



Commitment of the Executive Management of Adalya Hotels

- We are committed to conducting our operations in the accommodation sector in accordance with international standards, legal regulations, and other requirements, while meeting the needs and expectations of all relevant parties to ensure their satisfaction.
- We control all processes in the food chain, from raw materials to presentation, to produce safe food, and work collaboratively with our suppliers to deliver standardized product quality.
- With the aim of leaving a livable environment for future generations, we use our natural resources correctly and efficiently, and prefer environmentally friendly products.
- We implement effective waste management and select resources primarily from renewable sources.
- Guest complaints and requests are handled impartially and honestly, without discrimination, using resources efficiently, documented with confidentiality, and resolved within the required time without compromising quality, providing necessary feedback.
- We participate in social responsibility projects beyond accommodation activities, fostering and sustaining a sense of social responsibility.
- We provide the necessary resources and information to achieve our objectives and targets within our management systems.
- We continuously work to improve the performance of our management systems.
- We ensure and support the procurement and design of all maintenance and services that affect energy and environmental performance.
- We aim for continuous development and improvement by raising awareness among our guests, employees, and business partners through education, information, and training.

In managing our activities, we always consider the requirements of Quality, Food Safety, Environment, Guest Satisfaction, Energy, and Sustainable Tourism, and commit to providing the necessary information and resources for related efforts.

Executive Management