

TITANIC HOTELS BERLIN

OUR SUSTAINABILITY JOURNEY

TITANIC
HOTELS
BERLIN



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SUMMARY

Sustainability encompasses all efforts to ensure the use of environmental values and natural resources in a rational manner that does not lead to wastefulness, taking into account the rights and benefits of present and future generations, and to ensure controlled growth in the economy. Sustainable development is the achievement of development for the future without risking the ability of future generations to meet their own development needs.

Being aware of our responsibilities in each of the social, economic, ecological and cultural dimensions of sustainable development, we are working for a better world in the name of Titanic Hotels Berlin. We aim to control all consumption and minimize the damage to the economy and natural resources without compromising our goal of the best quality service and 100% guest satisfaction.



ABOUT US

Discover the world of TITANIC Hotels with our collection of resorts, luxury properties, city hotels, and more. At TITANIC Hotels you will experience the comfort of your home. We fulfill any needs and wants requested by you in order to ensure that your visit stays with pleasure.

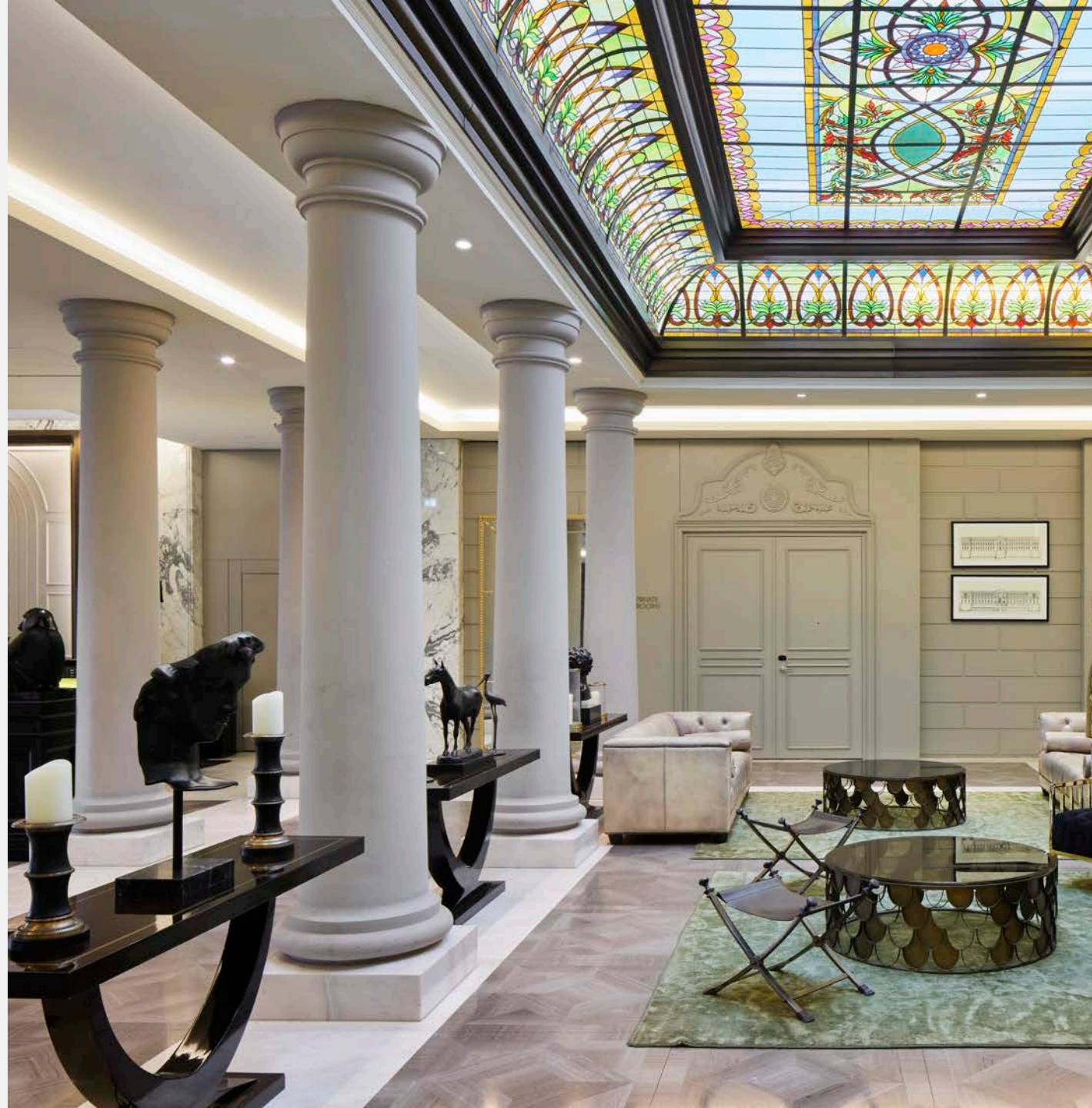
We invite you to this special experience for living the Story of TITANIC with brand new beginnings and longing memories.

The TITANIC Hotels Group is an established and reputable hotel chain based in Istanbul, operating luxury hotels in various cities in Turkey and Germany, founded in 1997. The Group is known for special quality of service, its unique accommodations often with historic architecture, its attention to detail and its first-class culinary offerings. The company is committed to sustainability and environmental protection and is involved in social projects. The group has received numerous awards in recent years.

1984 opening of the first HASIR Restaurant in Berlin

1993 opening of the first Hotel Aygün in Istanbul

Our vision is to become the leading hospitality group in Europe built on the strong foundation of Turkish heartfelt hospitality. As a family-owned company we are striving to stay curious, open-minded, caring and loyal to our guests, colleagues, and partners. Our commitment to operational excellence is fundamental to our family history reflecting more than 40 years of growth and proven success throughout Europe.



POLICY STATEMENT

Our main goal at Titanic Hotels Berlin, which impresses with its environmentally friendly and modern architecture, is to offer world-class services at all locations, including exclusive flavours from world cuisines, health, sports services with hospitality, and to provide quality service by prioritising staff and guest satisfaction above all else.



OUR CORE VALUES

We are a family-owned company with 100% Turkish capital with financial stability.



TITANIC GROUP HOTELS



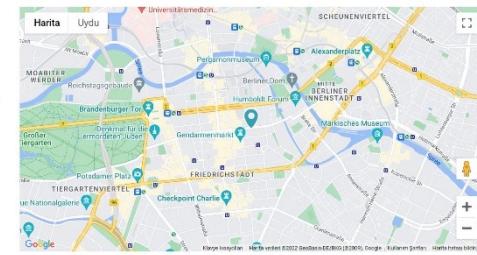
TITANIC GENDARMENMARKT BERLIN

TITANIC GENDARMENMARKT BERLIN

The Titanic Gendarmenmarkt Berlin is located on Französische Strasse. On the doorstep of the exclusive and luxury hotel, you will find famous sights and diverse entertainment options.

