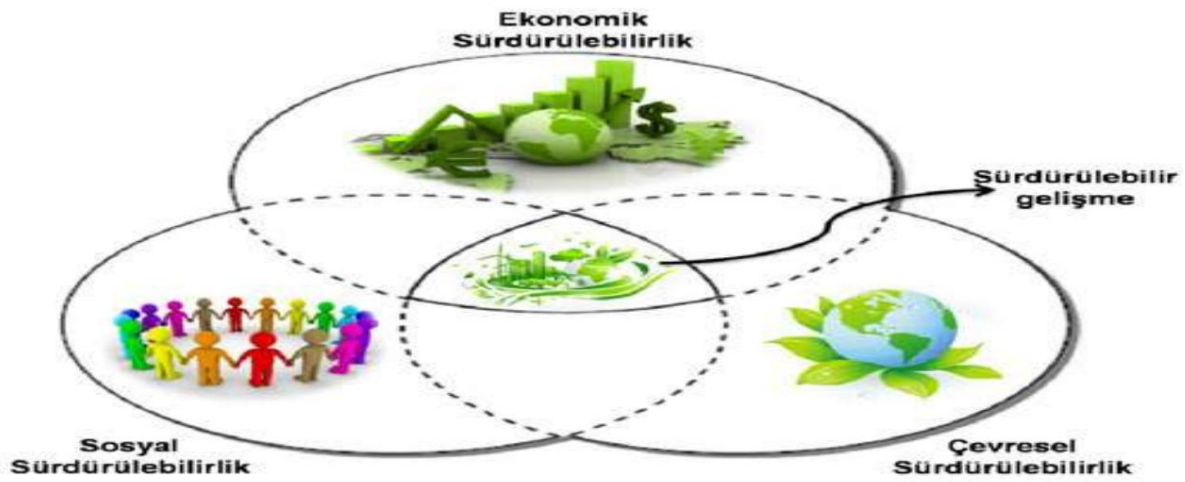




**CROWNED HOTEL ISTANBUL  
SAYILGAN TUR. FOOD TEXT. CONST.  
IND. AND TRADE CO. LTD. 2024 SUSTAINABILITY REPORT**

We are aware of our responsibilities regarding sustainable tourism. Therefore, we attach equal importance to raising awareness not only among our guests but also among our employees. We continually raise awareness of social responsibility and consistently implement environmentally friendly management practices.

The foundation of our management style is based on "sustainable tourism." We use our natural resources sustainably, while maintaining the highest quality of our products and services, to leave a more livable environment for future generations.



## **ABOUT THE REPORT**

**As a business, informing our stakeholders transparently and effectively about our activities and their impacts is a priority for us. In this regard, we aim to publish annual sustainability reports, which will be an important tool in ensuring we are a transparent and accountable organization.**

**Since our inception, we have made and continue to make numerous social and environmental investments to ensure the sustainability of our business. With this sustainability report, we aim to convey our economic, environmental, and social performance to our employees, customers, and other stakeholders. The information contained in this report covers our performance between **July 1, 2024, and December 31, 2024**, unless otherwise stated .**

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## ABOUT US

My facility is located at **HOCAPAĞA MAHALLESİ NÖBETHANE STREET NO:17 FATİH / ISTANBUL.**

It has an **11-** room capacity and an operating certificate from the Ministry of Culture and Tourism.

Our rooms have all the necessary amenities to ensure our guests feel comfortable and at ease;

Hair dryer

Electronic key lock system

Direct dial telephone in rooms

LCD-Satellite television with stand-by feature

Private safe with password

Central air conditioning system

Smoke detector connected to the central fire system

Specially insulated door and window system for noise

Tea and coffee set

and special hygiene kit are available.

A person responsible for the sustainable management system / communication with local and regional people has been appointed in our facility.

To provide feedback about our system and share your experiences, please contact us using the contact numbers below.

You can contact us.

Authorized person : **Emre Saygıgan**

Contact number : **+90 535 331 49 36**

Email address : **info@crowndedhotel.com**

## **SCOPE**

**This document establishes the basic framework of a Sustainability Management System (SMS) that can be adapted and developed to cover all management processes of our hotel, and sets out our organization's policies and practices.**

**This document is intended for all hotel stakeholders, guests, and staff. Our system is constantly being developed to suit the size and scope of our hotel.**



## **SUSTAINABLE MANAGEMENT SYSTEM**

**We believe that tourism and sustainable practices can coexist with luxury and guest comfort.**

**By embracing our sustainability philosophy, we aim to provide our guests with an unforgettable and environmentally responsible experience while actively contributing to the preservation of our planet. In line with our sustainability values, we are committed to promoting environmentally friendly practices and fostering a philosophy of environmental responsibility. We believe that sustainability is not just a trend, but a fundamental principle that guides our operations and guest experience.**

**We are committed to contributing to the fight against climate change by reducing emissions, increasing the use of renewable energy, and offsetting remaining emissions. Sustainability is central to our vision and values. We believe that hospitality can coexist harmoniously with the well-being of our planet and our communities. We are constantly working to improve our energy efficiency, renewable energy use, water conservation, waste minimization, and sustainable sourcing.**

**The foundation of our sustainable management system is based on risk analysis. Risk analyses are conducted under the following headings: environment, natural disasters, society, culture, economy, quality, human rights, health, and security. New headings can be added as needed.**

**After analyzing risks, we also have a crisis management plan that determines what to do if the risks materialize. The appendix to this document describes how to conduct risk analysis and crisis management is taking.**

**SYS includes the implementation of certain policies by all employees on quality, economy, management, environment, culture, human rights, health and safety, the setting of targets and the continuous improvement of business management processes by monitoring whether the targets are achieved.**

**If the established goals are met, new goals are set. If they are not met, our goals, policies, and practices are reviewed. In this way, we strive to ensure continuous improvement.**

**The goals of our hotel's management system and the performance indicators that monitor compliance with the goals are included in the annex of this document.**

**Our hotel is committed to fulfilling its obligations under the Türkiye Sustainable Tourism Program regarding sustainability and to continuously improve its sustainable management system to increase its sustainability performance.**

**Our management system is constantly reviewed due to the status of the sector, environmental, social, technological, economic and cultural risks, and changes and updates arising from legislation, and the system and policies are updated if necessary.**

**The steps mentioned above can be summarized as the Plan-Do-Check-Act (PDCA) approach.**

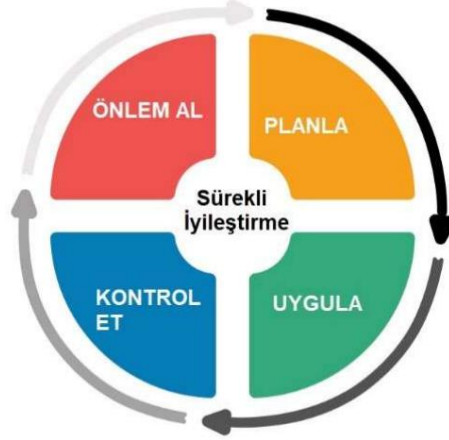


Figure 1. PDCA Cycle

**Plan:** Our hotel prioritizes the environment, society, culture, national economy, and management system, and sets goals. It plans the roadmap and actions to be taken to achieve these goals.

