saving and/or dual-flush toilet systems.
- Possession of a wastewater report from the local municipality, certifying that all wastewater is treated and discharged safely without affecting the local community or environment. Wastewater is connected to the sewage system in compliance with discharge regulations.
- Regular maintenance of water tanks during winter months to prevent potential water leaks.
- All flush tanks are adjusted to limit water usage to no more than 6 liters per use.
- Cleaning of guest rooms and common areas is done using microfiber cloths and mops instead of water.
- Staff receive regular training on water conservation and the reporting of potential water leaks.
- Towels and linens are changed only upon guest request.

OUR GOALS

- Achieve a 1% per capita reduction in water consumption by 2024.
- Continue energy-saving training annually to raise staff awareness.
- Prioritize the purchase of water-saving devices when acquiring new equipment.
- Gradually replace existing faucets with sensor-activated faucets.
- Replace showerheads with water-saving models over time.

WASTE MANAGEMENT

At CAPPADOCIA ESTATES HOTEL, our primary goal in waste management is to reduce the volume of waste, properly manage the waste we generate to minimize its impact on the environment, and ensure the recovery of recyclable materials.

Hazardous and non-hazardous waste is collected by licensed disposal and recycling companies with which we have agreements. Our employees receive annual training on waste separation and disposal procedures.

OUR WASTE MANAGEMENT PRACTICES

- Hazardous waste is regularly stored in a dedicated hazardous waste depot and handed over to companies licensed by the Republic of Turkey's Ministry of Environment and Urbanization for recycling and disposal.
- Separate bins for recyclable waste are placed in every department for the collection of paper, plastic, glass, metal, oil, and food waste. Staff receive training on the importance of recycling.
- We purchase products in larger containers, such as boxes, sacks, drums, and buckets, instead of single-use packages, thereby minimizing packaging waste.
- Water dispensers are provided in staff welfare areas to reduce single-use water bottle consumption.
- Used frying oil is collected in an oil waste depot and disposed of through an authorized waste disposal company.
- Waste separation bins are placed in various departments and office areas to facilitate the on-site separation of recyclable materials such as glass, paper, metal, plastic, oil, and food waste.
- To reduce paper consumption, correspondence and announcements are conducted digitally via email whenever possible.

These measures reflect our commitment to sustainability and our aim to minimize the environmental impact of our hotel's operations.

PAPER USAGE

To promote environmental awareness, we encourage employees to avoid unnecessary printing, thereby minimizing paper consumption. When printing is necessary, double-sided printing is used, and scrap paper is utilized for print needs whenever possible.

OUR GOALS

- By 2023, our primary goal is to reduce the amount of paper, plastic, glass, and metal waste per overnight stay by 1%, take preventative measures, and ensure proper waste separation for recycling.
- Increase employee participation and training hours in annual environmental education programs to raise awareness among our staff.
- Raise awareness among both guests and employees by providing waste information through multiple communication channels.

CHEMICAL USAGE

At CAPPADOCIA ESTATES HOTEL, we work with authorized firms to ensure the safe disposal of chemicals and actively monitor chemical waste. We control the amount of chemicals used and provide training to our employees to prevent unnecessary or incorrect use of chemicals.

To protect employee health, create a safe working environment, and preserve our future, we implement the following practices for the use and disposal of chemicals:

- **Controlled Usage:** The amount of chemicals used is monitored, and employee training is provided to prevent unnecessary or incorrect use.
- **Safe Disposal:** We collaborate with authorized firms for the safe disposal of chemical waste and ensure proper tracking of the chemical waste produced on-site.
- **Safety Measures:** Necessary precautions are taken against hazardous chemical waste, spills, and leaks. Employees are provided with protective equipment and receive regular training, while periodic emergency drills are conducted to prepare for potential incidents.
- **Minimizing Contaminated Waste:** Chemicals are transferred from large drums into smaller bottles, reducing the amount of contaminated waste.
- **Eco-Friendly Products:** We prioritize the use of chemical products that contain biodegradable surfactants, ensuring that they are environmentally friendly and less harmful to nature.

OUR GOALS

- By 2023, our goal is to increase our efforts to reduce chemical waste, achieving a 1% reduction in consumption.
- Increase employee participation and training hours for chemical usage education each year, continuing to raise employee awareness.
- Obtain more biodegradable chemical products from our partner supplier to reduce environmental impact.

2. PERSONNEL AND WORK LIFE

At CAPPADOCIA ESTATES HOTEL, we strive to maintain positive relationships between our organization, the surrounding community, local institutions, and natural habitats. Our aim is to maximize the social and economic benefits for the environment and local community while minimizing and eliminating any potential negative impacts.

