

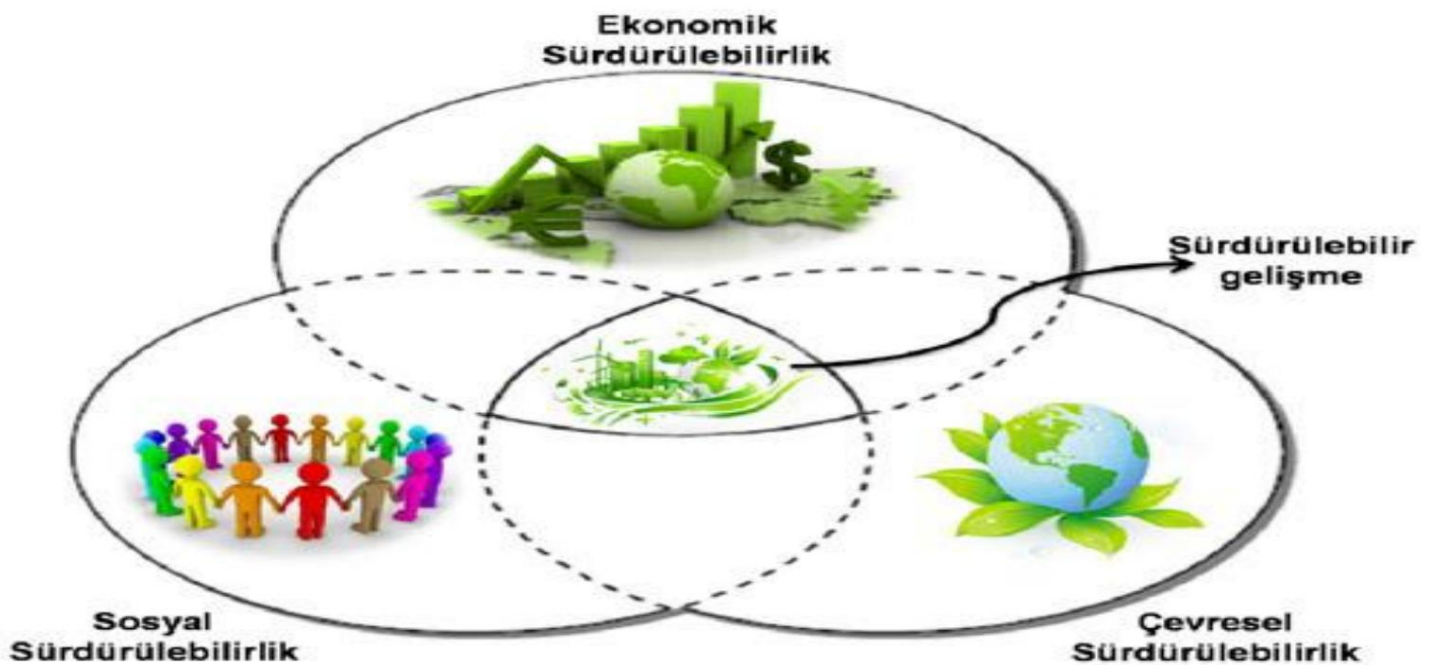


Angel's Home Hotel

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.

Our management style is founded 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 **January 1 and December 31, 2024**, unless otherwise stated.





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ABOUT US

My facility is located at **Sultanahmet District Amiral Tafdil Street No:26, Fatih - Istanbul / TURKEY.**

It has a **14-** 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

• Split air conditioning system

• Smoke detector connected to the central fire system

• Specially insulated door and window system for noise

• Tea and coffee set

• There is a special hygiene kit.

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 : **Selami DUYAR**

Contact Number: **+90 532 263 40 96**

Email Address : **info@angelshomehotel.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.



Neler Yapabilirsiniz? What You Can Do?



Yeşil oda uygulamamızı tercih edin. Günlük temizlik servisi almayarak 0,5 kg CO₂'nin atmosfere salınmasının önüne geçebilirsiniz.

Prefer our green room application. By not receiving a daily cleaning service, you can prevent 0.5 kg of CO₂ from being released into the atmosphere.



Kullanılmayan ışıkları kapatarak ve gün ışığından yararlanarak enerji tasarrufu sağlayabilirsiniz.

You can save energy by turning off unused lights and taking advantage of daylight.



Konaklamanız boyunca çarşaf ve havluların gerekmedikçe değişmesini talep etmeyin.

Do not ask for sheets and towels to be changed during your stay unless necessary.



İhtiyacınız olmadığı sürece muslukların kapalı olduğundan emin olunuz.

Make sure the taps are turned off unless you need them.



Odanızdan çıkarken ısıtma/klima ve TV'nin kapalı olduğundan emin olunuz.

Please make sure that the heating/air conditioning and TV are switched off when you leave your room.



Plastik şişe kullanmak yerine termos ve matara gibi yeniden doldurulabilir ürünler kullanın.

Use refillable products such as thermoses and flasks instead of plastic bottles.



Hijyenik ürünlerinizi ve ıslak mendillerinizi tuvalete atmaktan kaçının.

Avoid flushing your hygiene products and wet wipes down the toilet.



Kullanmadığınız fişleri prizlerinden çekin.

Unplug unused plugs from their sockets.



Alışveriş için yerel üreticiyi tercih edin.

Choose local producers to shop.



Yiyebileceğiniz kadar yemek tüketerek israfı azaltın.

Reduce waste by eating as much as you can.



Çöp ve atıklarınızı ayırın.

Separate your garbage and waste.



Odalarınızı terk ettikten sonra atık bırakmadığınızdan emin olun.

Make sure you do not leave any waste after you leave your rooms.



SUSTAINABLE MANAGEMENT SYSTEM

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

By embracing our sustainability philosophy, we actively contribute to the protection of our planet.

We aim to provide an unforgettable and environmentally friendly experience for our guests. Sustainability values to encourage environmentally friendly practices and develop a philosophy of environmental responsibility

We are determined. Sustainability is not just a trend, it is a principle that guides our operations and guest experience.

We believe it is a fundamental principle.

To reduce emissions, increase the use of renewable energy and offset remaining emissions

We are determined to contribute to the fight against climate change. Our vision and values

Sustainability plays an important role at the heart of hospitality, our planet and

We believe that we can coexist harmoniously with the well-being of our communities. Improving our energy efficiency, renewable energy use, water conservation, waste minimization and sustainable procurement

We are constantly working to.

The foundation of our sustainable management system is based on risk analysis. Risk analysis is conducted on the environment, natural disasters, society, culture, economy, quality, human rights, health, and security. If necessary, new Headings can also be added.

