

OUR SUSTAINABILITY POLICY

As Club Hotel Sera, our sustainability policies; To work on issues related to guests, employees and related parties, by prioritizing people's social, cultural, fundamental rights and freedoms, health and safety rights, without discrimination on religion, language, race, gender, sexual preference and physical abilities, and by taking the necessary precautions for these. Acts environmentally friendly in all its activities inside and outside the facility and accordingly makes improvements by taking into account the quality and economic interests of the facility and its employees.

In this context, our primary responsibilities are;

Human Resources Management

- Gender, language, race, age, physical-psychological special conditions, socio-economic status, educational status, sexual preference, ethnicity, religious belief, disability, vulnerable groups, etc. To be against discrimination arising from issues such as,
 - To ensure the health, safety and welfare of all our employees without discrimination, and to protect all personal information from third parties,
 - To distribute tasks by taking into account the principle of equality and to act with the understanding of equal pay for the same tasks,
 - Supporting women's participation in the workforce in all departments,
 - Women, specially protected groups or other vulnerable groups will not be subjected to any form of abuse, harassment, discrimination, suppression, coercion, slander, etc. not allowing exposure to situations,
 - Being open to each other's opinions,

Children's Rights

- Respecting the rights of all individuals under the age of 18 as children, We protect our children from all kinds of psychological, physical, etc. to protect and protect against exploitation,
 - To monitor the attitudes and behaviors of families towards their children, and to ensure that when we witness suspicious actions regarding children, they are reported to local authorities and relevant organizations,
 - Appreciating and encouraging the success of our child guests at every opportunity and supporting their communication with other children,
 - To be able to reach the families or another reliable adult from the family at any time in the environments where we take the children under our care (game room, children's club, etc.),
 - Providing training to our employees on children's rights and protection,

Occupational Health and Safety

- To regularly carry out health checks and training of our employees within the scope of Occupational Health and Safety and to provide a safe working environment,

Guest Satisfaction

- To fulfill the conditions we have committed to our customers with an impartial approach, without any discrimination, in order to keep guest satisfaction at the highest level,
 - Guest suggestions, requests and complaints; To handle transparency, accessibility, responsiveness, objectivity, confidentiality and accountability,
 - Taking into account the suggestions, requests and complaints of our guests, examining, analyzing and finalizing these suggestions, requests and complaints within the required time in order to turn them into satisfaction, and informing our guests about the results,
 - Adopting a barrier-free service approach for our guests who need special needs,

Information security

- To protect the confidentiality, integrity and accessibility of information and to raise the awareness of our stakeholders about information security,

Relations with Stakeholders and Society

- To benefit the regional economy by identifying local employment and supply sources, However, to give priority to those that comply with national or international legislation,
 - Working in cooperation with associations and institutions that support local communities and local people,
 - Contributing to activities that support the local community by being open to all kinds of opinions and suggestions,
 - To support the introduction of the food, activities, culture and traditions of the region to our guests, and to this end, first of all, to train our employees on this subject,

Environment

- To detect our negative impacts on the environment and to control possible dangers and wastes during the execution of our activities in order to protect the environment we live in and ensure its continuity,
 - Separating our wastes at their source and ensuring their recycling/recovery or disposal as much as possible,
 - To comply with the environmental laws, regulations, legislation and regulations in force for the controlled use of natural resources and minimizing energy consumption, air, water and soil pollution,
 - To adopt and disseminate environmental awareness by prioritizing the prevention of environmental pollution,
 - Creating added value in nature and the environment by cooperating with local governments,
 - To strive to use environmentally friendly products in order to reduce environmental pollution,
 - To measure the results of our work qualitatively and quantitatively and to aim for continuous improvement,

- To increase the positive effects on the environment and minimize the negative effects on the environment by improving environmental conditions,
- To strive for the transition to low carbon emissions, taking into account the holistic effects of climate change on economic and social welfare and growth,

Respect for Biodiversity

- Taking biodiversity and ecosystem issues into account when creating our environmental strategies and designing our activities,
- To protect the ecological system in the terrestrial areas of our facilities, to ensure the protection and sustainability of the natural life around us by monitoring invasive species,

Buy

- To ensure that all operations in our supply chain are carried out in accordance with the law and ethical rules,
- Prioritizing local products and services within the framework of sustainability in product and service supply,
- Prioritizing environmentally sustainable products, including food and beverage, construction materials and consumables,
- To establish sincere, honest, respectful, fair, impartial and transparent business relationships with all our suppliers without discrimination; To ensure that all supply activities, including supplier selection, are carried out fairly and to fulfill our obligations to our suppliers on time,
- To create a sustainable supply chain culture for the environment and society by taking exemplary approaches to our stakeholders in our supply chain regarding sustainability and corporate social responsibility awareness,
- To encourage our suppliers to share feedback and sample practices by collaborating with them to ensure continuous improvement,
- Respects society and the environment, is sensitive to climate change, carries out resource conservation, waste reduction, reuse and recovery activities to ensure energy efficiency; uses its resources in harmony with nature and effectively; Conducting studies within the scope of emission management of waste and dirty gases and toxic substance management; Working with suppliers who strive to do better than regulatory requirements by complying with all legal legislation and standards on environmental and energy issues