

Sustainability report - 2024

Tura Turizm Dış Tic. Ltd. Şti
Travelife Certified



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1. Reporting context

2. Company data

Tura Turizm Dış Tic. Ltd. Şti

Harbiye Mah. Cumhuriyet Cad. N° 32/7 Elmadağ 34373 İstanbul TR +902122412700

34373 İstanbul

<http://turaturizm.com/>

makman@turaturizm.com

Tourist volume	10001 - 20000
Number of employees	21 - 50
Type of tourism	Active / soft adventure, Sun and Beach tourism, City trips, Culture, history and art, Spiritual / religious, Wellness / health, Meetings, Incentives, Conferences and Events (MICE), Village and Community Based Tourism (CBT)
Special target groups	Young people, Youth and students, Singles, Disabled, Seniors, Families with children
Destinations offered	

Sustainability coordinator

MURAT AKMAN

makman@turaturizm.com

3. Introduction

4. Mission statement & policy

4.1 Mission statement

4.2 Policy

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	26	26
1. Sustainability management & legal compliance	34	34
2. Internal management: social policy & human rights	28	28
3. Internal management: environment and community relations	64	64
4. Inbound partner agencies	16	16
5. Transport	10	10
6. Accommodations	16	16
7. Activities	30	30
8. Tour leaders, local representatives, and guides	11	10 1
9. Destinations	11	11
10. Customer communication and protection	30	30




6. Detailed overview

0. Company characteristics

26





Contact details




2

Action			Details
0.1. Sustainability coordinator			MURAT AKMAN makman@turaturizm.com +90 (530) 234 0846
0.2. General manager/CEO			LEYLA ÖNER GÜNÇAVDI loner@turaturizm.com +902122412700 +905327728856

Organization structure

6

Action			Details
0.3. Legal body			Tura Turizm ve Dış Tic. Ltd. Şti. İstanbul Ticaret Odası

			<p>Ticaret Odası Adresi: CUMHURİYET CAD. NO:32/7 ŞİŞLİ/İSTANBUL</p> <p>2/11/2004</p> <p> FAALİYET BELGESİ_12.03.2019_E İMZALI_İNGİLİZCE.PDF</p> <p> 536682_0_Faaliyet_Belgesi_4618957.pdf</p> <p> A2.a _ TURA TURİZM LTD._FAALİYET BELGESİ_2024.01.11.pdf</p>
0.4. Ownership structure	✓	✓	<p>Ownership Structure:</p> <p>1-Tura Turizm Holding A.Ş. ;%100</p>
0.5. Participations	✓	✓	<p>Sunorama Cruises Gemicilik Hizmetleri A.Ş. 80% owned by our CEO Leyla Öner Günçavdı.</p>
0.6. Internal structure and branches	✓	✓	<p>You can find the internal management structure below.</p> <p style="text-align: center;">Management Team</p> <p>Tura Turizm is a corporate family business and is managed by Chairman of the Board of Directors Leyla Öner Günçavdı .</p> <p>Leyla Öner Günçavdı is Board Member and COO of Tura Turizm. She manages all incoming department of Tura Turizm. She is responsible about cruise and land projects in incoming department. Also she is daughter of Former chairman Erkunt Öner.</p>

Kaan Kemal Öner is Board Member of Tura Turizm. He checks all reports of departments, organizes meetings with managers and makes decisions about vision of the company.

Leyla Öner Günçavdı is General Manager of Tura Turizm. He is leading managers, managing budgets, developing strategic plans, creating policies, and communicating business goals.

Akın Arıkan is Product & Business Development Director. Validate and audit development plans.

Burak İnanç is Product & Business Development Director. Validate and audit development plans.

Zeynep Sertap Orcan is Executive Assistant to Chairman and CEO.

Incoming Department

Gökhan Menderes Yıldırım is Cruise Incoming Manager in Tura Turizm. He manages all cruise operation and staff. He manages employees who work for shore excursions in Marmara and Black Sea Regions. As Sustainability Manager, he ensures that the company upholds and works towards finding new, innovative and economically reductive ways to stay green

Ali Kuluyever is manager Regional Manager (Mediterranean) of Tura Turizm. He is responsible with all shore excursions in İzmir, Kuşadası, Marmaris, Antalya, Fethiye and Bodrum regions. In terms of sustainability, he is responsible for managing a budget, liaising with marketing departments.

Ali Karadeniz is Executive of Incoming Operation Department. He arranges all tour programs and manages them from beginning to end. He is responsible for incoming department about all details and issues.

Akın Arıkan has also another significant task about Sustainability. He is Sustainability Coordinator of Tura Turizm. He is responsible with managing sustainability efforts of all members and suppliers. He decides action plans and policies to improve sustainability.

Seydi Eser is working for incoming department in Kuşadası office. He is incoming operation representative for shore excursions. In terms of sustainability, he is developing sustainability strategy and communicating plans to directors.

Seydi Eser is working for incoming department in Kuşadası office. He is incoming operation representative for shore excursions. In terms of sustainability, he follows-up all quantity consumed as water, energy, paper, etc. and calculates their suitability.

Financial Department

Cumhur Yeşilsefa is working in account department. He is Executive of Finance department in head office. He organizes all payments for incoming operations

Uğur Fertelliöđlu is working for account department of head office. He is responsible with department of finance.

Mehmet Coşkun is manager of Finance department in head office. He manages all accounts and financial department

Güneş Kazanç Esenboğa is working in account department of head office. She is responsible with all account issue, payments for suppliers.



Administrative Affairs

Oğuzhan Baysal is Administrative Affairs Managers, he is responsible with his team.

Zeynep Orcan welcomes people who come to Office, answers and transfers phone calls.





Arzu Balcı is responsible with cleaning services of head Office.

Şerafettin Esen is responsible with headset in head office.

		<p style="text-align: center;">IT Department</p> <p>Afkan Demirkan is an employee in IT department. He is responsible with all network system, computer and technical issues.</p> <p style="text-align: center;">SHAREHOLDERS</p> <p style="text-align: center;">Tura Turizm Holding A.Ş. %100</p> <p> Tura Turizm _ Job Descriptions1.pdf</p> <p> Tura Turizm Job Descriptions 2023.pdf</p>
<p>0.7. Significant changes</p>	<p>✓ ✓</p>	<p>Owner Ship structure is have been change %100 share to Leyla Servet Öner Günçavdı</p> <p>Location of Head office have been change to no: 34/7 Cumhuriyet cad.</p> <p>There is no any side effects to existing sustainable report.</p>
<p>0.8. Awards</p>	<p>✓ ✓</p>	<p>In our company profile it is possible to see all awards. Please visit the link below;</p> <p>http://www.turaturizm.com/company_profile.pdf</p>

Scope of certification

3

Action			Details
0.9. Scope			<p>Tura Turizm Holding A.Ş. 1 şirketten oluşmaktadır:</p> <ul style="list-style-type: none"> • Tura Turizm Dış Tic. Ltd. Şti. <p>We are applying to certificate for • Tura Turizm Dış Tic. Ltd. Şti.</p>
0.10. Scope changes			<p>This is third audit since first certification -2019</p>
0.11. Measurement changes			<p>Third Audit.</p>

Brands, products, and/or services



9

Action			Details
0.12. Nature of business Please indicate which of the following activities are part of your business.	✓	✓	Inbound tour operator,Activity provider,Guiding service,Travel agency (leisure),Travel agency (corporate),MICE,Cruise company,Travel technology companies
0.13. Brands (within the scope of the certification)	✓	✓	
0.14. Key business segments / brands	✓	✓	
0.15. Contracted suppliers	✓	✓	
0.16. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	✓	✓	Build cultural heritage,Intangible cultural heritage,City tour Boat tours Visiting traditional communities
0.17. Passenger number Estimate the number of passengers your company accommodates annually	✓	✓	10001 - 20000

0.18. Tourism types	✓	✓	Active / soft adventure,Sun and Beach tourism,City trips,Culture, history and art,Spiritual / religious,Wellness / health,Meetings, Incentives, Conferences and Events (MICE),Village and Community Based Tourism (CBT)
0.19. Target groups	✓	✓	Young people,Youth and students,Singles,Disabled,Seniors,Families with children
0.20. Destinations	✓	✓	

Offices, retail outlets and other buildings

3

Action			Details
0.21. Offices Describe the number, locations and ownership of offices used by the company. Indicate approximately how many full-time employees (FTE's) are working per office.	✓	✓	
0.22. Retail outlets Are there any shops/consumer outlets that are part of the certification scope?Describe the number, locations and ownership of the retail outlets used by the company. You can summarize in case of many locations (e.g. divide over region or brand).	✓	✓	
0.23. Other buildings Are there any other buildings that are part of the certification scope? For	✓	✓	

example, storehouses, car parks, etc. Describe the number, locations and ownership of the other buildings used by the company. You can summarize in case of many locations (e.g. divide over country or brand).

Personnel

2

Action			Details
0.24. Number of employees			21 - 50
0.25. Categories and gender Describe the amount of formal and direct employed personnel per category (make an estimate):			

Public communication

1

Action			Details
0.26. Brands under Travelife scope			

1. Sustainability management & legal compliance

34

Engagement of company

7

Action			Details
<p>1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>	✓	✓	<p>MURAT AKMAN</p> <p>Managing sustainable project for tura tourism, guidance and training employees, managing coordination with suppliers , Auditing and partipation with suppliers duties.</p> <p> Employees and job specifications.pdf</p> <p> Tura Turizm _ Job Descriptions1.pdf</p> <p> Tura Turizm Job Descriptions 2023.pdf</p> <p> employees and job specifications 2023.pdf</p> <p> Tura Turizm Job Descriptions 2023 tr.pdf</p>
<p>1.2. Management integration Sustainability related tasks and responsibilities are part of the long-standing company procedures and processes. Appropriate responsibilities are assigned to the company's staff for actions related to sustainable tourism. An effective internal communication system exists. In larger or more complex organizations, a sustainability team is established, consisting of</p>	✓	✓	<p>We are a company aiming to use our resources more efficiently and to fulfill our responsibility for sustainability.We try to be careful while using all kinds of resources that this world offers us. We believe that we will leave a great legacy to the world, environment and future generations through sustainability.</p> <p>In order to ensure sustainability, Protecting all environmental factors, reducing energy waste,</p>

managers of branches and/or key departments (e.g. product development, marketing and communication, human resources, and internal logistics). The responsibilities of the team are defined.

planting more trees, using locally sourced products and taking action to reduce a carbon footprints are adopted as Corporate Social Responsibility Principles by Tura Turizm.

Our founder Erkut Öner has undertaken many works on behalf of sustainable tourism, received awards and supported the efforts by taking part in the Tourism Council Commission. For all these reasons, we attach great importance to being a partner with Travelife and to certify our sustainability belief with Travelife certificate.

We established a management team in our company that deals with sustainability. The Incoming department of our Kuşadası and Istanbul offices conducts studies and meetings on this subject. Meetings vary monthly or weekly depending on the agenda and intensity.

Below you can see our team working for sustainability, company titles and assigned tasks for sustainability respectively;

Leyla Öner - Board Member and CEO - General Sustainability Manager - She is in charge of developing, implementing and monitoring company or organizational environmental strategies






Gökhan Menderes Yıldırım - Cruise Incoming Manager - Sustainability Manager of İstanbul Office - He ensures that the company upholds and works towards finding new, innovative and economically reductive ways to stay green.

Maral Hancı - Manager of Incoming Department - Analyzing and monitoring areas like natural resource usage and recycling for sustainability.

Ali Kuluyever - Regional Manager (Mediterranean) - Sustainability Manager of Kuşadası Office - He is responsible for managing a budget, liaising with marketing departments.

Akın ARIKAN - Director of business development and Sustainability Coordinator - He is responsible with managing sustainability efforts of all members and suppliers. He decides action plans and policies to improve sustainability.

Hikmet Kılıçkesmez - Working for Incoming Department in Kuşadası Office - He is developing sustainability strategy and communicating plans to directors.

		<p>Seydi Eser - Working for Incoming Department in Kuşadası Office - He follows-up all quantity consumed as water, energy, paper, etc. and calculates their suitability.</p> <p> Tura Turizm _ Job Descriptions1.pdf</p> <p> Tura Turizm Job Descriptions 2023.pdf</p> <p> Tura Turizm Job Descriptions 2023 tr.pdf</p>
<p>1.3. Committed resources The management commits to provide adequate resources (human and/or financial) for the implementation of the sustainability policy.</p>	<p>✓ ✓</p>	<p>Tura Tourism management team is closely interested in sustainability. Coordinator Murat Akman follows the process fulltime base and staff is 4hrs every 2 weeks closely and reports responsibilities, plans and projects to management. Management always supports sustainability. Especially our founder Erkunt Öner has participated in many studies on sustainability from past to present. Travelife and sustainability projects are very valuable for our company. In this context, as a company, we always ask how we can improve ourselves further and we work in this direction.</p> <p> sustainability management policy.pdf</p> <p> 31. 2015.11.27 _ OGM _ Istanbul Orman Bolge Mud. _ Agaclandirma Sube Mud..pdf</p>
<p>1.4. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p>	<p>✓ ✓</p>	<p>Our Mission;To provide customer oriented, creative and high quality tourism services inland and abroad in sustainable ways.</p> <p>The company's core values of innovation, creativity, quality, safety and the all-important personal touch are central to its conduct. Its mission statement: to be our clients' key to Turkey and ensure all visitors 'Go with a smile'. Our success lies in our commitment to always think</p>

like a guest and act like a leader. We don't follow the beaten paths, we create new ones. Being a good example to Turkish Tourism Industry is our mission by protecting world, pay attention to energy spend, water spend and keep sustainability with all components forever.

Because of our core values, Tura Turizm has been granted 75 different awards for its outstanding service and innovation including Seatrade Insider's "Supplier of the Year" award. Just a few of the characteristic services we provide that have led to our award winning status include:



Innovative & Exclusive product offerings - The company offers a diverse range of unique products and extra services
 Transportation - We use only the newest equipment
 Tour Guides - We select our team to ensure the only the best guides are used
 Expert Ground Staff - 95% of the team are English-speaking and all are First Aid/CPR trained
 Red Carpet Arrivals - We will literally lay out the red carpet for your guests
 GPS - This allows the tour to be monitored and avoids unnecessary delays from traffic and attraction congestion
 Call Center - Tura office team always knows the location its tours and can avoid congestion at the most popular sites
 Evaluation and Questionnaire Analysis Services - We monitor our results and ensure they are objective

Our goal is to go beyond a standard tour offering and support our product with innovation and a seamless operation. Such extras include:

A deluxe min-bus specially designed to transport for the physically challenged
 Dedicated Ambulance with an English speaking doctor and nurse on call
 Mobile Toilets
 Eco-friendly electric car in Topkapi Palace
 Private Security Team
 Reenactment of Romans in Ephesus
 3-D Presentation & Booklet
 Easily identifiable signs, flags, banners, umbrellas, etc. with customized logo

- Sustainability in tourism

We aim to offer a unique and unforgettable "Turkey" experience to all your guests and want to

		<p>make sure all your visitors “GO WITH A SMILE”™.</p> <p>http://incoming.turaturizm.com/about-us/</p> <p> company_profile.pdf</p>
<p>1.5. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓ ✓</p>	<p>Murat Akman: Business Development & Sustainability Coordinator</p> <p>Gökhan Yıldırım: Cruise Incoming Manager & Sustainability Manager</p> <p>Travelife online trainings were completed by Mr. Ali Karadeniz and Mr. Gökhan Yıldırım.</p> <p>Attached Travelife Certificate.</p> <p>Company learning monitor Workshop monitor</p> <p> Gokhan Yıldırım Travelife Certificate.pdf</p> <p> Akın ARIKAN Sust. Mang. Cert..pdf</p>
<p>1.6. Trained key staff Key staff members (such as product managers, communication managers)</p>	<p>✓ —</p>	<p>Akın Arıkan- Operations Executive,Sustainability Coordinator</p>

and sales managers) have completed the Travelife training.

Gökhan Yıldırım - Cruise Incoming Manager - Sustainability Manager

Sustainability Coordinator and Sustainability Manager shared their informations with other members and educated them.

Action plan is done, our staff completed educations.

10



Gokhan Yıldırım Travelife Certificate.pdf



personal_certificate_seydieser.pdf



personal_certificate.pdf

1.7. Additional training management

The sustainability coordinator, key staff members and/or management have received additional training/education related to sustainable tourism management and health & safety issues (e.g. ISO 14001, university courses, specific courses).



-Our Sustainability Coordinator Mr. Akın Arıkan has started to do his Phd in Istanbul Beykent University about "Business Management " in September 2019.

-Sustainability Management Team completed Travelife Courses.

- Sustainable Travel International (STEP) certification was completed in 2015 by an incoming representative who works in Tura Turizm. He gave all related educations to others in the company.

- ISO was coompleted by our company and we still have all related resources. Everybody in out management has completed related educations.

- Green Economy Investing in energy and resource effeciency training was competed by management team and shared with staffs.

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Gokhan Yıldırım Travelife Certificate.pdf



STEP Certified Logo.png



2014 STEP Logo License Agreement Tura Turizm Signed.pdf



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IMG_7739_2.jpg



IMG_7738_2.jpg



IMG_7741.JPG



IMG_7746_2.jpg



IMG_7792_2.jpg



Akın ARIKAN Sust. Mang. Cert..pdf



personal_certificate URCAN Y..pdf



personal_certificate Burak K..pdf



Suppliers Shore Ex. Meets.png

Social cooperation

Action			Details
<p>1.8. Collaboration</p> <p>The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p>	✓	✓	<p>1966 'dan günümüze sürdürülebilir, iletişimi yüksek, yenilikçi ve eendüstri 4.0 a uygun değişim içerisinde çeşitli alanlarında geniş bir faaliyet yelpazesinde faaliyet göstermektedir. Grup içindeki tüm departmanlar, sundukları tüm hizmet ve ürünlerde yüksek kaliteye olan bağlılıkları sayesinde saygındır. Bu kaliteyi ve sürdürülebilirliği sağlamak için tedarikçilerimiz, çalışma arkadaşlarımız, müşterilerimiz ve çalıştığımız tüm departmanlarla düzenli toplantılar yapıyoruz. Ayrıca Tura Turizm, sürdürülebilirlik konusunda web sitesi ile aktif ve verimli olmaya büyük önem vermektedir.</p> <p>Travelife Ortaklığı, amacımız Travelife Sertifikalı seviyesini almaktır. STEP Sürdürülebilir Kıyı Gezileri programı, kıyı gezisi operatörleri için özel olarak tasarlanmış önemli bir küresel sürdürülebilirlik programıdır ve Tura Turizm bu programda derece almıştır.</p> <p>Ağaç Sertifika Sosyal Sorumluluk Projeleri</p> <p>Sürdürülebilir Seyahat Uluslararası Üyeliği, Tura Turizm'in sürdürülebilirliği sağlamak için üyelik ve sertifikaya sahip olduğu örneklerdir.</p> <p>SKAL International (Uluslararası Seyahat ve Turizm Profesyonelleri Birliği)</p> <p>CLIA (Cruise Lines International Association, Inc.)</p> <p>ACE (Kruvaziyer Uzmanları Derneği)</p> <p>MED CRUISE (Akdeniz Kruvaziyer Limanları Birliği)</p> <p>STI (Uluslararası Sürdürülebilir Seyahat Programı)</p> <p>ECSA (Avrupa Topluluğu Armatörler Birliği)</p>

PSA (Yolcu Taşımacılığı Derneği)

FCCA (Florida-Karayıpler Kruvaziyer Derneği)

TÜRSAB (Türkiye Seyahat Acentaları Birliği)

TTYD (Türkiye Turizm Yatırımcıları Derneği) Yeniden ağaçlandırma çalışmaları



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			 IMG_7792_2.jpg  TÜRSAB SEY. AC. BELGESİ.PDF  TuraTurizm_06_12_2021_company_certificate.pdf  31. 2015.11.27 _ OGM _ Istanbul Orman Bolge Mud. _ Agaclandirma Sube Mud..pdf  IMG_20230530_164328.jpg  Tours 1.png
<p>1.9. Exchange of experiences Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) .</p>	<p>✓</p>	<p>—</p>	<p>As a Travelife registered company we share best practices with other companies within this online system.</p> <p>As a Travelife registered company we share best practices with other companies and universty conferances within this online system. Also for this year we ahving shore excursion certification with our main suppliers.</p>  IMG_20230530_164328.jpg  Suppliers Shore Ex. Meets.png  Ekran görüntüsü 2023_06_30 202828.jpeg
<p>1.10. Donations The company provides support to nature protection organisations and/or</p>	<p>✓</p>	<p>✓</p>	<p>We are liaising with local municipalities. On our “Best of Ephesus” tour we plant trees for each guest and give each guest a tree plantation certificate, and proud to tell them that our “Tura</p>

community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).

Forest” is growing each and every year with the contribution of participating.

We are one of the participant of Turkish Tourism Council and we shared our experiences about importance of sustainable tourism with other investors.

Tura Tourism Memorial Forest (over 4.000 saplings), located in Çatalca/İstanbul and Kuşadası/Aydın.

The company has invested in Kuşadası antique site Ephesus in sanitary because the old toilet system was not adequate for the amount of people and their age group and it was 1 dollar for a bad service. So they invested in a better sanitary service and transformed an old bus into mobile toilets that are for free (in cooperation with the municipality). Another example is the investment of their company in a digital info system to make a visit to the Ephesus museum more pleasant for our guests.

Travelife Partnership

Green Globe Certification Membership

Tree Certificate Social Responsibility Projects

Sustainable Travel International Membership



STEP Certified Logo.png



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hatira_ormani_tabela.jpg



TuraTurizm_06_12_2021_company_certificate.pdf



31. 2015.11.27 _ OGM _ Istanbul Orman Bolge Mud. _ Agaclandirma Sube Mud..pdf



hatira_ormani_tabela_gorunum11.jpg



2014 STEP Logo License Agreement Tura Turizm Signed.tr.pdf

Baseline assessment

2

Action			Details
<p>1.11. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.</p>	✓	✓	<p>Tedarikçilerimizin sürdürülebilirlik performansını belirlemek için onlara doğrudan bazı sorular soruyoruz;</p> <p>"Dünyayı korumak için ne yapıyorsunuz?</p> <p>Bunu nasıl gösterebilirsiniz?</p> <p>Sürdürülebilir turizme önem veriyor musunuz? Evet ise, lütfen çabalarınız hakkında bizi bilgilendirin.</p> <p>Lütfen bununla ilgili belgeleri paylaşın. "</p> <p>Ne yazık ki, tüm tedarikçilerin Türkiye'de sürdürülebilirlik ile ilgili belgeleri bulunmamaktadır. Ancak, sürdürülebilir koşullar için çabalarından ve faydalarımızdan emin olduktan sonra onlarla birlikte çalışmayı düşünüyoruz.</p> <p>Green Key sertifikasına sahip tercih ettiğimiz otellerden bazı örnekler ekledim. Otellerin dayanıklılık koşulları hakkındaki tüm bilgileri, yerinde değerlendirmelerle veya ilgili sorular sorarak toplarız. Tur rehberlerimiz turun her bölümünde gözümüzdür. Ekli sözleşmenin son bölümünde sürdürülebilirlik ile ilgili maddemiz var.</p> <p>Başaran Tur taşımacılık tedarikçimizdir. Prosedürlerimizi takip etmek için sistemi kullanabilirler.</p>

			radison green key.png IMG_7723_2.jpg TURA TURİZM _ CHARISMA HOTEL CONTRACT.pdf Charisma Hotel Sözleşme.pdf Suppliers Shore Ex. Meets.png
1.12. Baseline assessment The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).	✓	✓	As registered company with the aim to reach Travelife Partner certification, we fill this report.

