



SUSTAINABILITY REPORT

Stage 3 · Prepared in line with the TR-I framework

Public Report

Historic heritage, local value, employee well-being and responsible resource use are the four foundations of our boutique hospitality approach.

September 2026



About This Report

Pietra Cave Suites · Sustainability Management

Public Sustainability Report · September 2026

This public report presents Pietra Cave Suites’ environmental, social, cultural and management approach in a clear and structured format. It follows the logic of the Turkish Environmental and Cultural Sustainability Industry Criteria (TR-I) Stage 3 and adapts these themes to a nine-room boutique hotel in a historic building.

Scope Operations, guest experience, employees, training, community relations, cultural heritage, energy-water-waste management, supply chain and improvement targets.	Public Format Personal document copies, signatures, commercially sensitive details and internal audit evidence are not published; their status is summarised at corporate level.
Review Cycle The report is reviewed at least annually and updated when relevant operational, legal or performance changes occur.	Management Principle Plan - implement - measure - review - improve.



Property Profile

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Pietra Cave Suites is a nine-room boutique accommodation property located in the historic fabric of Mustafapaşa / Sinasos, Cappadocia, and operates in a historic Greek mansion of approximately 270 years.

Identity Pietra Cave Suites · boutique accommodation property	Location Mustafapaşa · Ürgüp · Nevşehir · Cappadocia
Heritage Historic Greek mansion · authentic stone architecture	Core Approach Protect heritage · strengthen local value · use resources responsibly



Governance and Responsibilities

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Sustainability is managed through a lean structure appropriate to a boutique hotel. Responsibilities are integrated into daily operations rather than separated into a standalone department.

Burak Uçar

General Manager · sustainability management, legal compliance, purchasing approval, guest experience, reporting, training and target follow-up.

Ayşe Karagöz

Housekeeping · room hygiene, textiles and consumables, water/energy awareness and in-room sustainability information.



Training and Records

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Training supports legal compliance, service quality and day-to-day sustainability implementation. Participation and document status are tracked within the annual plan.

Sustainability awareness Burak Uçar · Ayşe Karagöz	Hygiene and sanitation Hygiene certificates / records available
Basic OHS training OHS training / records available	Emergency and fire awareness Internal participation record
Child rights and safe guest environment Internal training record	Waste separation and resource efficiency Practical implementation training



Material Topics and Stakeholders

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Priority topics include governance, guest experience, local impact, cultural conservation, resource management and natural environment. Guests, employees, suppliers, local community and public authorities are key stakeholders.

Guests Safe, clean, authentic and accurately described stay	Employees Fair work, safety, training, respect and development
Suppliers Clear expectations, continuity and compliant business relations	Local Community Cultural respect, economic contribution and environmental sensitivity



Legal Compliance and Responsible Communication

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Applicable legal requirements and institutional expectations are monitored. Public sustainability communication avoids exaggerated or unverifiable claims. Records on consumption, waste, training, suppliers and feedback support both accountability and improvement.

Legal Compliance Relevant requirements are monitored and incorporated where needed.	Claims Only statements that the property can support are published.
Privacy Personal data and sensitive information are protected.	Records Data is treated as a management tool, not only an audit requirement.



Risk Management

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Risks are prioritised using likelihood and impact, with controls reviewed to reduce residual risk. Water stress, natural hazards, guest safety, food hygiene, occupational safety, cyber/data risks, supply continuity, waste/chemical risks and local-community impacts are included.

Water stress / drought Consumption monitoring, leak control, guest awareness	Fire / natural hazards Emergency awareness and safety preparedness
Food hygiene / OHS Training, hygiene records and safe work practices	Cyber / privacy Controlled information access and confidentiality



Guest Experience and Accessibility

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Correct pre-booking information, transparent communication and feedback management are central to guest satisfaction. Due to the historic building, physical accessibility is limited and detailed separately in the Accessibility Information and Policy.

