RİVA SUSTAINABILITY REPORT 2025

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1. ABOUT THE REPORT

Regarding sustainability, our hotel undertakes to fulfill the obligations of the Turkey Sustainable Tourism Program and to continuously improve its sustainable management system in order to increase its sustainability performance. Our management system is constantly reviewed due to the state of the sector, environmental, social, technological, economic and cultural risks, changes and updates arising from legislation, and the system and policies are updated if necessary.

Our "sustainability policies" are our company's commitment in this regard. From this point of view, all our orientations will be in this intention and direction. Our aim is to transform the principle of sustainability into a "way of doing business" in the main areas of our hotel and to bring it into the corporate memory. The success and continuity of our efforts will only be possible if we act together with our employees, guests, business partners, suppliers, solution partners, and all our interlocutors in our immediate environment to spread it and make it a partnership that we will strengthen day by day. It is very valuable to raise awareness of the personnel, who are considered as an integral part of the sustainability approach, to give them opportunities to be involved in the process and to contribute to development opportunities. In this context, our annual training plans and orientations include training topics such as social rights, support for local employment, protection of natural life, support for wildlife, historical attractions, cultural richness, ecological diversity, energy and water saving, environmental activities-recycling system, orientation towards local resources, and efforts are made to disseminate the sustainability philosophy within the enterprise. To provide strategic support to all companies and departments to improve business results through human resources management in line with business strategies, to contribute to the creation of value for all stakeholders by creating and promoting a high performance culture

is the main goal. In addition to all these, it is aimed to increase awareness in every sense with both orientation training and professional level trainings determined according to annual training needs

Sustainability efforts are coordinated by Hotel Managements, and our activities and performance in this area are always open to the expectations and opinions of our stakeholders.

2. FACILITY DESCRIPTION AND FACILITY FEATURES (a6)

We aim to be accurate and transparent in terms of our business, products and services, including promotional materials and marketing communications, sustainability issues. The website and promotional catalogs created for the promotion of our facility are prepared by our professional sales team and approved by our management.

Our facility is located at Kocatepe Mahallesi Aydede Caddesi No:8 Beyoğlu - Istanbul. Our rooms have the necessary facilities for our guests to feel comfort and peace;

Central air conditioning system

Smoke detector and sprinkler connected to central fire system

LCD-Satellite TV with stand by

Encrypted room safes

Tea and coffee set

Desk with mirror Room

and bathroom telephone

Hair dryer

There is a disabled room in our hotel; facility entrance, lobby, breakfast room, meeting room, and barrier-free access arrangement is available in elevators.

3. management system (a1)

All management processes of our hotel constitute the basic framework of a Sustainability Management System (SMS) that can be developed and sets out its policies.

Our management system is based on risk analysis. Risk analysis is conducted under the headings of environment, natural disasters, society, culture, economy, quality, human rights, health and safety. New topics can be added if necessary.

After analyzing the risks, also have a crisis management policy and system that determines what to do in case the risks materialize.

Our hotel's risk analysis indicators are in Table-1.

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

If the set targets are achieved, new targets are set. In case they are not achieved, our targets, policies and practices are reviewed. In this way, we endeavor to ensure continuous improvement.

Our hotel's targets and performance indicators are in Table-2.

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

Customer experience (a5)

Customer satisfaction is given importance in our hotel. Customer satisfaction includes feedback from the system described above regarding sustainability. The results received are analyzed. Negative feedback and responses to it are recorded and necessary measures are taken.

An example of the questionnaire application given in Table-5.

4. INFRASTRUCTURE

Harmony (a7.1)

Our buildings located at Kocatepe Mahallesi Aydede Caddesi No:8 were completely renovated in 2020 accordance with the restoration project dated 18/05/2018 of the Cultural Heritage Conservation Board in accordance with its original state. As with the facade, the infrastructure plans have progressed in parallel with the relevant institutions of the Metropolitan Municipality, İSKİ and İGDAŞ. Likewise, all necessary permits were obtained from Beyoğlu Municipality and Istanbul Metropolitan Municipality. Our company adopts and to act within the permissions and limits set by the relevant institutions, namely the district municipality, the metropolitan municipality and the Ministry of Culture and Tourism.

Impact and Integrity (a7.2)

Our hotel has made it a principle to establish an integrity with the Talimhane region, which has been declared a natural protected area by the Ministry of Culture and Tourism. Signage and lighting works have been carried out in our region in line with the permissions given by the district municipality. In order to prevent any negative impact of our hotel building on the environment, cleaning and renovation works are carried out for four seasons.

Sustainable Practices and Materials (a7.3)

Since the first day our hotel stepped into sustainability, it been acting in accordance with the zero waste program, the use of renewable energy, water and energy saving, and the reduction of the use of disposable products.

Accessibility (a7.4)

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

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

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

Our hotel regularly carries out maintenance and repair of accessibility arrangements and infrastructure and provides improvements when necessary. We also regularly inform our employees about accessibility.

Property Rights on Land and Water (a8)

Our primary goal is to carry out activities that will contribute to the protection of the environment and cultural heritage in the region where we carry out our activities and as far as possible beyond, and to control our environmental impacts. The land, water and property rights acquired by our business are legal, comply with the rights of local/regional inhabitants, have been informed in advance, their consent has been obtained and do not require compulsory relocation.