Policy

2

Action			Details
1.13. Sustainability policy The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.	✓	✓	<p><i>Tura Turizm Sürdürülebilirlik Politikası</i></p> <p><i>Vizyonu</i> Bir kuruluştaki her çalışanın ve paydaşın bir etki alanı vardır. Kararlara çevresel bir mercekten bakarak, şirketler daha önce hayal bile edilemeyen inovasyon ve rekabet avantajı elde edebilirler. Gelişen bir çevre ve ekonominin el ele gittiğine inanıyoruz. Sürdürülebilir turizmi teşvik ederken aynı zamanda performansı ve karlılığı artırmak, yaptığımız işin merkezinde yer almaktadır. <i>İlkeler</i></p>

İşe yaklaşımımız, aşağıdaki ilkelere olan taahhütlerle yönlendirilir:

Sürdürülebilirlik Ekip
Çalışması
Benzersiz Hizmetler
Güvenilirlik
Ödülü Odaklı

Amaçlar Tura **Turizm**

, bölgede sürdürülebilir kıyı gezilerinin lider sağlayıcısı olmayı taahhüt eder. Bunu yapmak için hedeflerimiz;

Personelimiz, misafirlerimiz ve toplumumuz arasında çevresel sürdürülebilirlik ve bunun mevcut ve gelecek nesillerin refahı için önemi konusunda farkındalığı artırmak; Çevresel sürdürülebilirliği ve çevresel sorumluluğu kurum kültürümüze ve tüm kampüslerimize yerleştirmek; Çevresel uyumluluğu sağlayarak ve en iyi uygulamaları benimseyerek doğal çevremizi yönetme şeklimizde örnek olarak liderlik etmek; Tura Turizm'in organizasyon yapısı boyunca ve çevre yönetimi çözümleri elde etmek için yerel ve eyalet yönetimi, işletme, endüstri, araştırma ve toplum liderleri ile etkili yollar ve ortaklıklar için çaba gösterin.



Sustainability Policy.pdf



TURA Sustain policy.pdf



TURA Sustain policy.Tr.pdf



sustainability Management Policy 2023_25.pdf

1.14. Communication

The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).



We published our policy in our website. We are only working B2B and we do not have any Turkish collaborate. Our customers, partners and staff have access to see our company profile in our website. Also, they are informed via emai, phone conversations and meetings.

<http://www.turaturizm.com/about-us/>



company_profile.pdf














company_profile.pdf.pdf

Action plan

3



Action			Details
1.15. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).			<p>Bu eylem planını Travelife aracılığıyla kullanmaya başladık bile. Eylem planımızı gözden geçiriyoruz. Tamamlandıktan sonra yüklenecektir.</p> <p>Eylem planı ile ilgili günlük gündem örneğimi sizlerle paylaşmak istiyorum. Lütfen incelemek için eylem planı sekmesini kontrol edin. 2019-2020</p> <p>Eğlem planı içinde; sürdürülebilir ekonomik, sosyal ve kültürel olarak sürdürülebilirlik görev tanımları ve yönetim ekibi belirlenmiştir 2020-2023</p> <p> ACTION PLAN ABOUT PAPER WASTE AND PAPER RE_CYCLING.docx</p> <p> daily agenda.png</p> <p> ACTION PLAN ABOUT WASTE _SAVE AND RE_CYCLING.docx _2_.docx</p>




		 ACTION PLAN ABOUT PAPER WASTE AND PAPER RE_CYCLING.tr.docx  TURA TURİZM ACTION PLAN 2023_24 _ Akın _.pdf
<p>1.16. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p>	<p>✓ ✓</p>	<p>Thanks to related training of Travelife, all staff were informed about sustainability tourism policy of company by sustainability coordinator and we educated our teams about it. We encouraged them and we gave them responsibilities. They were informed about training and certification process.</p> <p>I regularly organize meetings through travelife training and started to receive great results, particularly in water and energy usage we started to see positive results.</p> <p>Outside of company we are serving as a model about sustainability.</p> <p>Leyla Öner, Gökhan Yıldırım, Ali Kuluyever, Akın Arıkan, Ali Karadeniz and Seydi Eser works for our sustainability efforts.</p> <p>Please see attached a meeting note to see task descriptions.</p>  Gokhan Yıldırım Travelife Certificate.pdf  SUSTAINABILITY MEETING.pdf  Akın ARIKAN Sust. Mang. Cert..pdf  personal_certificate URCAN Y..pdf  personal_certificate Burak K..pdf  action_plan 2023x.pdf









<p>1.17. Product developers and contract managers Product developers and contract managers are informed, trained and provided with resources to implement the supplier related policies.</p>	<p>✓</p>	<p>✓</p>	<p>We are informing our suppliers with meetings about our sustainability policies. Every week, suppliers are contacting with our incoming department and come to Tura Turizm head office for a meeting. Our sustainability team participates these meeting to inform them about our policies. If they have no any idea about sustainability, our sustainability team train them over our policies and presentations. For instance, we are working with Charisma Hotel and we didn't have any clauses about sustainability in our contract before. After meetings, they were informed about our sustainability policies and how we care this situation, we changed our contract and added clauses about sustainability. At this point, Travelife provided a significant action in terms of sustainability between our suppliers.</p> <p>Mr. Mehmet Coşkun (Financial Director) is responsible with contracts. Mr. Burak İnanç and Mr. Arıkan are product developers is the bridge between company and suppliers about the messages. Additionally, Mr. Mehmet Coşkun registered Travelife System and he is able to reach and check the system.</p> <p> TURA TURIZM _ CHARISMA HOTEL CONTRACT.pdf</p> <p> Charisma Hotel Sözleşme.pdf</p> <p> Akın ARIKAN Sust. Mang. Cert..pdf</p>
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Monitoring and evaluation

5

Action			Details
<p>1.18. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>	<p>✓</p>	<p>✓</p>	<p>Tura Turizm Sürdürülebilirlik Koordinatörü, çalışanların gelişimini düzenli olarak izlemektedir. Koordinatörümüz, tüm üyeleri sürdürülebilirlik ve Travelife hakkında bilgilendirmek için bir toplantı düzenlemeyi tercih etmektedir. Travelife ve sürdürülebilirlik hakkında bir eylem planı eklenmiş ve tüm personel bu konuda bilgilendirilmiştir. Tura Turizm tüm çalışanları ile verimli</p>

		<p>ve etkili toplantılar yapmaya özen göstermektedir. Tura Turizm, Travelife kurslarına ve sertifikasyon sürecine başlamadan önce anlaşılır ve net bir brifing verdi. Tüm dersler koordinatör tarafından takip edildi. Bir çalışanın web sitesi, kurs veya konuyla ilgili bir sorunu varsa, koordinatörün tüm soruları cevaplamak için bir görevi vardır. Tüm kısa sınavlar ve sınavlar da seyahat sertifikasyon sürecinde koordinatör tarafından değerlendirildi. Gelişimimizi karşılaştırabilmek ve izleyebilmek için önümüzdeki yıllarda performansımızı takip etmek ve değerlendirmek için Travelife sistemini kullanacağız.</p> <p>Ek dosyasında inceleyebileceğiniz gibi, ilerlememizi izlemek ve değerlendirmek için Travelife web sitesini ve araçlarını kullanmaya başladık. Toplantılar sırasında şirket sürdürülebilirlik konusunda kararlar alır. İşlemlerle ilgili toplantı notlarımızın bir örneğini görmek için lütfen eki kontrol edin.</p> <p> action plan.png</p> <p> SUSTAINABILITY MEETING.pdf</p> <p> SUSTAINABILITY MEETING.pdf.pdf</p>
<p>1.19. Corrective measures The company has procedures in place which are designed to identify discrepancies between planned objectives and actions. These procedures should be designed to identify the cause and prove that corrective measures have been taken and are efficient.</p>	<p>✓ ✓</p>	<p>The sustainability team is a collaborative team that is always in contact with each other. Therefore, they provide monthly or weekly meetings. In these meetings, ideas are presented, evaluated and mobilized. If there is any problem, wrong consumption, expenditure or plan, action is taken. We have frequent cruise operations in Kuşadası, and our employees from the Istanbul office participate in the ship operation in Kuşadası because of their duties. And thanks to these visits, we also arrange meetings about sustainability in Kuşadası office together. In other case, if we need to arrange any meeting with Kuşadası team about sustainability and there is no cruise operation in Kuşadası in those days, these meetings are carried out via video call and all necessary information is provided. The reason for this is to minimize the use of aircraft, cars and similar transportation within the company due to the distance.</p> <p>We have a sustainability policy and principles as a tourism company. You can find these documents below.</p>

		<p>In general, the most important factors that we consider about sustainability are protecting the environment and keeping consumption under control. We aim to minimize consumption and keep tourism alive while preserving nature and history. And while providing all of these, keeping customer satisfaction high is valuable to us. Protecting the environment brings along many tasks and all these factors are evaluated by our team and precautions are taken. If any inconsistency is observed in the actions or measures related to sustainability, cooperative efforts are carried out for the solution.</p> <p>For instance, our decisions in the attached " Sustainability Meeting" example were provided by team work in order to make sustainability more effective. Many decisions such as waste of paper, minimizing the use of excess electricity used last month, preferring environmentally friendly products, taking care of the use of glass bottles, and improving our cooperation with suppliers through sustainability have been decided by our team with collaboration.</p> <ul style="list-style-type: none">  hazardous waste policy.pdf  sustainability management policy.pdf  sustainable purchasing policy.pdf  6.Group Size Policy.pdf  SUSTAINABILITY MEETING.pdf  6.Group Size Policy.tr.pdf  sustainable purchasing policy.tr.pdf  hazardous waste policy.tr.pdf
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1.20. Staff Communication
 Staff members are regularly updated on the company’s sustainability policy,

✓ ✓

All personnel are regularly informed for the implementation of the sustainability policy. We prefer to use company email to inform each other for internal communication if we have any

<p>activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.</p>			<p>renewal. Furthermore, we organize meeting once a month as a team about policies, responsibilities and innovations. If we have significant renewal or new targets, meetings are organize as weekly.</p> <p>We have two offices in Turkey. One of them is located in İstanbul and the other one is located in Kuşadası. Therefore, meetings are regularly organized by coordinator in both offices. We also have a plan about meetings to arrange them as online (video call) with Kuşadası office to provide sustainability in terms of transport reduction.</p>
<p>1.21. Records The organisation keeps records of conformity to the requirements of its sustainability management system.</p>	✓	✓	<p>The company has uploaded the requested documents in the Travelife reporting sistem.</p>
<p>1.22. Performance branches A system is in place to monitor the performance of main branches or main sub-brands regarding sustainability (if relevant for the size and structure of the company).</p>	✓	✓	<p>In fact, the whole team is responsible for all sustainability-related developments. We work in cooperation with our office in Kuşadası. The controls of these are carried out by the coordinator and their information is transmitted to the management. Financial records are kept by the accounting department. Documents are followed by the coordinator. Specifically, we do not have any reports other than travelife. It will be documented and monitored in the office after completing the reporting because we started reporting on sustainability interest via travelife a few months ago.</p>

External reporting and communication

4

Action			Details

1.23. Management reporting

At least once a year, the sustainability coordinator reports to top management on the effect of the implemented policies and actions, the status of the objectives and formulates recommendations for the next steps.



The sustainability coordinator reports to top management about sustainability related actions via roundtable meetings once or twice in every month. Therefore, we are not sharing any additional report but we are sharing results of these reports.

As you can see in attachment file, after reporting top management dealt with sustainability efforts.

All these reports in the attachment file, evaluated and created by the incoming department managers and then, signed by the top management directly.

Tura Turizm uses Travelife tools for reporting.



hazardous waste policy.pdf



policy against exploitation.pdf



protection of community interest.pdf



sustainability management policy.pdf



sustainability policies and action plans.pdf



sustainable purchasing policy.pdf



codes of conduct.pdf



Tura_Turizm_Sustainability_report.pdf








Sustainability_report_Tura_Turizm_D_Tic._Ltd._ti_14_02_2023.pdf



3.Policy Against Exploitation.tr.pdf



codes of conduct.tr.pdf


			 protection of community interests.tr.docx  sustainability policies and action plans.tr.pdf  sustainable purchasing policy.tr.pdf  hazardous waste policy.tr.pdf
1.24. Travelife reporting The company reports its progress via Travelife at least every two years.	✓	✓	We started to use Travelife this year but we are reporting our progress very often in short term with previously mentioned ways. We will be using Travelife reporting system in following years too.
1.25. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.	✓	✓	Please see mentioned link: www.turaturizm.com  Sustainability_report_Tura_Turizm_D_Tic._Ltd._ti_20_02_2023.pdf
1.26. Sustainability and public relations The company enables and facilitates sustainability related questions and feedback from customers and other stakeholders. There is a clear indication on the companies web site on how to address such questions and feedback.	✓	✓	The contact link on the Tura Tourism website is given below. http://incoming.turaturizm.com/contact-us Our contact page has a question / message submission section. These messages are welcomed by our incoming department. However, an action plan will be launched to add a separate e-mail and contact informations on website about sustainability. Sustainability Coordinatior Akin Arikan will be interested with messages that will be received about sustainability.










Ekran görüntüsü 2023_05_19 161027.png







Legal compliance and fair business practices









8

Action			Details
<p>1.27. Legal requirements overview The company maintains an up-to-date list of international, national and local legal requirements (applicable for its direct operations).</p>	✓	✓	<p>Turkish Tourism Companies can only operate if they are a member of TÜRSAB. The legislation can be reached at www.tursab.org.tr/dosya/7221/1618sk05072012tarhlideiiklikilenmihali_7221_3807623.pdf (TR) and www.tursab.org.tr/en/legislation/the-law-concerning-travel-agencies-and-the-association-of-travel-agencies_1063.html (EN). More legal requirements are explained in the relevant criteria.</p> <p>Please see attachment files for additional information.</p> <p> Toplu Sağlık Sözleşmesi.pdf</p>
<p>1.28. Legal compliance The company is in compliance with all applicable local, national and international legislations and regulations, including health & safety, labour, environment and ethical standards.</p>	✓	✓	<p>Tura Tourism complies with all applicable local, national and international legislation and regulations, including health and safety, labor, environmental and ethical standards. Every process in Turkey must be appropriate according to the law. The government also monitors and checks if something is wrong. In terms of health and safety, we apply SGK which is an insurance by government. Also we have contract about occupational health and safety service. All other legislation and regulations are prepared and improved according to laws.</p>

		<p> Toplu Sağlık Sözleşmesi.pdf</p> <p> 2.7_İSTANBUL OFİS SGK DÖK._1.pdf</p> <p> 2.7_İSTANBUL OFİS SGK DÖK._2.pdf</p> <p> TURA LTD. İST. 2023_3 SGK HİZMET.pdf</p>
<p>1.29. Ethical code The company has an ethical code for all management levels and for other employees.</p>	<p>✓ ✓</p>	<p>There aren't ethical codes accepted in national level. Some associations and corporate companies have their own ethical standards. TÜRSAB has signed UNWTO global code of ethics for tourism. See: www.tursab.org.tr/dosya/8658/imza-taahhutnamesi_8658_5556806.pdf</p> <p>If you are confronted with bribery or corruption, please get in touch with Transparency International Turkey to know what are your rights: 0800 2111212 http://en.seffalik.org/</p> <p>Tura Turizm mission is to ensure we exceed customer satisfaction through a positive Triple Bottom Line (People, Planet, Profit) management of cultural interpretation, ecosystem preservation, and local economic development. Every year we will raise the bar and improve our standing in the shore excursion community by improving our internal capacities to surpass stakeholder expectations.</p> <p>OUR PRINCIPLES:</p> <ul style="list-style-type: none"> Team Work Unique Services Reliability Award Oriented

		<p>Together with these main principles, our dedication for Creativity, Innovation, Quality, Safety and Sustainability has always lead us to achieve more and to do better.</p> <p>Tura Turizm’s mission is to be the specialist operator of primary choice in all markets and to ensure that such choice is based on the quality of its products, service standards, abilities of its staff and the ethical leadership of the Company.</p> <p>TURA TURİZM recognize that a Code of Conduct is the cornerstone of an ethical culture – it sets the standards of expected behavior for employees, guests and provides information they need to act with integrity in residing in our area and in compliance with laws, regulations and company policies. Our code of conduct is a useful tool on modifying tourists’ behavior in a more responsible way on their visiting to a destination as it can provide necessary information for tourists on how to behavior in accordance with local rules in order to prevent other negative impacts on both environment and our society. Our aim is:</p> <p style="padding-left: 40px;">Minimize impact Build environmental and cultural awareness and respect Provide positive experience for both visitors, employees and locals Provide financial benefits and empowerment for local people Raise sensitivity to Turkey’s political, environmental, and social climate</p> <p> company_profile.pdf</p> <p> codes of conduct.pdf</p> <p> codes of conduct _ Turkce.pdf</p>
<p>1.30. Corruption A guideline against corruption and bribery exists and is adhered to. Non-compliance by the company or employees is contested.</p>	<p>✓ ✓</p>	<p>Anti-bribery and anti-corruption policy covers all employees of the Company, including the Tura Turizm management, the companies and employees from whom we receive goods and services, all business partners including suppliers, consultants, lawyers.</p> <p>Tura Turizm is against all kinds of bribery and corruption. Taking or giving bribes is absolutely unacceptable.</p>

		<p>Business relations with third parties who wish to do business with Tura Turizm through bribery or corruption cannot be maintained.</p> <p>All kinds of accounts, invoices and documents belonging to the customers, suppliers and relations are the legal obligation that must be complied with and kept in a complete and reliable manner.</p> <p> Anti_Bribery Policy.pdf</p> <p> Anti_Bribery Policy.tr.pdf</p>
<p>1.31. Political involvement The company ensures that, when deciding to contribute to political lobby groups and/or political parties, the contribution is ethically permissible.</p>	<p>✓ ✓</p>	
<p>1.32. Fair competition The company is not involved in activities which are considered unfair competition or in violation with an anti-trust legislation.</p>	<p>✓ ✓</p>	<p>Tura Turizm do not develop activities that are in violation with an anti-trust legislation or unfair competition.</p> <p> 3.Policy Against Exploitation.pdf</p> <p> Anti_Bribery Policy.pdf</p> <p> 3.Policy Against Exploitation.tr.pdf</p> <p> Anti_Bribery Policy.tr.pdf</p>
<p>1.33. Non-compliance</p>	<p>✓ ✓</p>	<p>Tura Turizm is a family company. Ethical rules are as important in a family organization as</p>

<p>If sanctions are imposed for non-compliance with legal requirements and ethical principles, the company explains the cause and the corrective measures that have been taken.</p>			<p>they are in our company. We haven't had any incompatibilities lately. If we are confronted with such a situation, the situation will be evaluated by the management and concluded in accordance with the ethical rules.</p> <ul style="list-style-type: none">  3.Policy Against Exploitation.pdf  Labor Protection Policy.pdf  Anti_Bribery Policy.pdf  3.Policy Against Exploitation.tr.pdf  Anti_Bribery Policy.tr.pdf  Labor Protection Policy.tr.pdf
<p>1.34. Supply Chain liability Hereby we declare that we do not have any association to entities that have been successfully prosecuted for forced labor and environmental violations.</p>			







2. Internal management: social policy & human rights






28







Social policy and human rights


25



Action			Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.			Kadrolarımız sendika üyesi olabilir. Bu konuda herhangi bir sınırlama ve sözleşme yoktur. Çalışan Sözleşmesi ektedir ancak temasta bununla ilgili bir madde yoktur. Tura Turizm _ İş sözleşmesi.pdf
2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).			There is no collective labour conditions negotiation structure existing for this sector. There is no collective labour agreement in our country but we are not able to tick N/A, it stucked on "No" section.
2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).			All people are free to choose where and when they begin and end their job. This criterion is protected by Turkish laws. Our employee contact explicitly specifies this criterion with clause 5. Tura Turizm _ İş sözleşmesi.pdf




<p>2.4. HR Manual The company has a written Human Resource policy.</p>	<p>✓</p>	<p>✓</p>	<p>Please check attachment to see our labour protection policy and the statement about living wage.</p> <p> 6.1.4 Paying a Living Wage.pdf</p> <p> Labor Protection Policy.pdf</p> <p> 6.1.4 Paying a Living Wage.tr.pdf</p> <p> Labor Protection Policy.tr.pdf</p>
<p>2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.</p>	<p>✓</p>	<p>✓</p>	<p>Please check the attachment to reach the employee contract of Tura Turizm.</p> <p>Even if we do not mention about labour conditions in employment contract, all rights of employees are protected by Turkish Government.</p> <p> Tura Turizm _ İş sözleşmesi.pdf</p> <p> Tura Turizm _ İş sözleşmesi.pdf.pdf</p>
<p>2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	<p>✓</p>	<p>✓</p>	<p>All our members earns more than average salary. All staff receive a fair payment according to economical situation of Turkey. All staff receive the salary monthly according to day that was determined by the company.</p> <p>Attachment shows the employment contract and salary is mentioned in the contract.</p>

		 Tura Turizm _ İş sözleşmesi.pdf  6.1.4 Paying a Living Wage.pdf  6.1.4 Paying a Living Wage.tr.pdf 2023.pdf
<p>2.7. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.</p>	<p>✓ ✓</p>	<p>We pay attention to overtimes a lot. As human being our time is most important thing of lives. We never steal time of our members. Every effort is in return in our policy.</p> <p>Time frame was determined as 45 hours for a week. If we have an operation or extra work except 45hours in a week, employee will receive additional payment. Employee Agreement includes this clause on page 1, 6th and 7th items.</p> <p>This right protected by Turkish Laws as in below link.</p> <p>https://www.mevzuat.gov.tr/MevzuatMetin/1.5.4857.pdf</p>  Tura Turizm _ İş sözleşmesi.pdf
<p>2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	<p>✓ ✓</p>	<p>Every member of us has to work according to Turkish laws. Anyone in Turkey cannot work without health insurance. Every employee has SGK (Social Security Institution) rights.</p> <p>Please check the website for SGK medical insurance; http://www.sgk.gov.tr/wps/portal/sgk/en/home-page/mainpage</p> <p>Also the document about our health and safety insurance is attached.</p>  Toplu Sağlık Sözleşmesi.pdf

			 2.7_İSTANBUL OFİS SGK DÖK._1.pdf  2.7_İSTANBUL OFİS SGK DÖK._2.pdf  TURA LTD. İST. 2023_3 SGK HİZMET.pdf
2.9. Maternity The company offers schemes for pregnancy and maternity leave for all employees.	✓	✓	The maternity leave is used that is specified in the work law of Turkish Government. Please check the attachment to see the maternity leave in the employment contact. (7.b)  Tura Turizm _ İş sözleşmesi.pdf
2.10. Disability risks The company contributes to a (work related) disability-risk insurance for all employees.	✓	—	Health insurance according to Turkish laws including security risk helps. It is an obligation. All of our members has these rights.
2.11. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).	✓	✓	Tura Turizm has liability insurance with Özel Entegre İş Sağlığı ve Güvenliği Hizmetleri A.Ş. to provide all our members occupational health and safety, please see attached.  Toplu Sağlık Sözleşmesi.pdf  Toplu Sağlık Sözleşmesi.pdf 2023.pdf
2.12. Pension The company contributes to a pension scheme and/or retirement plan for all staff members.	✓	—	According to Turkish laws every worker has this right. Related website is:

			https://www.tbmm.gov.tr/anayasa/anayasa_2011.pdf
2.13. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).	✓	✓	Everyone in our company has rights to have minimum 15 holiday days. The employment contract shows the right for holiday permission.  Tura Turizm _ İş sözleşmesi.pdf
2.14. Sick Leave Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.	✓	—	Employees are entitled to paid sick leave in accordance with national legal requirements. Tura Tourism permits the employee, in case of an illness. Employees in Turkey can receive reports of illness from the health center or hospital, and this reports provide to be paid of absence day.
2.15. Additional benefits Employees are awarded additional benefits beyond their legal entitlement (e.g. profit-sharing schemes and saving funds).	✓	✓	Tura Turizm offers additional income such as bonuses and profit sharing as well as employee income according to company earnings. For all business trips, expenses are covered by the company, while for holiday trips, employees take discounted rates.
2.16. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.	✓	✓	The right to health and safety laws are protected by government in Turkey. Every employee is assured by the government. TURA TURİZM is fully aware that according to the “Turkish Labor Law” employers must adhere to the legally defined requirements for labor and provide for the general health and well-being for all employees. Also, Tura Turizm is working with ÖZEL ENTEGRE İŞ SAĞLIĞI VE GÜVENLİĞİ HİZMETLERİ A.Ş. This company provides special insurance in terms of health and safety. Please check attachment to find supporting documents.

