

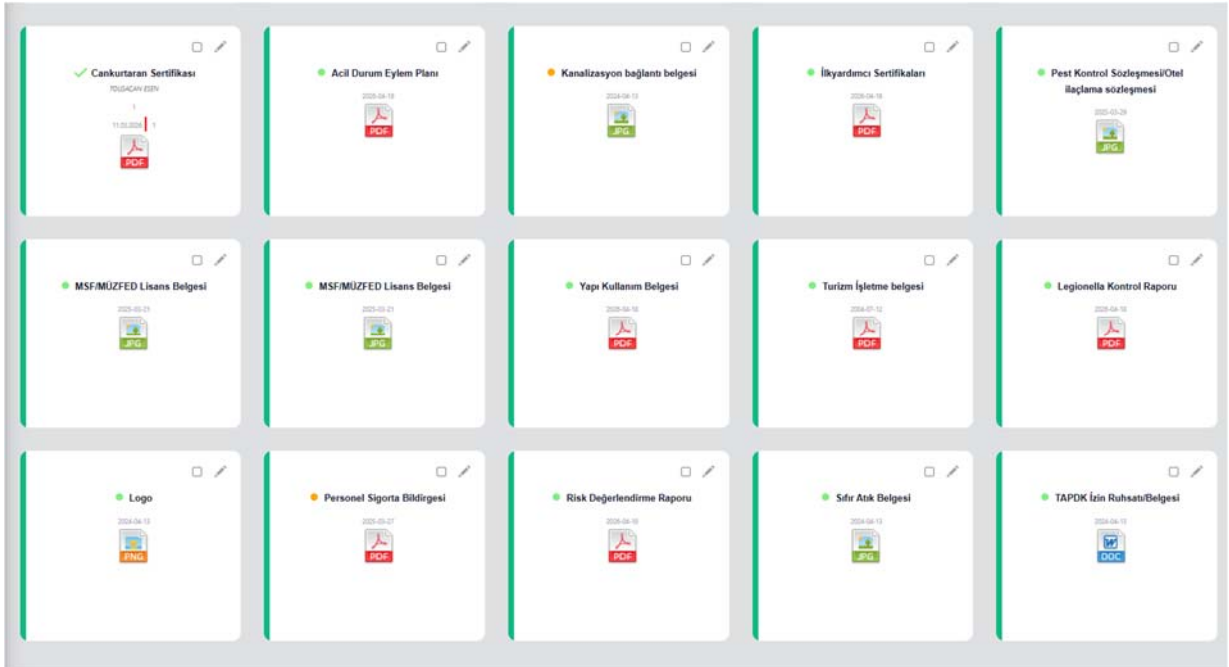
5. SUSTAINABLE MANAGEMENT SYSTEM APPLICATIONS

Regulatory compliance

Our company undertakes to comply with applicable laws, regulations and international conventions, keeps an upto-date list of them, regularly informs its personnel about them, and provides the necessary training to the personnel.

If asked or requested, our business submits all necessary permits, certificates and documents to the relevant persons and institutions.

These documents are the Workplace Opening and Working License, the personnel insurance declaration for the last month, the tax plate, the emergency action plan, the personnel trainings and certificates, the contract with the workplace doctor, the sewer connection certificate obtained from the municipality, the documents regarding the pest control and other necessary documents



Stakeholders and communication

Our business provides accurate information to all segments in promotion. It always uses real visual material in promotion. Our business has a transparent and realistic structure in terms of its products and services on its website, social media accounts and other printed and written promotional channels and marketing communication. At the same time, it shares its actions, actions and transactions related to policy and sustainability with its employees and customers in an open and transparent manner. To do this, our business's website is used. Periodic reports on sustainability performance are published on our website. These reports are prepared in appropriate periods.

In our business, there is a system that aims to receive feedback from our customers, public institutions, municipalities, employees, local people and all other relevant persons and institutions regarding our sustainability performance, policies and practices. Through this system, we receive feedback from both our staff and our customers.

Our system is designed to enable and encourage our customers and staff to provide feedback quickly, simply and effectively.