Information, Interpretation and Destination Involvement (a9 - a10)

Our guests are informed by our front office staff about our cultural values in our region and the routes of departure are shown on the map. At the same time, such information is also provided to our guests through our digital application. Our hotel is a member of TUROB and Chamber of Commerce and closely follows the activities of the relevant professional organizations. In this application, it is aimed to save promotional materials consisting of paper materials. Our guests are directed to public transportation for city tours. For our guests who wish to receive guide and tour services, guided tours are arranged with cockarted, guided tours that dominate our region and convey our culture in the most beautiful way. Guest complaints are reported daily and necessary actions are taken to resolve the complaints. Our business is interested in sustainable tourism planning and management in the destination where such opportunities exist.

5. COMMUNICATION WITH THE REGION AND ITS PEOPLE

facility managements and their designated representatives;

- Strengthening local employment,
- Increasing local awareness,
- Protecting local resources and opportunities,
- Protection of historical and cultural assets,
- Solidarity in the region,
- Supporting activities that promote the region,
- Hotel associations, municipalities, regional mukhtars and authorities are consulted on important issues and problems that will affect the region, and joint work is carried out by determining the needs.

Supporting Local People/Regional Communities (b1)

Economic sustainability encompasses all of the strategies and practices that our companies establish for the continuity of their economic activities. Economic sustainability involves developing risk management practices, implementing a strong corporate structure and achieving the highest possible performance in order to realize the commitment to generate added value for our companies.

aims. In addition, our hotel actively supports initiatives for the infrastructure and social community development of the region. Examples of initiatives education, training, health and sanitation, and projects addressing the impacts of climate change. In line with our activities focused in the Beyoğlu region, we have been visiting the Kasımpaşa Children's Home.

Local Regional Employment (b2)

We are aware of our social responsibilities and we are in close contact with the employment offices of the municipalities of the district we are affiliated with and the provincial municipality we are affiliated with, and we share our personnel needs with them first. All of our staff are Turkish Citizens and almost all of them reside in the European side of Istanbul. Our hotel offers equal opportunities for employment and advancement, including management positions.

Local procurement (b3) : Our hotel priority to local suppliers when purchasing goods and services, provided that they are of high quality and reasonably priced. For this reason, it regularly audits its suppliers, updates the supplier list and informs its suppliers. The ratio of goods and services purchased from the local community is measured.

When our hotel purchases goods and services, fair trade for imported products, provided that they are of good quality and reasonably priced.
also suppliers.

Supporting Local and Regional Entrepreneurs (b4)

Our business supports local and regional entrepreneurs in the development and sale of sustainable products and services based on the nature, history and culture of the environment. We work with our suppliers with common business ethics principles and cooperate with them to improve their performance on environmental and social issues. In the purchase of requested products or services and, where appropriate (availability of the product or service
/if continuity is ensured) from locations close to the facility, we aim to contribute to reducing the environmental impact of suppliers by reducing carbon dioxide and greenhouse gas emissions during delivery. When selecting suppliers for centralized or local product/service purchases, take into account the environmental friendliness, locality/regionality, fuels, chemicals, pesticides, vehicles and equipment that consume all kinds of fossil fuels, electrical appliances, appliances containing refrigerant gases, noise source appliances, consumables, plastic materials and construction materials to be environmentally sensitive, to have the necessary permits and certificates, and energy efficiency classes.

Abuse and Harassment (b5)

Our organization has prepared this policy document to provide protection from sexual exploitation, abuse and harassment by its own staff and affiliated employees. It covers all internal staff, management and interns. Allegations of sexual exploitation, abuse and harassment are evaluated within the scope of the Employee Feedback and Grievance Mechanism (EGRM) and the Community Feedback and Grievance Mechanism

(CGRM). . Sexual abuse includes sexual assault by force or . Abuse

It includes not only rape, but also any unapproved sexual words, actions and behaviors. Engaging in sexual activity with a child (a person under the age of 18) is both sexual abuse and child abuse. In SA, it is the humanitarian worker who perpetrates the abuse and the person being sexually abused is the beneficiary, client or any other person in a vulnerable position. Abuse unwanted sexual behavior as well as the threat of such behavior. Sexual Harassment (CT): Sexual harassment includes unwanted words, behaviors or bodily implications or expressions of a sexual nature, including sexual assault, attempted sexual assault, rape and attempted rape. The opinion of the person subjected to the and behavior determines which words and behavior are reasonable and appropriate and which are not.
In CT, both the harasser and the subject of harassment are employees of the same organization. All three definitions of sexual exploitation, sexual abuse and sexual harassment are forms of sexually inappropriate behavior. In the case of sexual misconduct, the term 'employee' includes all employees of the organization, regardless of the type and duration of the contract. All three forms of sexual misconduct are based on power imbalances and often also exemplify unequal gender relations. All three forms of sexual misconduct are considered grave serious violations.

Allegations made in bad faith or without a concrete basis (such as allegations that an employee has heard but has no proof of truth) are taken seriously. Those who knowingly make such allegations are subject to sanctions including, but not limited to, written warning, reassignment, temporary suspension, and dismissal.

Employees who report being subjected to abuse should have no doubt that the information they share (including behaviorname or other identifying information, gender, sexual orientation/gender identity, etc.) is kept confidential and will not be shared with others without their permission. As Riva Hotel Taksim, we respect the privacy rights of our employees in line with our data protection policy and local regulations.

Equal Opportunity (b6)

All conditions are discussed before our employees start working in our facility. All information about the wage received, working hours and working patterns, weekly leave and annual leaves are conveyed. The remuneration part is communicated to the person as the minimum wage determined by the state and its pluses. It also attaches importance to the priority of promoting from within the facility or within the group, which has the perspective of investing in its employees, especially in the field of education. We know that providing development opportunities to our employees is one of our most important responsibilities, and we believe that when our employees improve themselves, they will make a difference in their work and their success will increase. Our company offers employment opportunities, including management positions, without discrimination.