			 Toplu Sağlık Sözleşmesi.pdf  Health and Safety Policy in Turkey.pdf
<p>2.17. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>	✓	✓	<p>In all of our company from employment to dues there is no discrimination on age, gender, race, religion, language, sexual preference, belief, marital, social or economic status, disability, pregnancy or military service status. Tura Turizm has respectful work environment to the rights of unionization of its employees.</p>
<p>2.18. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.</p>	✓	✓	<p>This is legally forbidden in Turkey.</p> <p>We do not employ children in our company.</p> <p>We care to raise awareness on the criminal activity of sexual abuse of children by undertaking preventive measures such as training of and information to our staff. We assume responsibility to abide by existing laws, rules and regulations in Turkey.</p>
<p>2.19. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.</p>	✓	✓	<p>The places where the employees who are subject to the Labor Law 4857 as a service contract shall apply for notice and complaint vary according to the subject of the notice and complaint. The place where the application should be made according to the subject of the notification and complaint is given below. Alo 170-Labor and Social Security Communication Center</p>

		<p>Labor and Social Security Authority and the Ministry of Social Security is informed regarding all the services and solutions offered by the Employment Agency in Turkey.</p> <p>Please see below web-link to review all rights provided by Turkish Laws about this case; mevzuat.gov.tr/MevzuatMetin/1.5.4857.pdf</p> <p>Please review procedure of Tura Turizm about this case in attachment file.</p> <p> ÇALIŞAN ŞİKAYET PROSEDÜRÜ.pdf</p>
<p>2.20. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.</p>	<p>✓ ✓</p>	<p>Our Complaint Procedures involves Representation part. About key employment issues we are following same steps.</p> <p>Please see attachment file.</p> <p> ÇALIŞAN ŞİKAYET PROSEDÜRÜ.pdf</p> <p> ÇALIŞAN ŞİKAYET PROSEDÜRÜ.pdf.pdf</p>
<p>2.21. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.</p>	<p>✓ ✓</p>	<p>Tura Turizm follows every mentioned articles of Turkish Law.</p> <p>Please see attachment file part of Turkish Law in terms of labor law.</p> <p>- Disciplinary procedures to be imposed on workers are:</p> <p>Warning: The worker is notified in writing that he should be more careful in performing his duty and behavior.</p>

Reprimand: It is notified to the worker in writing that he / she is defective in performing his / her duty and behavior.

Wage cut: It is the deduction of the wage of the worker by the amount determined.

Rightful termination: It is the dismissal of the worker immediately and without compensation due to the de facto within the scope of Article 25 of the Labor Law No. 4857.

- Warning penalty is applied in the following cases:

Without excuse; Not coming to work within one hour after the start of working hours or leaving work within an hour before the end of working hours
To show carelessness and carelessness in the full and timely assignment of the given tasks and the use of tools and equipment

- Condemnation is applied in the following cases:

Without excuse; To come to work after one hour from the start time of work or to leave work while more than one hour is over from the end of the work.

To behave flawed in the full and timely assignment of the given tasks and the use of tools and equipment.



A verb that requires a warning penalty is committed a second time.




- The fee cutting penalty is applied in the following cases and in the specified amounts


The worker who does not come to work without any excuse in the amount of 1 working day is 1 day wages.

Without any excuse, any employee who does not come to work after 1 working day following the holiday amount to a 2-day wage.

In the event that a verb requiring reprimand has been reproduced, it will amount to a 2-day fee.







		<p>In the event that a verb requiring a warning penalty is committed for the third time and then 2 days' fee in each repetition.</p> <p> 1.5.4857.pdf</p>
<p>2.22. Flexible working times The company supports flexible working times or part time employment (e.g. to support family obligations)</p>	<p>✓</p>	<p>— Tura Turizm supports flexible working times or part time employment. For instance, during high seasons, we are working with tourism department students from universities as Marmara University and Adnan Menderes Universty. They are mostly working in our cruise and land operations.</p>
<p>2.23. Access for persons with special needs The office building and other premises of the company provide, where technically and financially viable, access and related information for people with special needs.</p>	<p>✓</p>	<p>✓ We have parking space near entrance but our building is located on the main street and due to Istanbul traffic cause to problem in terms of car parking.</p> <p>There are elevators in entrance of building and between office floors to provide accessibility to people with physical disabilities. Also we have a security and welcomer in entrence to welcome visitors and help them.</p> <p>In order to be suitable for use by the wheelchair user, the WC cabinet have sufficient space.</p> <p>We have suitable busses for people who have physical disabilities both in Kuşadası and İstanbul.</p> <p>We have a golf car in Hagia Sophia Area (İstanbul) to provide accesibility for disabled guests.</p> <p>Please check our company profile below (page 45).</p> <p> company_profile.pdf</p>







<p>2.24. Persons with special needs The company employs persons with special needs</p>	<p>✓</p>	<p>✓</p> <p>We do not have any strict rules about this subject. We do not currently have any employees with special needs, but if there is an appropriate position, our door is always open to those who want to work. As a family company, we welcome this situation warmly and positively. If one day we have an employee with special needs, recruitment is completed in accordance with legal requirements. Also, our office meets working conditions for a person with a special needs. We have less than 50 employee for now. However; in line with recruitment, we follow this website: https://www.iskur.gov.tr/isveren/engelli-istihdami/</p> <p> Labor Protection Policy.pdf</p> <p> Labor Protection Policy.tr.pdf</p>
<p>2.25. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.</p>	<p>✓</p>	<p>✓</p> <p>Tura Turizm always considers employee satisfaction. Our aim is that work cooperatively as a family. We have top management, managers, executive, graphic designer, IT manager and also staff that working about finance, service etc. All of them are welcomed warmly by me if they have any problem or challenge.</p> <p>We give importance to create atmosphere that employees are happy. We believe that if an employee is happy in the office, she/he will be more effective and efficient for himself/herself and our business. The most significant thing is that working as a team. All staff always support to each other. The happy office helps to create maximum impact in our organization; the best results with happy and engaged employees.</p> <p>Their satisfaction is considered by coordinator. I created an action plan via Travelife this year, to measure employee satisfaction with a survey. This survey will be applied every 6 months and evaluate to improve our company in terms of employee satisfaction if we have an oversight. Also, it is significant to know if an employee has a request or complaint. The example will be attached to show an example for survey.</p> <p> satisfaction survey pdf1.pdf</p>

 satisfaction survey pdf1.pdf.pdf

Training and education

3

Action			Details
<p>2.26. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).</p>	✓	✓	<p>We take care to provide educational content in round-table meetings. Additionally, Tura Turizm had trainings about "health and safety at work", "computer techniques", Sustainable Tourism(STEP) , Incoming Operations, GDPR, Social & Cultural training.</p> <p>Some examples are given below about past trainings.</p> <p style="text-align: center;">FIRST AID TRAINING ENGLISH LANGUAGE COURSES ON DIFFERENT LEVELS AIRPORT MEET AND GREET TRAINING CHECK IN TRAININGS FOR TURN AROUND OPERATIONS HOSPITALITY TRAINING SAFETY AND SECURITY TRAINING</p> <p>Please see an example in attachment file about an example of past trainings.</p> <p> STI Shore Excursions Standard _ Industry Training Agenda FINAL.pdf</p> <p> STI Shore Excursions Standard _ Auditor Training Agenda FINAL.pdf</p> <p> UNEP Education for Sustainable Consumption Pilot Project _ Concept Note _ 18102012.pdf</p> <p> DTIx1252xPA_Here and Now EN.pdf</p>

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<p>2.27. Personal development The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.</p>	<p>✓ ✓</p>	<p>we are giving our energy on Travelife trainings. We started action plans about it. At the end of year we will be calculated and we will be adding to the report. Approximately every employee has 50 hours for trainings.</p> <p>50</p> <p> Gokhan Yıldırım Travelife Certificate.pdf</p> <p> STI Shore Excursions Standard _ Industry Training Agenda FINAL.pdf</p> <p> Staff Training Plan.pdf</p> <p> 6.4.1 Accuracy in Advertising _ TURA Safety_Security Measures_13.pdf</p> <p> 6.4.1 Accuracy in Advertising _ TURA Safety_Security Measures_13.pdf W.pdf</p>
<p>2.28. Trainee positions Traineeships/Internships are offered to students.</p>	<p>✓ ✓</p>	<p>2023 -Interns come from Tourism Vocational High Schools or Universities. Unfortunately, we didn't invite interns over the last three years. The reason of this was that our business was very stagnant. In 2015, we worked with 4 interns (national). One of them was working in Istanbul Office and the other three trainees were in our Kusadasi office.</p> <p>Tura Turizm is pleased to see trainees in our company. We pay attention to improve their experience in tourism sector during education years. We are planning to invite more trainees in following years because tourism sector and our business started to revive in Turkey.</p> <p>4</p>




3. Internal management: environment and community relations







64




Procurement

12

Action			Details
<p>3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).</p>			<p>Our company understands the importance of waste management and its effect on the environment. We are committed to minimizing waste production by employing Reduction, Re-use, and Recycling techniques at every stage of our operation. We are committed to ensuring that all operations and activities are fully compliant with all current waste management legislation. . We will accomplish this by reducing total materials, purchasing greater levels of recyclable and biodegradable products, and limiting paper-based communications and marketing collateral.</p> <p>Aims,</p> <p>To minimize waste production throughout the company To operate within full compliance of Environmental Law To collect information every three (3) months and anticipate a 10% reduction within twelve (12) months.</p> <p>Objectives,</p> <p>Identify areas of waste production throughout the company Employ effective waste management practices to identify the most efficient methods to reduce the production of waste and to maximize the re-use or recycling of waste material. Manage the process to ensure compliance with best practice Through training and support, ensure that all staff are aware of their responsibilities under Environmental Law and how compliance can be achieved and maintained.</p>



		<p>5. Conducts periodic waste stream audits</p> <p> purchasing policy.pdf</p> <p> SATINALMA VE TEDARİK POLİTİKASI.pdf</p> <p> purchasing policy.tr.pdf</p>
<p>3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.</p>	<p>✓ ✓</p>	<p>Tura Turizm’s sustainable purchasing policy outlines an environmentally and socially-conscious purchasing practices. We show our commitment to and support of green, responsible, and local business. . We manage the supply chain in accordance with our commitment to sustainability and partner only with vendors and suppliers who share our interest in triple bottom line management. We evaluate products for toxicity, durability, emissions, recycled content, performance, price, availability, packing minimization, manufacturing location, and disposal options (reusable, returnable, biodegradable). To achieve that:</p> <p>Buy from local vendors. Source products from women or minority-owned businesses. Use minimal packaging. Transport products via ground instead of air. Choose environmentally-friendly products;</p> <p>Products that reduce greenhouse gas emissions or are made with renewable energy Products that reduce the use of chemicals that are hazardous to the environment and employee and public health Products that contain the highest possible percentage of postconsumer recycled content Products that reduce air and water pollution Products that reduce waste Suppliers who strive to improve their environmental performance and provide environmentally preferable products, and who can document the supply-chain impacts of their efforts Reusable products Products that serve several functions (e.g., copier/printers, multipurpose cleaners) and reduce the overall number of products purchased Products that are recyclable or compostable</p> <p>Please see attachment file about this case.</p>

		 sustainable purchasing policy.pdf  sustainable purchasing policy.tr.pdf
<p>3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.</p>	<p>✓ ✓</p>	<p>As a company we give importance not to spend papers, we are working "Navigator Office Paper Solutions". Our papers coming from 100% sustainable printing services.</p> <p>They have "Ecolabel" and "FSC" certificates.</p> <p>Also they have:</p> <p>"ISO 9001 > Quality Management System"</p> <p>"ISO 14001 > Environmental Management System"</p> <p>There is an order paper on one of the shared photos and you can verify by our adress.</p>  WhatsApp Image 2019_05_24 at 17.42.58_1.jpeg  WhatsApp Image 2019_05_24 at 17.42.58_3.jpeg  WhatsApp Image 2019_05_24 at 17.42.58.jpeg  WhatsApp Image 2019_05_24 at 17.42.58_1.jpeg.jpeg
<p>3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.</p>	<p>✓ ✓</p>	<p>First of all, we use recycle paper and try to minimize printing. We have printer in our office and it has already set by default to double-sided printing mode. We are using KYOCERA printer thas has enviromental policy including recycling of their supply as Energy Star. All</p>

		<p>features that have very little impact on the environment.</p> <p>Please check attachment to see our printer that use in our office.</p> <p> Printer image 1.jpeg</p> <p> Printer image 2.jpeg</p> <p> Printer image 3.jpeg</p>
<p>3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.</p>	<p>✓ ✓</p>	<p>We prefer to use certified coffee and tea brands according to our sustainability policy. Please check the attachment to see certified products that we use in our office.</p> <p>Coffee brands that we prefer in our office:</p> <ul style="list-style-type: none"> - Kurukahveci Mehmet Efendi which is certified by ISO9001, ISO22000 and OHSAS18001. - Nestle Coffee mate which has The <i>Nescafé Plan</i> and the <i>Nespresso AAA Sustainable Quality™ Program</i> to source more and more of our coffee sustainably, while building resilient communities and landscapes. https://utz.org/company/nestle/ <p>Tea brands that we prefer in our office:</p> <ul style="list-style-type: none"> - Lipton which is certified by ISO9001, FSSC22000, ISO14001 and OHSAS18001 - Doğuş which is certified by ISO22000, ISO9001, ISO14001 and OHSAS. <p>Please check photo gallery to see the products that we use and their invoice. Coffee and tea are supplied as wholesale from suppliers.</p>

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3.6. Office supplies Other office supplies (e.g. pens, furniture) are labelled sustainable or are locally produced.	✓	—	
3.7. Bulk purchasing Products are purchased in bulk to reduce the amount of packaging materials.	✓	✓	We always try to minimize the amount of packaging materials. All office materials are bought in bulk. Our sustainable purchasing policy supports this principle. sustainable purchasing policy.pdf sustainable purchasing policy.tr.pdf
3.8. Catering Catering is sustainable and offers a large range of local, organic, MSC, fair trade and healthy food.	✓	✓	Please find attached 3.12.docx 3.12.tr.docx

<p>3.9. Local goods and services The company buys locally and sustainably produced goods and services, if available.</p>	<p>✓</p>	<p>✓</p>	<p>Tura Turizm’s sustainable purchasing policy outlines an environmentally and socially-conscious purchasing practices. We show our commitment to and support of green, responsible, and local business. . We manage the supply chain in accordance with our commitment to sustainability and partner only with vendors and suppliers who share our interest in triple bottom line management. We evaluate products for toxicity, durability, emissions, recycled content, performance, price, availability, packing minimization, manufacturing location, and disposal options (reusable, returnable, biodegradable). To achieve that:</p> <p>Buy from local vendors. Source products from women or minority-owned businesses. Use minimal packaging. Transport products via ground instead of air. Choose environmentally-friendly products;</p> <p>Products that reduce greenhouse gas emissions or are made with renewable energy Products that reduce the use of chemicals that are hazardous to the environment and employee and public health Products that contain the highest possible percentage of postconsumer recycled content Products that reduce air and water pollution Products that reduce waste Suppliers who strive to improve their environmental performance and provide environmentally preferable products, and who can document the supply-chain impacts of their efforts Reusable products Products that serve several functions (e.g., copier/printers, multipurpose cleaners) and reduce the overall number of products purchased Products that are recyclable or compostable</p>
<p>3.10. Giveaways Sustainability criteria are considered for giveaways and merchandise.</p>	<p>✓</p>	<p>✓</p>	<p>Tura Turizm’s sustainable purchasing policy outlines an environmentally and socially-conscious purchasing practices. We show our commitment to and support of green, responsible, and local business. . We manage the supply chain in accordance with our commitment to sustainability and partner only with vendors and suppliers who share our interest in triple bottom line management. We evaluate products for toxicity, durability, emissions, recycled content, performance, price, availability, packing minimization, manufacturing location, and disposal options (reusable, returnable, biodegradable). To achieve that:</p>

		<p>Buy from local vendors. Source products from women or minority-owned businesses. Use minimal packaging. Transport products via ground instead of air. Choose environmentally-friendly products;</p> <p>Products that reduce greenhouse gas emissions or are made with renewable energy Products that reduce the use of chemicals that are hazardous to the environment and employee and public health Products that contain the highest possible percentage of postconsumer recycled content Products that reduce air and water pollution Products that reduce waste Suppliers who strive to improve their environmental performance and provide environmentally preferable products, and who can document the supply-chain impacts of their efforts Reusable products Products that serve several functions (e.g., copier/printers, multipurpose cleaners) and reduce the overall number of products purchased Products that are recyclable or compostable</p> <p>In the holy place where Maria is honoured by Christians in Kuşadası we provide local clay made bottles with natural cork to use instead of plastic bottles for collecting some holy water.</p> <p> purchasing policy.pdf</p> <p> purchasing policy.tr.pdf</p>
<p>3.11. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.</p>	<p>✓ ✓</p>	<p>As Tura Turizm, we committed to the safe and proper handling, storage, and disposal of all hazardous waste generated at Tura Turizm. This policy is written to provide the management process for hazardous waste. We implement, particularly the revised waste hierarchy with respect to the management of hazardous waste. The revised hierarchy has five steps which shall apply as a priority order in waste prevention and management legislation and policy.</p> <p>To prevent hazardous waste To prepare for re-use To recycle To support other recovery</p>

To dispose To use lead-free paint inside and outside

Prevention includes measures that reduce the adverse impact of hazardous waste on the environment, human health and reduce the content of harmful substances in materials and products before they become waste, as well as a reduction in the quantity of hazardous waste produced.

Cleaning Materials:

- **Domestos (household bleach)** which is a brand of Unilever and they follow UN Sustainable Development Goals. They developed 'sustainable living' brands, which have a clear purpose relating to a social or environmental concern and contribute to the USLP. We are satisfied about cleaning with this product.

- **Komili (liquid soap)** which is brand of Ulker and they produces suitable cleaning materials for environment. They are aiminging to grow their business with "to grow with zero increase in carbon emissions".

- **Selpak (toilet paper)** which is certified by FSC (The Forest Stewardship Council). As the gold standard in forest certification, FSC is the only system supported by groups such as WWF, Sierra Club, Greenpeace, Natural Resources Defense Council and National Wildlife Federation. Today, more than 380 million acres of forest are certified under FSC's system. They produce 100% of our cellulose from certified suppliers who can prove that their wood pulp derives from sustainably managed forests. Therefore, we prefer to use this brand to contribute the sustainability.

- **Dixi (surface cleaning mateial)** which is brand of Henkel and also this brand has policy for sustainability. You can check their cooperation partners from their website. <https://www.henkel.com.tr/surdurulebilirlik>

-Not only chemistrical materials but also we are using natural cleaning products as **vinegar**.

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3.12. Other purchasing practices Other sustainable purchasing practices are in place.			<p>In some of our operations, we are giving little presents to our guests. The packaging is made of straw paper to provide sustainability.</p> <p>Instead of using lots of paper towels during the tours when it is hot, we provide frozen cotton towels to their guests that keep them fresh for longer and are rewashed and reused again. This also prevents lots of rubbish at the antique sites during the tours.</p>

Paper (promotional materials)

3

Action			Details
3.13. Printing company			As a company we give importance not to spend papers, we are working with "Navigator Office"

The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).

Paper Solutions". Our papers coming from 100% sustainable printing services.

They have "Ecolabel" and "FSC" certificates.

Also they have:

"ISO 9001 > Quality Management System"


"ISO 14001 > Environmental Management System"

Our printer machine is KYOCERA ECOSYS printer. **ECOSYS Printers** make little noise, offer double-sided printing which will cut back on costs plus all these devices are energy-efficient - all features that have very little impact on the environment. It has a comprehensive environmental policy including recycling of their supply; Energy Star.


https://www.kyoceradocumentsolutions.co.za/index/products/ecosys_printers.html

In additionally, if we need any extra materials, documents by printing company, we work with Hedef Copy in İstanbul that has suitable printers for sustainability. This is the website of printing company that we work. <http://www.hedefcopy.com/>

100

 Printer image 1.jpeg






 Printer image 2.jpeg

 Printer image 3.jpeg

3.14. Promotional materials
Brochures are printed on environmentally friendly paper (recycled, FSC or



Tura Turizm prefers to use the environmental friendly materials when need any promotional materials. We do not use brochures. We prefer to use our website or email as an information

<p>chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).</p>			<p>system. . Also we produced cloth bag to remove the plastic bag usage. Please find in the attachment.</p> <p> 20190905_141114.jpg</p> <p> 20190905_141120.jpg</p> <p> 20190905_141133.jpg</p> <p> 20190905_141140.jpg</p> <p> 20190905_141152.jpg</p>
<p>3.15. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.</p>	<p>✓</p>	<p>✓</p>	<p>In our company we are informing our members about paper waste. We prefer to create e-brochures instead of print ones. We share them in our website;</p> <p>https://www.turaturizm.com/</p>

Energy



Action			Details
<p>3.16. Energy reduction policy The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable</p>	<p>✓</p>	<p>✓</p>	<p>Our company understands the importance of waste management and its effect on the environment. We are committed to minimizing waste production by employing Reduction, Re-use, and Recycling techniques at every stage of our operation. We are committed to ensuring</p>

return on investment, are planned and implemented.

that all operations and activities are fully compliant with all current waste management legislation. . We will accomplish this by reducing total materials, purchasing greater levels of recyclable and biodegradable products, and limiting paper-based communications and marketing collateral.