After analyzing the risks, a crisis management plan is developed that determines what to do if the risks occur.

Our plan and system are also included. The annex to this document includes information on how to conduct risk analysis and crisis management. is taking.

SYS all employees in quality, economy, management, environment, culture, human rights, health and safety implementation of certain policies, setting of targets and whether the targets are achieved by

It includes continuous improvement of business management processes by monitoring.

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.

we show.

The performance indicators that monitor the goals and compliance with the goals related to our hotel's management system are listed below. is included in the annex of the document.

Our hotel fulfills its obligations regarding sustainability under the Türkiye Sustainable Tourism Program.

and continuous improvement of the sustainable management system to increase sustainability performance. undertakes to improve.

The status of the sector, environmental, social, technological, economic and cultural risks, changes in legislation and our management system is constantly reviewed and updated, if necessary.

systems and policies are updated.

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

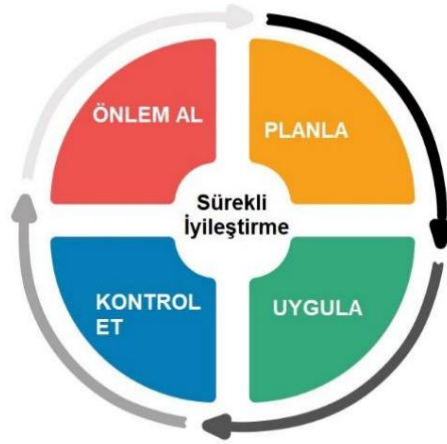


Figure 1. PDCA Cycle

Plan:

Our hotel attaches importance to the environment, society, culture, national economy and management system and aims to It plans the roadmap and actions to be followed to achieve the determined goals.

Apply:

Our hotel's basic policies regarding environmental, cultural, social, human rights, health and safety It determines its practices. It monitors, measures and records these at intervals defined by the relevant personnel.

Check:

In our hotel, feedback from both staff and customers is monitored and recorded. If necessary corrective measures are taken.

Take precautions:

We take action to correct any issues identified during the checkout step of our hotel. Corrective action and transactions are recorded and archived.



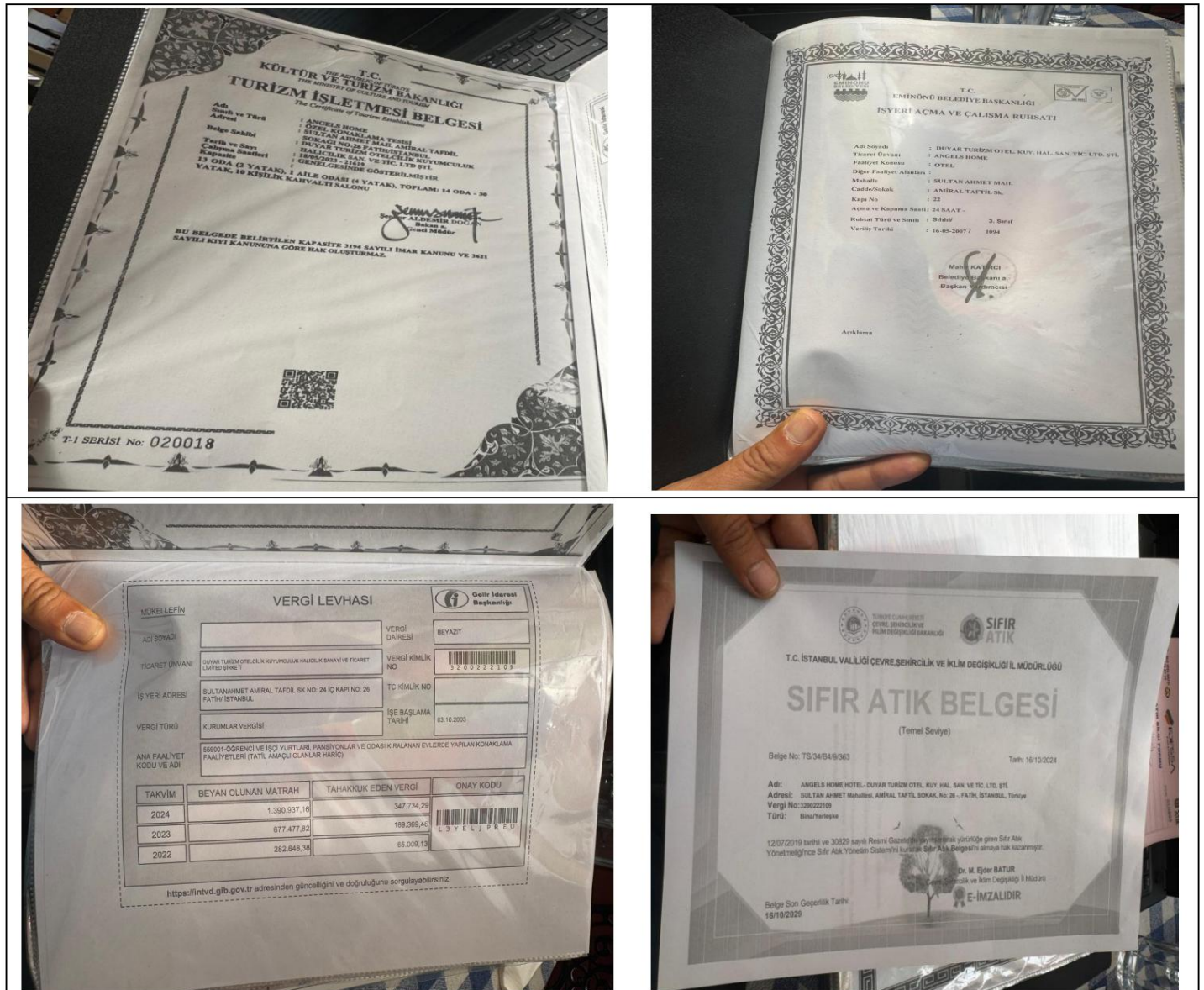
LEGAL COMPLIANCE

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

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

These documents are Business Opening and Operating License, last month's personnel insurance declaration, tax certificate, emergency action plan, personnel training and certificates, contract with the workplace doctor, received from the municipality sewer connection document, 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. It always uses authentic visual materials.

On the website, social media accounts and other printed and written promotional channels and marketing

Our hotel has a transparent and realistic structure in its communication regarding its products and services.

Our hotel also shares its actions and processes regarding policy and sustainability with its employees and

We share this information openly and transparently with our customers. To do this, our hotel's website

Periodic reports on sustainability performance are available on our website.