This system includes survey applications for guests, regular monitoring of social media accounts, e-mail, messaging services and other communication channels for employees, and e-mail communication and regular follow-up for all other stakeholders.

Müşteri Değerlendirme Ortalaması

Tedarikçi Adı: BEYPILIÇ
Tedarikçi Türü: Ürün

Cr1	Cr2	Cr3
2.6667	2.6667	2.6667
Cr4	Cr5	Cr6
2.6667	3.0000	3.3333
Cr7	Cr8	Cr9
2.6667	2.6667	2.3333
Cr10	Cr11	Cr12
2.6667	2.6667	2.6667
Cr13	Cr14	Cr15
3.0000	2.6667	3.0000

- 0-89 PUAN: Firma tedarikçi olarak şu an için yetersizdir. C GRUBU (Listeye Giremez)
- 90-119 PUAN: Eksiklikleri var ama çalışılabilir (Aday Tedarikçi Listesine Girebilir) B GRUBU
- 120-150 PUAN: Firma tedarikçi olarak yeterlidir(Onaylı Tedarikçi Listesine Girebilir) A GRUBU

Her kriter için 10 puan ve toplamda 150 puan üzerinden değerlendirme yapılmıştır.

Listeye Dön

Sonuç

124.00

A Grubu (Onaylı Tedarikçi)

#

3

Sistem & Sertifikalar

Ad & Soyad

Cep Telefonu

Eposta Adresi

Gönderim Zamanı ↓



ABDULSAMET KABUL
ÇALIŞAN MEMNUNİYET ANKETİ

(552) 746-3334

abdulsametkabal3@gmail.com



ÖNERİ
Normal
Sonuçlandı

Tünelin
Balya Yüksek

ODA

TELEFIZYON KANALLARI ÖSRÜKÜMÜDÜR
KANAL DÜZENLEME İÇİN TEKNİK SERVİS DEPARTMANINDAN FERDİ ER KANAL EKLEME VE DÜZEN Devamı ...

Balya Yüksek

Misafir Direk
10

Customer experience

Customer satisfaction is important in our business. Customer satisfaction includes feedback from the system described above regarding sustainability. The results are analyzed. Negative feedback and responses to it are recorded and necessary actions are taken.

Sustainability Survey						
Yıl	Ay	Otelimizin enerji ve su tasarrufu çalışmaları yapması sizin için ne kadar önemli?	Otelimizde çevreye en az zarar veren teknolojilerin kullanılması sizin için ne kadar önemli?	Otelimizin atıkları ayrıştırıp geri dönüşüme kazandırması sizin için ne kadar önemli?	Otelimizin karbon salınımını azaltmak için yerel ürünler kullanması sizin için ne kadar önemli?	Otelimizin sürdürülebilirlik uygulamalarından memnun kaldınız mı?
0 Anket !!!						

Hotel Services Survey						
Yıl	Ay	Otelimizin genel temizliğinden memnun kaldınız mı?	Oda konforu ve donanımından memnun kaldınız mı?	Personelimizin size karşı tutum ve davranışlarından memnun kaldınız mı?	Genel olarak otelimizden memnun kaldınız mı?	Otelimizin sunduğu yeme-içme hizmetlerinden memnun kaldınız mı?
0 Anket !!!						

Kişisel bilgi ve yorumlarınızı bizim için önemli olup, güli tutulmaktadır. Lütfen değerlendirmeleri her bölüm için 1 "zayıf" ile 5 "mükemmel" arasında değerlendiriniz. Eğer soruların karşılığı cevap seçeneklerinde yok ise, lütfen N/A (uygun değildir) maddesini işaretleyiniz.

Privacy is important to us and your personal information and comments will be kept confidential. Please rate your answer on a scale from 1 to 5, where 5 is "excellent" and 1 is "poor". If a question is not applicable to your stay, then mark N/A (not applicable).

