



ERESIN HOTELS



**Sürdürülebilir Turizm
Politikalarımız
&
Faaliyet Raporu**



ERESIN HOTELS

Sürdürülebilir Turizm Politikamız

DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

1. Systematic assessment and management of environmental risks arising from our activities.
2. Compliance and follow-up of all applicable legal requirements.
3. Continuing its activities by prioritizing environmental, social, cultural, economic, quality, human rights, health and safety issues.
4. Control and systematic management of internal environmental impacts such as electricity, water, natural gas use, paper consumption and CO2 emissions caused by operational services of the facility.
5. Financing renewable energy, energy efficiency and environmental investments by developing the products and services of the facility from the perspective of sustainable hotel management,
6. To constantly inform all business employees and stakeholders on sustainability issues and to increase their sensitivity on these issues by ensuring their active participation in the processes.
7. Implementation of energy-saving systems without sacrificing service quality.
8. To raise awareness of both tourists and staff about environmental approaches.
9. Avoiding all activities that adversely affect the natural environment.
10. To show sensitivity to the welfare of the local community, employment quality, social equality, visitor satisfaction, local control, cultural wealth, physical integrity, biodiversity, resource efficiency and environmental cleanliness within the scope of its activities.
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 economic 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 and constantly update it.
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. All our employees are trained on child abuse and awareness about the issue.
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. It supports the participation of our women in the workforce and applies 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. We care about our employees working with a sense of belonging and encourage them to use their right to self-development and education.
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. We aim to ensure the implementation of the information security risk assessment process in order to identify the risks related to the loss of confidentiality, integrity and accessibility of the information within the scope of the information security management system, and to identify the risk owners.

52. Our facility chooses environmentally sustainable suppliers and products, including food, beverage, building materials and consumables.

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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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Satınalma Politikalarımız

Emisyon oranını düşürmek için mümkün olduğunca alımların çoğunu tek firma üzerinden yapılır.

Ürün alırken firmanın kurumsal kimliği araştırılıp çevreye duyarlı firmalar seçilir.

İmkanlar dahilinde kaliteden ödün vermeden kağıt pipet vb. çevreci ürünleri seçilir.

Tüm ürünlerde kağıt ambalaj kullanan firmalar tercih sebebidir.

Plastik tüketimini azaltmak için daha az plastik ambalaj kullanan firmalar tercih edilir.

Ürün dağıtım ağı geniş olan firmaları tercih edilir.

Firma seçim kriterleri performansına göre her sene yeniden değerlendirilir.

Satın alma, yeniden kullanılabilir, iade edilebilir ve geri dönüştürülmüş malları tercih edilir.

Sarf ve tek kullanımlık ürünlerin satın alınması ve kullanımı izlenir ve yönetilir.

Toplu olarak satın alımlar yapılarak gereksiz ambalajlardan (özellikle plastikten) kaçınılma konusunda hassasiyet gösterilir.

Çevre sertifikalı ürünler ve tedarikçiler - özellikle ahşap, kağıt, balık, diğer gıdalar ve vahşi doğadan gelen ürünler açısından tercih edilir.

Sertifikalı ürünlerin ve tedarikçilerin mevcut olmadığı yerlerde, büyüme veya üretimin kökeni ve yöntemleri dikkate alınır.

Tehdit altındaki türler kullanılmaz veya satılmaz.



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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Activity Report



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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Activities Related to the Sustainability Management System

- Our facility continues its activities as a sister hotel with the 5-star Eresin Topkapı Hotel located next to it (adjacent) and receives management and service support.
- Working in compliance with international labor standards, our working hours, including breaks, are recorded as 8 hours in total and over 45 hours per week 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.
- The trainings entered by all personnel are recorded with participant forms.
- All our employees are celebrated on their birthdays. Celebrations are made by cutting cakes on all special occasions.
- Employees are recruited on the same day, and 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 wash basins specially designed for our staff in the subsidiary facility. The cleanliness of these areas is monitored hourly.
- Employee satisfaction surveys are conducted for employee satisfaction.
- The employee proceeds with the think-suggest method as a complaint mechanism.
- Open door policy is followed
- Personnel have certificates and qualifications related to their fields.