These reports are published periodically, in accordance with their subject matter.

Regarding our sustainability performance, policies and practices in our hotel

from our customers, public institutions, municipalities, employees, local people and all other interested parties

There is a system that aims to receive feedback from individuals and institutions. Through this system, both

We receive feedback from both our staff and our customers.

Our system allows our customers and staff to provide feedback quickly, simply and effectively.

designed to ensure and encourage.

This system includes survey applications for guests, regular monitoring of social media accounts, email, messaging services and other communication channels for employees, and email communication and their implementation for all other stakeholders.

includes regular follow-up.

Guest experience: Guest satisfaction is paramount at our hotel. Guest satisfaction is closely linked to sustainability.

It includes feedback from the system described above. The results are analyzed. Negative feedback

notification and responses to it are recorded and necessary measures are taken.

Staff involvement: Our employees are involved in our management system and sustainability-related policies and practices.

They know what they need to do in our practices. Our employees have written instructions on what they need to do.

has been defined and communicated to them, and the necessary training and guidance are provided regularly.

Training on the subject is recorded. Our employees are aware of our management system and sustainability

They take an active role in the development and continuous improvement of our performance. Feedback from our employees

We review and improve our system in line with the notifications.

In line with our sustainability policies and management system, including orientation training for employees;

Periodic training programs, on-the-job training, legal

Training and guidance support required by legislation are provided. Occupational Health and Safety training, hygiene training for personnel, water and energy conservation, chemical substance use rules, fire protection,

We implement annual training plans on first aid, etc.

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

It undertakes to comply with the relevant provisions of the Law and pays at least the minimum wage to its employees.

Social Insurance and General Health Insurance Law No. 5510 and Occupational Health and Safety Law No. 6331

Our hotel also undertakes to comply with the law.

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, please contact us using the contact numbers below.

You can contact us.

Authorized Person : **Selami DUYAR**

Contact Number: **+90 532 263 40 96**

Email Address : **info@angelshomehotel.com**

ACCESSIBILITY PRACTICES

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

Our hotel also aims to fully comply with legal regulations regarding accessibility and continuously improves this regard. follows up and undertakes improvement.

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

Our hotel is committed to full compliance with legal regulations regarding accessibility and to continuous improvement in this regard. and undertakes. Not only the physically disabled, but also those with disabilities such as vision and hearing impairments, We strive to make continuous improvements for our guests who cannot participate in our activities.

Our hotel regularly carries out maintenance and repair of its accessibility regulations and infrastructure. and provides improvements if necessary. We also regularly update our employees on accessibility. We inform you as.

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

There are no disabled rooms in our facility.

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GOODS RECEIPT AND PURCHASING PRACTICES

Our purchasing policy is local, environmentally friendly, fair trade based and efficient purchasing policies. contains.

Our hotel monitors our sources of goods and services. We regularly contact our suppliers.

We hold meetings. We check their sustainability-related certificates, information, and documents.

Local purchasing: Our hotel purchases goods and services from local sources, provided that they are of good quality and reasonably priced. It prioritizes suppliers. Therefore, it regularly audits its suppliers and maintains its supplier list. updates and informs its suppliers. The proportion of goods and services purchased from the local population is being measured.

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

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

Our hotel prioritizes environmentally friendly products (eco-labeled products) in its purchases.

If there are no environmentally labeled products in the product group to be purchased, the relevant products, production and all other processes should be environmentally friendly. chooses from harmless suppliers and manufacturers.

In this context, our hotel uses suppliers with sustainability certificates when making its purchases.

prioritizes selection. Example certificates that can be sought from suppliers are documents such as **ISO14001, ISO50001, ISO14064, 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.

Threatened species and species prohibited for sale (fish, trees, plants, game, etc.) are not available in our hotel. is not received and is not used.

Our total purchases are from environmentally certified, local producers and suppliers, fair trade suppliers. the ratio of 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.

We are paying attention.

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

Our hotel also prioritizes bulk and bulk purchases. This way, fewer orders are placed at our hotel. transportation is done, less greenhouse gas emissions are produced.

It is essential that the products arriving at our hotel do not contain unnecessary and excessive plastic, nylon, paper, glass or wooden packaging. is our priority and choice.

Avoid single-use products and unnecessary packaging when purchasing consumables and toiletries. (especially plastic) is avoided. Purchase and use of consumables and single-use items



is monitored and managed.

Total number of approved suppliers : 40

Total number of local suppliers : 36

Total number of non-local suppliers : 4

ENVIRONMENT AND NATURE PROTECTION ACTIVITIES

To prevent environmental pollution and protect nature by protecting our resources in the most efficient way,

Our main goal is to reduce the amount of waste, recycle it or render it harmless. Environmental

Being aware of our impacts, we strive to take the necessary precautions and actions.

In our business, we produce products that comply with international and national legal conditions and regulations as well as internal and external customer conditions.

We are committed to being an environmentally friendly institution with a sense of social responsibility by ensuring pollution prevention and sustainability in the implementation and delivery of our services.

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.
- Waste separation and waste reduction, efficient use of natural resources
We are constantly improving our environmental performance.
- 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 provide them with training on environmental
awareness and efficient use of energy.
we are developing.
- 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 saving: Our hotel has an energy saving policy. The policy is to regularly manage energy consumption. includes measuring, monitoring and reducing.

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 manages energy consumption in these areas and activities. plans and implements corrective measures to reduce (thermal insulation systems, energy consumption class Preferring low-consumption appliances, avoiding high-energy-consuming lighting such as incandescent (Using LED bulbs instead of LED bulbs, etc.) In addition, our hotel uses energy-saving 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 carried out.
- 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 2024: 63,597.00 kWh

Total natural gas consumption rate for January – December 2024: 8,688.00 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 The Water Risk Atlas** prepared by **the Resources Institute** is used.

In the risk analysis, water risk was also assessed and a water management plan was developed. This plan includes water use. It includes targets and reporting for the measurement and monitoring of water consumption and the reduction of water consumption.

Due to our hotel's water usage activities, creatures living in waters such as seas and lakes are not harmed.

However, the possibility of harm to these creatures has been evaluated in the 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. The total water used per guest or per night is calculated and is being reported.

We have goals to reduce water consumption. Our hotel has implemented corrective measures to this end. plans and implements. Water-saving equipment is used in our hotel. Bed linen and Good practices such as changing towels upon guest request are used.

Our hotel informs and guides its employees and stakeholders about water conservation. 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 2024

: 1,823.00 m3





FOOD WASTE AND SOLID WASTE

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

Solid wastes are separated according to their types such as food, recyclable, toxic/hazardous and organic.

recycling and reuse situations are taken into consideration.

