



ERESIN HOTELS



**Our Sustainable
Tourism Policies
&
Activity Report**



ERESIN HOTELS

Our Sustainable Tourism Policy

WE CARE ABOUT OUR NATURE AND FUTURE

1. Systematically assessing the environmental risks arising from our activities. evaluation and management.
2. Compliance and follow-up of all applicable legal requirements.
3. Environmental, social, cultural, economic, quality, human rights, health, safety issues are at the forefront to continue its activities.
4. The use of electricity, water, natural gas, paper due to the operational services of the facility Control and systematic management of internal environmental impacts such as consumption and CO2 emissions.
5. Developing the products and services of the facility from the perspective of sustainable hotel management, financing of renewable energy, energy efficiency and environmental investments,
6. Continuity of all business employees and stakeholders on sustainability issues awareness of these issues by providing information and active participation in the processes. increasing.
7. Implementation of energy-saving systems without sacrificing service quality.
8. Awareness of both tourists and staff about environmental approaches provision.
9. Avoiding all activities that adversely affect the natural environment.
10. Within the scope of its activities, the welfare of the local community, the quality of employment, social equality, visitor satisfaction, local control, cultural richness, physical integrity, biodiversity, resource. Showing sensitivity to efficiency and environmental cleanliness issues.
11. Sustainable use of resources, reduction of excessive consumption and waste, protection of diversity (maintaining and developing natural, cultural and social diversity), involving the local community in decision-making processes and supporting the local economy, tourism It aims to provide cooperation between the industry and the public, to increase the quality of tourism products through personnel training and to environmentally sensitive marketing.



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12. It is our goal to include more environmental-oriented, future-oriented measures.
13. To be sensitive and prioritized in research and development on systems that save water and energy, reduce solid waste, implement recycling and reuse programs, develop sustainable environmental regulations and economical solutions.
14. Our goal is to provide maximum benefit by planning the necessary information, human resources and financial resources for energy management.
15. We evaluate the emergencies that may arise regarding energy risks, determine the measures to be taken and aim to adapt them to developments.
16. It is our goal to report the energy management system, to share it with the relevant departments, to improve it and to keep it up-to-date.
17. The use of renewable energy sources for the future is among our plans and targets.
18. We aim to cooperate with all our stakeholders on energy management, to create total awareness and to increase the level of consciousness.
19. It is aimed to continue the hotel management activities with the periodic calculation of the carbon footprint and the principles and policy of minimizing the carbon footprint and greenhouse gas as much as possible.
20. It is aimed to ensure a balance between protection and use in the use of natural resources.
21. By minimizing the management of waste, reducing the use of natural resources and ensuring the highest possible recovery of the wastes, transforming wastes as an input to the economy, that is, sustainable waste management,
22. Our goal is to reduce the amount of waste compared to the previous year.
23. It is aimed to separate our wastes according to their source, groups and hazard classes in the most effective way.



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24. Waste management plans are updated with our environmental consultant and notifications are made within legal periods.
25. Providing the same service with the highest quality to all tourists without any discrimination
26. We support the protection and accessibility of local resources and opportunities.
27. It ensures the protection of local culture and traditions; discriminatory activities related to opinions, ethnic origin beliefs and vulnerable groups are not allowed. We know that all of our employees and guests, who are our guests, contribute to regional development with their different cultures and that hospitality should be shown.
28. Local characteristics, needs and sensitivities of the local people are taken into account in the decisions to be taken.
29. We support the preservation of historical and archaeological artifacts.
30. It works in cooperation and solidarity with the local people in order to preserve the natural texture and preserve the historical and cultural assets.
31. It supports the promotion of food, activities, culture and traditions of the region to which the facility belongs. Religious, historical places, natural riches such as biodiversity. It provides training to its employees in this regard.
32. Making the best wage policies by keeping all employees equal.
33. Giving an opportunity to students who study in vocational high schools and educational institutions such as Mesem, by giving importance to education as a requirement of social responsibility and recruiting employees to the sector.
34. Our hotel is not only against any form of commercial, sexual or any other form of exploitation or harassment against children, adolescents, women, minorities and other vulnerable groups, but also does not discriminate against language, religion or race. communicated to our employees.
35. Child labor is not allowed in our facilities and the same sensitivity is expected from all our business partners.



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36. Training on child abuse and awareness for all our employees is given.

37. When there are suspicious actions regarding children, information flow is immediately provided to the management and necessary precautions are taken. If necessary, help is requested from the social support line.

38. There is no gender discrimination among our employees. Supports the participation of our women in the workforce and apply an equal pay policy.

39. Career opportunities are equal for all our employees, there is no discrimination.

40. A management approach that is open, offers equal opportunities, is transparent, fair and open to employee participation is targeted.

41. It cares about our employees working with a sense of belonging, their right to self-development and education.

We encourage its use.

42. It is important that all our employees benefit equally from the social rights, fringe benefits and awards given.

43. We aim to develop our understanding of service according to the demands of our guests, sectoral innovations and technological innovations.

44. We are open to all developments and innovations and aim to improve our current situation.

45. We aim to continue our activities with the philosophy of innovative, creative and honest competition.

46. New trends and technologies are followed. The use of digital tools is encouraged.

47. We aim to provide convenience to our employees, guests and suppliers by moving our activities to digital platforms in order to increase efficient work.

48. The use of automation, smart systems, control systems, data analysis and reporting tools is encouraged.

49. We aim to achieve sustainable growth by focusing our sales and marketing strategies on digital systems, increasing our brand awareness and sales.



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50. Since our facility is within walking distance of all touristic places, guests are recommended to walk to these places.
51. Confidentiality, integrity and accessibility of information within the scope of information security management system
information security risk assessment process to identify risks related to
We aim to ensure its implementation and to identify risk owners.
52. Our facility includes food, beverage, construction materials and consumables
prefers environmentally sustainable suppliers and products.
53. Our facility favors the use of sustainable practices and materials.
54. Our facility follows a purchasing policy that increases the use of environmentally friendly chemicals and the use of environmentally friendly chemicals.
55. Our "Zero Waste" certified facility aims to protect the environment, reduce pollution and reduce its negative effects.
56. It is aimed to educate our employees about the environment and increase their sensitivity.
57. Environmental protection and reduction of solid waste is aimed to be done as an internalized lifestyle and philosophy. As stakeholders, the participation of guests and employees is aimed.
58. To undertake to carry out all our food production and presentation processes in line with legal regulations and international standards.
59. To produce and present all food products used in the facility in accordance with food safety principles and to ensure maximum satisfaction.
60. We update and develop our food safety management system and targets, and provide the necessary resources for this.



