

**RAMADA**<sup>®</sup>  
BY WYNDHAM

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BY WYNDHAM  
SOMA

**SUSTAINABILITY REPORT  
2023**

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**SAY HELLO TO RED**<sup>®</sup>

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## ABOUT US

Ramada By Wydham Soma was established in 2014, and with its experienced management and qualified service staff, it successfully serves the domestic and foreign markets in the fields of accommodation, food production, food and beverage service, spa fitness areas, entertainment and social activities.

Ramada By Wydham Soma, whose most important goal is to provide the highest satisfaction to its guests and gain their loyalty, works in the field of social responsibility as well as enriching its investments. Among these, it works to employ local people, support local suppliers, integrate special education and rehabilitation students into society, direct children to sports, and raise environmental awareness of local people and staff.

Ramada By Wydham Soma implements a sustainability management system that addresses environmental, social, cultural, economic, quality, human rights, health, security, risk and crisis management issues and aims for continuous improvement.

Ramada By Wydham Soma is a 4-star hotel with a capacity of 84 rooms and 168 beds. The hotel has a restaurant for 200 people, a multi-purpose hall for 40 people, a meeting room for 20 people, a conference hall for 250 people, an outdoor swimming pool, Turkish bath, fitness center, steam room, sauna and massage room.

## ABOUT REPORT

Ramada By Wydham Soma is a hotel that adopts sustainability principles by prioritizing guest satisfaction and quality. We continue our activities with an approach that aims to manage environmental, social and economic impacts. With this report, we aim to share our sustainability performance and commitments with our stakeholders in an open and transparent manner.

In the field of environmental sustainability, as a hotel, we focus on issues such as energy efficiency, water management, waste reduction and protection of natural resources. We adopt measures such as energy-saving systems, water-saving applications and the use of renewable energy resources.

In the field of social responsibility, we attach importance to interacting with the society and contributing to local development. In this regard, we engage in activities such as respecting local culture, collaborating with local suppliers and encouraging local employment. We also raise awareness about sustainability through employee training and awareness programs.

In the field of economic sustainability, we aim to manage resources effectively and optimize costs. We aim to achieve sustainable financial performance through practices such as revenue diversification, efficient business processes and cost reduction strategies.

This report includes Ramada By Wydham Soma's sustainability commitments and performance. We will continue to monitor and report our sustainability activities in future periods. Our stakeholders' feedback and cooperation are of great importance in achieving our sustainability goals. As Ramada By Wydham Soma, we strive to manage and continuously improve our environmental, social and economic impacts as we continue our path to build a sustainable future.

## SUSTAINABLE DEVELOPMENT GOALS



## OUR VISION

Our hotel, Ramada by Wyndham Soma, which is affiliated with the Wyndham Hotels & Resort group, a world-renowned accommodation brand, aims to offer unforgettable experiences to our guests. Our main goal is to provide accommodation in a comfortable environment and offer personalized experiences with a service approach that exceeds the expectations of our guests. By keeping guest satisfaction at the highest level, we adopt innovative approaches to continuously improve our quality service standards and exceed the expectations of our guests. We aim to provide our guests with an unforgettable accommodation experience by offering facilities such as carefully designed rooms, high-quality restaurants, unique spa and wellness facilities for the perfect guest experience.

By prioritizing environmental sustainability, we adopt environmentally friendly practices. We constantly strive to preserve natural resources, achieve energy efficiency and use innovative solutions in waste management. In addition, reflecting our awareness of social responsibility by contributing to the development of the local community is among our priorities. By encouraging the continuous education of our staff, we aim to create a team that is expert in its field and guest-oriented. Our priorities include providing a supportive working environment for the satisfaction and development of our employees and creating a corporate culture that inspires them and increases their motivation.

Prioritizing the security and privacy of our guests, implementing state-of-the-art security measures and ensuring data protection are among our priorities. Our hotel aims to provide a perfect service to make our guests' holidays, business trips or special events unforgettable. We are constantly improving ourselves to offer our guests a unique experience and to welcome them back to our hotel.