**Implement:** Our hotel establishes its core policies and practices related to environmental, cultural, social, human rights, health and safety. These are monitored, measured, and recorded at intervals defined by relevant persons.

**Check:** Feedback from both staff and customers is monitored and recorded in our hotel. If necessary, corrective measures are taken.

**Take action:** We take action to correct any issues identified during our hotel inspection. Corrective actions and actions are recorded and archived.

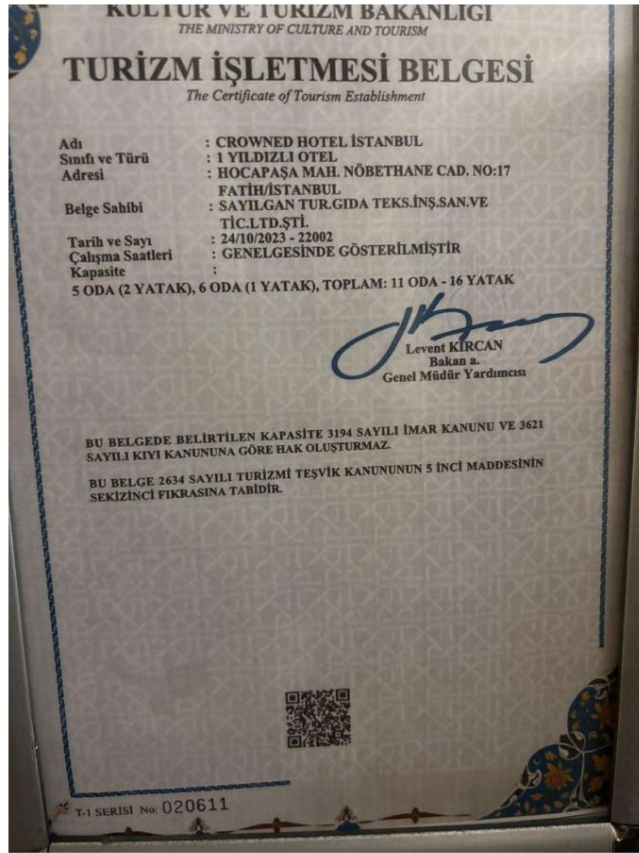
## LEGAL COMPLIANCE

Our hotel undertakes to comply with applicable laws, regulations and international agreements, maintains an up-to-date list of these and regularly informs its staff about them, and provides the necessary training to the staff.

If asked or requested to be presented, our hotel will present all necessary permits, certificates and documents to the relevant persons and institutions.

These documents are the Business Opening and Operating License, the last month's personnel insurance declaration, tax certificate, emergency action plan, personnel training and certificates, the contract with the workplace doctor, the sewer connection certificate from the municipality, documents showing that pest control has been carried out and other necessary documents.

## Business legal documents;



## **STAKEHOLDERS AND COMMUNICATION**

Our hotel provides accurate information to all stakeholders in its promotional activities. We always use authentic visual materials in our promotions. Our hotel maintains a transparent and truthful structure regarding its products and services on its website, social media accounts, and other printed and written promotional channels and marketing communications.

Our hotel also openly and transparently shares its policies and sustainability-related actions and processes with its employees and customers. Our hotel website is used to do this. Periodic reports on sustainability performance are published on our website. These reports are compiled at intervals appropriate to their subject matter.

Our hotel has a system in place to collect feedback on our sustainability performance, policies, and practices from our customers, public institutions, municipalities, employees, local communities, and all other relevant individuals and institutions. 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 surveys for guests, regular monitoring of social media accounts, email, messaging services and other communication channels for employees, and email communication and regular monitoring for all other stakeholders.

**Guest Experience:** Guest satisfaction is paramount at our hotel. Guest satisfaction includes feedback from the sustainability system described above. The results are analyzed. Negative feedback and responses are recorded, and necessary action is taken.

**Employee participation:** Our employees know what they need to do within our management system and sustainability-related policies and practices. Our employees' required actions are defined in writing and communicated to them, and they receive regular training and guidance. This training is recorded. Our employees play an active role in the development and continuous improvement of our management system and sustainability performance. We review and improve our system based on feedback from our employees.

In line with our sustainability policies and management system, employees receive periodic training programs related to sustainability and their work areas, including orientation training, on-the-job training, and required training and guidance support as required by legislation. We implement annual training plans on Occupational Health and Safety training, hygiene training for personnel, water and energy conservation, chemical use regulations, fire protection, first aid, and more.

Our employees have free and open access to all our training materials. Our hotel has Business Class No. 4857.

The hotel is committed to complying with the relevant provisions of the Law and provides employees with at least the minimum wage. Furthermore, our hotel is committed to complying with Social Security and General Health Insurance Law No. 5510 and Occupational Health and Safety Law No. 6331.

Our hotel has established a "Sustainability Team" to manage its sustainability activities.

A person responsible for the sustainable management system / communication with local and regional people has been appointed in our facility. To provide feedback about our system and share your experiences, you can contact us using the contact numbers below.

**Authorized person: Emre Sayjlgan**

**Contact number : +90 535 331 49 36 - Email address : info@crownedhotel.com**

## **ACCESSIBILITY PRACTICES**

**Our hotel 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 hotel is also committed to ensuring full compliance with legal regulations regarding accessibility and to continuous improvement in this regard.**

**Our hotel 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 hotel is committed to fully complying with accessibility regulations and continuously improving them.**

**We strive to make continuous improvements not only for guests with physical disabilities but also for those unable to participate in tourism activities due to disabilities such as vision or hearing impairments.**

**Our hotel regularly maintains and repairs its accessibility measures and infrastructure, making improvements as needed. We also regularly update our employees on accessibility issues.**

**Our facility has accessibility practices at the facility entrance, elevators and breakfast room.**

**There are NO disabled rooms in our facility.**

## **GOODS RECEIPT AND PURCHASING PRACTICES**

Our purchasing policy includes policies aimed at local, environmentally friendly, fair trade and efficient purchasing.