CONTACT

Address: Französische Strasse 30, 10117 Berlin, Germany
Phone: +49 30 3034 37 00
Email: info@gendarmenmarkt-titanic-hotels.de

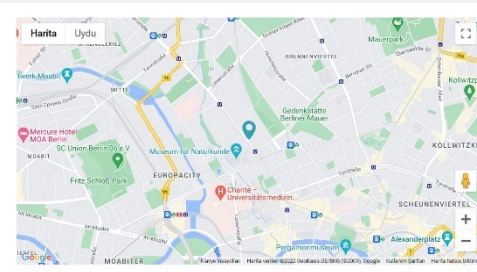


TITANIC CHAUSSEE BERLIN

Located in the heart of the city, Titanic Chaussee Berlin puts you right on the edge of city's most creative neighbourhood full of vibrant culture, fabulous food and tangible history.

CONTACT

Address: Chausseestraße 30, 10115 Berlin, Germany
Phone: +49 30 376 6880
Email: info@chaussee-titanic-hotels.de



TITANIC COMFORT MITTE

TITANIC COMFORT MITTE

Titanic Comfort Mitte is ideally situated between Alexanderplatz and Potsdamer Platz, making it the perfect spot for business and pleasure travellers.

CONTACT

Address: Elisabeth Mara Strasse 4, 10117 Berlin, Germany
Phone: +49 30 757 7810
Email: comfortmitte@titanic-hotels.de

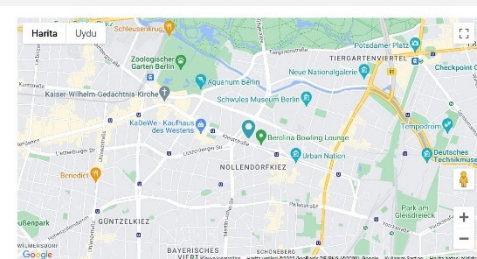


TITANIC COMFORT KURFÜRSTENDAMM

Titanic Comfort Kurfürstendamm is located on Kleiststrasse, right next to the world-famous boulevard Kurfürstendamm. The hotel has a total of 150 air-conditioned rooms.

CONTACT

Address: Kleiststraße, 9-12, 10787 Berlin, Germany
Phone: +49 30 5863 19090
Email: reservations.kc@titanic-hotels.de



TITANIC GROUP HOTELS



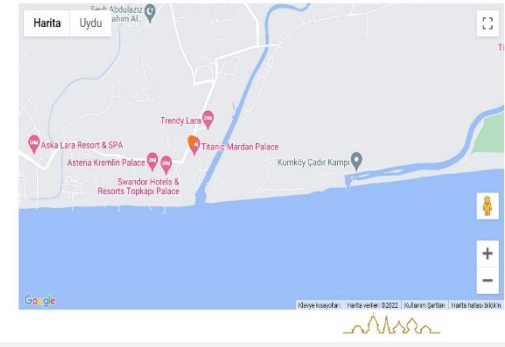
TITANIC MARDAN PALACE

TITANIC MARDAN PALACE

Antalya, Lara'da bulunan Akdeniz'in en lüks kıyı oteli.

İLETİŞİM

Adres: Kundu Mah. Yaşar Sabutoy Bul. No: 450/1
Aksu, 07112, Antalya
Telefon: +90 242 310 41 00
Email: mardan.palace@titanic.com.tr

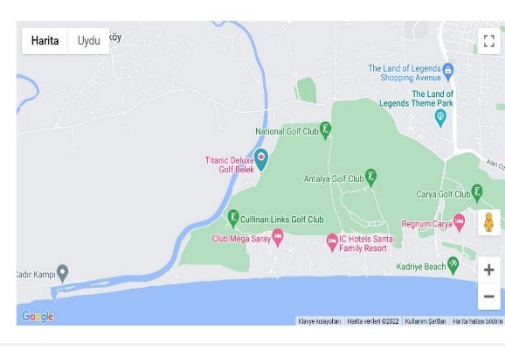


TITANIC DELUXE GOLF BELEK

Antalya ve uluslararası havalimanından sadece 20 dakika uzaklıkta bulunan, Türkiye'nin Akdeniz kıyılarının tam ortasında yer alan özel bir bölge haline gelen Belek tarihsel ve doğal birçok zenginliği çevresinde barındır. Belek ayrıca geniş yüz ölçümü, bakımı ve teknolojik alyapıya sahip golf sahaları ile golf tutkunlarının tercih ettiği golf bölgesi olarak haklı bir ün kazanmıştır.

İLETİŞİM

Adres: Kadıyie Mah. Üçkum Tepesi Mevkii,
Beğöz Cad. No: 72/1,
Serik, 07525, Antalya
Telefon: +90 242 710 44 44
E-posta: deluxebelek@titanic.com.tr



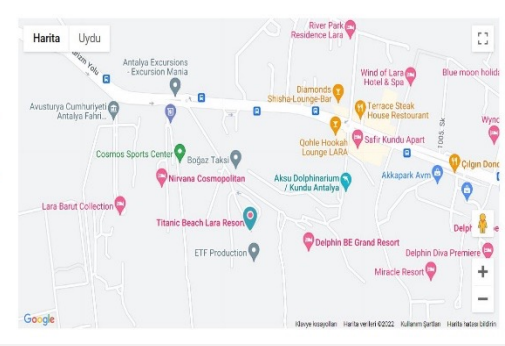
TITANIC DELUXE LARA

TITANIC DELUXE LARA

Antalya ve uluslararası havalimanından sadece 10 dakika uzaklıkta bulunan Lara, Türkiye'nin Akdeniz kıyılarının tam ortasında yer alan özel bir turizm bölgesidir. Çam ormanları önünde yer alan muhteşem kursu ile ve Antalya şehri merkezine ve havalimanına olan yakınlığı ile dikkat çekmektedir.

İLETİŞİM

Adres: Güzeloba Mah. Yaşar Sabutoy Bul. No:36,
Muratpaşa, 07230, Antalya
Telefon: +90 242 352 02 02
E-posta: beachlara@titanic.com.tr



TITANIC GROUP HOTELS



TITANIC DELUXE BODRUM

TITANIC DELUXE BODRUM

Titanic Deluxe Bodrum, Türkiye'nin en önemli tatil destinasyonlarından biri kabul edilen Bodrum'da, Ege'nin en güzel koylarından Güvercnik'te yer almaktadır. Bir yarımada içerisinde bulunan Bodrum, kuzey, batı ve güneyden Ege Denizi ile çevrelenmiştir.

İLETİŞİM

Adres: Meşelik Mah. Çamça Mevki Sok. No:8,
Bodrum, 48200, Muğla
Telefon: +90 252 311 52 52
E-posta: deluxebodrum@titanic.com.tr

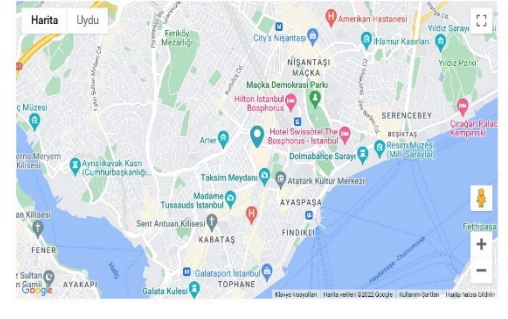


TITANIC CITY TAKSİM

Toplu taşıma araçlarına yakın konumuyla şehri keşfetmek için en uygun konumda yer alan Titanic City Taksim'in metro istasyonuna mesafesi 350 metredir.