Good and Respectable Work (b7)

Our employees are recruited according to their competence and previous work experience through face-to-face interviews conducted under the leadership of our human resources department in our facility. All conditions are discussed before starting to work in our facility. All information about the wage received, working hours and working patterns, weekly leave and annual leaves are conveyed. The remuneration part is conveyed to the person as the minimum wage determined by the state and its pluses. In addition, our business gives our employees the right to equal and regular training.

Community Service Activities and Livelihoods (b8 - b9)

In line with the sustainable environmental understanding, our hotel is committed to working to minimize the impact of service delivery water on the environment While we continue to improve energy consumption, water and waste saving, we separate 100% recyclable and recyclable paper, glass and plastic packaging at the source and direct them to the relevant facilities. We also pay special attention not to pollute the environment, not to throw garbage outside of garbage collection hours and to keep the surroundings clean. Our business is committed to ensuring that its activities do not jeopardize the provision of basic services such as food, water, energy, health or sanitation to communities adjacent to the business and do not impede local access to livelihoods, including right of way, transportation and housing.

6. THE OF CULTURAL MITIGATING IMPACTS CONTROL

OUR CULTURAL POLICY

Presentation of cultural heritage: Our hotel respects the intellectual property rights of local people. Authentic elements of traditional and contemporary local culture are utilized in our cuisine, design and decoration.

Artifacts Our hotel does not buy and sell historical and archaeological artifacts, does not mediate in their trade and does not
does not exhibit.

Promotion of sustainable local gastronomy: Our hotel prioritizes the promotion and consumption of local products. It introduces innovative and creative practices to ensure sustainability in gastronomy in all its activities.

Cultural Interactions (c1)

Our Hotel Sustainability of cultural heritage is a rational and holistic planning that takes into account the balance of protection, use and preservation of tangible and intangible cultural assets, plans tourism and visitor management with presentation and interpretation techniques, reduces and prevents risk factors, supports local development with a participatory approach, makes the management and organizational structure improvable, creates heritage awareness

management plan with an understanding of the importance of local/regional benefits and visitor satisfaction. It also follows international and national good practice as well as locally/regionally accepted guidance for the management and promotion of visits to local/regional communities and culturally or historically sensitive sites to minimize negative impacts and maximize local/regional benefits and visitor satisfaction.

Protection of Cultural Heritage (c2)

We are aware of our duty to protect local culture and values. In this context, we are highly sensitive to cultural promotion, contribution to the commercial volume of the region, promotion of natural and historical richness, employment of local people and involvement in activities. Our business contributes to the preservation and development of local/regional propertiessites and traditions of historical, archaeological, cultural and spiritual importance and does not prevent the local/regional people from accessing them.

Presentation of Culture and Heritage (c3)

Riva Hotel Taksim shows the utmost sensitivity to keep the culture and traditions of the Beyoğlu region in which it is located alive in all parts of the hotel. In this context, Turkish desserts and Turkish coffee, an important GASTRONAMI product, are served in our Restaurant section. It broadcasts the important touristic places in Istanbul and Beyoğlu Region on the large screens in the lobby and trains its staff to promote the region to the incoming guests.

Works (c4)

Particular care and importance is given to informing about Cultural Heritage sites. Respect for our history and culture is one of the most important values we will leave to future generations. It is the duty of all of us to protect these artifacts and to pass them on to future generations in the best possible. Our hotel is aware that historical and archaeological artifacts cannot be bought, sold or exhibited except as permitted by international law.

7. MITIGATION OF ENVIRONMENTAL

Recognizing that the natural resources we use, the immediate environment and region we interact with, and the large family we create with our employees have a great impact on our corporate success and the experiences we offer to our guests, we adopt a management approach of reviewing our responsibilities at every stage. Accordingly, we have established an "Environmental Policy" for the protection and continuity of the environment we live in and we aim to improve our current situation day by day by planning our business processes in this direction and analyzing the results. To realize this goal;

- Complies with applicable environmental laws, regulations, legislation and regulations and fulfills all requirements
  We realize this by continuously improving our activities and ourselves.
- With the understanding of social responsibility brought by our brand, we have taken it as a duty to prioritize the awareness and continuity of our internal customers, namely our staff, our guests and the local community, and to make and implement decisions in this direction.
- Without compromising on quality, we add value to each other with a win-win understanding by cooperating with our suppliers within the framework of the management systems we implement in our facilities.
- It is of great importance for us to protect the environment and hand it over to future generations in a clean and healthy way and to contribute to the protection of ecological balance.
- Believing in the continuity of education, we ensure that environmental awareness is adopted not only by our employees but also by our guests, and contribute to environmental protection projects in cooperation with local authorities.
- One of our goals is to prevent environmental pollution and to recycle a large proportion of recyclable waste.
- Our priority is to comply with the current international and national legal regulations and ISO 14001 standard requirements, to the pollution that may arise as a result of our activities, to share our efforts to use natural resources correctly with our employees, guests, suppliers and society, to set targets for continuous improvement, to carry out the necessary research, project design and implementation on the principle of protection of biodiversity and efficient use of energy cycle.

Environmentally responsible purchasing (d1.1)

Our hotel follows an environmentally conscious policy in purchasing, emphasizing efficient purchasing, energy saving and water saving to reduce food and solid waste.

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

Within this framework, our hotel prioritizes the selection of suppliers with sustainability certificates when making purchases. Sample certificates that can be sought in suppliers are ISO14001, ISO50001, ISO14064, ISO20400.

Environmentally certified (FSC, MSC, EU-EcoLabel, etc.) or source-traceable for wood, fish, paper and other foods products preferred.