Resepsiyon / Reception

Karşılama ve Bilgilendirme (5) (4) (3) (2) (1) (N/A) Check-in process
İlg. Güler yüzlülük, Nezaket (5) (4) (3) (2) (1) (N/A) Staff's Hospitality
Telefon Servisi (5) (4) (3) (2) (1) (N/A) Telephone Service
Wi-Fi Kalitesi (5) (4) (3) (2) (1) (N/A) Quality of Wi-Fi Service

Odalar / Rooms

Temizlik (5) (4) (3) (2) (1) (N/A) Cleanliness
Havahalk/Konfor (5) (4) (3) (2) (1) (N/A) Guest Supplies/Amenities
Kat Servisi (5) (4) (3) (2) (1) (N/A) Maid Service
Banyo/WC (5) (4) (3) (2) (1) (N/A) Bathroom/WC

Havuz / Swimming Pool

Temizlik (5) (4) (3) (2) (1) (N/A) Cleanliness
Teknik Standart (5) (4) (3) (2) (1) (N/A) Technical Standard
Servis (5) (4) (3) (2) (1) (N/A) Service
Çeşitlendirme (5) (4) (3) (2) (1) (N/A) Sunbeds

Restaurant & Bar / Restaurant & Bar
Yemek & İçecek / Food & Beverage

Kahvaltı (5) (4) (3) (2) (1) (N/A) Breakfast
Öğün Yemeği (5) (4) (3) (2) (1) (N/A) Lunch
Akşam Yemeği (5) (4) (3) (2) (1) (N/A) Dinner
Yemek Çeşitliliği (5) (4) (3) (2) (1) (N/A) Menu Variety
Ambiyans (5) (4) (3) (2) (1) (N/A) Ambiance
Servis Kalitesi (5) (4) (3) (2) (1) (N/A) Promptness/Quality of Service
Temizlik (5) (4) (3) (2) (1) (N/A) Cleanliness
İlg. Güler yüzlülük, Nezaket (5) (4) (3) (2) (1) (N/A) Staff's Hospitality

Aşağıdaki belirtilen personelinizi sunduğu hizmet dolayısıyla övgüye değer buluyorum.
I would like to comment on the following member of your staff.

İsim / Name : _____
Bölüm / Department : _____

AQUARIUM Hotels

MISAFİR DEĞERLENDİRME FORMU
GUEST QUESTIONNAIRE

Sayın Misafirlerimiz, Sizi ağırlamaktan büyük zevk duyuyoruz. Tatilinizin olumlu geçtiğini ve otelimizde sunulan hizmetlerden memnun kaldığınızı umuz. Size Aquarium'a özgü, konforlu, seçkin ve samimi bir ortam yaratabilmek en önde gelen hedefimizdir.

Dear Guests, We are delighted to have you with us and hope you are pleased with our facilities and services. It is our aim to create and maintain a courteous and friendly atmosphere for you to enjoy and recognize instantly as typically Aquarium Hotels.

Bu misafir anketini doldurarak, bizlere otel personelimiz, tesislerimiz ve hizmetlerimiz hakkındaki düşünceler ve beklentilerinizi anlamamıza olanak sağlayıp, konukseverlik anlayışımızı ve personel eğitimimizi geliştirmek yönündeki çalışmalarımıza katkıda bulunuyorsunuz.

Lütfen kaldığınız süre içerisinde karşılaştığınız herhangi bir sorun olursa, en kısa zamanda bizlere danışarak bir an önce çözüme kavuşturmamıza izin veriniz.

By filling out this form, we value your feedback about our people, facilities and service enable us to understand your expectations and make improvements to our standards of the hospitality staff training as well as future investment in the hotel.



If there is an area of our service that requires immediate attention during your stay, please contact and give us the opportunity to resolve the issue before you leave the hotel. Because we are here to ensure you enjoy your stay with us.

Zamanınız ve katkılarınız için teşekkür ederiz.

Thank you for your time and assistance.