Our hotel monitors our sources of goods and services. We meet with our suppliers regularly. We review their sustainability-related certificates, information, and documentation.

**Local sourcing:** Our hotel prioritizes local suppliers when purchasing goods and services, ensuring they are of high quality and reasonably priced. Therefore, we regularly audit our suppliers, update our supplier list, and keep them informed. The proportion of goods and services purchased from local communities is measured.

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

**Environmentally friendly purchasing:** Our hotel follows an environmentally friendly purchasing policy, placing emphasis on efficient purchasing, energy saving and water saving to reduce food and solid waste.

Our hotel prioritizes environmentally friendly products (e.g., products with environmental labels) in its purchases. If the product group we're purchasing doesn't already have environmentally friendly labels, we select our products from suppliers and manufacturers whose production and other processes don't harm the environment.

In this context, our hotel prioritizes selecting suppliers with sustainability certifications when making its purchases. Examples of certifications to look for in suppliers include ISO14001, ISO50001, ISO14064, and ISO20400.

Environmentally certified (FSC, MSC, EU-EcoLabel, etc.) or traceable source for wood, fish, paper and other foods  
Products that can be purchased are preferred.

Endangered species and species prohibited for sale (fish, trees, plants, game, etc.) are not purchased or used in our hotel.

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

Our hotel 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 purchasing decisions, and we are committed to this goal.

**Efficient purchasing:** Our purchasing policy is to purchase reusable, returnable and recycled goods.  
prefers.

Our hotel also prioritizes bulk and bulk purchasing. This means fewer shipments to our hotel and less greenhouse gas emissions.

It is our main priority and preference to avoid unnecessary and excessive plastic, nylon, paper, glass and wooden packaging in the products arriving at our hotel.

When purchasing consumables and toiletries, we avoid single-use items and unnecessary packaging (especially plastic). The purchasing and use of consumables and disposables is monitored and managed.

**Total number of approved suppliers : 21**

**Total number of local suppliers : 18**

**Total number of non-local suppliers : 3**

## ENVIRONMENT AND NATURE PROTECTION ACTIVITIES

Our primary goal is to prevent environmental pollution and protect nature by conserving our resources as efficiently as possible, and to reduce, recycle, or neutralize our waste. We are aware of our environmental impact and strive to take the necessary precautions and actions. We are committed to being an environmentally friendly organization with a sense of social responsibility, ensuring pollution prevention and sustainability by implementing and providing our products and services in accordance with domestic and international customer requirements, as well as international and national legal requirements and regulations.

While fulfilling this commitment;

- We determine our environmental impacts and keep them under control.
- We are prepared for emergency situations (fire, explosion, flood, earthquake, leak, etc.) related to pollution risks and legal We comply with the regulations.
- To minimize our waste, prevent pollution at its source, use energy efficiently and We strive to reduce the environmental impact of our activities.

We continuously improve our environmental performance in waste separation, waste reduction and efficient use of natural resources.

- We monitor the recycling and disposal of waste.
- We train our employees about chemical use, environmental impacts and waste.

We encourage our employees and guests to be sensitive to the environment and develop them by providing training on environmental awareness and efficient use of energy.

- As a team, we clean the streets around the hotel at regular intervals to raise awareness in the community. We are working.

- We use energy and water saving systems in our hotel
- We raise awareness and encourage our suppliers and stakeholders regarding energy efficiency efforts.
- Donating trees to environmental organizations and the theme to minimize the damage to nature in carbon emissions. We are located.



## **ENERGY MANAGEMENT**

**Energy savings:** Our hotel has an energy savings policy. This policy includes regularly measuring, monitoring, and reducing energy consumption.

Our hotel groups its energy consumption according to energy type, and the energy consumption of different units is monitored.

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

Our hotel identifies activities with high energy consumption and plans and implements corrective measures to reduce energy consumption in these areas and activities (thermal insulation systems, choosing low-consumption appliances from energy-rated appliances, using LED bulbs instead of high-energy-consuming lighting like incandescent bulbs, etc.). Our hotel also uses energy-efficient equipment.

Our hotel informs and trains its employees and stakeholders about energy saving.

**Environmental elements within the scope of Sustainability in our hotel**

- Digital recording system for supplier, purchasing and office work to minimize paper consumption has been initiated.
- E-invoice application has been implemented in billing transactions in Accounting.
- Packaging Waste is collected and delivered to the local administration in a controlled manner.
- Glass bottles have been introduced in rooms and minibars in our facility.
- To minimize the use of electricity, water and energy resources used in common areas awareness-raising activities were conducted.
- Aerator application has been made to the taps used in all rooms and areas and water flow adjustments have been made. It is set to fill a liter container in 14 seconds.
- Local and nearest suppliers are given leadership to reduce carbon emissions.

**Total electricity consumption rate for the January – December period of 2025: 21035 kWh**

**Total natural gas consumption rate for January – December 2025: 7154 m3**

## **WATER MANAGEMENT AND WASTEWATER**

Our hotel has a water conservation policy. This policy includes regularly measuring, monitoring, and reducing water consumption. The water risk situation in the area where our hotel is located has been determined. For this purpose, the World Water Risk Atlas prepared by the Resources Institute is used.

Water risk was also assessed in the risk analysis, and a water management plan was developed. This plan includes measuring and tracking water use, as well as targets and reporting for reducing water consumption.

Our hotel's water use activities do not harm any living creatures in the sea or lake. However, the potential for harm to these creatures has been assessed in a risk analysis, and necessary precautions have been taken.

Our hotel complies with all legal requirements and regulations regarding the use of water.

The water comes from a legal and sustainable source.

We measure our water consumption. Total water used per guest or per night is calculated and reported.

We have goals to reduce water consumption. Our hotel is planning and implementing corrective measures to address this. Water-saving equipment is used throughout the hotel. We also employ good practices, such as changing sheets and towels upon guest request.

Our hotel informs and guides its employees and stakeholders about water conservation. Our hotel mobilizes all its resources to prevent wastewater from harming the environment.

Regulations set by the local government for the disposal of wastewater are complied with.

**Total water consumption rate for January – December 2025**

**: 3702 m3**



## FOOD WASTE AND SOLID WASTE

Our hotel has a Solid Waste Management Plan. The plan includes regular measurement and monitoring of waste production, waste reduction, reuse, recycling and waste disposal.

