

POLICIES

XO

CAPE ARNNA
FETHİYE

XO COLLECTION CHILD PROTECTION POLICY

XO COLLECTION;

Aims to increase brand value and guest satisfaction, to expand its brands, to provide the best service in the accommodation sector and to continuously improve.

At XO Collection Group, we put education at the heart of our efforts to prevent child abuse. In all our facilities, we have included “Protection of Children from All Forms of Abuse Training” under the mandatory training heading of our training programs and we have emphasized this issue in our orientation programs. Trainings are provided by our psychologists in our facilities. Not only our guests but also our employees are an important area of sensitivity for us regarding child neglect and abuse; therefore, we attach great importance to raising awareness among our employees.

In this context;

- XO Collection will not tolerate any form of harassment or discrimination,
- To fulfil its responsibilities for the protection of children, to show leadership in this context and to provide the necessary resources,
- When any child abuse is observed, to ensure that our facility managers are informed and necessary sanctions are applied in accordance with our rule sets and to inform law enforcement officers, when necessary,
- To implement high-level security measures in services and activity programs for children and to establish social environments where parents can safely entrust their children,
- It recognizes that child welfare and the protection of children from all forms of harm are of the utmost importance. Against all forms of abuse and to avoid exploitation,

We undertake and declare as our Policy for the Protection of Children and Prevention of Abuse.

XO COLLECTION ENERGY POLICY

XO COLLECTION;

Aims to increase brand value and guest satisfaction, to expand its brands, to provide the best service in the accommodation sector and to continuously improve.

As XO Collection and its subsidiaries, we play an investor role in clean energy activities and include the stages of transition to clean energy practices in our facilities in our investment programs. We envisage that our Energy Policy, which is one of our most fundamental elements, should be designed in line with the goals of combating climate change and circular economy. Therefore, direct investments in clean energy technologies is a positive step not only for the protection of the environment but also for our guests.

In this context;

- We will stimulate growth, innovation and employment with the transition to a low carbon economy,
- To meet legal and other requirements for energy efficiency, utilization and consumption,
- Energy performance and energy management systems will be continuously improved,
- Information and necessary resources will be provided for the realization of energy goals and objectives,
- We will provide sustainable energy management that enhances the quality of life, the choice of our guests and creates savings in energy consumption,
- We will pursue an energy policy focused on promoting renewable energies and energy efficiency,
- Reduce greenhouse gas emissions and achieve our savings targets within the scope of the Green Deal,
- To instill this awareness in all the services we offer to our employees and guests,

We commit and declare our Energy Policy.



XO COLLECTION ENVIRONMENTAL POLICY

XO COLLECTION;

Aims to increase brand value and guest satisfaction, to expand its brands, to provide the best service in the accommodation sector and to continuously improve.

As XO Collection, we are committed to the laws and regulations of our country, as well as the basic values of the European Union Environmental Policy, and we have determined the policy in the main application areas of the policy, namely air, water, soil, waste, nature protection, industrial pollution and risk management, chemicals, noise pollution and climate change.

In this context;

Energy performance efficiency with sustainable resource utilization in order to prevent pollution and waste, protect the environment and ensure savings,

Providing the resources needed to mitigate climate change and protect biodiversity and ecosystems,

Ensuring compliance with laws, regulations and international agreements on environment and climate change in all our facilities,

To be a policy-making group in the tourism sector committed to the key elements of the Green Deal in the protection of natural vegetation and biodiversity, the 'farm to fork' strategy for sustainable food and the new circular economy strategies,

- To achieve the targets in waste quantities by giving utmost importance to the separation of wastes at source,
- To increase the awareness of our employees through training activities in environmental protection and waste management,
- To minimize the environmental footprint and to achieve strategic goals,
- To continuously improve the environmental management system in order to increase environmental performance,
- To protect endangered animals and to consider animal welfare in the operations to be carried out,
- To carry out environmental protection activities in accordance with our targets in waste disposal operations with performance measurements,
- To ensure the protection of natural resources by using appropriate technologies that cause the least damage to the environment within the framework of technical and economic possibilities and by reducing the use of materials consumed in the facilities,

We commit and declare as our Environmental Policy.

XO COLLECTION FOOD SAFETY POLICY

XO COLLECTION;

Aims to increase brand value and guest satisfaction, to expand its brands, to provide the best service in the accommodation sector and to continuously improve.

