

## **Sustainability Report – January–December 2025**

### **1. About the Report**

As of 2025, we have begun our sustainability initiatives. With this report, we aim to share our progress with our management, employees, guests, suppliers, and all other partners, increasing awareness and transforming our efforts into shared goals and achievements.

We informed our suppliers that we are now part of the sustainable tourism project, and to ensure easier access to information for our guests and employees, we added a sustainability section to our website.

We prepared a survey for our guests and started giving seed pencils as a symbolic gesture to highlight our commitment to nature. In addition, we provided sustainability-related training to all our staff and shared the training materials by email for easy future access.

To ensure resource efficiency, we designed visuals promoting conscious energy and water consumption and placed them in guest rooms.

Sensor lighting systems were installed in staff areas and guest corridors to support energy savings.

This sustainability report includes data from the year 2025.

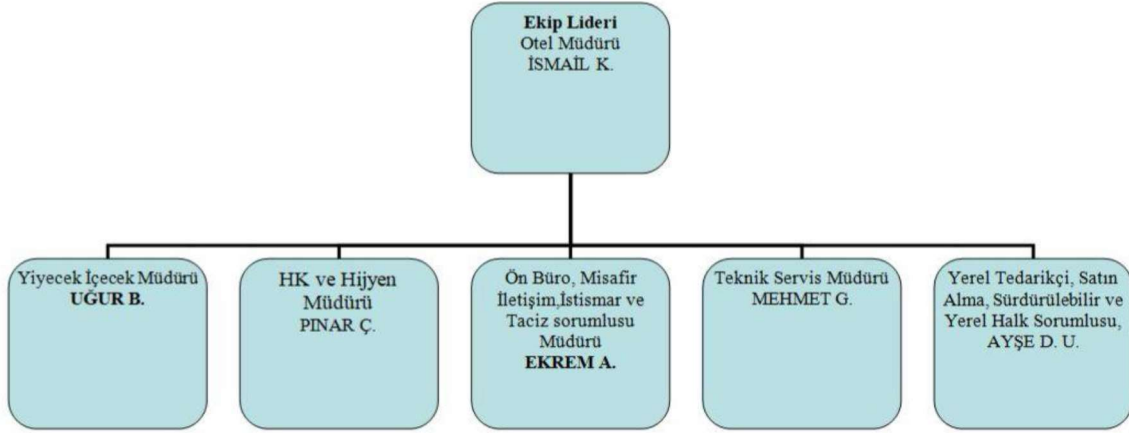


### **2. Facility Introduction & General Features**

Welcome to Ramada Bursa Çekirge Hotel, located in the historical Çekirge district of Bursa. In this region known for its healing thermal waters, you will experience the perfect blend of modern comfort and traditional hospitality.

Surrounded by the natural beauty of Green Bursa, our hotel offers a relaxing stay supported by our thermal pools and spa facilities. If you seek a peaceful getaway in the heart of historic Ottoman architecture and modern city life, we look forward to welcoming you to Ramada Bursa Çekirge Hotel.

### 3. Sustainability Team



### 4. Reducing Environmental Impact

Our waste is collected by licensed recycling companies. Wastewater is managed by the municipality, and pest control is performed regularly by an authorized and licensed firm. To ensure energy efficiency, guestroom keycards left inserted are routinely checked and removed by staff.

We are conscious of reducing chemical use as a method of protecting the environment. For this reason, we strictly follow chemical labeling rules, and MSDS sheets are posted in our chemical storage areas.

### 5. Employees & Working Conditions

We conduct regular training programs to enhance the competencies of our employees, documented through participation forms.

We encourage staff to speak with guests about sustainability and request their participation in surveys, ensuring their continued involvement in our sustainability efforts.

Our facility employs 22 local residents, with a total of 32 employees across all departments.

To support animal welfare, an employee is assigned daily to feed the stray animals residing near our hotel entrance. Additionally, all food waste within the hotel is provided to staff-owned domestic and outdoor animals, helping prevent waste.

Due to our commitment to nature, we make regular donations to TEMA Foundation and display the certificate to encourage awareness.

