
 <p>GRAND RIMEDIA BURSA</p> <p>PANYIR MAH. ISTANBUL CAD. NO : 39 OSMANGAZI /BURSA</p>	SUSTAINABILITY MANAGEMENT SYSTEM	Document No.	SYEK.01
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12. ENVIRONMENTAL POLLUTION MANAGEMENT

13. GUEST COMMUNICATION


1. Management System

Sustainability management system covers all management processes of our hotel. It creates the general outlines of the system, which can be adapted and developed, and sets out its policies. This system has been developed for the management and staff in accordance with the physical structure and scope of our hotel.

The management system is based on risk analysis. Risk analysis is carried out under the headings of natural disasters, culture, environment, society, economy, quality, human rights, health and safety. New topics can be added when necessary. We have a crisis management policy that determines what needs to be done against the risks that occur after the risk analysis.

The sustainable management system includes the implementation of certain policies and setting targets by all employees on quality, economy, environment, culture, human rights, human rights, health, management and safety, determining whether the targets have been achieved and continuously improving the processes.

When targets are achieved, new targets are set. When the targets are achieved, our policies and practices are reviewed and we strive for continuous development and improvement.

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Our hotel commits to fulfill the obligations of the sustainable tourism program and to continuously improve the management system to increase sustainability performance.

The situation of the sector we are in, environmental, social, economic, technological, technological changes that may occur in legislation are kept under constant control by us. Our management system keeps the changes that may be made in the legislation under constant monitoring. If necessary, the system and policies are updated.

In order to keep our sustainability management system up to date, it is necessary to comply with all legal requirements.


a list is kept by us. We periodically check and update this list.

Our sustainable management system is constantly updated on our official web page. Our Policies

We provide continuously updated information about sustainability. The institutions, organizations and individuals we interact with are invited to support sustainability.

The satisfaction surveys filled out for us by our guests electronically are monitored by us and the necessary answers are given on time. These surveys help us to improve ourselves and eliminate our existing mistakes. Actions are taken in line with the feedback we receive and new development targets are set.

GRAND RIMEDIA BURSA HOTEL ' our hotel is located on Bursa-Yalova road in Panayır Neighborhood in OSMANGAZI district of Bursa.

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We have a total of 60 rooms, including 59 standard rooms and 1 physically disabled room.

In addition, our spa center in our hotel has an indoor swimming pool (not suitable for disabled people), Turkish bath, 4 massage rooms, sauna.

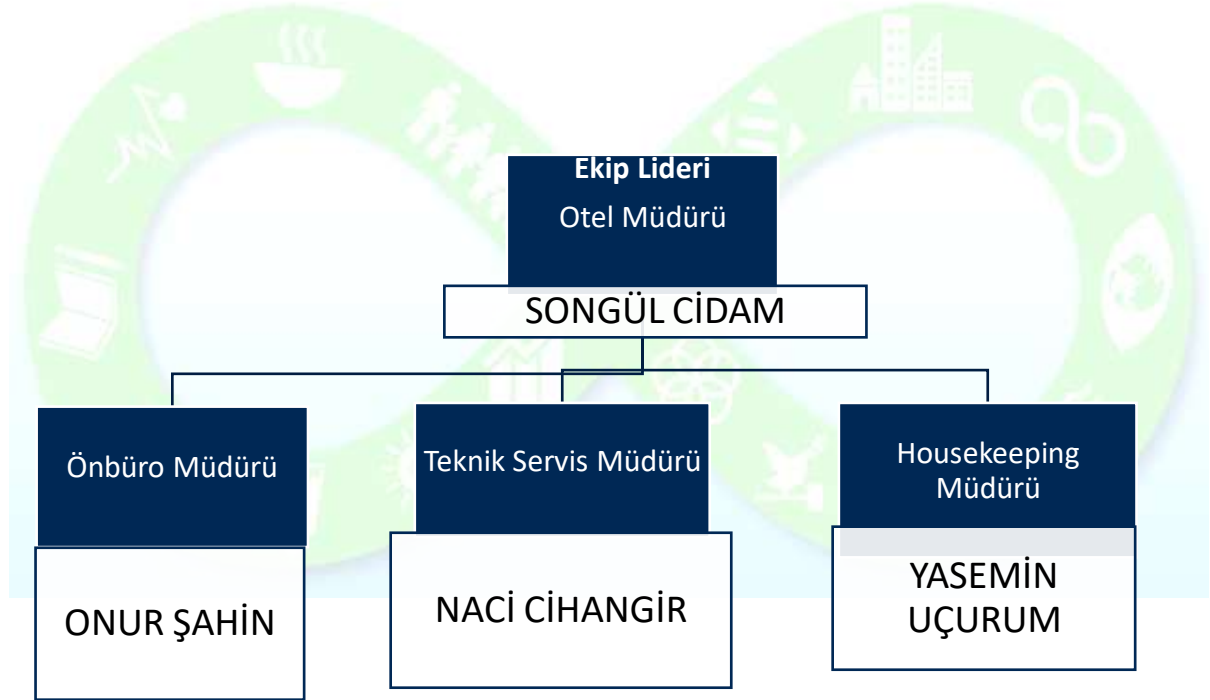
We have 4 meeting rooms of different sizes that we serve for meetings and various invitations. There is a breakfast room. We have the necessary equipment for meetings and various organizations.


