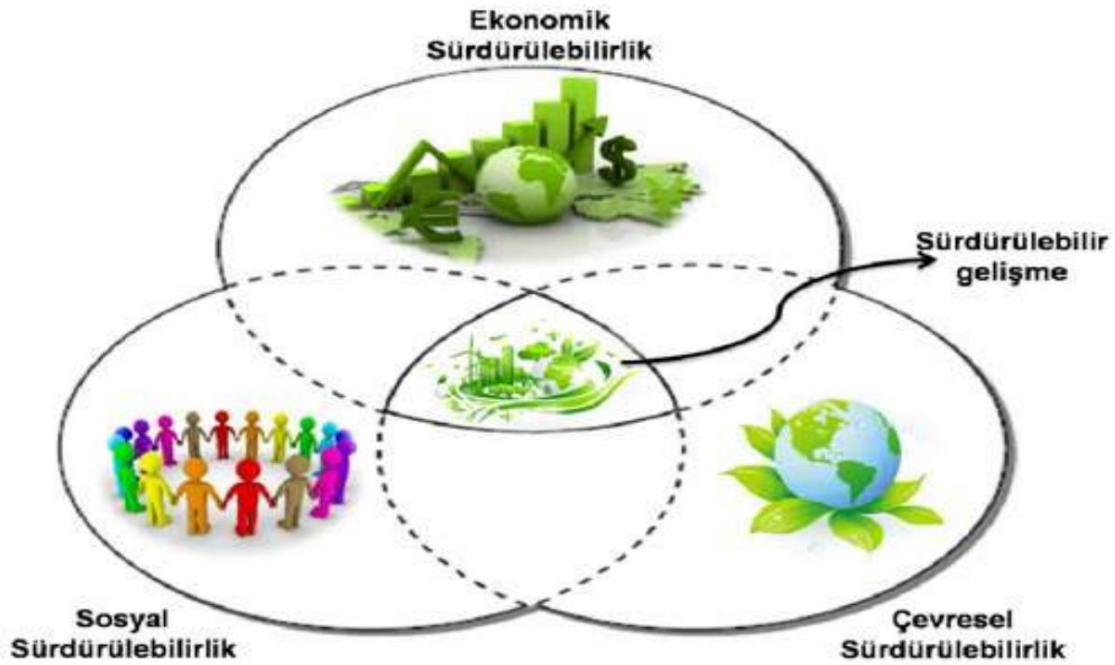


# MOSAIC HOTEL

## 2025 Sustainability Report

We are aware of our responsibilities regarding sustainable tourism. Therefore, we place equal importance on raising awareness not only among our guests but also among our employees. We continuously increase social responsibility awareness and consistently implement environmentally friendly management practices.

Our management approach is based on "sustainable tourism". To leave a more livable environment for future generations, we use our natural resources sustainably while maintaining the highest quality of our products and services.



## **ABOUT THE REPORT**

**As a company, we place special emphasis on informing our stakeholders transparently and effectively about our activities and their impact. In this regard, the sustainability reports we aim to publish annually will be an important tool in our efforts to be a transparent and accountable organization.**

**Since the day we started operating in the business world, we have made and continue to make many investments in both social and environmental aspects for the sustainability of our business. With this sustainability report, we aim to communicate our economic, environmental and social performance to our employees, customers and other stakeholders. Unless otherwise stated, the information in this report covers our performance between **January 1 and December 31, 2025** .**

# CONTENTS

ÿ TITLE

ÿ INTRODUCTION

ÿ ABOUT THE REPORT

ÿ TABLE OF CONTENTS

ÿ ABOUT US

ÿ SCOPE

ÿ SUSTAINABLE MANAGEMENT SYSTEM

ÿ LEGAL COMPLIANCE

ÿ STAKEHOLDERS AND COMMUNICATION

ÿ ACCESSIBILITY PRACTICES

ÿ GOODS RECEIPT AND PURCHASING PROCEDURES

ÿ ENVIRONMENTAL AND NATURE CONSERVATION

ÿ ENERGY MANAGEMENT

ÿ WATER MANAGEMENT

ÿ FOOD WASTE AND SOLID WASTE

ÿ PERSONNEL AND WORKING LIFE

ÿ CULTURAL STUDIES

ÿ COMMUNICATION WITH THE LOCAL POPULATION

ÿ CARBON GREENHOUSE GAS REPORTS

ÿ PLANNED IMPLEMENTATIONS WITHIN THE SCOPE OF SUSTAINABILITY

ÿ SUSTAINABLE GOVERNANCE SYSTEM POLICIES

ÿ QUALITY POLICY

ÿ CULTURAL SUSTAINABILITY POLICY

ÿ ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY

ÿ CHILD RIGHTS EXPLOITATION AND ABUSE POLICY

ÿ ENERGY EFFICIENCY POLICY

ÿ HUMAN RESOURCES POLICY

ÿ OCCUPATIONAL HEALTH AND SAFETY POLICY

ÿ WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

ÿ SOCIAL RESPONSIBILITY POLICY

ÿ CODE OF CONDUCT IN SITES OF CULTURAL HERITAGE

ÿ HUNTING GROUND MAP

ÿ ISTANBUL PUBLIC TRANSPORTATION AND INFORMATION MAPS

## ABOUT US

My establishment is located at Balabanağa neighborhood, Vidinli Tevfikpağa street no 21, Fatih / Istanbul.

Located at [address], it has a capacity of 115 rooms and holds an operating license from the Ministry of Culture and Tourism.

Our rooms are equipped with the necessary amenities to ensure our guests feel comfortable and at ease;

Hair dryer

Electronic key lock system

Direct telephone in the rooms.

Standby LCD-Satellite TV

Coded private safe

Central air conditioning system

Smoke detector connected to the central fire system.

The doors and windows are specially insulated against noise, and include

a tea and coffee set and a special hygiene kit.

Our facility is also accessible to people with disabilities.

A sustainable management system and a local community communication officer have been appointed at our facility.

To provide feedback about our system and share your experiences, please contact us using the numbers below.

You can contact us.

Authorized person : RAMAZAN YALÇINDAĞ

Contact number : 0537 950 17 37

## **SCOPE**

**This document outlines the fundamental framework for a Sustainability Management System (SMS) that can be adapted and developed to encompass all management processes of our hotel, as well as setting out our organization's policies and practices.**

**This document is intended for all stakeholders, guests, and staff of the hotel. Our system is continuously being improved to suit the size and scope of our hotel.**



## **SUSTAINABLE MANAGEMENT SYSTEM**

We believe that tourism and sustainable practices can coexist with luxury and guest comfort.

By embracing our sustainability philosophy, we aim to provide our guests with an unforgettable and environmentally conscious experience while actively contributing to the protection of our planet. In line with our sustainability values, we are committed to promoting eco-friendly practices and developing a philosophy of environmental responsibility. We believe that sustainability is not just a trend, but a fundamental principle that guides our operations and guest experience.