### 6. Social Responsibility Activities

All food waste is redirected to animals cared for by our employees, preventing unnecessary waste.

Seed pencils distributed to guests are also given to staff to ensure broad participation.

We regularly donate to TEMA Foundation and proudly display the certificate.  
During religious holidays, employees receive bonuses or sacrificial meat distributions.

## 7. Welcome Message

Welcome to Ramada Bursa Çekirge Thermal & Spa! With our unique location in Bursa's captivating atmosphere, you can easily reach the region's top attractions and enjoy an unforgettable accommodation experience.

Our wide range of room options caters to every need. You can experience the finest flavors of Bursa cuisine in our restaurant and unwind in our thermal pool.

With numerous activities to enhance your stay, we invite you to Ramada Bursa Çekirge Thermal & Spa for a memorable holiday!

## 8. Vision & Mission

### **Vision:**

With a commitment to continuous improvement, we aim to maintain high guest satisfaction, ensure consistent quality standards, promote resource sustainability, and, with support from our stakeholders, contribute to the promotion and development of the Southern Marmara Region by strengthening our innovative brand.

### **Mission:**

With our friendly and hospitable staff, we offer products and services that match our guests' expectations, needs, and preferences — ensuring a distinguished holiday experience.

## 9. Policies

- Quality Policy
- Guest Satisfaction Policy
- Occupational Health & Safety Policy
- Food Safety Policy
- Environmental Policy
- Energy Efficiency Policy
- Child Rights Policy
- Local Community Policy
- Accessibility Policy
- Human Rights & Equality Policy
- Procurement Policy
- Hunting Map
- Invasive Species
- Wildlife

## **10. QUALITY POLICY**

We comply with all relevant laws, current regulations, the directives and rules of affiliated institutions, and all signed agreements in all our activities.

We implement, develop, and continuously improve the effectiveness of our quality, environmental, occupational health and safety, food safety, customer satisfaction, and energy management systems. For this purpose, we believe that progress is always possible and we carry out continuous measurements to ensure guest satisfaction and service–quality standards, intervening and improving whenever necessary.

We ensure stakeholder loyalty by resolving all complaints effectively.

To ensure system continuity, we budget technological, workforce-related, and financial resources and include them in our periodic business plans.

We prioritize education to create an organization that constantly develops and shares information, ensuring learning and continuous improvement.

We encourage multi-directional communication and support the development of all employees.

By offering products and services that meet our standards, we increase guest trust and satisfaction.

## **11. GUEST SATISFACTION POLICY**

With an impartial approach and without any discrimination, we fulfill the conditions we have committed to in order to keep guest satisfaction at the highest level.

We handle guest suggestions, requests, and complaints with transparency, accessibility, responsiveness, objectivity, confidentiality, and accountability.

We evaluate and examine guest feedback within a necessary timeframe, aiming to convert these suggestions and complaints into satisfaction, and we inform guests of the results.

## **12. OCCUPATIONAL HEALTH & SAFETY POLICY**

Training our employees in occupational health and safety and ensuring they develop strong awareness in this area is our fundamental principle.

To achieve success, we prioritize the health, safety, and security of our team and all partner organizations we work with. For this purpose, we take and implement all necessary measures in compliance with current OHS regulations.

We set and monitor our targets regarding occupational health and safety and make continuous improvements according to the management system requirements.

We identify unsafe situations, unsafe acts, and potential accident risks through effective risk assessment, taking proactive measures to eliminate them.

We ensure that employees and their representatives actively participate in all stages of the management system and that they are consulted on all necessary matters.

## **13. FOOD SAFETY POLICY**

In line with legal regulations and requirements, we produce under hygienic conditions and continually improve our Food Safety Management Systems to provide healthy and safe products to our guests and employees.

We control all potential physical, chemical, and biological hazards throughout every stage until products reach our guests.

We ensure product traceability and share this information transparently with all stakeholders.

We provide necessary resources and training to ensure staff compliance with hygiene and sanitation rules.

We set, monitor, and review food safety targets, ensuring continuous improvement.