In our restaurant located on the lobby floor, we serve open buffet breakfast between 07:00 - 10:00 on weekdays and 07:00 - 11:00 on weekends.



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SUSTAINABILITY TEAM




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2. Legal Compliance

GRAND RİMEDYA BURSA HOTEL is committed to comply with the laws, regulations and international conventions in force, maintains an up-to-date list of laws and regulations, and provides the necessary training to all personnel.

Upon request, our hotel submits all necessary permits, certificates and documents to the relevant authorized persons and institutions.

Documents to be submitted upon request; tourism business certificate, simple accommodation tourism operator certificate, workplace opening and working license, personnel insurance declaration for the last month, tax plate, emergency action plan, personnel trainings and certificates, contract with the workplace physician, if any, sewage connection certificate from the municipality, treatment plant identification certificate and control documents, if any, documents regarding the use of groundwater, thermal water use permit, pool water measurements and control documents, if any, documents regarding pest control and other necessary documents.

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3. Stakeholders and Communication

4.

5. **GRAND RIMEDYA BURSA HOTEL** hotel provides 100% accurate information in all promotions. The photographs and materials used in our marketing promotions on our current website, social media accounts and other printed and written promotional channels are completely realistic.


At the same time, our hotel shares its sustainability-related activities openly and transparently with its employees and customers on our social media and official website.

We have a survey system on our official website to receive feedback from our guests, public institutions, municipalities, municipalities, employees, the surrounding community and all other persons and institutions about our sustainability-related policies, performance and practices in our hotel. This survey system is organized in a way to enable and encourage our guests and staff to make notifications in a quick and simple way.

Guest satisfaction

GRAND RIMEDYA BURSA HOTEL is a guest satisfaction oriented hotel. The results obtained through the guest satisfaction and sustainability survey are analyzed by us, negative feedback data are recorded, and a quick return is provided to those who write. Necessary measures related to negative notifications are taken as quickly as possible.

Staff participation: The most important element of our management system is our

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employees.

All our teammates know what they need to do in our management system and sustainability-related policies and practices. Trainings on what our employees need to do are provided on a regular basis. The processes to be followed and the filling of the necessary tables are carried out by our department managers.

The Whole


GRAND RİMEDYA BURSA HOTEL personnel take an active role in developing, improving and updating our management system and sustainability performance. Thanks to the feedback we receive from our staff, our system is reviewed and necessary improvements are made.

All trainings required by our management system, sustainability policies and legal regulations are regularly provided to our personnel. The main ones are; on-the-job trainings, guidance support, occupational health and safety trainings, hygiene trainings for kitchen service massage and similar personnel, water and energy saving, chemical substance usage rules, fire protection, first aid and similar subjects. The documents of the planned and given trainings are kept in the occupational safety file.

It is the responsibility of our managers to provide a fair and safe working environment for our employees. In our hotel, there is never discrimination between employees, the principle of equality is essential. Considering our principle of equality, work is distributed among the staff.

Our personnel are regularly trained against all kinds of discrimination such as religion, language, race, sect, mental and physical disability and gender. Measures are taken against all kinds of discrimination as a business method and we offer all personnel the opportunity for internal promotion depending on performance without discrimination.