## OUR MISSION

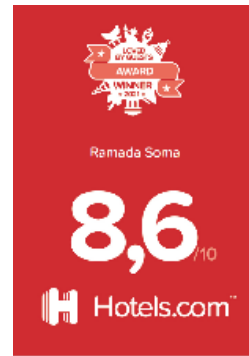
Our mission is to be a hotel that strives to provide our guests with a perfect accommodation experience and exceed their expectations. One of our priorities is to anticipate the needs of our guests and make them feel special with quality service. We offer unmatched services, comfortable accommodations and a friendly atmosphere to ensure their satisfaction and help them create unforgettable memories. We work to add value to our guests, make their holidays or business trips unforgettable and provide the highest level of guest satisfaction. Every guest is important to us and we work passionately to turn every moment into a special experience.



## AWARDS

- **Wyndham Green Level 1**
- **Wyndham Green Level 2**
- **Wyndham Green Level 3**
- **Best Of Ramada - 2021**
- **Best Of Ramada – 2022**
- **Best Of Ramada - 2023**
- **Booking.com / Traveller review awards 2023**
- **Hotels.com / Loved By Guest Award Winner 2021**





## SUSTAINABILITY POLICY

- As Ramada By Wyndham Soma, we have adopted the mission of making sustainability a culture, and with the awareness of our responsibility towards future generations, we carry out all our activities, especially gender equality, decent work and economic growth, reduction of inequalities, accessible clean energy, climate action and clean water sanitation. It is our aim to be a permanent supporter of the goals by realizing them in accordance with all other United Nations Sustainable Development goals.
- To adopt sustainable development goals in all our activities in accordance with the laws, regulations and all relevant international standards determined by the legislation of the Republic of Turkey.
- Within the framework of our environmental sustainability policy, to separate waste correctly in order to minimize the environmental impacts arising from our activities, to use energy efficiently, to reduce water, electricity and natural gas consumption, to ensure the continuity of natural life and the protection of biodiversity and ecosystems through the training we provide to our employees, to create value to be a pioneer and long-term company in the tourism sector
- To prevent discrimination in all our processes, to support local/regional development employment, to create opportunities for the employment of women, young people and disadvantaged groups
- To take all precautions in the light of the best health and safety standards to provide a working environment with decent conditions, to provide development and advancement opportunities by providing regular training, to regularly evaluate their opinions and



suggestions in order to keep satisfaction levels at the highest level, and to implement the necessary improvement activities.

- To provide equal opportunities to our employees by performing performance analysis, including management positions, without discrimination in employment, advancement, recruitment, career development and promotion processes
- Within the scope of our corporate social responsibility projects, we support the society and our stakeholders, especially in education, art and social activities, increase the awareness of the local community in the field of sustainability by establishing collaborations with different institutions and organizations in the regions where we operate, and provide information to our guests about the values in our region.
- To take precautions and record corrective actions for all feedback received to ensure guest satisfaction, to improve our product and service quality with a perspective of continuous development and to take remedial activities.
- In order to contribute to the country's economy in all product and service purchases, we work primarily with suppliers who attach importance to local/regional and sustainability issues and manage environmental and social impacts, as well as being fair, impartial and transparent when making choices.
- While continuing and developing our activities, we prioritize the health, well-being and protection of the environment of our employees in dangerous environments that may cause accidents and diseases, and prioritize the occupational safety and health of our employees and stakeholders by working with the principle of zero accidents and making occupational health and safety a corporate culture.
- While planning the use of all areas in our facility, considering our guests with special needs, adopting an approach of tourism that is accessible to everyone and making continuous improvements to best meet their needs.
- To regularly review our activities and processes in the field of sustainability, to determine goals and targets in the light of identified risks and opportunities, and to regularly communicate our sustainability performance with all our stakeholders in the light of transparent and accountability principles at international standards.

## EMPLOYEE RIGHTS and SOCIAL RESPONSIBILITY POLICY

- As Ramada By Wyndham Soma, we aim to comply with all relevant standards within the framework of a decent work approach for all our relevant stakeholders, especially our employees, to act in accordance with national and international legislation and standards and to continuously improve our work in this field, with the aim of ensuring the future of sustainable tourism, economic development, without any discrimination against race, to provide an inclusive and fair working environment where all our employees are provided

with equal rights and social opportunities and have freedom of expression, regardless of language, age, gender, religion, ethnicity or any personal characteristics.