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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Sustainability Management System



- 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 that he has seen abroad or the records of the courses he has seen in the company are also kept in the Human Resources Department.
- All documents required for personnel are included in their personal files.
- All operating 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 ISG company.
- The purchasing policy favors reusable, recyclable goods.
- Avoids single-use material purchases by making bulk purchases.
- The wastewater of the facility is channeled to the municipality through the wastewater system.
- Water consumption is constantly monitored and tracked.



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Sustainability Management System



- Solid waste management plan is available. Monthly solid waste amount is measured and monitored. Food, paper, plastic, battery, etc. wastes are stored separately and evaluated. Solid waste and food are regularly delivered to animal shelters. Waste batteries are separated and given to the relevant institution, tab.org. Other plastic and paper wastes are delivered to Fatih municipality officials. Separate recycling bins are used in public areas. Unused bed/base and other furniture-style items are donated to charities.
- Since our facility is very close to the tram stop, it can reach all touristic places with a single public transport. Guests are directed to public transport.
- Aerators are used in faucets to save money.
- It is used in the system by obtaining water from local sources from outside and purifying it.
- All energy used is monitored and managed. The amount of energy used per room is calculated and tracked. To minimize the amount used: There is an Energy saver system in the rooms. In addition, the bulbs used are the ones that consume the least energy but provide more powerful lighting.



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Sustainability Management System

- Energy is saved by using external lighting timers.
- There is a double glazing system to prevent heat loss.
- In all device purchases, high quality and least energy consuming goods are purchased.
- It has a central heating system.
- The comments of all our guests who stay or receive service at our facility 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 subject, a program called Guest Flip was purchased and followed up on a daily basis. Guests are answered as soon as possible.
- QR-coded images are shared in our rooms and public places, and guest experiences are monitored.
- All data is recorded and stored digitally.
- Our facility was built with a horizontal architecture and planned down to the smallest detail, to meet all needs.



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Sustainability Management System

- Our general spaces are equipped with very special antiques that reflect our Ottoman culture and tradition. All our guests are given the opportunity to see and feel the pieces of our culture. We also have an antique shop in the lobby.
- Bed linen and towels are not changed unless necessary and guests are informed about this.
- Not using detergents that can produce harmful and microbes in housekeeping and laundry departments.
- Working in the most efficient way by ensuring environmental awareness of employees
- Using digital survey forms
- Saving night audite reports published every night as PDF
- All taps and showers in the hotel rooms have been fitted with a mechanism that allows water to flow with an air mixture, called an "aerator", so that clean water is used 45% more efficiently.



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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Sustainability Management System

- Making internal reports as pdf, not paper
- Distribution of night reports as pdf instead of 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.
- We prefer not to print documents on paper unless we have to.
- Use of toilet paper and/or office paper from environmentally friendly paper
- 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, in common areas,
- 19 Lt bottled water systems are used in personnel general areas
- All energy expense reports are monitored daily / reported monthly (Water, Electricity, Natural Gas) and evaluated.



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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Greenhouse Gas and Carbon Footprint

Our Mitigation Activities



TRANSPORT

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.

Our activities to increase the QR system and reduce paper consumption





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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Doğaya yeniden can veriyoruz!

Hep birlikte umudu yeniden
yeşertebilmek için Eresin Hotels
olarak tüm çalışanlarımız adına Tema
Vakfı'nın başlattığı kampanyaya
destekte bulunuyoruz





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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

We Share Food Waste With Our Animal Friends



Sokak hayvanlarına yapmış olduğunuz
desteklerinizden dolayı Eresin Hotels Topkapı'ya
teşekkür ederiz.

Sevgi ve Saygılarımızla...

Hayvanlar Olmadan Asla Derneği Başkanı
HAYVANLAR OLMADAN
ASLA DERNEĞİ
İhsaniye Mah. Kadırga Sk. No:13
İhsaniye - Eyüpsultan / İSTANBUL
G. D. Pasa V.D. 450 109 2545



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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Hot/Cold Water Devices in Employee Public Areas We Save By Using





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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

We Register Our Environmental Awareness With Our Zero Waste Certificate

 TÜRKİYE CUMHURİYETİ
ÇEVRE, ŞEHİRCİLİK VE
İKLİM DEĞİŞİKLİĞİ BAKANLIĞI

 SIFIR
ATIK

T.C. İSTANBUL VALİLİĞİ ÇEVRE,ŞEHİRCİLİK VE İKLİM DEĞİŞİKLİĞİ İL MÜDÜRLÜĞÜ

SIFIR ATIK BELGESİ

(Temel Seviye)