Saygılarımızla,
Aquarium Hotels

Yours faithfully,
Aquarium Hotels

3 different alternative feedback systems used by our hotel to take into account and apply the feedback of our guests in the digital environment in guest rooms and general areas

Accessibility

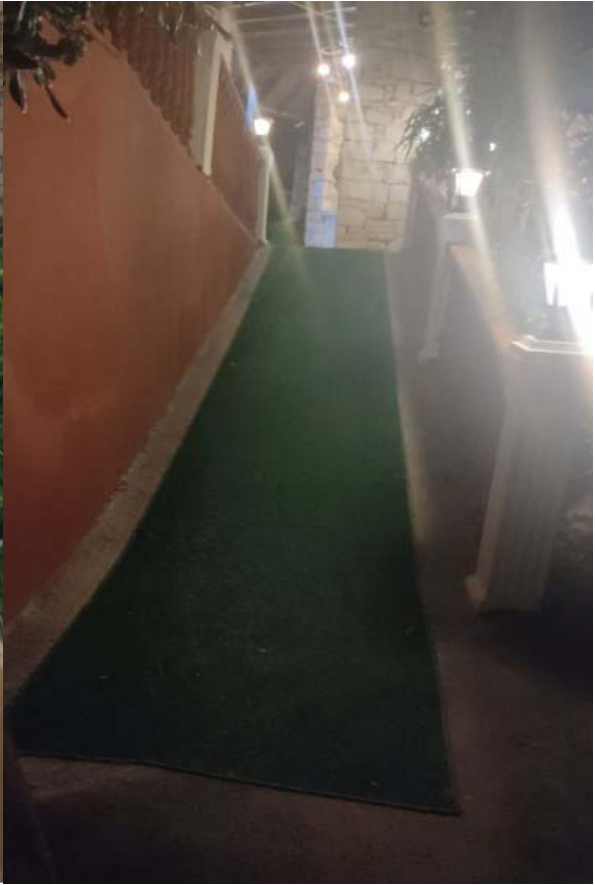
Since our business has 59 rooms, we do not have a legal obligation.

Our business is committed to providing accessible tourism services for everyone within its means and informs its customers and stakeholders clearly and accurately about the level of accessibility through its website.

Our business also follows and undertakes to fully comply with the legal regulations regarding accessibility and to continuously improve in this regard.

We strive to make continuous improvements not only for the physically handicapped, but also for our guests who cannot participate in tourism activities due to disabilities such as vision and hearing.

Our company regularly carries out the maintenance and repair of accessibility regulations and infrastructure and provides improvements if necessary. In addition, we regularly inform our employees about accessibility.



Purchase

Our procurement policy includes policies for local, environmentally friendly, fair trade and efficient procurement.

Our sources of goods and services are monitored by our business. We meet with our suppliers at regular intervals. We check their sustainability certificates, information and documents.

Local purchasing: Our business gives priority to local suppliers when purchasing goods and services, provided that they are of high quality and reasonably priced. For this reason, it regularly audits its suppliers, updates the supplier list and informs its suppliers. The proportion of goods and services received from the people of the region is measured.

When purchasing goods and services, our business also gives priority to fair trade suppliers for imported products, provided that they are of good quality and reasonably priced.

Environmentally friendly purchasing: Our company follows an environmentally friendly policy in purchasing, attaches importance to efficient purchasing, energy saving and water saving to reduce food and solid waste.

Our business gives priority to environmentally friendly products (environmentally labeled products) in its purchases. If there are no environmentally labeled products in the product group to be purchased, it selects its relevant products, production and all other processes from suppliers and manufacturers that do not harm the environment.

In this context, our company prioritizes the selection of suppliers with sustainability certificates when making their purchases. Sample certificates that can be sought in suppliers are documents such as ISO14001, ISO50001, ISO14064, ISO20400.

For wood, fish, paper and other foods, products that are environmentally certified (FSC, MSC, EU-EcoLabel, etc.) or whose source can be traced are preferred.

Threatened species and prohibited species (fish, trees, plants, game animals, etc.) are not bought and used in our business.

The ratio of our purchases from environmentally certified, local producers and suppliers, fair trade suppliers to total purchases is measured.