Our hotel regularly informs its employees and stakeholders about waste management through various visual and communication channels. informs and guides with its 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. Guests or overnight stays at our hotel

The amount of solid waste per unit is calculated and reported.

Our hotel has also identified activities and risk areas with high solid waste generation. Food waste and plans and implements corrective measures to reduce waste.

The aim is for solid waste disposal to have no negative impact on the local population or the environment. Solid waste

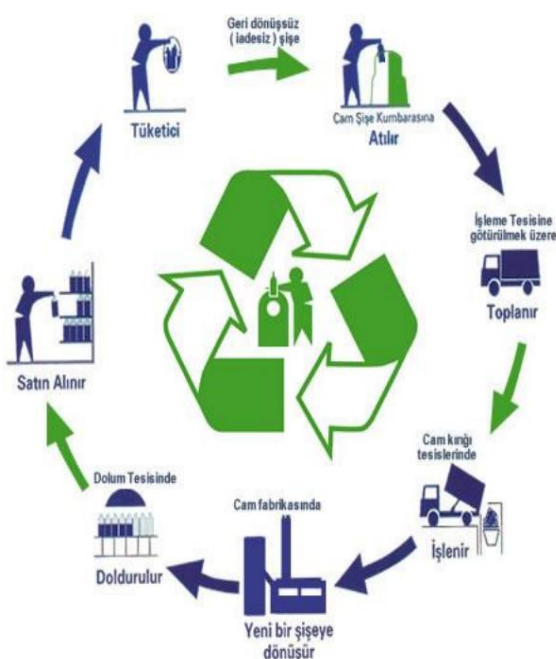
Compliance with the "Zero Waste Regulation" legislation regarding waste management is ensured.

Total waste consumption rate for January – December 2024

: 1,061.00 Kg

Total disposable waste consumption rate for January – December 2024

: 71,413.00 Pieces





STAFF AND WORKING LIFE

In our spirit, the most important resource that makes us who we are is our employees. Being aware of this, our employees are social and such as fringe benefits, performance management, rewards, training and career management, employee safety issues are always our priority.

Our Human Resources Vision is to provide highly motivated, innovative work that protects and enhances the corporate image.

Highlighting qualified human resources, attaching importance to service and seeing their work as part of a whole.

To create and be a pioneer in the sector and in Türkiye with integrated human resources practices.

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 the optimum level, to provide specialized,

To have highly self-confident personnel who have the ability to represent and bring forward new initiatives in their field.

What our employees should do in our management system and sustainability policies and practices

They know what they need to do. What our employees need to do is defined in writing,

Necessary training and guidance are provided regularly. Training on this subject is recorded.

Our employees are responsible for the development of our management system and sustainability performance and continuous

They take an active role in improving our system. We review our system based on feedback from our employees.

we pass and improve.

Fair wages are determined before our employees start working in our facilities, including their wages, working conditions,

They are informed about their hours, when they will receive their wages, etc. Education and Career Management

All of our employees have equal access to education. The hotel industry requires

in line with our sustainability policies and management system as well as legal and professional training

Periodic training for employees on sustainability and their work areas, including orientation training

programs, on-the-job training, training required by legal regulations and guidance support are provided.

Occupational Health and Safety training, hygiene training for kitchen/service/massage etc. staff, water and energy

Annual training on topics such as energy conservation, chemical substance use rules, fire prevention, first aid, etc.

We are implementing plans.

Our employees have free and open access to all our training materials. Our hotel is under the Business Administration No. 4857.

It undertakes to comply with the relevant provisions of the Law and pays at least the minimum wage to its employees.

Social Insurance and General Health Insurance Law No. 5510 and Occupational Health and Safety Law No. 6331

Our hotel is also committed to compliance with the

Law on Employee and Human Rights. Ensuring the absolute satisfaction of our employees is a priority.

From this perspective, some of the benefits provided by our company, especially the legal rights of the employee,

including benefits; working environment, psychology, self-motivation, performance in short, in the workplace

It is the management's responsibility to ensure all guests' comfort.

As a business that caters to guests from different nations and provides services at an international level,

Discriminating against our guests based on nationality, race, language, etc. is against both our hotel management and business principles.

Therefore, all personnel transactions of our employees from different countries or nationalities are carried out in accordance with legal procedures.

All employees within the hotel are treated equally, regardless of their characteristics.



opportunities are offered

Total number of employees in the January – December period of 2024	: 12
Total number of male employees in the January-December period of 2024	: 8
Total number of female employees in the January - December period of	: 4
2024 Total number of local / regional employees in the January - December period of 2024	12

CULTURAL STUDIES

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

In this context;

- Cultural Promotion
- Contributing to the Region's Commercial Volume
- Promotion of Natural and Historical Wealth
- Conducting studies on the employment of local people and participating in activities

Our sensitivity is at the highest level.

COMMUNICATION WITH THE LOCAL PEOPLE

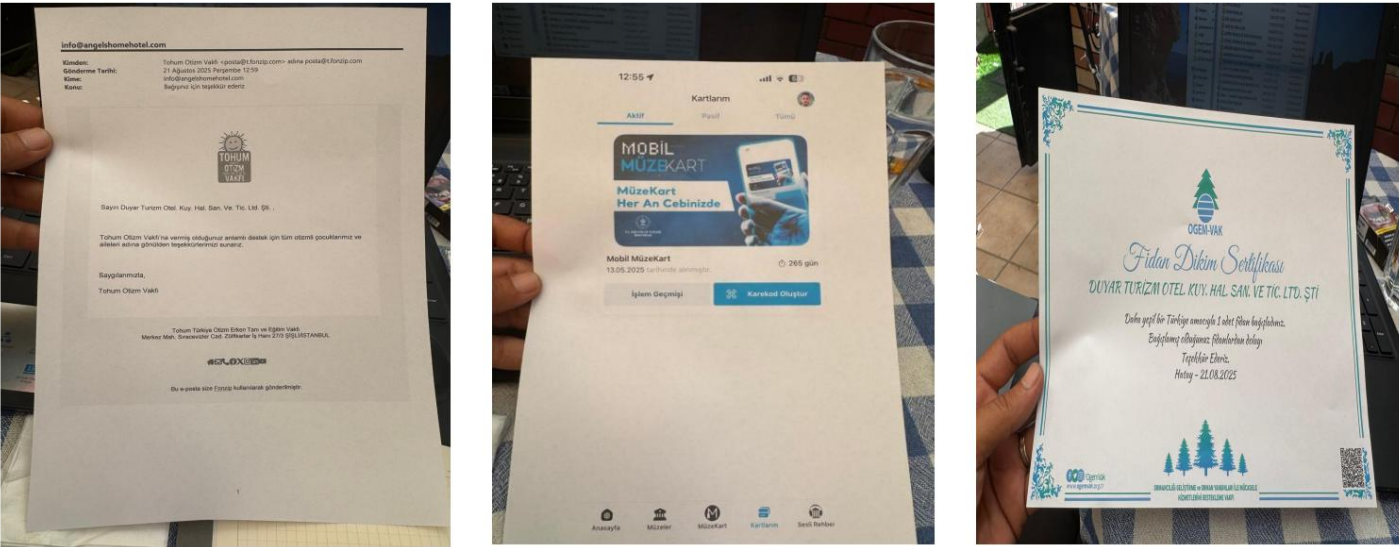
Through facility management and their designated representatives;