Accurate Promotion Rooms, structure and services are described realistically.	Accessibility Physical conditions are explained before booking.
Feedback Suggestions and complaints are reviewed for corrective action.	Responsible Visit Guests receive information about respectful behaviour in Cappadocia.



Local Community and Purchasing

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Local value is supported through suitable local employment, local/regional purchasing where quality and continuity are sufficient, and recommendations that direct guests toward local gastronomy, crafts and small businesses.

Local Purchasing KPI Eligible local/regional purchasing value ÷ total eligible purchasing value × 100	Suppliers Paşaoğlu · Mustafapaşa Municipality · MEPAŞ · TÜV Austria
Decision Criteria Quality · compliance · continuity · locality · environmental/social considerations	Goal Measure the base share and improve it over time



Human Rights and Good Work

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Human dignity, equal opportunity, safe work, privacy and zero tolerance for harassment or abuse are fundamental. Hygiene and OHS records are maintained for active staff.

Non-Discrimination No discrimination based on personal characteristics.	Equal Opportunity Fair approach to work allocation, development and communication.
OHS Training and safe work practices are supported.	Privacy Employee and guest information is handled carefully.



Child Rights and Protection

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Every person under 18 is treated as a child. The property adopts zero tolerance for abuse, exploitation, neglect, bullying or harassment and supports staff awareness of professional boundaries and safe communication.

Safety First Child safety takes priority over commercial or operational interests.	Privacy Images and personal information are treated as sensitive.
Boundaries Unnecessary physical contact and inappropriate dialogue are avoided.	Escalation Suspected risks are escalated through appropriate management/authority channels.



Cultural Heritage

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Operating in a historic Greek mansion creates a direct responsibility to protect the building’s authentic materials, spatial character and relationship with Mustafapaşa’s historic fabric.

Conservation and Use Guest comfort is balanced with heritage protection.	Authenticity The building is not treated as superficial theme décor.
Interpretation Regional history is communicated respectfully and in context.	Responsible Visit Guests are encouraged to respect historic sites, private property and local life.



Energy Management

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Energy use is monitored monthly. LED lighting and efficient equipment are preferred where appropriate; maintenance, fault reporting and staff/guest behaviour are important because of the historic building’s constraints.

Monitoring Monthly electricity tracking	Efficiency LED and efficient equipment where feasible
Example 2026 monthly average Approximately 1,588 kWh/month for the nine-room property	Indicative room average Approximately 176 kWh per room/month; affected by occupancy, season and common areas



Water Management

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Water is a priority in Cappadocia’s climate. Consumption monitoring, leak reporting, water-saving fixtures where possible, controlled housekeeping and in-room water/towel messages support responsible use.

Monitoring Regular consumption tracking	Guest Messages Water-saving and towel-reuse information in rooms
Housekeeping Textile change frequency and cleaning planning are managed carefully	Risk Drought and service interruption are considered in risk review



Waste, Food and Chemicals

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Waste management prioritises prevention, source separation, recovery and safe disposal. Food waste and chemical use are managed as part of the same resource-efficiency approach.

Waste Separation Paper/cardboard, glass, plastic/metal and special waste streams	Food Waste Purchasing, preparation and service quantity control
Single Use Aim to reduce single-use plastics and unnecessary packaging	Chemicals Controlled purchasing, storage, dosage and lower-impact alternatives where feasible



Climate, Transport and Pollution

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Energy efficiency, waste reduction, purchasing and lower-impact transport information contribute to climate responsibility. Noise, light, air, water and soil pollution risks are considered in operations.

Emissions Key sources are progressively made more visible through available data.	Transport Walking, public transport and lower-impact options are encouraged.
Pollution Prevention Noise, light and other local impacts are minimised where possible.	Climate Risk Extreme weather, water stress and energy supply are reviewed as operational risks.