Aims,

To minimize waste production throughout the company

To operate within full compliance of Environmental Law

To collect information every three (3) months and anticipate a 10% reduction within twelve (12) months.










Objectives,






- Identify areas of waste production throughout the company
- Employ effective waste management practices to identify the most efficient methods to reduce the production of waste and to maximize the re-use or recycling of waste material.
- Manage the process to ensure compliance with best practice
- Through training and support, ensure that all staff are aware of their responsibilities under Environmental Law and how compliance can be achieved and maintained.
- Conducts periodic waste stream audits




Our Accounting Department is responsible to following of energy usage according to bills. And all office is responsible about energy reduction. Accounting Department inform management according to usage of energy and then we precautions to decrease and balance the usage. All employees are responsible about ths measures. After the accounting department makes its own calculation in line with the energy used and the price received, a comparison is made compared to the previous months. Please check below to see example of bill and values;







sustainability management policy.pdf





		<p> sustainability policies and action plans.pdf</p> <p> sustainable purchasing policy.pdf</p> <p> 3.11_İSTANBUL OFİS ELEKT. FT_.pdf</p> <p> 3.11_KUŞADASI OFİS ELEKT. FT_.pdf</p> <p> Aydem Elektrik Perakende Satış AŞ APE2023000203616 kuşadası.pdf</p> <p> CK BOĞAZIÇI ELEKTRİK PERAKENDE SATIŞ A.Ş BEF2023000448023.pdf</p> <p> sustainability policies and action plans.tr.pdf</p> <p> sustainable purchasing policy.tr.pdf</p> <p> Hazardous waste Energy policy.tr.pdf</p>
<p>3.17. Monitoring energy consumption and sources Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.</p>	<p>✓ ✓</p>	<p>Our Ceo, Mrs. Leyla Öner Günçavdı is one of the coordinator of Turkish Tourism Council, during council meetings we inform and take decisions about providing sustainable tourism. We are doing our best to be a good example to others.</p> <p>Not only out of our office but also in the office we have many efforts. Electricity bill is received monthly in Turkey. According to this bill, we calculate our consumption and find solutions to reduce the energy waste.</p> <p>In office we are using energy saving lights, we mostly use air conditioner in energy saving mode. It is an obligation to use the pc in sleep mode during breaks. It is another obligation to turn off all electrical appliances if we do not need.</p> <p>We calculate all consumption of energy, water etc. annually and if there is something wrong we take an action. On the other hand we have efforts to decrease all negative effects of</p>



		<p>unnecessary energy usage in the world.</p> <p>Istanbul Office consumed 48.687,810 kw, Kusadasi Office consumed 5.892,248 kw in the last year. We cannot inform you about kilojoules because our offices get heated with air condition because of building situations.</p> <p>Mr. Oğuzhan Baysal is following electrical usage of Istanbul Office, Mr. Hikmet Kilickesmez is following electrical usage of Kusadasi office.</p> <p>Please check attachment to see last two bills about energy consumption in 2023.</p> <p>48687810 0</p> <p> 3.11_İSTANBUL OFİS ELEKT. FT_.pdf</p> <p> 3.11_KUŞADASI OFİS ELEKT. FT_.pdf</p> <p> Aydem Elektrik Perakende Satış AŞ APE2023000203616 kuşadası.pdf</p> <p> CK BOĞAZIÇI ELEKTRİK PERAKENDE SATIŞ A.Ş BEF2023000448023.pdf</p>
<p>3.18. Energy audit A building energy audit has been conducted by an approved company and its advice is implemented.</p>	<p>✓</p>	<p>Our head office is in Istanbul and office is a rent in a building. This building's energy audit has been conducted by CK Boğaziçi Elektrik Perakende Satış A.Ş.and electricity is given by this company.</p> <p>Our Kusadasi office is a building of our own. This building's energy audit has been conducted by Aydem Elektrik Perakende Satış A.Ş.</p> <p> 3.11_İSTANBUL OFİS ELEKT. FT_.pdf</p>



		<p> 3.11_KUŞADASI OFİS ELEKT. FT_.pdf</p> <p> Aydem Elektrik Perakende Satış AŞ APE2023000203616 kuşadası.pdf</p> <p> CK BOĞAZIÇI ELEKTRİK PERAKENDE SATIŞ A.Ş BEF2023000448023.pdf</p>
<p>3.19. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>	<p>✓ ✓</p>	<p>Office of Tura Turizm is rented office in a building. Therefore, energy is used in all building and we pay our bill according to consumption in the building. We have three floors in this building and energy usage is calculated for three floors. In this situation, we need to make difference to reduce consumption. All employees aware also contribute in whatever way they can and help the company make a difference. Our aim is that how to make workplace more sustainable in terms of efficient energy consumption.</p> <p>We always prefer to use natural lights in the mornings instead of light bulbs. Light bulbs are controlled by employees and security after work hours. We never leave lights switch on, if they are not in use. Also this situation is same for computers. Every employee has computer and everyone is responsible about their switch on and off. I request to switch computer as sleep mode during meetings and breaks from employees. Also, they aware to switch off all electronic device before leave the office. I have an other action plan about all electronic devices. Electrical devices continue to drain power even if they are plugged in. If we plugged out all these devices after working hours as this saves energy and reduces our electricity bill.</p> <p>As a company, we avoid printing files that can be sent via email. There are many ways you can share important files today. If there is an email option, we never send documents as printing. We believe that decreasing paper wastage, also helps to reduce the total amount of energy consumed by the printer.</p> <p>We have air-condition in our office but we care how to use air condition with minimum energy usage. All air-condition devices have energy saver mode and we use them with this mode. We keep doors and windows closed to keep heat inside because it helps prevent wasting energy. We try to do not turn on all air-condition at the same time. If one of them is enough for weather conditions, the others stay turn off.</p> <p>Tura Turizm always has a high opinion of saving energy in the office. First and foremost, we</p>

		<p>do not want to reduce only electricity bills, we want to contribute a lot to the environment by lessening carbon pollution at the same time.</p> <p>In Turkey energy has to be bought from a provider that is connected to that area, so there is no choice. Tura Turizm has to buy energy from Energy Sa. who is mostly taking its energy from hydro sources, but also still using conventional sources.</p> <p>Note: Sustainability energy saving preparation with summer start 05.03.2023 to 12.12.2023</p> <p> 3.11_İSTANBUL OFİS ELEKT. FT_.pdf</p> <p> CK BOĞAZIÇI ELEKTRİK PERAKENDE SATIŞ A.Ş BEF2023000448023.pdf</p>
<p>3.20. Carbon offset CO2 emissions from fossil energy used in the offices are offset.</p>	<p>✓</p>	<p>Planted trees struggle with the effect of greenhouse gases. Trees absorb carbon in the air and produce oxygen. Therefore, we have Tura Turizm Memorial Forest with 4000 saplings to fight against carbon emission and it's effects. We aim to enlarge this forest in the future. We encourage our suppliers to give their energy to reforestration, we inform them as much as possible. Some of our team members are participating to reforestration organizations to support carbon offset.</p> <p>Turkey has experienced difficult days for a long time in tourism. For this reason, we have shrunk as a company. Turkey is undergoing a revival in tourism and days that also leads us to grow again. We, as the company, aim to increase our agreements with our expanding staff and to develop our company in terms of sustainability.</p> <p>We have no an agreement with the carbon offset company yet. However, we have an action plan about it. Nowadays, we are searching companies to calculate values for carbon offset in Turkey.</p> <p>The sources shows that 12 kilograms of CO2 emission is provided per year for a tree. 4000 trees show that 48000 kilograms of CO2 will be absorbed.</p>

		<p>http://tema.org.tr/web_14966-2_1/entitalfocus.aspx?primary_id=639&type=2&target=categoriall&detail=single&sp_table=&sp_primary=&sp_table_extra=&openfrom=sortial</p> <p>Note: Preparation and action start 03.03.2023 to 12.12.2023</p>
<p>3.21. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.</p>	<p>✓ ✓</p>	<p>We use low-energy light bulbs in our office. Type of light bulbs are led light.</p> <p>Office lights are controlled by our security after office hours. He is responsible for lights to switch-off after everyone leaves from the office. In addition, every employee is aware of energy control and use.</p> <p>Tura Turizm offices are an old buildings and they were designed more than 10 years ago. Therefore we cannot attach any document about this lights. Please check the attachement to see light type in the office.</p> <p> ofis ışıklandırma 2.jpeg</p> <p> ofis ışıklandırma.jpeg</p>
<p>3.22. Automatic switch on/off system An automatic switch on/off system is operational in locations where it's practically feasible (e.g. with timers or movement sensors).</p>	<p>✓ —</p>	<p>Since our office does not have sensor lights and equipment, we have a routine to turn off the manual lights.</p> <p>In the evening, the last person to leave the office has the responsibility to turn off the lights. At the same time, after everyone leaves the office in the evening, our security mission also controls it.</p> <p>In addition, all electrically powered electronic devices are unplugged if they are not needed. The computers are put into sleep mode at noon and the use of power is prevented.</p> <p>We try to benefit from daylight as much as possible and consider the use of air conditioner as</p>



		<p>much as possible according to weather conditions.</p>
<p>3.23. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.</p>	<p>✓ ✓</p>	<p>Tura Turizm aims to decrease the electricity consumption by switching off lights, computers, air-condition, machines in the kitchen in offices when they are not in use and at night. All employees have responsibility to check electricity to prevent consumption. Also workers are responsible to switch off the lights and air-condition before leave.</p> <p>We prefer to use energy saver bulb lamps in our offices.</p> <p>Air-conditions of office has an inverter feature and has energy saver mode. We make a point of consumption and we are using all machines carefully that can cause electricity consumption. We started action plan via Travelife. This plan is about switching computers to energy-saving mode during lunch breaks, meetings and all other out of office activities.</p> <p> sustainability policies and action plans.pdf</p> <p> sustainability policies and action plans.tr.pdf</p>
<p>3.24. Light “switch-off” policy Office lights are switched off after office hours.</p>	<p>✓ ✓</p>	<p>Office lights are controlled by our security after office hours. He is responsible for lights to switch-off after everyone leaves from the office.</p> <p>In addition, all employees are conscious of switch-off policy and never leave from office before switch-off the lights. Our man who works for security controls all lights, air-condition and heating after everyone left.</p> <p> sustainability policies and action plans.pdf</p> <p> sustainability policies and action plans.tr.pdf</p>









<p>3.25. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).</p>	<p>✓</p>	<p>✓</p>	<p>According to our policy, Tura Turizm ensures that all the operational services in line with the needs of the company's guests are aligned with the rules of the local and national rules and regulations. The Company seeks for best ways to secure that the basic services are concerned with the protection of the natural resources.</p> <p>The water is regulated and used with measurements, aiming of lower consumption bimonthly. Special energy savers are used to optimize use and special apparel of lighting is selected to decrease consumption. The preferred selection of all used office material as recyclable materials: all used and given material is selected within this regard.</p> <p>The company obeys with all the rules of the regulations in line with environment protection as well as sustainability of the products and strictly follows with the regulations in change. The environmental taxes are paid on a regular basis.</p> <p>Accordingly, when the office needs any equipment, we consider energy usage and purchasing. Every equipment has to be in quality standarts and eco-friendly.</p> <p>Please find our policy in the attachment that signed by our CEO and Chairman.</p> <p> Protection of Community Interests.docx</p> <p> protection of community interests.tr.docx</p>
<p>3.26. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.</p>	<p>✓</p>	<p>✓</p>	<p>Tura Turizm aims to decrease the electricity consumption by switching off lights, computers, air-condition, machines in the kitchen in offices when they are not in use and at night. All employees have responsibility to check electricity to prevent consumption. Also workers are responsible to switch off the lights and air-condition before leave.</p> <p>We prefer to use energy saver bulb lamps in our offices.</p> <p>Air-condition of office has an inverter feature and has energy saver mode. We make a point of consumption and we are using all machines carefully that can cause electricity consumption. We started action plan via Travelife. This plan is about switching computers to energy-saving</p>





		<p>mode during lunch breaks, meetings and all other out of office activities.</p> <p> sustainability policies and action plans.pdf</p> <p> sustainability policies and action plans.tr.pdf</p>
<p>3.27. Other measures Other measures, not previously mentioned, have been implemented.</p>	<p>✓</p> <p>—</p>	

Water



Action			Details
<p>3.28. Water reduction policy The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.</p>	<p>✓</p>	<p>✓</p>	<p>Water is life. Growing pressure on water resources from population and economic growth, climate change, pollution, and other challenges has major impacts on our social, economic, and environmental well-being. In light of this we pledge to do our part by measuring and managing our water use.</p> <p>Since our founding in 1966, the Tura Turizm has worked to identify challenges facing our water resources and find solutions – solutions that promote the sustainable management of water resources. Tura Turizm has a system to document and track the annual volume of potable water used and with collecting this information every three (3) months and we anticipate a 10% reduction within twelve (12) months. Underlying all of the Tura Turizm’s work is the belief that a new approach to the way we plan, manage, and use water is urgently needed. The most important change we can make is in the way we think about, value, and manage our water. We audit</p>

		<p>In our company we pay attention not to spend water if not necessary. We provided information to our members and encouraged them with meetings about it.</p> <ul style="list-style-type: none">  hazardous waste policy.pdf  sustainability policies and action plans.pdf  water reduction policy.pdf  sustainability policies and action plans.tr.pdf  hazardous waste policy.tr.pdf  water reduction policy.tr.pdf
<p>3.29. Water sourcing Water sourcing is sustainable and does not harm environmental flows.</p>	<p>✓ ✓</p>	<p>Our water comes from a company endorsed by the government. Below, you can check our bill for water. It comes from ISKI (Istanbul Water and Sewerage Administration) that managed by The Istanbul Metropolitan Municipality.</p> <ul style="list-style-type: none">  3.25_İSTANBUL OFİS SU FT_.pdf  Ist su ftr.pdf
<p>3.30. Water use The office water use is measured on a monthly or yearly basis for</p>	<p>✓ ✓</p>	<p>Invoices of water comes monthly in Turkey. Tura Turizm measures all consumption monthly and annually. According to last year, we consumed water approximately 900 rate in cubic meter</p>








<p>benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.</p>		<p>anually. At the end of 2019, this rate will be calculated again. The rate below is from last year.</p> <p>Tura Turizm Istanbul office is in a sharing building. The measurement is made for the whole building and we are responsible for the share of our office.</p> <p>Additionally, please check attachment to see our last bill about water for this year as an example. Also, our Accounting Department continues to work on digital calculation and monitoring. When the work is finished, it will be added to the system.</p> <p>900</p> <p> 3.25_İSTANBUL OFİS SU FT_.pdf</p> <p> Ist su ftr.pdf</p>
<p>3.31. Water saving taps</p> <p>Water saving technologies are installed in at least 75 % of all taps (flow restrictors, aerators, percussive taps)</p>	<p>✓ ✓</p>	
<p>3.32. Water saving toilets</p> <p>Dual flush or other water saving equipment is installed in the toilets</p>	<p>✓ ✓</p>	<p>We have modern toilet that provides water saving system in our offices. We have configurable water fountain for sink and toilet. There is 1 buttons for siphon and 2 option to press. 1 press let the water goes and double press to stop the water for reducing water consumption. Our staff was educated about how to use and provide sustainability in terms of water saving.</p> <p> 20190905_125044.jpg</p> <p> 20190906_175950.jpg</p>






		WhatsApp Image 2023_05_08 at 11.44.30 _1_.jpeg WhatsApp Image 2023_05_08 at 11.44.30.jpeg
3.33. Rain water Waste water and/or collected rain water is re-used.		Unfortunately, our offices are not suitable for this option.
3.34. Other examples Other water-saving measures, not previously mentioned, have been implemented.		




Waste management

8

Action			Details
3.35. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.			<p>Our company understands the importance of waste management and its effect on the environment. We are committed to minimizing waste production by employing Reduction, Re-use, and Recycling techniques at every stage of our operation. We are committed to ensuring that all operations and activities are fully compliant with all current waste management legislation. We will accomplish this by reducing total materials, purchasing greater levels of recyclable and biodegradable products, and limiting paper-based communications and marketing collateral.</p> <p>We have recycle bins in our office and all waste are sent to municipilatiy recycling center after seperated. We are so sensetive to decompose recyclable waste and send them to authorized channels. We are actively separating waste and then calling the municipality totake the different waste streams when the boxes are full /bringing the glass away themselves / each employee got an own towel in order not to use paper towels in the toilet (which are only for</p>

		<p>guests) / collecting batteries / electronic devices are given to an educational NGO, etc.</p> <p> hazardous waste policy.pdf</p> <p> hazardous waste policy.tr.pdf</p>
<p>3.36. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).</p>	<p>✓ ✓</p>	<p>Please find attached</p> <p> Waste Management Policy.pdf</p> <p> Waste Management Policy.tr.pdf</p>
<p>3.37. Waste measurement and benchmark The business is aware and keeps records of the type and amount of substantial portions solid waste generated (including food waste).</p>	<p>✓ ✓</p>	<p>Please find attached</p> <p> Waste Management Policy.pdf</p> <p> Waste Management Policy.tr.pdf</p>
<p>3.38. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.</p>	<p>✓ ✓</p>	<p>Tura Turizm prefers to use the environmental friendly materials for packaging. We do not use brochures. We prefer to use our website or email as an information system. We consider to give appropriate products in terms of sustainability and recycle. Also we produced cloth bag to remove the plastic bag usage. Please find in the attachment.</p> <p> 20190905_141114.jpg</p>

			 20190905_141120.jpg  20190905_141133.jpg  20190905_141140.jpg  20190905_141152.jpg
<p>3.39. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.</p>	<p>✓</p>	<p>✓</p>	<p>We never use plastic cup to drink water. I believe that it is not healthy for ourself and our environment. We use glass cup for water, coffee and tea. We have a kitchen in our office and there are many glass for our employee. Everyone has a glass for water, coffee and tea. They are free to use them. Also for guests no plastic bottles are provided.</p>  20190912_094308.jpg
<p>3.40. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	<p>✓</p>	<p>✓</p>	<p>In the office, we take care to separate paper, glass, plastic and chemical waste. Once all wastes have been separated and they are received by the municipality to send recycling centers.</p> <p>We pay attention to several factors that can contribute to recycling, such as double-sided printing of paper, glass replacement instead of plastic bottles, evaluation of paper and more.</p> <p>Moreover, İstanbul Metropolitan Municipality's automated smart containers for recycling awarded the Zero Waste Innovation prize in the Zero Waste Summit organized by the Ministry of Environment and Urbanization</p> <p>The containers were manufactured by the municipality's participant company Istanbul IT and Smart City Technologies Inc. (ISBAK) for the Department of Environmental Protection and Control of the Istanbul Metropolitan Municipality. We collect all waste after separated and we</p>

		<p>take them to these containers.</p> <p>Istanbul Municipality Directorate of Environmental Protection and Control; https://www.ibb.istanbul/CorporateUnit/Detail/53</p>
<p>3.41. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	<p>✓ ✓</p>	<p>Our printer KYOCERA has refilling toner/ink.</p> <p>We consider to reduce all negative impacts for our environment. Reducing toner usage, paper and energy make a world of difference. Therefore, We preferred to buy this printer machine for our office and trained all employees about usage with an eye towards to sustainable environment.</p> <p> 20190909_172141.jpg</p> <p> 20190909_172144.jpg</p>
<p>3.42. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.</p>	<p>✓ ✓</p>	<p>We are using rechargeable batteries for most of our products. In only case that we need to use unchargeable batteries; we have a box in both offices(Istanbul and Kuşadası) and we are sending them to municipality for recycling.</p> <p>Also we educated our members about importance of battery waste.</p> <p>We are following for 2023</p> <p> 20190905_124921.jpg</p>

Reducing pollution

4

Action			Details
<p>3.43. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.</p>			<p>Usually in Turkey this is organised by the local water provider and controlled carefully, especially in touristic area's.</p>
<p>3.44. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.</p>			<p>Tura Turizm recognizes that harmful chemicals are damaging to our environmental resources and as such we work to eco-friendly products we use as an organization. Minimize the total amount of toxic and maximize the amount of</p> <p>Tura Turizm documents the total annual volume of non-toxic biodegradable chemicals / cleaning products as a percentage of the total volume of chemicals / cleaning products used. Our Green Team is charged with collecting this information every 3 months and we anticipate a 10% reduction within 12 months.</p> <p>As Tura Turizm, we committed to the safe and proper handling, storage, and disposal of all hazardous waste generated at Tura Turizm. This policy is written to provide the management process for hazardous waste. We implement, particularly the revised waste hierarchy with respect to the management of hazardous waste. The revised hierarchy has five steps which shall apply as a priority order in waste prevention and management legislation and policy.</p> <p>To prevent hazardous waste To prepare for re-use To recycle To support other recovery To dispose To use lead-free paint inside and outside</p>

		<p>Prevention includes measures that reduce the adverse impact of hazardous waste on the environment, human health and reduce the content of harmful substances in materials and products before they become waste, as well as a reduction in the quantity of hazardous waste produced.</p> <p>- Below, there is a list of all the hazardous products that we have:</p> <p>Batteries are used for our headphone devices. However, after these batteries are empty, waste is discarded and then sent to the municipality for recycling. Mud waters used for cleaning contain chemicals. However, we meet the standards. We started to use vinegar as a germicidal material as a in our cleaning. Our printer machine is convenient to environmental factor. We considered this factor before bought. We minimize the use of office materials such as ink and glue and we take care to work in digital environment. Before purchasing cleaning products such as liquid soap and dish soap, we check the symbols on the back and choose the most suitable for health. We try to reduce the use of all types of paper (printer paper, toilet paper, napkin) and we control the most appropriate for the environment by controlling the standards.</p>
<p>3.45. Paint Lead-free and water-based paints are both used inside and outside, when locally available.</p>	<p>✓ ✓</p>	<p>Our office furnitures are not new. They were bought many years ago. Therefore, I cannot provide any source to show their quality and sustainability. However, they were used for a long time and continue to use. All products used for cleaning, printing and painting are environmentally friendly. We consider before buy it.</p>
<p>3.46. Noise, light, erosion and ozone If the company is a source of pollution, it implements practices to minimise pollution from noise, electric generators, light, runoff, erosion, ozone-depleting compounds; and air, water and soil contaminants from its buildings (as far as being able to control by the company).</p>	<p>✓ ✓</p>	<p>We always aim to minimize negative environmental impacts. We consider energy consumption, water usage, recycling and re-use, chemical waste as a tourism company. We prefer to work with companies, suppliers that also consider all of these factors.</p> <p>Below, you can see our Waste Management Policy</p>

Our company understands the importance of waste management and its effect on the environment. We are committed to minimizing waste production by employing Reduction, Re-use, and Recycling techniques at every stage of our operation. We are committed to ensuring that all operations and activities are fully compliant with all current waste management legislation. . We will accomplish this by reducing total materials, purchasing greater levels of recyclable and biodegradable products, and limiting paper-based communications and marketing collateral.

Aims

To minimize waste production throughout the company

To operate within full compliance of Environmental Law

To collect information every three (3) months and anticipate a 10% reduction within twelve (12) months.