Threatened species and species that are forbidden to be sold (fish, trees, plants, game animals, etc.) are not taken 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 environmental certified, local and fair trade purchasing targets. In this context, aim to increase the ratio and number of local and fair trade suppliers in our purchases and we pay attention to this.

The supplier evaluation form included in Table-7. The list of

approved suppliers is given in Table-8.

Efficient Procurement (d1.2)

Our purchasing policy favors reusable, returnable and recycled goods
It does.

Our hotel also prioritizes bulk and bulk purchasing. In this way, fewer shipments are made to our hotel and less greenhouse gas emissions are produced. Our main priority and preference is to avoid unnecessary and excessive plastic, nylon, paper, glass, wood packaging in the products coming to our hotel.

Disposable products and unnecessary packaging (especially plastic) are avoided in the purchase of consumables and amenities. Purchase and use of consumables and disposable products are monitored and managed.

Table-9 is used for monitoring single-use, plastic, packaged products.

Energy Saving (d1.3)

Our hotel an energy saving policy. In addition, our hotel has a Renewable Energy Certificate Supply Certificate. The policy includes regular measurement, monitoring and reduction of energy consumption. The total energy used in our hotel is measured by type.

Our hotel identifies activities with high energy consumption, plans and implements measures for them (thermal insulation systems, preference of low-consumption devices with energy consumption class, use of LED bulbs instead of high energy consumption lighting such as incandescent, etc.). In addition, our hotel uses energy-efficient equipment.

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

Table-10 is used for electricity consumption monitoring.

Table-11 is used to track total energy use

Water Saving (d1.4)

Water saving measures are implemented in our hotel. All shower heads have parletors

Water risk status has been determined in the region where our hotel is located. For this, the Water Risk Atlas prepared by the World Resources Institute is used. Here isthe relevant website. https://www.wri.org/applications/aqueduct/water-risk-atlas/

Water risk was also assessed in the risk analysis and a water management plan was prepared. This plan includes measurement and monitoring of water use and targets and reports for reducing water consumption.

Due to the water usage activities of our hotel, living creatures living in waters such as sea and lake are not harmed. Nevertheless, the possibility of damage 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 in the use of water.
The water from a legal and sustainable source. Our water from mains water.
We measure our water consumption. Total water used per guest or overnight stay is calculated and reported.
Water-saving equipment is used in our hotel. Our hotel uses good practices such as changing sheets and towels the guest's request.

Table-12 is used to measure water consumption.

Greenhouse Gas Emissions (d2.1)

We are committed to undertake energy efficiency projects to reduce greenhouse gas emissions in all our services and activities and to design and carry out activities to increase the use of renewable energy sources. Our company principles it a principle to reduce carbon emissions and greenhouse gas emissions by utilizing renewable energy sources in our activities and new investments in our hotel and to avoid them by making calculations.

Carbon Footprint

- For the calculation, services purchased from Bir Danışman Danışmanlık Yazılım Otomotiv Sanayi Ticaret Limited Company.
- Carbon Footprint Measurement prepared in accordance with GTA standards will be submitted as Annex.
- The service contract will be provided as an attachment.

Transportation (d2.2)

Our business encourages both our customers and guests to use low-carbon public transportation. To avoid unnecessary shipping and transportation, the Purchasing department places weekly orders instead of daily orders. Our business strives to reduce transportation requirements and actively encourages the use of cleaner and more resource efficient alternatives for customers, employees, suppliers and our own operations.

Waste Water (d2.3)

Our hotel informs and guides its employees and stakeholders about water saving. Our hotel all its means to ensure that its waste water does not harm the environment. Rainwater is disposed of in the ways specified in municipal projects and is only safely reused or released without any negative impact on the environment.
Regulations determined by the local government for the disposal of wastewater are complied with. Legal requirements are complied with in this regard.

Food Waste and Solid Waste (d2.4)

Our hotel a Solid Waste Management Plan. The plan includes regular measurement and monitoring of waste generation, waste reduction, reuse, recycling and waste disposal.
Solid waste is sorted according to types such as food, recyclable, toxic/hazardous and organic, and recycling and reuse are taken into consideration when sorting.
Our hotel regularly informs its employees and stakeholders about waste management through various visual and communication channels.
informs and guides through its materials.
Solid wastes separated according to their types in our hotel are taken by authorized and licensed companies.
Solid waste, including food waste, is measured by type. In our hotel, the amount of solid waste per guest or overnight stay is calculated and reported.
Our hotel has also identified activities and risk areas where solid waste generation is high. It plans and implements corrective measures to reduce food waste and wastage.
It is aimed that solid waste disposal does not have a negative impact on the local population or the environment. Compliance with the "Zero Waste Regulation" legislation on solid waste management is ensured.

Table-13 is used for waste tracking

Harmful Substances (d2.5)

In order to dispose of hazardous wastes generated in our facilities without harming the environment, hazardous wastes generated in our departments are collected under appropriate conditions in our hazardous waste rooms, labeled and delivered to licensed companies for disposal or evaluation in accordance with the law. All storage, use, transportation and disposal of chemicals are managed as required.

Minimizing Pollution (d2.6)

We protect the environment in our businessprevent pollutionreduce our negative impacts on the environment and protect it
we care.

For this

We comply with legal regulations and try to reduce our environmental impact.

- We take care to effectively separate our wastes according to their source, groups and hazard classes. we'll show you.
- Dangerous substances and chemicals onlyNeed in the case of and should We know that using as much as possible will reduce both the negative impact on the environment and the amount of waste,

• We contribute to protecting nature by preferring materials "recyclingand "environmentally friendlylabels. We try to create opportunities for reuse,

• We take care to use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and leave less waste in the environment,

• We store wastes correctly, in separate areas according to their characteristics, deliver them to licensed/authorized companies without exceeding the legal storage time limits, and keep their records,

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

• Environment management on the issue of our performance measures, this data Targets with tracks and try to improve our performance.