Biodiversity and Wildlife

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Cappadocia’s natural landscape is a core destination value. Landscaping and guest guidance aim to avoid unnecessary pressure on habitats, wildlife and protected areas.

Landscape Use suitable species and avoid supporting invasive species.	Visitor Behaviour Encourage marked routes and official conservation rules.
Wildlife Do not feed, capture, disturb or trade wildlife.	Protected Areas Official site rules always take priority.



2026-2027 Goals

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Performance targets connect public commitments with measurable management practices.

Energy & Water 12/12 months of records plus intensity indicators	Local Purchasing Establish base share and target +5 percentage-point improvement
Single-Use Plastics Product-based inventory and at least 10% reduction target	Waste Records 100% continuity for main monthly waste streams
Training At least one annual core training cycle for 100% of active staff	Guest Feedback Quarterly review and action record



Action Plan

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Priority actions focus on data discipline, staff competence, local purchasing, consumable reduction, guest communication, risk review and cultural interpretation.

Short Term Standardise electricity/water tracking and guest sustainability messages.	Medium Term Measure local purchasing share and review single-use inventory.
Annual Formalise management review and risk analysis.	Ongoing Strengthen cultural interpretation and responsible visitor guidance.



How Guests Can Help

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Guests are invited to participate through practical choices that support the destination and the property’s performance.

Water & Energy Use only what you need and switch off unnecessary lights/devices.	Towels Request replacement only when needed.
Waste & Food Sort waste and take only the amount of food you can consume.	Local Economy Support local producers, crafts and regional gastronomy.
Responsible Visit Follow local rules at natural and cultural sites.	Feedback Share suggestions that can help us improve.



Respecting Stone, Culture and the Future

Annual Review

This report is reviewed at least once a year considering targets, legal requirements, consumption/waste data, guest feedback, risks and operational changes.

Pietra Cave Suites · Mustafapaşa · Ürgüp · Nevşehir · Türkiye



Our Sustainability Policy

Management · Community · Culture · Environment

Pietra Cave Suites · Public Web Document · September 2026

At Pietra Cave Suites, we define sustainability as protecting our historic property, providing guests with a safe and authentic experience, supporting our employees, creating value for the local community and using natural resources responsibly.

Our Core Commitments

Effective Management We apply legal compliance, risk management, record keeping, training, measurement and continuous improvement practices.	Environmental Responsibility We monitor energy and water use and work to reduce waste, food waste, single-use items and environmental impacts.
Social Benefit We respect human rights, equality, safe working conditions, child rights and privacy.	Cultural Heritage We protect the historic fabric of Mustafapaşa and Pietra's authentic stone architecture through a balanced conservation-and-use approach.
Local Value Where suitable quality and continuity are available, we prioritise local/regional suppliers and the local economy.	Guest Participation We inform guests about water and energy saving, towel reuse, waste, local culture and responsible visitor behaviour.

Management and Responsibility

- General Manager Burak Uçar coordinates policy, targets, legal compliance, purchasing, training and reporting.
- Housekeeping staff member Ayşe Karagöz contributes to room hygiene, textile/consumable use, water-towel information and day-to-day implementation.

Continuous Improvement

Our policies and targets are reviewed at least annually in light of risks, legal changes, consumption data, guest feedback and operational developments.



Environment and Waste Management Policy

Resource Efficiency · Waste Reduction · Pollution Prevention

Pietra Cave Suites · Public Web Document · September 2026

The purpose of our environmental policy is to reduce the impact of accommodation activities on natural resources and the environment, manage resources measurably, and strengthen employee and guest awareness.

Implementation Principles

- We regularly monitor energy and water consumption and apply technical and behavioural measures to reduce unnecessary use.
- Rooms include information on water saving and towel reuse.
- We separate waste at source where possible and direct paper/cardboard, glass, plastic, metal/composite and special waste streams to appropriate channels.
- We aim to reduce food waste through quantity control in purchasing, preparation and service.
- We use cleaning chemicals safely, observe correct dosage and storage, and assess lower-impact alternatives.
- We aim to track single-use plastics and unnecessary packaging by product category and reduce consumption.
- We avoid practices that may harm biodiversity, landscape and wildlife.

