

SOCIAL RESPONSIBILITY POLICY



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As the executive management of **PAPILLON HOTELS**, we are committed to maintaining a positive relationship between the regional community and the institution while carrying out our activities; and to conducting activities that provide a positive and useful social economic impact to the greatest extent possible for the local community; and to reducing and eliminating our negative impacts.

In this context, our priorities and targets are:

1. Certification

* These works are performed under the "Travelife Award" in our Ayscha hotel as of 2014 to more widely distribute our sustainability activities by considering their socio-economic impact and the welfare of our employees.

* In 2014, our Papillon Zeugma Relaxury Hotel was granted the "Green Stars Environment Award" in the scope of the "Environment-Friendly Accommodation Facilities" project started by the Ministry of Culture and Tourism.

* PAPILLON HOTELS received the ISO 14001 Environmental Management System certificate as of 2014 to contribute to the protection of the environment, the efficient use of natural resources and leaving a healthy environment for the next generations.

2. Prudent tourism in the region

* Seawater cleanliness is among our priority issues regarding natural life protection and sustainable tourism.

PAPILLON HOTELS:

- are recognized with the international "Blue Flag" environmental award given to the beach and the marina. Within the scope of this award, we undertake to provide:
 - cleaning of seawater,
 - environmental management and protection of nature
 - activities for the establishment of environmental awareness,
 - equipment and security to meet the needs of beach users.
- We engage in preservation activities towards the Caretta Caretta Sea Turtles, an endangered species that spawn on our coasts.
- We support regional communities and employees through various social responsibility activities held every year, and raise awareness.
- We have a sufficient number of rubbish bins and waste containers, and we empty them regularly and keep them clean. We train our beach workers, and check the cleanliness of the beaches to ensure cleaner coasts.
- Each year we host or support international activities to raise awareness for the cleanliness of our beaches. We regularly clean the areas at our own facilities.
- We perform actions and activities directed to raise awareness among our guests.

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- We are sensitive to attitudes and behaviours towards children, and we train our employees to be aware of potential child abuse.

3. Corporate Responsibilities:

- **Environment-Friendly:** Our priority objectives are to conduct activities that provide positive contributions for the protection of the environment and cultural heritage to the greatest extent possible in the regions where we operate and beyond, and to effectively manage our environmental impacts.
- **Supporting Regional Communities:** We pay attention to the fact that the people we employ come from the regional community. In this way, we contribute to the revitalization of regional economies through the employment of those within the community. At the same time, we enable those individuals to remain in the community by providing jobs, and decreasing the need to look elsewhere for work.
- **Sustainable Tourism:** Meeting the needs of our guests and the people of the region by considering the next generations; the protection of natural resources and wildlife; energy and water conservation; and raising the quality of life constitute the basis for our sustainability activities.
- **Creating Opportunities:** We create internship opportunities for tourism students to gain working experience. We support our employees with trainings and career management programs. By enabling the development of own employees to the greatest extent, we aim to raise our own employees to top positions and to grow together.

4. Responsible Purchasing Applications

As **PAPILLON HOTELS**, we conduct purchasing processes in two phases, including supply of raw materials and supply of other goods and services.

The companies from which we obtain raw materials within the scope of Supplier Management as part of our responsible purchasing applications are evaluated by our Purchasing, Technology and Quality Departments. We share legal and customer terms with the relevant supplier for each product, and we take precautions before the product arrives in the facility.

Our purchasing agreements contain our responsible purchasing principles. We work only with suppliers that comply with all legal regulations. We encourage our suppliers to grow and develop with us under the requirements of the Integrated Quality Management System. It is our preference that our suppliers have 14001 Environmental Management System certification, and ISO 22000 Food Safety Management System certification for food suppliers.

We purchase from local suppliers and areas as much as possible. Thus, we aim to reduce environmental effects by minimizing the CO2 emissions of suppliers' delivery vehicles, and supporting the workers in the region.

We share our quality policy, sustainability works, and environmental and social responsibility projects with our suppliers.

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To reduce the amount of waste, large-volume packaged products are selected during the procurement process whenever possible. In addition, reusable products are our first choice.

Among our goals in the coming years are the replacement of older vehicles utilized at **PAPILLON HOTELS** with environment-friendly cars of less than four years old, and encouraging our suppliers to follow suit.

5. Staff Benefits

We are committed to implementing our human resources practises based on "equal opportunity", "professional development" and "employee satisfaction", in order to provide human-focused sustainable business management.

