

INTERGRATED MANAGEMENT POLICY

As Kamelya Collection, in the services we provide within the tourism sector, we adopt as our fundamental management approach: ensuring the highest level of guest satisfaction, providing safe food and services, protecting the health and safety of our employees and guests, safeguarding the environment and natural resources, using energy efficiently, ensuring information security and privacy, and fulfilling our responsibilities towards society.

Together with all our stakeholders, in order to sustainably provide our guests with a “memorable happiness experience”, we continuously improve our Integrated Management System; provide the necessary resources, comply with legal requirements, and increase its effectiveness through training and audits. In this direction, we commit to adhering to the following principles and expect cooperation from all our stakeholders:

1. Quality and Guest Focus

We manage our service processes with a risk-based approach in order to prevent potential issues and enhance the effectiveness of all our systems. We monitor, review, and continuously improve our processes through targets and performance indicators. We analyze the needs and expectations of guests and stakeholders and manage complaints in an accessible, fair, confidential, impartial, and free manner. By eliminating root causes of all nonconformities and complaints, we accept satisfaction as the fundamental indicator of sustainable success.

2. Legal Compliance and Information Security

We comply with national and international legal requirements related to our activities and observe customer requirements and contractual obligations. Through incident management, we protect our information assets in line with the principles of confidentiality, integrity, and availability. We continuously monitor the security of all verbal, written, and electronic data with the principle of least privilege and follow technological developments.

3. Food Safety and Hygiene

In all food processes from supply to service, we keep hazards under control in accordance with HACCP principles. We effectively implement hygiene and traceability systems and provide safe food in compliance with legal/international standards.

4. Occupational Health and Safety

With the principle that “no work is more important than human health and safety,” we aim to create safe working environments by identifying hazards, reducing risks, preparing for emergencies, and encouraging the participation of all stakeholders including our employees in order to prevent occupational accidents and diseases.

5. Environmental Protection and Sustainability

We reduce our environmental impacts, prevent pollution, and develop practices for waste reduction, recycling, and reuse. We reduce water, chemical, and carbon footprints, protect biodiversity and wildlife, and do not support endangered species or captive wild animals. We comply with hunting bans and do not support any harm to endangered wildlife. We commit to compensating for any damage that may be caused to nature.

6. Energy Management

We measure and improve our energy performance, implement efficiency projects, and use energy-saving technologies and natural resources efficiently. We measure and share our greenhouse gas performance, support the use of renewable energy.

7. Responsible Purchasing and Supplier Management

Our cooperation with suppliers is structured according to environmental, ethical, and legal criteria. We support local suppliers in line with our belief in local development and prefer suppliers that provide low-emission, environmentally friendly, and sustainably certified products and services.

8. Employee Rights, Social Responsibility and Child Protection

We operate based on equal opportunity, human rights, and local employment principles, applying zero tolerance for forced labor, discrimination, child labor, and abuse. We support employee development and training to increase competencies and measure and improve employee satisfaction. We contribute to the local community and support the protection of cultural heritage through social responsibility projects on a voluntary basis. We prioritize the safety of all children and vulnerable groups in our facilities; we require the reporting of suspected abuse or neglect and raise awareness.

GENERAL MANAGER