GRAND RİMEDYA BURSA HOTEL employees have free and open access to all our training

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materials.

Our hotel is committed to comply with the relevant provisions of the Labor Law No. 4857 and pays at least the minimum wage to the employee. In addition, our hotel undertakes to comply with the social insurances and general health insurance law numbered 5510 and the occupational health and safety law numbered 6331.

The list of our insured employees is included in our sustainability file together with our recruitment policy and is updated periodically.


6. Accessibility

sGRAND RİMEDYA BURSA HOTEL family is committed to providing criticizable tourism services for everyone within its means and informs its guests and stakeholders about its accessibility level clearly and accurately through its website.

In addition, our hotel is committed to full compliance with legal regulations on accessibility and to continuous improvement in this regard.

In addition to our physically disabled guests, we strive to make continuous improvements for our visually and hearing impaired guests so that they can easily benefit from our facility.

As the management of **GRAND RİMEDYA BURSA HOTEL**, our purchasing policy includes environmentally friendly, local, fair trade based and efficient purchasing policies. In line with these policies, unnecessary purchases are gradually decreasing.

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Our suppliers are also required to have certificates related to sustainability.

We regularly meet with all our suppliers and obtain the necessary documents in full.

In addition, we prefer products that are transparent in terms of content and sensitive to human health.

Local procurement: We take care to benefit from suppliers in our region as much as possible.


For this reason, we regularly audit our suppliers, update our supplier list and inform our suppliers. We constantly measure the proportion of goods and services purchased from the people in our region.

When our hotel purchases goods and services, we attach importance to working with fair trade suppliers, provided that they are of good quality and reasonably priced for imported products.

Environmentally sensitive purchasing: We follow an environmentally conscious policy in purchasing. In this context, we strive to make efficient purchases to reduce food and additive waste and emphasize energy savings.

Purchasing that supports the producer: We evaluate all our suppliers within the borders of Bursa locally, support the producer in our local and regional purchases and prefer to buy from fair trade intermediaries or directly from the producer

As **GRAND RİMEDYA BURSA HOTEL** family, we prioritize environmentally sensitive, that is, environmentally labeled products in all our purchases. For this reason, we work with separate suppliers according to the purchasing group.

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When purchasing from our suppliers, we take care to prefer those with sustainability certificates. Sample certificates to look for in suppliers: ISO14001, ISO50001, ISO14064, ISO20400.

For wood, paper, fish and other foodstuffs, environmentally certified or traceable products are preferred. Example certificates to look for in suppliers: FSC, MSC, EU-EcoLabel, etc.

Threatened species and species that are forbidden to be sold are not available in our hotel and are never used.


The ratio of our purchases from environmentally certified, local producers and suppliers and fair trade suppliers to total purchases is measured.

Efficient purchasing: our purchasing policy favors returnable, recycled and reusable goods.

We prioritize bulk and bulk purchasing. This results in fewer shipments and less greenhouse gas emissions in our hotel.

We pay attention to the absence of unnecessary and excessive plastic, paper, glass, wood, nylon packaging in the products we purchase.

We do not prefer disposable products when purchasing bouquet products and consumables. In this process, we continue our search to reduce the consumption of disposable products. The use of disposable products is monitored by the relevant department managers. Tables related to the consumption of disposable products are attached.

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7. Cultural Sustainability Policy

Presentation of cultural heritage


As GRAND RİMEDYA BURSA HOTEL family, we do not prefer disposable products when purchasing bouquet products and consumables. In this process, we continue our search to reduce the consumption of disposable products. The use of disposable products is monitored by the relevant department managers. Tables related to single-use product consumption are attached.

Respects the Intellectual property rights of local people.

Elements of traditional and contemporary local culture are utilized in our cuisine, design and decoration of our hotel.

Artifacts: we do not buy or sell historical or archaeological artifacts in our hotel. We do not mediate their trade and we do not exhibit them. We aim to support local artists by using paintings, sculptures and similar works to be purchased from local artists in our interior decoration.

Promotion of sustainable local gastronomy: our hotel prioritizes the consumption of local products. We introduce innovative practices to ensure sustainability in our gastronomy activities.