İLETİŞİM

Adres: Kocatespe Mah. Lomartın Cadd. No:47,
Beşiközü 34437, İstanbul
Telefon: +90 212 238 90 90
E-posta: citytaksim@titanic.com.tr



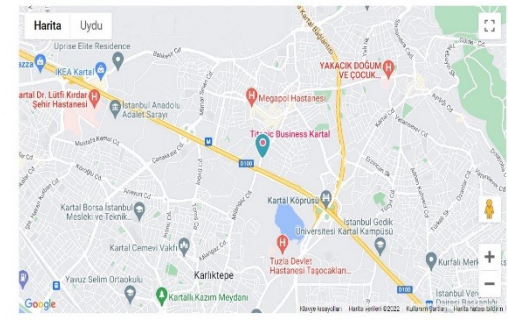
TITANIC BUSINESS KARTAL

TITANIC BUSINESS KARTAL

Titanic Business Kartal, İstanbul Anadolu Yakası Kartal'da sizi karşılıyor. Anılara adanmış heman yanıpardoğru yer alan otelimiz, girişit ofisleri ve dışişleri merkezleri ile çevrili bir konumdadır.

İLETİŞİM

Adres: Orta Mah. Kastoriyerya Cadd. No:37,
Kartal 34880, İstanbul
Telefon: +90 216 453 50 50
E-posta: businesskartal@titanic.com.tr



OUR QUALITY, FOOD SAFETY, ENVIRONMENT and SUSTAINABILITY POLICY

Titanic Hotels Berlin has adopted the quality policy of announcing Titanic Hotels name more widely to the world, being remembered as an exemplary institution with all its works and continuously improving its business volume with quality. We are always in constant development to be better.

We are aware that every member of the AYG Group contributes individually to service excellence by adding their own individual colour to the facilities.

Our Food Safety Policy is to prepare and present the most distinguished flavours of World Cuisine with our trained staff for healthy, reliable food production in accordance with hygiene rules, in line with the expectations of guests and staff with TQM Titanic Quality Management System.

All processes from acceptance to consumption of food are kept under control.



ENVIRONMENT AND WASTE MANAGEMENT

Hotel management requires the use of significant natural resources. We take this responsibility seriously and include environmental management in key roles across the business. We endeavor to meet the high standards required for the Sustainable Development Goals in our hotel.

How do we dispose of organic waste?

Where waste is unavoidable, we segregate it for recycling and proper disposal, paying particular attention to hazardous waste. We provide regular training to our employees to ensure continuous integration of waste minimization practices and encourage suggestions for change.



ENVIRONMENT AND WASTE MANAGEMENT

- ▶ You could view all the awards our hotels have on the next page.
- ▶ In our hotel, packaging wastes, hazardous wastes, organic wastes, construction and garden wastes, medical wastes, waste oils and batteries are collected separately, kept in temporary storage areas defined in accordance with the legislation within the hotel, collected by licensed and permitted companies and sent to the relevant segregation-recycling facilities. We monitor the quantity of waste that we delivered.
- ▶ We encourage our employees and guests to be sensitive to the environment and draw their attention to the issue of sustainability with campaigns to encourage guests to become "Green Guests". We support our employees by providing them with awareness-raising trainings on environmental awareness and efficient use of energy.
- ▶ Bicycle Friendly Accommodation
- ▶ In pool systems and heating and cooling systems, savings are made by working connected to automation, and manual intervention can be made depending on weather conditions.

- ▶ There are chemical dosing units in pools and boiler rooms. The units are regularly maintained and calibrated.
- ▶ In food production, we reduce the use of disposable products as much as possible and buy in large packaged boxes.
- ▶ Waste Management and Zero Waste Trainings are regularly provided to the personnel.
- ▶ "Chemical Usage" trainings from contracted supplier companies are provided to the relevant users, raising awareness of the users and ensuring standardization in chemical consumption.
- ▶ Consultancy and training support is provided on Dangerous Goods Safety, staff awareness is ensured and actions to be taken in case of spillage of hazardous chemicals are conveyed.
- ▶ Paints, adhesives, varnishes and chemicals with low VOC are preferred.

WASTE CODE	RECYCLED WASTE NAME	01.2022-12.2022
		KG
150101	Paper and Cardboard Packaging	1600
150102, 150103, 150104	Mixed packaging waste	17144
150107	Glass Packaging	3574
080111	Waste paints and varnishes containing organic solvents or hazardous substances	11
200108	Biodegradable kitchen and canteen waste	12013
200126	Fats and oils other than 20 01 25	7808

Total consumption for 4 hotels (2022)

AWARDS

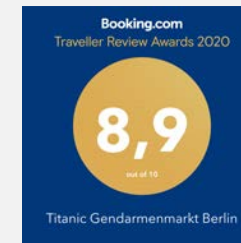


Reviews from millions of Tripadvisor travellers place this hotel in the top 10% worldwide.

Tripadvisor Travellers' Choice 2021



Titanic Gendarmenmarkt Berlin



ENVIRONMENT AND WASTE MANAGEMENT

- ▶ We minimise the use of disposable metal cans and plastic bottles and reduce the amount of waste by gradually switching to glass bottles in rooms and beverage units in service areas.
- ▶ Throughout the hotel, we prefer local plants that are well adapted to the climate and require minimum irrigation.
We store our plant wastes separately and send them to the areas determined by the Municipality for recycling.
- ▶ We switch off decorative fountains at night to save energy and water.
- ▶ We focus on organic ingredients in fertiliser and pesticides, and we are committed to reducing the amount of chemicals used each year.
- ▶ There are practices to reduce plastic (packaging) consumption in kiosks, for example, we do not prefer seasonal plants such as bulk jam, honey, oil, etc.
- ▶ Usage" trainings from contract We raise awareness of our suppliers and stakeholders on green tourism, circular economy and energy efficiency studies.
- ▶ The food served in the buffet is distributed by our cooks, thus ensuring food hygiene and avoiding wastage of surplus and uneaten food.
- ▶ Whenever possible, we make guest feedback, fault records, room requests, internal correspondence and announcements online via Fidellio programme, reducing paper consumption.



GREENHOUSE GAS

Global warming, ageing population, rapid urbanization, depleting resources, economic fluctuations and digitalisation. We are aware of the rapid change we are experiencing and the need to minimise our environmental impact, and that all these impacts are global in scale. Berlin's main objective within the scope of the global struggle against climate change is "to participate in global efforts to prevent climate change, which is a common concern of humanity, in cooperation with international parties, in the light of impartial and scientific findings, in accordance with sustainable development policies, within the framework of the principle of common but differentiated responsibilities and Berlin's special conditions." We share our corporate activities and targets with the public by setting targets in line with the objectives of our country, working together with the government, private sector, local administrations and non-governmental organisations, and striving to produce common solutions.