Belge No: TS/34/B4/9/6 Tarih: 16/03/2023

Adı: ERESİN TURİZM İTHALAT İHRACAT İNŞAAT SANAYİ VE TİCARET ANONİM ŞİRKETİ. (EXPRESS)
Adresi: TOPKAPI Mahallesi, DULLAR ÇIKMAZI SOKAK, No: 11 -, FATİH, İSTANBUL, Türkiye
Vergi No: 3540050782
Türü: Bina/Yerleşke

12/07/2019 tarihli ve 30829 sayılı Resmi Gazete'de yayımlanarak yürürlüğe giren Sıfır Atık Yönetmeliği'nce Sıfır Atık Yönetim Sistemi'ni kurarak **Sıfır Atık Belgesi**'ni almaya hak kazanmıştır.

Hacı Mehmet GÜNER
Çevre, Şehircilik ve İklim Değişikliği İl Müdürü

E-İMZALIDIR

Belge Son Geçerlilik Tarihi:
16/03/2028

Bu belge, güvenli elektronik imza ile imzalanmıştır.



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



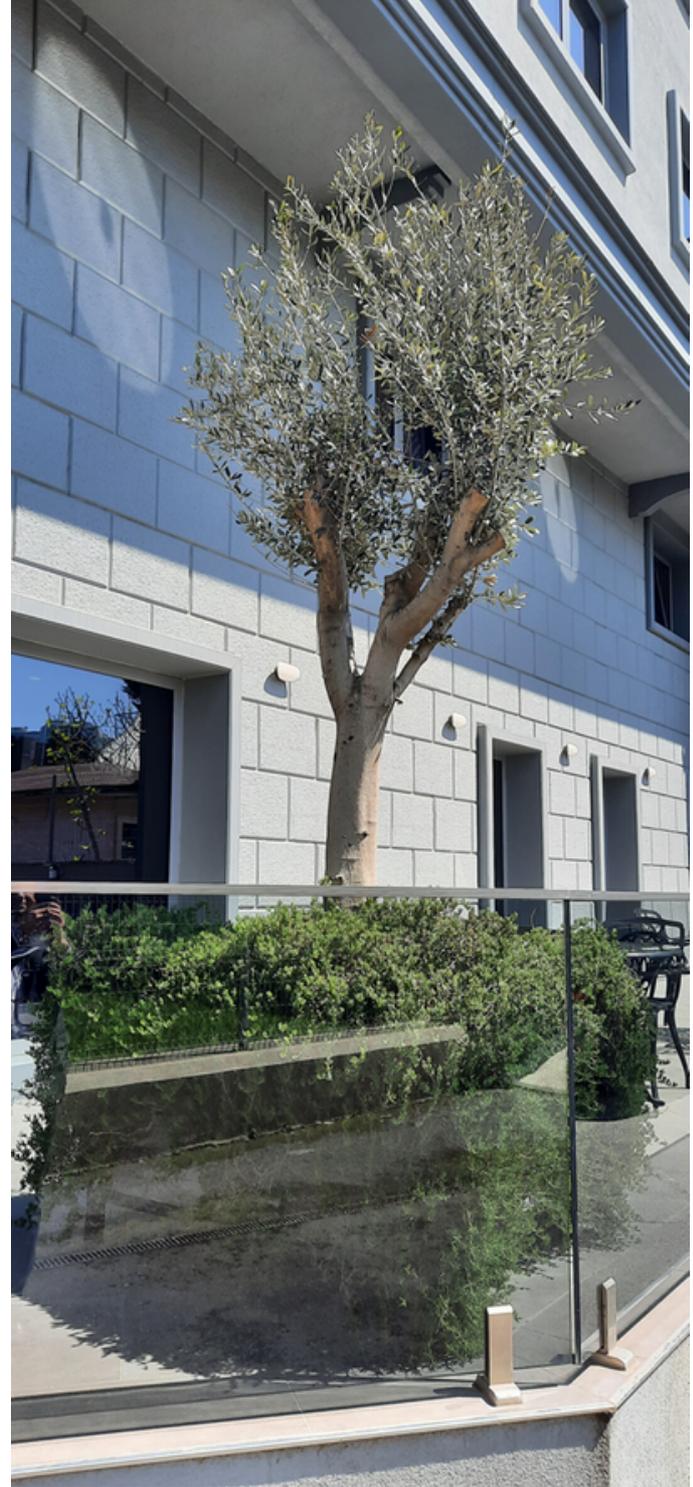


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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

