

AVANTGARDE REFINED CAVES OF CAPPADOCIA

*Committed to a greener,
more responsible future.*

Sustainability Report 2025

Duayeri, İstiklal Cd. No:89 · 50400 Ürgüp / Nevşehir · Turkey

Contents

● 01 About the Report & Scope

● 02 Facility Introduction & Features

● 03 Sustainability Team

● 04 Sustainable Management System

● 05 Legal Compliance

● 06 Stakeholders & Communication

● 07 Staff, Working Life & Human Rights

● 08 Local Employment & Social Activities

● 09 Environment & Nature Conservation

● 10 Purchasing Policies

● 11 Energy, Water & Waste Management

● 12 Cultural Heritage Support

● 13 Sustainability Policies

● 14 Planned Future Initiatives

About the Report / Scope

Our hotel commits to fulfilling the obligations of the Turkey Sustainable Tourism Programme regarding sustainability and pledges to continuously improve the sustainable management system to enhance sustainability performance. The state of the industry, environmental, social, technological, economic and cultural risks, and legislative changes mean our management system is constantly reviewed; where necessary, the system and policies are updated.

Our Sustainability Policies represent our company's commitment in this regard. Our goal is to transform the principle of sustainability into a 'way of doing business' in key areas and embed it into our institutional memory. Success will only be achieved by working together with employees, guests, business partners, suppliers, solution partners and all stakeholders.

Staff awareness is an integral part of the sustainability approach. Providing opportunities for involvement in the process and contributing to development is highly valued.

Annual training plans and orientations include: social rights, supporting local employment, protecting natural life, supporting wildlife, historical and tourist sites of the region, cultural richness, ecological diversity, energy and water conservation, environmental activities, our recycling system, and orientation toward local resources.

The primary goal is to provide strategic support to all departments through human resources management aligned with business strategies — to improve business results and contribute to value creation for all stakeholders by establishing and promoting a high-performance culture.

Sustainability activities are coordinated by Hotel Management. Our activities and performance are always open to the expectations and opinions of our stakeholders.

Facility Introduction & Features

Our facility is located at Duayeri, İstiklal Cd. No:89, 50400 Ürgüp / Nevşehir.

Our rooms are equipped with all necessary amenities for the comfort and peace of our guests:

- High-speed wireless internet
- TV / Satellite
- Minibar
- Guest water and beverage tray service
- Message notification service
- Turn Down Service
- Wake-up service
- Bellboy Service
- Laundry, dry cleaning, tailor and ironing service
- Hair dryer
- Bathroom hygiene kit
- Smoke detector connected to central fire system
- Special noise-insulated door and window system
- Accessible room for guests with disabilities

In addition to our rooms, there is a specially arranged breakfast hall and guest lounge area.

Sustainability Team & Management System

The Sustainability Team

The sustainability team ensures that all employees implement certain policies across quality, economy, management, environment, culture, human rights, health and safety. It oversees that goals are set, that achievement of goals is monitored, and that business management processes are continuously improved.

When set goals are achieved, new goals are established. When goals are not achieved, our targets, policies and practices are reviewed — ensuring continuous improvement.

The foundation of our sustainable management system is risk analysis. Risk analysis is conducted under the headings of environment, natural disasters, society, culture, economy, quality, human rights, health and safety. New headings can be added where necessary.

The PDCA Cycle

- **Plan**

Our hotel gives importance to the environment, society, culture, national economy and management system, and sets goals. It plans the roadmap and actions to achieve those goals.

- **Do**

Core policies and practices related to environmental, cultural, social, human rights, health and safety matters are determined. These are monitored, measured and recorded at defined intervals.

- **Check**

Feedback from both staff and customers is monitored and recorded. Corrective measures are taken when necessary.

- **Act**

Action is taken to correct issues identified in the Check step. Corrective actions are recorded and archived.

Legal Compliance

Our hotel commits to complying with applicable laws, regulations and international conventions, maintains an up-to-date list of these, regularly informs its staff, and provides the necessary training. All required permits, certificates and documents are presented to relevant persons and institutions upon request.

Required Documents & Certifications

- Business Opening and Operating Licence
- Most recent monthly staff insurance declaration
- Tax certificate
- Emergency action plan
- Staff training records and certificates
- Contract with the workplace physician
- Municipal sewage connection document
- Pest control documentation
- Labour Law No. 4857 — full compliance
- Social Insurance Law No. 5510 — full compliance
- Occupational Health and Safety Law No. 6331 — full compliance
- International conventions — full compliance

Stakeholders & Communication

Transparency & Communication

Our hotel provides accurate information to all audiences in promotions, always using genuine visual material. On our website, social media and all other channels, we maintain a transparent and realistic approach regarding our products and services.