As XO Collection, we aim to protect the health and quality of life of our guests at a high level in all our facilities. In addition to the Food Safety Legislation of our country, we have also taken the European Union Food Safety Policy as a basis. We have internalized ISO 22000 Food Safety Management Systems in the areas of food hygiene, animal and plant health, contaminants and residues. At the same time, we have also considered the control of additives, colorants, antibiotics, added vitamins and minerals, adulteration, genetically modified organisms used in the production of foods. This policy includes our principles on labelling rules (low fat, high fibre, etc.) and measures to protect our guests regarding food contact products (plastic packaging, etc.).

In this context

- We will provide our guests and employees with quality products and services that comply with food safety for human health at all stages of raw materials, storage, production and presentation,
- To increase the continuous improvement, development and effectiveness of the Food Safety Management System, to ensure compliance with legal and regulatory requirements,
- To increase the knowledge and skills of employees and to raise awareness with training to ensure Food Safety,
- To ensure that the products are presented in a natural, healthy, tasty and safe way by the requests of our guests according to measurable quality criteria

We commit to and declare our Food Safety Policy.

XO COLLECTION INFORMATION SAFETY POLICY

XO COLLECTION;

Aims to increase brand value and guest satisfaction, to expand its brands, to provide the best service in the accommodation sector and to continuously improve.

As XO Collection, we have established a policy to ensure the development of information communication technologies in accordance with the relevant laws and regulations in ensuring Information Security and to ensure data privacy with products suitable for the information age.

In this context

- That the necessary feasibility studies and tests will be carried out within certain periods in determining the risks in protecting information and data security,
- We will comply with the Information Safety Management System and allocate the necessary resources for the efficient operation of the system and ensure that the system is understood by all employees,
- Protection of information assets by preventing unauthorized access to information assets; unauthorized alteration or destruction of information assets,
- To strike a balance that eliminates complexity so that information can be accessed quickly when needed, while observing information security requirements,
- We will exhibit environmentally sensitive and innovative approaches in our new designs with gradual improvements by following innovations in technology,
- To inform and raise awareness of employees and third-party employees about information security requirements, roles and responsibilities,
- To ensure management in compliance with all national and international legal and other requirements,
- We will implement the necessary technical and administrative measures for the accessibility, backup and protection of digital and other media containing personal data and important information for the company,
- Ensure that personal data are kept in accordance with national and international laws and then anonymized,

We commit and declare as our Information Safety Policy.



XO COLLECTION OCCUPATIONAL HEALTH and SAFETY POLICY

XO COLLECTION;

Aims to increase brand value and guest satisfaction, to expand its brands, to provide the best service in the accommodation sector and to continuously improve.

As XO Collection, we aim to improve the working conditions of our employees at the workplace, to protect them from occupational diseases, to encourage them to live healthy lives and to provide suitable working environments.

In this context

- To protect human health by creating a safe and healthy workplace, occupational hygiene and team spirit within the framework of legal requirements and our own conditions,
- To raise awareness of all our employees with the help of trainings and to create permanent behavioral change,
- Ensuring the participation of employees in the planning, implementation, performance evaluation and improvement activities of the OHS management system,
- Not to jeopardies the health and safety of themselves, other employees and our guests,
- To ensure zero accident target culture and continuous improvement by reviewing our risk and opportunity analyses,
- To ensure that subcontractors, suppliers, tenants, stakeholders and third parties act in accordance with this policy,
- To determine measures with a proactive approach against occupational accidents and occupational injuries that may occur during work,

We undertake and declare as our Occupational Health and Safety Policy.

XO COLLECTION PURCHASING POLICY

XO COLLECTION;

Aims to increase brand value and guest satisfaction, to expand its brands, to provide the best service in the accommodation sector and to continuously improve.

As XO Collection, we aim to fulfill the requirements of sustainable tourism in our purchasing activities, to provide equal, fair and open opportunities to all suppliers and to maintain our cooperation through mutual trust.

In this context

- To cooperate with suppliers in accordance with our management systems established in our business processes,
- Continuation of purchasing activities with a win-win policy,
- Ensuring the protection of the global and regional environment,
- Realization of purchases in accordance with the financial structure of the company,
- Ensuring a free competition environment within the framework of ethical values with the organizations operating in the tourism sector,
- We will ensure that fair commercial ethics are upheld in accordance with national and international legal requirements,
- To contribute to the development of the region by supporting and prioritizing local products and producers, women entrepreneurs (in accordance with the company's financial policy) and to continue our mutually beneficial cooperation with suppliers, thereby reducing CO2 emissions from vehicles during transportation,
- In this context, we will try to minimize waste in our purchases and prefer reusable, returnable or recycled products,
- That we will ensure sustainable development, the ability of future generations to meet the needs of the present generation without compromising on meeting their own needs,

We commit and declare as our Purchasing Policy.



XO COLLECTION QUALITY POLICY

XO COLLECTION;

Aims to increase brand value and guest satisfaction, to expand its brands, to provide the best service in the accommodation sector and to continuously improve.

As XO Collection, we have gathered all our business processes under the umbrella of Integrated Management Systems, and we aimed to increase consultation and communication in the management of processes in order to continuously improve business continuity performance and to raise awareness and adopt the awareness that all employees have a common responsibility.

In this context;

- Risk-based thinking when setting our goals and objectives,
- To ensure sustainability with the philosophy of happy employees, happy guests by continuously improving our service standards,
- To ensure management in compliance with all national and international legal and other requirements,
- To lead the sector in the implementation of management systems according to the requirements of the digital age,
- We will fulfill legal requirements, guest requirements, standards and rule sets, create and increase the awareness of our employees and stakeholders on Integrated Management Systems within the framework of corporate governance principles,
- Create value for all our stakeholders,
- To ensure the continuity of the management systems created with the participation of all employees with a continuous improvement approach,
- To carry our service quality to the highest level by constantly measuring guest satisfaction with our integrated management systems and perfectionist perspective,
- Ensure continuity of compensation and equivalent service delivery in case of justified guest feedback,

We commit and declare as our Quality Policy.



XO COLLECTION SOCIAL RESPONSIBILITY POLICY

XO COLLECTION;

Aims to increase brand value and guest satisfaction, to expand its brands, to provide the best service in the accommodation sector and to continuously improve.

As XO Collection, we aim to ensure equal opportunities and ease of access to the labor market, to create fair working conditions, and to produce social policies with the principles of social protection and inclusion with our employment strategies determined across all our facilities.

In this context;

- The names of the children of our employees who have recently had baby are given to the guest rooms.
- We cooperate with relevant local authorities, NGOs and shelters to improve animal welfare.
- Scholarships and donations are made to support education and training.
- Supports employees in need at the XO (Liberty) “Friendship Market”, which is organized with the contributions of guests and employees.
- Our properties improve the destination in which they are located.
- Regular donations are made to foundations and associations engaged in environmental protection.
- Various buildings were built and donated to the public for public benefit.
- We cooperate with NGOs to improve the welfare of disabled individuals. Positive discrimination is also practiced for disabled employees in this context.
- With the awareness of our strategic, environmental and social responsibilities, we will create a positive impact for our society and our world with a holistic sustainability approach wherever we operate and in all our facilities,

We commit and declare as our Social Policy.

XO COLLECTION SUSTAINABILITY POLICY

XO COLLECTION;

Aims to increase brand value and guest satisfaction, to expand its brands, to provide the best service in the accommodation sector and to continuously improve.

As XO Collection, we have taken the goals of the United Nations World Tourism Organization and its 12 basic principles as a model for our sustainable tourism approach.

- Economic Continuity
- Local Prosperity
- Employment Quality
- Social Equality
- Visitor Satisfaction
- Local Control
- Social Welfare
- Cultural Wealth
- Physical Integrity
- Biodiversity
- Resource Efficiency
- Environmental Purity

In this context;

- Ensure the optimal use of environmental resources, a key element in tourism development, by maintaining basic environmental processes and helping to conserve natural heritage and biodiversity,
- Increase employment and empower local communities,
- To respect socio-cultural uniqueness, to protect established and living cultural heritage and traditional values, and to contribute to intercultural understanding and tolerance,
- Ensure sustainable, long-term economic operations, create stable employment and income-generating opportunities, provide fair Socio-Economic benefits to all stakeholders, including social services for host communities, contribute to poverty reduction,

We commit and declare as our Sustainability Policy.



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