We are committed to contributing to the fight against climate change by reducing emissions, increasing the use of renewable energy, and offsetting remaining emissions. Sustainability plays a vital role at the heart of our vision and values. We believe that hospitality can coexist harmoniously with the well-being of our planet and communities. We are constantly working to improve our energy efficiency, use of renewable energy, water conservation, waste minimization, and sustainable procurement.

Our sustainable management system is based on risk analysis. Risk analyses are conducted in the areas of environment, natural disasters, society, culture, economy, quality, human rights, health, and security. New areas can be added as needed.

After analyzing the risks, we also have a crisis management plan in place that outlines what to do if the risks materialize. The appendix to this document includes instructions on how to conduct risk analysis and crisis management.

SYS involves the implementation of specific policies by all employees in the areas of quality, economics, management, environment, culture, human rights, health and safety, the setting of goals, and the monitoring of whether these goals are achieved, thus ensuring the continuous improvement of business management processes.

When the established goals are achieved, new goals are set. If they are not achieved, our goals, policies, and practices are reviewed. In this way, we strive to ensure continuous improvement.

The objectives of our hotel's management system and the performance indicators used to monitor compliance with these objectives are included as an appendix to this document.

Our hotel is committed to fulfilling the obligations of the Türkiye Sustainable Tourism Program regarding sustainability and to continuously improving its sustainable management system to enhance sustainability performance.

Due to the state of the sector, environmental, social, technological, economic and cultural risks, and legislative changes and updates, our management system is continuously reviewed, and systems and policies are updated when necessary.

The steps mentioned above can be summarized as the Plan-Do-Check-Act (PDCA) approach.

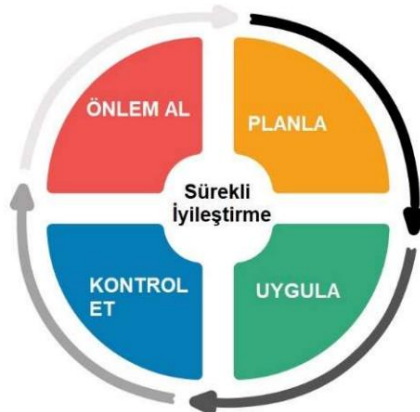


Figure 1. PDCA Cycle

**Plan:** Our hotel prioritizes and sets goals regarding the environment, society, culture, the national economy, and the governance system. To achieve these goals, we plan a roadmap and actions to be taken.

**Implementation:** Our hotel establishes fundamental policies and practices relating to environmental, cultural, social, human rights, health, and safety. These are monitored, measured, and recorded at defined intervals by relevant personnel.

**Check:** We monitor and record feedback from both staff and guests at our hotel.

Corrective measures will be taken if necessary.

**Take action:** We take action to correct any issues identified during our hotel's inspection process. Corrective actions and procedures are recorded and archived.

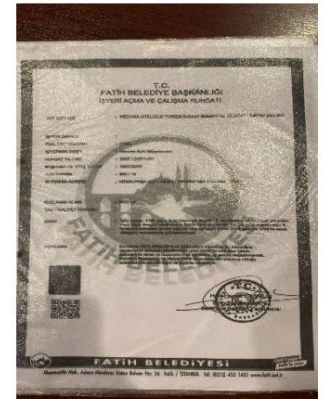
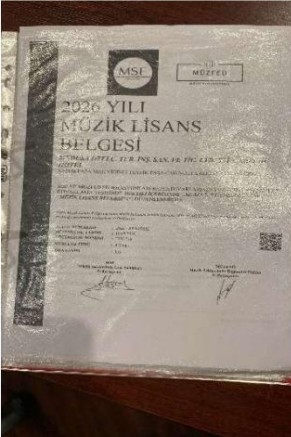
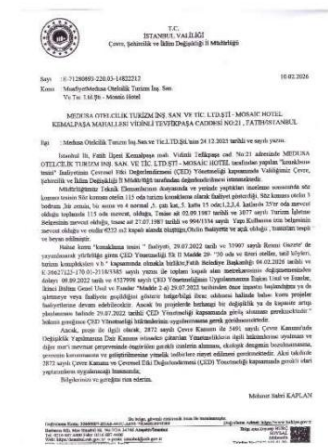
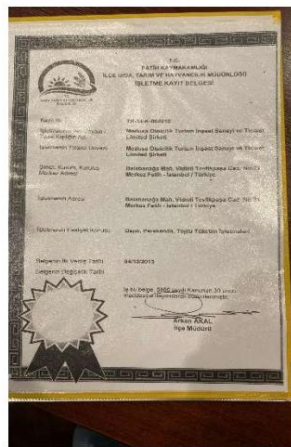
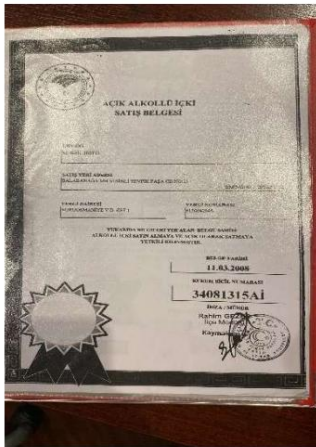
LEGAL COMPLIANCE

Our hotel is committed to complying with all applicable laws, regulations and international agreements, maintaining an up-to-date list of these, regularly informing its staff about them, and providing necessary training to its personnel.

Our hotel will provide all necessary permits, certificates, and documents to the relevant individuals and institutions upon request or demand.

These documents include the Business Opening and Operating License, the employee insurance statement for the last month, the tax certificate, the emergency action plan, employee training and certifications, the contract with the workplace physician, the sewage connection certificate obtained from the municipality, documents regarding pest control, and other necessary documents.

Business legal documents;



## STAKEHOLDERS AND COMMUNICATION

Our hotel provides accurate information to all segments of the audience in its promotions. We always use real visual material in our promotions. On our website, social media accounts, and other print and print promotional channels and marketing communications, our hotel maintains a transparent and realistic approach regarding its products and services.

Our hotel also shares its policies, actions, and processes related to sustainability openly and transparently with its employees and customers. This is done through our hotel website, where periodic reports on sustainability performance are published. These reports are prepared at appropriate intervals.

Our hotel has a system in place to gather feedback from our customers, public institutions, municipalities, employees, local community, and all other relevant individuals and organizations regarding our sustainability performance, policies, and practices. Through this system, we receive feedback from both our staff and our customers.

Our system is designed to enable and encourage our customers and staff to provide feedback quickly, simply, and effectively.

This system includes survey applications for guests, regular monitoring of social media accounts, email, messaging services and other communication channels for employees, and email communication and regular monitoring for all other stakeholders.

**Guest experience:** Guest satisfaction is a priority at our hotel. Guest satisfaction includes feedback from the sustainability system described above. The results are analyzed. Negative feedback and responses are recorded, and necessary measures are taken.

**Employee participation:** Our employees are aware of their responsibilities within our management system and sustainability policies and practices. Their roles are defined in writing, communicated to them, and regular training and guidance are provided. These training sessions are recorded. Our employees actively participate in the development and continuous improvement of our management system and sustainability performance. We review and improve our system based on feedback from our employees.