We openly share what we do regarding policies and sustainability with employees and customers. Periodic reports on sustainability performance are published on our website.

We have a system aimed at receiving feedback from customers, public institutions, municipalities, employees, local residents and all relevant persons and institutions.

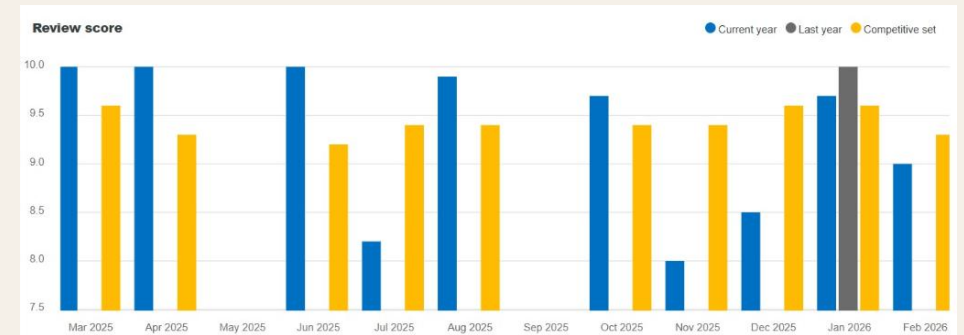
This system includes: guest surveys, regular social media monitoring, staff email and messaging channels, and email communication with all other stakeholders.

Customer Experience

Customer satisfaction is a core priority at our hotel. Customer satisfaction measurement includes all feedback received through our sustainability system.

Feedback results are analysed. Negative feedback and responses to it are recorded. Necessary corrective measures are taken.

All feedback channels — surveys, online reviews, social media and direct communication — are monitored continuously to ensure the highest quality of guest experience.



Staff Participation

Employees know what they must do within the management system and sustainability policies. Responsibilities are defined in writing. Employees take an active role in continuous improvement. All training is recorded. Employees can access all training materials freely.

Staff, Working Life & Human Rights

Fair Compensation

Employees are informed before starting work about: the salary they will receive, working conditions and hours, and when they will be paid. The hotel complies with Labour Law No. 4857 and pays at least the minimum wage.

Employee & Human Rights

Ensuring the absolute satisfaction of employees is a top priority. It is management's responsibility to ensure employees' legal rights, supplementary benefits, working environment, psychology, motivation, performance and overall workplace comfort. All employees are treated equally regardless of nationality, race or language. Equal opportunities are provided to all without distinction.

Training & Career Management

All employees benefit equally from training. In addition to legal and professional training, employees receive periodic sustainability training, on-the-job training and guidance. Annual programmes cover: Occupational Health & Safety, hygiene, energy and water saving, chemical use, fire prevention, first aid, exploitation and harassment, and cultural heritage. Career management uses a personnel tracking system with defined promotion criteria.

Accessibility

Our hotel commits to providing accessible tourism services for everyone within its means. Customers and stakeholders are clearly and accurately informed about accessibility levels through the website. Full compliance with legal accessibility regulations is maintained. Our facility includes an accessible room for guests with disabilities.

Local Employment & Social Activities

98.72%

Local Employment Rate · 2025

Priority is given to local residents in all recruitment processes. Our organisation has a performance system built on local employment.

Social Activities for Staff

- Special occasion gifts and mementos distributed to all staff
- Birthday celebrations held for each employee
- Tree donations to TEMA on staff birthdays — offsetting carbon emissions
- Salaries and entitlement payments made on time without exception
- Gifts for employees who marry or welcome a child
- Free museum cards gifted to employees — supporting cultural heritage access and local cooperation
- Family and friend discount programme available to staff relatives upon request
- All work uniforms laundered at hotel expense through contracted laundry service
- Participatory social responsibility projects — theatre events, barbecue and picnic gatherings,
- Women's Day celebrations, running events, New Year's celebrations, and community activities

Environment & Nature Conservation

Being aware that the natural resources we use, the environment we interact with, and our wider team have a great impact on our institutional success and the experiences we create for guests, we have adopted a management philosophy of reviewing our responsibilities at every stage. Accordingly, we have established an Environmental Policy for the protection and continuity of our environment, and we plan our business processes accordingly.

● **Carbon Reduction**

Tree donations made periodically to TEMA and related foundations. Contracted tour companies and suppliers informed and encouraged to use electric and lowest-emission vehicles. Carbon emission analysis regularly updated.

