

Document Number	KYS.POL.GM.001
Issue Date	18.04.2021
Revision Date	19.07.2025
Revision No	01
Page	Sayfa 1 / 1

## QUALITY POLICY

As Barut Hemera Hotel, serving both domestic and international guests in the accommodation sector by meeting their needs for lodging, relaxation, food and beverages, sports, and entertainment, we hereby commit to the following:

- Ensuring the sustained momentum of our ever-increasing service quality since the opening of our facility,
- Acting with the awareness that our guests are the most effective means to reach every corner domestically and internationally, as we aim to become a recognized brand in the tourism industry both at home and abroad,
- Continuously raising our guest-oriented goals in every service we provide and every product we produce, in order to achieve sustainable competitive advantage,
- Utilizing all resources we possess and employ for our services in the most efficient manner,
- Maintaining our success in complying with all national and international legal requirements as mandated by the accommodation industry,
- Taking the lead in the accommodation sector in the fight against climate change by reducing our carbon footprint through dedicated efforts and implementing all necessary measures on the path to becoming a carbon-neutral facility by 2030,,<sup>1</sup>
- Acknowledging that our employees are the main supporters of our service and product delivery, and creating a continuous improvement environment by identifying and addressing their training and professional development needs,
- Making every effort to increase satisfaction among all stakeholders in order to preserve the team spirit we have established,
- Continuing our improvement efforts without interruption in all service and product processes within our establishment and fully implementing corrective and preventive actions when necessary.

We hereby commit...

<sup>1</sup> A clause regarding climate change has been added (12.08.2024).

Prepared by	Checked by	Approved by	<input type="checkbox"/> Controlled Copy <input type="checkbox"/> Uncontrolled Copy <input type="checkbox"/> Cancelled on ....../....../....
-------------	------------	-------------	--