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Purchasing Policies

In order to reduce the emission rate, as much as possible, most of the purchases are made through a single company.

When purchasing products, the corporate identity of the company is researched and environmentally sensitive companies are selected.

Paper straws, etc., without sacrificing quality, if possible. environmentally friendly products.

Companies that use paper packaging in all products are preferred.

Companies that use less plastic packaging are preferred to reduce plastic consumption.

Companies with a wide product distribution network are preferred.

The company selection criteria are re-evaluated every year according to its performance.

Buying reusable, returnable and recycled goods is preferred.

The purchase and use of consumables and disposables is tracked and managed.

Care is taken to avoid unnecessary packaging (especially plastic) by purchasing in bulk.

Eco-certified products and suppliers - especially preferred for wood, paper, fish, other foods and products from the wild.

Where certified products and suppliers are not available, the origin and methods of growth or production are taken into account.

Threatened species are not used or sold.



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Activity Report



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Activities Related to the Sustainability Management System



- In accordance with international labor standards, working hours exceeding 8 hours including breaks and 45 hours per week are recorded as overtime.
- Our wage levels increase every year according to the rate of the minimum wage, and we do not have any employees below the minimum wage.
- Trainings attended by all personnel are recorded with participant forms.
- Birthdays of all our employees are celebrated. Celebrations are made by cutting cakes on all special occasions.
- Employees are recruited on the same day, their premiums are paid on time and in full. They can benefit from their insurance in case of illness.
- There are showers, changing rooms and washbasins specially designed for our personnel within the facility. The cleanliness of these areas is monitored hourly.



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Activities Related to the Sustainability Management System

- Employee satisfaction surveys are conducted for employee satisfaction.
- As an employee complaint mechanism, it proceeds with the think-suggest method.
- Open door policy is followed.
- Staff have certificates and qualifications related to their fields.
- The trainings required by the fields in which they work are given to the personnel by the institution.
- On-the-job training is given to the personnel by the department managers after they start work, and these trainings are recorded and forwarded to the Human Resources Department. In addition, the course records of the personnel outside the company or the records of the courses they have taken inside the company are also kept in the Human Resources Department.
- All documents deemed necessary for the personnel are included in the personnel files.

All operational activities of the facility continue to operate in accordance with the criteria and laws of the municipality and the Ministry of Tourism.

- Support is received from the Occupational Health and Safety firm.
- Purchase policy favors reusable, recyclable goods.
- Avoid purchasing disposable materials by making bulk purchases.
- The wastewater of the facility is channeled to the municipality's waste water system and the water consumption is continuously monitored and tracked.



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Activities Related to the Sustainability Management System

- There is a solid waste management plan. The daily amount of solid waste is measured and monitored. Wastes such as paper, plastic and batteries are stored separately and evaluated. Waste batteries are separated and given to the relevant institution. Other plastic and paper wastes are delivered to municipal officials. Separate recycling bins are used in all offices and public spaces.
- As our location is within walking distance of all touristic places, our guests are recommended to walk to these places.
- Aerators are used in faucets to save money.
- It is used in the system by supplying and purifying water from local sources from outside.
- Garden irrigation is done on the terrace with a drip system. (30 minutes with timer at 02:00 and 02:30 at night)
- All energy used is monitored and managed. The amount of energy used per room is calculated and tracked. There is an Energy saving system in the rooms to minimize the amount used. In addition, the bulbs used are the ones that consume the least energy but provide more powerful lighting.
- Energy is saved by using the external lighting timer. There is also double glazing system to prevent heat loss. Goods with the least energy consumption are purchased in all device purchases. Moreover, energy saving is achieved with the central heating system.
- The comments of all our guests staying at our facility and receiving service are extremely valuable for their experiences. This issue is approached sensitively. All data are evaluated, problematic points are shared with the relevant department managers and action is taken. Regarding the issue, a program called Guestflip was purchased and followed up on a daily basis. Guests are answered as soon as possible.



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Activities Related to the Sustainability Management System

- QR coded images are shared in our rooms and public places and guest experiences are monitored.

- All data is recorded and stored in digital environment.

Our facility is planned to the finest detail with its horizontal architecture and was built to meet all needs.

- Our public spaces are surrounded by ancient historical finds from the Hellenistic, Roman, Byzantine and Ottoman periods. The remains of the ancient cistern in the lobby are many historical artifacts dating back to the 2nd and 3rd centuries BC and the 5th and 6th centuries AD, replicas of the Iznik tile collection, the originals of which were exhibited in the British Museum in London between 1400-1500, and the valuable Turkish artist Gültekin Çizgen. With a picture gallery consisting of 168 pieces reflecting the Byzantine and Ottoman period lifestyles of the Ottoman Empire, the opportunity to travel in time is offered in the fascinating atmosphere of Eresin Hotels Sultanahmet.

- Bed linen and towels are not changed unless necessary and guests are informed about this.

- Not using detergents that can produce harmful and germs in housekeeping and laundry departments.

- Working in the most efficient way by ensuring the environmental awareness of the employees.

- Use of digital questionnaires.

- A mechanism that allows water to flow with an air mixture, called "aerator", has been fitted to all taps and showers in the general areas and rooms of the hotel, thus ensuring that clean water is used 45% more efficiently.



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Activities Related to the Sustainability Management System



- Making internal reports as PDF, not paper.
- Conducting the operation by making internal correspondence as outlook.

Worn sheets and towels in the hotel are used as cleaning cloths by the Housekeeping Department employees.

- It is our preference not to print the documents on paper unless we have to.
- Using toilet paper and/or office paper from environmentally friendly papers.
- Electronic correspondence, bill, invoice portal plus, etc., which will minimize paper consumption in the administrative works of the facility. use of systems.
- Not using disposable materials (shampoo, soap, shower caps, glasses, plates, cutlery, etc.) in public showers and toilets and in common areas.
- 19 Lt bottled water systems are used in all personnel general areas.
- All energy expense reports are reported daily / monthly (Water, Electricity, Natural Gas) and evaluated.



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Sera gazı ve Karbon Ayak İzi Azaltma Faaliyetlerimiz



TRANSPORTATION

The fact that our hotel is close to the central location and is close to all transportation means makes it reasonable for employees to use public transportation (Bus, Tram, Metrobus, etc.). The number of people who come to work with their private vehicles is very small. This is an advantage in terms of reducing the damage to personal health and nature. Employees residing in the same place prefer to travel together, even if they come by private vehicle.