Objectives

Identify areas of waste production throughout the company









Employ effective waste management practices to identify the most efficient methods to reduce the production of waste and to maximize the re-use or recycling of waste material.

Manage the process to ensure compliance with best practice

Through training and support, ensure that all staff are aware of their responsibilities under Environmental Law and how compliance can be achieved and maintained.

Conducts periodic waste stream audits




In the department, usage rates, their contribution to the environment are evaluated on a monthly basis, evaluated orally and solutions are discussed. We make our evaluations on this invoices.




		<p>For example; electricity, water use, in-office expenses, transportation needed during the tour and minimizing it and so on. We do not have a written report on this right now, but you can find an example of the invoice where you can see how we can follow it.</p> <ul style="list-style-type: none">  3.11_İSTANBUL OFİS ELEKT. FT_.pdf  3.11_KUŞADASI OFİS ELEKT. FT_.pdf  3.25_İSTANBUL OFİS SU FT_.pdf  3.25_OFİS DAMACAN SU FT_.pdf  Aydem Elektrik Perakende Satış AŞ APE2023000203616 kuşadası.pdf  CK BOĞAZIÇI ELEKTRİK PERAKENDE SATIŞ A.Ş BEF2023000448023.pdf  SU FTR kuşadası.pdf  Ist su ftr.pdf
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Mobility

7













Action			Details
<p>3.47. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.</p>	✓	✓	<p>Tura Turizm has cruise operations in different cities every month. Therefore, our employees who work for incoming department have to join these operations. Our company compensate transportation expenses during operations and work. All transportation costs are covered by the company.</p>


		<p>We always aim to sustainable transport and we prefer transport options according to requirement. Generally, officials take a plane trip because of distance and also it is more efficient to provide sustainability.</p> <p>As a team, we prefer to use always public transportation, even the management team implement this procedure. For instance, we need to work with Kuşadası office cooperatively and during cruise operation days, some of our employee has to be in Kuşadası. First of all, we are taking a plane to İzmir for Kuşadası destination and from İzmir to Kuşadası takes 1 hour with car. During this transportation, we prefer to use public transportation to arrive Kuşadası as a team. If we use personal car or special taxi for everyone, it will be more expensive and also disadvantage in terms of sustainability. The importance that Tura Turizm gives to public transportation is absolutely based on sustainable environment.</p> <p>Additionally, not only our employees but also our board members are using public transportation during their home-work travel. Using personal car means that cause the pollution in every respect; traffic pollution, air pollution, moral and material effort. We really care transportation and how to reduce impacts in every aspect. Our policy is that choose the most sustainable transportation options according to price, comfortable and low impact transportation.</p> <p> sustainability management policy.pdf</p> <p> Sustainability Policy updated.pdf</p> <p> Sustainability Policy updated.pdf.pdf</p>
<p>3.48. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.</p>	<p>✓ ✓</p>	<p>This section has not been completed. We have an action plan about it because our transportation is depending on our tours and works and it is really hard to give an exact amount for now. We do not have the system to calculate but we are working on it to present you.</p> <p>Please see our action plan about this case in Action plan tab.</p>

		 TURA TURİZM ACTION PLAN 2023_24 _ Akın _.pdf
<p>3.49. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.</p>	<p>✓</p>	<p>For be able to cover our CO2 emission, we had efforts to create a memorial forest. We have already 4.000 saplings. For following years we have an idea to increase this amount.</p> <p>Please see our action plan in Action Plan tab and review our certificate with collaboration of General Directorate of Forestry in Turkey.</p>  hatira_ormani_tabela.jpg  hatira_ormani_tabela.jpg.jpg
<p>3.50. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).</p>	<p>✓</p>	<p>✓</p> <p>Our company compensate transportation expenses during operations and work. If an employee needs to go somewhere for example hotels, restaurants for a meeting during the day, all transportation costs are covered by the company.</p> <p>Additionally, I have an action plan about this topic. I am planning to distribute İstanbul Card to all employee to support sustainable transport options. This card works for public bus, metro and train line. I also explained in next part that our office is far away from some of employees and if they use their personal car, it causes to pollution by any measure. Providing sustainability in terms of transportation are very important for us. If I can arrange our allowance, I aim to arrange transportation fee for all employees every month.</p> <p>I attached an example for İstanbul Card. Please see below website for Istanbulcard informations;</p> <p>https://www.istanbulkart.istanbul/</p>

<p>3.51. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.</p>	<p>✓</p>	<p>✓</p>	<p>We have two offices in Turkey. One of them is located in İstanbul and another one is located in Kuşadası.</p> <p>Our İstanbul office is located in Şişli and it is so close to Taksim metro station. Our employees generally come from different locations of İstanbul and the biggest problem is always traffic in İstanbul. Therefore, they prefer to use public transportation. Using personal car means that cause the pollution in every respect; traffic pollution, air pollution, moral and material effort. Even our Board member prefers to use public bus to come to office. We really care transportation and how to reduce impacts from every angle.</p> <p>In additionally, we try to reduce transport between Kuşadası office. Our meetings are regularly organized by coordinator for both offices. We have an action plan about meetings to arrange them as online (video call) with Kuşadası office to provide sustainability in terms of transport reduction.</p>
<p>3.52. Car purchase or lease If the company buys, leases or hires cars, there is a policy to obtain the greatest fuel-efficiency (e.g. EU category A or B).</p>	<p>✓</p>	<p>✓</p>	<p>We do not buy or rent cars at all for our company because we are using public transport as employees.</p> <p>We are working with transfer company for our clients and they send busses for our tourists. Busses send according to tour groups and sustainability considers in this situation.</p>
<p>3.53. Well maintained cars Motorised company vehicles are well maintained and checked regularly to reduce emissions and energy use. They comply with the legal emission standards.</p>	<p>✓</p>	<p>✓</p>	<p>We do not have company cars for our offices and employees.</p>










Sustainability training and awareness raising







Action			Details
<p>3.54. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.</p>	✓	✓	<p>We are organizing internal meetings to inform all our members about internal environmental management such as paper waste, water waste, energy waste.</p> <p>Our policies has been founded and considered after our educations and meetings so that reason we uploaded related documents.</p> <ul style="list-style-type: none">  Gokhan Yıldırım Travelife Certificate.pdf  STEP Certified Logo.png  policy against exploitation.pdf  sustainability management policy.pdf  sustainability policies and action plans.pdf  sustainable purchasing policy.pdf  Staff Training Plan.pdf  SUSTAINABILITY MEETING.pdf  partner.jpg  Akın ARIKAN Sust. Mang. Cert..pdf  personal_certificate Burak K..pdf  personal_certificate URCAN Y..pdf  3.Policy Against Exploitation.tr.pdf


		 sustainability policies and action plans.tr.pdf  sustainable purchasing policy.tr.pdf
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Land use and community relations

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Action			Details
3.55. Land use and construction Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning requirements, with laws related to protected and sensitive areas, and to heritage considerations.			Kuşadası office is owned by us. We have all legal licenses and we are suitable with local policies. Please check attachment to see property deeds that was taken by Turkish Government. Tura Turizm's head office is rented for a long time and it is located in İstanbul / Şişli.  KUŞADASI OFİS TAPU_1.pdf  KUŞADASI OFİS TAPU_2.pdf
3.56. Siting and design Siting, planning and design of newly constructed company buildings takes into account the capacity and integrity of protected and sensitive natural and cultural heritage, and complies with zoning requirements and laws. Best practices should be implemented within reasonable extra costs.			Our offices are not located in a natural or cultural heritage surrounding. We have own building in Kuşadası and it did not renovated in the last 5 years. Our headoffice is rented in İstanbul and it is old building that locates in Şişli / Elmadağ. There is no situation that harms the environment and history. Kuşadası building is documented legally by the government. Please check the attachment.  KUŞADASI OFİS TAPU_1.pdf

		 KUŞADASI OFİS TAPU_2.pdf
<p>3.57. Natural and cultural impact In case of new constructions (or substantial renovations or demolitions), an environmental, natural and cultural impact assessment has been conducted. Its conclusions and recommendations are taken into account.</p>	<p>✓ ✓</p>	<p>Our offices are not located in a natural or cultural heritage surrounding. We have own building in Kuşadası and it did not renovated in the last 5 years. There is no situation that harms the nature and history.</p> <p>Kuşadası building is documented legally by the government. Please check the attachment.</p>  KUŞADASI OFİS TAPU_1.pdf  KUŞADASI OFİS TAPU_2.pdf
<p>3.58. Property acquisition Property and water rights have been acquired in a legal manner, complying with local, communal and indigenous rights (where applicable). Property has been acquired including free, prior and informed consent of local communities, and do not require involuntary resettlement.</p>	<p>✓ ✓</p>	<p>Property and water rights have been acquired in a legal manner, complying with local, communal and indigenous rights . The document the show legal manner is in the attachment.</p> <p>The building has not renovated in the last 5 years.</p>  KUŞADASI OFİS TAPU_1.pdf  KUŞADASI OFİS TAPU_2.pdf
<p>3.59. Sustainable design and construction Planning, design, construction of new buildings or renovations (from the moment of the first certification) is based on locally appropriate and sustainable practices and materials.</p>	<p>✓ ✓</p>	<p>The building has not renovated in the last 5 years. Therefore, there is no any document that shows renovation. We have the document showing procurement and government approval.</p> 

			<p>KUŞADASI OFİS TAPU_1.pdf</p>  <p>KUŞADASI OFİS TAPU_2.pdf</p>
<p>3.60. Invasive species The business takes measures to avoid the introduction of invasive alien species. Native species are used for landscaping and restoration, wherever feasible, particularly in natural landscapes.</p>	✓	✓	Our offices are not located in natural landscapes / nature areas.
<p>3.61. Community consultation Local communities are consulted, regarding activities that the business conducts in areas where it resides, with the aim to avoid adverse effects on local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.</p>	✓	✓	There is no any conflicts present with the local community.
<p>3.62. Community services The activities of the company do not jeopardize the provision of basic services such as food, water, energy, healthcare and/or sanitation to neighboring communities.</p>	✓	✓	There is no conflicts present with local community in terms of food water, energy or sanitation.
<p>3.63. Local cultural sites The business contributes to the protection, preservation and enhancement of properties, sites and traditions of historical, archaeological, cultural, and spiritual significance and does not impede access to them by local residents.</p>	✓	✓	
<p>3.64. Local elements The business values and incorporates authentic local culture (traditional and contemporary) in its operations, design, decoration, cuisine, or shops; while respecting the intellectual property rights of local communities.</p>	✓	✓	Our CEO Mrs. Leyla Öner Günçavdı has saved a collection of antiquities and coins (with an official permission from the relevant ministry) that he is exhibiting in the office.

4. Inbound partner agencies

















16

Inbound partner agencies


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Action			Details
<p>4.1. Partner agency policy Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.</p>	✓	✓	<p>We have partnership with:</p> <ul style="list-style-type: none"> -Royal Caribbean -Seaborn -Azamara -Virgin -Viking -Miramar Group from Hong Kong. -Rogers Aviation, Atom Travel, Shamal Travel, City Travel from Mauritius. -Holland America Line from USA. <p>Our position in these partnerships is providing the best tour services them. When we start to create their tours we always give importance to sustainable tourism.</p> <p>8</p>

			sustainability management policy.pdf sustainability policies and action plans.pdf Sustainability Policy.pdf Sustainability Policy.pdf.pdf sustainability policies and action plans.tr.pdf Sustainability Policy.TR.pdf
<p>4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).</p>	✓	✓	<p>We shared our sustainability policy in our website. Following that we informed all our partners via e-mail to see our efforts.</p> sustainability management policy.pdf Sustainability Policy.pdf Sustainability Policy.TR.pdf
<p>4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exist, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).</p>	✓	✓	<p>In Turkey contracts are prepared according to laws between companies. These contracts can not include details that protected by Turkish laws. Therefore, we cannot add additional clauses in contracts directly with inbound partner agents. However, this was our action plan and we had a start with Charisma de Luxe Hotel about sustainability part of contract. By time, we will change all our contracts regarding this.</p> hazardous waste policy.pdf

-  policy against exploitation.pdf
-  protection of community interest.pdf
-  sustainability management policy.pdf
-  sustainability policies and action plans.pdf
-  sustainable purchasing policy.pdf
-  codes of conduct.pdf
-  Tura Turizm Ağustos_Eylül 2019 _ Çinli Kahvaltı Grupları Kontrat.pdf
-  Tura Turizm Toplantılı Konaklama Paketi Fiyatları.pdf
-  TURA.docx
-  TURA TURİZM 2019_2020 KIŞ SÖZLEŞME.pdf
-  TURA TURİZM _ CHARISMA HOTEL CONTRACT.pdf
-  Charisma Hotel Sözleşme.pdf
-  VIK 2023 CONRAD signed by TURA.pdf
-  3.Policy Against Exploitation.tr.pdf
-  protection of community interests.tr.docx
-  sustainability policies and action plans.tr.pdf

		sustainable purchasing policy.tr.pdf hazardous waste policy.tr.pdf Ekran görüntüsü 2023_06_30 202828.jpeg
<p>4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.</p>	<p>✓ ✓</p>	<p>Our Chairman & CEO Mrs. Leyla Öner Günçavdı has important attempts about sustainability. There are Turkish Tourism Council meetings in Turkey and most important leaders, academicians and politicians are participating to this council. In council meetings our CEO encourages leaders of Turkey about sustainability and educate them.</p> <p>Moreover, we encourage and give suggestions to our suppliers about sustainability. We advise them to take sustainability educations.</p> Gokhan Yıldırım Travelife Certificate.pdf STEP Certified Logo.png STI Shore Excursions Standard _ Industry Training Agenda FINAL.pdf Staff Training Plan.pdf horizontal_white.png partner.jpg Ekran görüntüsü 2023_06_30 202828.jpeg
<p>4.5. Sustainability training - completed</p>	<p>✓ —</p>	<p>We shared all sustainability policies with our suppliers and partners. Besides our policies, in</p>




<p>Key receptive partners have completed a basic sustainability training for travel companies.</p>		<p>Tourism Councils of Turkey, our CEO Mrs. Leyla Öner Günçavdı shared his experiences and ideas with all other tourism leaders, in Tourism Council books there are related parts with Sustainable Tourism. Not only Travelife but also we participated to STEP(Sustainable Tourism Eco-certification) program, we shared this educations with our partners.</p>
<p>4.6. Sustainability reporting The key partners have reported on their sustainability achievements and have shared their results.</p>	<p>✓ ✓</p>	<p>Normally, we are directly contacting with our inbound partners about their sustainability reports.</p> <p>Nowadays, we are working on Travelife Certification. After certificate, this article will be completed. We are creating an action plan about it.</p> <p> Ekran görüntüsü 2023_06_30 202828.jpeg</p>
<p>4.7. Sustainability award The key partners have obtained a sustainability award and have shared their achievements.</p>	<p>✓ —</p>	<p>Royal Caribbean is our partner who has travelife certificate. We give priority to travelife Gold certified hotels as: Blue Bay Platinum Hotel Marmaris, IC Hotels Green Palace Antalya, Aqua Fantasy Hotel & Family Life Ephesus, Pine Bay in İzmir.</p> <p>Besides these hotels we pay attention to prefer hotels of https://www.yesillenenoteller.com/projects/ (greeninghotels which has an environmental sustainability certification). We only have transportation and restaurant partners in Turkey. We encouraged Basaran Tur about to achieve sustainability certificate. Mr. Okan Demircan who is Operations Manager in this company added to our system and he is eligible to reach all of our sources about sustainability via Travelife.</p>
<p>4.8. Incentives Incentives are offered to receptive partner agencies who engage actively in more sustainable production (e.g. financial, contract conditions, marketing</p>	<p>✓ —</p>	<p>Our company give importance to sustainability efforts as certificate, reforestration efforts, social responsibility projects etc. when give priority to/increasing business with suppliers or partners.</p>









benefits).



Specific conditions

8

Action			Details
<p>4.9. Contracts Written contracts with partner agencies are in place.</p>			<p>Our agreements are always legal, we do mention about taxes etc.</p> <p>Please see our some of agreements with our partners. Regarding privacy and GDPR rules we trust you to not share this informations.</p> <p>Below, there is agremments with transfer company</p> <ul style="list-style-type: none"> Tura Turizm Ağustos_Eylül 2019 _ Çinli Kahvaltı Grupları Kontrat.pdf Tura Turizm Toplantılı Konaklama Paketi Fiyatları.pdf TURA.docx VIK 2023 CONRAD signed by TURA.pdf
<p>4.10. Briefing contract managers Receptive/incoming agents, outbound product and contract managers discuss relevant sustainability issues in the destination on a regular basis.</p>			<p>Unfortunately, sustainability in tourism has entered our lives in Turkey lately. Our company makes pressure to local partners to include sustainability articles in contracts and implement them. Please see attached an example.</p> <ul style="list-style-type: none"> TURA TURİZM _ CHARISMA HOTEL CONTRACT.pdf Charisma Hotel Sözleşme.pdf

		 Ekran görüntüsü 2023_06_30 202828.jpeg
<p>4.11. Anti-corruption The company expects its partners to have an anti-corruption policy (e.g. through inclusion as contract condition).</p>	<p>✓</p>	<p>— Anti-bribery and anti-corruption policy covers all employees of the company including the Tura Turizm management, the companies and employees from whom we receive goods and services, all business partners including suppliers, consultants, lawyers.</p> <p>Tura Turizm is against all kinds of bribery and corruption. Taking or giving bribes is absolutely unacceptable.</p> <p>Business relations with third parties who wish to do business with Tura Turizm through bribery or corruption cannot be maintained.</p> <p>Tura Turizm strictly prohibits bribery or other improper payments in any of its business operations. This prohibition applies to all business activities, anywhere in the world, whether involving government officials or other commercial enterprises. A bribe or other improper payment to secure a business advantage is never acceptable and can expose individuals and Tura Turizm to possible criminal prosecution, reputational harm or other serious consequences.</p> <p>All kinds of accounts, invoices and documents belonging to the customers, suppliers and relations are the legal obligation that must be complied with and kept in a complete and reliable manner.</p> <p> Anti_Bribery Policy.pdf</p> <p> Anti_Bribery Policy.tr.pdf</p>
<p>4.12. Sexual exploitation of children: contracting Partner contracts include clauses which enable contract partners to end the</p>	<p>✓</p>	<p>✓ If any partner cause sexual exploitaton of chlden, we directly renounce the partnership. In attached documents you may see our policies and our contract sample.</p>

<p>contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).</p>			<p> TURA TURİZM _ CHARISMA HOTEL CONTRACT.pdf</p> <p> Labor Protection Policy.pdf</p> <p> Charisma Hotel Sözleşme.pdf</p> <p> Labor Protection Policy.tr.pdf</p>
<p>4.13. Licence Partner companies comply with local, national and international legislation and regulations.</p>	<p>✓</p>	<p>✓</p>	<p>Please see below agreement. As mentioned in this agreement it is appreciate to local, national and international legislation and regulations.</p> <p> TURA TURİZM 2019_2020 KIŞ SÖZLEŞME.pdf</p> <p> FAALİYET BELGESİ_12.03.2019_E İMZALI_İNGİLİZCE.PDF</p> <p> TURA TURİZM LTD._FAALİYET BELGESİ_2023.01.17.pdf</p> <p> VIK 2023 CONRAD signed by TURA.pdf</p>
<p>4.14. Customer communication In case partner agencies are directly in contact with clients, they provide information and interpretation on relevant sustainability matters in the destination (protection of flora & fauna and cultural heritage; resource use) and on social-cultural values (tips, dressing code and photography), including the distribution of customer codes of conduct.</p>	<p>✓</p>	<p>✓</p>	<p>In this part tour guides play most importante role. We are giving related educations to them in round-table meetings and they are informing our guests about it. They are making suggestions to our guests about social-cultural values. Hotels are giving related informations to our guests too.</p>
<p>4.15. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.</p>	<p>✓</p>	<p>✓</p>	<p>In our contracts with partner agencies there is no article about labour conditions but when we decide to make partnership with a hotel, agency or transportation company we always make researches about labour conditions, we are starting action plan about this.</p>





<p>4.16. Living wage The company partner agencies pay their employees at least a living wage that is equal to or above the legal minimum.</p>	<p>✓</p>	<p>✓</p>	<p>The minimum wage is specified by the state every year and companies have to pay this minimum amount to employees. A company or partner agencies offer employees the minimum living wage in Turkey. From our point of view, we make payments to our partners depending on the tour, passenger or service that is provided to customers. These payments are provided according to the percentage agreement between us and partner agencies. The partner companies submit a proposal, and decide on the percentage to be received and paid as a result of the meetings.</p> <p> 6.1.4 Paying a Living Wage.pdf</p> <p> 6.1.4 Paying a Living Wage.tr.pdf</p>
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5. Transport

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Selecting transport suppliers

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Action		Details
<p>5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).</p>		<p>Tura Turizm always aims to provide the best transportation options for decision-making process. The significant factor is that providing comfortable and quality services for our customers. We pay regard to provide sustainable transportation to destination considering with distance and price. Guests of Tura Turizm having all transportation services from us. They do not need to use transportation by themselves.</p> <p>We are working B2B. When we prepare proposals we already pay attention to support sustainable tourism with transportation. We always prefer close destinations in our tours and in our offers (Mostly we prefer to organize tours in Kuşadası)</p>
<p>5.2. GHG / Carbon offset GHG or Carbon offset for the international transport is included in the package price.</p>		<p>We never provide international flights in our packages. We are working B2B. However, we will start to inform them through related link; http://www.docev.org.tr/Karbonmetre.aspx</p>
<p>5.3. GHG / Carbon measurement The GHG or carbon emissions are measured for the transport to the destination with the aim to make informed decisions for product development and to inform clients.</p>		


<p>5.4. Transfer to departure airport Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).</p>	<p>✓</p>	<p>✓</p>	<p>Public transportation is always our priority for transportation to departure airport. When we arrange a tour, first of all our groups arrive to airport, and then we welcome groups with busses. We do not prefer to arrange private cars to prevent Co2 emissions. During tours, we are using same transportation option between cities and historical places.</p>
<p>5.5. Local transport In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).</p>	<p>✓</p>	<p>✓</p>	<p>We pay attention to provide sustainable transportation to destination with distance and price consideringly. Guests of Tura Turizm having all transportation services from us. They do not need to use transportation by themselves.</p> <p>We are working B2B. When we prepare proposals we already pay attention to support sustainable tourism with transportation. We always prefer close destinations in our tours and in our offers (Mostly we prefer to organize tours in Kuşadası)</p> <p>There are couple of trusted local transportation agencies in Turkey that we are working with. We only make agreement with local transportation agencies in Turkey since Tura Turizm founded. We inform our suppliers by giving them information about sustainability.</p> <p>Tura Turizm welcomes between 25-45 guests in every land tours. For their tours we are using buses to reduce energy waste and support sustainability. In our shore excursions even if we welcome between 500 - 3000 (depends on capacity of cruise) guests we separate them to groups between 25 - 45 and we use buses. We never separate them to private vecihles. We show ultimate attention in terms of sustainability and protect our envionment.</p>
<p>5.6. Boating The business encourages any boat/cruise operator it works with, to follow sustainability best practices in respect of their operations.</p>	<p>✓</p>	<p>✓</p>	<p>Tura Turizm, is Turkey's largest cruise operator. Therefore, we do not need an any boat / cruise operator. Each policy we implement covers the cruise department.</p> <p> sustainability management policy.pdf</p>