• We aim to educate our employees about the environment and increase their sensitivity.

Biodiversity Conservation (d3.1)

The protection of biodiversity is one of the priorities of our facility within the scope of the sustainability principle. We aim to protect the diversity of species, habitats, ecosystems and the integrity of ecological functions by identifying and monitoring the impacts of our activities on biodiversity.

We are committed to protecting the integrity of ecosystems and biodiversity as a natural heritage, promoting balanced, coexistence and the development and growth of natural heritage. In order to raise awareness on the importance and protection of biodiversity, we organize internal training and internal communication activities in our facility and include this issue within the scope of sustainability trainings. We take into account the regulations stipulated by national and international legislation in ensuring animal welfare. We inform all our stakeholders that endangered species should not be hunted and traded.

We do not display, offer or sell protected species or any items made from them. We do not support or participate in any activity on biodiversity and wildlife issues where legislation prohibits or unacceptable practices exist. We ensure that our renovation, construction and similar works are carried out in a way that does not harm the natural life, fauna and habitat of endangered or endangered species.

We cooperate with authorities and NGOs to protect endemic plants in our region. We check for endangered species on sites such as WWF and CITES.
We guide our guests, stakeholders and employees to ensure that the products they use are not derived from endangered species. We reject the use of captive wildlife, commercial monetization and the use of animals in shows for personal pleasure.

Invasive Species (d3.2)

Our hotel works with a spraying company to combat invasive species. The relevant company completes our requests and periodic spraying. Rodent control kits are positioned in the potential danger areas of our hotel in order to monitor and control harmful rodents. Interim controls are made and recorded.

Visit Natural Areas (d3.3)

The majority of these tourists want to visit natural areas such as national parks etc. during their travels, even for a short period of time, and they want to benefit from local guides during their visits and contribute to the protection of local people and the environment and sustainable development. As a hotel, we support them and offer guide support to guests for such visits. Our business follows appropriate guidelines for the management and of visits to natural areas to minimize negative impacts and maximize visitor satisfaction.

Wildlife Interactions Animal Health, Welfare and Wildlife Trade (d3.4 - d3.5 - d3.6)

We take into account the regulations stipulated by national and international legislation in ensuring animal welfare. We inform all our stakeholders that endangered species should not be hunted or traded. We do not exhibit, present or sell protected species or any items made from them. Due to the concept of our hotel, it is not suitable to have pets.

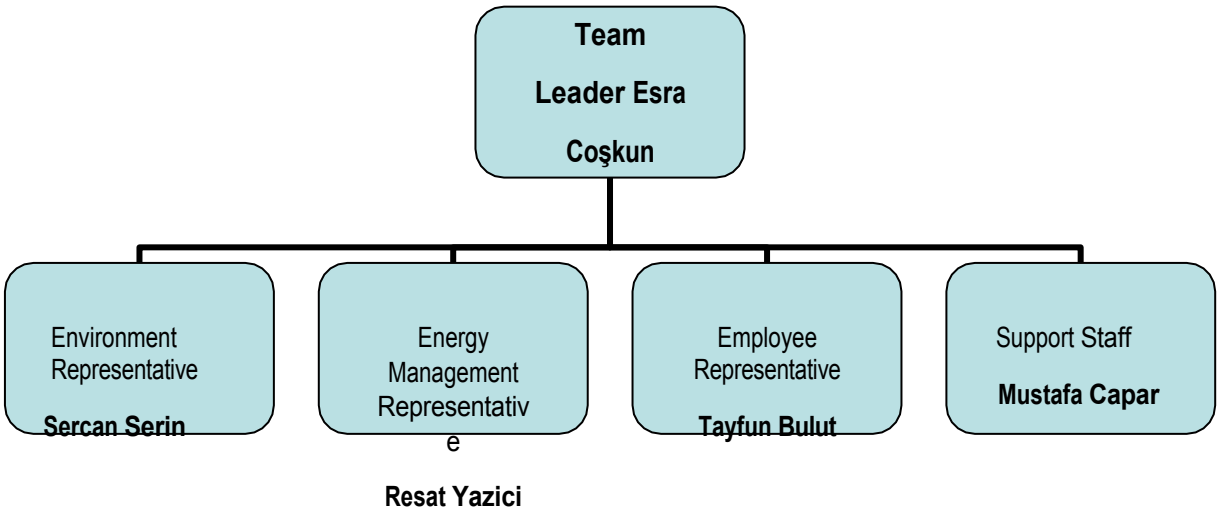
We do not support or participate in any activity where there are unacceptable practices stipulated by law on biodiversity and wildlife issues. We are aware of the need to protect flora and fauna, especially endangered or endangered species, during renovations, construction, etc. We cooperate with the legal authority and NGOs for the protection of endemic plants in our region. Wildlife species are not hunted, collected, consumed, exhibited, sold or traded except as part of a regulated activity that ensures their use is sustainable and complies with local/regional and international laws.

8. TEAM

Sustainability team in our facility

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

If the targets set are achieved, new targets are set, and if not, our targets, policies and practices are reviewed. In this way, we endeavor to ensure continuous improvement.