Waste Management Summary

Waste Stream	Approach	Objective
Paper / Cardboard	Separate collection at source	Increase recovery
Glass	Separate collection	Direct to recycling
Plastic / Metal	Sorting and consumption reduction	Reduce single-use items
Waste Batteries	Separate storage and authorised handover	Keep fully separate from household waste
Food Waste	Portion / preparation control	Reduce waste

Guest Participation

Room water and towel messages, taking only the amount of food you can consume, avoiding unnecessary electricity use and sorting waste correctly directly support our environmental performance.



Child Rights and Protection Policy

Safe Stay • Privacy • Zero Tolerance

Pietra Cave Suites • Public Web Document • September 2026

We regard every person under the age of 18 as a child and consider children’s safety, privacy, dignity and right to protection a fundamental part of our hospitality approach.

Core Principles

- We adopt zero tolerance for any physical, psychological or sexual abuse, neglect, exploitation, bullying or harassment of children.
- We expect professional boundaries, appropriate language and privacy rules in communication with children.
- If a child guest is left alone or a risky situation is observed, we prioritise safe communication with the parent/legal guardian and, where necessary, the competent authorities.
- We pay attention to privacy and legal consent when sharing photographs, images or personal information of children.
- We oppose the exploitation of child labour and follow a policy of not employing children under 18 at the property.
- We support staff awareness through periodic training and internal briefings.

Employee Conduct Standard

Safe Communication No conversations involving a child’s private life or sexual content; intimidating, humiliating or coercive language is not used.	Physical Boundaries Physical contact that is not necessary for the service is avoided; the child’s personal space is respected.
Suspected Situation Signs of possible neglect/abuse are taken seriously; staff do not investigate alone and escalate to management and appropriate authorities.	Privacy Room, photo, identity and contact information is treated as sensitive in terms of child safety and data privacy.
Our Principle Children’s safety takes precedence over any commercial or operational priority.	



Human Rights, Equality and Non-Discrimination Policy

Respect · Equal Opportunity · Safe Work

Pietra Cave Suites · Public Web Document · September 2026

We are committed to a fair, respectful and non-discriminatory approach towards employees, guests, suppliers and local stakeholders.

Our Commitments

- We do not accept discrimination based on gender, age, language, race, ethnic origin, nationality, belief, disability, socio-economic status or similar personal characteristics.
- We observe equal opportunity in recruitment, task allocation, pay approach, training and development processes.
- We adopt zero tolerance for harassment, pressure, mobbing, coercive behaviour or ill-treatment of women and vulnerable groups.
- We support occupational health and safety training and safe working practices to protect employee health, safety and well-being.
- We protect personal data and privacy in line with applicable rules.
- We aim to assess employee and guest opinions, suggestions and complaints respectfully, impartially and with due confidentiality.

Conduct Principles

Respect We treat every individual respectfully and professionally, regardless of personal characteristics.	Equality We seek a fair and consistent approach for comparable duties and expectations.
Safety We do not accept violence, harassment, threats or unsafe working behaviour.	Feedback We encourage early reporting of problems and solution-oriented communication.
Corporate Approach Hospitality is not only service quality; it is also the responsibility to create an environment that respects human rights and safety.	



Local Community and Local Purchasing Policy

Creating Value for Mustafapaşa

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Our local purchasing approach is based not only on geographic proximity, but on the combined assessment of quality, legal compliance, continuity, environmental impact and regional economic benefit.