In order to adopt carbon offsetting and then zero carbon works, we will monitor our consumption and prefer products produced with climate-friendly methods, vehicles that use fuel efficiently, technologies with high energy efficiency class, and energies that produce less carbon. We will make green choices and incentivise all our stakeholders to make green choices and create a driving force for the growth of renewable energy supply on behalf of the company.

Titanic Hotels Berlin tCO2e greenhouse gas will be calculated and added according to the year-end consumption data.

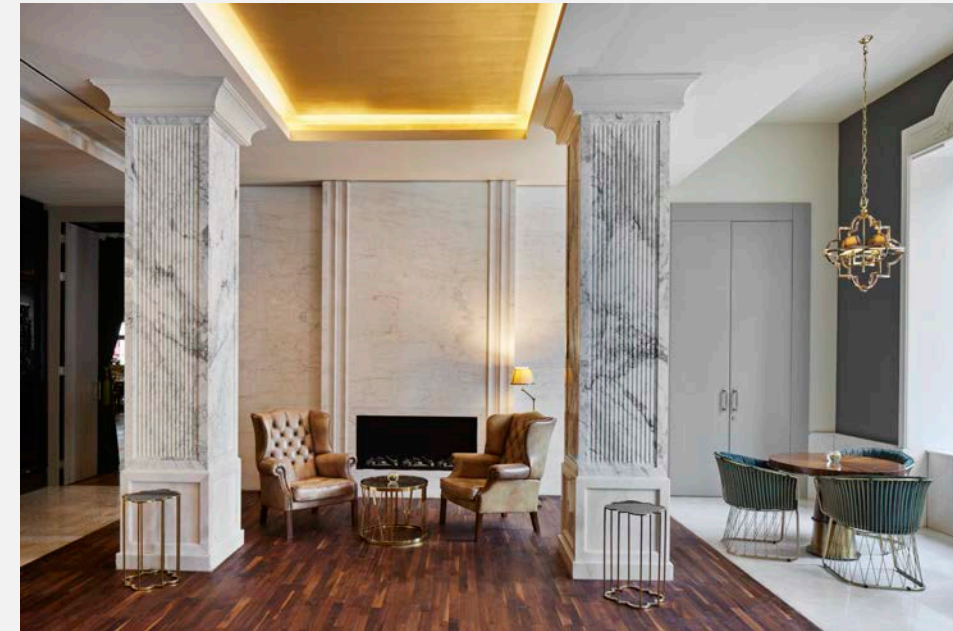
The amount of greenhouse gases generated by consumption is monitored monthly and improvements are made in line with the targets to reduce them.

As AYG Group, we are committed to realising a major step towards zero-emission electricity generation, ensuring consumption from renewable energy and neutralising carbon emissions with the Solar Power Plant Project in Burdur in 2025.



ENERGY MANAGEMENT

- ▶ Energy consumption is rigorously monitored and areas where savings can be made are identified in order to achieve ongoing overall reductions each year and reduce associated carbon emissions.
- ▶ We continue to strengthen our teams with technical services to identify the latest innovations in technology and renewable energy systems that facilitate mitigation without compromising the guest experience.
- ▶ We constantly analyse energy savings through maintenance, surveillance and monitoring, and we plan our new investment projects by focusing on energy generation and reducing the damage we cause to the environment with renewable energy sources.
- ▶ We make sure to source part of the electricity we use in our hotels from renewable energy sources and strive to increase this share in the contracts we sign each year.





WATER MANAGEMENT

- ▶ We are aware of the value of water resources. We continue to strive for an overall reduction in consumption each year. All water resources, including grey water, are properly disposed of in accordance with local legislation, without negative impact on local environments or populations.
- ▶ In the next 3 years, a project is being prepared to collect and purify rainwater and use it for garden irrigation.
- ▶ Low flow / double bowl flush bathroom fittings are used to save water.
- ▶ In the trainings given to the employees, the importance of protecting water resources and the actions to be taken to pay attention to consumption are explained and awareness is raised.
- ▶ Guests are reminded of saving measures on the info channels on room televisions and asked to contribute to water management.

CHEMICAL USE

Chemicals are used in maintenance, repair and cleaning activities in our hotel.

Every care is taken to minimise the use of chemicals as much as possible and to prevent accidental spillage. Employees who need to use chemicals are properly trained and personal protective equipment is provided.

It is ensured that all chemicals used are approved, labelled, in appropriate packages, that material safety data sheets (MSDS) are received by us, and that the trainings provided comply with MSDS data.

QUANTITY OF CHEMICAL CONSUMPTION (LT)	01.2022-12.2022
TOTAL CHEMICAL CONSUMPTION (LT)	25.448
TOTAL CHLORINE CONSUMPTION (LT)	974
PER CAPITA CONSUMPTION OF CHEMICALS (LT)	0,068

4 Hotel total consumption for 2022

In our chemical warehouses, necessary precautions have been taken against leakage, spillage, etc. that may harm the environment and storage is carried out in accordance with the regulations, the type of chemical and the manufacturer's storage instructions.

Concentrated products are preferred whenever possible. Minimum amount of chemicals are used for disinfection in all areas where automatic dosing system is possible.

We ask for the permits and licences of the drugs they use from the companies we receive service for pest control, we make sure that they are products that do not harm human health and the environment and that they are used in appropriate doses.

In order to protect food safety and human health in production areas, we utilise natural control methods such as fly catcher EFK devices.

OUR LIABILITIES

LIABILITIES TO GUESTS

Providing the most accurate and best service on time

Keeping promises made

Behaving in accordance with the rules of fairness, honesty and equality

LIABILITIES TO EMPLOYEES

Honest, fair, safe working environment where different ideas are taken into consideration

A healthy environment where personal rights are fully utilised

A working environment free from all forms of discrimination and harassment

A working environment that enables continuous self-improvement and encourages development

LIABILITIES TO PRODUCT AND SERVICE PROVIDERS

Timely fulfilment of obligations

Receiving a fair and competitive offer

Complying with Confidentiality Principles

LIABILITIES TO SHAREHOLDERS

Increasing and managing the company's assets in a way that can provide the highest return

Ensuring a sustainable growth

Being able to account to shareholders for financial statements and business results