In line with our sustainability policies and management system, we provide employees with periodic training programs on sustainability and their work areas, including orientation training, on-the-job training, legally required training, and guidance support. We implement annual training plans on occupational health and safety, hygiene training for personnel, water and energy conservation, chemical usage regulations, fire protection, first aid, etc.

Our employees have free and open access to all our training materials. Our hotel complies with Labor Law No. 4857. The hotel is committed to complying with the relevant provisions of the law and pays its employees at least the minimum wage. Furthermore, our hotel also undertakes to comply with Law No. 5510 on Social Security and General Health Insurance and Law No. 6331 on Occupational Health and Safety.

Our hotel has established a "Sustainability Team" to manage its sustainability activities.

A sustainable management system and a local community communication officer have been appointed at our facility. To provide feedback about our system and share your experiences, you can contact us using the numbers below.

**Authorized person** : RAMAZAN YALÇINDAğ

**Contact number** : 0537 950 17 37

## **ACCESSIBILITY PRACTICES**

**Our hotel is committed to providing accessible tourism services to everyone within its capabilities and informs its customers and stakeholders clearly and accurately about the level of accessibility through its website. Our hotel is also committed to fully complying with and continuously improving upon legal regulations regarding accessibility.**

**Our hotel is committed to providing accessible tourism services to everyone within its capabilities and informs its customers and stakeholders clearly and accurately about the level of accessibility through its website.**

**Our hotel is committed to fully complying with and continuously improving accessibility regulations.**

**We strive to make continuous improvements not only for guests with physical disabilities, but also for those who cannot participate in tourism activities due to visual or hearing impairments.**

**Our hotel regularly maintains and repairs its accessibility arrangements and infrastructure, and makes improvements when necessary. We also regularly inform our staff about accessibility issues.**

**Our facility has accessibility features for the entrance, elevators, and breakfast area.**

**We have rooms available for disabled guests in our facility.**

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## **GOODS RECEIPT AND PURCHASING PROCEDURES**

Our purchasing policy includes local, environmentally conscious, fair trade-based, and efficient procurement practices.

Our hotel monitors the sources of goods and services. We hold periodic meetings with our suppliers and check their sustainability certifications, information, and documentation.

**Local Procurement:** When purchasing goods and services, our hotel prioritizes local suppliers, provided they offer quality and reasonable prices. Therefore, we regularly audit our suppliers, update our supplier list, and keep them informed. The percentage of goods and services sourced from the local community is also measured.

When purchasing goods and services, our hotel prioritizes fair trade suppliers, provided that imported products are of high quality and reasonably priced.

**Environmentally conscious procurement:** Our hotel follows an environmentally conscious procurement policy, prioritizing efficient purchasing to reduce food and solid waste, and focusing on energy and water conservation.

Our hotel prioritizes environmentally friendly products (products with eco-labels) in its procurement. If there are no eco-labeled products in the product group to be purchased, we select the relevant products from suppliers and manufacturers whose production and all other processes do not harm the environment.

In this context, our hotel prioritizes selecting suppliers with sustainability certifications when making purchases. Examples of certifications that can be sought in suppliers include ISO14001, ISO50001, ISO14064, and ISO20400.

For wood, fish, paper, and other food products, environmentally certified (FSC, MSC, EU-EcoLabel, etc.) or traceable source products are preferred.

Threatened species and species whose sale is prohibited (fish, trees, plants, game, etc.) are not allowed in our hotel and is not in use.

We measure the ratio of our purchases from environmentally certified, local producers and suppliers, and fair trade suppliers, to our total purchases.

Our hotel has environmentally certified goals and aims related to local and fair trade procurement. Within this framework, we aim to increase the proportion and number of local and fair trade suppliers in our purchases and we pay close attention to this.

**Efficient purchasing:** Our purchasing policy prioritizes reusable, returnable, and recycled goods.

Our hotel also prioritizes bulk purchasing and purchasing products in bulk. This reduces the number of deliveries to the hotel and lowers greenhouse gas emissions.

Our primary priority and preference is to avoid unnecessary and excessive plastic, nylon, paper, glass, and wooden packaging in the products delivered to our hotel.

In the procurement of consumables and toiletries, single-use products and unnecessary packaging (especially plastic) are avoided. The purchase and use of consumables and single-use products are monitored and managed.

**Total number of approved suppliers. :37**

**Total number of local suppliers :35**

**Total number of non-local suppliers : 2**

## ENVIRONMENTAL AND NATURE CONSERVATION ACTIVITIES

Our main goal is to prevent environmental pollution and protect nature by conserving our resources in the most efficient way, reducing the amount of our waste, and ensuring recycling or neutralization. We are aware of our environmental impact and strive to take the necessary precautions and actions. In our business, we are committed to being an environmentally friendly organization with a sense of social responsibility, ensuring pollution prevention and sustainability in the production and delivery of our products and services in accordance with internal and external customer requirements, as well as international and national legal requirements and regulations.

In fulfilling this commitment;

- We identify and control our impact on the environment.
- We are prepared for emergencies (fire, explosion, flood, earthquake, leak, etc.) related to pollution risks and comply with legal regulations. We comply with the regulations.
- We aim to minimize our waste, prevent pollution at its source, use energy efficiently, and We strive to minimize the environmental impact of our operations.
- We are continuously improving our environmental performance through waste sorting and waste reduction activities, and the efficient use of natural resources.
- We monitor the recycling and disposal stages of waste.
- We educate our employees about chemical use, environmental impacts, and waste management.
- We encourage our employees and guests to be environmentally conscious, and we develop our employees by providing them with training on environmental awareness and efficient energy use.
- As a team, we regularly clean the streets around the hotel to raise awareness in the community. We are working.
- We use energy and water-saving systems in our hotel.
- We raise awareness and encourage our suppliers and stakeholders regarding energy efficiency initiatives.
- To minimize the damage to nature caused by carbon emissions, donate trees to environmental organizations and the theme. We are here.



## **ENERGY MANAGEMENT**

**Energy saving:** Our hotel has an energy saving policy. This policy includes regularly measuring, monitoring, and reducing energy consumption.

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

The total energy used in our hotel is measured by type.

Our hotel identifies activities with high energy consumption and plans and implements corrective measures to reduce energy consumption in these areas and activities (thermal insulation systems, choosing low-consumption appliances from those with energy efficiency ratings, using LED bulbs instead of high-energy-consumption incandescent lighting, etc.). Furthermore, our hotel uses energy-efficient equipment.

Our hotel informs and trains its employees and stakeholders on energy saving.

Environmental aspects implemented at our hotel as part of our Sustainability initiatives.

- **Digital record-keeping system for supplier, purchasing and office operations to minimize paper consumption.**

It has been initiated.