Solid wastes are separated according to their types such as food, recyclable, toxic/hazardous and organic, and their recycling and reuse status are taken into consideration during separation.

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

In our hotel, solid waste is separated according to its type and collected by authorized and licensed companies.

Solid waste, including food waste, is measured by type. The amount of solid waste generated per guest or overnight stay at our hotel is calculated and reported.

Our hotel has also identified activities and risk areas with high solid waste generation. It is planning and implementing corrective measures to reduce food waste and waste.

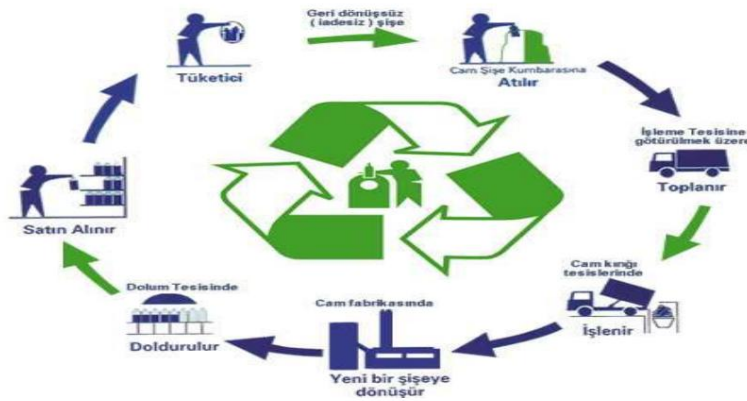
The goal is to ensure that solid waste disposal has no negative impact on the local population or the environment. Compliance with the "Zero Waste Regulation" regarding solid waste management is ensured.

Total waste consumption rate for January – December 2024

: 1021 kg

Total disposable waste consumption rate for January – December 2024

: 33716 Pieces



## STAFF AND WORKING LIFE

In essence, our employees are the most important resource that defines us. Recognizing this, we prioritize issues such as employee benefits and fringe benefits, performance management, rewards, training and career management, and employee safety. Our Human Resources

**Vision:** To cultivate a highly motivated, qualified workforce that protects and enhances the corporate image, prioritizes innovation, prioritizes service, and sees work as part of a unified whole. We aim to be a pioneer in the sector and in Türkiye through integrated human resources practices. **Our Human Resources Mission:** - To plan and train

human resources to achieve the organization's objectives and strategies, to optimally execute personnel tasks and procedures, and to cultivate highly self-confident personnel who are experts in their fields, capable of representing the organization, and capable of introducing new initiatives in their fields.

Our employees know what they need to do within our management system and sustainability-related policies and practices. Our employees' required actions are defined in writing and communicated to them, and they receive regular training and guidance. This training is recorded. Our employees play an active role in the development and continuous improvement of our management system and sustainability performance. We review and improve our system based on feedback from our employees.

**Fair compensation:** Our employees are informed about their wages, working conditions, working hours, and when they will receive their wages before starting work at our facilities. **Training and Career Management:** All of our employees have equal access to training. In addition to the legal and professional training required by the hotel industry, employees receive periodic training programs related to sustainability and their areas of work, including orientation training in line with our sustainability policies and management system, on-the-job training, training required by legal regulations, and guidance support.

We implement annual training plans on Health and Safety training, hygiene training for kitchen/service/massage etc. personnel, water and energy conservation, chemical substance usage rules, fire protection, first aid, etc.

Our employees have free and open access to all our training materials. Our hotel has Business Class No. 4857.

The hotel is committed to complying with the relevant provisions of the Law and provides employees with at least the minimum wage. Furthermore, our hotel is committed to complying with Social Security and General Health Insurance Law No. 5510 and Occupational Health and Safety Law No. 6331.

**Employee and Human Rights** Ensuring the absolute satisfaction of employees is a priority issue.

From this perspective, it is the management's responsibility to ensure the employee's working environment, psychology, self-motivation, performance, in short, all comfort in the workplace, including their legal rights and some benefits provided by our company as side benefits.

As a business that caters to guests from different nations and provides services at an international level, discriminating against our guest(s) based on nationality, race, language, etc. is against both our hotel management and business principles.

Therefore, all personnel procedures of our employees from different countries or nationalities are followed in accordance with legal procedures, and equal opportunities are offered to all our employees within the hotel, regardless of their characteristics.

**Total number of employees in the January – December period of 2024 : 2**

**Total number of male employees in the January-December period of 2024 : 2**

**Total number of female employees in January – December 2024 : 0**

**Total number of local/regional employees in the January-December period of 2024 : 2**

## **CULTURAL STUDIES**

**We are aware of our duty to protect local culture and values.**

**In this context;**

- **Cultural Promotion**
- **Contributing to the commercial volume of the region**
- **Promotion of Natural and Historical Riches**
- **Our sensitivity in carrying out studies and participating in activities on the employment of local people is at the highest level.**

## **COMMUNICATION WITH THE LOCAL PEOPLE**

**Through facility management and their designated representatives;**

- **Strengthening local employment,**
- **Increasing local awareness,**
- **Protection of local resources and opportunities,**
- **Protection of historical and cultural assets,**
- **Helping the local community,**
- **Supporting activities that promote the region,**
- **In order to solve important issues and problems that will affect the region, hotel unions, municipalities, regional headmen and official authorities are discussed and joint studies are carried out by determining the needs.**

## CARBON GREENHOUSE GAS EMISSION REPORTS



### Direct Greenhouse Gas Emissions (Scope 1)

#### Heating system

There is no natural gas use in the business.

Activity data			Emission factor	Emission amount
<b>Total amount of natural gas consumed in the heating system</b>				
			7154	m3
7154	m3 EF	CO2 =	2,040 kg/m3	14594,160 kg CO2-eq
7154	m3 EF	CH4 =	0.003 kg/m3	21.462 kg CO2-eq
7154	m3 EF	N2O =	0.001 kg/m3	7.154 kg CO2-eq
<b>TOTAL EQUIVALENT DUE TO WARMING GREENHOUSE GAS EMISSION AMOUNT</b>			14622,776	kg CO2-eq

#### Air Conditioning System

Greenhouse Gas Emissions from Air Conditioners for 2024 have not been taken into account since there is no leakage amount.

**Passenger Vehicles**

The amount of diesel consumed in passenger vehicles in 2024: 350 liters.

The amount of diesel consumed for generators in 2024: 150 liters.