ENERGY-SAVING

It contributes to the energy and fuel savings that are spent until it reaches the end consumer with the choice of purchasing local food.



ELECTRONIC PURCHASE & CONSUMPTION

The purchasing department purchases the electronic products it will purchase only in proportion to its needs. In order to prevent wastage in food purchases, it takes precautions against the risk of spoilage, rot and waste by making enough purchases.





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- Supports recycling and reuse by separating paper, glass and plastic wastes on site.
- It gives importance to the landscape of the garden and terrace and protects the green.
- Prefers natural cleaning products.
- All electronic products continue to be used until they fail.
- Unnecessary and unnecessary purchases are not made.
- Takes care to turn off unused lights and acts sensitively.
- Bulk purchases are made in purchases.
- There is a revolving door to prevent heat loss.
- Displaying all menus as QR





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The front of the building and terrace of our facility are equipped with various pine, magnolia, hornbeam and flame trees.



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Consumption of 19 liter carboy supported juice and beverage machines instead of single drinks drinks



We save by using less resources with the multi-purpose coffee machine



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Saving energy with natural lighting

- **Breakfast Room**
- **Ballroom**
- **Administrative Offices**



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Sürdürülebilir Turizm Politikamız

DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

We protect our history, cultural heritage and art from the Hellenistic, Roman, Byzantine and Ottoman periods.





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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ



**Our employees were given training
on environment, zero waste and
sustainable tourism.**



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SCHOOL COLLABORATION PROTOCOL



A protocol was signed between Eresin Hotels and the Ministry of National Education in 2022. With this protocol, with students studying in the field; It is aimed to train qualified manpower for the tourism sector and to contribute to the field qualifications of teachers. Within the scope of the protocol, students; Internship and job opportunities are provided. In 2022, cooperation is made with the following schools within the scope of the School Cooperation Protocol.

- SİYAVUSPAŞA VOCATIONAL AND TECHNICAL ANATOLIAN HIGH SCHOOL
- ESENLER İBRAHİM TURHAN VOCATIONAL AND TECHNICAL ANATOLIAN HIGH SCHOOL
- GALATA VOCATIONAL AND TECHNICAL ANATOLIAN HIGH SCHOOL

In this context, 3 people are employed as interns.

In addition, flexible working opportunities were offered to Istanbul University / Cerrahpaşa University 4-year and 2-year Tourism Management students, and job opportunities were offered in the Front Office department on a permanent basis.



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Employment Report



Our facility continues its activities by employing 18 permanent staff and 2 interns.

There is a workforce distribution of

- 15 men and 5 women.
- 5 people continue their working life after retirement.
- We do not have disabled staff.

88% of our employees reside in the districts around Sultanahmet where they can come with a single vehicle. 12% of our employees live in relatively more distant districts.



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SPONSORSHIP

İstanbul Bach Concerts- 2006

TEDx Talks - 2016

IF Istanbul - 2016

**17. National People Management
Association -2017**

İstanbul Resitals - 2019

Contemporary İstanbul - 2022

Nina Dans Show - 2022

Show of Hands Festival -2023



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OUR GOALS

Increasing guest satisfaction rates in 2024

To increase the satisfaction and efficient work of our employees.

Increasing the employment rate of women, disabled and youth.

5% reduction in water consumption

5% reduction in electricity consumption

5% reduction in natural gas consumption

Reducing color and black-and-white output

Allowing more trainees

Increasing the activities offered to our employees



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From Past to Present Our Energy Consumption