- **In accounting, e-invoicing has been implemented for billing processes.**
- **Packaging waste is collected and delivered to the local authority in a controlled manner.**
- **We have switched to using glass bottles in our rooms and minibars.**
- **To minimize the use of electricity, water and energy resources in common areas**  
Awareness campaigns have been conducted.
- **All taps in rooms and areas have been fitted with radiators and water flow rate adjustments.**  
The dispenser is set to fill the liter container in 14 seconds.
- **Priority is given to local and nearest suppliers to reduce carbon emissions.**

### **Electricity consumption data**

**Total electricity consumption per guest/night for the period January-December 2024: 2 kWh**

**Total electricity consumption per guest/night for the period January-December 2025: 1.99 kWh**

### **Natural gas energy consumption data**

**Total natural gas consumption per guest/night for the period January-December 2024: 17 m3**

**Total natural gas consumption per guest/night for the period January-December 2025: 16 m3**

## WATER MANAGEMENT AND WASTEWATER

Our hotel has a water conservation policy. This policy includes regularly measuring, monitoring, and reducing water consumption. The water risk situation in the area where our hotel is located has been assessed. For this purpose, the Water Risk Atlas prepared by the World Resources Institute is used.

Water risk was also assessed in the risk analysis, and a water management plan was developed. This plan includes measurement and monitoring of water usage, as well as targets and reporting for reducing water consumption.

Our hotel's water usage activities do not harm aquatic life in seas or lakes. Nevertheless, the possibility of harm to these organisms has been assessed in a risk analysis, and necessary precautions have been taken.

Our hotel complies with all legal requirements and regulations regarding water usage.

The water comes from a legal and sustainable source.

We measure our water consumption. The total water used per guest or overnight stay is calculated and reported.

We have goals to reduce water consumption. To this end, our hotel is planning and implementing corrective measures. Water-saving equipment is used in our hotel. Good practices such as changing linens and towels upon guest request are implemented in our hotel.

Our hotel informs and guides its employees and stakeholders on water conservation. The hotel utilizes all its resources to ensure that its wastewater does not harm the environment.

Wastewater disposal complies with regulations set by the local government.

### Water consumption data

**Total water consumption per guest/night for the period January-December 2024: 2.63 m3**  
**Total water consumption per guest/night for the period January-December 2025: 2.29 m3**



## FOOD WASTE AND SOLID WASTE

Our hotel has a Solid Waste Management Plan. The plan includes the regular measurement and monitoring of waste production, waste reduction, reuse, recycling, and waste disposal.

Solid waste is separated according to its type, such as food, recyclable, toxic/hazardous, and organic, with recycling and reuse considerations taken into account during the separation process.

Our hotel regularly informs and guides its employees and stakeholders on waste management through various visual and communication materials.

At our hotel, solid waste is separated according to type and collected by authorized and licensed companies.

Solid waste, including food waste, is measured by type. At our hotel, the amount of solid waste per guest or per night is calculated and reported.

Our hotel has also identified activities and risk areas with high solid waste generation. We are planning and implementing corrective measures to reduce food waste and spoilage.

The aim is to ensure that solid waste disposal does not have a negative impact on the local population or the environment. Compliance with the "Zero Waste Regulation" legislation regarding solid waste management is ensured.

### Waste consumption data

**Total waste consumption per guest/night for the period January-December 2024: 8.55 kg**  
**Total waste consumption per guest/night for the period January-December 2025: 1.71 kg**

### Disposable waste consumption data

**Total disposable waste consumption per guest/night for the period January-December 2024: 14.64 units .**  
**The total disposable waste consumption rate per guest/night for the period January-December 2025 is 8.62 units .**



## **PERSONNEL AND WORKING LIFE**

At its core, our most important resource, the one that makes us who we are, is our employees. Aware of this, we always prioritize our employees' social and fringe benefits, performance management, rewards, training and career management, and employee safety. Our Human

Resources Vision is to create a qualified workforce that is highly motivated, protects and enhances the corporate image, prioritizes innovative work, values service, and views its work as part of a whole; and to be a pioneer in the sector and in Türkiye through integrated human resources practices. Our Human Resources Mission is to plan and train the human resources that will achieve the company's goals and strategies, to optimize personnel work and processes, and to have employees who are specialized in their fields, capable of representing the company, able to create new perspectives in their areas, and have high self-confidence.

Our employees are aware of their responsibilities within our management system and sustainability policies and practices. Their roles are defined in writing, communicated to them, and regular training and guidance are provided. These training sessions are recorded. Our employees actively participate in the development and continuous improvement of our management system and sustainability performance. We review and improve our system based on feedback from our employees.

**Fair Remuneration:** Our employees are informed about their salary, working conditions, working hours, and payment schedule before starting work at our facilities. **Training and Career Management:** All our employees have equal access to training. In addition to legal and professional training required by the hotel industry, we provide periodic training programs related to sustainability and their work areas, on-the-job training, legally required training, and guidance support in line with our sustainability policies and management system, including orientation training.

We implement annual training plans covering health and safety, hygiene training for kitchen/service/massage etc. staff, water and energy conservation, chemical usage rules, fire protection, first aid, etc.

Our employees have free and open access to all our training materials. Our hotel complies with Labor Law No. 4857.

The hotel is committed to complying with the relevant provisions of the law and pays its employees at least the minimum wage. Furthermore, our hotel guarantees compliance with Law No. 5510 on Social Security and General Health Insurance and Law No. 6331 on Occupational Health

and Safety. **Employee and Human Rights:** Ensuring the absolute satisfaction of employees is a top priority.

From this perspective, it is the responsibility of management to ensure the employee's overall comfort at work, including their legal rights, benefits provided by our company as fringe advantages, work environment, psychology, self-motivation, performance, and more.

As an internationally operating business catering to guests from diverse nationalities, discriminating against guests based on nationality, race, language, etc., is contrary to both our hotel business principles and our operational values.

Therefore, all personnel matters for our employees from different countries or nationalities are handled in accordance with legal procedures, and equal opportunities are offered to all employees within the hotel without any discrimination based on their background.

## **CULTURAL STUDIES**

We are aware of our responsibility in preserving local culture and values.

In this context;

- Cultural Promotion
- Contributing to the Commercial Volume of the Region
- Promotion of Natural and Historical Riches
- We are extremely sensitive to conducting studies and participating in activities related to the employment of local people.

## **COMMUNICATION WITH THE LOCAL POPULATION**

Through facility management and designated representatives;

- Strengthening local employment,
- Increasing local awareness,
- Protection of local resources and opportunities,
- Preservation of historical and cultural assets,
- Mutual assistance in the region,
- Supporting activities that promote the region,
- In order to address important issues and problems affecting the region, meetings are held with hotel associations, municipalities, local headmen, and official authorities, needs are identified, and joint efforts are carried out.