- 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,
- Hotel associations, municipalities, regional offices, etc., regarding the solution of important issues and problems that will affect the region.

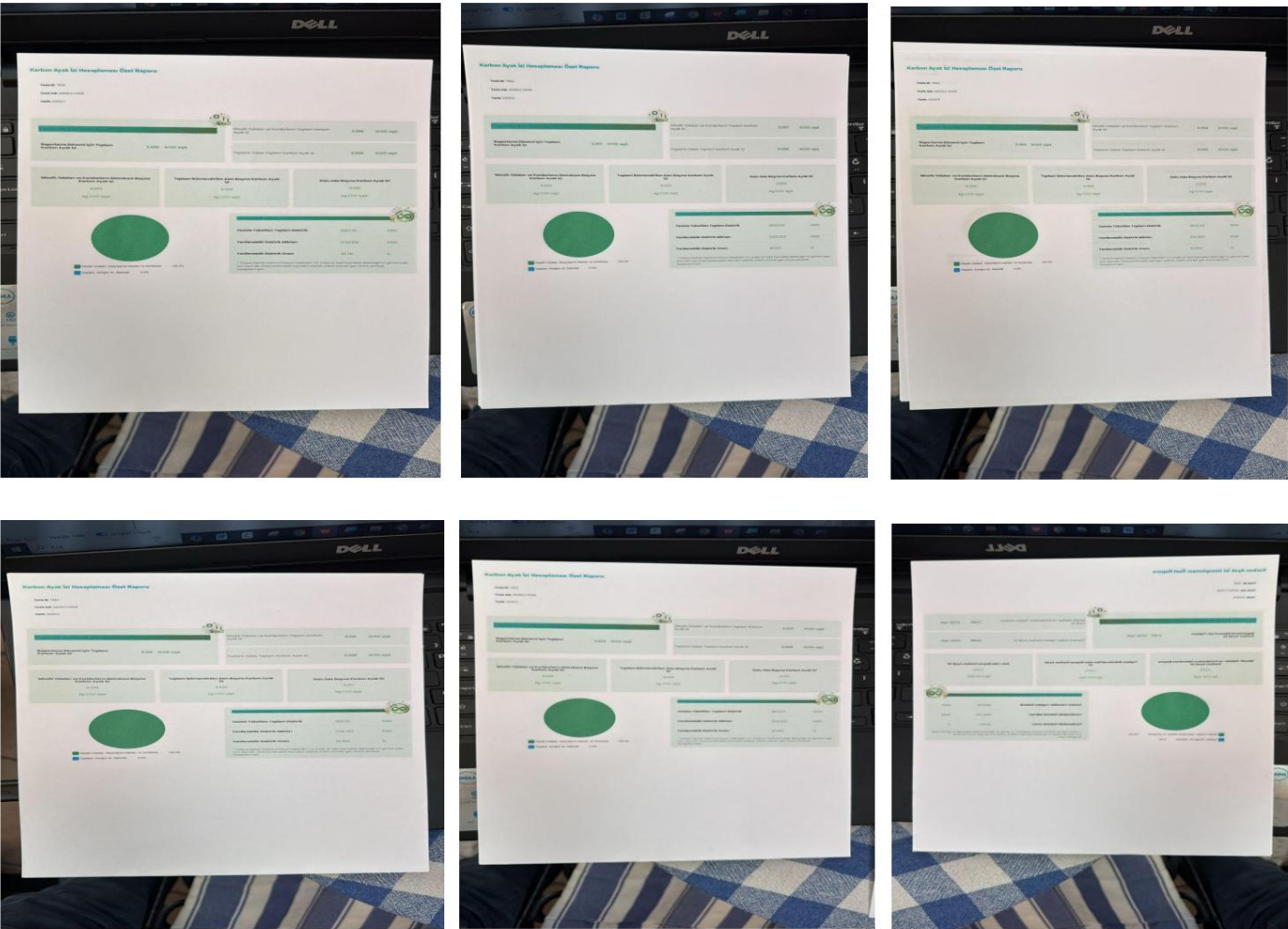
Joint studies are carried out by discussing with the muhtars and official authorities and determining the needs.



Cash donations made by the business



CARBON GREENHOUSE GAS EMISSION REPORTS





WORKS PLANNED TO BE CARRIED OUT WITHIN THE SCOPE OF SUSTAINABILITY

- Continuously develop annual training plans to reduce energy and water consumption rates.
Our first priority is to reduce consumption by 1% annually.
- With environmentally friendly and energy efficient machinery, equipment and consumables to ensure continued sustainability
- 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.
- Theme and environmental protection to reduce carbon emissions and damage to nature
We plan to increase the amount of donations to these organizations by 1% each year.
- 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 . Recognizing that climate change is a global issue, we will collaborate with the private sector, government, local governments, and civil society organizations to create a shared solution. 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 . We will create internship opportunities for tourism students to gain work experience.

- We contacted tourism schools in the region and used the areas in our hotel as workshops.
We will open it for use

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

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

- In order to maintain the international standard of living in the personnel salary system, at least 100% of the minimum wage
There will be a regular increase of one percent.



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 and leaving a cleaner, healthier and safer environment for future generations are among our primary quality goals.

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 try to reduce our environmental impact.

- To effectively separate our waste according to its source, groups and hazard classes.

We take care.

- Hazardous materials and chemicals should only be used when necessary and in the required quantities. will reduce both the negative impact on the environment and the amount of waste.

we know,

- The materials we purchase from our business have “recycling” and “environmentally friendly” labels.

We contribute to nature conservation by choosing reuse opportunities.

We try to create, • We

use disposable materials such as paper, napkins, toilet paper, packaging as much as necessary.