Our business has goals related to environmentally certified, local and fair trade purchasing. In this context, we aim to increase the proportion and number of local and fair trade suppliers in our purchases and we take care to do so.

Efficient purchasing: Our procurement policy favors reusable, returnable, and recycled goods.

Our business also prioritizes bulk buying and bulk product purchasing. In this way, fewer shipments are made to our business and less greenhouse gas emissions are produced.

It is our main priority and preference that there are no unnecessary and excessive plastic, nylon, paper, glass and wooden packaging in the products coming to our business.

Disposable products and unnecessary packaging (especially plastic) are avoided in the purchase of consumables and boucle products. The purchase and use of consumables and disposables is monitored and managed.



DNV BUSINESS ASSURANCE MANAGEMENT SYSTEM CERTIFICATE

Certificato No. / Certificate No. **130300-2013-AE-ITA-ACCREDIA**

Si attesta che / This is to certify that

Barilla
The Italian Food Company Since 1877

Barilla G. e R. Fratelli Società per Azioni

Barilla G. e R. Fratelli Società per Azioni (Certificato No. / Certificate No. **CERT-616-2009-AE-BOL-SINCERT**)

**Stabilimento di Bolu / Bolu Unit - BARILLA GIDA A.S.
D 100 Karayolu 7.Km., Bolu - Turkey**

è conforme ai requisiti della norma per i sistemi di gestione:
has been found to conform to the management system standard:

UNI EN ISO 14001:2004 (ISO 14001:2004)

Questa Certificazione è valida per il seguente campo applicativo:
This Certificate is valid for the following product or service ranges:

**Produzione e distribuzione di farine, maccheroni e spaghetti
attraverso le fasi di molitura, impastamento; trafilatura, essiccazione, raffreddamento e confezionamento
(Settore EA : 03)**

*Manufacture and distribution of flour, Italian macaroni and spaghetti
by mixing, filling, dehydration, cooling and packaging
(Sector EA : 03)*

Data Prima Emissione/Initial Certification Date:

2013-01-25

Il Certificato è valido fino al:
This Certificate is valid until:

2017-04-14

L'audit è stato eseguito sotto la supervisione di/
The audit has been performed under the supervision of

Andrea Ghini
Lead Auditor



ISO 9001 A ISO 9001 B
ISO 14001 D ISO 14001 E
SRX 17024 F IFR 17025 I

Numero di RLA Ed per gli schemi di accreditamento ISO,
DCA, FDS, FDS, ISO e IAF ed RLA Ed per gli schemi di
accreditamento SQA, SCA, SCL, TQM e FMS
e di RLA SMC per gli schemi di accreditamento LAM

Luogo e data/Place and Date:

Agrate Brianza (MB), 2014-04-14

Per l'Organismo di Certificazione:

For the Certification Body:

Zeno Beltrami
Management Representative

La validità del presente Certificato è subordinata al rispetto delle condizioni contenute nel Contratto di Certificazione.
Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.

DNV NORRØY VESTRA ITALIA SRL - CENTRO EMERGENZALE COLLINA - PIAZZA BRIO - V.LE COLLINA, 9 - 20066 AGRATE BRIANZA (MB) - ITALY - TEL. 039 48 9990 - WWW.DNVGL.COM/IT



Sertifika/Certificate

GÖKOVA SÜT ÜRÜNLERİ GIDA SANAYİ VE TİCARET LİMİTED ŞİRKETİ

KOZLUKAYA MAH. BÜLENT ECEVİT CAD. NO:18
GÖKOVA/ ULA/ MUĞLA/ TÜRKİYE

IQM Belgelendirme yukarıda bilgileri verilen kuruluşun **İş Sağlığı ve Güvenliği Yönetim Sistemini** değerlendirdiğini ve ilgili standardın gereklerine uygun olduğunu onaylar.
IQM Certification confirms that the above-mentioned organization has evaluated the Occupational Health and Safety Management System and that it complies with the requirements of the relevant standard.