**PLANNED ACTIVITIES WITHIN THE SCOPE OF SUSTAINABILITY**

- ÿ To reduce energy and water consumption rates, our top priority is to continuously improve annual training plans and reduce energy consumption by 1% annually.
- ÿ Sustainability through environmentally friendly and energy-efficient machinery, equipment, and consumables. to ensure continuity
- ÿ Our top priority is to develop projects to promote zero-waste awareness and reduce waste consumption by 1% annually, in order to reduce waste through an effective waste management program and prevent recyclable waste from mixing with household waste.
- ÿ To reduce carbon emissions and the damage done to nature, we will contact TEMA and environmental protection organizations. We plan to increase the donation amount by 1% each year.
- ÿ To reduce carbon emissions, when selecting our approved suppliers, we prioritize providing services with electric and new green vehicles with the lowest carbon emissions, and we plan to expand awareness campaigns on this topic.
  
- ÿ We will choose energy sources that produce less carbon. ÿ Aware that climate change is a global issue, we will work together with the private sector, government, local administrations, and civil society organizations to be part of a common solution. We will develop projects for stray animals to protect natural life and support wildlife.
- ÿ We will provide stationery assistance to our staff who have school-aged children. ÿ We will create internship opportunities for tourism students to gain work experience. ÿ We will contact tourism schools in the region and offer areas within our hotel as workshops. we will make it available
- ÿ Planning and financially supporting career days with tourism high schools and universities as part of social responsibility initiatives. We will support their projects
- ÿ We will develop projects to reduce the use of single-use toiletries in at least 50% of guest rooms through a phased transition program. ÿ To maintain international living standards in the staff salary system, we will increase the minimum wage by at least one percent. There will be regular increases at that rate.

## SUSTAINABLE GOVERNANCE SYSTEM POLICIES

### QUALITY POLICY

In order to achieve our vision, we aim to: meet guest expectations at the highest level and be a leading organization in the sector; establish our organizational philosophy with all our personnel, fostering continuous improvement, building trust in the workplace, and providing service that exceeds our guests' expectations; provide service in accordance with national and international legislation and requirements, demonstrating the necessary sensitivity with a preventive approach to food safety risks; be a model business for all other organizations in our country and create value; minimize all risks that could endanger the health, safety, and occupational safety of our guests and personnel, preventing accidents; make quality measurable, ensure continuous improvement of the system, set goals, and ensure the unity of our employees and management; and, as a hotel, together with our personnel, create environmental awareness and contribute to a cleaner, healthier, and safer future for generations.

environment

to leave

priority

quality

### CULTURAL SUSTAINABILITY POLICY

**Presentation of Cultural Heritage:** Our hotel respects the intellectual property rights of the local people. Authentic elements of traditional and contemporary local culture are reflected in our cuisine, design, and decoration.



**Artifacts:** Our hotel does not buy, sell, or broker the trade of historical and archaeological artifacts, nor does it exhibit them. To offer a unique accommodation experience, all our properties showcase a wide range of contemporary art pieces, mostly by local artists.

**Promoting Sustainable Local Gastronomy:** Our hotel prioritizes the promotion and consumption of local products. In all its operations, it implements innovative and creative practices to ensure sustainability in gastronomy.

**ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY**

At our company, we prioritize protecting the environment, preventing pollution, and minimizing our negative impact on it.

For this;

- We comply with legal regulations and strive to minimize our environmental impact. • We take care to efficiently separate our waste according to its source, type, and hazard class.

We will show it.

- We know that using hazardous materials and chemicals only when necessary and in the required amounts will reduce both their negative impact on the environment and the amount of waste. • We contribute to protecting nature by preferring materials with "recycling" and "eco-friendly" labels in our business. We strive to create opportunities for reuse.

- Use disposable materials such as paper, napkins, toilet paper, and packaging only as needed.

We make sure to use it in a way that leaves less waste in nature.

- We properly store waste in separate areas according to its characteristics, deliver it to licensed/ authorized companies without exceeding legal storage time limits, and maintain records. • We strive to use water, energy, and all natural resources efficiently. We share this sensitivity with our employees, guests, and suppliers. • We measure our performance in environmental management, monitor this data against targets, and...

We strive to improve our performance.

We aim to educate our employees on environmental issues and increase their awareness.

We take necessary measures to protect biodiversity in the environment and comply with all legal requirements. We do not use substances that could be considered harmful to the environment (toxic sunscreens are personal use products). Insecticides are manufactured by a company authorized by the Ministry of Health, and all products have MSDS forms recorded in the MSDS tracking chart.

## **CHILD RIGHTS EXPLOITATION AND ABUSE POLICY**

**Children are our custodians of the future. Recognizing them as individuals, respecting their rights, and protecting them from all forms of psychological, physical, commercial, and other forms of exploitation is our primary responsibility.**

**To achieve this;**

- **We do not allow child labor in our institutions and all work**

**We expect the same level of sensitivity from our partners.**

- **Within the workplace, we provide environments/opportunities that contribute to children's development, where they can freely express their thoughts, desires, and feelings, and where they feel free and comfortable.**

- **We provide our employees with training on preventing and recognizing child abuse.**

**We will give it.**

- **We ensure that children are under adult supervision during the activities they participate in. • We organize training sessions to raise awareness about the protection of children's rights and related matters.**

**We support projects.**

- **When we witness suspicious activity involving children, we first inform the hotel management.**

**We provide assistance and, when necessary, seek help from official institutions.**

**ENERGY EFFICIENCY POLICY**

- We value collaborating with all our stakeholders to create shared goals and outcomes in energy management. We strive to maintain our interaction to achieve a comprehensive level of awareness and understanding among our guests, employees, visitors, and all business partners on these issues.
- To research and find energy-efficient and suitable product, equipment, machinery, and technology alternatives, We try to buy and use them.
- To document our Energy Management System, disseminate it to all our departments, and use it when necessary. We aim to update, review, and continuously improve.
- It assesses energy risks or potential emergencies such as energy shortages, We plan the measures that can be taken.
- We take care to efficiently separate our waste according to its source, groups, and hazard classes. We will show it.
- We know that using hazardous materials and chemicals only when necessary and in the required amounts will reduce both their negative impact on the environment and the amount of waste. • We contribute to protecting nature by preferring materials with "recycling" and "eco-friendly" labels in our business. We strive to create opportunities for reuse.
- Use disposable materials such as paper, napkins, toilet paper, and packaging only as needed. We make sure to leave less waste in nature.
- Store waste properly, in separate areas according to its characteristics, and adhere to legal storage time limits. We deliver them to licensed/authorized firms without delay and keep records of them.
- We strive to use water, energy, and all natural resources efficiently. We share this commitment with our employees, guests, and suppliers.
- We measure our performance in environmental management, monitor this data against targets, and We strive to improve our performance.

We aim to educate our employees on environmental issues and raise their awareness.

## **HUMAN RESOURCES POLICY**

At our core, our most important resource, the very essence of who we are, is our employees. With this awareness, employee social and fringe benefits, performance management, rewards, training and career management, and employee safety are always our top priorities.

**Our Human Resources Vision;**

Our goal is to create a qualified workforce that is highly motivated, protects and enhances the corporate image, prioritizes innovative work, values service, and views its work as part of a whole; to prioritize local employment; and to be a pioneer in the sector and in Türkiye in integrated human resources practices with promotion programs.