**The front and garden of our facility
are equipped with various trees.**



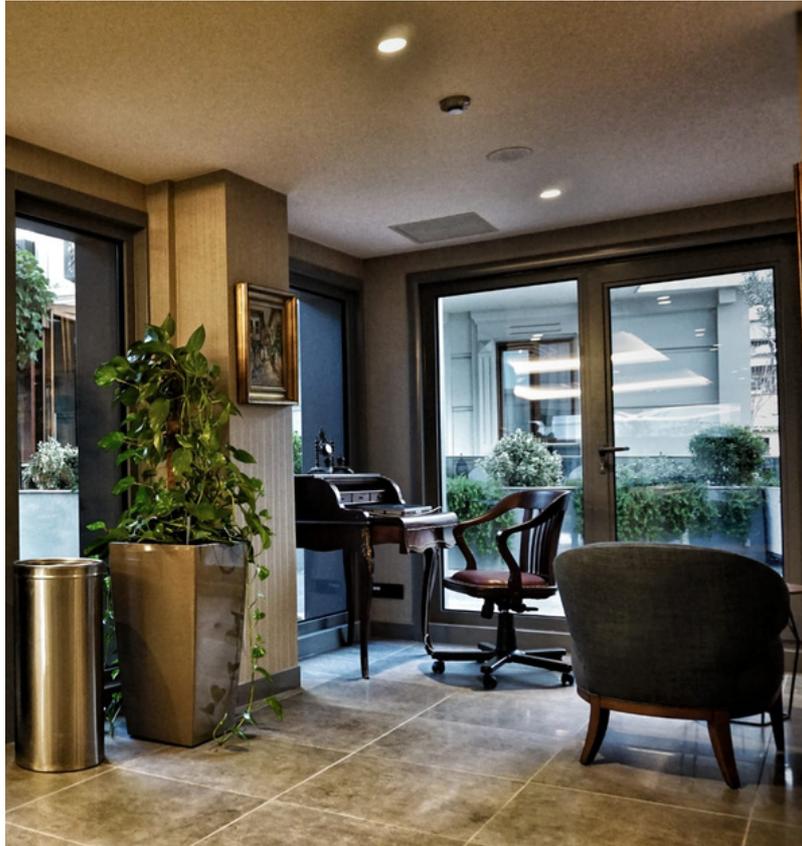


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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Artifacts of historical value from the Ottoman period are exhibited in the common areas.





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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

SCHOOL COOPERATION 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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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Employment Report



Our facility continues its activities by employing 4 permanent staff.

It has 75% young employees.

It obtains the required workforce from its sister hotel next door.

1 of our employees lives in Fatih district, where the hotel is located, and is within walking distance.

2 of our employees live in districts around Fatih, which has the opportunity to arrive with a single vehicle.

One of our employees also resides in relatively remote districts.



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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

SPONSORSHIPS

İstanbul Bach Konserleri - 2006

TEDx Talks - 2016

IF Istanbul - 2016

17. Ulusal İnsan Yönetimi Derneği -2017

İstanbul Resitalleri - 2019

Contemporary İstanbul - 2022

Nina Dans Gösterisi - 2022

Show of Hand Festival - 2023



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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Our Goals

Our goals; Increasing guest satisfaction rates to 7.5 and above in 2023

Increasing the satisfaction and productive work of our employees
Increasing the employment rate of women, disabled and youth

5% reduction in water expenses

5% reduction in electricity costs

5% reduction in natural gas costs
Reduction of color/black and white output

Allowing more interns
Increasing the activities offered to our employees



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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