Principles for Contributing to the Local Community

- Support local/regional employment in suitable positions and contribute to employee development.
- Where adequate quality, compliance and continuity are available, give priority to suppliers in Mustafapaşa, Ürgüp, Nevşehir and nearby areas.
- Provide guests with accurate recommendations on local gastronomy, handicrafts, small businesses and cultural experiences.
- Reduce noise, inappropriate visitor behaviour and resource pressure that could negatively affect the quality of life of the local community.
- Avoid approaches that over-commercialise cultural heritage or treat local people as decorative elements.

Supplier Evaluation Criteria

Criterion	Description
Locality	Priority to local/regional suppliers where the category and quality are suitable
Legal Compliance	Invoice, business and product/service compliance
Quality & Continuity	Reliability to sustain the accommodation standard
Environmental Impact	Less packaging, reuse, durability, energy/water efficiency
Social Compliance	Ethical business relationships and respect for human rights

Current Service / Supplier Examples

Paşaoğlu: operational supplies · Mustafapaşa Municipality: water and local infrastructure · MEPAŞ: electricity service · TÜV Austria: certification/compliance service. This list does not mean that every provider is “local”; the local purchasing KPI is calculated separately only for eligible categories.

Local Purchasing KPI

Eligible local/regional purchasing value ÷ total eligible purchasing value × 100. After establishing the base year, our goal is to improve the local share measurably.



Guest Sustainability Guide

Small Choices · Shared Impact

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Small choices during your stay in Cappadocia can help reduce water and energy use, support the local economy and protect cultural and natural heritage.

Water Do not leave taps running unnecessarily; please notify our team if you notice a leak.	Towels & Textiles Choose to have towels changed only when you need them.
Energy Switch off unnecessary lighting and devices when leaving the room.	Food Waste At breakfast, take only what you can consume and avoid leaving unnecessary food.
Waste Use appropriate sorting points and reduce single-use item consumption.	Local Economy Discover local producers, small businesses, handicrafts and regional gastronomy.
Cultural Respect Respect signs, local rules and private property at historic and religious sites.	Transport Where possible, consider walking, public transport or lower-impact options.

In-Room Practices

- Rooms include information messages on water saving and towel use.
- Our housekeeping team aims to manage textile and consumable use carefully while maintaining cleaning quality.
- Sharing your suggestions about our sustainability practices contributes to continuous improvement.

Thank You

Thank you for helping us protect Cappadocia’s natural and cultural values together.



Mustafapaşa and Cultural Heritage Guide

Exploring Sinasos Respectfully

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Mustafapaşa (Sinasos) is a distinctive settlement reflecting Cappadocia's multi-layered history through its stone mansions, civil architecture, religious buildings, street fabric and local life. Pietra Cave Suites operates in a historic Greek mansion that is part of this heritage context.

How Should We Experience the Heritage?

- Do not touch, write on or damage the walls, stone surfaces, frescoes or carved elements of historic structures.
- Respect permission and privacy when photographing private homes, courtyards and residents' daily living spaces.
- Remain quiet in religious buildings and follow any dress, photography and visitor guidance.
- Support the living culture by purchasing from local producers and small businesses.
- Do not litter, collect plants/stones/fragments, or take historic or natural objects as souvenirs.
- In narrow streets, behave in a way that does not disrupt residents' daily life or movement.

Our Cultural Sustainability Approach

Authenticity We treat the building and local culture as living heritage, not as an artificial theme.	Accurate Interpretation We aim to communicate regional history respectfully, without exaggeration and in context.
Local Contribution We support the visibility of local gastronomy, craftsmanship and small businesses.	Conservation and Use We aim for balanced decisions between guest comfort and the authenticity of the historic building.
2026 Conservation Note Certain areas around Mustafapaşa - Ayvalı were subject in 2026 to registration processes concerning "Qualified Natural Conservation Area" and "Sustainable Conservation and Controlled Use Area" statuses. Official signs and current site rules always take priority.	