<p>5.7. Bus / Coach safety In selecting coach transport companies, minimum quality and safety arguments are considered.</p>	<p>✓</p>	<p>✓</p>	<p>We evaluate transport companies according to many criteria before work. We aim to provide maximum quality for our clients. Drivers and their licence, transportation companies and the service they offer. All factors are considered before deal.</p> <p>We confirm that testing their drivers psychologically as well and make sure that no driver drives illegally by their management.</p>
<p>5.8. Code of conduct for drivers Transport providers are provided with codes of conduct and guidance regarding sustainable driving techniques.</p>	<p>✓</p>	<p>✓</p>	<p>We are not offering personal car for our clients. We arrange transfer busses according to group size. These buses are sent by a transportation company which is our supplier. All drivers are selected by this transportation company. They are responsible about their driving techniques and codes of conduct.</p> <p>Also, our tour leader and tour guide have responsibility about transfer during tour program. If they have any problem about driver, they inform the operation manager immediately and a solution is found between Tura Turizm and transportation company.</p> <p>We are informing our transportation companies' about how to drive environmentally during meetings also refer the related link; https://civitas.eu/measure/eco-driving-training-bus-drivers.</p> <p>Also we consider all there factors before make an agreement with them.</p>

Sustainable packages

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Action			Details
<p>5.9. Sustainable packages The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including</p>	<p>✓</p>	<p>—</p>	<p>My team and I prepare all tour packages as an incoming department meticulously. We already have a policy about sustainability and when we arrange our tours, we check-up all services with the best sustainable options. Our packages includes transportation, accomodation, eating,</p>





<p>sustainable transport, sustainable accommodations and sustainable activities).</p>		<p>activities, guidance, taxex and fees. All these options passes decision-making process in terms of sustainability. For instance, we have procedure to select minimum four - five star hotels for our groups, but also we try to select the best suitable hotel that applies sustainability for accomodation. This situation is same also for transportation, guidance service etc.</p> <p>We are not working B2C, we are working B2B. When we give proposals to other companies, we present our packages and inform them how we give importance sustainability in tourism.</p> <p>For instance, We skipped Jeep Safaris from our tour programmes due to high emmissions and the damage for nature.</p>
<p>5.10. Carbon management (products)</p> <p>The company is measuring the GHG emissions of its travel products (including transport, accommodation and activities) with the aim to reduce the total impact of it products and to inform it's clients.</p>	<p>✓</p>	<p> doc01194420230630204852 carbon em.pdf</p>



6. Accommodations

16

Accommodations


9

Action			Details
<p>6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.</p>			<p>According to our sustainability policy, quality of a tour product is the basic element to achieve our goal. Quality is the measure of excellence or state of being free from defects and deficiencies and significant variations. Our approach to quality is the total of all characteristics of a product or service which are based upon meeting determined or possible necessities. Local and international experiences, quality concerns as well as innovating for the best solutions allow Tura Turizm to create better values for the customers and to build cordial relations with them. For Tura Turizm, quality refers to all of the characteristics that reveal the abilities of a good or service to meet a specific need. Our quality management is a management approach to long-term success through customer satisfaction. In this effort, all members of Tura Turizm participate in improving process, products, services and the culture in which they work.</p> <p>One of the most important subject is that accommodation for our incoming department. We consider to select sustainable hotels for accommodation. In this situation, sustainability is evaluated with many criteria by me as a coordinator. When I select an accommodation for our tours, I consider to select the best hotels in terms of opportunities and environment. We are working with 4 or 5 stars hotels and most of them also cares sustainability in Turkey. I try to select especially certified hotels but also many hotels unfortunately, has no certificates like Travelife in Turkey. Most of them generally has Green Key like Radison Blue Airport, Ramada, Le Meridien, Ramada Kuşadası, etc.</p> <p>I have an action plan about this issue. I aim to increase to work with more certified hotels. I will start to contact with other hotels to get information because their websites are not clear to be sure and I want to visit them face to face because also it is significant for our tourist and their</p>

		<p>satisfaction.</p> <p>Our policy is about providing customer satisfaction and protecting the environment with this satisfaction. We inform our partners, clients and suppliers through that factors and as I mentioned, we started to making agreement with these criterias and started to add these criterias into the contracts.</p>
<p>6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.</p>	<p>✓ ✓</p>	<p>We comunicate with hotels via email. We arrange our booking, price deals, follow-ups over our outlook exchange accounts. We research their sustainability before arrange our booking from their websites. Also we try to arrage a meeting with their managers to take information about their working order and sustainable quaility.</p> <p>Please see attachment for an email example with an hotel about how we communicate with them.</p> <p>We also have an action plan to provide information for all hotels and customers to inform them about how we care sustainability as a guidance tab.</p> <p>Also, our tour guides are giving tips to the hotels regarding sustainability. For example, put switches at the balcony doors, not to give 2 keys as a standard, to take the plastic waste and empty batteries from the buses, etc. They are communicating with the hotels face to face.</p> <p>Also we inform them during meetings and via phone calls except mail. However, there is no any example about phone calls and meetings.</p> <p> hotel email.png</p> <p> Ekran görüntüsü 2023_06_30 203313 hotel.png</p>
<p>6.3. Certified accommodations</p>	<p>✓ ✓</p>	<p>We pay attention to select best hotels in terms of sustainability.</p>

<p>Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</p>		<p>We work with travelife Gold certified hotels as: Blue Bay Platinum Hotel Marmaris, IC Hotels Green Palace Antalya, Aqua Fantasy Hotel & Family Life Ephesus İzmir.</p> <p>Besides these hotels we pay attention to prefer hotels of https://www.yesillenenoteller.com/projects/ (greeninghotels which has an environmental sustainability certification).</p> <p>According to the first question below, we cannot indicate the percentage for now because we have no report about sustainable accommodations and its calculation yet. We would like to start an action plan about it.</p> <p>10</p>
<p>6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.</p>	<p>✓ ✓</p>	<p>Please see attached our contract with one of our supplier hotel. In last part of contract hotel mentions about child labour, anti-corruption and bribery, waste management and protection of biodiversity, carbon offset.</p> <p>Additionally we shared our policies about hazardous waste, labour protection, against exploitation.</p> <ul style="list-style-type: none"> - In all our business activities and client relations we strongly renounce all forms of sexual exploitation of children. - We prohibit all tourism premises from becoming a front for sexual exploitation of minor by reporting obvious or suspected cases of child sexual exploitation to the local police. - When marketing our tours, the advertising material shall not in any way allude to or in other ways depict children in a sexual manner. - We raise awareness on the criminal activity of sexual abuse of children by undertaking preventive measures such as training of and information to our staff. - We assume responsibility to abide by existing laws, rules and regulations in Turkey and the

		<p>EU.</p> <ul style="list-style-type: none"> - We boycott products produced with child labor or from vendors who practice discriminatory or abusive practices. - In all our business activities and client relations, all persons are afforded equal opportunities based on their abilities and capacities not their race, color, religion, ancestry or national origin, sex, age, marital status, sexual orientatio or disability. <ul style="list-style-type: none"> hazardous waste policy.pdf policy against exploitation.pdf TURA TURIZM _ CHARISMA HOTEL CONTRACT.pdf Labor Protection Policy.pdf Charisma Hotel Sözleşme.pdf Sustainability Policy.pdf.pdf 3.Policy Against Exploitation.tr.pdf Labor Protection Policy.tr.pdf Sustainability Policy.TR.pdf hazardous waste policy.tr.pdf
<p>6.5. Distribution of 'Best practice' standards and guidance Best practice standards (e.g. Travelife) and other guidance towards more</p>	<p>✓ ✓</p>	<p>Tura Turizm always gives importance to sustainability from psst to present Our Chairman Mrs. Leyla Öner Günçavdı has efforts and studies about this topic. However, Travelife is our new</p>

<p>sustainable management (e.g. training manuals) are distributed to the bestselling accommodations.</p>		<p>training and we do not have any report from last year like Travelife Report.</p> <p>Mr. Erkunt Öner published his opinions and values in Tourism Council. (https://turizmsurasi.ktb.gov.tr/TR-199712/sura-komisyonlari.html). Besides Tourism Council, Tura Turizm Incoming Department efforts to include sustainability in every point.</p> <p>We are unable to share percentage of the increase below as we were not Partner with a program as Travelife. By next year, we will be able to calculate this amounts and we will share. We are creating an action plan about it.</p> <p>0</p>
<p>6.6. Baseline / self-evaluation Contracted accommodations are required to self-evaluate their company on a regular basis and share this information with the tour operator (e.g. through the Travelife Sustainability System for hotels or other acknowledged programmes).</p>	<p>✓ —</p>	<p>We are unable to share percentage below as we were not Partner with a program like Travelife before. According to guidance tab, a quiz test for self assessment of accommodation will be implemented. This one will be an action plan for this year.</p> <p>0</p>
<p>6.7. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).</p>	<p>✓ ✓</p>	<p>We work with travelife Gold certified hotels as: Blue Bay Platinum Hotel Marmaris, IC Hotels Green Palace Antalya, Aqua Fantasy Hotel & Family Life Ephesus İzmir.</p> <p>Besides this hotels we pay attention to prefer hotels of https://www.yesillenenoteller.com/projects/ (greening hotels which has participated environmental sustainability certification program).</p> <p> Ekran görüntüsü 2023_06_30 202828.jpeg</p>
<p>6.8. Collective actions</p>	<p>✓ ✓</p>	<p>In 3. Turkish Tourism Council, our CEO Mrs. Leyla Öner Günçavdı published his experinces,</p>



<p>Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.</p>		<p>efforts and ideas with all tourism sector of Turkey. 3. Turkish Tourism Council leads to sustainable tourism.</p> <p>Below you can see commision members of Sustainable Tourism in Turkey.</p> <p>https://turizmsurasi.ktb.gov.tr/TR-199719/turizmde-urun-cesitliligi-ve-surdurulebilirlik-komisyon-.html</p> <p>Below you can see published books of this council.</p> <p>https://turizmsurasi.ktb.gov.tr/Eklenti/56728,3-turizm-surasi-cilt-1-netpdf.pdf?0</p> <p>https://turizmsurasi.ktb.gov.tr/Eklenti/56727,3-turizm-surasi-cilt-2-netpdf.pdf?0</p>
<p>6.9. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).</p>	<p>✓ ✓</p>	<p>As I mentioned in previous section Tura Turizm encourages every components of Turkish Tourism to provide sustainability.</p> <p>In 3. Turkish Tourism Council, our CEO Mr. Erkunt Öner published his experinces, efforts and ideas with all tourism sector of Turkey. 3. Turkish Tourism Council leads to sustainable tourism.</p> <p>Below you can see commision members of Sustainable Tourism in Turkey.</p> <p>https://turizmsurasi.ktb.gov.tr/TR-199719/turizmde-urun-cesitliligi-ve-surdurulebilirlik-komisyon-.html</p> <p>Below you can see published books of this council.</p> <p>https://turizmsurasi.ktb.gov.tr/Eklenti/56728,3-turizm-surasi-cilt-1-netpdf.pdf?0</p> <p>https://turizmsurasi.ktb.gov.tr/Eklenti/56727,3-turizm-surasi-cilt-2-netpdf.pdf?0</p>





		Mrs.Leyla Öner Günçavdı always indicates that he is willing to use his influence in hotel associations to host Travelife for a presentation to its hotelmembers.
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Specific conditions

7

Action			Details
<p>6.10. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p>			<p>This is legally forbidden in Turkey. If any supplier works illegally we will never be working with them, also Turkish Government will punish them according to laws.</p> <p>We do not employ children in our company.</p> <p>We care to raise awareness on the criminal activity of sexual abuse of children by undertaking preventive measures such as training of and information to our staff. We do not work with any company who do not protect children rights. We assume responsibility to abide by existing laws, rules and regulations in Turkey.</p> <p>Below, please check the attachment. (Page 2 - Clauses 14, 15 ***)</p> <p> TURA TURIZM _ CHARISMA HOTEL CONTRACT.pdf</p> <p> Charisma Hotel Sözleşme.pdf</p>
<p>6.11. Locally produced souvenirs Accommodations are stimulated to offer locally and/or sustainably produced souvenirs that are based on the area's history and culture.</p>			<p>According to our sustainable purchasing policy, we support to but from local vendors. According to the tour program, our accommodation preferences are close to historical sites and within walking distance of local shopping centers. During the tour, sustainable</p>

		<p>souvenirs are recommended and guided by our tour guides. Our tour guides are informed about this and the shops. This is controlled by our incoming department.</p> <p> sustainable purchasing policy.pdf</p> <p> sustainable purchasing policy.tr.pdf</p>
<p>6.12. Accommodations respecting and featuring local architecture, settings and cultural heritage. The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).</p>	<p>✓ ✓</p>	<p>Tura Turizm prefers and encourage accommodations and restaurants that incorporates cultural heritage. Our accommodation requests come from clients, but we take care to select the options that offer the most appropriate and historical values. For example, for our customers who visit Istanbul, our choices are always in the Golden Horn and Old Town because these regions carry great importance in terms of historical heritage, they also support historical heritage and art in terms of accommodation, restaurant and tour.</p>
<p>6.13. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p>	<p>✓ ✓</p>	<p>Sexual exploitation of children is legally forbidden in Turkey. If any supplier works illegally about this topic, we will never continue to work with them, also Turkish Government will punish them according to laws.</p> <p>Please see attached one of our contract. In last part hotel guarantees that there will not be sexual exploitation of children, if it happens Tura Turizm is able to end the contract.</p> <p>We are sharing our policy with our suppliers. As you can see in below, clauses were added according to our policy about sexual exploitation of children.</p> <p>In all our business activities and client relations we strongly renounce all forms of sexual exploitation of children. We prohibit all tourism premises form becoming a front for sexual exploitation of minors by reporting obvious or suspected cases of child sexual exploitation to the local police. When marketing our tours, the advertising material shall not in any way allude to or in other ways depict children in a sexual manner. We raise awareness on the criminal activity of sexual abuse of children by</p>

			<p>undertaking preventive measures such as training and information to our staff. We assume responsibility to abide by existing laws, rules, and regulations in EU. We boycott products with child labor or from vendors who practice discriminatory or abusive practices. In all our business activities and client relations, all persons are afforded equal opportunities based on abilities and capacities not their race, color, religion, ancestry or national origin, sex, age, marital status, sexual orientation, or disability</p> <p> TURA TURIZM _ CHARISMA HOTEL CONTRACT.pdf</p> <p> Labor Protection Policy.pdf</p> <p> Charisma Hotel Sözleşme.pdf</p> <p> Labor Protection Policy.tr.pdf</p>
<p>6.14. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.</p>	✓	✓	<p>This is really important for Tura Turizm. We do respect local people and local factors. If any supplier tries to damage them we would never continue our collaboration with them.</p>
<p>6.15. Local and fair food Accommodations are stimulated to purchase and use local food products which are produced based on fairtrade and sustainability principles.</p>	✓	✓	<p>We are selecting accommodation on behalf of our clients. We prefer to work at least four - five stars hotels and these hotels are audited with their quality and opportunities. In Turkey, a management has to be proper according laws and their kitchen has to be fit with health criterias to service. We talk these criteria in meetings with Hotels. However, specifically an action plan will be created about this topic in terms of organic and local foods.</p>
<p>6.16. Biodiversity Contracted accommodations are expected to limit their negative impact on</p>	✓	✓	<p>We are careful with our chooses. The restaurants or hotels cannot to offer red-listed species on the menu. Menu and options are controlled before make an agreement. This situation is same</p>

local and global biodiversity, wherever feasible (e.g. not to offer red-listed species on the menu).

also for accommodation. We prefer to select the places that cannot damage to environment. All suppliers are informed about our policies and also controlled by our department.



hazardous waste policy.pdf



sustainability management policy.pdf



Waste Management Policy.pdf



Labor Protection Policy.pdf



Labor Protection Policy.tr.pdf



hazardous waste policy.tr.pdf



Waste Management Policy.tr.pdf

7. Activities

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Activities











8

Action			Details
<p>7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).</p>	✓	✓	<p>Tura Turizm presents tour programs with all details to the partners/ clients. We have two kind of excursions. It means that we have partners for Cruise and land incoming tours. All this tours includes different activities and visitings. Cruise tours generally arrives to Kuşadası, Marmaris and Bodrum which has seaport. The following years, cities will be increased for Cruise tourism in Turkey. We consider all criterias in terms of sustainability when organizing this tours. Cruise tours are completed during the day. Therefore, shore excursion tours generally includes historical and local visitings. For instance, Kuşadası tours start with Ephesus visiting and then continue with Church of the Virgin Mary. After this tour, customers are taken to restaurants and shopping. They are always informed and warned about our professional and experienced tour guides about historical importance and cultural heritage. Also our staff and security team are around for customer's safety and environment protection during tour. Our another tour project is Anatolian Tours. This tours are organizing according to requests from clients. After their request, our incoming department form the tour according to sustainability and sesitivity in terms of activities, accommodation and transportation. Tura Turizm considers the law and rules when offering these tours. We offer approximately 20-25 different cultural programs. If a tour includes any negative impact about cultural heritage, nature or animals, we never allow to offer this kind of activities. When we present our tour program and excursions, we gives importance to arrange tours in full compliance with the laws and cultural - natural heritage. We provide our excursions only environmental and cultural direction. There is a list about our excursions below;</p> <p>Virgin Mary Church (Kuşadası) Ephesus Ancient City Tour (Kuşadası) Kusadasi Panoramic Tour Marmaris Museum and Ancient City Tour</p>

		<p>Dalyan Mud Bath Istanbul historical and cultural tour (Sultanahmet, Hagia Sophia, Topkapı Palace, Gülhane Park, Basilica Cistern, Grand Bazaar, Spice Market) Cappadocia Fairy Chimneys Cappadocia Underground city Ihlara Valley (Cappadocia) Goreme Open Air Museum (Cappadocia) Sarhatlı Underground City (Cappadocia) Troy Ancient City (Çanakkale) Asklepion Ancient City 20</p>
<p>7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.</p>	<p>✓ ✓</p>	<p>Tura Turizm places a particular importance to integrate sustainability into the tour programs and excursions.</p> <p>We chose the accommodation within walking distance of the main attractions for the city tour or visiting interesting places. By this means, we aim to decrease transportation usage in terms of sustainability. We encourage tours and excursions to local places. We believe that tourist attention for local culture and traditions can also invigorate the local awareness and appreciation of these traditions. We prefer showing local shops or markets to buy souvenirs to contribute sustainable tourism in terms of economical values in our excursions. We recommend that customers are able to purchase locally produced traditional handicrafts. We aim to maximize positive impacts within the local community such as developing employment opportunities and working conditions, supporting local community projects and ensuring that the economic and social benefits of tourism. Our excursions do not include any activity that can damage to nature. We consider cultural and natural heritage when planning our tour programs and we want to protect them to provide sustainability.</p> <p>Our policy and mission about that; Tura Turizm places a particular importance to integrate sustainability into the tour programs and excursions.</p> <ul style="list-style-type: none"> - Encourage tours and excursions to local places. -Supporting local community projects and ensuring that the economic and social benefits of tourism.

		<p>- Do not include any activity that can damage to nature during excursions. - Protecting environment to provide sustainability in the long run</p> <p> Sustainability Policy.pdf purchasing policy.pdf purchasing policy.tr.pdf Sustainability Policy.TR.pdf</p>
<p>7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.</p>	<p>✓ ✓</p>	<p>We offer only sustainable activities. Most of our tours are cultural tours. We share our sustainability policies with our suppliers via email. Please see an example of what we share attached in English version.</p> <p> sustainability management policy.pdf sustainability policies and action plans.pdf sustainable purchasing policy.pdf purchasing policy.tr.pdf sustainability policies and action plans.tr.pdf</p>
<p>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement</p>	<p>✓ ✓</p>	<p>We do not offer any sensitive activity in our tour programs. Our tour program includes cultural and historical visits. Tourists do not enter sensitive areas. All sensitive sites where in historical sites are protecting by the government. Our guides are rather sensitive and are giving oral information to the groups during the tours about do's and don'ts. Also they work with</p>

<p>documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.</p>		<p>headsets so they are not bothering the area with loud voices and their speech during tours.</p> <ul style="list-style-type: none">  Visiting Heritage Sites.pdf  Transport Services.pdf  Guiding Services.pdf  Food_Beverage Services.pdf
<p>7.5. Baseline / self evaluation Contracted sensitive excursion providers are required to self-evaluate their company on regular basis and share this information with their clients.</p>	<p>✓</p>	<p>— We do not have sensitive excursions in our tour programs. Therefore, there is no self evaluation from the companies. Also, other contracted excursion providers did not share any report about this topic in the previous years.</p> <p>0</p>
<p>7.6. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.</p>	<p>✓</p>	<p>✓ All tours are controlled by TURSAB (Turkey Travel Agencies Association) in Turkey. We have certificate from Türsab and we organize our tours and activities according to our certificate. Also we have another certificates for excursions, please see the attachment. All tours and activities are preparing according to Ministry of Tourism and laws.</p> <p>Besides, we are engaged with Travelife and we are working on certified as Travelife has a special system for activity or excursion providers as well.</p> <ul style="list-style-type: none">  2014 STEP Logo License Agreement Tura Turizm Signed.pdf  türsab.jpg  türsab 2.jpg




		 türsab 3.jpg  IMG_7761_2.jpg  IMG_7739_2.jpg  IMG_7738_2.jpg  IMG_7736_2.jpg  IMG_7730_2.jpg  TÜRSAB SEY. AC. BELGESİ.PDF  horizontal_white.png  partner.jpg  2014 STEP Logo License Agreement Tura Turizm Signed.tr.pdf
<p>7.7. Training materials and advice Training manuals and other guidance towards more sustainable management are distributed to excursion providers.</p>	<p>✓ —</p>	<p>We share our policies with third excursion providers. We inform them how we care to sustainability and work on it. We participated STEP (Sustainable Travel International / eco-certified), trainings about environment and energy. We aim to improve our company in terms of sustainability thanks to Travelife. At the same time, our founder Erkunt Öner has many works and contributions on sustainability. We take care to share and include our excursion providers to these trainings and advices. We are organising meetings regularly with them to provide mutual information exchange.</p> <p>Also, we engaged with Travelife for partnership and we aim to provide sustainability as much as we can do for our company and environment.</p>

		STEP Certified Logo.png 2014 STEP Logo License Agreement Tura Turizm Signed.pdf STI Shore Excursions Standard _ Industry Training Agenda FINAL.pdf Staff Training Plan.pdf horizontal_white.png partner.jpg 2014 STEP Logo License Agreement Tura Turizm Signed.tr.pdf
<p>7.8. Contract conditions Basic sustainability clause(s) are included in activity provider contracts (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).</p>	<p>✓ ✓</p>	<p>We do not direct or indirect contracts are made with excursion providers. According to tour requests that we received, we are contacting with excursion providers. Certainly, we have excursion providers that we work for a long time and agreements. However, generally these agreements are provided during meeting or via phone calls verbally and directly.</p> <p>We would like to start determine clear contract clauses between excursion suppliers. We started to add these clauses to our contracts with hotels. Likewise, we want to include excursion suppliers and encourage them about sustainability. We are starting an action plan about this. We would like to add all clauses about child labour, anti-corruption and bribery, waste management and protection of biodiversity to our contracts. Normally, we are sharing our labor policy with our providers but it will be added in our contracts.</p> Labor Protection Policy.pdf Labor Protection Policy.tr.pdf