Providing full, accurate and complete information on time

LIABILITIES TO COMPETITORS

Avoiding unfair competition

Acting in accordance with Competition Law

Conducting competition only within the legal and ethical framework

LIABILITIES TO THE SOCIETY

Being a good corporate citizen

Developing the society

Not harming the environment and natural resources

Protecting and developing the environment and natural resources

OUR GUESTS

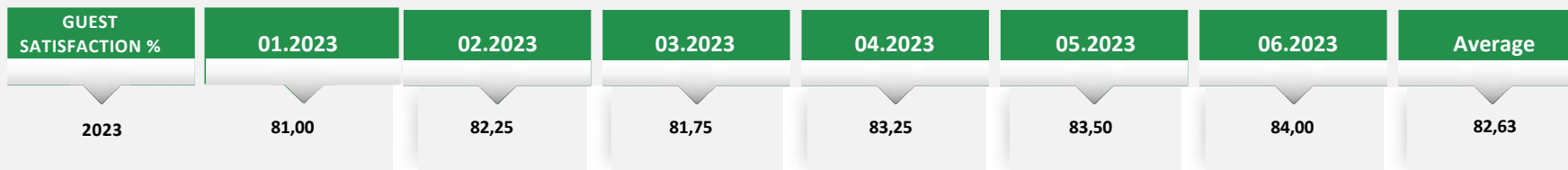
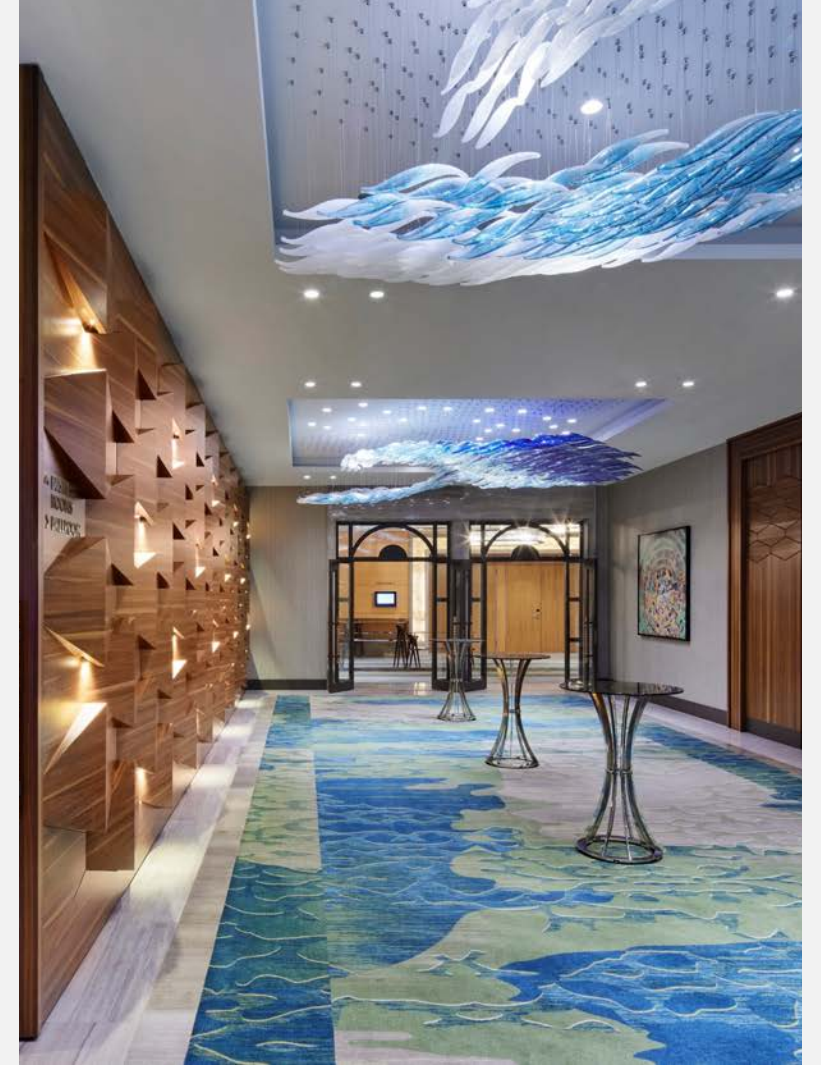
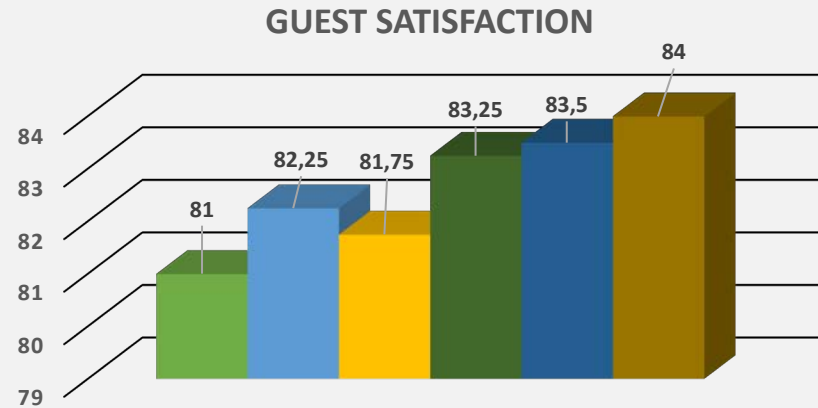
The guest experience is extremely important to our business, and we have Titanic Quality Assurance Procedures to ensure we continue to go above and beyond guest expectations before, during and after their stay.

We encourage our guests to let us know immediately if any services fall short of their expectations, so that guest satisfaction continues throughout their holiday, and they leave with an unforgettable experience to come back for more.

While preparing improvement activities and annual action plans on behalf of all departments, we plan by taking into account the demands of each guest.

We strengthen our communication with guests with the aim of managing satisfaction thanks to the "Guest Assistant" service, where we follow the needs and deficiencies of our guests for 24 hours, quickly resolve them and contribute to continuous improvement by turning complaints into opportunities.

We examine the data collected by the CRM department, which analyses the guest requests, in the presence of all department managers involved in complaint management, and resolve them in the fastest and fairest ways, by informing the guests and staff and ensuring the satisfaction of everyone.



WORKING LIFE, EQUAL OPPORTUNITIES & BUSINESS ETHICS

We care that all our employees work in a healthy, happy and safe work environment. Titanic Hotels Berlin hosts many cultures, beliefs, and different colours under the roof of Titanic Hotels Berlin under the same conditions with the large number of employees from the region where the hotel is located, as well as our colleagues working in different positions from different parts of the world.

Our Human Resources department plays a key role in ensuring that we comply with legislation relating to welfare and human rights in the workplace. Of course, all contracts, working hours, wage scales, disciplinary and complaint procedures comply with national legislation and all employees are free to join the local trade union, which provides support for disciplinary action and complaint where necessary. Our management has an open-door policy and is accessible to resolve employment issues.

A high percentage of Titanic Hotels Berlin employees are employed from the region. Not only is this important in terms of local employment, but the employees are a great source of local information for guests who have questions about the region they are holidaying in.

In the process that starts with orientation trainings during recruitment, our promises and expectations are explained to our colleagues and their competences are increased with the trainings they receive from training experts in many different fields. By providing professional development trainings as well as personal development trainings, we contribute to continuity in profession and service, decent work, economic growth and qualified education with individuals who specialise in theory as well as practice.