- To sponsor social events taking place in our region and to provide our guests with information about events in our region (entertainment venues, restaurants, historical places, shopping malls, etc.).
- To provide material and moral support to institutions and organizations and to organize the necessary organizations
- Before the recruited personnel start their duties, we inform them in writing about our business quality policies, the description of the work they will do, and have them sign a legal contract.
- Providing training to increase service quality and raise awareness of staff
- Ensuring continuity of local communication
- To act in accordance with the relevant local legislation on forced labor and child labor and international agreements to which Turkey is a party in this field.
- Adopting a zero tolerance approach towards all kinds of verbal, physical, psychological, sexual and/or emotional harassment, and providing an appropriate environment for employees to report the situation by exercising their right to freedom of expression in case such situations are encountered.
- In order to keep the satisfaction levels of all our employees at the highest level, we regularly evaluate their opinions and suggestions, and to increase the 81% satisfaction rate we achieved in the surveys we conducted among the personnel in our hotel in order to implement the necessary improvement activities.
- To prevent discrimination in all our processes, to support local/regional development employment, to create opportunities for the employment of women, young people and disadvantaged groups.

#### Employment of Female Employees

2022	2023
%55	%63

Note: As of 2023, all of our employees are from the local people.

## OCCUPATIONAL HEALTH and SAFETY POLICY

Ramada By Wyndham Soma is committed to ensuring the health, safety and welfare of everyone in the workplace, including all employees, contractors, visitors and guests. It demonstrates its

commitment in this context through the health and safety management system that it integrates with all activities related to products, services and people within the organization. Employees, contractors, visitors and guests have duties to pay attention to within Ramada By Wyndham Soma; have the responsibility to work safely, take all reasonable precautions for their own health and safety and take into account the health and safety of all other people who may be affected by their conduct. We adopt the principles given below as a general framework with our Occupational Health and Safety Policy. We accept and undertake to implement and enforce these principles with the participation of our employees and aiming for continuous improvement.

- To create a culture of occupational safety by encouraging the active participation of all employees, contractors, visitors and guests in the development and support of measures to be taken to improve OHS
- Establishing and maintaining relevant policies, procedures, systems, information, training, promotional programs and organizational structures to support effective OSH practices within the organization and deliver them to everyone.
- To comply with all applicable OSH-related legislation, regulations and standards
- Identifying hazards related to activities, evaluating risks, describing necessary control measures to reduce risks, and ensuring that work is carried out in accordance with the determined measures.
- By making the necessary plans against potential emergencies such as fire, earthquake, flood, injury and epidemic disease, taking proactive measures and checking the applicability of the measures and making the necessary updates.
- Providing a safe work area and equipment for controlled work
- To train our employees in the field of occupational health and safety and to ensure that they reach a good occupational health and safety awareness.
- To set quantitative targets, create action plans and follow up at regular intervals to ensure continuous improvement.
- Provide regular health surveillance for employees
- Actively respond to all incidents, investigate them and ensure that injured workers are returned to appropriate jobs at the earliest opportunity through fair management of claims and rehabilitation practices

## ENVIRONMENTAL POLICY

To minimize the environmental impacts arising from the activities we carry out by complying with environmental legislation and administrative regulations, to prevent air, water, soil and noise pollution and their negative effects on human health through the correct separation of waste, to ensure the protection of the sustainability of health, environment and natural life through the training we provide to our employees constitutes the environmental management philosophy of our hotel.