Total amount of diesel consumed from vehicles and generators			500 lt	
Activity data		Emission factor	Emission amount	
500 lt	EF CO2 =	2.51 kg/lt	1255,000 kg CO2-eq	
500 lt	EF CH4 =	0.00029 kg/lt	0.145 kg CO2-eq	
500 lt	EF N2O =	0.033 kg/lt	16,500 kg CO2-eq	
FROM VEHICLES AND GENERATORS TOTAL EQUIVALENT GREENHOUSE GAS EMISSION EMISSION AMOUNT			1271,645 kg CO2-eq	

**Fire Extinguishers**

It is estimated that the amount of CO2 leaking from fire extinguishers will be 2025 .

Total number of fire extinguishers replaced during the year kg number *				
				60 kg
Tube type	changing tube quantity	tube kg	Total kg	Activity data
CO2 Cylinder	10	6	kg 1	kg/ 60,000
HFC-227ea (FM200)	0	6	0 kg 3.350 kg/	0,000
TOTAL EQUIVALENT GREENHOUSE GAS EMITTED FROM FIRE EXTINGUISHERS EMISSION AMOUNT				60,000 kg CO2-eq

## Indirect Greenhouse Gas Emissions - Electricity Consumption (Scope 2)

Electricity consumption is the total amount of electricity consumed.		21035	KWH
Activity data	Emission factor	Emission amount	
21035	KWH	0.493 CO2-eq/kWh	10370 kg CO2-eq
CAUSED BY ELECTRICITY CONSUMPTION TOTAL EQUIVALENT GREENHOUSE GAS EMISSIONS AMOUNT		10370	kg CO2-eq

## Transportation Activity (Scope 3)

Business trip total km		1000	km
Activity data	Emission factor	Emission amount	
1000 KM EF.CO2 =	0.080 kg/km	80	kg CO2-eq
TOTAL KM DUE TO BUSINESS TRAVEL EMISSION AMOUNT		80	kg CO2-eq

## Recycling/Disposal of Non-Hazardous Waste (Scope 3)

Waste Type	Waste Amount (kg)	Emission Factor	Annual Emission CO <sub>2</sub> (kg)
Organic Waste	181	0.446	80,726
Paper Waste	480	0.022	10.56
Plastic Waste	360	0.022	7.92
Mixed Packaging	120	0.022	2.64
Total			101,846

## TOTAL EQUIVALENT GREENHOUSE GAS EMISSION AMOUNT

TOTAL EQUIVALENT GREENHOUSE GAS EMISSION AMOUNT		
TOTAL EQUIVALENT GREENHOUSE WARMING GAS EMISSION AMOUNT	14622,776	CO <sub>2</sub> (kg)
CAUSED BY VEHICLES AND GENERATORS TOTAL EQUIVALENT GREENHOUSE GAS EMISSION AMOUNT	1271,645	CO <sub>2</sub> (kg)
TOTAL CASES CAUSED BY FIRE EXTINGUISHERS EQUIVALENT GREENHOUSE GAS EMISSION AMOUNT	60,000	CO <sub>2</sub> (kg)
TOTAL ELECTRICITY CONSUMPTION EQUIVALENT GREENHOUSE GAS EMISSION AMOUNT	10370,255	CO <sub>2</sub> (kg)
TOTAL KM EMISSIONS FROM BUSINESS TRAVEL AMOUNT	80	CO <sub>2</sub> (kg)
Recycling/Disposal of Non-Hazardous Waste (Scope 3)	101,846	CO <sub>2</sub> (kg)



## **WORKS PLANNED TO BE CARRIED OUT WITHIN THE SCOPE OF SUSTAINABILITY**

- ÿ Our first priority is to continuously improve annual training plans to reduce energy and water consumption and to reduce energy consumption by 1% annually.
- ÿ Sustainability with environmentally friendly and energy efficient machinery, equipment and consumables to ensure continuity
- ÿ Our top priority is to develop projects to reduce waste through an effective waste management program and to spread zero waste awareness to prevent recyclable waste from mixing with household waste, and to reduce waste consumption by 1% annually.
- ÿ To reduce carbon emissions and damage to nature, we support the theme and environmental protection organizations. We plan to increase the donation amount by 1% each year.
- ÿ While determining our approved suppliers to reduce carbon emissions, we plan to disseminate information activities about providing service with electric and new green vehicles with the lowest carbon emissions.

We will choose energy sources that produce less carbon. We will collaborate with the private sector, government, local authorities, and civil society organizations to create a shared solution, recognizing that climate change is a global issue. We will develop projects for stray animals to protect natural life and support wildlife. We will provide stationery assistance to our staff with school-aged children.

ÿ We will create internship opportunities for tourism students to gain work experience. ÿ We will contact tourism schools in the region and use the areas in our hotel as workshops. We will open it for use

ÿ Planning career days with tourism high schools and universities and financial social responsibility We will support your projects

ÿ We will develop projects to reduce the consumption of disposable toiletries through a gradual transition program in at least 50% of guest rooms.

### 13. SUSTAINABLE MANAGEMENT SYSTEM POLICIES

#### QUALITY POLICY

Towards achieving our vision; To meet guest expectations at the highest level and become a leading organization in the sector. To establish a founding philosophy with all our personnel, to provide continuous improvement, trust in the workplace, and to provide service that exceeds our guests' expectations. To provide service with the necessary sensitivity and preventive approach to food safety risks in accordance with national and international regulations and requirements. To be an exemplary business and create value for all other organizations in our country. To prevent accidents by minimizing all risks that could endanger the health, life, and work safety of our guests and staff. To make quality measurable, to ensure continuous improvement of the system, and to ensure the unity of our employees and management by setting goals.

As a hotel, raising environmental awareness with our staff is among our goals to provide a cleaner, healthier and safer environment for future generations. **Environment** **have** **priority** **quality**

#### CULTURAL SUSTAINABILITY POLICY

**Representing Cultural Heritage:** Our hotel respects the intellectual property rights of local communities. Authentic elements of traditional and contemporary local culture are incorporated into our cuisine, design, and decoration.



**Artifacts:** Our hotel does not buy or sell historical and archaeological artifacts, does not mediate their trade or exhibit them. To provide a unique accommodation experience, all our facilities display a wide range of contemporary art, mostly created by our local artists.

**Promoting Sustainable Local Gastronomy:** Our hotel prioritizes the promotion and consumption of local products. It implements innovative and creative practices to ensure sustainability in gastronomy across all its operations.

#### **ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY**

**We protect the environment in our business, prevent pollution, and reduce our negative impact on the environment.**

We attach importance to its protection.