9. OUR POLICIES

OUR POLICY

On the way to achieving our vision;

To meet guest expectations at the highest level and to be an organization first in the sector,

To create the founding philosophy with all our staff and to provide continuous improvement, trust in the workplace and service that exceeds the expectations of our guests,

Compliant with national and international legislation and requirements; required with a preventive approach to food safety risks
to service with sensitivity,

To be an exemplary business and create value for all other organizations in our country

To prevent these accidents by minimizing all risks that may jeopardize the health, life safety and occupational safety of our guests and staff,

To make quality measurable, to ensure continuous improvement of the system and to set goals and ensure the unity of our employees and management,

As a hotel, creating environmental awareness with its staff and leaving a cleaner, healthier and safer environment for future generations are among our primary quality goals.

OUR SOCIAL RESPONSIBILITY POLICY

We believe that all our employees have the right to work in a healthy and safe environment under working conditions that are in line with human dignity. Our employees are our most valuable asset and ensuring and protecting the safety of our employees is our primary business goal.

Our hotel is always ready to implement the best environmental solutions beyond legal obligations and to support any initiative that will help the development and dissemination of environmentally friendly technologies and increase environmental awareness. We take care to fulfill our social and environmental responsibilities towards the society in Istanbul, where we operate, in a 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 the personal rights of our employees are fully and properly utilized.

treat employees honestly and fairly, and commit to a non-discriminatory, safe and healthy working environment.

We make the necessary efforts for the individual development of our employees and maintain a balance between work life and private life.
we'll take care of it.

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

We strive for the development of our society within the framework of the principle of corporate social responsibility. We will support our employees to volunteer for appropriate social and community activities in which they will take part with a sense of social responsibility

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

all precautions for our employees within the framework of and safety and we are also sensitive about providing the necessary training to our employees by experts and within the framework of the annual training program.

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

OUR POLICY

We use our energy efficiently to protect our world from potential dangers and to reduce our energy consumption.

we set goals.

For this

- In order to fulfill both our responsibilities towards nature and our legal obligations, we follow national and international standards, laws and regulations, voluntarily carry out activities to reduce energy use and/or continuously improve our energy consumption performance, and monitor the results of our efforts.
- We set targets and energy efficiency in our training programs to ensure the participation of our employees.
- We care about collaborating with all our stakeholders to create common goals and results in energy management. We strive to maintain our interaction with our guests, employees, visitors and all our business partners in order to reach a total level of awareness and consciousness on these issues.
- We try to research, find, purchase and use suitable energy efficient products, equipment, gear and technology alternatives.
- We aim to document our Energy Management System, disseminate it to all our departments, update, review and continuously improve it when necessary.
- We assess energy risks or emergencies that may arise, such as energy shortages, and plan the measures that can be taken.
- We take care to effectively separate our wastes according to their source, groups and hazard classes.
- We know that using hazardous substances and chemicals only when and as needed will reduce both the negative impact on the environment and the amount of waste,
- We contribute to protecting nature by preferring materials with "recycling" and "environmentally friendly" labels. We try to create opportunities for reuse,

- We take care to use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and leave less waste in the environment,
- We store wastes correctly, in separate areas according to their characteristics, deliver them to licensed/authorized companies without exceeding the legal storage time limits, and keep their records,
- We try 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 try to improve our performance.
- We aim to educate our employees about the environment and increase their sensitivity.

OUR ENVIRONMENTAL PROCUREMENT POLICY

The most important target criteria in procurement is to minimize waste. Ensuring continuity in purchasing.

Goods-acceptance practices to be implemented in the organization within this target;

- When purchasing, preference will be given to reusable products, products with deposit or organic products that will not create non-recyclable waste.
- Instead of disposable products and consumables such as cups, forks, and amenities, products that can be reused, refilled, and if none of these are possible, products that are the least harmful to the environment and can be recycled will be preferred.
- If the purchase of disposable products and consumables is mandatory (e.g. cleaning materials, stationery, etc.), purchase, use and recycling of these products will be carefully monitored and managed.
- Guidelines and instructions on how to recycle single-use products and reduce the use of single-use products will be provided to staff.
- The gradual removal of products such as disposable plastic bottles, cardboard cups, packaged products in the rooms, setting targets for ending practices such as bagging of food products and other materials used, and monitoring and reporting the process of compliance with these targets will be discussed at management review meetings.
- It is important to avoid unnecessary packaging when making purchases. Glass and metal products with reusable properties will be preferred instead of paper and plastic cups, plates, forks, spoons, water in plastic bottles, etc.
- Frequently used materials (e.g. surface cleaners) will be purchased in larger sized packages instead of small sized packages, reducing the amount of plastic waste generated.

- Production of necessary goods and products from products that do not harm nature and the environment, priority recyclable
  and eco-labeled products.
- Environmentally certified, especially for wood, paper, fish, other foods and products from the wild products and suppliers will be preferred.
- Where certified products and suppliers are not available, the origin and methods of growth or production will be taken into account.
- Threatened species are not used or sold.
- Procurement that could jeopardize the extinction of plant and animal products will be avoided.
- Environmentally certified products will be prioritized.
- All supplies and purchases of goods (materials, raw materials, finished and semi-finished products) will be made from suppliers and their products with relevant certificates that comply with Food Laws and Legislation, Ministry of Agriculture and Forestry, Ministry of Health, Sanitation Law and legislation, and that comply with purchasing standards that have the necessary certificates in accordance with TSE Hygiene and Sanitation Systems.
- In order to support local fair trade, purchases will be made from local vendors within a 100 km radius.
- Purchases will be made from the approved supplier list and local companies that have been subject to the necessary audits.
- Companies supplying goods and products will be periodically audited.
- The cleaning, hygiene materials and protective equipment supplied have CE Certificate
  attention will be paid.
- Suppliers that adopt fair trade practices in agriculture will be prioritized for foodstuffs.
- Informative trainings will be planned by the authorized company on the use of all chemical products supplied to the relevant persons.
- Permission documents of the Directorate of Agriculture and Forestry for all food products will be obtained from the supplier companies and stored in a computerized environment.
- MSDS Safety Data Sheets for chemical products used in pest control, disinfection and kitchen will be procured from the supplier companies and stored in computerized environment.
- Safe physical distance rules will not be violated during goods acceptance.
- Our personnel working in goods acceptance will take personal protective and contamination measures. (Mask, visor, gloves, apron, hand hygiene, etc.) In accordance with the measures, necessary plans will be made in order to prevent accumulations and accumulations that will occur in goods acceptance.
- Upon acceptance of the goods, the products that will be given directly to consumption and guest use will be disinfected in detail after they are removed from their boxes.
- Kitchen tools and utensils, steel service sets, glass and porcelain service sets, etc. purchased for the first time. Washable materials will be taken to the equipment storage for use after being washed with a dishwasher before use.
- Waste and returned products will be kept waiting in the waste and return area in a controlled manner and delivered to the supplier company.

