

INTEGRATED MANAGEMENT SYSTEM POLICY OF ATG HOTELS

Since its establishment, our umbrella organization, ANEX Group, has combined its knowledge and expertise in international tourism with Turkish hospitality.

ATG HOTELS has a vision to be a brand known for its strong commitment to hospitality, leading as an inspiring innovator, and concentrating on long-term international strategies that contribute value to both its country and its people.

The common features of ATG HOTELS' destinations, composed of very different hotels, are their timeless beauty, unique cultural experience, and outstanding service. Our hotels in Antalya, Bodrum, Istanbul, Vietnam, Cuba, and the Dominican Republic each have a different character. Still, all share the same goal: To offer unforgettable experiences that speak to the soul.

ATG HOTELS prioritizes guest satisfaction, offering a wide range of services to ensure a delightful vacation experience. We take pride in serving gourmet dishes crafted by skilled chefs, providing a variety of sports and entertainment options suitable for all ages, and ensuring our friendly staff is always ready to cater to our guests' needs. Our commitment is to make every holiday an enjoyable and fulfilling experience.

Our Integrated Management System Policy creates a framework for our work in guest and employee satisfaction, environment, quality, food safety, energy management, and occupational health and safety. In order to continuously improve our management systems and ensure their sustainability, all our business processes are carried out in line with our Integrated Management System Policy. Our policy;

- Pursuing a guest-oriented service approach in all our hotels,
- Prioritizing guest and staff satisfaction and planning all our operations accordingly,
- Providing quick solutions through our system, which is structured to allow our guests to communicate their requests and receive feedback.
- Tracking, evaluating, and continuously improving our business processes in light of evolving guest expectations, new technologies, and industry studies,
- Engaging with all our stakeholders to ensure mutual development and strengthen collaboration,
- Conduct risk assessments for every step of food production, from buying ingredients to serving the food and taking steps to keep everything safe.
- Producing and serving delicious, reliable food that meets the expectations of guests and staff,
- Creating a healthy and safe working environment by considering the opinions of our staff,
- Conducting risk assessments for potential risks that may cause accidents or illnesses and implementing the required safety measures.
- Efficiently using natural resources, avoiding waste and unnecessary consumption,
- To evaluate and reduce our impact on the environment, particularly in terms of pollution and resource usage, we conduct risk assessments and adopt measures aimed at environmental protection and pollution prevention.
- Recognizing that resources are finite, we proactively prioritize energy efficiency in all our product and service acquisitions.
- Improving the work quality and fostering corporate culture by increasing the professional and personal skills of our employees through education and training,
- Following and ensuring compliance with legal regulations, standards, guest requirements, our company's established rules, NGO studies, and academic studies related to our work.

As ATG HOTELS Management, we are committed to complying with the management systems' requirements by providing the necessary information and resources for improvement, development, correction, and compliance in line with the abovementioned criteria.