● **Water Conservation**

Aerators installed on all taps — flow adjusted to fill 1 litre in 12 seconds. All air conditioning set to 18–23°C. Packaging waste collected and delivered to local authorities in a controlled manner.

● **Digital & Paperless Operations**

Digital record system launched for all supplier, purchasing and office operations. E-invoicing implemented for all billing processes. Paper consumption minimised across all departments.

● **Eco-Sensitive Purchasing**

Eco-label products prioritised with all suppliers. Priority given to local and nearest suppliers to reduce transport emissions. Awareness campaigns conducted for staff and guests in all common areas on minimising electricity, water and energy use.

Purchasing Policies

Our purchasing policy encompasses local, environmentally sensitive, fair trade and efficient purchasing. Suppliers are monitored at regular intervals. Sustainability certifications, knowledge and documentation of suppliers are verified.

● **Local Purchasing**

Priority is given to local suppliers provided quality and reasonable pricing are met. Suppliers are regularly audited and the supplier list is kept current. The proportion of goods and services sourced from the local community is measured. For imported products, fair trade suppliers are also prioritised.

● **Environmentally Sensitive Purchasing**

Eco-labelled products are prioritised in all purchasing. Where eco-labelled products are unavailable, products from suppliers whose production and all processes cause no environmental harm are selected. Sustainability-certified suppliers are favoured — ISO 14001, ISO 50001, ISO 14064, ISO 20400. FSC, MSC and AB-EcoLabel certified products preferred. Threatened and illegally traded species never purchased or used.

● **Efficient Purchasing**

Reusable, returnable and recycled goods are preferred. Bulk purchasing is prioritised — resulting in fewer deliveries and lower greenhouse gas emissions. Unnecessary and excessive plastic, nylon, paper, glass and wood packaging is avoided. Across 71 consumable lines, single-use products and unnecessary packaging — especially plastic — are actively avoided. Consumables and single-use items are monitored and managed continuously.

Energy, Water & Waste Management

Energy Management

- Energy consumption policy in place covering regular measurement, monitoring and reduction.
- Energy tüketimi enerji türüne göre gruplandırılmaktadır.
- Energy consumption grouped and tracked by type across all units.
- High energy-use activities identified; corrective measures planned and applied.
- Heat insulation systems, energy-class equipment, LED lighting throughout.
- All air conditioning systems set to 18–23°C.
- Staff and stakeholders regularly trained and informed on energy saving.
- Digital record system launched to minimise paper use.
- E-invoicing implemented for all billing.

Water Management

- Water conservation policy in place covering regular measurement, monitoring and reduction.
- All water from a legal and sustainable source.
- Total water per guest and per overnight stay calculated and reported.
- Water-saving equipment installed throughout the facility.
- Aerators on all taps — 1 litre in 12 seconds flow rate.
- Sheets and towels changed at guest request — information displayed in rooms.
- Wastewater disposal complies with all local government regulations.
- Water Risk Atlas by the World Resources Institute used for risk assessment.
- Staff and guests informed and guided on water conservation.

Waste Management

- Solid Waste Management Plan in place.
- Plan covers regular measurement, monitoring, reduction, reuse, recycling and disposal.
- Waste sorted by type: food, recyclable, toxic/hazardous and organic.
- All sorted waste collected by authorised and licensed firms.
- Solid waste per guest and per overnight stay calculated and reported.
- High-risk waste generation activities and areas identified.
- Food waste sent to Ürgüp Municipality Animal Shelter — no food is wasted.
- Full compliance with the Zero Waste Regulation.
- Staff and stakeholders regularly informed via visual and communication materials.

Cultural Heritage & Community Support

We are aware of our responsibility to protect local culture and values. A cultural heritage list has been published on our website. Behavioural guidelines for cultural heritage sites have been published and shared with all staff through training and QR codes throughout the property.

Our Commitments

- Cultural promotion and contributing to the commercial volume of the region
- Promotion of natural and historical richness of the area
- Respect for local people's intellectual property rights
- Authentic local culture reflected in kitchen, design and decoration
- No buying, selling, trading or displaying of historical or archaeological artefacts
- Supporting sustainable local gastronomy — local products prioritised
- Free museum cards gifted to employees to encourage cultural engagement
- Local community prioritised in all employment decisions

Rules of Conduct at Heritage Sites in Turkey

- No shorts, bare shoulders or raised voices at places of worship
- Always ask permission before photographing religious leaders, children or strangers
- Never sit on or lean against carved or fragile artefacts and monuments
- Never move, touch, transport or purchase archaeological artefacts
- No consumption of alcohol or tobacco in prohibited areas
- Do not give money or sweets to children — donate to recognised charities
- Public indecent exposure is strictly prohibited and subject to penalty
- Avoid purchasing products derived from endangered or protected wildlife species
- Polluting the environment and nature is strictly prohibited and subject to penalty

Sustainability Policies

Quality Policy

Highest standards for guests. Continuous improvement. Measurable quality targets. Minimising risks to health, personal safety and occupational safety. Environmental awareness built with management and staff.