Specific criteria

7

Action			Details
<p>7.9. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.</p>	✓	✓	<p>Tura Turizm does not offer any activity that can damage to environment. Tura Turizm is a company that protect environment, freedom of animals and their natural habitat. Our policy is about protecting wildlife and lead the way for other tourism agents. As an incoming department, our clients are informed about our tour at the beggining.</p> <p>Our Chairman and CEO are so sensitive about this case and they have contributions to all tourism sector for sustainable environment. Third Tourism Council includes objectives about environmental values and sustainable growth.</p> <p>Please see the link for 3rd Tourism Council in Turkey.</p> <p>https://turizmsurasi.ktb.gov.tr/Eklenti/57769,3turizmsurasieylemplani.pdf?0&_tag1=20A4137D0428F6042AA8FB9CB5993ACE6C941A5F</p> <p>https://turizmsurasi.ktb.gov.tr/Eklenti/57380,cevreplanlamaaltyapikomisyonraporupdf.pdf?0</p>
<p>7.10. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.</p>	✓	✓	<p>We do not have any activity about animals. Our policy is protected natural habitat. Our tours do not support any activity includes show with animal.</p> <p>Turkish Laws states that ensure the comfortable life of animals and to treat them well and appropriately, the best protection of animals against suffering and ensure the prevention of grievances everywhere.</p> <p>Tura Turizm use as a base this law and never allow defacer activities for animal and their natural habitat.</p>

		<p>Please check the link for Laws that determined by Turkish Government for animals.</p> <p>https://www.tbmm.gov.tr/kanunlar/k5199.html</p> <p> 17.Captive Wild Life.pdf</p>
<p>7.11. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.</p>	<p>✓ ✓</p>	<p>As I mentioned before, Turkish Law protects animal rights and Tura Turizm follows law besides our policy. As a company, we never allow to present ant activity that can damage to animals. Our tours have no activities about animals.</p>
<p>7.12. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>	<p>✓ ✓</p>	<p>Tura Turizm believes the best way to see animals are in their natural habitat. We are not organizing any tour about animals as an entertainment. We believes that wildlife in wilderness areas should be kept as fully wild as possible, and should not be fed for tourism purposes in such areas.. Also, on private lands, tourist interaction with wildlife is discouraged by government.</p> <p> 17.Captive Wild Life.pdf</p> <p> Animal_welfare_min_requirements.pdf</p>
<p>7.13. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.</p>	<p>✓ ✓</p>	<p>We are working with certified tour guides. In Turkey no one cannot be tour guide without certification/ tour guide card. Also we prepare contracts for them according to laws.</p> <p>Also we pay regard to their previous experiences about tours. In Turkey, tour guides are certified according to regions of Turkey. For instance, a tour guide if has no guide card for Marmara region, she/he cannot participate İstanbul tour program.</p> <p>In Turkey, this is very sensetive issue in terms of tourism quality and laws. All tour guides are</p>

		<p>educated specifically about historical cultures, destinations. As a roated company, we have skilled tour guides in our Anatolian tours and Cruise tours.</p>
<p>7.14. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).</p>	<p>✓ ✓</p>	<p>At Tura Turizm our aim is to contribute to the overall social and economic development of the region and to influence positively the overall quality and sustainability of the travel industry on a national level. In order to achieve our goal, our tours and services providers must meet the required criteria and provide positive experiences for our guests whilst working for the good of the community and country as a whole. Our tours incorporate the following guidelines which must be adhered to by our service providers:</p> <p style="padding-left: 40px;">Tours must offer maximum social and economic benefits to the local community and minimize negative impacts. Must provide positive experience for guests, locals and staff Small local entrepreneurs must be allowed to develop and sell sustainable products that are based on the area’s nature history and culture. Frequent locally or regionally owned restaurants and cafes. Should request that restaurants source their produce nearby. Include tours where covering the cost of visiting sites and entrance fees help pay for upkeep. Provide tours where contributions can be made to small local enterprises, cottage industries or restorations. Tours that give back to the community where guests can buy local products and support small local business’.</p>
<p>7.15. Supporting environmental and biodiversity protection The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).</p>	<p>✓ ✓</p>	<p>An ecosystem is a complex set of relationships among the living resources, habitats and residents of an area. It includes plants, trees, animals, fish, birds, micro-organisms, water, soil and people. As a professional company we have a duty to act responsibly and to encourage and promote sustainable tourism and protect our ecosystem. As an operator responsible for servicing foreign and local visitors, Tura Turizm’s aim is to ensure that development brings a positive experience for local people and guests in participating in our services with educate, set carefully designed response policies and guidelines to be able to communicate. Based on this connection we expect all those that enter our liability to not damage or impede upon the local and regional habitat to provide extensive benefits for supporting and enriching people’s wellbeing. Our goal is to become Turkey's foremost responsible tour operator, an achievement</p>

		which in our opinion is very achievable with our determination.
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Tour Guides

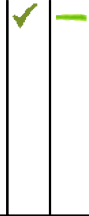
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Action			Details
7.16. Qualifications Guiding registration and qualification(s) required for the activity context are appropriate and valid.	✓	—	
7.17. Safety training Guides have appropriate and valid safety training for the nature of the activity.	✓	—	
7.18. Preparation Guides prepare how to effectively deliver safety, conduct, and sustainability messaging to participants.	✓	—	
7.19. Manage expectations Guides manage participants' expectations responsibly.	✓	—	
7.20. Enhance accessibility Guides endeavour to improve the accessibility of the activity by being sensitive to the needs of participants with special needs.	✓	—	
7.21. Introductions Guides ensure that participants are introduced to all members of the guiding team prior to commencing the activity.	✓	—	

<p>7.22. Safety & conduct briefings Guides conduct thorough pre-departure safety and etiquette / conduct briefings to minimise negative impacts and maximise participants' enjoyment of the activity.</p>	✓	—	
<p>7.23. Photographs Guides provide direction to participants about asking permission before taking photographs and videos of people or sensitive cultural heritage.</p>	✓	—	
<p>7.24. Interpretive information Guides provide accurate and impartial interpretive information to participants about the destination / activity area.</p>	✓	—	
<p>7.25. Accompany group Guides remain with participants for the duration of sensitive activities.</p>	✓	—	
<p>7.26. Questions Guides provide opportunities for participants to ask questions throughout the activity.</p>	✓	—	
<p>7.27. Local scams Guides advise participants of any 'scams' to be aware of that could lead them into unsafe situations, e.g., requests for 'gifts' or 'help'.</p>	✓	—	
<p>7.28. Tipping customs Guides advise participants of customary local 'tipping' practices so that they do not overpay for service rendered but also so that they do not cause offense.</p>	✓	—	
<p>7.29. Feedback Guides invite feedback at the end of the activity.</p>	✓	—	

7.30. Tip distribution

Guides ensure that any tips received from participants are shared amongst those who provided service during the activity (in accordance with pre-determined agreements) and inform participants of the tip distribution practice.



8. Tour leaders, local representatives, and guides



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Tour leaders, local representatives and guides

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1

Action			Details
<p>8.1. Preference local tour leaders/representatives In case of equal qualification, the company prefers to employ local tour leaders, representatives, tour guides, porters, drivers, cooks and other local staff (including management positions), and provides training as required.</p>	✓	✓	<p>Please see attachment file. We always work with local vendors, guides, tour leaders, drivers, suppliers etc. If we do not have any chance to continue with local options we can continue with other options.</p> <p>Tura Turizm continues it's policy of 'Social Responsibility' by the promotion of local goods and crafts. We understand that crafts such as textiles and arts can be an important contributor to a local economy by employing artisans that are preserving cultural heritage whilst generating an important source of income for the community. We offer support to the local community through our efforts. With this support, we also pay attention to working with them cooperatively. Tura Turizm gives the glad hand for all employees who wants to work with us. Our mission is that behave equal to all staff and support them in every respect.</p> <p> policy against exploitation.pdf</p> <p> 3.Policy Against Exploitation.tr.pdf</p>
<p>8.2. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.</p>	✓	✓	<p>Our guides ensure their employment conditions via their contracts. In Turkey it is forbidden to work in a tour without contract.</p> <p>Please see attachment file.</p>

		 acente_rehber_sozlesme.pdf  Tour Guide Contract Page2.jpeg  Tour Guide Contract Page1.jpeg  Rehber _ Acente Hizmet Sözleşmesi_2023.pdf
<p>8.3. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.</p>	<p>✓ ✓</p>	<p>According to local and national laws of the Republic of Turkey, all employees of Tura Turizm are paid over the minimum wage defined by the government. All social and personal rights of the employees are secured by the Company and a recovered monthly. During the time of work, all employoyess have social security and personal working rights in line with their wage defined by their qualification, position and responsibilities.</p> <p>Thus, Tura Turizm swears to compansate for any employee who claim and prove otherwise than as committed in above.</p> <p>The Ministry of Culture and Tourism decides to day wages of tour guides. This is forbidden in Turkey to pay less than avarage daily amount. This amount is 479 Turkish Lira per day. Every other members of tours earns equal or more than avarage salary.</p> <p>Please see attachments about this case.</p>  6.1.4 Paying a Living Wage.pdf  Tour Guide Contract Page2.jpeg  Tour Guide Contract Page1.jpeg  6.1.4 Paying a Living Wage.tr.pdf

<p>8.4. License Tour leaders and local representatives, contracted by the company, are working in accordance with all relevant legal requirements, for example: licensing requirements.</p>	<p>✓</p>	<p>✓</p>	<p>We work with our guides under contract. Our contracts have been prepared in accordance with all legal requirements in Turkey. The contract example is attached below.</p> <p> acente_rehber_sozlesme.pdf</p> <p> Rehber _ Acente Hizmet Sözleşmesi_2023.pdf</p> <p> IMG_20230630_WA0019.jpg</p> <p> IMG_20230630_WA0018.jpg</p> <p> Rehber _ Acente Hizmet Sözleşmesi_2024.docx</p>
<p>8.5. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.</p>	<p>✓</p>	<p>✓</p>	<p>All tour guides must have a tourist guide identity card and licence in Republic of Turkey according to Culture and Tourism Ministry. We do not work with any guide without a work permit and guide identity card. Profesyonel bir şirket olarak, deneyimli ve eğitimli rehberler önceliğimizdir.</p> <p>Additionally, We are training our guides in round-table meetings. Before every tour and after every tour we are meeting with them. During this meetings we are informing them and giving related trainings.</p>
<p>8.6. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.</p>	<p>✓</p>	<p>✓</p>	<p>We share all our policies with every member of our operations as in attachments.</p> <p>If we have a meeting at the office, we inform about our policies with a verbal or power point presentation at the round table. Our meetings with our guides, partners and employees take place in the office. They are informed about all policies verbally and with our written documents.</p> <p>We confirm whether they speak English before submitting our policy. For those who do not</p>

		<p>speak English, presentations or policies are announced in Turkish.</p> <ul style="list-style-type: none">  hazardous waste policy.pdf  policy against exploitation.pdf  protection of community interest.pdf  sustainability management policy.pdf  sustainability policies and action plans.pdf  sustainable purchasing policy.pdf  codes of conduct.pdf  ÇALIŞAN ŞİKAYET PROSEDÜRÜ.pdf  3.Policy Against Exploitation.tr.pdf  codes of conduct.tr.pdf  protection of community interests.tr.docx  sustainability policies and action plans.tr.pdf  sustainable purchasing policy.tr.pdf  hazardous waste policy.tr.pdf
<p>8.7. Sustainability knowledge</p>	<p>✓ ✓</p>	<p>As we mentioned in previous titles, we give trainings to our tour guides and locap reps via</p>

<p>Tour leaders and local representatives have been trained on general tourism sustainability principles.</p>			<p>round-table meetings. We gave them sustainability trainings, if new members participate us we give this trainings before they start work for us.</p> <p>We are aware of general tourism sustainability principles and consider all these principles when we work.</p>
<p>8.8. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p>	✓	✓	<p>During round-table meetings with our tour guides and local reps we give them information about sustainable destinations. We think about our world before choose destinations.</p>
<p>8.9. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).</p>	✓	✓	<p>We educate our tour guides and staff-members because we want to educate our guests. We know importance of education about sustainable tourism to save our world. Our tour guides trasmit information that we gave them to our guests about sustainability.</p>
<p>8.10. Sexual exploitation of children: staff training Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.</p>	✓	✓	<p>Education that we give our staffs includes child protection. Actions against children are illegal in Turkey and we are against all illegal actions. All our staff-members have to respect children rights.</p> <p>In all our business activities and client relations we strongly renounce all forms of sexual exploitation of children. We prohibit all tourism premises from becoming a front for sexual exploitation of minors by reporting obvious or suspected cases of child sexual exploitation to the local police. When marketing our tours, the advertising material shall not in any way allude to or in other ways depict children in a sexual manner. We raise awareness on the criminal activity of sexual abuse of children by undertaking preventive measures such as training of and information to our staff. We boycott products produced with child labor or from vendors who practice discriminatory or abusive practices. In all our business activities and client relations, all</p>

			<p>persons are afforded equal opportunities based on their abilities and capacities not their race, color, religion, ancestry or national origin, sex, age, marital status, sexual orientation, or disability.</p>
<p>8.11. Working conditions</p> <p>The business ensures that tour leaders, representatives, guides and other locally active staff have good working conditions in line with the activity (e.g. mountain climbing).</p>	<p>--</p>	<p>--</p>	


9. Destinations

11

Selection of destinations

5

Action			Details
<p>9.1. Destinations files Per destination the company keeps a record of relevant and critical sustainability information (waste, biodiversity, legal requirements, minimum and living wages)</p>	✓	—	<p>First of all we evaluate clients' requests and then we prepare the tour program according to critical standards. Our potential destinations consist of cultural and historical tours. Before we select areas, we are aware of the key sustainability aspects. If there is any point that violates sustainability, we disinclude that destination. Our incoming department provides to audit for destinations and suppliers in terms of keeping in control and collecting clear information from them. All these informations are collected by the incoming department of Tura Tourism. Also, Travelife - Suppliers - Destinations tab is useful to provide an overview about destinations.</p> <p>We do not have a certain format to calculate sustainability of a destination as nobody can exactly calculate since it depends on many components like distance, amount of trees, what local people used to use in their houses for cleaning in this destination etc. but we are paying attention to follow sustainability in terms of carbon emission, environmental factors, waste management and human rights.</p>
<p>9.2. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.</p>	✓	✓	<p>At Tura Turizm our aim is to contribute to the overall social and economic development of the region and to influence positively the overall quality and sustainability of the travel industry on a national level. In order to achieve our goal, our tours and services providers must meet the required criteria and provide positive experiences for our guests whilst working for the good of the community and country as a whole. Our tours incorporate the following guidelines which must be adhered to by our service providers:</p> <ul style="list-style-type: none"> • Tours must offer maximum social and economic benefits to the local community and




		<p>minimize negative impacts.</p> <ul style="list-style-type: none"> • Must provide positive experience for guests, locals and staff • Small local entrepreneurs must be allowed to develop and sell sustainable products that are based on the area's nature history and culture. • Frequent locally or regionally owned restaurants and cafes. • Should request that restaurants source their produce nearby. • Include tours where covering the cost of visiting sites and entrance fees help pay for upkeep. • Provide tours where contributions can be made to small local enterprises, cottage industries or restorations. • Tours that give back to the community where guests can buy local products and support small local business'.
<p>9.3. Unsustainable destinations Destinations in which tourism leads to structural negative local effects in terms of biodiversity, waste; sanitation; human rights and healthcare, water, energy and food availability are not selected (unless the company's involvement results in clear counter balancing effects).</p>	<p>✓ ✓</p>	<p> sustainability Management Policy 2023_24.pdf</p>
<p>9.4. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.</p>	<p>✓ ✓</p>	<p>As an operator responsible for servicing foreign and local visitors, Tura Turizm sees it as an inherent duty to educate and police a set of standardized guidelines and practices to be adhered to while participating in our services. We are selecting destinations in all around Turkey and we are going through a process for decision- making. We integrate all sustainable options after this process. During this continuum, we are organizing meetings, participating workshops, seaching all market.</p> <p>For instance, we are selecting destinations and implementing all tour program after calculate all distance and optimum transportation option. In İstanbul city tours, we are selecting accomodation in city center to reduce carbon emission in terms of transportation and provide to accesibility in terms of sustainability. Another example is that start destination point in a tour. We decide to choose bestfit location in terms of providing sustainable transportation for arrival and departure.</p>

9.5. International sanctions The company complies with UN and other relevant (EU) sanctions regarding tourism destinations.	✓	✓	
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Local projects and initiatives

6

Action			Details
9.6. Compliance with local planning. The activities of the company are in compliance with legally based spatial planning, protected area and heritage regulations and destination management strategies of local, regional and national authorities.	✓	—	company_profile.pdf
9.7. Local economic network The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)	✓	✓	<p>The positive of sustainable tourism is to ensure that development is a positive experience for local people.</p> <p>As Tura Turizm recognize that a Code of Conduct is the cornerstone of an ethical culture – it sets the standards of expected behavior for employees, guests and provides information they need to act with integrity in residing in our area and in compliance with laws, regulations and company policies. Our code of conduct is a useful tool on modifying tourists' behavior in a more responsible way on their visiting to a destination as it can provide necessary information for tourists on how to behavior in accordance with local rules in order to prevent other negative impacts on both environment and our society. Our aim is:</p> <p style="padding-left: 40px;">Minimize impact Build environmental and cultural awareness and respect Provide positive experience for both visitors, employees and locals Provide financial benefits and empowerment for local people Raise sensitivity to Turkey's political, environmental, and social climate</p> <p>Tura Turizm continues it's policy of 'Social Responsibility' by the promotion of local goods and crafts. We understand that crafts such as textiles and arts can be an important contributor to a</p>

		<p>local economy by employing artisans that are preserving cultural heritage whilst generating an important source of income for the community. For instance, we offer support to the local community through our efforts as follows:</p> <p>Recognising that local markets often provide a more engaging shopping experience as well as the ability to purchase directly from artisans and small-scale manufacturers and where possible incorporate these experiences into our tours.</p> <p>We favour cooperatives which are of benefit to a wider section of the community.</p> <p>We promote workshops rather than large retail outlets where possible.</p> <p>We support and promote community ventures through assistance or donations .</p> <p>We encourage visitors to shop for products from the area by creating opportunities to see firsthand where and how the products are made. We prefer locally produced handicrafts to mass-produced or imported items .</p> <p>We recognise the importance of intangible cultural crafts and promote local art, music or dance presentations as well as special cultural events.</p> <p> company_profile.pdf</p> <p> 6.Group Size Policy.pdf</p> <p> 6.Group Size Policy.tr.pdf</p>
<p>9.8. Policy influencing The travel company influences and supports local government (when possible together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues. In case of unsustainable management and developments the company discusses this with the relevant authorities</p>	<p>✓ ✓</p>	<p>Mrs.Leyla Öner Günçavdı contributed Tourism Council to encourage all travel companies and tourism firms. She always aims to improve tourism in every respect past to present. Especially, sustainability is the most important factor that he works on it. Therefore, Tura Turizm participates all related projects, activities and tries to work in this direction. We are a company that aims to develop ourselves day by day. In this sense, we attach importance to improve also other tourism companies, suppliers, stakeholders with us because we believe that</p>

(directly or through local partner agencies).

tourism can be improved with sustainability and all together.

For example, generally tourism companies have no Travelife or another certificates about sustainability in Turkey. We want to be pioneer and encourage other companies in terms of sustainability. The world has many problem like global warming, particularly in 21. century. We do not want to damage anything because of tourism. We always want to contribute the world with tourism. We try to plant more tree, protect all historical sites, minimize wastage, and increase recycling. We inform our suppliers about our sustainability aims and we request them action from them in this direction.



company_profile.pdf

9.9. Support biodiversity conservation







The business supports biodiversity conservation, including protected areas and areas of high biodiversity, through for example financial contribution, political support, and integration in product offers.

✓ ✓

An ecosystem is a complex set of relationships among the living resources, habitats and residents of an area. It includes plants, trees, animals, fish, birds, micro-organisms, water, soil and people. As a professional company we have a duty to act responsibly and to encourage and promote sustainable tourism and protect our ecosystem. As an operator responsible for servicing foreign and local visitors, Tura Turizm’s aim is to ensure that development brings a positive experience for local people and guests in participating in our services with educate, set carefully designed response policies and guidelines to be able to communicate. Based on this connection we expect all those that enter our liability to not damage or impede upon the local and regional habitat to provide extensive benefits for supporting and enriching people’s wellbeing. Our goal is to become Turkey's foremost responsible tour operator, an achievement which in our opinion is very achievable with our determination.

Each ecosystem has its own biodiversity and biodiversity is a natural wealth. TURA TURİZM understands that preservation of cultural and ecological identity supports the continued diversification of its offering. Therefore TURA TURİZM has procedures in place that ensures historic and archeological artifacts or products harvested from or made from threatened or endangered species are not sold, traded, or displayed, except as permitted by law.

