



## RIXOS HOTELS GULF QUALITY AND SUSTAINABILITY POLICY

At Rixos Hotels Gulf, our main 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.

- **CLIMATE ACTION**

Rixos Hotels Gulf is deeply committed to reducing greenhouse gas emissions and mitigating the impacts of climate change. We set specific, measurable targets for carbon reduction, invest in renewable energy sources, implement energy-efficient practices, educate stakeholders, and transparently report progress. Through these efforts, we aim to inspire sustainability within the industry and beyond, recognising the urgent need to address this global challenge and dedicated to playing our part in creating a sustainable future for generations to come.

- **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 an integral part of our strategic goals for talent growth, engagement, and creating new opportunities. Rixos Hotels Gulf is committed to following its legal obligations regarding health and safety and staff working hours in line with the current local labour law and checks compliance regularly.

At Rixos Hotels Gulf, we believe in diversity and inclusion, where everyone is treated equally regardless of ethnic origin, colour, 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 of fair treatment in all processes impacting our heartists.

- **GUEST SATISFACTION / GUEST SAFETY / GUEST ORIENTATION**

Our guests are the reason for our existence. We believe that providing guest satisfaction can enhance our competitiveness and secure better positions in the market. Our primary objective is to follow up on guests' complaints, resolve issues, and inform our guests about the steps taken to rectify the situation, turning the complaints into opportunities. We protect our systems and data from unauthorised access, ensuring confidentiality.

- **CHILDREN'S RIGHTS**

Rixos Hotels Gulf has 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 the age of 18. Nevertheless, as part of our commitment to the communities in which we operate, we do support internship programs for students under the age of 18 in line with the local labor law regulations in which we operate. 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 assisting children in need of care and protection.

- **RESPECT FOR THE ENVIRONMENT**

We are aware that our energy and water resources are limited. As such, we closely monitor our consumption data to use less energy and water, raise awareness among our employees and guests about the importance of conservation, and constantly work to improve energy and water efficiency. Our waste management practices prioritise reduction, reuse, and recycling, and we are dedicated to protecting the unique plant and animal species in our region, emphasising biodiversity conservation.

- **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 make continuous improvements in this regard and prioritise hygiene in all our hotels.

- **OUR INVESTORS, BUSINESS PARTNERS AND STAKEHOLDERS**

We Understand our stakeholders' expectations and requirements regarding 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, who give employees a peaceful and safe working environment, and our business partners, who share the same goals as we do.

- **EMPOWERING LOCAL COMMUNITIES AND ECONOMIES & SUSTAINABLE PROCUREMENT PRACTICES**

We are conscious of our impact on the local economy and actively support local service and goods suppliers. In our commitment to sustainable tourism, we procure energy-, water-, and waste-efficient, eco-friendly products and services. We recognise the importance of local environments and communities, appreciating their historical heritage and traditions. Our pledge is to contribute to their economic, social, and cultural advancement.

- **SOCIAL RESPONSIBILITY**

We believe that integrating with the community and participating in solving social problems will contribute to tourism's sustainability.

At Rixos Hotels Gulf, we prioritise excellence in national and international markets, guided by our core principles. Our unwavering commitment to sustainability and responsible business practices propels us to lead the global tourism industry. We allocate resources to achieve this vision and ensure transparency by regularly reporting on our sustainability performance. Through rigorous reviews, stakeholder engagement, and innovative approaches, we continuously enhance our sustainability efforts.

As the Managing Director GCC, I fully support our Sustainability Policy, which will position Rixos Hotels Gulf as a leader in global tourism. I invite all employees to join us in demonstrating our commitment to environmental and social sustainability to key stakeholders.

A handwritten signature in black ink, appearing to read "Cenk Unverdi".

**Cenk Unverdi**  
Managing Director Rixos Hotels GCC