We take care to use less waste and leave less waste in nature, •

We store waste in separate areas according to their characteristics, and comply with the legal storage period.

We deliver our products to licensed/authorized companies without exceeding their borders and keep their records. • We try to use water, energy and all natural resources economically. We maintain this sensitivity.

We share it 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. • We take the necessary precautions to protect the biodiversity in the environment and comply with all legal requirements.

- We do not use substances that can be considered harmful to the environment (toxic sunscreens, personal use is the product.

- Insecticide is produced by our institution and authorized by the Ministry of Health.

It is made by and records the MSDS forms of all products in the MSDS tracking table.

has been taken under.



CHILDREN'S RIGHTS EXPLOITATION AND HARRASSMENT POLICY

Children are entrusted to us by the future. We must recognize them as individuals, respect their rights, and To protect and supervise against all kinds of psychological, physical, commercial etc. exploitation is our priority. It is our responsibility.

To ensure this;

- We do not allow child labor in our own institutions and all work
We expect the same sensitivity from our partners.
- Contributing to the development of children within the business, they can express their thoughts, wishes and feelings easily and feel free and comfortable.
We offer environments/opportunities.
- 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 relevant 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

- Working with all our stakeholders to create common goals and results in energy management
We attach importance to unity. In these matters, our guests, employees, visitors and all
To reach a total awareness and consciousness level together with our business partners
We try to maintain our interaction.
- To research and find suitable energy efficient product, equipment, fittings and technology alternatives,
we try to buy and use.
- Documenting our Energy Management System and disseminating it to all our departments,
We aim to update, review and continuously improve when necessary.
- 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.
- Hazardous substances and chemicals should only be used when necessary and in the required quantities.
We know that using materials that have “recycling” and “environmentally friendly” labels will reduce
both the negative impact on the environment and the amount of waste .
We contribute to protecting nature by recycling. We try to create reuse opportunities, • We use disposable
materials such as paper, napkins, toilet paper, packaging as much as necessary.
We take care to leave less waste into nature,
- Stores wastes in separate areas according to their characteristics, in accordance with the legal storage period.
We keep the records by delivering them to licensed/authorized companies without exceeding their borders,
- We try to use water, energy and all natural resources economically. We
We share it 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 our spirit, our employees are the most important resource that makes us who we are. With this awareness, our employees' social and such as fringe benefits, performance management, rewards, training and career management, employee safety issues are always our priority.

Our Human Resources Vision;

Highly motivated, protecting and enhancing the corporate image, highlighting innovative work, and providing service.

Creating qualified human resources that care about their work and see it as part of a whole, and providing local employment.

A pioneer in the sector and in Türkiye in integrated human resources practices with a prioritization and promotion program is to be.

Our Human Resources Mission;

- Planning, training and managing the human resources that will realize the organization's goals and strategies to carry out transactions at an optimum level, to be specialized in their field and to have the ability to represent the institution and to have highly self-confident personnel who can bring forward new initiatives in their field.
- Strategic human resources management to improve business results for all companies and departments Supporting, creating and encouraging a high performance culture, creating value for all stakeholders to contribute to its creation.
- What do our employees think about our management system and sustainability policies and practices? They know what they need to do. The tasks our employees are required to perform are defined in writing, communicated to them, and the necessary training and guidance are provided regularly. training sessions are 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 our employees have equal access to education. The hotel industry In addition to the legal and professional training required, our sustainability policies and management including orientation training in line with our system; sustainability and work related training for employees



periodic training programs related to their fields, on-the-job training, and the training required to be taken in accordance with legal regulations. Training and guidance support are provided. Occupational Health and Safety training, hygiene training for kitchen/service/massage etc. personnel, water and energy conservation, chemical substance use rules, fire prevention. We implement annual training plans on protection, first aid, etc. • Our employees have free and open access to all our training materials. • In career management, personnel tracking system and personnel promotion management are carried out according to determined criteria.

was being done.

- Our hotel undertakes to comply with the relevant provisions of the Labor Law No. 4857 and provides its employees with at least Our hotel also provides minimum wage. Our hotel also has Social Insurance and General Health Insurance No. 5510. It also undertakes to comply with the law and the Occupational Health and Safety Law No. 6331.

Labor and Human Rights

- Ensuring absolute employee satisfaction is a priority issue. This perspective With, first of all, the legal rights of the employee, as well as some benefits provided by our company as side benefits. including; working environment, psychology, self-motivation, performance, in short, all the factors in the workplace Ensuring comfort is the responsibility of management.
- Although we have a number of foreign national employees in our hotels, we cater to guests from different nations. As a business that provides services at an international level, it is against our hotel and business principles to discriminate against our guests based on nationality, race, language, etc. Therefore, All personnel transactions of our employees of any nationality are followed in accordance with legal procedures. Equal opportunities are provided to all our employees within the hotel, regardless of their characteristics. is presented.

Local employment

Our organization has a performance system based primarily on local employment in terms of employment. Priority is given to local residents in recruitment.

OCCUPATIONAL HEALTH AND SAFETY POLICY

To protect our workplace, employees, guests and suppliers, to create a safe work environment and in order 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. • By continuously improving our Occupational Health and Safety culture, we aim for a sustainable "Zero Work Accident" goal. we aim to reach.



- 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 women's participation 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 utilization of 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.
- Women are not subjected to any form of abuse, harassment, discrimination, suppression, coercion, slander, etc.

We always recognize the value they add to the world and our institution, and we support.

SOCIAL RESPONSIBILITY POLICY

All our employees have the right to work in a healthy and safe environment, under working conditions that are compatible with human dignity.

We believe that our employees are our most valuable asset, and we ensure their safety and protection.

is our primary business goal.

Our hotel implements the best environmental solutions beyond legal obligations, using environmentally friendly technologies development, dissemination of its use and support for initiatives that will increase environmental awareness. the time is ready.

Our social and environmental responsibilities to society in the cities where we operate;

A harmonious cooperation with our shareholders, employees, the public, non-governmental organizations and other stakeholders

We take care to fulfill it within.

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 maintain the balance between work and private life.

We observe.

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.

All our business partners, especially our suppliers, act in the field of social responsibility.



We take care to develop approaches to ensure this and to implement these approaches.

Within the framework of occupational health and safety, we have taken all precautions for our employees and provided the necessary on-the-job training annually.

We are also sensitive to the fact that the training program is presented by experts in the field.

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

We act in accordance with the regulations.

PURCHASING POLICY

Our purchasing policy is local, environmentally friendly, fair trade based and efficient purchasing policies.