We prioritize employing staff from the local community, thereby supporting the local economy. This approach helps prevent the need for local residents to seek employment opportunities outside their region.

Our top priority is to protect the environment and preserve cultural heritage in the areas where we operate and beyond.

At CAPPADOCIA ESTATES HOTEL, we uphold a policy of respect for human rights.

We ensure that employees' legal rights are always protected. During the recruitment process and throughout employment, no discrimination is practiced, and equal opportunity is provided for all.

Additionally, no child labor is employed at CAPPADOCIA ESTATES HOTEL. We do not collaborate with companies that employ child labor. If suppliers attempt to assign child workers, they are not permitted to work on our premises.

All employees at Cappadocia Estates Hotel receive one hour of training each year on the prevention of child exploitation.

OPPORTUNITIES OFFERED TO OUR EMPLOYEES

Employee Shuttle Service:

As is common in the tourism sector, employees work in different shifts, which requires transportation at various times. To support our employees, CAPPADOCIA ESTATES HOTEL provides shuttle services between the hotel and various locations at different times of the day.

Employee Motivation Meals:

At the beginning and end of each season, we organize staff celebrations and meals to recognize our successes and boost employee motivation.

Ramadan Food Packages:

During the holy month of Ramadan, we distribute Ramadan food packages to all employees without discrimination.

Career Management:

We create internship opportunities for tourism students to gain practical experience. Our employees are supported with training and career management programs. We aim to promote our internal staff to higher positions whenever possible, ensuring shared growth and development for both employees and the organization.

EMPLOYEE DEVELOPMENT

At CAPPADOCIA ESTATES HOTEL, we aim to strengthen both personal development and organizational success by investing in the skills of our employees. Our primary objective is to create an environment that fosters continuous employee development and enhances their potential.

We prioritize a culture in which managers take responsibility for employee development, ensuring continuous performance tracking and effective communication. Our goal is to build a pool of skilled, successful, and globally competitive employees and leaders.

Training and Development Initiatives

- **Annual Training Programs:** We provide environmental training sessions as part of our annual training schedule. These sessions cover key topics such as reducing the consumption of natural resources, minimizing and properly separating waste, handling hazardous waste, and protecting natural habitats.
- **Internal and External Training Sources:** Training is delivered through both internal and external resources. Our Environmental Representative conducts periodic training to raise awareness about environmental issues among all employees.
- **Supplier-Supported Training:** We also receive training from our supplier companies. For example, chemical usage training is provided to standardize chemical consumption and raise awareness among employees who handle chemicals. Similarly, training sessions from our Waste Oil Disposal Partner emphasize the environmental impact of waste oil and the importance of its proper collection and disposal.

Fire Safety and Emergency Preparedness

To protect all living beings within our facilities from potential fire hazards, we have implemented a series of preventive measures, including:

- **Fire Safety Training:** All employees have received training on fire safety procedures.
- **Emergency Response Teams:** Dedicated emergency response teams have been established to manage potential crises.
- **Fire Drills:** Fire drills are conducted regularly to ensure employees are prepared for emergency situations. These efforts reflect our commitment to fostering employee development, ensuring operational safety, and promoting environmental consciousness.

OUR KEY TRAINING PROGRAMS

- **Sustainability**
- **Environmental and Waste Management**
- **Occupational Health and Safety**
- **Prevention of Child Exploitation**
- **Communication**
- **Gender Equality**
- **Legal Rights and Freedoms**
- **Energy Conservation and Consumption Reduction**
- **Fire Drill and Training**
- **Training on the Use of Chemicals in the Facility**
- **Savings Measures Training**
- **First Aid and Health**
- **Food Safety**

OUR TRAINING OBJECTIVE

The primary goal of our training activities is to cultivate a culture focused on guest satisfaction, while promoting awareness of hygiene, environmental protection, health, and occupational safety. We aim to create a constructive approach in our stakeholder relations and ensure that all employees become active participants in this culture.

2. SOCIAL ACTIVITIES

Sustainable development is a concept with social, ecological, economic, spatial, and cultural dimensions. At CAPPADOCIA ESTATES HOTEL, we are fully aware of our responsibilities regarding sustainable tourism and development. We are committed to leaving a better world for future generations. Our corporate vision, mission, culture, values, and ethical principles guide us in fulfilling these responsibilities.