From Past to Present Our Energy Consumption



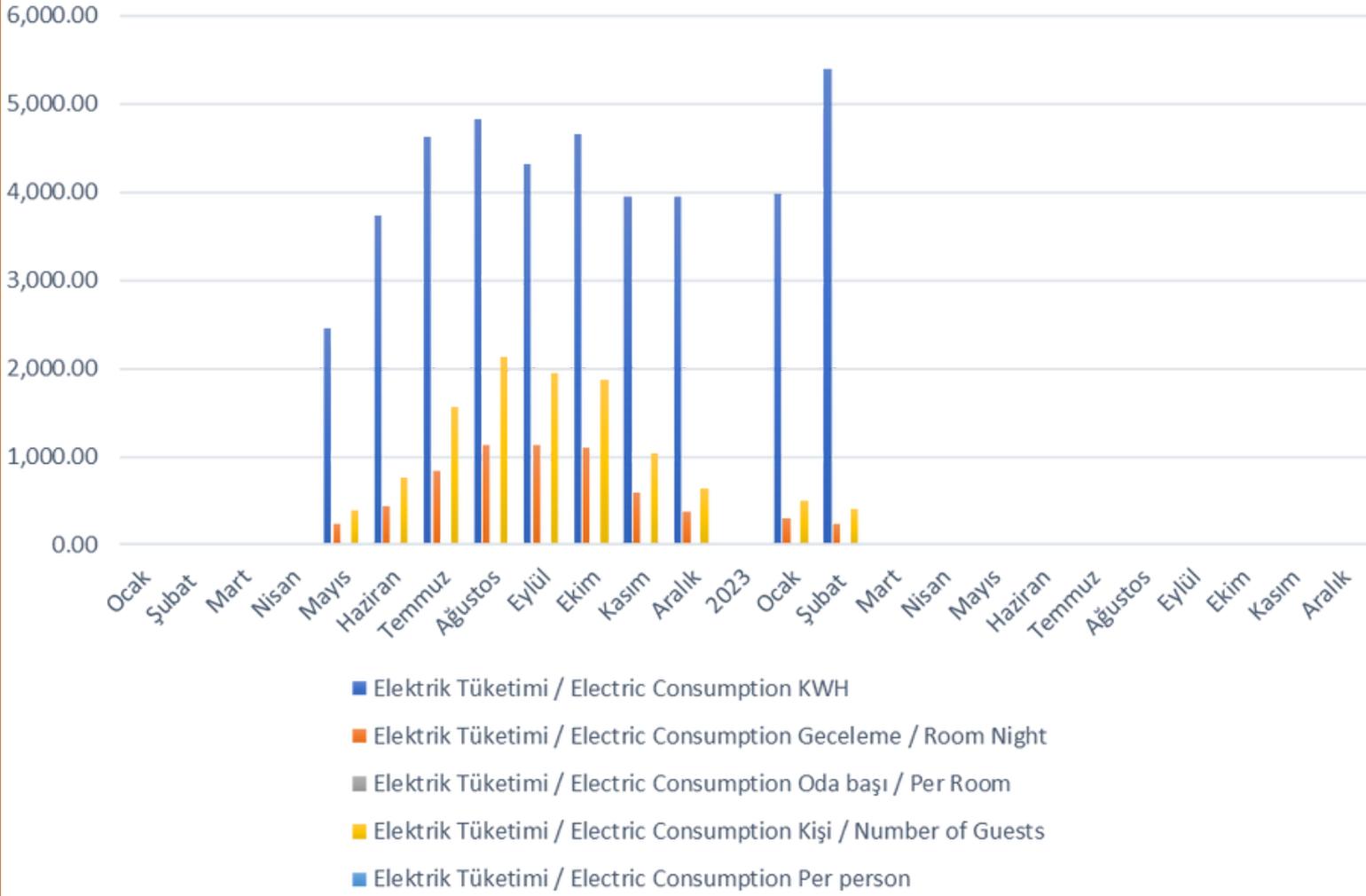


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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Electric Consumption