ISO 45001:2018

Kapsam/Scope,

SÜT ÜRÜNLERİ (AYRAN, YOĞURT, TEREYAĞI, BEYAZ PEYNİR, KAŞAR PEYNİRİ, LOR PEYNİRİ) İMALATI VE PAZARLAMASI

PRODUCTION AND MARKETING OF DAIRY PRODUCTS (BUTTERMILK, YOGURT, BUTTER, WHITE CHEESE, CHEDDAR CHEESE, CURD CHEESE)

Sertifika No/ Certificate No : IQM-S-6451
Sertifika İlk Yayın Tarihi/ Certificate Initial Issue Date : 03.11.2023
Sertifika Yayın Tarihi/ Certificate Issue Date : 03.11.2024
Sertifika Geçerlilik Tarihi/ Certificate Validity Date : 02.11.2025

Bu sertifika IQM Belgelendirme kurallarına uyulması ve her yıl yapılacak gözetim denetimlerinin başarılı bir şekilde tamamlanması durumunda, ilk yayın tarihinden itibaren üç yıl süreyle geçerlidir. Sertifikanın geçerliği her yıl yapılacak olan gözetim denetimine bağlıdır. Sertifikanın geçerlilik durumu

www.iqm.com.tr adresinden kontrol edilebilir.

This certificate is based on compliance with IQM Certification rules and annual surveillance audits are successfully completed, the date of the first publication valid for a period of three years. The validity of the certificate is subject to an annual depends on the surveillance audit. Certificate validity status It can be checked at www.iqm.com.tr.



GENEL MÜDÜR
GENERAL MANAGER



IQM Uluslararası Belgelendirme Eğitim ve Gözetim Hizmetleri Ltd. Şti.
İçerenköy Mah. Şehit Yılmaz Hıd Sok. No:3 D:2 Ataşehir / İstanbul
Tel: 0216 574 94 77 Faks: 0216 574 78 28 info@iqm.com.tr www.iqm.com.tr
FR.83-01.02.2021/ Rev. No: 02 Rev. Tar: 15.11.2023

Energy and environment

Energy Saving

Our business has an energy-saving policy. The policy includes the regular measurement, monitoring, and reduction of energy consumption.

The total energy used in our business is measured by type.

Our business identifies activities with high energy consumption, plans and implements preventive measures for these activities (such as thermal insulation systems, preferring low-consumption devices with energy efficiency labels, using LED bulbs instead of incandescent lighting, etc.). In addition, our business uses energy-efficient equipment. We inform and educate our employees and stakeholders about energy saving



The corridor lighting is provided with LED lights.



Room lighting is also provided with LED lights.



Our rooms automatically cut off energy when the energy card is removed, ensuring high energy savings.



We use inverter air conditioning system in our rooms.