Our hotel monitors our goods and service resources.

We meet with our suppliers periodically to review their sustainability-related certifications, information, and documentation.

Local purchasing: Our hotel purchases goods and services from local sources, provided that they are of good quality and reasonably priced.

It prioritizes suppliers. Therefore, it regularly audits its suppliers and maintains its supplier list.

updates and informs its suppliers.

The proportion of goods and services received from the local population is measured.

Our hotel practices fair trade when purchasing goods and services, provided that imported products are of good quality and reasonably priced.

It also prioritizes suppliers. **Environmentally**

friendly purchasing: Our hotel follows an environmentally friendly purchasing policy, and

It attaches importance to efficient purchasing, energy saving and water saving in order to reduce consumption.

Our hotel prioritizes environmentally friendly products (eco-labeled products) in its purchases.

If there are no environmentally labeled products in the product group to be purchased, the relevant products, production and all other processes should be environmentally friendly.

chooses from harmless suppliers and manufacturers.

In this context, our hotel uses suppliers with sustainability certificates when making its purchases.

prioritizes selection. Examples of certifications that can be sought from suppliers are ISO14001, ISO50001, ISO14064, ISO20400.

Environmentally certified for wood, fish, paper, and other foods (FSC, MSC, EU-EcoLabel, etc.)

or products whose source can be traced are preferred.

Threatened species and species prohibited for sale (fish, trees, plants, game, etc.) are not available in our hotel.

is not received and is not used.

Our total purchases are from environmentally certified, local producers and suppliers, fair trade suppliers.

the ratio of 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.

We are paying attention.

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

Our hotel also prioritizes bulk and bulk purchasing. This way,

Fewer transports are made to our hotel, resulting in less greenhouse gas emissions.

Our main priority is to avoid unnecessary and excessive plastic, nylon, paper, glass and wooden packaging in our products.

is our preference. When purchasing consumables and amenities, avoid single-use products and unnecessary



Avoiding packaging (especially plastic). Purchasing consumables and single-use items and its use is monitored and managed.

RISK AND CRISIS MANAGEMENT POLICY

Business covers environmental, social, cultural, economic, quality, human rights, health and safety issues.

has adopted a risk and crisis management policy. This policy ensures that the hotel's activities are environmentally, socially and aims to prevent harm to employees.

The basic principles of the policy are:

• The hotel will minimize the environmental impact of its operations. •

The hotel will conduct activities that benefit society. • The hotel will protect the human rights of its employees. • The hotel will ensure the health and safety of its employees.

The following steps will be followed to implement the policy:

• The hotel will conduct a risk analysis to identify risks. • The hotel will develop a plan to manage risks. • The hotel will allocate the necessary resources to implement the plan. • The hotel will evaluate the effectiveness of implementing the plan.

The policy will help prevent the hotel's activities from harming the environment, the community and employees.

With this policy, the hotel has adopted a sustainable tourism approach and is sensitive to the environment, society and employees.

The hotel aims to be a business.

Environmental Risks The hotel will take the following measures to minimize the environmental impact of its activities:

• It will save energy. • It will save water. • It will improve waste management. • It will reduce the use of environmentally harmful chemicals. • It will try to protect natural resources.

Social Risks: The hotel will conduct activities that benefit society. These activities include:

• It will employ local people. • It will contribute to the local economy. • It will support cultural activities. • Will participate in social responsibility projects.

Cultural Risks The hotel will contribute to the preservation of local culture and traditions. To this end, the following will take measures:

• Will support local artists. • Will host local cultural events. • Will respect local cultural heritage. •

Economic Risks



• The hotel will take the following measures to become an economically sustainable business:

• It will control its costs. • It will increase its revenues.

• Will take out insurance against risks. • Will

make investments. **Quality Risks** The hotel will take the following measures to improve service quality:

• Will support the training and development of its employees. •

Will use technology. • Will

measure customer satisfaction. • Will evaluate

customer feedback.

Human Rights Risks The hotel will protect the human rights of its employees. To this end, it will take the following measures:

• It will ensure equal treatment of employees. • It will improve

the working conditions of employees. • It will recognize the

right of employees to unionize. • It will prevent employees

from being discriminated against.

Health and Safety Risks The hotel will ensure the health and safety of its employees. For this purpose will take the following measures:

• Will train employees on occupational health and safety. • Will make

the workplace safe. • Will take the

necessary measures to prevent occupational accidents and diseases. Sustainable with this policy

It has adopted a tourism approach and aims to be a business that is sensitive to the environment, society and employees.

Continuous improvement activities for HOTEL cover the following risks and opportunities:

Risks:

• Customer dissatisfaction

• Employee dissatisfaction

• Financial loss

• Competitive disadvantage

• Legal issues

Opportunities:

• Increased customer loyalty • Increased employee productivity

• Increased profit margins • Increased market share

• Acquiring new customers Continuous improvement activities help reduce or eliminate these risks and opportunities. will help to remove it.

In this way, the HOTEL will be in a more competitive position.

Continuous improvement activities will be carried out using a variety of methods, such as: • Collecting customer feedback

• Conducting surveys with employees • Analyzing processes



• Monitoring data

• Identifying improvement opportunities

• Developing improvement plans •

Implementing improvements •

Monitoring and evaluating improvements Continuous

improvement activities will help the hotel continuously improve its performance. In this way, the hotel will increase the satisfaction of its customers, employees and investors.

FOR CULTURAL HERITAGE SITES AND CITY GUIDE IN TURKEY PLEASE CLICK THE LINK

[Around Me — Google Arts & Culture \(https://artsandculture.google.com/nearby\)](https://artsandculture.google.com/nearby)

**MINISTRY OF AGRICULTURE AND FORESTRY HUNTING TOURISM NATURE CONSERVATION AND NATIONAL PARKS HUNTING TOURISM INFORMATION SYSTEM PLEASE VISIT THE LINK
CLICK HERE**

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

[Hunting Ground Maps \(https://avbis.tarimorman.gov.tr/AvlakHaritalari.aspx\)](https://avbis.tarimorman.gov.tr/AvlakHaritalari.aspx)

WITH THE MAP ISTANBUL APPLICATION, YOU CAN GET INFORMATION ABOUT ALL PUBLIC TRANSPORTATION AND BICYCLE PATHS IN ISTANBUL AND MINIMIZE CARBON EMISSIONS FOR NATURE. PLEASE CLICK THE LINK FOR THE RELATED APPLICATION.

