



ANGEL'S HOME HOTEL SUSTAINABILITY POLICY



ANGEL'S HOME HOTEL SUSTAINABLE TOURISM POLICY

Foreword

We are delighted to welcome you to Angel's Home Hotel, where our utmost priority is ensuring guest satisfaction through our friendly and high-quality service approach. Our aim is to establish ourselves as a leader, an innovative corporate brand in the hospitality sector, continuously striving for improvement, environmental consciousness, and social responsibility. By providing a universal understanding of hospitality, we contribute to the development of our country's tourism while ensuring the utmost satisfaction of our valued guests.

Angel's Home Hotel holds a special place in history, as it was originally built as a residence by Admiral Zeki Tafdil BAYAT in the early 20th century. It is named after Melek (Angel) Bayat, the lady of the house. The street where our hotel is located is also commonly referred to as Mr. Amiral Tafdil, paying homage to the esteemed admiral.

Restored to its original splendor, Sultanahmet Angel's Home Hotel opened its doors to guests in October 2003 as a boutique hotel. Since its inception, it has been operated by the DUYAR family, who have been dedicated to preserving the unique character and essence of the property.

Our hotel features a unique cafe bar situated on a terrace, offering what many consider to be the best view of the enchanting Sultanahmet area. While indulging in a glass of wine, you can witness the magical sunset over St. Sophia, Topkapi Palace, and the Blue Mosque, all just moments away. As the boats illuminate the Marmara Sea and the Bosphorus, the ambiance becomes truly mesmerizing.

Angel's Home Hotel awaits you with well-appointed rooms, a terrace providing a clear view of the Marmara Sea and the Blue Mosque, a welcoming Lobby Bar, and, most importantly, our always smiling, friendly, and helpful staff who are committed to ensuring your utmost comfort and satisfaction throughout your stay.

Once again, we extend a warm welcome to you and look forward to providing you with an unforgettable experience at Angel's Home Hotel.
suppliers, and guests in our sustainability principles.

Selami DUYAR
General Manager

OUR SUSTAINABLE TOURISM EFFORTS OUR VISION, MISSION, AND VALUES

Our Vision

To contribute to our country's tourism values by offering high-standard service quality to today's guests.

Our Mission

To become a pioneer business in our industry by protecting our cultural values and assets and continually improving our services that would make our guests feel special within sustainability principles.

Our Values

- 🔑 Transparency
- 🔑 Respect
- 🔑 Equality
- 🔑 Professionalism
- 🔑 Sustainability
- 🔑 Team Work
- 🔑 Reliability
- 🔑 Fairness
- 🔑 Effectiveness
- 🔑 Environmental Awareness

Compliance with Laws

Our facility complies with National and International laws. Our facility possesses Safe Tourism Certificate, and audits take place. We do not employ people under 18.

Institutional Management

Our facility applies its institutional management principles with its sustainability rules by being open, transparent, professional, reliable, and fair.

OUR SUSTAINABILITY POLICY

- Protecting and leaving the natural and cultural legacy to future generations.
- To be able to save resources in our service activities by managing energy and renewable resource utilization efficiency.
- To minimize the environmental effects of the products we use, by choosing recyclable products.
- Contributing to the employment of local people
- Contributing to the employment of women
- With our equality value, to provide equality among employees without discrimination by religion, language, race, color, gender, sexual orientation, marital status, physical disabilities, etc
- To create a positive working environment where people with different beliefs and opinions can cooperate in harmony
- To establish reliable relationships with all our employees within our ethical values.
- To prioritize the occupational safety and health of our employees and stakeholders.
- By any means, not tolerating child labor, abuse, human trafficking, bribing, and corruption.
- To contribute to the development of society by acting with social responsibility awareness.
- To audit and report our sustainability efforts regularly.
- To share our sustainability principles and goals reported regularly with our suppliers and stakeholders.
- To improve our sustainability performance by reviewing it periodically.
- To comply with all related legal and international standards for all activities.

SUSTAINABILITY IN PURCHASES

- We choose our suppliers among local businesses and prefer domestic products instead of exported ones, except for obligatory cases.
- We share our sustainability policy with our suppliers via e-mail, and they are requested to present documents supporting this policy.
- We prefer products that are recycled or recyclable.
- In our facility, we prefer lasting and sustainable products made of no-waste materials instead of disposable ones. For example: wooden room cards, copper straws, glass bottles, and leather saucers.
- At our facility, we no longer use plastic bottles; we now prefer glass bottles for drinks.
- While buying services that our business needs, we prefer local companies except for obligatory cases.
- Power-saving electronic appliances are preferred while buying.
- We keep inventory reports for all our suppliers and products.

UTILITIES OFFERED TO OUR PERSONNEL

Personel Dining Hall:

Breakfast, lunch, dinner, appetizers during tea hours, and tea and coffee are provided for all of our personnel daily. There is a water dispenser.

Personnel Changing Room:

We provide our personnel with personal lockers. There are showers with 24/7 hot water. In shower areas, personal care products (shampoo, shower gel, deodorant) are available free of charge.

Supplementary Health Insurance:

All of our personnel are provided with supplementary health insurance and can receive free and discounted health care at contracted hospitals. Our personnel can extend this insurance to their family members upon their request.