**For this;**

- **We comply with legal regulations and strive to reduce our environmental impact. • We take care to effectively separate our waste according to its source, groups, and hazard classes. we show.**
- **We know that using hazardous substances and chemicals only when necessary and in the required quantities will reduce both their negative impact on the environment and the amount of waste.**
- **We contribute to protecting nature by choosing "recycling" and "environmentally friendly" labels for the materials we purchase in our business. We strive to create reuse opportunities.**
  
- **Disposable materials such as paper, napkins, toilet paper, packaging, etc. as needed**  
**We take care to use less waste and leave less waste in nature,**
- **We store wastes properly, in separate areas according to their characteristics, deliver them to licensed/authorized companies within legal storage time limits, and maintain records. • We strive to use water, energy, and all natural resources economically. We share this sensitivity with our employees, guests, and suppliers. • We measure our performance in environmental management, monitor this data against targets, and**  
**We strive to improve our performance.**
- **We aim to educate our employees about the environment and increase their awareness.**
- **We take the necessary precautions to protect environmental biodiversity and comply with all legal requirements. • Substances that can be considered harmful to the environment (toxic sunscreens are personal use products). • Pesticides are manufactured by our institution by a company authorized by the Ministry of Health, and the MSDS forms of all products are recorded in the MSDS tracking table.**

#### **CHILDREN'S RIGHTS EXPLOITATION AND HARRASSMENT POLICY**

**Children are entrusted to us as future generations. It is our primary responsibility to recognize them as individuals, respect their rights, and protect them against all forms of psychological, physical, commercial, and other exploit**

**To ensure this;**

- **We do not allow child labor in our own institutions and all work  
We expect the same sensitivity from our partners.**
- **We provide environments/opportunities that contribute to the development of children within the business, where they can express their thoughts, wishes and feelings freely and feel free and comfortable.**
- **Training for our employees on preventing and recognizing child abuse  
We give.**
- **We ensure that children are under adult supervision in the activities they participate in. • We organize training to raise awareness about the protection of children's rights and  
We support projects.**
- **When we witness suspicious activities involving children, we first inform the hotel management.  
We give and request help from official institutions when deemed necessary.**

## **ENERGY EFFICIENCY POLICY**

**We prioritize collaborating with all our stakeholders to achieve common goals and outcomes regarding energy management. We strive to maintain our interaction with our guests, employees, visitors, and all our business partners to achieve a comprehensive level of awareness and consciousness on these issues.**

- **To research and find suitable energy efficient product, equipment, fittings and technology alternatives, we try to buy and use.**
- **Documenting our Energy Management System, disseminating it to all our departments, when necessary We aim to update, review and continuously improve.**
- **Evaluates energy risks or emergencies that may arise, such as energy shortages, We plan the precautions that can be taken.**
- **We take care to separate our waste effectively according to its source, groups and hazard classes. we show.**

**We know that using hazardous substances and chemicals only when necessary and in the required quantities will reduce both their negative impact on the environment and the amount of waste. We contribute to the protection of nature by choosing materials with "recycling" and "environmentally friendly" labels in our business. We try to create reuse opportunities. We use disposable materials such as paper, napkins, toilet paper, and packaging only when necessary.**

**We take care to leave less waste into nature,**

- **Stores wastes correctly, in separate areas according to their characteristics, and adheres to legal storage time limits. We keep the records by delivering them to licensed/authorized companies without exceeding the required time,**

**We strive to use water, energy, and all natural resources economically. We share this sensitivity with our employees, guests, and suppliers.**

- **We measure our performance in environmental management, monitor this data with targets and We strive to improve our performance. We**

**aim to educate our employees about the environment and increase their awareness.**

## **HUMAN RESOURCES POLICY**

In essence, our employees are the most important resource that defines us. With this awareness, issues such as employee benefits and fringe benefits, performance management, rewards, training and career management, and employee safety are always our top priorities.

### **Our Human Resources Vision:**

Our mission is to create qualified human resources that are highly motivated, maintain and enhance the corporate image, prioritize innovative work, prioritize service, and see their work as part of a whole, prioritize local employment, and be a pioneer in the sector and in Türkiye in integrated human resources practices with a promotion program.

### **Our Human Resources Mission;**

- To plan and train the human resources that will realize the organization's goals and strategies, to carry out personnel work and operations at an optimum level, to have highly self-confident personnel who are specialized in their fields, have the ability to represent the organization, and can introduce new initiatives in their fields.
- To provide strategic support to all companies and departments to improve business results through human resources management, to contribute to the creation of value for all stakeholders by creating and encouraging a high performance culture.
- Our employees know what they need to do within our management system and sustainability policies and practices. The tasks our employees are required to perform are defined in writing and communicated to them, and the necessary training and guidance are provided regularly. All training is recorded.
- Continuous improvement of our management system and sustainability performance for our employees they take an active role in improving it.
- We review and improve our system in line with the feedback we receive from our employees.

### **Fair pricing**

- Before our employees start working in our facilities, they will receive wages, working conditions, working hours, They are informed about issues such as when they will receive their wages.

### **Education and Career Management**

All of our employees have equal access to education. In addition to the legal and professional training required by the hotel industry, employees are provided with periodic training programs related to sustainability and their work areas, including orientation training in line with our sustainability policies and management system, on-the-job training, training required by legal regulations, and guidance support. We implement annual training plans on Occupational Health and Safety training, hygiene training for kitchen/service/massage staff, water and energy conservation, chemical use rules, fire protection, first aid, and more.

- Our employees have free and open access to all our training materials. • Career management includes a personnel tracking system and staff promotion management based on established criteria. was being done.

Our hotel is committed to complying with the relevant provisions of Labor Law No. 4857 and provides employees with at least the minimum wage. Our hotel is also committed to complying with Social Security and General Health Insurance Law No. 5510 and Occupational Health and Safety Law No. 6331.

## Labor and Human Rights

Ensuring absolute employee satisfaction is a top priority. From this perspective, management is responsible for ensuring employees' overall comfort in the workplace, including their legal rights and the benefits our company provides as fringe benefits, including their work environment, psychology, self-motivation, and performance.

- While we have a number of foreign nationals working in our hotels, as a business that caters to guests of different nationalities and provides services at an international level, discriminating against our guests based on nationality, race, language, etc. is against both our hotel management and our business principles. Therefore, all personnel matters for our employees of different countries or nationalities are monitored in accordance with legal procedures, and all employees within the hotel are provided equal opportunities regardless of their background. is presented.

### Local employment

- In our organization, a performance system based on local employment is our priority in employment. Priority is given to local residents in recruitment.