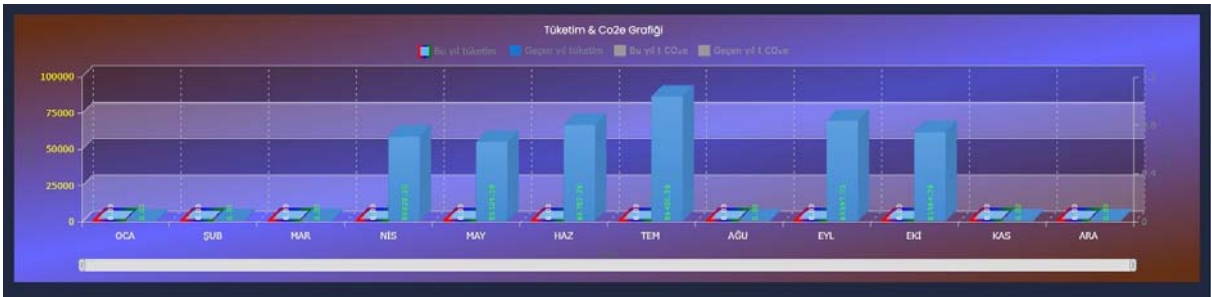


Our business meets 30% of its electricity needs through solar panels

Toplam Tüketim	Birim	OCA	ŞUB	MAR	NİS	MAY	HAZ	TEM	AĞU	EYL	EKİ	KAS	ARA	TOPLAM	Önceki Yıl Toplam	Fark
Elektrik	kWh	0	0	0	58.828	55.129	66.753	86.430	0	69.598	61.965	0	0	398.703	427.541,03	-28883,130
Su	m ³	0	0	0	113	2.725	2.193	2.460	3.695	3.881	3.198	0	0	18.285	14.177,00	4088
LNG & LPG & Doğalgaz	m ³	4.647	4.396	9.664	4.063	8.259	3.797	3.929	3.725	186	289	0	0	42.944	22.988,77	19955,632
Jeneratör Yakıtı	Lt.	0	0	60	119	299	0	11	0	0	0	0	0	489	0,00	488,71

Oda Başlı Tüketim	Birim	OCA	ŞUB	MAR	NİS	MAY	HAZ	TEM	AĞU	EYL	EKİ	KAS	ARA	Ort.
Elektrik	kWh	0,00	0,00	0,00	190,38	183,15	183,89	226,85	0,00	191,73	188,92	0,00	0,00	194,96
Su	m ³	0,00	0,00	0,00	0,37	9,05	6,04	6,46	10,26	10,69	9,75	0,00	0,00	7,59
LNG & LPG & Doğalgaz	m ³	0,00	0,00	0,00	13,12	27,44	10,46	10,31	10,35	0,51	0,88	0,00	0,00	17,86
Jeneratör Yakıtı	Lt.	0,00	0,00	0,00	0,38	0,99	0,00	0,03	0,00	0,00	0,00	0,00	0,00	0,49

Misafir Başlı Tüketim	Birim	OCA	ŞUB	MAR	NİS	MAY	HAZ	TEM	AĞU	EYL	EKİ	KAS	ARA	Ort.
Elektrik	kWh	0,00	0,00	0,00	18,13	15,31	17,04	19,12	0,00	16,17	15,87	0,00	0,00	16,97
Su	m ³	0,00	0,00	0,00	0,03	0,78	0,56	0,54	0,85	0,90	0,82	0,00	0,00	0,68
LNG & LPG & Doğalgaz	m ³	0,00	0,00	0,00	1,25	2,29	0,97	0,87	0,86	0,04	0,07	0,00	0,00	1,54
Jeneratör Yakıtı	Lt.	0,00	0,00	0,00	0,04	0,08	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,04



Water Management and Wastewater

Our business implements water-saving measures. All showerheads are equipped with aerators.

The water risk status of the region where our business is located has been determined. For this purpose, the Water Risk Atlas developed by the World Resources Institute is used. The relevant website link is provided.

In the risk analysis, water risk is specifically evaluated, and a water management plan has been established. This plan includes the measurement and monitoring of water usage, as well as targets and reporting aimed at reducing water consumption.

The aquatic life in seas, lakes, and other bodies of water is not harmed by the water use activities of our business. Nonetheless, the potential harm to aquatic life is considered in the risk analysis and necessary precautions have been taken.

Our business complies with all legal requirements and regulations regarding water usage. Water comes from a legal and sustainable source—municipal tap water.

We measure our water consumption. The total water used per guest or per overnight stay is calculated and reported. Our business uses water-saving equipment. Good practices such as changing bed linens and towels only upon guest request are also implemented.

We inform and guide our employees and stakeholders about water conservation. Our business does everything within its means to ensure that wastewater does not harm the environment.

The disposal of wastewater complies with the regulations set by the local authorities. All legal requirements in this regard are fulfilled.

We use a drip irrigation system for our plants and trees.

In both guest rooms and public toilets, we provide informational signage and alerts that raise awareness and show water usage levels to encourage water saving.



We use a drip irrigation system for our plants and trees.



In both guest rooms and public toilets, we provide informational signage and alerts that raise awareness and show water usage levels to encourage water saving..



[WATER RISK ATLAS](#)

Food Waste and Solid Waste

Our business has a Solid Waste Management Plan. This plan includes the regular measurement and monitoring of waste generation, waste reduction, reuse, recycling, and disposal.