Workplace Doctor:

A workplace physician visits our facility once per 2 weeks, and our personnel can see them.

Personnel Participation:

All of our personnel are able to submit their suggestions and wishes to higher management, and these requests are evaluated and decided on by the management. The suggestions and complaints box located at the personnel entrance is used by personnel to submit their demands.

Personnel Birthdays:

Birthdays of our personnel are celebrated in our meeting room with cakes made for them.

End of the Year Dinner:

At the end of each year, our General Manager organizes end-of-the-year/new year celebration dinners, one for each department. This event aims to entertain our personnel at a restaurant out of the hotel.

Personnel Surveys:

2 personnel surveys will be conducted within a year, and necessary arrangements will be made based on the survey results.

Marriage and Birth Bonuses:

We pay a bonus for once in cases where our personnel gets married, women personnel give birth, and male personnel becomes fathers.

SUSTAINABILITY PRACTICES

- Recyclable materials are separated in all departments of our hotel.
- We use wooden room cards and recyclable room card holders to reduce plastic usage.
- At our hotel, we use glass bottles instead of plastic.
- Bottle waste is limited with water dispensers located in personnel's general areas.
- At our hotel, there is a centralized air-conditioning system connected to automation.
- Unused ware/equipment are sent to our sister hotel Kemer Holiday Club with our Advanced Recycling application in cases of changing wares/equipment and are evaluated there.
- Worn-out batteries are given to authorized institutions by our technical service department and disposed of.
- Energy-saving bulbs are used for all our lighting systems.
- Motion sensors are used in all areas and set to the shortest time.
- With our automated system, lighting values are decreased during daylight and closed in the evening.
- WC and exhaust fans are set to a timer and closed during the night.
- Radiators in rooms are connected to room thermostats and have an electrical motor; when it reaches the desired heat, it automatically shuts down, and a thermostatic valve is used in common areas.
- Exterior illumination periods have been shortened.
- Sauna and steam stoves are integrated with thermostatic and timer devices.
- All wet areas have tap devices to prevent water waste.
- Toilet reservoirs are set to 6 liters to save water.
- Watering the trees on our terrace is made with a time-adjusted drip irrigation system. All of our pots are also smart pots.
- Our personnel is trained in collecting medical wastes and injectors that our guests use, and they collect them in a way that doesn't harm the environment and human beings. In our garbage room, the medical waste bin is separated.
- In rooms, towels and sheets are replaced upon the request of our guests with replacement cards.
- With our renewed TV system, our guests are informed by TV screens; printed materials are not used to prevent paper waste.
- Our personnel is regularly trained about the number of chemicals to be used for cleaning. There is a dosing unit.

OTHER PRACTICES

- Our front office personnel inform our guests about our cultural values, and their routes are shown on the map. Additionally, our application on digital platforms provides all this information to our guests. This practice aims to save introductory material printed on paper.
- Our guests are directed to mass transportation for inner-city tours.
- For our guests who want guide and tour services, we arrange tours with licensed guides who are competent in our region and able to narrate our culture in the best way.
- Guest complaints are reported daily, and necessary actions for solutions are taken.

POWER RESOURCES USAGE

Power Consumption:

All rooms are equipped with an energy saving system that works with energy saver cards and sensors. For less electricity consumption, all our rooms and common areas are illuminated with LED lights.

Natural Gas Consumption:

There are meters to measure daily natural gas consumption. We make a great effort to reduce natural gas consumption within the frame of our policy.

Water Consumption:

Water meters are installed to measure hot water consumption. To prevent excessive water use, toilet flushes are set to 6 lt.

Chemical Use:

There is a dosing unit for cleaning chemicals. To prevent excessive use, personnel are regularly trained. Chemicals used in dishwashers are drained from the dosing unit. They are regularly maintained.

PROTECTING BIO-DIVERSITY

- Our facility is pet-friendly, and there are pet beds and food and water bowls that our guests who want to stay with their pets can use during their stay.
- We located a fixed cat food bowl at the personnel entrance to feed stray cats in our facility.
- At our hotel, no animals/plants from wildlife are fed.
- There are trees in the terrace areas of our hotel. The trees and other plants at our hotel that we regularly care for are as follows.

Daphne Tree

Grape Vine

Sardinia

Yucca Tree

Taflan

Bougavillea

OUR SOCIAL RESPONSIBILITIES

- Aid cards are issued for personnel's relatives who are victims of earthquakes.
- Our hotel has no plastic bottles, but blue caps are collected in a special box while separating water bottles brought by our guests.

OUR SUSTAINABILITY TRAINING

- All of our personnel receive regular training on using equipment of their departments and saving energy. These trainings are reported monthly.
- Occupational health and safety training is given before beginning employment at our facility.
- Our personnel is regularly trained on our sustainability policy and practices.

SUSTAINABILITY GOALS

- By protecting our historical and cultural values, it is among our priorities to contribute to promoting our country by showing these values to our guests.
- Reducing oil waste consumption by regularly measuring oil waste
- Minimizing the consumption of chemicals
- Our goal for general waste is to reduce the amount of waste
- Increasing the employment of women
- Decreasing electricity, natural gas, and water consumption by 10% compared to the previous year.
- Protecting our culture and environment with the help of more NGOs.



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