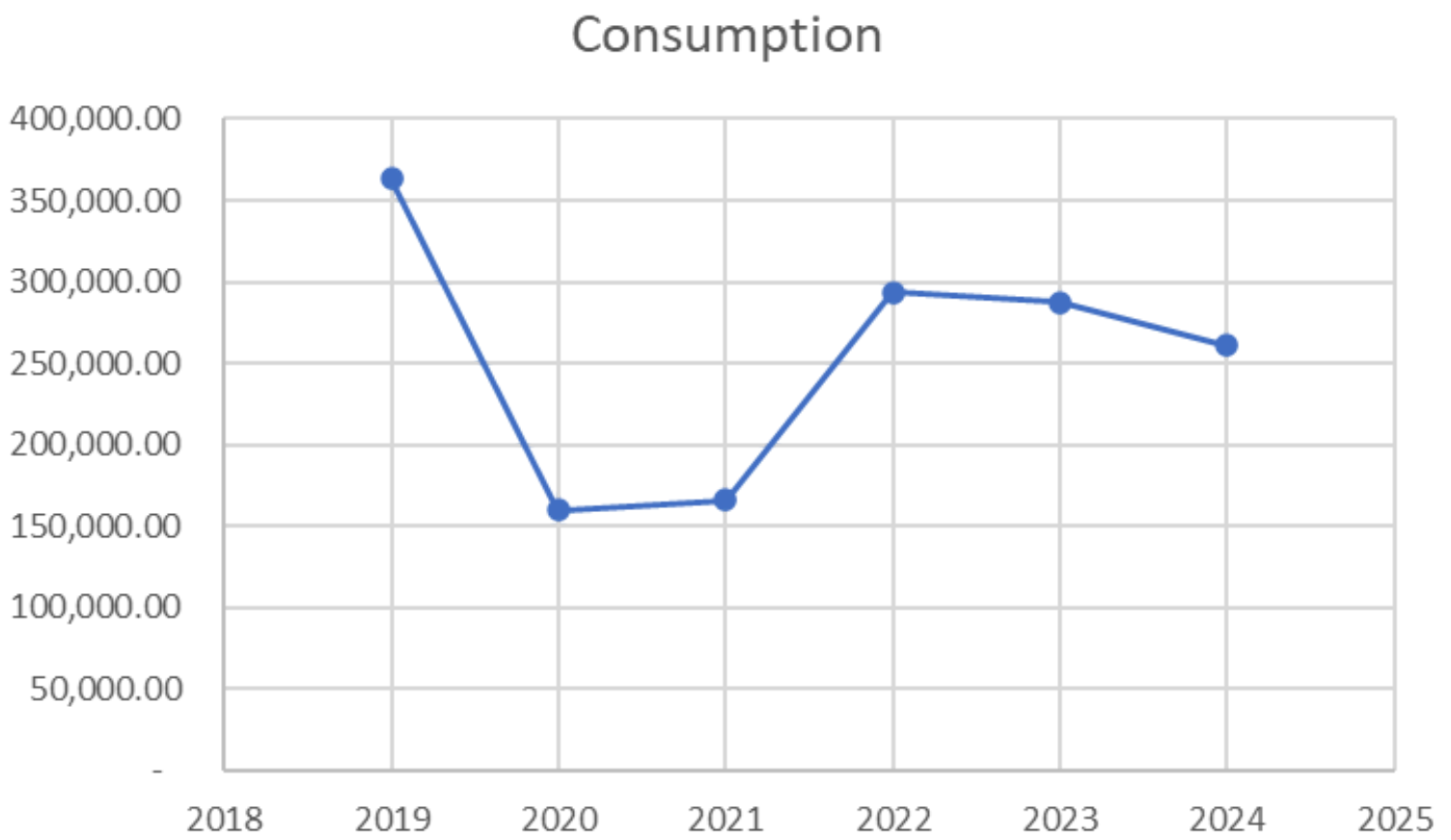




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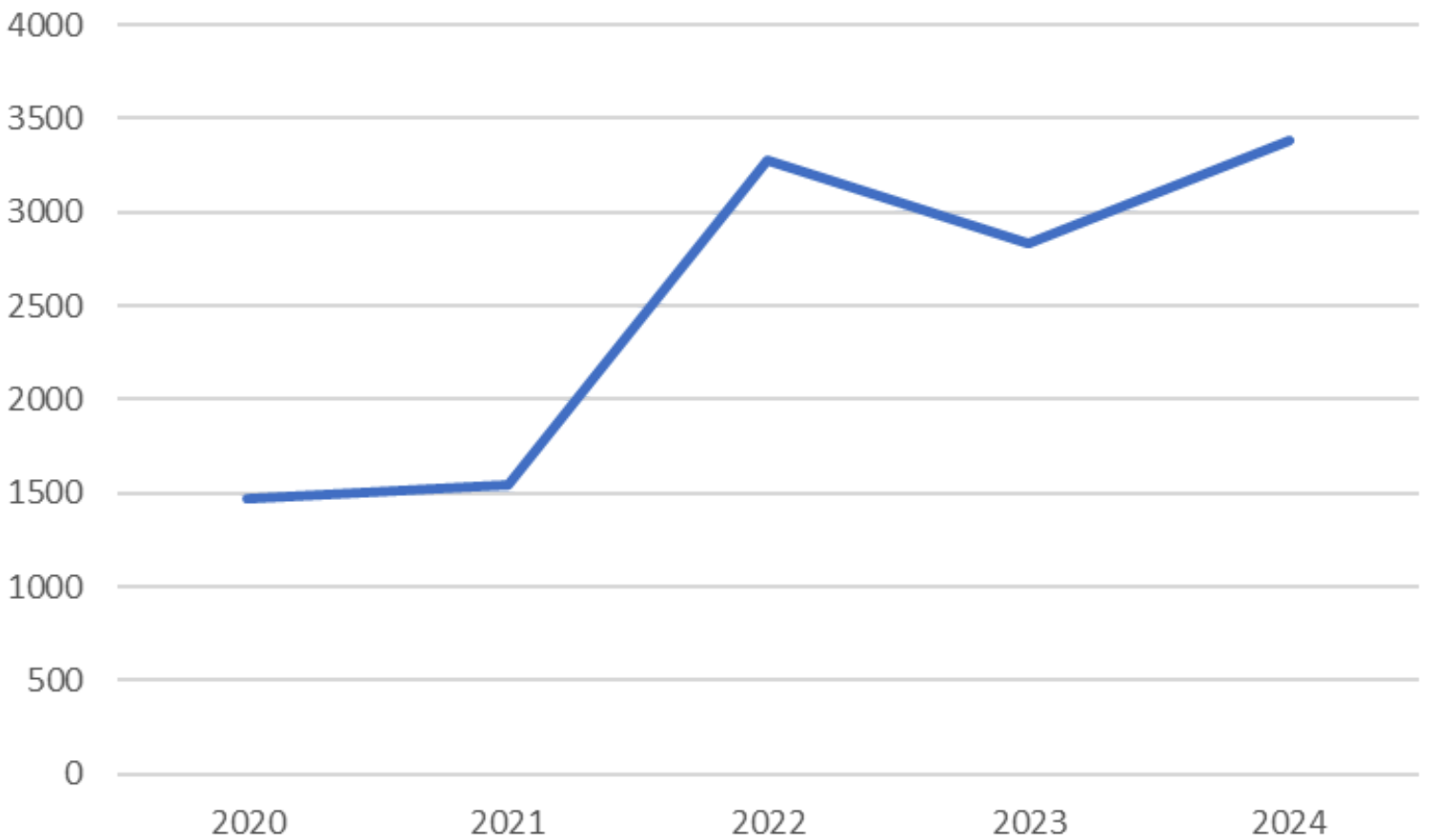
Annual Electricity Consumption