We prioritise in-house employees in internal promotions in line with the "Promotion Instruction", taking into account the potential and competencies of the people, we provide support in the areas where they are deficient and contribute to their training and ensure their promotion. In internal promotions, we contribute to equality of opportunity by prioritising candidates from groups at risk of discrimination if all other qualifications are the same. In our activities, which are managed by a team of the best in their fields, focused on success, we value and respect the contribution of the experience of all age groups to the organisation and our employees, and their ideas.

We declare that the total employment rates of the residents of the region where the hotel is located will be measured and that we will contribute to the teaching of professions with post-employment trainings to increase employment rates. We help our colleagues to choose the right and happy job for them in different departments/positions within the hotel in line with their skills and development.

Every year, we aim to organise an "Employee Satisfaction Survey" in which all our employees participate, and we take into account the opinions and suggestions of our employees in our action plans that will guide our company to a better future. We come together with our employees every month to evaluate monthly performance results, celebrate the birthdays of employees who have a birthday during the month, and sustain our communication through chat meetings.

YEAR	TOTAL NUMBER OF EMPLOYEES	TOTAL WOMEN	TOTAL MEN	NUMBER OF EMPLOYEE IN LOCAL AREA	RATE OF FEMALE MANAGERS	LOCAL REGION EMPLOYEE RATE %
01.2022-12.2022	383	122	261	83	15%	22%

WORKING LIFE - EQUAL OPPORTUNITIES - BUSINESS ETHICS

Benefits we offer to our colleagues at Titanic hotels are;

Travelling expenses allowance; we aim to be able to cover a part of the transport fare they pay.

A bonus for attendance; a subsidy that is granted as a monthly bonus.

Meal entitlement; a healthy and warm meal prepared by our own chefs.

Training opportunities in different areas.

Birthday present.

Discounts on products and services from well-known suppliers.

Hotel cooperation Personights.

Within the scope of business ethics, we inform our employees about issues such as corruption, bribery, unethical incidents, fraud and misconduct during orientation training.

When they face such situations, we inform them that they can either contact us anonymously through suggestion boxes or that we will protect the confidentiality of their meetings with the Human Resources department.



OUR POLICY ON CHILD ABUSE AND PROTECTION OF VULNERABLE GROUPS

Our child abuse policy;

- ▶ The health and happiness of children is of the highest importance.
- ▶ Children's rights are for all children. It does not matter where they were born or what language they speak. No child is discriminated against because of the beliefs or opinions of their elders.
- ▶ Some children are more vulnerable because of their past experiences, level of dependency on others, communication needs or other issues.
- ▶ Working in partnership with children, young people, their parents, carers and other intermediaries is fundamental to promoting children's health and well-being.
- ▶ Efforts should be made for the individual development of children with physical and mental disabilities, including their cultural and spiritual aspects, as well as their individual development under conditions that guarantee their dignity, develop their self-confidence and facilitate their effective participation in social life.
- ▶ As Titanic Hotels Berlin, we are working to improve all these items and to ensure that our child guests, the children of our employees and the children in our region are safe and happy.

Our Policy to Protect Vulnerable Groups;

- ▶ Each of our hotels conducts a regional specific protected group and vulnerable group analysis and sets codes of conduct for employees by including protection practices in their procedures for these identified groups. In our hotel;
- ▶ By developing and implementing an effective security policy and related procedures,
- ▶ By providing effective management for employees through supervision, support and training,
- ▶ By employing staff in a safe manner after ensuring that all necessary and relevant checks have been carried out,
- ▶ Raising awareness of families through employees in order to develop local people in the places where our facilities are located, to improve their living standards, their positive attitudes towards tourists, the absence of gender-based actions-discrimination, the adoption of a helpful, hospitable approach, by working to convey that the positive contribution of being a safe city will be reflected on everyone,
- ▶ We promise to support institutions and organisations that will provide social awareness in this field, and to support the local authorities to prevent insufficient security elements (verbal harassment, physical harassment, terrorist incidents, mafia, drug dealers, theft, fraud, etc.), deserted streets and street dwellers around the hotel, historical cultural places or places to visit in the city.

COMMUNICATION WITH OUR STAKEHOLDERS

Efforts should be made for the individual development of children with physical and mental disabilities, including their cultural and spiritual aspects, as well as their individual development under conditions that guarantee their dignity, develop their self-confidence and facilitate their effective participation in social life.

As Titanic Hotels Berlin, we are working to improve all these items and to ensure that our child guests, the children of our employees and the children in our region are safe and happy.

Stakeholder Group	Priority Issue	Communication Methods	Relevant Stakeholder's Advice Mechanism
Our Employees	Guest Orientation, Fight Against Pollution, Focusing on People, Business Ethics, Employee Rights and Satisfaction, Transparent Management, Digitalisation and Information Security, Quality Education, Prevention of Waste, Circular Economy Awareness	Meetings, surveys, monthly reward meetings, internal announcements, special day meetings, volunteer-based sustainability team activities	Human Resources Department Open door policy, E-mail, telephone, surveys, Human Resources Wish-suggestion-complaint boxes, Employee Representatives
Our Guests	Fighting climate change and supporting low carbon economy, Resources-awareness of future generations, Sustainability of tourism, Sustainability of hotels, ESG and Risk Management, Digitalisation and Information Security	Instant feedback via Guest Assistant, Social media, E-mail, Telephone, Corporate website,	Via guest assistant, E-mail, telephone, surveys, social media accounts, travel platforms
Agencies	Fighting climate change and supporting low carbon economy, Sustainability of tourism, Sustainability of hotels, ESG and Risk Management, Digitalisation and Information Security	E-mail, telephone, online meetings, site visits, agency visits, contracts	E-mail, telephone, online meetings, site visits, agency visits
Suppliers	Responsible Procurement Specifications, fighting climate change and supporting low carbon economy, business ethics, digitalisation and information security, risk management	Telephone, E-mail, Supplier visits-inspections, meetings, discussions on supplier evaluation reports	E-mail, telephone, online meetings, site visits, supplier visits
Public Organisations	Quality Education, Resources-awareness of future generations, Decent work and economic growth, Sustainable cities and Communities, Protection of cultural heritage	Audits, telephone, e-mail, visits to institutions	E-mail, telephone, online meetings, site visits
Sectoral Groups	Fighting climate change and supporting low carbon economy, Quality Education, Sustainable cities and communities	E-mail, telephone, online meetings, facility visits, visits to contracted institutions, audits	E-mail, telephone, online meetings, site visits
Students	Qualified Education, Employee Rights and Satisfaction, Transparent Management, Digitalisation and Information Security, Resources-Awareness of Future Generations	E-mail, telephone, online meetings, university visits, hotel meetings	E-mail, telephone, online meetings, plant visits, fairs, career days
Local Communities	Sustainable cities and communities, Focusing on people, Regional community cooperation and satisfaction, Quality education, Healthy and quality life, Protection of cultural heritage	Open door policy of hotels, E-mail, telephone, visits, meeting days through Mukhtars, career days	Open door policy of hotels, E-mail, telephone, visits, meeting days through Mukhtars, career days
Press	Sustainable cities and communities, Focusing on people, Regional community cooperation and satisfaction, Quality education, Healthy and quality life, Protection of cultural heritage	E-mail, telephone, press interview, press conference, press conference, interview, social media accounts	E-mail, telephone, press interview, press conference, press conference, interview, social media accounts

THE TOURISM OF FUTURE

The future of sustainable tourism depends as much on our actions today as on the actions of future generations. At Titanic Hotels Berlin, we want to inspire young people to see tourism as a great career option that broadens their horizons, embraces diversity, celebrates destination cultures and protects the environment so that everything we enjoy can continue to be enjoyed by others.