**Our Human Resources Mission;**

- To plan and train the human resources that will achieve the institution's goals and strategies, to optimize personnel tasks and processes, and to have personnel who are specialized in their fields, have the ability to represent the institution, can introduce new perspectives in their areas, and have high self-confidence.
- To provide strategic support to all company and department departments through human resources management to improve business results, to create and encourage a high-performance culture, and to contribute to creating value for all stakeholders.
- Our employees are aware of their responsibilities within our management system and sustainability policies and practices. Their duties are defined in writing, communicated to them, and regular training and guidance are provided. These training sessions are recorded.
- Our employees take an active role in developing and continuously improving our management system and sustainability performance.
- We review and improve our system based on feedback from our employees.

**Fair wages**

- Before our employees start working at our facilities, they will be informed about their salary, working conditions, and working hours. They are informed about matters such as when they will receive their payments.

**Education and Career Management**

- All our employees have equal access to training. In addition to the legal and professional training required by the hotel industry, we provide periodic training programs related to sustainability and their work areas, on-the-job training, legally mandated training, and guidance support in line with our sustainability policies and management system, including orientation training. We implement annual training plans on occupational health and safety, hygiene training for kitchen/service/massage personnel, water and energy conservation, chemical usage regulations, fire protection, first aid, etc.
- Our employees have free and open access to all our training materials. • In career management, employee promotions are managed according to defined criteria through a personnel tracking system. It is being done.
- Our hotel is committed to complying with the relevant provisions of the Labor Law No. 4857 and pays its employees at least the minimum wage. Our hotel also undertakes to comply with the Social Security and General Health Insurance Law No. 5510 and the Occupational Health and Safety Law No. 6331.

### Labor and Human Rights

- Ensuring the absolute satisfaction of employees is a top priority. From this perspective, it is the responsibility of management to ensure the employee's overall comfort at work, including their legal rights, benefits provided by our company as fringe benefits, work environment, psychology, self-motivation, and performance.
- While we do have foreign employees in our hotels, as an international establishment catering to guests from diverse nationalities, discriminating against guests based on nationality, race, language, etc., is contrary to both our hotel management and operational principles. Therefore, all personnel matters for our employees from different countries or nationalities are handled in accordance with legal procedures, and all employees are offered equal opportunities within the hotel without any discrimination based on their background.

### Local employment

- In our organization, employment is primarily based on a performance system that prioritizes local employment. It is available. Priority is given to local residents in recruitment.

## OCCUPATIONAL HEALTH AND SAFETY POLICY

With the aim of protecting our workplace, our employees, our guests and our suppliers, creating and ensuring a safe working environment;

- We comply with all legal and other obligations regarding occupational health and safety. • We adhere to the principle that occupational health and safety and improvement activities are the shared responsibility of all employees. We adopt it.
- We set targets for participation in Risk Assessment and Risk Reduction activities at all levels. • We aim to achieve a sustainable “Zero Workplace Accidents” goal by continuously improving our Occupational Health and Safety culture. We aim for it.
- We are committed to being a pioneer and an example in all our work within the scope of occupational health and safety. We share it with our employees and our community.

**WOMEN'S RIGHTS AND GENDER EQUALITY POLICY** We

value gender equality in our company.

- We ensure the health, safety, and well-being of all our employees, regardless of gender.
- We support women's participation in the workforce in all our departments and provide equal opportunities.
- We operate with an "equal pay for equal work" policy without gender discrimination.
- We distribute tasks based on the principle of equality.
- We provide the necessary environment for equal access to career opportunities.
- We create training policies and support women's participation and increased awareness.
- We create work environments and practices that protect work-life balance.
- We support women's participation in company management and provide equal opportunities.
- We will not tolerate women being subjected to any form of abuse, harassment, discrimination, suppression, coercion, defamation, etc. We are always aware of and support the value they contribute to the world and our organization.

**SOCIAL RESPONSIBILITY POLICY**

We believe that all our employees have the right to work in healthy and safe conditions that respect human dignity. Recognizing that our employees are our most valuable asset, ensuring and protecting their safety is our top priority.

Beyond legal obligations, our hotel is always ready to implement the best environmental solutions, develop and promote the use of eco-friendly technologies, and support initiatives that raise environmental awareness.

We strive to fulfill our social and environmental responsibilities to the community in the cities where we operate, in harmonious cooperation with our shareholders, employees, the public, civil society organizations, and other stakeholders.

We believe that our human resources are the most important element of sustainable growth.

We ensure that our employees' personal rights are fully and accurately exercised.

We treat our employees honestly and fairly, and we are committed to providing a non-discriminatory, safe, and healthy working environment.

We make every effort to support the individual development of our employees and to help them maintain a balance between work and personal life.

We manage the environmental impacts that may arise from all our activities with a sense of responsibility.

In line with our corporate social responsibility principles, we strive for the development of our society.

We encourage our employees to volunteer in appropriate social and community activities that demonstrate their sense of social responsibility.

We are committed to developing and implementing approaches that encourage all our business partners, especially our suppliers, to act in the field of social responsibility.

Within the framework of occupational health and safety, we have taken all necessary precautions for our employees and we are particularly careful to ensure that the required on-the-job training is provided by experts in their fields as part of the annual training program.

We are sensitive to the traditions and cultures of Türkiye and the countries in which we operate, and we comply with all legal regulations.

## **PURCHASING POLICY**

Our purchasing policy includes local, environmentally conscious, fair trade, and efficient procurement practices. Our hotel monitors the sourcing of goods and services.

We hold regular meetings with our suppliers. We check their sustainability certifications, information, and documents.

**Local Procurement:** When purchasing goods and services, our hotel prioritizes local suppliers, provided they offer quality and reasonable prices. Therefore, we regularly audit our suppliers, update our supplier list, and keep them informed.

The percentage of goods and services purchased from the local population is measured.

Our hotel prioritizes fair trade suppliers when purchasing goods and services, provided that imported products are of high quality and reasonably priced.

**Environmentally conscious purchasing:** Our hotel follows an environmentally conscious purchasing policy, emphasizing efficient procurement, energy conservation, and water conservation to reduce food and solid waste.

Our hotel prioritizes environmentally friendly products (products with eco-labels) in its procurement. If there are no eco-labeled products in the product group to be purchased, we select the relevant products from suppliers and manufacturers whose production and all other processes do not harm the environment.

In this context, our hotel prioritizes selecting suppliers with sustainability certifications when making purchases.

Examples of certifications that can be sought in suppliers include ISO14001, ISO50001, ISO14064, and ISO20400. For wood, fish, paper, and other food products, environmentally certified (FSC, MSC, EU-EcoLabel, etc.) or traceable source products are preferred.

Threatened species and species whose sale is prohibited (fish, trees, plants, game, etc.) are not available at our hotel. It is not being purchased or used.