[Map of Istanbul](#)

(<https://harita.istanbul/2d?@=28.94162,41.01288,16.13432&p=45.00000&b=0.00000&suk=&ruk=!&ms=!b281!c&o=!o2&ct=0&duk=&dwk=>)

**MONITORING WITH SATELLITE MONITORING TOOLS WITHIN THE SCOPE OF THE SPECIAL ENVIRONMENTAL PROTECTION AREAS SEA TURTLES SATELLITE MONITORING PROJECT
FOR INFORMATION ABOUT THE SEA TURTLES PLEASE CLICK THE LINK**

[Special Environmental Protection Areas Sea Turtles Satellite Monitoring Project \(https://tvk.csb.gov.tr/ockb-deniz-kaplumbagalari-uydu-izleme-proje-i-99640\)](https://tvk.csb.gov.tr/ockb-deniz-kaplumbagalari-uydu-izleme-proje-i-99640)

FOR THE MINISTRY OF AGRICULTURE AND FORESTRY'S PLANT HEALTH STUDIES AND MONITORING SYSTEM, PLEASE CLICK THE LINK

[Publications in Plant Health \(https://www.tarimorman.gov.tr/Konular/Bitki-Sagligi-Hizmetleri/Bitki-Sagliginda-Yayinlar\)](https://www.tarimorman.gov.tr/Konular/Bitki-Sagligi-Hizmetleri/Bitki-Sagliginda-Yayinlar)

FOR THE CURRENT STATUS OF WATER RESOURCES IN TURKEY, PLEASE CLICK THE LINK

[Current Status of Water Resources in Turkey | WWF \(ttps://](https://www.wwf.org.tr/kesfet/tatli_su/turkiyede_su_kaynaklarinin_guncel_durumu/)

www.wwf.org.tr/kesfet/tatli_su/turkiyede_su_kaynaklarinin_guncel_durumu/)

FOR WORLD FOUNDATION FOR NATURE CONSERVATION PUBLICATIONS PLEASE CLICK THE LINK

[Home | WWF \(https://www.wwf.org.tr \)](https://www.wwf.org.tr)



RULES OF CONDUCT IN CULTURAL HERITAGE SITES IN TURKEY

To enhance your experience and protect the cultural heritage sites in Türkiye for the future

In order to pass it on to future generations, please follow the rules below.

RULES OF CONDUCT IN NATURAL AREAS

☞ Nature tours are organized with the aim of visiting, seeing, getting to know and promoting all the natural areas of our country.

The activities are organized with the sustainability, effective management and protection of resources, visitor safety

All kinds of event organizers to guide visitors and meet visitor needs and expectations,

Permission must be obtained from the administration. Permit applications must be submitted in person or by mail, fax, or e-mail to the General Directorate of Nature Conservation and National Parks.

Applications are made to the Directorate or Provincial Directorates and are finalized within 10 (ten) business days.

☞ No harm should be done to rare, endemic, endangered or threatened natural plant species within protected areas.

These species cannot be collected, dismantled and some of their parts cannot be cut off, eggs of wild animals cannot be collected and their nests cannot be 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.

☞ During tours, no activities can be carried out that will harm the birds (Individuals cannot be disturbed, nests and nestlings cannot be harmed)

(Do not touch and do not take tissue or blood samples for any reason .) Bird observation is not possible during the breeding season of birds.
and the image cannot be taken

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

☞ Travel arrangements for foreign visitors in Turkey that will include hunting tours, photography and film shoots, and hunting and wild animal observation tours.

Hunting agencies are required to 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 frightened or followed. The tour route is

If it is in the direction it is going, wait for an appropriate period of time and try not to get close enough to scare or disturb the wild animal.

The route is continued at a slower pace, with care.

☞ For visitor safety, the Administration issues the necessary warnings and other necessary precautions are taken by the event organizers. ☞ Visitors are required to return any garbage they produce,

regardless of the circumstances. ☞ Noise and loud music are prohibited during tours.

☞ Fires cannot be lit 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 there is a certified "Field Guide" in protected areas, visitors can visit the field with the field guides.

They are required to visit. However, daily use areas and areas outside the absolute protection zone defined in the plan



can still be visited within the framework of defined rules .

• Human impact on natural resources in areas and plans that require absolute protection.

Since it is planned to be left in its natural state without any damage, the use of areas without the knowledge of the administration and the haphazard use of visitors

• It is strictly forbidden to move around the area

• In protected areas, visitors cannot go beyond the designated areas and routes (This is for the protection of both resource values

• The conditions and level of use and utilization

of the areas are determined by the Administration and the "carrying capacity" cannot be exceeded. • In planned

areas , visitor management, visitor uses in the area, etc. are implemented within the scope of the prepared plans and

plan decisions cannot be deviated from.

• Long-term development plans and management plans for the areas where the tour route can be visited (vehicle, pedestrian, etc.)

Tools other than plan decisions cannot be used. In areas that do not have a management plan, the administration will use the

Tools that will not harm the environment should be used.

• Services and facilities for protection, management, research, visitor information and guidance in protected areas .

It is envisaged that the implementation will be carried out in a way that will create minimum negative impact in line with the plans made for the areas and the implementation

is realized with plans

• No activity may be undertaken in wetlands that would affect the water

regime. • No alien species may be introduced or released into wetlands, and no species may be collected from wetlands,

for any purpose. • The purchase of illegal products/souvenirs produced from threatened wildlife species should be avoided. •

Polluting the environment and nature is strictly prohibited. Penalties are applicable if detected.

These rules have been prepared in accordance with the Circular No. 2007/1 of the General Directorate of Nature Conservation and National Parks and are in accordance with the provisions of the circular.

Penalties stipulated in the Environmental Law No. 2872 will be applied to those who act contrary to this. Travel agencies and other legal entities

The acts prohibited in the Forest Law No. 6831 and the Aquatic Products Law No. 1330 are prohibited in the National Parks Law No. 2873.

If committed in areas where the Law is in effect, penalties are doubled. Sustainable hunting and wildlife management

and sustainability, effective management, protection, transfer to future generations and visitor safety of the resources of protected areas

Monitoring and guiding visitors to protected areas and meeting visitor needs and expectations

It is important that the above-mentioned rules are fully implemented in order to define the



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 carved or fragile artifacts and monuments. Moving, touching and selling archaeological artifacts is prohibited. Consuming alcohol and cigarettes is prohibited in areas where smoking is prohibited.

Giving money or candy to children encourages begging. If you would like to help children, please donate to a recognized charity.

Exposing genitals in public areas is strictly prohibited and is subject to punishment. Museum rules must be followed 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 business wildlife protection policies, we offer our guests hunting maps in our area. and provides information about its guidelines.