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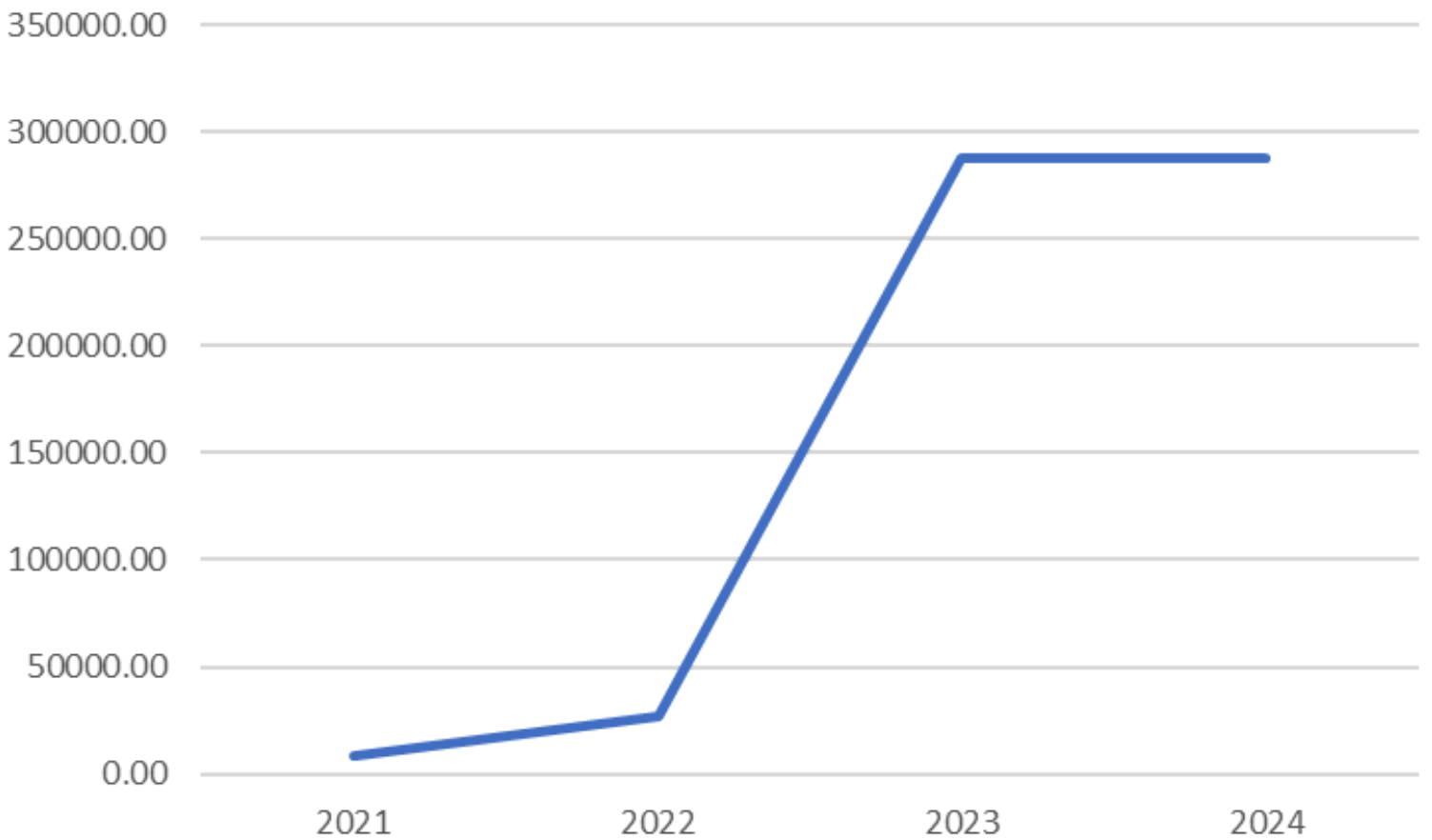
Annual Water Consumption



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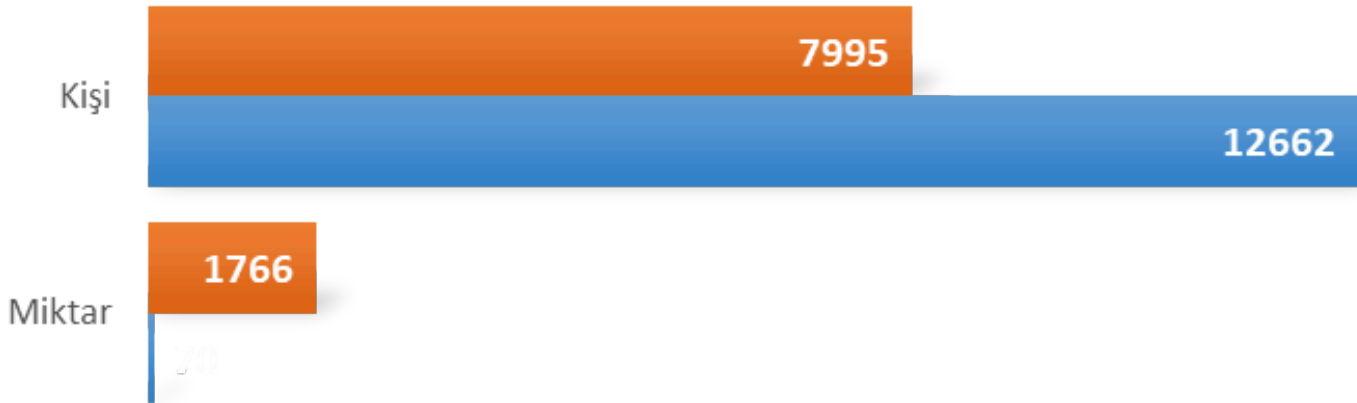
Annual Natural Gas Consumption