Cultural Sustainability Policy

Respect for local intellectual property rights. Authentic local culture in kitchen, design and decoration. No artefact trade. Sustainable local gastronomy promoted.

Occupational Health & Safety Policy

Full legal compliance. OHS is the shared responsibility of all staff. Risk assessment at all levels. Sustainable 'Zero Work Accidents' target.

Environmental Protection & Waste Management Policy

Pollution prevention. Waste sorted by hazard class. Eco-labelled materials preferred. Water, energy and all natural resources used sparingly. Biodiversity protected.

Child Rights, Exploitation & Abuse Policy

No child labour in our organisations or those of our partners. Child abuse prevention training for all staff. Adult supervision at all times. Suspicious activities reported immediately to management and authorities.

Energy Efficiency Policy

National and international standards followed voluntarily. Energy management system documented and disseminated across all departments. Continuous improvement targeted.

Human Resources Policy

Local employment prioritised. Fair pay — at least minimum wage. Equal training access. Career development tracked with defined promotion criteria. High-performance culture.

Women's Rights & Gender Equality Policy

Equal pay for equal work regardless of gender. Equal career opportunities. Zero tolerance for harassment, discrimination, exploitation or suppression.

Social Responsibility Policy

All employees work in conditions befitting human dignity. Regular donations to foundations supporting education. Cooperation with public, civil society and private sector on community development.

Planned Future Initiatives

- **Waste Reduction — -2% annually**

Switching from single-use materials to bulk products in rooms, common areas and restaurants. Informational notices placed to prevent waste. Plastic cups replaced with porcelain cups in all rooms.

- **Water Consumption — -1%**

Information cards placed in rooms so guests can request linen changes. Guests who do not request sheet changes receive a 10% discount at the hotel restaurant.

- **Customer Sustainability Awareness — +10%**

Sustainability policy published on website and in all common areas. QR code system introduced. 4 sustainability questions added to guest satisfaction surveys to measure awareness.

- **Staff Training Hours — +40%**

Annual training hours increased to cover: energy efficiency, water saving, waste reduction, child exploitation prevention, legal rights, gender equality, and environment and waste management.

- **Single-Use Amenities — at least 50% of guest rooms**

Phased transition programme to reduce single-use amenity consumption in guest rooms.

- **Electricity Consumption — -1%**

Lighting replaced with LED products. Key card systems introduced in rooms. Unused common area lighting switched off. Motion-sensor LED lights installed throughout.

- **Single-Use Consumable Purchasing — -5%**

Systematic reduction across all 71 monitored consumable lines.

- **Local Purchasing Rate — +1%**

Local residents and businesses supported. Non-local suppliers reviewed; local alternatives researched and added to the approved supplier list where they meet selection criteria.

Planned Future Initiatives

● **Eco-Sensitive Products**

Current consumables replaced with products carrying FSC, ECO, ÇEVKO, Good Agricultural Practice, Organic and Recycled Material certifications.

● **Carbon Emissions — -1% (baseline: 0.1133)**

Services provided using electric and lowest-emission vehicles. Lower-carbon energy sources selected. Critical emission points identified and preventive actions taken.

● **Eco-Friendly Suppliers**

Suppliers encouraged to obtain Zero Waste, ISO 9001 and ISO 22000 certificates. These certifications added as evaluation criteria in the supplier assessment procedure.

● **Social Responsibility Projects**

Donations made to TEMA, Hayal Ortakları Association and the Mother and Child Education Foundation.

● **Cultural Enrichment**

Maps promoting Turkish culture placed in hotels. Cultural heritage paintings and product labels displayed in common areas and the restaurant.

● **Wildlife & Natural Habitat Protection**

Food waste sent to the Göktürk Animal Lovers Association. Cooperation with private sector, government, local authorities and civil society as part of the global climate change response.

● **Student Internship Programme — +40%**

New school protocols established to increase intern numbers. A kitchen workshop created to develop interns' professional competencies.

● **Employee Satisfaction — +1% | Guest Satisfaction — 80%**

Supplementary earnings programme introduced. Staff training hours increased. Face-to-face guest meetings and surveys conducted regularly.