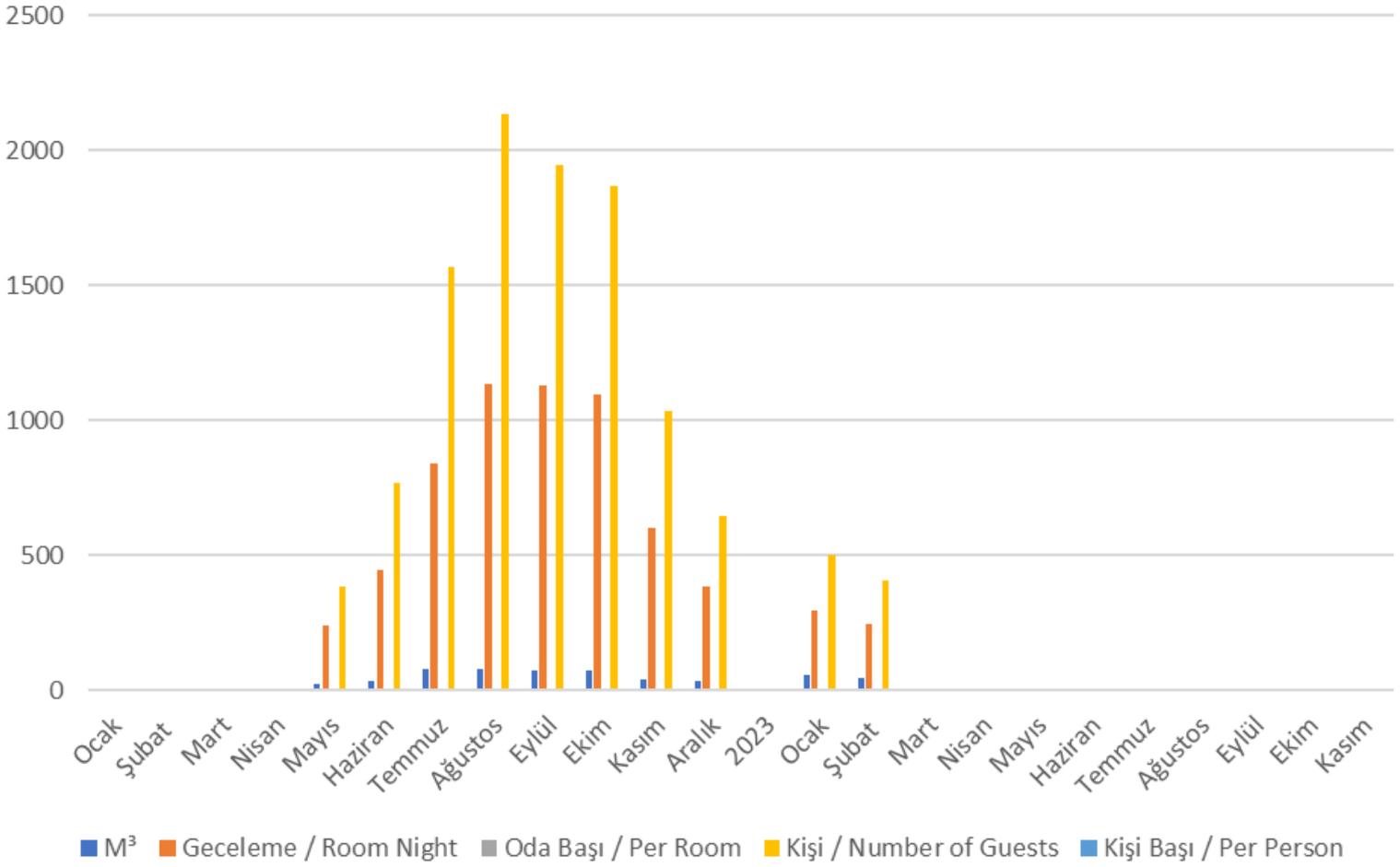


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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