## OCCUPATIONAL HEALTH AND SAFETY POLICY

In order to protect our workplace, employees, guests and suppliers, to create a safe work environment and to ensure continuity;

- We comply with all legal and other obligations regarding Occupational Health and Safety.
- We uphold the principle that Occupational Health and Safety and improvement activities are the shared responsibility of all employees. We adopt.
- We set targets for participation at all levels in Risk Assessment and Risk Level Reduction activities. • We aim to achieve the sustainable goal of "Zero Work Accidents" by continuously improving our Occupational Health and Safety culture. we target.
- We are working to be a pioneer and an example for all our work within the scope of occupational health and safety. We share it with our employees and our environment.

## WOMEN'S RIGHTS AND GENDER EQUALITY POLICY

We attach importance to gender equality in our business.

- We ensure the health, safety, and well-being of all our employees, regardless of gender. • We support the participation of women in the workforce in all our departments and offer equal opportunities. • We operate with a policy of "equal pay for equal work" without gender discrimination. • We distribute tasks in accordance with the principle of equality. • We provide the necessary environment for equal access to career opportunities.
- We develop training policies and support women's participation and awareness-raising. • We create a work environment and practices that maintain a work-family life balance. • We support women in company management and offer equal opportunities.

**We do not allow women to be subjected to any form of abuse, harassment, discrimination, oppression, coercion, slander, etc. We always recognize and support the value they add to the world and our institution.**

## **SOCIAL RESPONSIBILITY POLICY**

**We believe that all our employees have the right to work in a healthy and safe environment, under conditions that are respectful of human dignity. Knowing that our employees are our most valuable asset, ensuring their safety and protection is our primary business goal.**

**Our hotel is committed to implementing the best environmental solutions beyond legal obligations, developing environmentally friendly technologies, promoting their use and supporting initiatives that will raise environmental awareness. the time is ready.**

**We strive to fulfill our social and environmental responsibilities to society in the cities where we operate, in harmonious cooperation with our shareholders, employees, the public, non-governmental organizations and other stakeholders.**

**We believe that our human resources are the most important element of sustainable growth.**

**We ensure that our employees' personal rights are used fully and correctly.**

**We approach our employees honestly and fairly, and are committed to a non-discriminatory, safe and healthy working environment.**

**We make the necessary effort for the personal development of our employees and observe the balance between work and private life.**

**We manage the environmental impacts that may arise from all our activities with a sense of responsibility.**

**Within the framework of the principle of corporate social responsibility, we strive for the development of our society.**

**We encourage our employees to volunteer for appropriate social and community activities where they can take part with a sense of social responsibility.**

**We support them to be.**

**We take care to develop and implement approaches to ensure that all our business partners, especially our suppliers, act in the field of social responsibility.**

**We have taken all necessary precautions for our employees within the framework of occupational health and safety, and we are particularly sensitive to the provision of necessary on-the-job training by experts within the framework of the annual training program.**

**We act sensitively to the traditions and cultures of Türkiye and the countries in which we operate, and comply with all legal regulations.**

## **RULES OF CONDUCT IN CULTURAL HERITAGE SITES IN TURKEY**

**In order to improve your experience and preserve the cultural heritage areas in Türkiye and pass them on to future generations, please follow the rules below.**

### **RULES OF CONDUCT IN NATURAL AREAS**

Nature tours are organized activities designed to explore, see, explore, and promote all of Turkey's natural areas. All event organizers are required to obtain permission from the relevant administration to ensure the sustainability, effective management and protection of resources, ensure visitor safety, and guide visitors, as well as meet visitor needs and expectations. Permit applications are submitted in person, by mail, fax, or email to the General Directorate of Nature Conservation and National Parks or Provincial Directorates. Applications are finalized within 10 (ten) business days.

• **Within protected areas, rare, endemic, endangered, or threatened natural plant species cannot be harmed in any way.**

**These species cannot be collected, uprooted, or some parts of them cut off. Eggs of wild animals cannot be collected or their nests are inviolable.**

• **Entering the areas where species in danger of extinction are strictly protected and for general security reasons.**

Tours are not permitted in objectionable areas and places.

• **Entering areas where species in danger of extinction are under strict protection and for general security reasons.**

Tours are not permitted in objectionable areas and places.

• **During tours, no activities that may harm birds are allowed (individuals cannot be disturbed, nests and hatchlings cannot be**

**touched, and tissue and blood samples cannot be taken for any reason). Bird observation is not allowed during the breeding season.**

image cannot be taken

• **Professional photography and filming cannot be done without obtaining the necessary permissions from the Ministry.**

Travel agencies that will organize hunting tours, photography and film shoots, and hunting and wild animal observation tours for foreign visitors in Turkey

must obtain a hunting tourism certificate from the Ministry. (Article 15 of Law No. 4915 )

• **Fees and durations for tours, photography and filming are determined and announced by the General Directorate at the beginning of each year.**

Wild animals seen or encountered during tours cannot be spooked or followed. If the tour route is in the direction of the animal seen, wait for an appropriate

period of time and continue the route at a slower pace, taking care not to approach the wild animal so close as to startle or disturb it.

• **For visitor safety, the Administration makes the necessary warnings and other necessary precautions are taken by the event organizers.**

• **In any case, visitors must take back the garbage they produce.**

• **Making noise and listening to loud music during tours is prohibited.**

• **Fires are not allowed in the areas.**

• **Wildlife cannot be destroyed.**

• **Any intervention that causes or may cause the loss or change of the characteristics of protected areas.**

Work and operations that will cause soil, water and air pollution or similar environmental problems cannot be carried out.

• **If a certified "Area Guide" is available in protected areas, visitors are required to visit the site with the guide. However, daily use areas and areas outside the absolute protection zone defined in the plan may be visited within the defined rules.**

• **Since it is envisaged that the natural resources in the absolute protection zones included in the areas and plans that require absolute protection will be left in their natural state without any human impact, the use of the areas without the knowledge of the administration and the random wandering of visitors in the area are strictly prohibited.**

• **In protected areas, visitors cannot go beyond the designated areas and routes (This is for the protection of both resource values (It is important for both safety and visitor safety)).**

• The conditions and level of use and utilization of the areas are determined by the Administration and cannot exceed the "carrying capacity".

• In planned areas, visitor management, visitor usage in the area, etc. practices are implemented within the scope of the prepared plans and decisions cannot be deviated from.