Cappadocia Visitor Guidelines

Protect Nature • Heritage • Local Life

Pietra Cave Suites • Public Web Document • September 2026

Cappadocia is a sensitive natural-cultural landscape made up of fairy chimneys, valleys, underground cities, rock-cut structures, churches and historic settlements. The following guidance is intended to support both visitor safety and long-term conservation.

At All Visitor Sites

- Follow official signs, barriers, staff instructions and route guidance; do not enter closed or restricted areas.
- Do not climb fairy chimneys, rock-cut structures, frescoes or historic surfaces; do not damage them by touching, scratching or writing.
- Do not remove stones, plants, archaeological fragments or natural formations.
- Do not litter; where possible, carry waste to an appropriate collection point.
- Do not feed, capture or disturb wildlife, and do not damage vegetation.
- Do not light open fires; smoke or use fire only in areas where it is explicitly permitted.
- Keep noise low and respect local residents, private property and places of worship.
- For photography, video, drones and professional shoots, follow site-specific rules and required permissions.

Additional Rules by Site Type

Site Type	Key Guidance
Valleys / Hiking Routes	Use marked trails; keep away from cliffs and loose ground; carry suitable footwear, water and sun protection.
Rock Churches / Museums	Do not touch frescoes; obey flash/photo restrictions and quiet rules; stay outside barriers.
Underground Cities	Be prepared for narrow passages, low ceilings and steep stairs; do not rush and stay on the directed route.
Viewpoints	Do not cross railings or safety boundaries; do not block passageways with tripods/equipment.
Villages / Historic Streets	Do not use private homes/courtyards without permission; respect parking, noise and privacy.
ATV / Horse / Balloon	Follow the safety instructions of authorised operators and guides; avoid behaviour that damages the natural fabric.

Health and Safety

On the day of your visit, consider route, weather, physical conditions and current site rules together.

- Carry water, a hat, sun protection and appropriate clothing for heat and sudden weather changes.
- Consider your physical fitness on slippery, rocky or steep routes.
- Underground cities and narrow passages may be challenging for people with claustrophobia, mobility limitations or certain health conditions; check current conditions before visiting.
- Museum and archaeological-site opening hours, entry conditions and rules may change; check official sources on the day of your visit.

Quick Checklist

- I stay on marked routes.
- I do not touch or write on historic/natural surfaces.
- I carry my waste or use an appropriate bin.
- I respect local life and private property.
- I check current hours, tickets and site rules on the day of my visit.

Important

This guide summarises general visitor behaviour. Current rules issued by the Cappadocia Area Authority, Ministry of Culture and Tourism, museum/site management, municipality, security units or authorised tour operator always take priority.

Official Reference Framework

Cappadocia Area Authority - conservation and visitor-site information · Ministry of Culture and Tourism museum and archaeological-site information · 2026 natural-site registration notice concerning Mustafapaşa / Ayvalı surroundings.



Accessibility Information and Policy

Historic Building · Transparent Information · Respectful Service

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Physical Accessibility Status

Due to the existing physical conditions of its historic building, Pietra Cave Suites is not a fully accessible property. In particular, the current structure may not be suitable for guests who use wheelchairs or require step-free access.

Our Approach

We are committed to respectful, equal and transparent service for all guests. Our most important accessibility principle is to explain the property's existing physical conditions accurately before booking so that guests can make an informed decision.

Pre-Booking Information

- We recommend that guests with mobility limitations, wheelchair users or those requiring step-free access contact us before booking.
- Depending on the guest's needs, physical conditions and any limitations that may affect the stay are explained openly.
- We do not advertise or promise an accessibility feature that the property does not provide.

Equality and Respect

Physical access limitations do not imply a discriminatory approach. We respect every guest's dignity, privacy and right to equal service. Within our available capabilities, we provide information and guidance support.

Continuous Review

Improvements that may enhance accessibility are periodically assessed within the limits of the historic building and conservation requirements. This information is updated if physical conditions or service structure change.

Before Your Stay

Sharing your accessibility needs with our team before booking helps us provide the most accurate information.