We aim to continuously increase the support we provide for students to improve themselves with the training they receive within the organisation while gaining experience through the employment of a high number of interns. By organising career days in high school and university tourism faculties, we contribute to webinars both in our provinces and in faculties in other provinces, and we enable students to visit our hotel.

TOTAL TRAINEE EMPLOYMENT

01.2022-12.2022

3 Hours Per Person



PROCUREMENT and SUSTAINABILITY - OUR CONTRIBUTION TO LOCAL ECONOMIES

We aim to contribute to reducing the environmental impact of suppliers by making purchases as close to the facilities as possible and as long as suitable resources are available, and by reducing CO2 emissions during delivery. In Connection Contracted Purchases, Individual Collective Material and Service Purchases and Retail Material and Service Purchases, when selecting materials; fuels, chemicals, pesticides, vehicles and equipment that consume all kinds of fossil fuels, electrical appliances, appliances containing refrigerant gas, noise source appliances, consumables, plastic materials and construction materials are environmentally sensitive, have the necessary permits and certificates, and energy efficiency classes are taken into consideration. The products to be purchased at Titanic Hotels Berlin are prioritised with the following features;

- Made from recycled product or recyclable
- Sustainably produced or sourced from sustainable sources
- Having Fair Trade / Organic / FSC / MSC etc. certificates
- Delivered with less packaging
- Energy and water saving
- Environmentally sustainable
- Traceable ones
- Suppliers in close regions

In order to ensure that living cultural heritage and traditions are evident not only in the kitchen, but also in furniture, decoration, stores, events and other services, we are reviewing procurement and contract processes, and we aim to increase our local procurement rate with the work we have initiated to measure and manage purchases from the region and to identify local vendors in the market in order to increase it, and with the personnel we have assigned.



LOCAL ENVIRONMENTAL PROTECTION AND CULTURAL HERITAGE

Due to the rapid population growth, it is predicted that in the coming decades, the current population growth process will be experienced more rapidly and intensively, and cities will face very important transformations, especially environmental and cultural losses will be experienced, and cultural heritage will be threatened by this process. Therefore, new policies and strategic decisions need to be made that allow for the protection of cultural and natural heritage. As Titanic Hotels Berlin, it is important for us to ensure the continuity of our past, history, scientific and cultural accumulation.

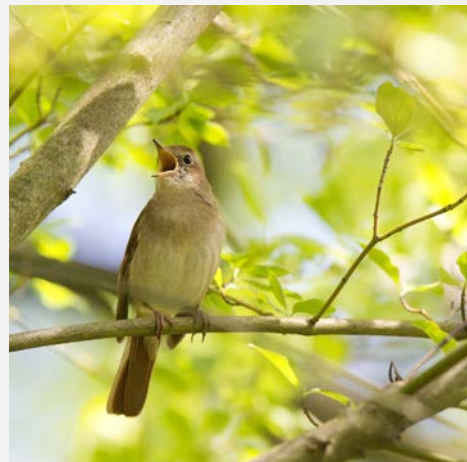
The success of our destinations is directly related to the culture, traditions and people that shape and inhabit our regions. Respecting and valuing these social aspects and contributing to their learning by our colleagues and guests are among our priorities. We want the whole population to benefit from the benefits that tourism brings to the destination. For this purpose, we share regional information through our website, info channels and Guest Relations employees in order to introduce our cultural heritage to all our guests.



OUR POLICY FOR THE PROTECTION OF BIODIVERSITY, NATURAL LIFE AND WILDLIFE

Future generations have the right to know living species. We understand the vital and socio-economic value and importance of biological diversity with a healthy environment, healthy animal, healthy human approach between ecosystem destruction, climate change and disaster risk, and we commit to work to ensure the protection of biological diversity. In order to support ecosystem services, we take responsibilities to contribute to habitat creation, soil formation, nutrient cycling and water cycling, and to provide cultural support, we plan to contribute to recreational and aesthetic values, educational and inspirational values, moral and spiritual values, science and education.

In order to restore fish stocks as soon as possible in order to protect aquatic life, or at least to bring them to levels that will provide the maximum sustainable product according to their biological characteristics, we show our sensitivity in the audits and purchases of our suppliers in order to effectively regulate fish harvesting, to end overfishing, illegal, unreported and unregulated fishing and fishing practices harmful to nature and to implement science-based management plans.



OUR POLICY FOR THE PROTECTION OF BIODIVERSITY, NATURAL LIFE AND WILDLIFE

Berlin has a high diversity of species and habitats. These include remnants of the original natural landscape, such as forests, moors and near-natural rivers, as well as typical urban habitats such as meadows and rough grasslands. More efforts are needed to conserve this diversity, to strengthen these habitats and to prevent the loss of species.

The Berlin Biodiversity Strategy makes the promotion of biodiversity a task for urban society.

As Titanic Hotels, we are conducting risk analyses to raise awareness of the factors that threaten Berlin's biodiversity.

We are sharing at the monthly information letter the studies for biodiversity and endangered animals in Berlin with our employees. We aim to increase the awareness of our employees on biodiversity.

We are aware of the importance of all biodiversity together with our own area, in order to protect life on land, we plan and aim to implement practices that we can support to ensure the sustainable management of all types of forests, to end deforestation, to restore destroyed forests, to significantly increase afforestation and reforestation.

We oppose illegal hunting and trafficking of protected species of flora and fauna, take action and address the issue of supply and demand of illegal wildlife products, reduce the impact of invasive alien species on terrestrial and marine ecosystems by 2025, we commit to institutionally support efforts to combat illegal hunting and trafficking of protected species, including by taking measures to prevent their spread and control or eradicate higher priority endangered species, and by enhancing the capacity of local communities to have sustainable livelihoods.

