

RIXOS HOTELS GULF SUSTAINABILITY POLICY

At Rixos Hotels Gulf, our primary goal is to provide the highest guest satisfaction with our products and services. The following subject areas constitute our basic principles;

• Legal Regulations

Rixos Hotels Gulf is committed to complying with all relevant laws and regulations and strives to achieve international best practices.

• Employee Security and Investment in Talent and Culture

The Talent and Culture process is based on our company's values, in line with Accor's Ethics and Corporate Social Responsibility Charter. At Rixos Hotels Gulf, our heartists' health, safety and satisfaction are integral to our strategic goals for talent growth, engagement and creating new opportunities. Rixos Hotels Gulf is committed to following its legal obligations regarding health & safety and staff working hours in line with the current local labor law and checks compliance regularly.

At Rixos Hotels Gulf, we believe in diversity and inclusion, where everyone is treated equally regardless of ethnic origin, color, religion, opinion, gender, nationality, age, social and marital status, family background, physical or mental disability or any other feature. This non-discrimination policy includes but is not limited to equal employment opportunities, promotions and learning opportunities, and a guarantee for fair treatment in all processes impacting our heartists.

• Guest Satisfaction / Guest Safety / Guest Orientation

Our guests are the reason for our existence. We believe in enhancing our competitiveness by providing guest satisfaction and securing a better market position. To follow up on guests' complaints, resolve issues, and inform them about the steps taken to rectify the situation, thereby turning complaints into opportunities.

• Children's Rights

Rixos Hotels Gulf has a kids friendly concept. We are aware that children will create our future. Rixos Hotels Gulf condemns all exploitation of children and does not recruit anyone under 18. Nevertheless, as part of our commitment to the communities in which we operate, we support internship programs for students under 18 in line with the local labor law regulations. Rixos Hotels Gulf is committed to ensuring that its employees will be conscious of this issue, respecting children's rights, preventing child abuse and cooperating with all legal entities operating to assist children in need of care and protection.

• Respect for the Environment / Energy Saving

We are aware that our energy resources are limited. As such, we closely monitor our consumption data to use less energy, raise awareness among our employees, and constantly work to improve energy efficiency. We collect our waste according to recycling principles and take steps to protect plants and animal species in our region with great care.

• Food Safety / Hygiene

Our main principle is implementing a food safety system throughout the food chain, ensuring high-quality products that comply with food safety policies. We strive to improve in this regard and prioritize hygiene in all our hotels.

• Our Investors, Business Partners and Stakeholders

We understand our stakeholders' expectations and requirements in relation to the environment, the UN Sustainable Development Goals and the UN Agenda 2030. We work to provide better services than our competitors by identifying the expectations and requirements of our investors for giving employees a peaceful and safe working environment and our business partners for sharing the same goals as we do.

• Supporting Local Economy and Sustainable Procurement Practices

We are aware of our contribution to the local economy. We support local service and goods suppliers and promote sustainable tourism by purchasing energy, water and waste-efficient eco-friendly products and services.

• Social Responsibility

We believe that integrating with the community and solving social problems will contribute to the sustainability of tourism. At Rixos Hotels Gulf, we compete in national and international markets while adhering to these principles while demonstrating the determination required to be a leader in the global tourism industry through our commitment to sustainability and responsible business practices. To achieve this, we are constantly developing and providing the necessary resources.

As the Managing Director GCC, I fully support this Sustainability Policy that will help Rixos Hotels Gulf become leader in the global tourism industry and cordially invite all employees to present our commitment to environmental and social sustainability to all stakeholders, including guests, suppliers and contractors.



Cenk Unverdi
Managing Director GCC