5.1. Social Aids

* **Lodging Use:** Staff lodgings are open for the use of staff employed at **PAPILLON HOTELS** who lack a residence in Antalya.

* **Personnel Service Vehicle:** As hotel employees work in different shifts, transportation is required throughout the day. For this reason, we have a daily schedule of service vehicles between the hotel and Antalya / Serik.

* **Personnel Dining Hall:** Food is provided to employees free of charge in the staff dining hall. There are four types of dishes within the 15-day menus.

* **Doctor's Office:** We have an office in our hotels staffed by a doctor and a nurse. Our employees may benefit from the health service within working hours.

* **Marriage Assistance:** Marriage aid as a quarter gold coin is gifted to the married employee. If two employees of **PAPILLON HOTELS** marry each other, each of them is paid a separate marriage aid.

* **Maternity Assistance:** Maternity assistance in the form of a quarter gold coin is gifted to female employees who have given birth, and to male employees whose wives have given birth. If both parents work at **PAPILLON HOTELS**, maternity assistance is provided to both.

* **Bereavement Assistance:** Should an employee of **PAPILLON HOTELS** experience the death of a first-degree family member (mother, father, siblings, spouse, children), bereavement assistance of 1000 TL is provided to the bereaved employee.

* **Staff Night & Staff Activity:** the Human Resources Department organizes an annual Staff Night & Staff Activity for all employees to socialize and celebrate the end of the year.

An annual soccer tournament is held hotel employees to encourage socializing, sport and fitness.

* **Personnel Motivation Lunch:** A monthly barbecue party is held for staff, between April and October.

* **Personnel Children's Party:** A Personnel Children's Party is held for primary school-aged children of employees on April 23rd and before the opening of school. The Program and execution of the party are performed by the Human Resources and Entertainment & Animation Departments (Mini Club).

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* **Educational Opportunities:** In addition to personal development trainings provided to our employees in line with our continuous education and development approach, intra-department Occupational Development Trainings are also provided. Our employees who provide Occupational Development Training have been trained in line with the "Training of the Trainers" program provided by the Directorate of Human Resources.

5.2. Hotel Use Rights

The process and rights of our staff to benefit from the services offered by our hotel are as follows. The fees applicable to family members who wish to benefit from services provided to non-hotel customers are determined by the Management for application on the specified dates.

* **Laundry Use:** For all our employees, business uniforms and all kinds of work-related clothes are laundered free of charge.

* **Accommodation at Hotel:** When our staff make hotel reservations for themselves and their relatives, they may benefit from the "Family and Friend Concept" discounts as determined by the Sales and Marketing Department.

* **Special Night - Banquet Organization Discount:** When our staff make organization reservations such as weddings or banquets for themselves and their relatives, they may benefit from discounts determined according to the "Family and Friend Concept".

* **Entertainment and Activity Participation:** In May - October, successful staff may view animation activities as a reward. Hotel Management determines weekly staff participation, and communicates the Personnel Department announcement to the relevant departments.

6. Social Contributions

* **PAPILLON HOTELS Scholarship:** As **PAPILLON HOTELS**, we believe that the education of our employees' children, and the continuing education of our employees, is our social responsibility. We provide scholarships for employees and their children, taking into account their academic success and perseverance.

* **Career Management:** We create internship opportunities for tourism students to gain working experience. We support our employees with trainings and career management programs. By enabling the development of own employees to the greatest extent, we aim to raise our own employees to top positions and to grow together.

* **Employment:** As **PAPILLON HOTELS**, we pay attention to the fact that the people we employ come from the regional community. In this way, we contribute to the revitalization of regional economies through the employment of those within the community. At the same time, we enable those individuals to remain in the community by providing jobs, and decreasing the need to look elsewhere for work.

Donations and Aids.

* **Aged Care Facility & Nursery School:** We visit the Aged Care Facility & Nursery School in the region, collect donations, and offer one-day holidays for them at certain periods, hosted by our hotels.

* **Aid Box:** We donate older items and materials in usable condition from our hotels to employees in need, schools, charities and hospitals in the region.

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We organize campaigns for donations of clothes and materials in usable condition, and we help our needy employees and their relatives, in addition to others in need and municipality social services.

* **Cat Shelters:** We provide a home for cats, thanks to cat shelters in each facility. We meet cats' daily food and water needs, take them to the veterinarian at certain intervals, and follow the necessary vaccination and sterilization procedures for our cats. Cat food is supplied by donation boxes at the cat shelters and by donations from guests.

* **Social Responsibility Projects:** We, as PAPILLON HOTELS, aim to realize one social responsibility project each year.

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