We measure the ratio of our purchases from environmentally certified, local producers and suppliers, and fair trade suppliers, to our total purchases.

Our hotel has environmentally certified goals and aims related to local and fair trade procurement. Within this framework, we aim to increase the proportion and number of local and fair trade suppliers in our purchases and we pay close attention to this.

**Efficient purchasing:** Our purchasing policy prioritizes reusable, returnable, and recycled goods. Our hotel also prioritizes bulk purchasing and the use of bulk products. This reduces the number of deliveries to the hotel and lowers greenhouse gas emissions. It is a fundamental priority and preference to eliminate unnecessary and excessive plastic, nylon, paper, glass, and wooden packaging in the products delivered to our hotel. In the purchase of consumables and toiletries, single-use products and unnecessary packaging (especially plastic) are avoided. The purchase and use of consumables and single-use products are monitored and managed.

## RISK AND CRISIS MANAGEMENT POLICY

The company has adopted a risk and crisis management policy encompassing environmental, social, cultural, economic, quality, human rights, health, and safety issues. This policy aims to prevent the hotel's operations from harming the environment, the community, and its employees.

The basic principles of the policy are as

follows: ÿ The hotel will minimize the environmental impact of its operations. ÿ The hotel will carry out activities that benefit the community. ÿ The hotel will protect the human rights of its employees. ÿ The hotel will ensure the health and safety of its employees.

The following steps will be followed to implement the policy: ÿ The hotel will conduct a risk analysis to identify risks. ÿ The hotel will prepare a plan to manage the risks. ÿ The hotel will allocate the necessary resources to implement the plan. ÿ The hotel will evaluate the effectiveness of implementing the plan.

The policy will help prevent the hotel's operations from harming the environment, the community, and its employees.

With this policy, the hotel has adopted a sustainable tourism approach and aims to be an environmentally, socially, and employee-friendly business.

**Environmental Risks** The hotel will take the following measures to minimize the environmental impact of its operations: ÿ

It will save energy. ÿ It will save water. ÿ It will improve waste management. ÿ It will reduce the use of environmentally harmful chemicals. ÿ It will strive to protect natural resources.

**Social Risks** The hotel will undertake activities that benefit the community. These activities include:

ÿ It will employ local people.  
ÿ It will contribute to the local economy.  
ÿ It will support cultural events.  
ÿ He/She will participate in social responsibility projects.

**Cultural Risks** The hotel will contribute to the preservation of local culture and traditions. To this end, it will take the following measures:

ÿ It will support local artists. ÿ It will host local cultural events. ÿ It will respect local cultural heritage.

ÿ **Economic Risks**

ÿ To become an economically sustainable business, the hotel will take the following measures: ÿ It will control its costs. ÿ It will increase its revenue.

ÿ It will take out insurance against risks. ÿ

It will make investments. **Quality Risks** The hotel will take the following measures to improve the quality of its services:

ÿ It will support the training and development of its employees.

ÿ It will utilize technology. ÿ It will measure customer satisfaction. ÿ It will evaluate customer feedback. **Human Rights Risks** The hotel will protect the human rights of its employees. To this end, it will take the following measures: ÿ It will ensure equal treatment for employees. ÿ It will improve the working conditions of employees. ÿ It will recognize the right of employees to unionize. ÿ It will prevent discrimination against employees.

**Health and Safety Risks** The hotel will ensure the health and safety of its employees. To this end, it will take the following measures:

ÿ It will train its employees on occupational health and safety. ÿ It will make the workplace safe. ÿ It will take the necessary measures to prevent work accidents and occupational diseases. With this policy, it has adopted a sustainable tourism approach and aims to be a business that is sensitive to the environment, society, and its employees.

Continuous improvement activities for the HOTEL encompass the following risks and opportunities: - Risks:

ÿ Customer dissatisfaction ÿ

Employee dissatisfaction ÿ

Financial loss ÿ

Competitive disadvantage

ÿ Legal issues

Opportunities:

ÿ Increased customer loyalty ÿ

Increased employee productivity ÿ

Increased profit margins ÿ

Increased market share ÿ

Acquiring new customers Continuous improvement activities will help reduce or eliminate these risks and opportunities.

This will enable the HOTEL to become more competitive.

Continuous improvement activities will be carried out using various methods, including: ÿ Gathering customer

feedback ÿ Conducting employee surveys ÿ

Analyzing processes

ÿ Monitoring data

ÿ Identifying opportunities for improvement

ÿ Developing improvement plans ÿ

Implementing improvements ÿ

Monitoring and evaluating improvements Continuous

improvement activities will help the HOTEL to continuously improve its performance. This will, in turn, increase the satisfaction of its customers, employees, and investors.

FOR A GUIDE TO CULTURAL HERITAGE SITES AND CITIES IN TURKEY, PLEASE CLICK ON THE LINK: [Nearby — Google Arts & Culture \(https://artsandculture.google.com/nearby\)](https://artsandculture.google.com/nearby)

MINISTRY OF AGRICULTURE AND FORESTRY HUNTING TOURISM NATURE CONSERVATION AND NATIONAL PARKS HUNTING TOURISM INFORMATION SYSTEM PLEASE CLICK ON THE LINK. [CLICK HERE](#)

**In accordance with our wildlife conservation policies, our establishment informs our guests about hunting maps and guidelines applicable in our region.**

[Hunting Ground Maps \( https://avbis.tarimorman.gov.tr/AvlakHaritalari.aspx\)](https://avbis.tarimorman.gov.tr/AvlakHaritalari.aspx)

WITH THE MAP ISTANBUL APPLICATION, YOU CAN FIND INFORMATION ABOUT ALL PUBLIC TRANSPORTATION AND BICYCLE PATHS IN ISTANBUL, AND MINIMIZE CARBON EMISSIONS FOR THE ENVIRONMENT. PLEASE CLICK THE LINK FOR THE APPLICATION.

[Map Istanbul](#)

( <https://harita.istanbul/2d?@=28.94162,41.01288,16.13432&p=45.00000&b=0.00000&suk=&ruk=!&ms=lb281lc&o=lo2&ct=0&duk=&dwk=>)

SPECIAL ENVIRONMENTAL PROTECTION ZONES SEA TURTLES MONITORED WITH SATELLITE MONITORING DEVICES WITHIN THE SCOPE OF THE SATELLITE MONITORING PROJECT. PLEASE CLICK THE LINK TO LEARN MORE ABOUT THE SEA TURTLES THAT HAVE BEEN CAUGHT.

[Special Environmental Protection Areas Sea Turtle Satellite Monitoring Project \( https://tvk.csb.gov.tr/ockb-deniz-kaplumbagalari-uydu-izleme-projesi-i-99640\)](https://tvk.csb.gov.tr/ockb-deniz-kaplumbagalari-uydu-izleme-projesi-i-99640)

FOR INFORMATION ON THE MINISTRY OF AGRICULTURE AND FORESTRY'S PLANT HEALTH STUDIES AND MONITORING SYSTEM, PLEASE CLICK ON THE LINK.