• The methods by which the tour route can be navigated (vehicle, pedestrian, etc.) are defined in the long-term development plans and management plans of the areas. Vehicles not specified in the plan may not be used. In areas without a management plan, vehicles approved by the administration and that will not harm the environment must be used.

• Services and facilities for protection, management, research, visitor information and guidance in protected areas are envisaged to be carried out in a way that will create minimum negative impact in line with the plans made for these areas and are implemented with implementation is carried out

• No activity can be carried out in wetlands that will affect the water regime.

• No alien species can be introduced or released into wetlands for any purpose, and no species can be collected from wetlands.

• Purchasing illegal products/souvenirs produced from threatened wildlife species should be avoided.

• Polluting the environment and nature is strictly prohibited. If detected, it is subject to punishment.

These rules were prepared in accordance with Circular 2007/1 of the General Directorate of Nature Conservation and National Parks. Penalties stipulated in Environmental Law No. 2872 apply to those who violate the circular's provisions. If acts prohibited by Forest Law No. 6831 and Fisheries Law No. 1330 are committed against travel agencies and other legal entities in areas where National Parks Law No. 2873 applies, double the penalties are applied. The full implementation of the aforementioned rules is crucial for sustainable hunting and wildlife management, the sustainability, effective management, protection, and transfer of resources in protected areas to future generations, visitor safety, and the monitoring and guidance of visitors to protected areas, as well as the identification

#### RULES OF CONDUCT IN MOSQUES, PLACES OF WORSHIP AND MUSEUMS

• At the entrances of places of worship; clothing that is exposed above the knees and shoulders, such as shorts and skirts,

Wearing revealing clothing, talking loudly, and listening to music are prohibited in holy places.

• Please ask for permission to take photos or videos of religious leaders, children, and people you do not know. Unauthorized filming is prohibited.

• In areas where there are monuments and historical artifacts, it is forbidden to sit or lean on works and monuments with carved and fragile surfaces.

• It is forbidden to move, move, touch and sell archaeological artifacts.

• Consumption of alcohol and cigarettes is prohibited in areas where smoking is prohibited.

• Giving money or candy to children encourages begging. If you want to help children, please donate to reputable charities.

• It is strictly forbidden to expose the genital organ in public places.

and is subject to punishment.

• It is mandatory to comply with museum rules during museum visits.

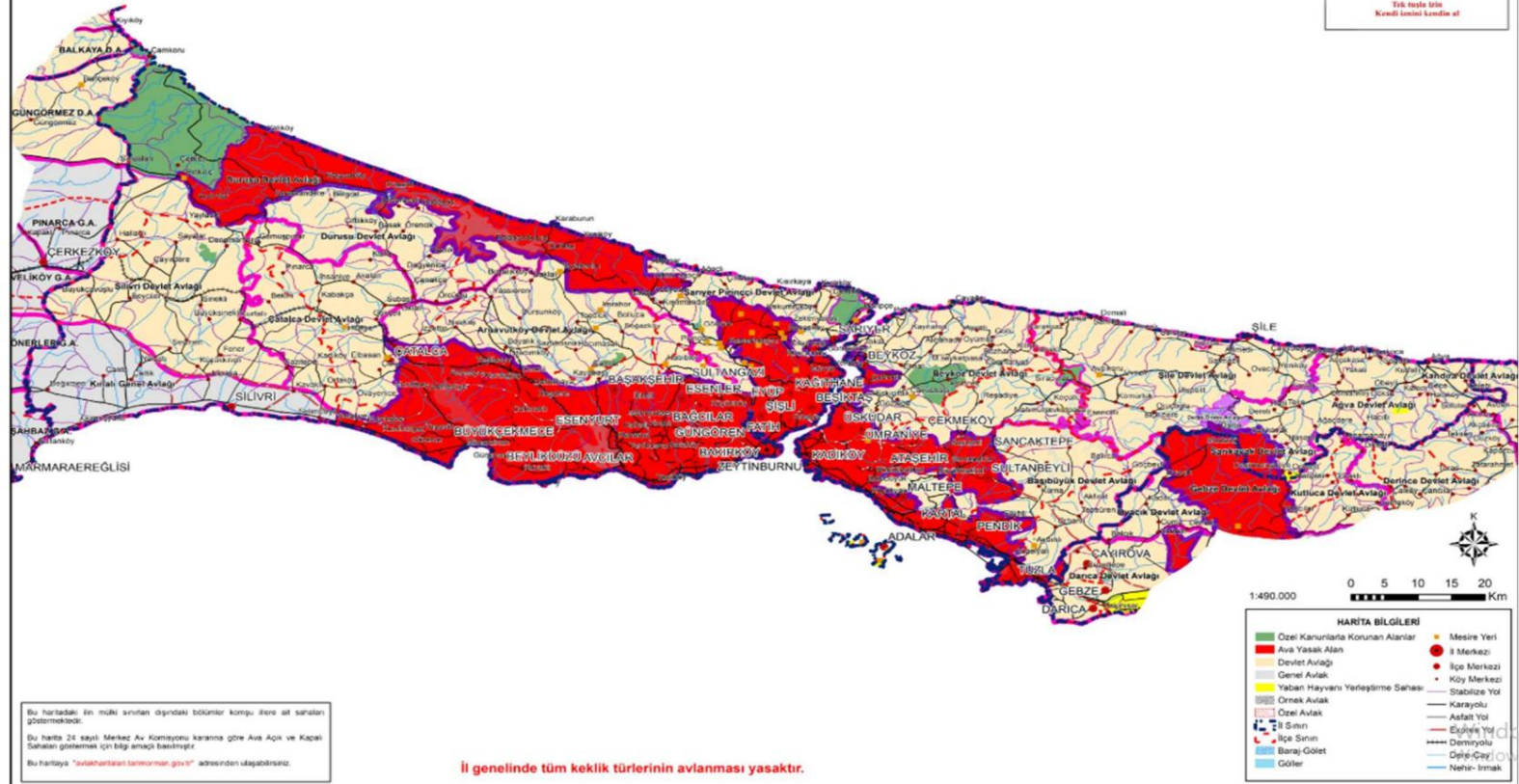
• During group visits, it is mandatory to stay within the group and show identification if requested by the authorities.



## ISTANBUL HUNTING AREA MAP

In accordance with our wildlife protection policies, our business informs our guests about the hunting maps and guidelines in our area.

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## ISTANBUL PROVINCE TRANSPORTATION MAPS.

In accordance with our sustainability policies, our business encourages our guests to use public transportation by educating them. Private vehicles are provided with public transportation incentives to reduce car. Our guests are informed with public transportation maps.