Solid wastes are separated according to types such as food, recyclable, hazardous/toxic, and organic. During separation, the potential for recycling and reuse is taken into consideration.

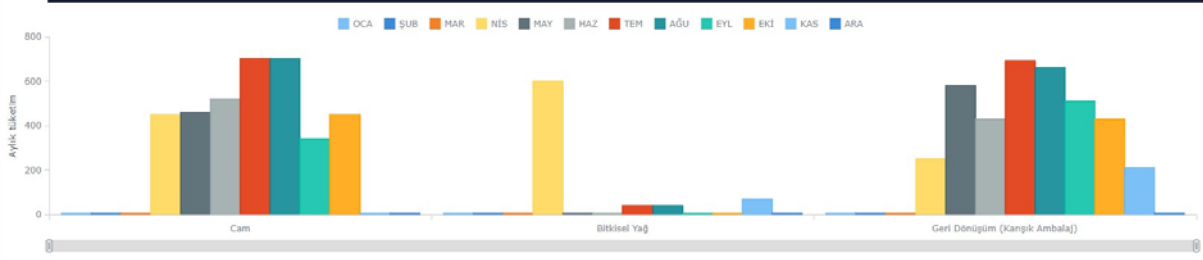
Our business regularly informs and guides its employees and stakeholders about waste management through various visual and communication materials.

Solid wastes that are separated by type in our business are collected by authorized and licensed companies.

Solid wastes, including food waste, are measured according to type. The amount of solid waste per guest or overnight stay is calculated and reported.

Additionally, our business identifies activities and risk areas with high levels of solid waste generation. It plans and implements corrective measures to reduce food waste and prevent wastage.

It is a priority for us to ensure that the disposal of solid waste does not have a negative impact on the local population or the environment. Our solid waste management is aligned with the legal framework of the “Zero Waste Regulation.”



Misafir Başı Atık	Birim	OCA	SUB	MAR	NİS	MAY	HAZ	TEM	AĞU	EYL	EKİ	KAS	ARA	Ort.
Cam	Kg.	0,00	0,00	0,00	0,14	0,13	0,13	0,15	0,16	0,08	0,12	0,00	0,00	0,13
Bitkisel Yağ	Kg.	0,00	0,00	0,00	0,18	0,00	0,00	0,01	0,01	0,00	0,00	0,24	0,00	0,06
Geri Dönüm (Karıncık Ambalaj)	Kg.	0,00	0,00	0,00	0,08	0,16	0,11	0,15	0,15	0,12	0,11	0,72	0,00	0,13

Oda Başına Atık	Birim	OCA	SUB	MAR	NİS	MAY	HAZ	TEM	AĞU	EYL	EKİ	KAS	ARA	Ort.
Cam	Kg.	0,00	0,00	0,00	1,46	1,53	1,43	1,84	1,94	0,94	1,37	0,00	0,00	1,51
Bitkisel Yağ	Kg.	0,00	0,00	0,00	1,94	0,00	0,00	0,10	0,11	0,00	0,00	0,97	0,00	0,67
Geri Dönüm (Karıncık Ambalaj)	Kg.	0,00	0,00	0,00	0,81	1,93	1,18	1,81	1,83	1,40	1,31	2,92	0,00	1,52



TÜRKİYE CUMHURİYETİ
ÇEVRE, ŞEHİRCİLİK VE
İKLİM DEĞİŞİKLİĞİ BAKANLIĞI



SIFIR ATIK

T.C. MUĞLA VALİLİĞİ ÇEVRE, ŞEHİRCİLİK VE İKLİM DEĞİŞİKLİĞİ İL MÜDÜRLÜĞÜ

SIFIR ATIK BELGESİ

(Temel Seviye)

Belge No: TS/48/B3/9/61 Tarih: 09/05/2023

Adı: GRAND AQUARIUM APRT OTEL
Adresi: İÇMELER Mahallesi, İÇMELER 245 SOKAK, No: 2 /1-Z1, MARMARİS, MUĞLA, Türkiye
Vergi No: 3960667335
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