To support ongoing development, we share acquired food safety knowledge mutually with suppliers, institutions, and guests.

## **14. ENVIRONMENTAL POLICY**

We identify and control all potential environmental impacts and risks during our operations to protect and sustain the environment we live in.

We sort waste at its source and ensure recycling, recovery, or proper disposal whenever possible.

We comply with environmental laws, regulations, and standards to minimize natural resource consumption, energy use, and pollution of air, water, and soil.

We prioritize preventing environmental pollution and promote environmental awareness among staff and guests through activities and collaborations with local authorities.

We prefer environmentally friendly products to reduce environmental pollution.

We measure our environmental performance both qualitatively and quantitatively and aim for continuous improvement.

We enhance positive environmental impacts while minimizing negative ones.

We take into account the holistic effects of climate change on economic and social welfare, working to transition toward low-carbon emission practices.

## **15. ENERGY EFFICIENCY POLICY**

By monitoring energy consumption, we identify points where savings can be achieved, establish goals, and raise awareness among employees and stakeholders through training and communication.

We record all energy use in a measurable and traceable manner and continually review and improve performance.

We prefer energy-efficient products and services in line with our needs.

We aim to utilize renewable energy sources and reduce greenhouse gas emissions to contribute positively to the environment.

We comply with all legal requirements and applicable standards related to energy efficiency, performance, use, and consumption.

We work to integrate renewable energy systems suitable for our physical conditions.

## **16. CHILD RIGHTS POLICY**

We recognize all individuals under the age of 18 as children and respect their rights.

We accept responsibility for protecting children from all psychological, physical, and similar forms of exploitation. We communicate these responsibilities clearly to all stakeholders.

We observe parental attitudes and behaviors toward children and report any suspicious actions to local authorities and relevant institutions.

We create environments where child guests feel special, safe, and free to communicate and express themselves.

We praise and encourage the achievements of child guests and support their positive interactions with other children.

We provide financial and moral support to all organizations and events that promote child protection.

## **17. LOCAL COMMUNITY POLICY**

We develop projects to provide social and economic benefits to the local population.

We aim to protect cultural heritage and minimize any potential damage.

By identifying local employment and supply resources, we contribute to the regional economy and prioritize suppliers that comply with national or international legislation.

We collaborate with associations and institutions that support local communities and regional development.

We embrace all opinions and suggestions and contribute to community-supportive initiatives.

We help introduce guests to regional cuisine, activities, culture, and traditions, and we train our employees accordingly.

## **18. ACCESSIBILITY POLICY**

With the motto “Accessibility for Everyone,” we determine employment conditions accordingly and ensure that employees with special needs are placed in roles that match their job requirements, health conditions, and daily accessibility needs.

For guests with special needs, we have specially designed rooms, accessible dining areas, and activity spaces based on an inclusive service approach. We select machines and equipment that support accessibility and position them appropriately in elevators, swimming areas, and other facilities to meet physical, auditory, and visual needs.

We ensure that accessibility, health, and safety standards are upheld for all visitors.

## **19. HUMAN RIGHTS & EQUALITY POLICY**

We oppose all forms of discrimination based on gender, language, race, age, physical/psychological conditions, socioeconomic status, education level, sexual orientation, ethnicity, religion, disability, or any similar characteristics.

We ensure the health, safety, and welfare of all employees without discrimination, and we protect all personal information against unauthorized access.

We distribute tasks fairly based on the principle of equality and ensure equal pay for equal work.

We support women's participation in the workforce across all departments and provide equal opportunities.

We do not tolerate any abuse, harassment, discrimination, coercion, suppression, or slander directed at women, vulnerable groups, or any individuals.

We maintain an open-minded environment that welcomes diverse opinions.

We continuously monitor employee performance and provide opportunities for development and career planning.

We ensure all employees benefit from the social rights and benefits we provide.

## 20. PROCUREMENT POLICY

We prioritize local products and services within the framework of sustainability.

We prefer environmentally sustainable products—including food & beverage items, construction materials, and consumables.

If certified products or suppliers are unavailable, we select alternatives based on production origins and methods.