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2022-2023 WASTE RATE



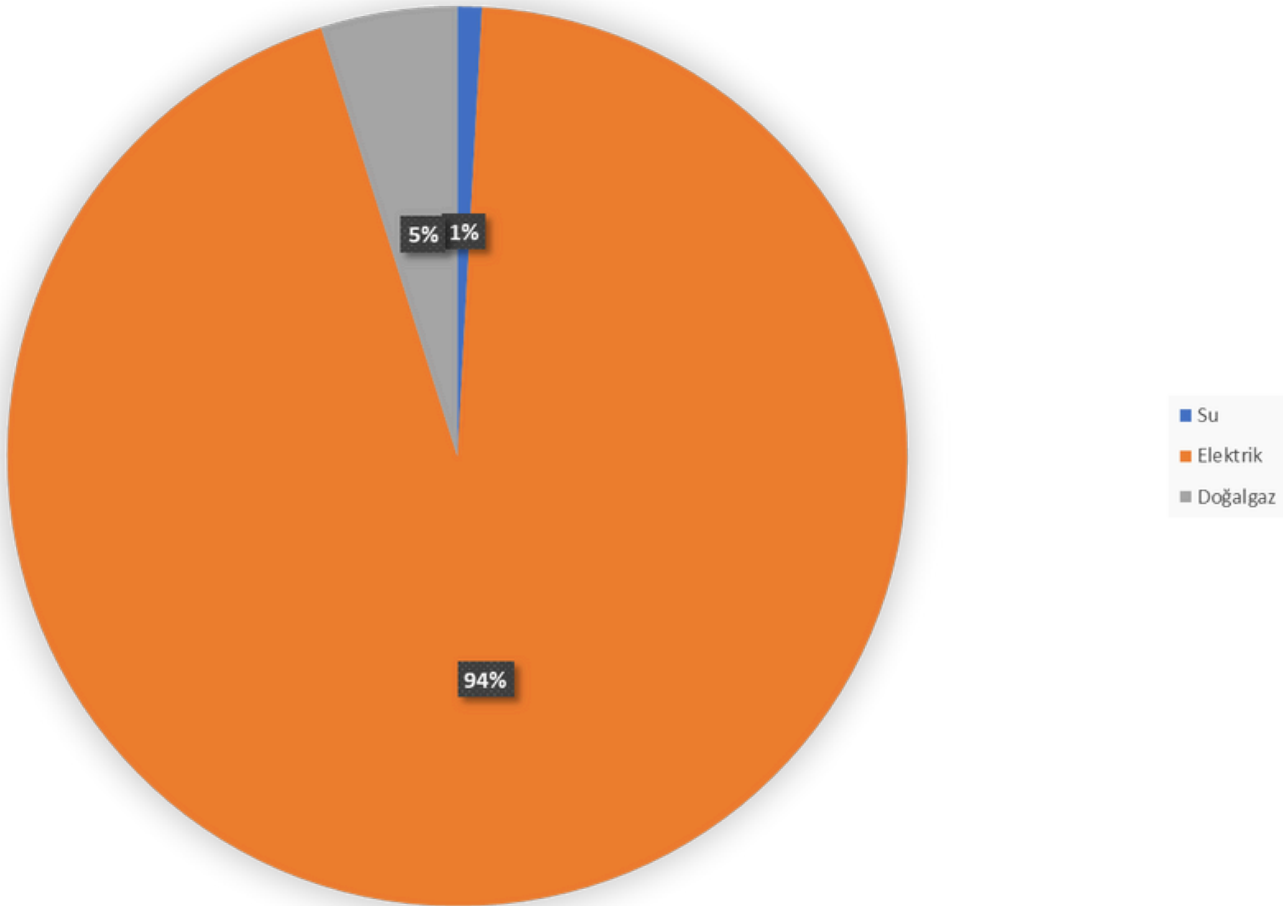
2023-2024 WASTE RATE



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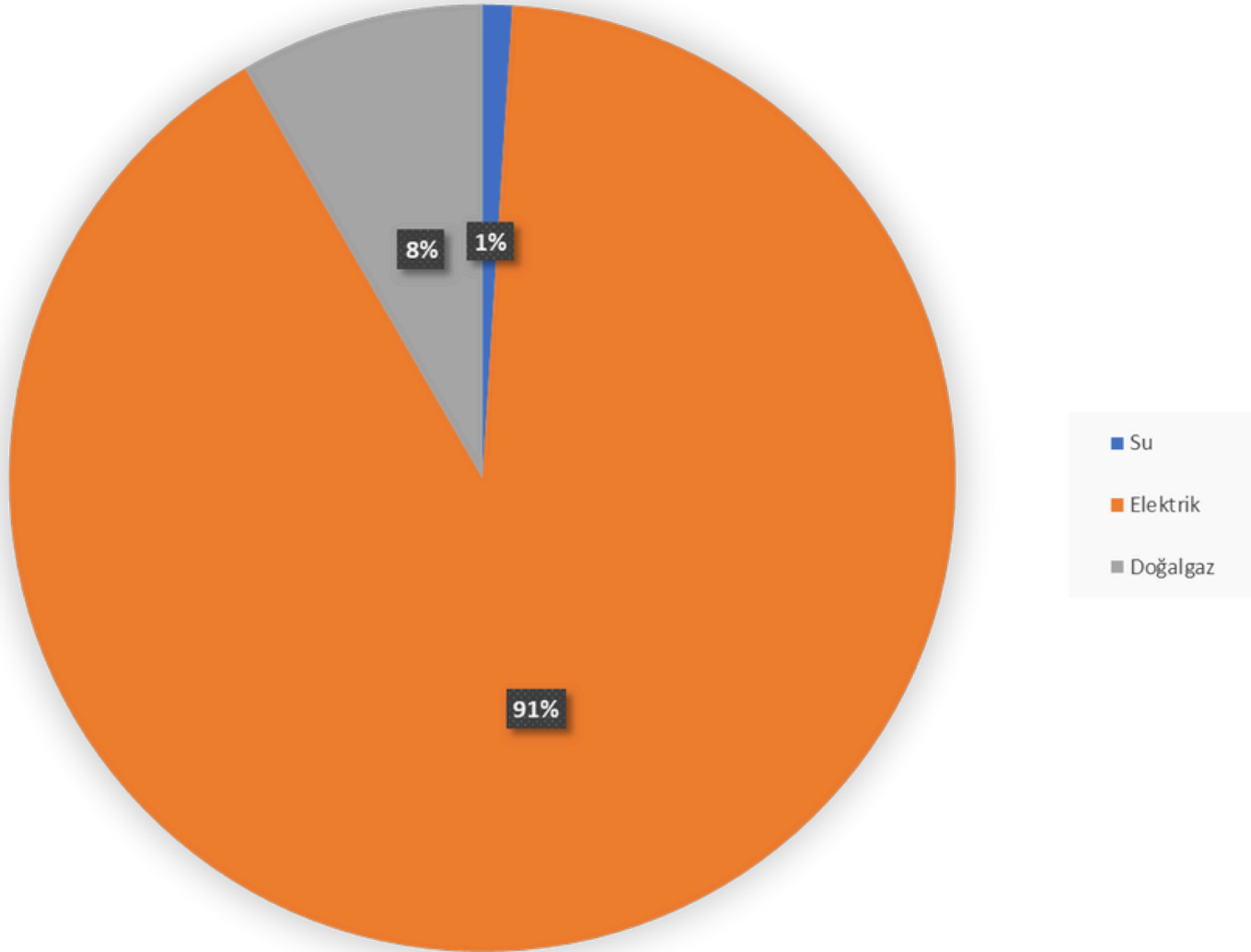
**2021
ENERGY EXPENSE SHARES**