- Contributing to the circular economy by reducing pollution at its source through waste management activities, minimizing waste generation, ensuring reuse, recycling and recovery, and ensuring proper disposal as a last option.
- To define the environmental dimensions of all our activities, taking into account their effects on water resources and biodiversity, and to reduce and protect biodiversity loss with a proactive approach, and to prevent environmental pollution,
- In order to reduce carbon footprint, choosing 90% of our suppliers from the local region and creating environmental awareness
- In order to minimize the environmental impacts that may arise from our activities, we select and continuously develop environmentally friendly technologies and carry out research and development studies in this context.
- To save energy by reducing the use of resources such as electricity, water and fuel in accordance with sustainable development goals, to reduce waste and loss, thus to ensure efficient use of natural resources.
- Continuously developing and improving all stages of our activities by analyzing their environmental impacts and dimensions, and incorporating environmental risks and opportunities into our decision-making processes.
- Ensuring the sustainability of the Zero Waste Management System
- Reducing the water and carbon footprint resulting from all our activities
- Considering ensuring corporate sustainability in every element of our business to ensure that guests, work teams, the environment, local communities and all our stakeholders understand and benefit from our activities
- To create the goal of creating value for all our stakeholders by taking into account the foundations of the understanding of sustainability and our social and environmental responsibilities.

## QUALITY POLICY

Within the framework of our quality system, to adopt continuous improvement and innovation in our management approach, to serve our guests with the mentality of "doing better than the previous day", to make our employees feel that they are "special" with the working and living conditions we offer, to increase the number of tourists coming back to our country and to the entire tourism sector. Our quality policy is to be useful, to be the pioneer of our region in all efforts to protect our environment with our sensitivity to nature and natural life, to be an exemplary hotel business in the Turkish Tourism Sector with our respect for laws and legal practices and our contribution to the country's economy.

## FOOD SAFETY POLICY

Ramada By Wyndham Soma has adopted the basic principle of ensuring the continuity of satisfaction by producing and presenting reliable food in its kitchens, in line with the requirements and expectations of consumers, by complying with the applicable laws, regulatory requirements and ISO 22000 Food Safety Management System standards.

To increase the competence of our employees in food safety by ensuring that they receive training on safe food production, hygiene and sanitation, thus to exhibit an approach that will ensure continuous food safety by producing food in healthy and hygienic environments, to use internal and external communication effectively while implementing the Food Safety Management System, to undertake to adopt a preventive approach to protect against possible food safety hazards, to ensure the continuity of Food Safety Management System practices by reviewing them, and to guarantee the production of quality and reliable food by constantly developing and improving with the Food Safety Management System targets and studies for consumer satisfaction.

## ENERGY MANAGEMENT

Our hotel attaches great importance to energy management with the principle of environmental sustainability. We take various measures to save energy and use resources effectively and efficiently. We constantly review our energy management processes, follow technological innovations and adopt best practices. In our hotel, energy management is implemented strategically in order to minimize our environmental impact while providing high quality service to our guests. In our operation meetings, we focus on energy savings and make decisions for the personnel in managerial positions to pay attention to the issue. We take care to ensure that the electronic devices we use in our facility are energy efficient. We save energy by using LED lighting system. We use sensor lighting in most of our hotel. Energy savers are used in our rooms. Our employees ensure that the curtains are left open during the winter months and closed during the summer months when there are no guests in the room. Mini bars in our rooms are located in an area away from the heat source in order to save energy. All our electrical devices are maintained and precautions are taken to prevent possible energy leaks.

## WATER MANAGEMENT

The measures we take to save water are as follows; We save water by using ozone devices in fruit and vegetable washing units. Periodic checks are carried out to prevent water waste. We use a timed spring system in the garden area. We provide instructions for changing towels and sheets upon the guest's request. Sink taps in all rooms and common areas are set at 4.5 liters per minute and shower heads are set at 8 liters per minute. We save money by adjusting the cistern siphon system to 6 liters and 4.5 liters. We save money by using our urinals with sensors. All wastewater from our facility is connected to the wastewater discharge system and sewer. We maintain the moisture balance of the soil by using organic fertilizers in our garden.

For this purpose, in the green areas we renewed, we first renewed our soil infrastructure, which had lost its mineral content in recent years, and took care to minimize the use of water, pesticides and fertilizers by choosing appropriate plant species. During our renovation work, we took care to

source all our materials from the nearest nurseries and producers. By reducing the amount of grass area and turning our green areas into meadows, we reduced both our water and fertilizer consumption and our dependence on the machines we use for mowing.

### CONSUMPTION DATA

Electricity Consumption Per Person

Electricity Consumption Per Person

2022	2023
5.42 Kw	4.96 Kw

The

amount of electricity consumption per capita in 2022 will be reduced by 0.54% in 2023.



Our goal is to provide informative resources to our guests in order to reduce electricity consumption.

### CONSUMPTION DATA

**Water Consumption Per Person**

**Water Consumption Per Person**

2022	2023
0.9870 m3	0.8184 m3

The amount of water consumption per capita in 2022 will be reduced by 16% in 2023.



Our goals,

- Reducing water consumption by switching to drip irrigation system in the garden area
- To inform guests about the two-stage reservoir system.

## WASTE MANAGEMENT

Waste management is the management of reducing the source of waste, separating it according to waste characteristics, collecting, storing, recycling and disposal in a controlled manner. In this context, as Ramada By Wyndham Soma, we have a Zero Waste certificate issued by the Ministry of Environment, Urbanization and Climate Change. We ensure effective waste separation by organizing environmental awareness and zero waste training for our staff. In order to direct our guests to waste separation, we hang garbage bins in our common areas for effective separation, and information and guidance signs in our guest areas. In our hotel, we carry out waste management in organic (domestic waste), cardboard, plastic, glass, medical waste and hazardous waste areas. We deliver our sorted waste to the recycling companies we have



agreements with and ensure that the waste is disposed of. Waste vegetable oils are collected and disposed of separately at waste collection stations in order to prevent soil, environment and water pollution. We separate our hazardous wastes according to their classes and deliver them to our contracted disposal company. Washable porcelain/glass cups are used in our rooms. We share our announcements digitally in order to reduce paper consumption. Paper consumption has been reduced by eliminating the use of paper placemats and menus in the restaurant area, and we use a QR code system for the menu. Guest surveys are tracked digitally. We prefer refillable products to minimize cartridge consumption and damage. We prefer refillable and reusable products instead of disposable amenities in the rooms. We reduce paper and cartridge consumption by transferring information between departments via e-mail. We try to minimize the use of plastic PET bottles by using water dispensers with purification systems in guest and staff areas. We send the food waste generated in the kitchen and restaurant areas of our hotel to the animal shelter and share it with our adopted animal friends. We prevent food waste by using products not consumed at the breakfast buffet in our sauces and dishes.



## WASTE DATA

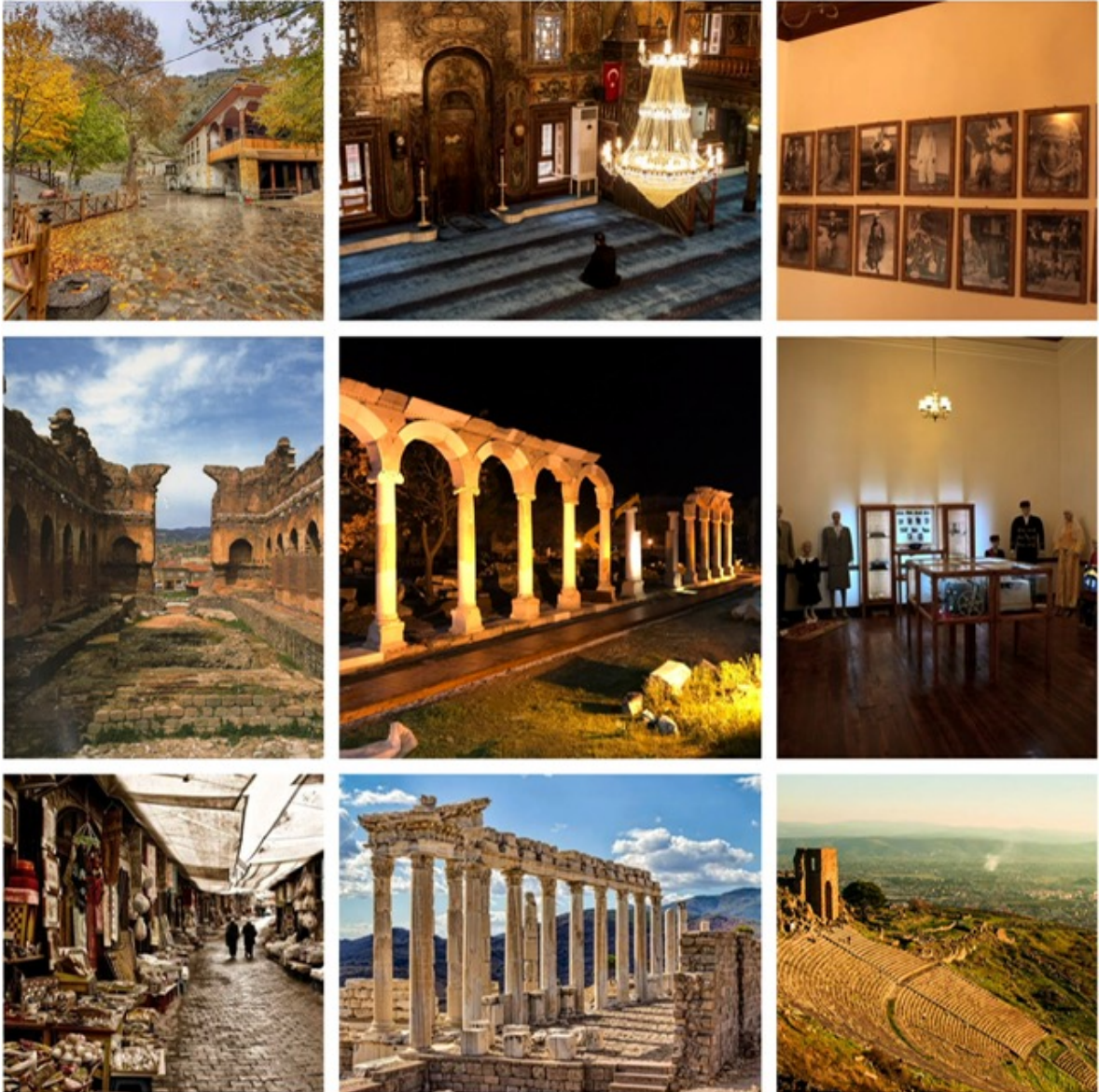
2022 Waste Amount per Person	2023 Waste Amount per Person
0.73 Kg	0.55 Kg

The amount of waste generated per person in 2022 was reduced by 18% in 2023.



## CULTURAL HERITAGE&SOCIAL RESPONSIBILITY

Tourism, as a developed sector, has become an important ecological, social and cultural phenomenon in the world. The negative effects of mass tourism on the environment lead to increased environmental awareness. Today, it is seen that the world's resources and environmental economic systems are in a process of depletion as a result of developing technology and human activities. In this regard, as Ramada By Wyndham Soma, we are aware of the importance of creating a perspective on the evaluation of cultural heritage in terms of sustainable tourism. We continue our work on many issues within the concept of sustainability, such as protecting cultural and social heritage, providing economic and social benefit to the local people, and protecting the environment.



- In this context, we provide informative brochures for our guests about historical places, museums and settlements close to our hotel, and convey the importance of cultural heritage and sustainability.
- In order to support our local producers, we promote products in our hotel and inform our guests.
- Our hotel hosted on-the-job training courses organized by the Research and Training Directorate of the Ministry of Culture and Tourism in March and May 2023, and 105 people were entitled to receive certificates on training managers as managers, front office, service culture and kitchen.
- We are trying to bring them into the sector by offering internship opportunities to students of vocational courses in schools affiliated with the Ministry of National Education.

- In order to direct children to sports, a tennis tournament was organized together with Sülün Tennis School in May 2023.
- Special discounts are offered to company personnel within the scope of protocols made with companies that contribute to employment in the region.
- Preventing Human Trafficking: Inhospitable to Trafficking, Human Trafficking Awareness Webinar, Your Role in Preventing Human Trafficking trainings were given to our personnel working within our organization to prevent human trafficking and child abuse.
- A sapling donation was made to the Tema Foundation on behalf of our staff for the 100th Anniversary Republic Forest, which aims to protect our natural assets.



We continue to move forward with a tourism approach that takes responsibility for its current and future economic, social and environmental impacts and benefits not only guests but also nature and society.

# Ramada by Wyndham Soma

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