We prioritize reusable, returnable, and recycled products.

We do not use endangered species.

We act with care to protect special plant and animal species in our region and within our facilities.

We prefer to purchase and use environmentally friendly equipment that meets national and international energy efficiency standards.

## 21. WILDLIFE

The protection and sustainability of wildlife are critically important for ecological balance and biodiversity.

This stage includes a detailed action plan to support wildlife sustainably and preserve it for future generations:

- 1. Habitat Protection & Restoration:**  
Restoration of damaged wildlife habitats and protection of existing natural areas.
- 2. Biodiversity Enhancement:**  
Conservation and enrichment of both local and global biodiversity.
- 3. Sustainable Resource Use:**  
Ensuring the conscious and balanced use of natural resources.

## 22. INVASIVE SPECIES IN THE BURSA REGION

### Animals

1. Cats
2. Dogs
3. Muskrats
4. Mosquitoes
5. Wild Boars
6. Small Squirrels
7. Snakes
8. Woodworms
9. Rabbits
10. Deer
11. Grasshoppers
12. Ticks

### Plants

1. Yellow Oleaster
2. Broomweed
3. Wild Blue Spruce
4. Yellow Daisy
5. Wild Pine
6. Juniper

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## 23. HUNTING MAP

(Visual content showing the regional hunting areas.)

## 24. OUR VALUES

### • CARE & DEDICATION

We show great care in our communication with team members, the values and rules of the company, and the expectations of senior management and guests.

We embrace and internalize all the values of our corporate culture and carry out our duties with dedication.

### • EMPATHY

We understand the situations our team members and guests are experiencing, internalize their feelings, and act with empathy.

- **EQUALITY**

We treat all team members equally regardless of position and all guests without discrimination, maintaining an impartial attitude.

## **25. OUR VALUES (Continued)**

- **SHARING**

We continuously share our corporate values, culture, and accumulated knowledge with our team members and our service approach with our guests, ensuring constant information flow.

- **RESPECT**

We treat all team members and guests with respect and dignity, regardless of religion, language, or race.

- **INNOVATION**

We continually research new trends related to our areas of expertise, implement them in our work, and encourage team members to act creatively and innovatively.

- **POSITIVE INTERPRETATION**

We remain open to constructive criticism to develop and renew ourselves and our service culture.

## **26. OUR VALUES (Continued)**

- **HONESTY**

We always act honestly and embrace impartiality in all information we provide during work and service.

- **BELONGING**

We protect the company's interests, values, and corporate culture, taking pride in continuity and sustainability.

- **PROACTIVE APPROACH**

We always adopt a solution-oriented attitude in our work life, take initiative when necessary, and act proactively to ensure employee and guest satisfaction.

• **MODESTY**

We serve with humility, sincerity, and a warm, friendly attitude.

## 27. WORKING HOURS

- **A Shift:** 08:00 – 16:00
- **B Shift:** 16:00 – 24:00
- **C Shift:** 24:00 – 08:00

Daily working hours total **7.5 hours**, including a **30-minute break (meal break)**. According to Article 68 of Labor Law No. 4857, break times are not included in working hours.

## 28. LEGAL OBLIGATIONS

### Weekly Schedule

- Employees work **6 days per week**, with **1 day off**.

### General Obligations

- Equality
- Performing assigned duties
- Punctuality and regular attendance
- Following instructions and regulations

## 29. LEGAL OBLIGATIONS – LEAVE PROCEDURES

Employees who wish to take annual leave must fill out and sign the leave request form, have it approved by their department manager, and then submit it to the **Human Resources Department**.

### Annual Leave Rights

- **1–5 years of service:** 14 days
- **5–15 years of service:** 20 days
- **15+ years:** At least 26 days

## 30. LEGAL OBLIGATIONS – OTHER LEAVES

- **Marriage Leave:** 3 days
- **Bereavement Leave:** 3 days
- **Unpaid Leave:** Granted for justified reasons, unpaid
- **Paternity Leave:** 5 days

## 31. LEGAL OBLIGATIONS – HOURLY PERMISSION

- An **Hourly Leave Form** must be filled out by the employee and approved by the department manager.
- One copy remains with the employee, and another copy is submitted to the **Accounting Department** for filing.
- Hourly leave cannot exceed **2 hours per day** and must not exceed **8 hours per month**.