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2022

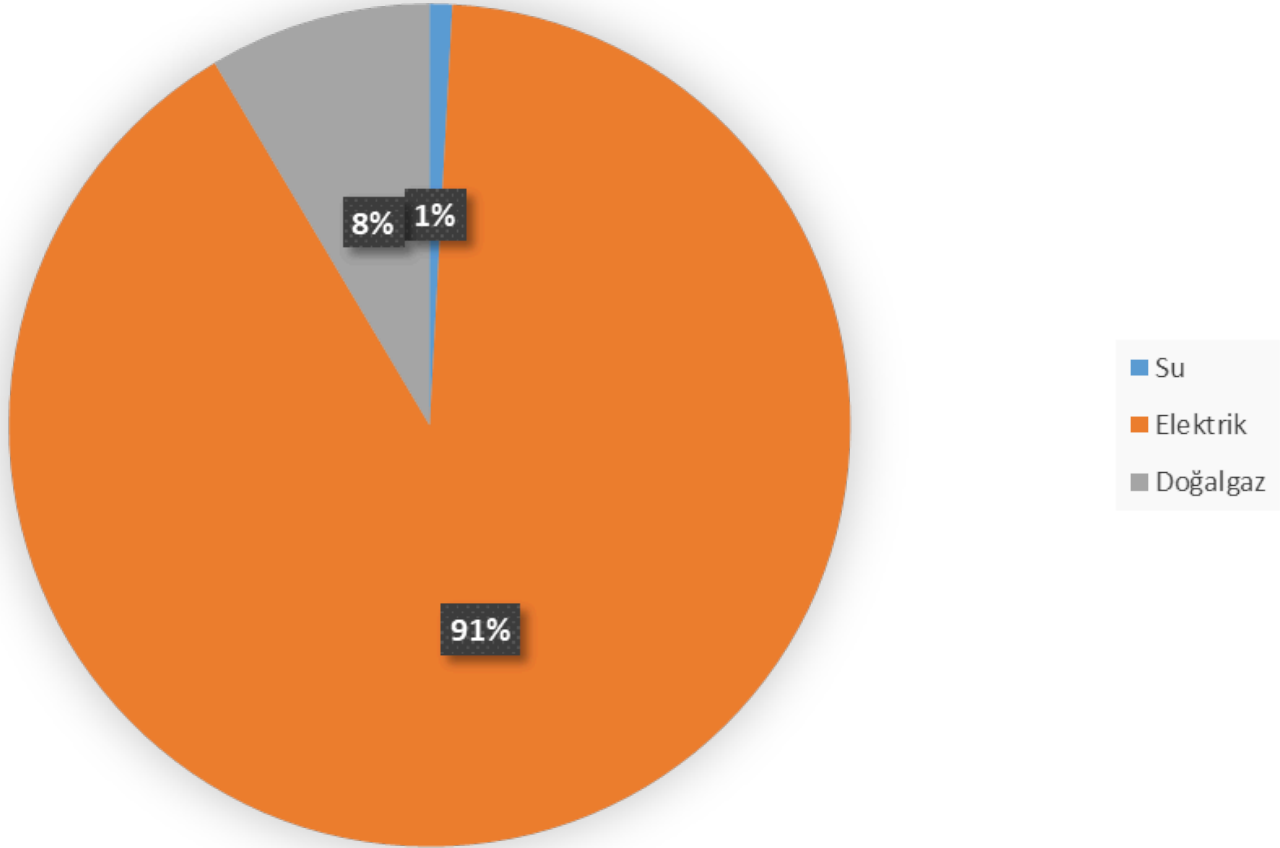
ENERGY EXPENSE SHARES



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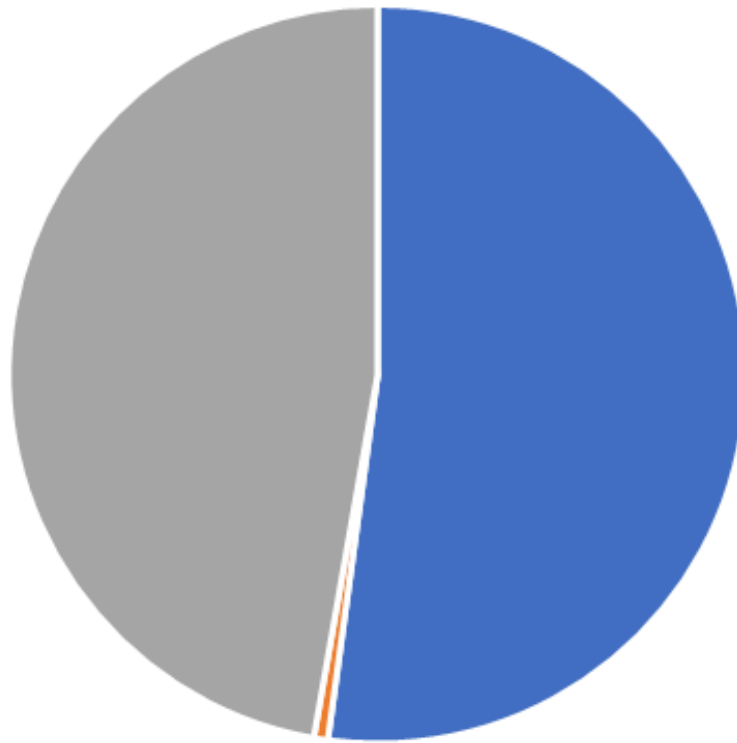
2023 ENERGY EXPENSE SHARES