ENVIRONMENTAL PROTECTION AND WASTE POLICY

In our business, we protect the environment, prevent pollution, reduce our negative impact on the environment and attach importance to its protection. For this; We comply with legal regulations and try to reduce our environmental impact.

• We take care to effectively separate our wastes according to their source, groups and hazard classes.
• We know that using hazardous substances and chemicals only when and as needed will reduce both the negative impact on the environment and the amount of waste,
• We contribute to protecting nature by preferring materials "recyclingand "environmentally friendlylabels. We try to create opportunities for reuse,
• We take care to use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and leave less waste in the environment,
• We store wastes correctly, in separate areas according to their characteristics, deliver them to licensed/authorized companies without exceeding the legal storage time limits, and keep their records,
• We try 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 try to improve our performance.

• We aim to educate our employees about the environment and increase their sensitivity.

POLICY

To protect our workplace, employees, guests and suppliers, to create a safe working environment and to ensure continuity;

- We comply with all legal and other obligations regarding and Safety.
- The principle that and Safety and improvement activities are the shared responsibility of all employees we embrace it.
- We set targets for participation in Risk Assessment and Risk Mitigation activities at all levels.
- To continuously improve our and Safety culture and achieve a sustainable "Zero Occupational Accidents" target we aim for.
- We share our work within the scope of occupational health and safety with all our employees and our environment in order to be a pioneer and an example.

OUR WOMEN'S RIGHTS AND POLICY

We attach importance to gender equality in our business.

- We ensure the health, safety and welfare of all our employees regardless of gender.
- We support women's participation in the workforce in all our departments and offer equal opportunities.
- We act with a policy of "equal pay for equal work" without gender discrimination.
- We distribute tasks based on the principle of equality.
- We provide the necessary environment for equal access to career opportunities.
- create education policies, support women's participation and raise awareness.
- We create a working and practices that protect work-family life balance.
- We support women in company management and provide equal opportunities.
- We do not allow women to be subjected to abuse, harassment, discrimination, suppression, coercion, slander, etc. in any way. We are always aware of the value they add to the world and our organization and support their existence.

CHILD RIGHTS POLICY

Children are our trustees of the future. It is our primary responsibility to recognize them as individuals, respect their rights, and protect them against all kinds of psychological, physical, commercial, etc. exploitation.

ensure that;

- We do not allow child labor in our own organizations and ask all our business partners to do the same. we expect sensitivity.
- We provide environments/opportunities that contribute to children's developmentwhere they can express their thoughts, wishes feelings freely and feel free and comfortable.
- We train our employees on preventing and recognizing child abuse.
- We make sure that children are under adult supervision during the activities they participate in.
- Organizes trainings to raise awareness on the protection of children's rights and participates in related projects we support.
- When we witness suspicious activities involving children, we first inform the hotel management and seek help from official organizations when deemed necessary.

10. APPLICATIONS

Legal compliance,(a2)

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

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

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

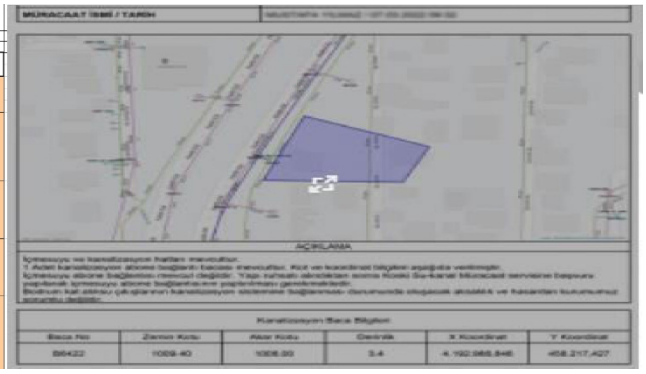
The basic legislation to be complied with given in Table-3.