Chairman of Tura Turizm is a member of Tourism Diversity and Sustainability Commission in Turkey and Third Tourism Council was published with his contributions. Tura Turizm always aims to build environmental, cultural awareness and raise sensitivity to Turkey’s political,

		<p>environmental, and social climate. Our Chairman and board members give all support in Turkey.</p> <p>Please see the website to reach source about Third Tourism Council and Chairman of Tura Turizm Leyla Öner Günçavdı.</p> <p>https://turizmsurasi.ktb.gov.tr/TR-204047/erkunt-oner.html</p> <p>https://turizmsurasi.ktb.gov.tr/TR-199712/sura-komisyonlari.html</p> <p> 5.Protecting Historic Artifacts and Threatened Species.pdf</p> <p> 6.Group Size Policy.pdf</p> <p> 5.Protecting Historic Artifacts and Threatened Species.tr.pdf</p> <p> 6.Group Size Policy.tr.pdf</p>
<p>9.10. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN ‘Red List’; historic and archaeological artefacts (except as permitted by law).</p>	<p>✓ ✓</p>	<p>Tura Turizm do not support that any souvenirs selling if the souvenir is illegal. Also, this situation is under the control of Turkish Government. As a company that is working B2B, we do not allow and include illegal souvenirs shops in our tours. In our tours, our preferred sales revenue if from Turkish Delight, jewellery and carpet (handmade).</p> <p>We pay attention to provide our customers with specific information on the souvenirs and artefacts.During tours, our tour guides inform about souvenirs made from endangered plants and animals is an example of adequate specific information. We support to buy souvenirs with care. Especially, our clients are warned that do not purchase souvenirs made from animal parts, like crocodile leather, turtle shells, or ivory as this demand.</p> <p> 5.Protecting Historic Artifacts and Threatened Species.pdf</p> <p> 5.Protecting Historic Artifacts and Threatened Species.tr.pdf</p>



<p>9.11. Exploitation and harassment</p> <p>The organisation has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups.</p>	<p>✓</p>	<p>✓</p>	


10. Customer communication and protection


30

Prior to booking

15

Action		Details
<p>10.1. Consultation guidelines A company guideline for client consultation is available and is followed by client advisors.</p>	<p>✓</p>	<p>—</p> <p>Tour programs are organized by the incoming department. Urcan Yılmaz prepares and follow these programs because they are responsible for land operations in Tura Turizm. And then all programs are controlled by Leyla Öner Günçavdı who is CEO of Tura Turizm.</p> <p>These programs are prepared upon incoming requests, but we always aim to offer the most accurate and high quality options for a client. Many criterias are evaluated when preparing these proposals including location, hotel and food standards, transportation, activities and sustainability.</p> <p>Attached, you can find an example of a tour program. This offer has been prepares in accordance with customer requests and our recommendations. This process is generally provided with mail or phone calls. Clients send their requests and then we give them consultation about tour programs with the best options and prices. According to all requests and interviews, we send them a proposal.</p> <p> Ekran görüntüsü 2023_06_29 221228.png</p> <p> Screenshot 2024_03_04 135014.png</p>
<p>10.2. CRM A Customer Relationship Management system is available (CRM)</p>	<p>✓</p>	<p>—</p> <p>We do not have a special department for the customer relationship management system. Customer relationship management is managed by the incoming department. Murat Akman, Ali Karadeniz ,Urcan Yılmaz are responsible on the land side and Gökhan Menderes works</p>

			with this system on the cruise side.
10.3. Customer privacy The company ensures that customer privacy is not compromised.	✓	✓	Customer privacy is protected by our government. You can see in the attachment related document. Also we consider GDPR (EU General Data Protection Regulation) law on data protection and privacy for all individual citizens in Europe for our clients.  TBMM _ About Privacy.pdf
10.4. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.	✓	✓	Please see website for advertising regulations in Turkey. Tura Turizm's promotion and communication materials are convenient with these regulations as Tura Turizm offers services only in Turkey. Therefore, if our partners have questions about it, we inform them regarding these regulations. http://www.mevzuat.gov.tr/Metin.Asp?MevzuatKod=7.5.20435&MevzuatIliski=0&sourceXmISearch=Ticari%20Reklam
10.5. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.	✓	✓	There is law in Turkey about consumer protection. The purpose of this Law; to take measures to protect consumers' health and safety and economic interests, to compensate their damages, to protect them from environmental hazards, to enlighten and raise consumer awareness, to encourage consumer protection initiatives and to encourage voluntary organizations to form

		<p>policies in these areas.</p> <p>We follow Turkish Laws as a company for all services and products.</p>  consumer protection law.doc
<p>10.6. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.</p>	<p>✓ ✓</p>	<p>Tura Turizm guides destinations through a strategic planning process that leads to sustainable tourism development based on sustainable principles, policies, and practices. We utilize a zoning approach, which is based on the capacity of the environment and local residents to cope with change. In order to realize an optimal strategy, we work with all relevant stakeholders to define a destination specific action plan and implementation strategies. We consider land-use, water, energy, agriculture linkages and transportation. The result will be a collective and transparent community vision, with a road map in place to generate successful and sustainable results.</p>
<p>10.7. Group number In case of group travel, the minimum and maximum number of participants is communicated.</p>	<p>✓ —</p>	<p>We organize group tours from minimum 1-2 people to maximum 44 people. Our tour groups consist of a maximum of 44 people. It's set up not to exceed a bus. If the group is more than 44 people, the second bus, a new guide and tour leader are set up.</p> <p>We are not working business to customer, we are working business to business; we inform the company who works with us about max. capacity of one group, they are selling the tour as per our capacity.</p>
<p>10.8. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.</p>	<p>✓ —</p>	<p>As an Incoming Operation Department, when we are organizing our tours, we consider carbon emission level and we aim to reduce it inside of tour program. We are using public transportations as much as possible. We are using air transportation for Anatolian tours. As I mentioned before, we are organizing cruise tours substantially and we only use bus transportation in city for these tours.</p>

		<p>We would like to start an action plan about this case to also inform our partners/clients about carbon emission details.</p> <p>We started to inform them during meetings.</p> <p>15</p>
<p>10.9. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.</p>	<p>✓ ✓</p>	<p>Guests of Tura Turizm having all transportation services from us. They do not need to use transportation by themselves.</p> <p>We are working B2B. When we prepare proposals we already pay attention to support sustainable tourism with transportation. We always prefer close destinations in our tours and in our offers (Mostly we prefer to organize tours in Kuşadası)</p> <p>There are couple of trusted local transportation agencies in Turkey that we are working with. We only make agreement with local transportation agencies in Turkey since Tura Turizm founded. We inform our suppliers by giving them information about sustainability.</p> <p>Tura Turizm welcomes between 25-45 guests in every land tours. For their tours we are using buses to reduce energy waste and support sustainability. In our shore excursions even if we welcome between 500 - 3000 (depends on capacity of cruise) guests we separate them to groups between 25 - 45 and we use buses. We never separate them to private vecihles.</p> <p>TURA TURİZM understands that safety is the first priority. Therefore To ensure vehicle operators are trained on environmental and safety best practices TURA TURİZM revalidates their working permit yearly by checking their renewed driving lisanse.</p> <p>Furthermore, we use our participation in the Sustainable Shore Excursion Program to promote our values and beliefs in sustainability to other businesses, tours, excursions, and guests we interact with to ensure that we uphold principles set forth in the baseline criteria.</p>

<p>10.10. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.</p>	<p>✓</p>	<p>✓</p>	<p>Guests of Tura Turizm having all transportation services from us. They do not need to use transportation by themselves and we only go with sustainable options. As in previous answer we do same for airport transfers.</p> <p>We are working B2B. When we prepare proposals we already pay attention to support sustainable tourism with transportation. We never give offer without airport transfers. Regarding this, supporting sustainable tourism with airport transfers is under warranty of Tura Turizm. Therefore, we do not need to inform our clients about this case. We think it for them.</p> <p>There are couple of trusted local transportation agencies in Turkey that we are working with. We only make agreement with local transportation agencies in Turkey since Tura Turizm founded. We inform our suppliers by giving them information about sustainability.</p> <p>Tura Turizm welcomes between 25-45 guests in every land tours. For their tours we are using buses to reduce energy waste and support sustainability. In our shore excursions we do not have airport transfers but their port transfers are also in our warranty. We prefer close destinations and we provide their returns to the port with sustainable transfer options (A bus for every group, 25 to 45 guests).</p>
<p>10.11. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.</p>	<p>✓</p>	<p>✓</p>	<p>As an Incoming Department, we do not offer international flights. Our clients are responsible for international transport.</p> <p>0</p>
<p>10.12. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.</p>	<p>✓</p>	<p>✓</p>	<p>As an Incoming Department, we do not offer international flights. Our clients are responsible for international transport.</p>
<p>10.13. Indication sustainable accommodation and excursions</p>	<p>✓</p>	<p>✓</p>	<p>We prefer to work with hotels which has minimum four or five stars. First of all, we started to</p>

<p>(Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.</p>		<p>check Travelife Collection webpage (http://www.travelifecollection.com/) to search the hotels that received Travelife Certificate in Turkey, after met with Travelife. Unfortunately, there are no many hotels that received Travelife Certificate in Turkey. In this situation, we are looking for another certificates and awards like ISO, GreenKey, etc.</p> <p>If a hotel has no any certification, our Incoming Department members evaluate all accommodation options in terms of sustainability, organize meetings with managers of hotels and select top-quality hotels.</p> <p>After decision-making process, program is presented to clients. Tura Turizm always considers to top-quality service and sustainability as. Therefore, our clients are informed about our service. We are known company in Turkey as a roated firm since 1966. We believe that we provided this situation thanks to Sustainability. Our Chairman attaches importance to provide sustainable tourism. Therefore, we present our service with all details and qualifications. If we have more sustainable acomodation, transport option, we inform our clients directly about differences and benefits.</p>
<p>10.14. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.</p>	<p>✓ ✓</p>	<p>Tour operators play an important role in reducing the impacts of tourism on air pollution and climate change as they facilitate the sales of travel packages, including transportation, accommodation, and activities at the destination.</p> <p>Tour operators are intermediaries between consumers and destinations. Tour operators gain exclusive knowledge about what both consumers and other tourism providers want and need. This position as an intermediary between guest and destination allows tour operators to build on that knowledge and influence the behaviors and practices of both sides of the equation. We believe that tour operators have great potential to make a contribution towards sustainability by altering the way destinations are marketed, influencing the choices consumers make, and positively advising tourist providers on what modern tou rists expect in a holiday package.</p> <p>In this situation, Tura Turizm informs partners directly because we are working B2B. After received their request, tour program is prepared with all details. When we prepare tour programs, we consider all sustainable options in terms of accommodations, transport options, activities and inform them about details. The next step is that presenting programs to customers</p>

			by our partners. In this situation, our customers are our business partners and they are informed about more sustainable program by our Incoming Department with meetings, email, presentations or phone.
10.15. Sustainability commitment (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAH).	✓	✓	We are in the process of reporting for Travelife Partnership. http://www.turaturizm.com/sustainability-policy/

After booking and during holidays

12

Action			Details
10.16. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.	✓	✓	<p>As I mentioned before, Tura Turizm does not work B2C, we are working B2B. Therefore, first of all we offer our tours to agencies and then they inform their customers directly. In this situation, our customers are our partners, suppliers and agents. Our tour programs are prepared with all details; transportation, accommodation and activities.</p> <p>We inform them about our destinations with meetings or via email. Incoming department prepare tour programs and all options and then these programs are preset to customers. If they have any questions about local culture, natural surroundings, they will be informed specially by our incoming department via phone or email additionally.</p>

10.17. Destination dos and don'ts

Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).

✓ ✓

An ecosystem is a complex set of relationships among the living resources, habitats and residents of an area. It includes plants, trees, animals, fish, birds, micro-organisms, water, soil and people. As a professional company we have a duty to act responsibly and to encourage and promote sustainable tourism and protect our ecosystem. As an operator responsible for servicing foreign and local visitors, Tura Turizm's aim is to ensure that development brings a positive experience for local people and guests in participating in our services with educate, set carefully designed response policies and guidelines to be able to communicate. Based on this connection we expect all those that enter our liability to not damage or impede upon the local and regional habitat to provide extensive benefits for supporting and enriching people's wellbeing. Our goal is to become Turkey's foremost responsible tour operator, an achievement which in our opinion is very achievable with our determination.

PRE TOUR CLIENT BRIEFING

NAVIGATOR employees are trained to respect the unique nature of the protected areas we visit. We ask our guests to:

PLEASE DO NOT LITTER, TAKE IT WITH YOU USE THE RECYCLE BINS WHENEVER AVAILABLE WHILE WE VISIT VENUES OR SITES OF PROTECTED AREAS DO NOT PICK FLOWERS OR REMOVE SEEDS DO NOT REMOVE ROCKS OR ARTIFACTS DO NOT STEP OVER THE RAILS OR MARKED BOUNDARIES, KEEP TO THE TRAILS DO NOT TOUCH OR FEED WILD ANIMALS OR MARINE LIFE RESPECT PROTECTED AREA GUIDELINES LIMIT LOUD NOISES DO NOT USE FLASH PHOTOGRAPHY WHEN REQUESTED NOT TO


10.18. Health and Safety





Customers are informed regarding risks and precautions related to health and safety matters in the destination.





✓ ✓

During Anatolian or Cruise tours, customer are informed by our staff and also tour guides. Safety and health are our priority in a tour. All procedures and laws are followed up by the Central Police Station and Ministry of Justice in terms of safety.





If any tourist has a health issue in a destination, they are informed and take an emergency action by health care team.



		<p>Customers are informed that all programs are prepared with high quality service in terms of health and security.</p> <p>Please visit http://teftis.kulturturizm.gov.tr/TR,102718/20147-hijyen-ve-cevre-sagligi.html for the hygiene and environmental health notice by the Ministry of Culture and Tourism as you mentioned in guidance tab.</p> <p> company_profile.pdf</p>
<p>10.19. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.</p>	<p>✓ ✓</p>	<p>As soon as any incident or accident occurred during the excursion, the guide is obliged to inform our call center first and then fill up “Accident Report” that has already been given to our guides before the tour started.</p> <p>Call center immediately contacts to the representative person (one of our team member, venue representative, tour guide or driver) at/around the incident/accident area.</p> <p>Security team is directed to the area. At the same time call center informs the local authorities; Central Police Station.</p>
<p>10.20. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	<p>✓ ✓</p>	<p>Accidents on Tour</p> <p>1-As soon as any incident or accident occurred during the excursion, the guide is obliged to inform our call center first and then fill up “Accident Report” that has already been given to our guides before the tour started.</p> <p>2-Call center immediately contacts to the representative person (one of our team member, venue representative, tour guide or driver) at/around the incident/accident area.</p>


		<p>3-Security team is directed to the area. At the same time call center informs the local authorities; Central Police Station.</p> <p>4-Police investigates the case with the help of our call center and security team's oral and written reports.</p> <p>5-Findings are recorded by attorney general.</p> <p>6-Findings are stored by attorney general.</p> <p>All procedures and laws are followed up by the Central Police Station and Ministry of Justice.</p> <p>On the other hand, we support trainings for our staff. Please see attachment for an example of a training about health and safety.</p> <p> Staff Taining Health and Safety _ Tura Turizm.pdf</p> <p> Staff Training Plan.pdf</p>
<p>10.21. Activities do's and don'ts Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.</p>	<p>✓ ✓</p>	<p>We do not have Marine activities, sport fishing, wild life watchig and protected areas. Our tour program includes historical and cultural visits.</p> <p>Clients are informed by Tour Guide and leader. They give the all significant informations about tour and activities do's and don'ts.</p> <p> Guest Briefing1.1.pdf</p> <p> Guest Briefing1.1.tr.pdf</p>

		<p> Food_Beverage Services.pdf</p> <p> Guiding Services.pdf</p> <p> Transport Services.pdf</p> <p> Visiting Heritage Sites.pdf</p>
<p>10.22. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	<p>✓ ✓</p>	<p>Labor Protection Policy</p> <p>Our employees are our most valuable assets. We will not discriminate on the basis of race, color, religion, ancestry or national origin, sex, age, marital status, sexual orientation, disability, or any otherwise unlawful use of characteristics. We are aware that commercial exploitation of women, children, and other minorities is a global problem and we take active part in combating this situation by undertaking the following measures:</p> <p>In all our business activities and client relations we strongly renounce all forms of sexual exploitation of children. We prohibit all tourism premises from becoming a front for sexual exploitation of minors by reporting obvious or suspected cases of child sexual exploitation to the local police. When marketing our tours, the advertising material shall not in any way allude to or in other ways depict children in a sexual manner. We raise awareness on the criminal activity of sexual abuse of children by undertaking preventive measures such as training of and information to our staff. We assume responsibility to abide by existing laws, rules and regulations in Greece and the EU. We boycott products produced with child labor or from vendors who practice discriminatory or abusive practices. In all our business activities and client relations, all persons are afforded equal opportunities based on their abilities and capacities not their race, color, religion, ancestry or national origin, sex, age, marital status, sexual</p>

		<p>orientation, or disability.</p> <p>Please visit www.ceza-bb.adalet.gov.tr/makale/122.doc for the law regarding “crimes for sexual privilege” that cover sexual exploitation as well.</p>
<p>10.23. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).</p>	<p>✓ ✓</p>	<p>Tura Turizm do not support that any souvenirs selling if the souvenir is illegal. Also, this situation is under the control of Turkish Government. As a company that is working B2B, we do not include illegal souvenirs shops in our tours. In our tours, our preferred sales revenue from Turkish Delight, jewellery and carpet (handmade).</p> <p>We pay attention to provide our customers with specific information on the souvenirs and artefacts. During tours, our tour guides inform about souvenirs made from endangered plants and animals is an example of adequate specific information.</p> <p>Our guests are warned that do not purchase souvenirs made from animal parts, like crocodile leather, turtle shells, or ivory as this demand. Be aware which goods are made from forbidden animals or plants. It is forbidden to take these souvenirs with you to Europe. Also Turkish Government will be controlled in the airport according to customs rules.</p> <p>A list of examples of products that are forbidden:</p> <p style="padding-left: 40px;">Stolen goods Leakage and import prohibited products Fake money and documents Web attack and program breaking software Auxiliaries for passing drug tests Prohibited books and publications Copy and pirated product Prohibited Animal Species Prescription drugs, lenses, products with indication information</p> <p>Please see the link about customs information belonging to Turkey.</p> <p>http://www.mfa.gov.tr/turkiye_je-ait-gumruk-bilgileri.tr.mfa</p>



		<p> 5.Protecting Historic Artifacts and Threatened Species.pdf</p> <p> 6.Group Size Policy.pdf</p> <p> 5.Protecting Historic Artifacts and Threatened Species.tr.pdf</p> <p> 6.Group Size Policy.tr.pdf</p>
<p>10.24. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).</p>	<p>✓ ✓</p>	<p>Tura Turizm continues it's policy of 'Social Responsibility' by the promotion of local goods and crafts. We understand that crafts such as textiles and arts can be an important contributor to a local economy by employing artisans that are preserving cultural heritage whilst generating an important source of income for the community. We offer support to the local community through our efforts as follows:</p> <p>Recognising that local markets often provide a more engaging shopping experience as well as the ability to purchase directly from artisans and small-scale manufacturers and where possible incorporate these experiences into our tours.</p> <p>We favour cooperatives which are of benefit to a wider section of the community.</p> <p>We promote workshops rather than lage retail outlets where possible.</p> <p>We support and promote community ventures through assistance or donations .</p> <p>We encourage visitors to shop for products from the area by creating opportunities to see firsthand where and how the products are made. We prefer locally produced handicrafts to mass-produced or imported items .</p> <p>We recognise the importance of intangible cultural crafts and promote local art, music or dance presentations as well as special cultural events.</p>


		<p>When we prepare programs for food, we aim to choice the best quality and sustainable options. We have dealed suppliers for restaurants after many inspections. As a rooted firm, we always support to increase local economy and we make a choice according to this criteria.</p> <p>Clients are encouraged to purchase local products than imported products during tours.</p> <p> sustainable purchasing policy.pdf</p> <p> sustainable purchasing policy.tr.pdf</p>
<p>10.25. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	<p>✓ ✓</p>	<p>Our clients are not choosing their own transports because all transportation services are provided by our company during tours.</p> <p>Before the free day our guide is informing our guests about local options such as shopping areas, local restaurants, transportation as dolmuş-tram-metro and how to get local transportation cards.</p>
<p>10.26. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).</p>	<p>✓ —</p>	<p>We are liaising with local municipalities. On our “Best of Ephesus” tour we plant trees for each guest and give each guest a tree plantation certificate, and proud to tell them that our “Tura Forest” is growing each and every year with the contribution of participating.</p> <p>We are one of the participant of Turkish Tourism Council and we shared our experiences about importance of sustainable tourism with other investors.</p> <p>Tura Tourism Memorial Forest (4.000 saplings)</p> <p>Green Globe Certification Membership</p> <p>Tree Certificate Social Responsibility Projects</p>


		<p>Sustainable Travel International Membership</p>  hatira_ormani_tabela.jpg
<p>10.27. Guarantee fund The company participates in a client guarantee or insurance fund (refunding of travel costs in case of bankruptcy)</p>	<p>✓</p>	<p>As Tura Turizm Dış Tic. Ltd. Şti. works only B2B, in any case about refunds (for example customer might have a health problem during the tour and might need to go to the hospital and spends an amount there) insurance company that customers agreed with before their travel, make related payments to them.</p>

After holidays

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Action		Details
<p>10.28. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</p>	<p>✓</p>	<p>✓</p> <p>We distribute surveys to each guest on our shore excursions to get their feedback, so that we can keep track of our satisfaction rate and also analyze the negative feedback if any to continuously improve "responsible tourism".</p> <p>Our surveys filled out by the guests, includes guide ratings as well as all components of the tour. Guides are trained, briefed and allocated annually with a rating system.</p>  Questionnaire_1.JPG  Questionnaire_2.JPG

<p>10.29. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.</p>	<p>✓ ✓</p>	<p>Our updated guest briefings is "</p> <p>An ecosystem is a complex set of relationships among the living resources, habitats and residents of an area. It includes plants, trees, animals, fish, birds, micro-organisms, water, soil and people. As a professional company we have a duty to act responsibly and to encourage and promote sustainable tourism and protect our ecosystem. As an operator responsible for servicing foreign and local visitors, Tura Turizm's aim is to ensure that development brings a positive experience for local people and guests in participating in our services with educate, set carefully designed response policies and guidelines to be able to communicate. Based on this connection we expect all those that enter our liability to not damage or impede upon the local and regional habitat to provide extensive benefits for supporting and enriching people's wellbeing. Our goal is to become Turkey's foremost responsible tour operator, an achievement which in our opinion is very achievable with our determination."</p> <p>Tura Turizm considers sustainability in every respect. Measuring customer satisfaction provides mutual benefit for both the tourism enterprise and the customers. The relationship between sustainability and customer satisfaction depends on specific sustainability measures. Most frequently mentioned sustainability aspects include food, transport and accommodation. We are so careful when decision-making process. We are working only with 4 - 5 stars hotels and we pay attention also about restaurants for our tours. Quality and hygiene are crucial factors for our choices. Besides these criteria, also our tours do not include non-sustainable activities. We never allow any activity that can damage the environment.</p> <p>Tura Turizm and our staff pay attention to all feedbacks that received by clients and suppliers. Their reviews are significant for our sustainable tourism. We attach importance to protect environment, local culture and historical visitations during our tours.</p> <p>Firstly we share guest briefings, at the end of tour we share questionnaire. We would like to develop our questionnaire and guest briefing sheets, we started action plan about this.</p> <p>Attached we share our updated survey.</p> <p> 2020 anketler.pdf</p>
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<p>10.30. Complaints The company has clear procedures in case of complaints from clients.</p>	<p>✓</p>	<p>✓</p> <p>Compliments, complaints and other forms of feedback provide valuable information on levels of client satisfaction and provide an organisation with an opportunity to improve upon all aspects of service. Feedback is to be taken seriously and to be seen as an opportunity for improvement for Tura Turizm.</p> <p>Feedback that is recorded and handled effectively will provide valuable information in identifying areas for improvement, coordinating a consistent approach for resolution, reducing the potential for future complaints and allow for reporting and efficient allocation of resources.</p> <p>Resolving complaints at the earliest opportunity in a way that respects and values the person's feedback, can be one of the most important factors in recovering the person's confidence about our service. It can also help prevent further escalation of the complaint. A responsive, efficient, effective and fair complaint management system can assist an organisation to achieve this.</p> <p>The following 5 steps are very important for complaint management process according to Policy of Tura Turizm;</p> <p style="padding-left: 40px;">Receive complaints from clients. Record Acknowledge Resolve Communicate for the resolution.</p> <p>Tura Turizm always aims to offer high quality service for our clients. Therefore, every step are so significant for complaint management process. If a client or partner have any complaint about our service, we we take an action immediately.</p> <p> EXAMPLE OF COMPLAINT.pdf</p>
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