## 32. SUSTAINABILITY: SOCIAL, CULTURAL & ENVIRONMENTAL CONDITIONS

Using resources in an environmentally sensitive, socially just, and economically viable manner ensures that current needs are met without jeopardizing the ability of future generations to meet their own needs.

## 33. ENVIRONMENT

The environment refers to the ecosystem in which all living and non-living beings coexist and interact.

## 34. ENVIRONMENTAL AWARENESS

1. Consumption of natural resources / Energy & Water Savings
2. Zero Waste Management
3. Prevention of Wastefulness
4. Proper and efficient use of chemicals
5. Preservation of natural and protected areas / Landscaping
6. Environmentally conscious purchasing
7. Carbon footprint
8. Sustainable transportation preferences

## **35. ENERGY RESOURCES (Examples of Misuse)**

- Leaving lights on unnecessarily in the morning
- Charging mobile phones overnight
- Keeping computers plugged in

## **36. WATER RESOURCES (Examples of Misuse)**

- Leaving the tap running while washing the face
- Leaving the tap running while brushing teeth
- Washing balconies using a water hose

## **37. ENVIRONMENTAL SUSTAINABILITY**

The world is currently experiencing rapid depletion of natural resources, and restoring these resources is becoming increasingly difficult. This situation endangers the lives of humans and other living beings.

Environmental sustainability means using natural resources responsibly to ensure they can be preserved and passed on to future generations.

## **38. WATER CONSERVATION – LET’S BE MINDFUL!**

- We inform employees about water-saving practices.
- We use low-water irrigation systems (e.g., drip or spray irrigation) in our garden.
- Kitchen sinks are designed to reduce water consumption.
- Any water leakage is reported immediately to the technical department.
- All faucets in the hotel have water-saving flow-rate restrictors installed.
- We pay attention to water and chemical consumption when washing towels and linens.

### **Did You Know?**

- Nature cannot reproduce new water. The water we use today is the same water from millions of years ago.
- A tiny leak that fills one coffee cup every 10 minutes wastes **11,000 liters** of water annually.

## 39. ENERGY SAVING – LET’S BE MINDFUL!

- Energy saving is a part of the eco-efficiency concept. Energy-saving measures reduce building energy consumption, improving environmental quality, national security, and financial stability.
- Our hotel uses energy-efficient electrical devices.
- We prefer LED lighting whenever possible.
- Any malfunction related to energy usage is immediately reported to the Technical Service Department.

### Did You Know?

- Roof insulation can reduce household energy loss by **20%**.
- Recycling is a form of energy conservation.
- The energy required to manufacture a battery is **50 times greater** than the energy the battery produces.

## 40. CARBON FOOTPRINT

A carbon footprint is the total amount of greenhouse gases—measured in carbon dioxide equivalent—released into the atmosphere as a result of activities performed by an individual, organization, or country.

## 41. SUPPORTING CARBON FOOTPRINT REDUCTION

You can help reduce carbon emissions by:

- Using public transportation,
- Renting a bicycle,
- Choosing electric vehicles.

## 42. PUBLIC TRANSPORTATION

(Images showing various public transport options in Bursa, including buses, trams, and local tour routes.)

## 43. GENDER vs. GENDER ROLES

**Gender (Cinsiyet)**

- Biological
- Universal
- Present from birth

### **Gender Roles (Toplumsal Cinsiyet)**

- Determined by socially defined behaviors
- Learned within a sociocultural structure
- Can change according to conditions

## **44. GENDER-BASED DIVISION OF LABOR & GENDER INEQUALITY**

### **Gender-Based Division of Labor:**

Roles, responsibilities, and duties assigned to women and men based on socially constructed beliefs and values about what each gender can or should do.

### **Gender Inequality:**

Considering women as secondary to men in society.

### **Gender-Based Discrimination:**

Subjecting women to words or behaviors that lead to inequality, marginalization, or disadvantage.