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In our restaurant, we focus on dishes from Turkish cuisine. In this context, milk halva, the local dessert of Bursa, and Bursa Kebab (similar to meatballs with enriched pita bread) are among the most favorite products of our guests.

8. Energy and Environment

Energy saving: Our hotel develops and implements its energy policy day by day. In order to improve in this regard, our energy consumption is regularly measured, monitored and reduced. We raise awareness and train our guests and staff on energy saving.


Our hotel groups energy consumption according to energy type, and energy consumption of different units is monitored. Our energy consumption tables are attached.

We identify activities that increase energy consumption in our facility and plan and implement measures to reduce energy consumption in these areas. In our hotel, we have practices such as the use of LED bulbs instead of high energy-consuming lighting, and the use of a card electricity system in the rooms. Energy-efficient equipment is mostly used in our hotel.

9. Water Management and Waste Water

As **GRAND RIMEDIA BURSA HOTEL** family, our hotel has a water saving policy. Our policy includes regular measurement, monitoring and reduction of water consumption.

During the construction of our facility, waterways, water storage basins, wetlands were not changed and surface runoff was not reduced as much as possible. Living creatures living in waters such as seas and lakes are not harmed due to the water use activities of our hotel.

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The water we use in our hotel comes from a legal and sustainable source. Our hotel Birgül complies with all legal requirements and regulations in the use of water. The necessary legal documents and permits related to this issue are kept in the sustainability and environment files .


We regularly measure our water consumption. We calculate and report the total amount of water used per guest staying at the hotel. This table is attached.

We have efforts and targets to reduce water consumption. We continue to plan corrective measures to minimize consumption and water-saving equipment is used in our hotel. Our guests staying at our hotel are informed that the sheets and towels are changed according to their wishes. We have various practices such as this.

We inform and guide our staff and guests to reduce water consumption.

As **GRAND RİMEDYA BURSA HOTEL** family, we mobilize all our means to prevent waste water from harming the environment.

For the disposal of wastewater, the regulations set by the local government are complied with. Legal requirements are complied with in this regard.

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10. Food Waste and Solid Waste

GRAND RİMEDYA BURSA HOTEL implements our solid waste management plan meticulously. Our plan is to ensure regular measurement and monitoring of waste generation, waste reduction, reuse, recycling and waste disposal in the best way. The table used for solid waste tracking is attached.

Our hotel regularly informs and guides its employees and guests about the waste method through various visual and communication materials.

Solid waste generated is collected by authorized and licensed companies. Wastes from construction and design changes are separated and delivered to licensed receivers for recycling.

Our search for sustainability for food waste continues. In this context, we are searching for companies that produce food for stray animals from food waste in the Bursa region or nearby. Our search has not yet been finalized.

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It is aimed that the solid waste ber side does not have a negative impact on the local population or the environment. Compliance with the "zero waste regulation" legislation on solid waste management is ensured.

11. Chemical Substance Use

All chemical materials used in **GRAND RİMEDYA BURSA HOTEL** are purchased and stored under appropriate conditions. The purchase of these chemical materials is made in accordance with the transparent content criteria.


Care is taken to select chemicals from alternatives whose ingredients do not harm nature and living life. Content examples of the chemical materials used are included in our sustainability file.

Our guests are informed about the disposal of chemicals, medical supplies and their wastes that are considered harmful to the environment.

12. Environmental pollution management

In addition to physical pollution, **GRAND RİMEDYA BURSA HOTEL** also monitors other environmental pollution risks such as noise, sound and light that may adversely affect the local community.

Our guests and staff are informed about the protection of local people living in the vicinity from these factors.

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13. Guest communication

We inform our guests and staff about our sustainability policy and seek their opinions. We ensure that our staff and guests are involved in our Sustainability process.

In this way, we share our view of sustainable living with all our guests and staff and aim to make them adopt this policy.

We inform our guests verbally and in writing about historical and natural areas with our brochures that we use in line with our regional promotion target. We also inform our guests about the protection of natural life and historical sites before their visits and raise their awareness. We direct our guests to public transportation or climate-friendly alternative modes of transportation for all kinds of visits and excursions during their stay. In case of need, we aim to contribute to the economy of the local community by directing our guests to nearby shops and bazaars that can be reached on foot.