

POLICY OF THE ATG HOTELS INTEGRATED MANAGEMENT SYSTEM

Since its inception, our umbrella organisation ANEX Group has created a blend of knowledge and experience in international tourism and Turkish hospitality.

ATG HOTELS has a vision to be a brand committed to strong hospitality values, an inspiring pioneer and focused on long-term global plans that will add value for its country and people.

The common point of ATG HOTELS destinations, which consist of very different hotels, is timeless beauty, a unique cultural experience, and an excellent service understanding. Each of our hotels located in Antalya, Bodrum, Istanbul, Vietnam, Cuba, and the Dominican Republic has different characters. Yet, they all share the same goal: to offer soul-touching, unforgettable experiences.

ATG HOTELS, with its various product categories, has made guest satisfaction its most important principle. We are proud to serve to ensure that our guests can fully enjoy their vacations with gourmet flavors prepared by successful chefs, sports and entertainment alternatives that appeal to all ages, and to be at your service with our friendly staff who are happy to find solutions to our guests' needs so that they can enjoy their holiday to the fullest.

Our Integrated Management System Policy, established as ATG HOTELS, creates a framework for our work in guest and employee satisfaction, environment, quality, food safety, and occupational health and safety. In order to continuously improve our management systems and ensure their sustainability, all our business processes are carried out in line with our Integrated Management System Policy. Our policy;

- Pursuing a guest-oriented service approach in all our hotels,
- Prioritizing guest and staff satisfaction and planning all business processes in this direction,
- Providing quick solutions with our system designed so that our guests can tell us what they want and get their feedback at any time,
- Tracking, evaluating, and continuously improving our business processes in light of evolving guest expectations, new technologies, and industry studies,
- Engaging with all our stakeholders to ensure mutual development and strengthen collaboration,
- Conducting risk assessments for human health at all stages of food production and presentation, from raw material purchasing to presentation, and taking the necessary precautions,
- Producing and serving delicious, reliable food that meets the expectations of guests and staff,
- Creating a healthy and safe working environment by considering the opinions of our staff,
- Performing risk assessments for situations that could lead to accidents and illnesses and taking necessary precautions,
- Efficiently using natural resources, avoiding waste and unnecessary consumption,
- Evaluating our negative impacts on pollution and resource consumption, carrying out risk assessments related to these impacts, and taking preventative action,
- Improving the quality of work by increasing the professional and personal competencies of our employees through education and training and creating a corporate culture,
- Following and ensuring compliance with legal regulations, standards, NGO studies and academic studies related to our work.

As ATG HOTELS management, we are committed to providing the necessary resources for all improvement, development, correction and compliance efforts in accordance with the above and to meet the requirements of the management systems.