[Publications in Plant Health \(https://www.tarimorman.gov.tr/Konular/Bitki-Sagligi-Hizmetleri/Bitki-Sagliginda-Yayinlar\)](https://www.tarimorman.gov.tr/Konular/Bitki-Sagligi-Hizmetleri/Bitki-Sagliginda-Yayinlar)

FOR THE CURRENT STATUS OF WATER RESOURCES IN TURKEY, PLEASE CLICK ON THE LINK.

[Current Status of Water Resources in Turkey | WWF](#)

([https://www.wwf.org.tr/kesfet/tatli\\_su/turkiyede\\_su\\_kaynaklarinin\\_guncel\\_durumu/](https://www.wwf.org.tr/kesfet/tatli_su/turkiyede_su_kaynaklarinin_guncel_durumu/))

FOR PUBLICATIONS OF THE WORLD NATURE CONSERVATION FOUNDATION, PLEASE CLICK THE LINK.

[Homepage | WWF \(https://www.wwf.org.tr \)](https://www.wwf.org.tr)

## CODE OF CONDUCT IN CULTURAL HERITAGE SITES IN TURKEY

To enhance your experience and to ensure the preservation of cultural heritage sites in Türkiye for future generations, please adhere to the following rules.

### CODE OF CONDUCT IN NATURAL AREAS

- Nature tours are organized activities aimed at visiting, seeing, getting to know, and promoting all the natural areas of our country ; therefore , all event organizers must obtain permission from the administration to ensure the sustainability, effective management and protection of resources, visitor safety, visitor guidance, and meeting visitor needs and expectations. Permission applications are made in person or by mail, fax, or email to the General Directorate of Nature Conservation and National Parks or the Provincial Directorates, and applications are processed within 10 (ten) working days.
- Rare, endemic, endangered, or potentially endangered native plant species within protected areas cannot be harmed in any way. These species cannot be collected, uprooted, or have parts of them cut off; the eggs of wild animals cannot be collected, and their nests cannot be disturbed. inviolable.
- Entry into areas where endangered species are designated as strictly protected areas, and for general security reasons, is prohibited. Tours are not permitted in restricted areas and locations.
- Activities that could harm birds are not permitted during tours (Individuals cannot be disturbed, nests and chicks cannot be touched, and tissue and blood samples cannot be taken under any circumstances ). Birdwatching is not permitted during the birds' breeding season. No image can be captured.
- Professional photography and film shooting cannot be done without obtaining the necessary permits from the Ministry.
- Travel agencies that will organize hunting tours, photography and film shoots, and wildlife observation tours in Turkey for foreign visitors are required to obtain a hunting tourism certificate from the Ministry. (Article 15 of Law No. 4915)
- The fees and durations to be applied for tours, photography and film shoots are determined and announced by the General Directorate at the beginning of each year.
- Wild animals seen or encountered during tours should not be startled or chased. If the tour route is in the direction the animal is going, a suitable amount of time is waited, and the route is continued more slowly, taking care not to approach the wild animal too closely in a way that would startle or disturb it.
- For visitor safety, the Administration will issue the necessary warnings, and other necessary precautions will be taken by the organizers of the event.
- Visitors are required to take their litter with them, regardless of the method of disposal.
- Making noise and listening to loud music are prohibited during the tours.
- No fires are allowed in the areas.
- Wildlife cannot be destroyed.
- Any interventions that cause or may cause the loss or alteration of the characteristics of protected areas. No work or activities that would cause soil, water, and air pollution and similar environmental problems can be carried out.
- In protected areas, visitors are required to visit the site accompanied by a certified "Site Guide" . However, day-use areas and areas outside the absolute protection zone defined in the plan can be visited within the framework of the defined rules.
- Since natural resources in areas requiring absolute protection and in absolute protection zones included in the plans are to be left in their natural state without human influence, the use of these areas without the knowledge of the administration and the unauthorized movement of visitors in the area are strictly prohibited.

ÿ In protected areas, visitors are not allowed to go outside the designated areas and routes (This is important for both the protection of resource values).  
(also important in terms of visitor safety).

ÿ The conditions and level of use and utilization of the areas are determined by the Administration, and the "carrying capacity" cannot be exceeded.

ÿ Visitor management in planned areas, visitor usage in the area, etc., are implemented within the scope of the prepared plans.

Their decisions cannot be disregarded.

ÿ The methods by which the tour route can be visited (vehicle, pedestrian, etc.) are defined in the long-term development plans and management plans of the areas. Methods other than those specified in the plans cannot be used. In areas without a management plan, environmentally friendly methods deemed appropriate by the administration may be used.

ÿ In protected areas, services and facilities for protection, management, research, visitor information and guidance are envisioned to be implemented in accordance with the plans made for these areas, in a way that minimizes negative impact, and this is reflected in the implementation is performed

ÿ No activities that would affect the water regime are permitted in wetlands.

ÿ Foreign species cannot be introduced or released into wetlands for any purpose whatsoever, and species cannot be collected from wetlands.

ÿ Avoid purchasing illegal products/souvenirs made from endangered wildlife species .

ÿ Polluting the environment and nature is strictly prohibited. Violation of these rules is punishable.

These rules have been prepared in accordance with the General Directorate of Nature Conservation and National Parks Circular No. 2007/1, and those who act contrary to the provisions of the circular will be subject to the penalties stipulated in the Environmental Law No. 2872. In cases where travel agencies and other legal entities commit acts prohibited by the Forestry Law No. 6831 and the Fisheries Law No. 1330 in areas where the National Parks Law No. 2873 is applied, the penalties will be doubled. The complete implementation of the above-mentioned rules is crucial for sustainable hunting and wildlife management , the sustainability and effective management of the resources of protected areas, their protection, their transmission to future generations, visitor safety , monitoring and guidance of visitors to protected areas, and the identification

#### CODE OF CONDUCT IN MOSQUES, PLACES OF WORSHIP, AND MUSEUMS

ÿ At the entrances of places of worship; clothing that is exposed below the knees and has bare shoulders, such as shorts or skirts, is prohibited.

**Wearing revealing clothing, speaking loudly, and listening to music are forbidden in sacred places.**

ÿ Please ask permission to take photos and videos with religious leaders, children, and strangers. Unauthorized filming is prohibited.

It is forbidden.

ÿ In areas containing monuments and historical artifacts - sitting or leaning on carved and fragile-surfaced artifacts and monuments is prohibited.

ÿ It is forbidden to move, transport, touch, or sell archaeological artifacts.

ÿ Consumption of alcohol and cigarettes is prohibited in areas where drinking and smoking are prohibited.

ÿ Giving children money or candy encourages begging. If you want to help children, please donate to a reputable charity.

Please donate to these organizations.

ÿ Exposing one's genitals in public places is strictly prohibited and punishable by law.

ÿ Museum rules must be followed during museum visits.

ÿ During group visits, it is mandatory to remain with the group and to show identification if requested by the authorities .