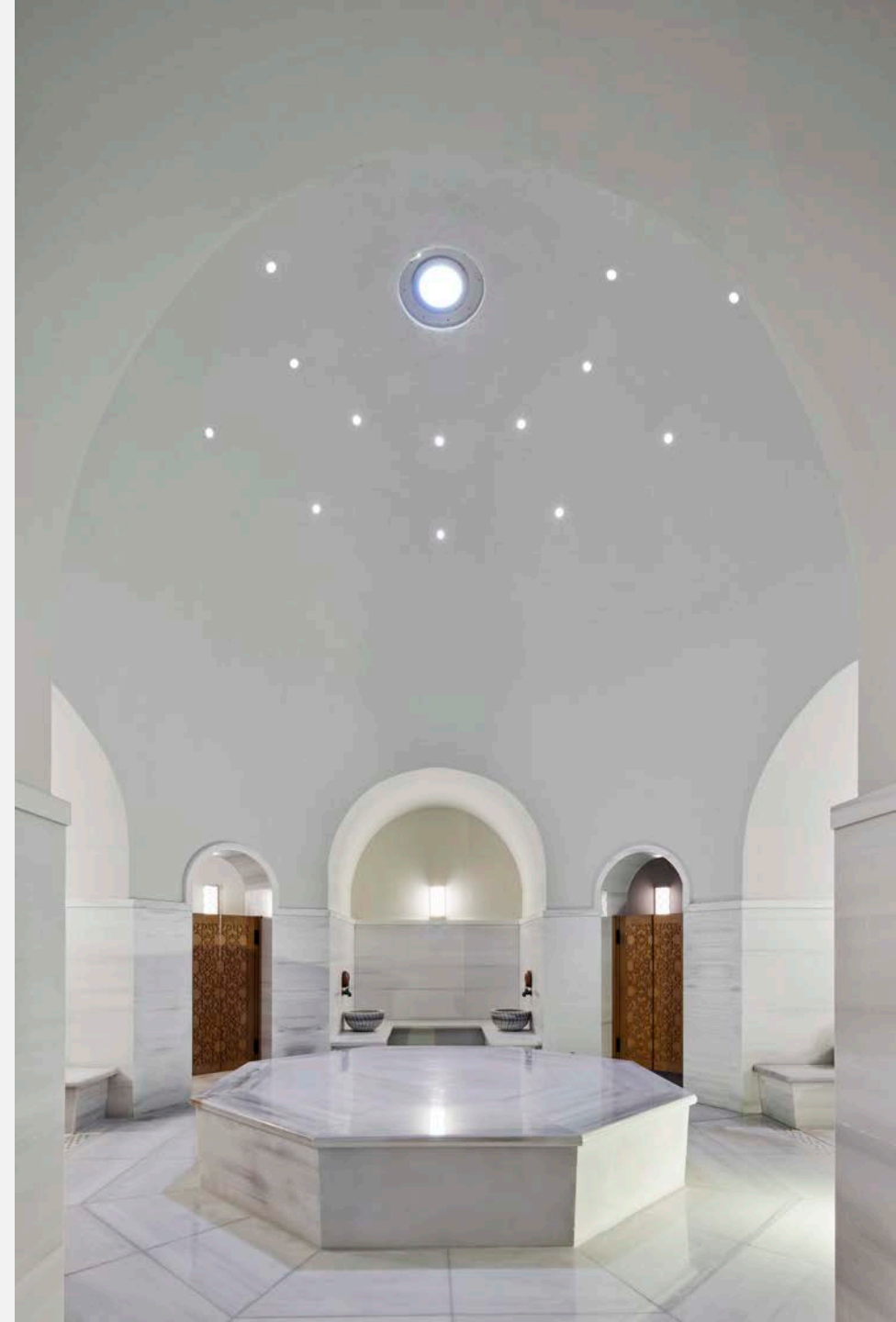


RISK MANAGEMENT

While producing responsible investments that generate added value, the identification and management of risks covering all the issues affected by our activities is one of our top priorities. We aim to create an effective control environment by ensuring that security issues are included in the process from the very beginning, from the design stages of the processes, with the awareness that failure to manage risks well may create financial, operational risks and/or reputational risks.

We create annual internal audit plans and submit audit contents that can identify operational risks, financial risks, reputational risks and strategic risks for the approval of the board of directors. In addition to the audits specified in the annual internal audit plan, we also include examination, research or consultancy activities on the subjects required by senior management or hotel management within the scope of the audit year.

While we audit compliance with legal regulations, employee and guest health and safety, information security, water safety, fire safety, accounting accounts for anti-corruption, we plan to examine the issues concerning the welfare of the people of the region and stakeholders within the scope of internal audit activities and report improvements in our new audit plans. We endeavour to identify and monitor our impacts on soil, air, water, people, natural vegetation, biodiversity, local businesses and to improve areas where we see risks. At the same time, we want to be able to identify sensitive business lines that may adversely affect society, to improve these business lines, to take measures to address and mitigate risks correctly, to raise awareness on issues such as animal testing, betting and gambling, corruption, sex trafficking, abuse, information security breaches.



SUSTAINABILITY ASPECTS IN GOAL SETTING

ECONOMIC ASPECT

Circular, environmentally friendly, recycling economy, material purchasing management, Environmental Management System, innovative, efficient technologies, eco-design, longevity, aesthetics, prices reflecting ecological and social costs, regional and local marketing networks, intermediary-free purchasing, anti-corruption

ECOLOGICAL ASPECT

Efficient use of resources, "timely-seasonal" consumption, protection of biodiversity, ecological life cycle systems, renewable energy preferences, prevention of ecosystem degradation, reduction of pollutants, emissions, waste, climate protection



Sustainability Aspects
Considered in Goal
Setting



SOCIAL ASPECT

Improving human health, justice, equal opportunity approaches, calculating the interests of future generations, democratisation, participation of all population groups in all areas of life, identification of groups at risk of discrimination, protection efforts, decent work performance indicators

CULTURAL ASPECT

Sustainable lifestyle, holistic perception of nature, aesthetic perception of sustainable development, local cultural diversity, keeping traditional knowledge alive, material culture, consumer awareness, development of local communities, cosmopolitan culture, keeping culture alive and promoted while adapting to international change, global responsibilities

TARGETS

- ▶ Increasing the Rate of Products Supplied from Local Suppliers
- ▶ Increasing the purchase of Fair Trade / Organic / FSC / MSC etc. certified products that are sustainably produced or sourced from sustainable sources
- ▶ Increasing the number of training hours per person, providing sustainability training to all employees
- ▶ Updating All Job Descriptions within the Scope of Sustainability
- ▶ To support stray animals for animal welfare in terms of Care - Chip - Vaccination and Finding a Home
- ▶ To raise awareness on the protection of endemic species by collaborating regional organisations.
- ▶ Supporting Reforestation Efforts
- ▶ Activities - Projects to Improve the Facilities for the Disabled and Facilitate Their Social Lives
- ▶ Continued cooperation with the Laughing Hearts organisations for children.
- ▶ Extending the Risk Assessment Approach - Including the Welfare of the People and Stakeholders in Internal Audit Topics
- ▶ Supporting NABU with the campaigns for more nature conservation and environmental protection in numerous projects.
- ▶ Increasing the Total Hours of Participation with Volunteers in Corporate Volunteering Activities
- ▶ Increasing our memberships and non-governmental organisations we cooperate with within the scope of sustainability
- ▶ Increasing the Use of Recycled, Recyclable Products - New Purchase Contracts
- ▶ Monitoring energy, water, natural gas and chemical consumption monthly and carrying out improvement works to reduce consumption





TITANIC

HOTELS

BERLIN

THANK YOU

E-Mail:

Phone: