



MISAFİR EVİ

SUSTAINABILITY MANAGEMENT PLAN 2023

MİSAFİR EVİ SUSTAINABILITY POLICY

As a MISAFİR EVİ, we are aware that sustainability efforts in tourism minimise negative impacts on the environment and cultural heritage, and we recognise the responsibilities that sustainable tourism entails. We strive to leave a better world for future generations. In this regard, we continue our work on many issues within the concept of sustainability, such as reducing environmental impacts, energy, water and waste management, protecting cultural and social heritage, providing economic and social benefits to the local community, and protecting the environment.

In today's world, where the importance of climate change and global warming is increasingly felt, we aim to fulfil our responsibilities to the best of our ability and strive to ensure that our employees embrace environmental awareness. We aim to increase our success day by day by focusing on the effective management of sustainability risks and ensuring sustainable growth through long-term strategies.

1. HISTORY OF THE GUEST HOUSE

MISAFİR EVİ has been operating since the 2007 summer season in

Muğla/Fethiye/Kaya village,
Karakeçiler neighbourhood.

It offers its guests a beautiful holiday and accommodation in a natural and quiet environment in the countryside.

As the building, constructed using stone and wood, is also my home, all materials, furniture, textiles, and organic products used have been carefully selected and prepared.

www.kayamisafirevi.com

2. GUEST HOUSE SUSTAINABILITY POLICY

As a MISAFİR EVİ , our primary objective is to ensure the highest level of guest satisfaction with our products and services. In pursuing this objective, the points outlined below

form our fundamental principles:

❖ **Legal Regulations**

MİSAFİR EVİ undertakes to comply with all legal regulations regarding all products, service operations and other activities.

It commits to adopting compliance with legal regulations as a principle.

❖ **Human Rights**

The Guest House undertakes to respect all internationally recognised human rights in relation to its activities and complies with all relevant legislation and agreements.

In this regard, we treat all our guests and employees equally, without discrimination based on race, colour, gender, religion, opinion, age, social and civil status, family origin, physical or mental disability, or sexual orientation.

Employee Safety and Investment in Human Resources

MİSAFİR EVİ The foundation of our Human Resources processes is the value we place on people, and therefore on our employees and guests. At MİSAFİR EVİ, the health, safety and happiness of our employees are of paramount importance. We also pay close attention to worker safety and legal regulations in the services we procure externally.

❖ **Guest Satisfaction and Safety**

Our guests are our reason for being. As we will continue our existence by ensuring guest satisfaction, our primary duty is to turn complaints into opportunities by following up on our guests' complaints, informing them about the matter, and resolving them.

❖ **Children's Rights**

MİSAFİR EVİ is a family and children's hotel concept. We are aware that our future will be shaped by children. MİSAFİR EVİ condemns all forms of child exploitation and does not employ children under the age of 18 for any purpose other than education. MİSAFİR EVİ cooperates with all legal organisations working on children's rights, the prevention of child abuse, and helping children in need of care and protection. We volunteer our services at these organisations. Additionally, we provide scholarships to two university students in need through the Fethiye Tourism, Culture, Environment and Education Foundation (FETAV). We pledge to continue and expand these efforts.

❖ **Respect for the Environment - Energy Saving**

We are aware that our energy resources are limited, and we monitor our consumption data, raise awareness among our employees, and work to continuously improve energy efficiency in order to support lower energy and water consumption.

We transport our solid waste to the Fethiye Municipality collection centre using our own resources. We deliver some of our organic waste to animals in the village and use the rest to make compost.

We take care to protect plant and animal species unique to our region. We contributed to the BABADAG PLANTS book prepared by the Fethiye Chamber of Commerce.

❖ **Food Safety - Hygiene**

In the food chain, our core principle is to implement a food safety system to provide quality products that comply with food safety policies, make continuous improvements, and prioritise hygiene requirements.

❖ **Supporting the Local Economy and Sustainable Procurement Practices**

We are aware of our contribution to the local economy, which is why we source most of our supplies from small producers in the village and from the Friday Market. We care about our carbon footprint and place particular importance on sourcing our products from within a 20 km radius.

For sustainable tourism, we purchase energy, water and waste efficient, environmentally friendly products and services.

❖ **Social Responsibility**

We believe that our efforts to integrate with the community we are part of and to play a role in solving social problems will contribute to ensuring sustainability in tourism.

3. ENVIRONMENTAL HEALTH AND SAFETY POLICY

As MİSAFİR EVİ, we conduct our activities in compliance with legal regulations, environmental and occupational health and safety standards. To ensure this, we:

- Identify the impacts and risks of our activities in the areas of environment, occupational health and safety, and take the necessary measures to prevent these risks from occurring or to reduce their undesirable effects.
- We comply with the requirements of environmental, occupational health and safety legislation.

- We implement the necessary controls and take precautions to prevent and eliminate hazardous environments that could cause accidents and illnesses, as well as environmental pollution resulting from our activities.
- We ensure the participation of our employees by providing them with training.

We encourage our suppliers to comply with environmental, occupational health and safety standards and regulations in line with our policy and strive to collaborate with them in these areas.

We inform our guests about our environmental awareness and expect them to contribute to respecting and protecting nature during their stay.

4. QUALITY POLICY

As MİSAFİR EVİ, we strive to set an example for our community in the markets we operate in, believing that we can increase our competitive strength by ensuring customer satisfaction.



- ❖ Our goal is to deliver the services we have committed to providing in the best possible manner and to the highest standard.
- ❖ We evaluate feedback from customers, employees and other parties fairly and impartially, with a customer-focused perspective that goes beyond legal regulations.

5. OUR ENVIRONMENTAL APPROACH

To be respected worldwide, we are respectful of the environment and people.

Without compromising on our guests' comfort, we aim to control the amount of water, electricity, energy,

chemicals, and solid waste, minimising any potential damage to the environment and

natural resources. In line with sustainable tourism principles, we are implementing new measures to reduce the use of natural resources and minimise, or where possible eliminate, damage to the soil, water and air.

We are transitioning to new practices to achieve these goals.

6. WASTE MANAGEMENT



RECYCLABLE WASTE

Waste management is a form of management that includes processes such as reducing waste at source, separating it according to its characteristics, collecting, storing, recovering, transporting, disposing of it, and controlling it

after disposal. Our primary objective in the Waste Management System we implement at MİSAFİR EVİ is to reduce the amount of waste, manage the waste we generate in a way that causes minimal harm to the environment, and recover what can be recycled.

Our staff are provided with training on the importance of waste separation, and waste separation is monitored by us.



We provide our guests with recycling bins to ensure they separate their waste in common areas and guest rooms. We inform them about the Waste Management System implemented in our establishment and encourage them to reduce waste and separate the waste they produce.

All collected recyclable packaging waste and organic waste is delivered to Fethiye Municipality, thus contributing to recycling.

We prioritise sourcing products in bulk packaging wherever possible during purchases, thereby striving to prevent the generation of excessive packaging waste.

We source our kitchen products locally. We use cloth bags, baskets, bottles, egg cartons, and storage containers for transportation.

We store vegetable waste oil and hazardous waste in accordance with the law and send them to licensed companies for disposal/recycling.

Refillable soap dispensers are used in the common areas of our facility. We use car soap for room cleaning. We protect the environment by minimising waste.

Our paper consumption is negligible. We send our announcements by email. Documents that must be recorded in accordance with our management systems and legal standards are created electronically where possible and stored on computers.

ELECTRICITY CONSUMPTION

We ensure that all electronic products we purchase are energy efficient and provide training to all our employees on energy conservation.

The following energy conservation measures are implemented and maintained at our hotel.

- ❖ In our hotel, energy-saving lighting or LED lighting is used in all rooms and common areas to save energy and reduce the amount of hazardous waste, instead of incandescent bulbs.
- ❖ Many areas within the facility have been designed to utilise natural daylight, thereby reducing energy consumption.
- ❖ Energy losses are minimised by performing maintenance and cleaning on all electrical appliances at regular intervals.
- ❖ Our meals are cooked over a wood fire.
- ❖ We bake our bread using traditional methods in a baking oven.

NOTE: We stock our firewood during the pruning of the trees in our garden.



Our sourdough bread baked on the lid.

OUR OBJECTIVES

- Continuing with energy efficiency-enhancing practices in our business
- Continuing to purchase equipment with reduced environmental impact and high energy efficiency
- Continuing with training on cost-saving measures undertaken each year to reduce energy consumption rates
- Continuing to develop projects to reduce energy consumption
- Electricity consumption is continuously monitored and recorded on a monthly basis. The data obtained from these monitoring activities is recorded annually and reviewed at meetings.

WATER CONSUMPTION

We use water-saving equipment to reduce overall water consumption without compromising on health, hygiene and guest satisfaction; we inform our guests and train our staff on this matter.

The following water-saving measures are implemented and maintained in our establishment:

- ❖ Low-flow special taps and shower heads are used.

- ❖ We reduce flush water usage through low-volume cisterns.
- ❖ We work meticulously to detect and prevent water leaks from room toilets and expect our guests to report any leaks to us.
- ❖ Towel and sheet changes in rooms are carried out according to guest requests, and guests are informed about this. If there is no request from the guest, changes are made every two days.

OUR OBJECTIVES

- ❖ Continuing training initiatives to raise staff awareness in order to reduce water consumption rates
- ❖ Preventing water leaks by revising infrastructure where necessary

PURCHASE

- ❖ We prioritise the carbon footprint in our purchases and endeavour to remain within a 20 km radius.
- ❖
- ❖ We prioritise the use of recyclable packaging materials in food and beverage purchases.
- ❖
- ❖ In our purchases, priority is given to suppliers who hold an ISO 14001 Environmental Management System certificate or an internationally recognised environmental certification.
- ❖
- ❖ We consume products from farmers, markets and local sources.
- ❖ When shopping, we always carry cloth bags, baskets, storage containers, egg cartons and bottles with us.
- ❖
- ❖ Olives, olive oil and jams are obtained from trees grown in our own garden. As no agricultural pesticides or artificial fertilisers are used, these are entirely organic products.

1. SUSTAINABILITY ACTIVITIES

❖ Protection and Promotion of Endemic Plants

We sponsor projects related to the conservation and recording of endemic species.



❖ Environmental Training

In line with our annual training programmes, we provide environmental training to our employees. We also participate in meetings at various institutions and organisations with our presentation entitled 'DON'T WASTE' (DON'T LET IT GO TO WASTE), striving to raise awareness among people.

Firefighting

We are working to prevent damage to our facility and surroundings in the event of a fire.

In this context,

- ❖ Our employees have received fire safety training.
- ❖ • An emergency plan has been established.
- ❖ • Fire drills have been conducted.
- ❖ • Smoke detectors are always active.
- ❖ • Water containers have been placed around the facility, even between Kaya Village and Fethiye,
- ❖ thanks to our contributions to the village council.

Blue Lid Collection

As the GUEST HOUSE, we deliver the blue lids we collect to organisations affiliated with our District Governor's Office.

❖ LOCAL INFORMATION

We contribute to our guests staying at our facility by telling them about our historical and cultural heritage in our region and locality. We support these narratives with pictures.



"Don't ride a car, ride a bicycle"

With our slogan, we enable our guests to explore Kaya village and its surroundings on the bicycles we provide.



2. GUEST COMPLAINT AND REQUEST MANAGEMENT

As a MISAFIR EVI, 'Guest Focus' is our fundamental principle. We operate with the goal of 100% guest satisfaction, working diligently to meet their needs and expectations.

In the service sector, errors are inevitable due to the simultaneous occurrence of production and consumption. However, successfully rectifying service errors is possible by being aware of complaints, creating processes that produce quick solutions based on fairness, informing our staff and guests about these processes, and implementing these processes effectively.

Our guests can report their complaints during their stay at our guesthouse or after they have left. For effective guest feedback process tracking, comments or feedback made by our guests on online sites can be monitored and responded to via the internet.

Complaints reported to us by our guests during their stay can be made to the Complaints Book at Reception or verbally to us. Our guests' satisfaction with the outcome can also be communicated to us verbally or in the Complaints Book.