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■ Doğalgaz ■ Su ■ Elektrik

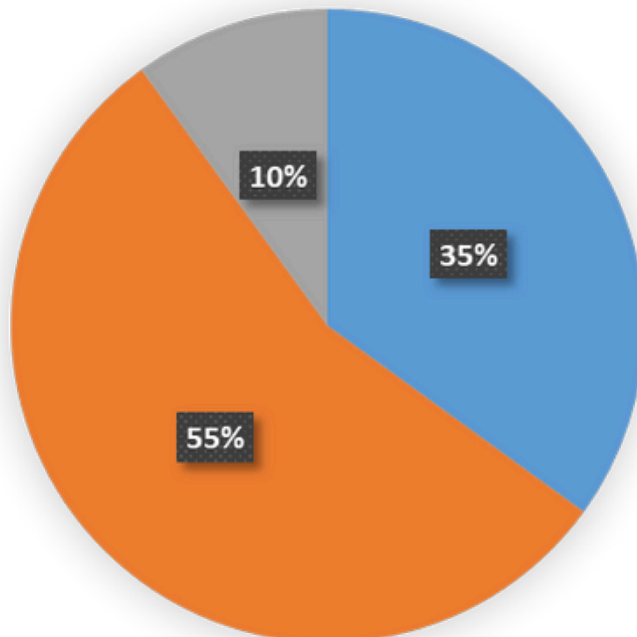
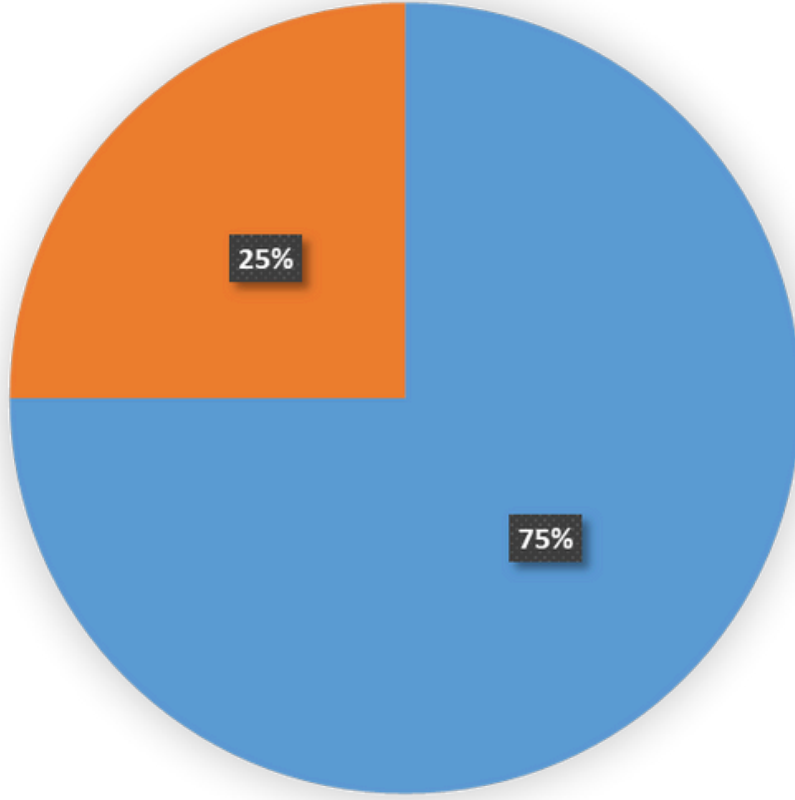
2024 ENERGY EXPENSE SHARES



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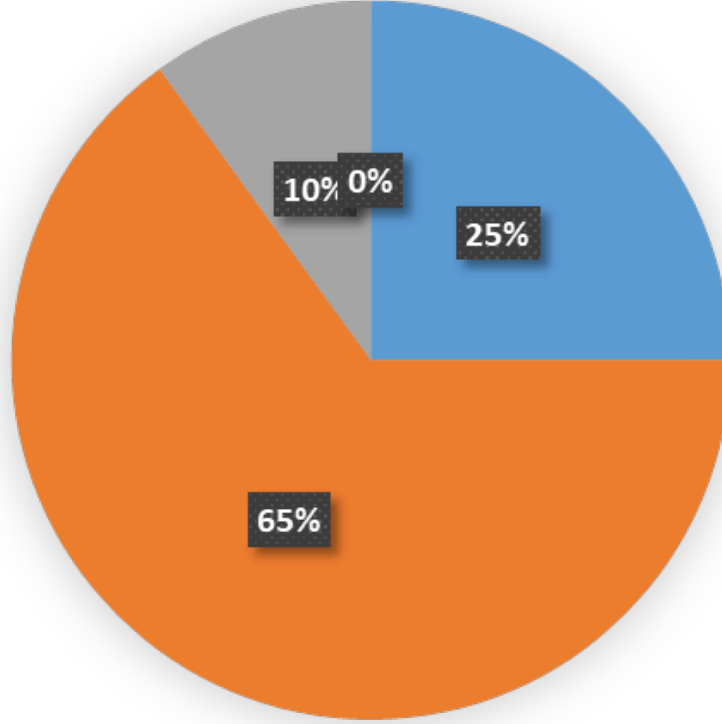




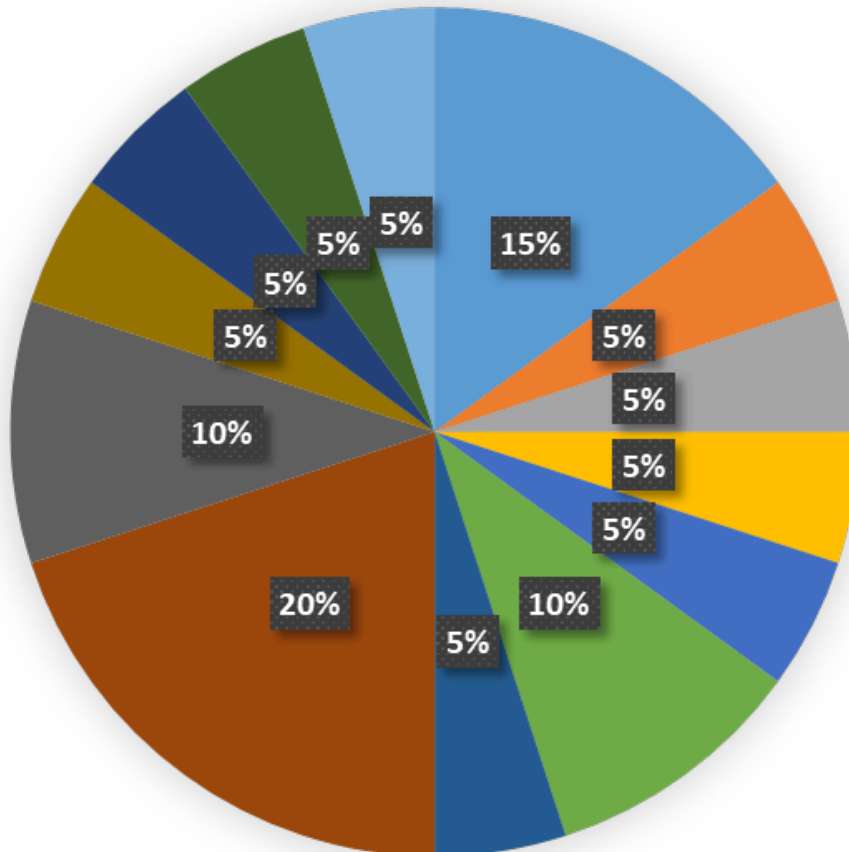
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- EMEKLİ
- 4-A ÇALIŞAN
- STAJYER
- ENGELLİ



- ESENLER
- BAKIRKÖY
- MEDİCİYEKÖY
- ÜSKÜDAR
- GÜNGÖREN
- EYÜPSULTAN
- BAYRAMPAŞA
- FATİH
- ŞİŞLİ
- GAZİOSMANPAŞA
- KAĞITHANE
- ÜMRANİYE
- ZEYTİNBURNU