Our Key Social Activities and Initiatives

- **Local Sourcing:** We prioritize sourcing our products and services from local suppliers.
- **Use of Local Products:** We prefer to use local products in our operations.
- **Reducing Food Waste:** Bakery waste generated in our facilities is not discarded; instead, it is shared with local residents for use as animal feed.
- **Internship Opportunities:** We create internship opportunities for tourism students to help them gain practical work experience.
- **Employee Development:** We support our employees through training and career management programs.
- **Internal Promotion:** We aim to develop our existing employees and promote them to higher positions whenever possible, fostering collective growth.
- **Local Tourism Support:** We encourage visitors to stay in local accommodations, interact with local producers and service providers, and increase local spending, thereby enhancing the benefits of tourism for host communities.
- **Fair Employment:** We support fair employment practices, promoting professional development and ensuring that no discrimination is made based on race, gender, or disability. We strive to increase both the quantity and quality of local employment through tourism by improving wage levels and service standards.
- **Equitable Distribution of Benefits:** We work to ensure that the economic and social benefits of tourism are distributed fairly and equitably. This includes providing opportunities, income, and services to economically and socially disadvantaged groups.
- **Inclusive Visitor Experience:** We offer visitors a safe, satisfying, sustainable, and innovative experience without discrimination based on race, gender, disability, age, or other factors. We actively support the concept of the "responsible tourist."
- **Community Involvement:** We ensure that local governments engage in planning, management, and implementation of tourism initiatives in consultation with other stakeholders. We aim to strengthen local communities and civil society, encouraging their involvement in tourism development processes.

Major Social Contributions in 2023

- **Food Aid:** In 2023, we provided food assistance to 100 families in Nevşehir and its districts during the month of Ramadan.
- **Earthquake Relief Support:** In response to the 2023 earthquake, we sent trucks, construction machinery, food, and hygiene supplies to the affected regions.
- **Emergency Accommodation:** We provided free, indefinite accommodation for earthquake-affected citizens who relocated to Nevşehir in 2023, ensuring they had a safe place to stay during difficult times.

These initiatives demonstrate our commitment to sustainable development, local empowerment, and social responsibility in all aspects of our operations.

2. CULTURAL ACTIVITIES

At CAPPADOCIA ESTATES HOTEL, we embrace the philosophy of treating our visitors as "guests" rather than "customers," reflecting the essence of Turkish hospitality. We are dedicated to addressing our guests' needs and concerns throughout their stay.

We recognize that the key to making a difference lies in providing high-quality services that ensure a high level of guest satisfaction. Our guests' requests are essential to providing exceptional service. In cases where complaints are received, we handle them objectively, attentively, and carefully, always aiming for a solution-oriented approach.

To promote our culture and enhance guest satisfaction, we organize special themed nights, offering guests an immersive experience of local traditions.

Respect for Local Culture and Heritage

CAPPADOCIA ESTATES HOTEL respects the intellectual property rights of local communities. We incorporate the authentic elements of traditional and contemporary local culture into our cuisine, design, and decor.

As part of our commitment to cultural heritage preservation, we provide access to information on nearby settlements, historical landmarks, traditional crafts, and archaeological sites. Our goal is to contribute to the global recognition and development of the region.

Guest Awareness and Guidance

We educate our guests on responsible tourism practices to protect Turkey's cultural and historical heritage. This guidance includes the following key points:

- **Prohibition on Collecting Artifacts:** It is illegal under the laws of the Republic of Turkey to remove materials from historical or archaeological sites, even as souvenirs.
- **Litter-Free Sites:** Guests are advised not to dispose of any waste in historical areas.
- **No Fires in Historical Sites:** Guests are informed not to light fires in historical locations.
- **Respect for Monuments:** Guests are advised not to climb or damage any historical objects or structures.
- **No Touch Policy:** Guests are informed not to touch historical objects or structures, as contact can cause deterioration.
- **No Vandalism:** Guests are warned not to paint, write on, or deface historical objects or structures.
- **Bag Awareness:** Guests are advised to avoid carrying large backpacks or bags in narrow or crowded areas, as this may accidentally cause damage to objects or murals.

Guest Support for Local Experiences

- We provide guests with detailed information regarding transportation and entry procedures for tourist sites.
- We emphasize that CAPPADOCIA ESTATES HOTEL does not trade, exhibit, or facilitate the buying or selling of historical and archaeological artifacts.
- We prioritize the promotion and use of local products, supporting the local economy and preserving cultural authenticity.
- Our activities in gastronomy are aligned with sustainability goals, and we implement innovative and creative practices to ensure sustainable culinary experiences.

Through these efforts, CAPPADOCIA ESTATES HOTEL aims to protect cultural heritage, promote local traditions, and create a meaningful, respectful, and educational experience for our guests.