**Gender Inequality is largely a result of gender-based division of labor.**

## **45. NEGLECT & ABUSE TOWARD CHILDREN AND VULNERABLE GROUPS**

(A header slide introducing the topic.)

## **46. INSTITUTIONS WHERE VICTIMS OF VIOLENCE CAN SEEK HELP**

- Violence Prevention and Monitoring Centers (ŞÖNİM)
- Provincial Directorate of Family and Social Services
- Social Service Centers

- **ALO 183** Social Support Hotline
- Public Prosecutor's Office
- Family Courts
- Police Stations
- Gendarmerie Stations
- Ministry of Health

(Visual references appear on this page.)

## **47. SOCIAL EQUALITY AMONG PEOPLE**

Our hotel treats all guests and employees with respect and equality without any discrimination based on religion, language, or race.

## **48. DO NOT TOUCH CHILD GUESTS!**

We consider it our responsibility to protect children from any psychological or physical exploitation.

We clearly communicate these responsibilities to all stakeholders.

Our principles include:

1. Providing service without entering the personal safety zone of child guests.
2. Avoiding any private or inappropriate conversations with child guests.
3. Never engaging in physical contact such as hugging.
4. Immediately informing parents or guardians if a child is found alone, without direct intervention.
5. Praising and encouraging child guests whenever appropriate and supporting their interaction with other children.

## **49. CHOOSING LOCAL PEOPLE & SUPPLIERS**

- We develop social and economic benefit projects for the local community.
- We identify local employment and supply sources to support the regional economy and prioritize suppliers who comply with national and international regulations.
- We hire locally whenever possible.
- We help introduce guests to regional cuisine, activities, culture, and traditions—after training our staff on these subjects.
- We aim to protect cultural heritage and minimize any damage.

## 50. PROPER WASTE SEPARATION

- We detect environmental risks during operations and control all waste.
- We sort waste at its source and ensure maximum recycling/recovery or proper disposal.
- We comply with all relevant environmental laws and regulations to minimize resource use and pollution.
- We prioritize environmental awareness and encourage its adoption among staff and guests.
- You can hand over waste batteries to **Housekeeping, Technical Service, or Front Office.**
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### Did You Know?

- Recycling **1 ton of used paper** saves **17 trees**.
- Recycling **1 ton of glass** saves **100 liters** of petroleum.
- A glass bottle decomposes in **4,000 years**, plastic in **1,000 years**, and chewing gum in **5 years**.

## 51. BATTERY WASTE

- Batteries are devices that convert stored chemical energy into electrical energy.
- “Waste batteries” are those that have reached the end of their lifespan or become unusable due to physical damage.
- Please deliver your waste batteries to **Reception**.

## 52. PREVENTING FOOD WASTE

Every year, **one-third** of all food produced in the world is thrown away.  
Taking only as much food as you can consume helps prevent waste.

## 53. WHAT ARE PACKAGING WASTES?

- Paper – Cardboard
- Glass
- Plastic
- Metal
- Composite materials

## **54–56. LET'S SEPARATE OUR WASTE – RECYCLING**

(Various pages showing waste categories such as glass, paper, metal, organic waste, and non-recyclable household waste.)

These pages visually emphasize proper waste separation within the Zero Waste Management Plan.

## **57. SOCIAL & CULTURAL SUSTAINABILITY**

1. Sustainability Survey
2. Accessibility
3. Supporting the Local Community
4. Supporting Regional Employees
5. Supporting Intern Employees
6. Supporting Female Employees
7. Not Allowing Employment of Children Under 18 (even with parental consent)
8. Employee Satisfaction Surveys

## **58. OCCUPATIONAL HEALTH & SAFETY – GENERAL RULES**

(Section header introducing general OHS rules.)

## **59. GENERAL OHS RULES**

- If you encounter any situation that threatens work safety or employee health, immediately inform:
  - Your Department Supervisor
  - Occupational Safety Specialist
- Depending on the severity of the situation, stop working if necessary.

## **60. FOLLOW HEALTH & SAFETY SIGNS**