HOTEL SURDURULEBILIRLIK RISK ANALIZI

SGK SICIL NO

ADRES

İlgili Standart	İlgili Süreç/ Departman	Riskin Tanımlaması (Tehlike)	Risk	Etki	Olasılık	Risk Değeri	Tedbirler	Etki	Olasılık	Mevcut Risk Değeri
A1	Yönetim, Sürdürülebilirlik	Politikaların tüm çalışanlar tarafından bilinir olmaması	SYS'nin etkin bir şekilde yürütülememesi/sertifika	4	4	16	Oryantasyon eğitiminde sürdürülebilirlik politikalarının çalışanlara aktarıldı ve her yıl düzenli eğitimler ile tekrar edilecektir	4	2	8
		Risk analizlerinin eksik yapılması/ tüm sürdürülebilirlik faaliyetlerini kapsamaması	Olası risklerin tam olarak bilinmemesi , etkin bir SYS nin kullanılamaması /Personelin farkındalığının sağlanamaması	4	3	12	Risk analizlerinin eksiksiz yapılması için tüm bölüm yöneticileri ile olası sürdürülebilirlik riskler tespit edildi ve duyuruldu.	4	2	8
A2	İK, İdari İşler ,	Yasal şartların güncel takip edilmemesi	Otoritelerin yaptığı denetimlerde ceza kesilmesi, faaliyetlerin durdurulması Müşteri ve itibar kaybı	5	4	20	Yasal şartlar Sürdürülebilir Turizm Sorumlusu tarafından yasal uyum tablosuyla aylık olarak takip edilmektedir.	5	2	10
		Yasal uyumluluktan bilinmemesi	Otoritelerin yaptığı denetimlerde ceza kesilmesi, faaliyetlerin durdurulması. Müşteri ve itibar kaybı	5	4	20	Sürdürülebilir Turizm Sorumlusu tesisin uymak zorunda olduğu yasal şartları tespit etmiş ve yasal uyum tablosuna işleyerek güncelliğini her ay takip etmektedir.	5	2	10
		Yasalardaki değişikliklerin tesisi ilgilendiren kısımlarının tespit edilmemesi	Tesisin yasalara uygunluğunun sağlanamaması. bunun sonucunda otoriteler tarafından cezai müeyyide	5	3	15	Sürdürülebilir Turizm Sorumlusu tesisin uymak zorunda olduğu yasal şartları tespit etmiş ve yasal uyum tablosuna işleyerek güncelliğini her ay takip etmektedir.	5	2	10



Reporting Stakeholders and communication (a3)

Our hotel provides accurate information to all segments in promotion. It always uses real visual materials in promotion. Our hotel has a transparent and realistic structure in terms of its products and services on its website, social media accounts and other printed and written promotional channels and marketing communications. At the same time, it makes its policy and sustainability-related actions and transactions open

and transparent with its employees and customers.

shares transparently. Our hotel's website is used for this purpose. Periodic reports on sustainability are published on our website. These reports are organized in periods appropriate to the subject.

An example of performance reporting given in Table-4.

Our hotel has a system that aims to receive feedback from our customers, public institutions, municipalities, employees, the surrounding community and all other relevant persons and organizations regarding our sustainability performance, policies and practices. Through this system, we receive feedback from both our staff and our customers.

Our system is organized to enable and encourage our customers and staff to provide feedback in a quick, simple and effective manner.

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

Purchasing

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

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

11. PERSONNEL AND WORKING LIFE

Staff engagement (a4)

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

Our Human Vision;

To create qualified human resources that are highly motivated, protect and enhance the corporate image, emphasize innovative work, attach importance to service and see their work as part of a whole, and to be a pioneer in the sector in Turkey with integrated human resources practices.

Our Human Mission;

- To plan and train the human resources that will realize the goals and strategies of the institution, to carry out personnel works and transactions at the optimum level, to have personnel who are specialized in their fields, who have the ability to represent the institution and who can put forward new initiatives in their field, and who have high self-confidence.

- provide strategic support to all companies and departments to improve business results through human resources management in line with the Group's business strategies, to contribute to the creation of value for all stakeholders by creating and promoting a high performance culture.

Our employees are aware of what they need to do in our management system and sustainability policies and practices. What our employees are required to do is defined in writing, communicated to them and necessary training and guidance are provided regularly. Trainings on this subject are recorded.

Our employees take an active role in the development and continuous improvement of our management system and sustainability performance.

We review and improve our system in line with feedback from our employees.

The Sustainability Team's distribution of tasks given in Table-6.

Fair remuneration

Our employees are informed about the wages they will receive, working conditions, working hours and when they will receive their wages before they start working at our facilities.

Education and Career Management

All of our employees can benefit equally from the right to training. In addition to the legal and vocational trainings required by the hotel industry, employees are provided with periodic training programs related to sustainability and their work areas, on-the-job trainings, trainings required by legal regulations and guidance support, including orientation trainings in line with our sustainability policies and management system. We implement annual training plans on Occupational Health and Safety trainings, hygiene trainings for kitchen/service/massage etc. personnel, water and energy saving, chemical substance usage rules, fire protection, first aid, etc.

Our employees have free and open access to all our training materials.

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

Labor and Human Rights

Ensuring the absolute satisfaction of employees is a priority issue of great importance. With this point of view, it is the responsibility of the management to ensure the working environment, psychology, self-motivation, performance, in short, all comfort in the workplace, including the legal rights of the employee, including some benefits provided by our business as fringe benefits. we do not have any foreign national employees in our hotels, as a business that appeals to guests of different nationalities and provides services at an international level, it is against both our hotel management and working principles to discriminate nationality, race, language, etc. for our guests or guests. 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.

12. SOCIAL ACTIVITIES CARRIED OUT

In addition to ensuring that the processes and businesses operating at all stages of the service provided by our hotel until it reaches the final consumer comply with all international, national and local laws in the public interest, social, physical and environmental conditions are also taken under control and social compliance is also observed.

Our Sustainability Team social responsibility project will be presented as an Annex.

Internal activities to increase the motivation of all our employees and to keep the team spirit alive:

- importance to the timely payment of salaries and personnel progress payments,
- Giving gifts to employees who get married and have children,
- Participatory social responsibility projects.
- Compliance with laws and other obligations
- Prevention of child labor
- Prevention of forced and compulsory labor
- Working hours
- Regular employment
- Prevention of discipline, harassment and ill-treatment
- Payments and benefits
- Prevention of discrimination
- Ensuring and safety
- Prevention of environmental pollution