Water Consumption





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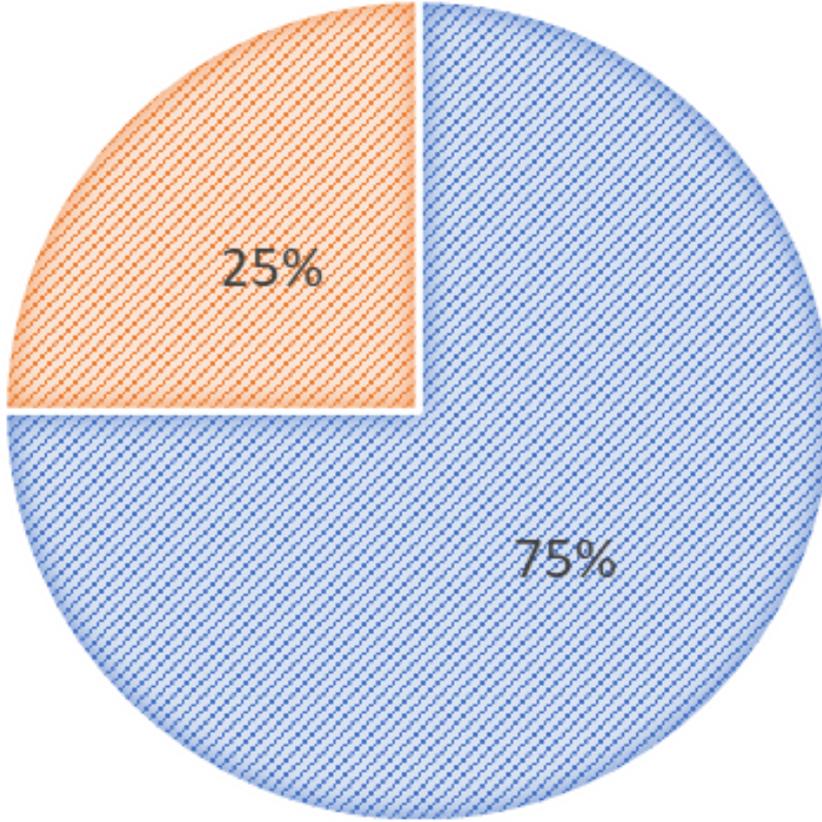
DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

ÇALIŞAN CİNSİYET DAĞILIMI

EMPLOYEE GENDER DISTRIBUTION

25% Erkek | Male

75% Kadın | Female



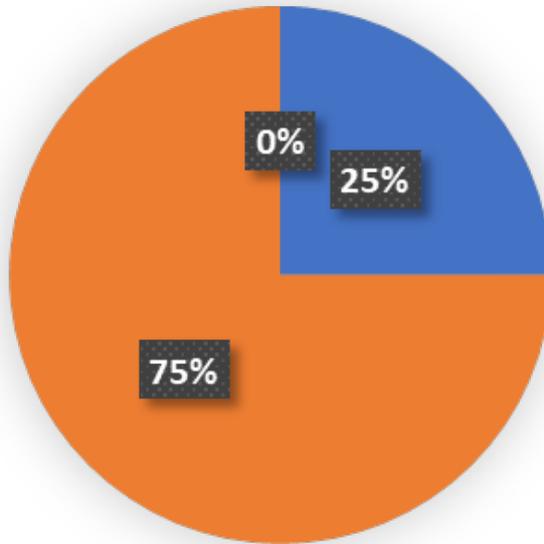


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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

ÇALIŞAN STATÜSÜ | EMPLOYEMENT STATUS



75% Blue Collar | Mavi Yaka
25% Beyaz Yaka | White Collar
0% Stajyer | Interns

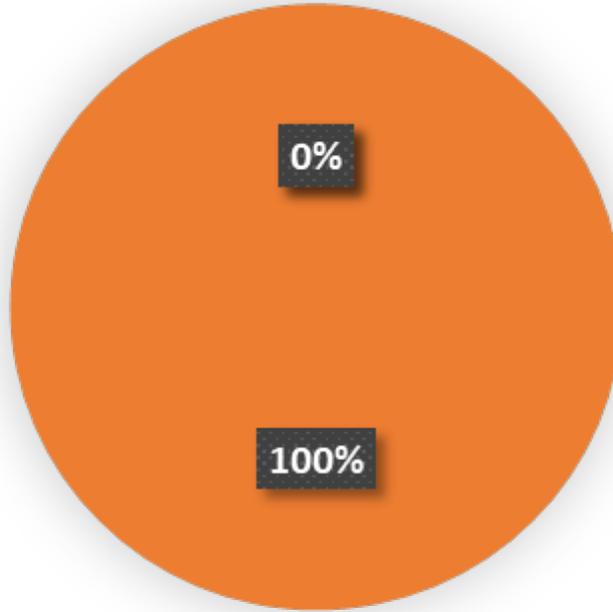


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ÇALIŞAN STATÜSÜ | EMPLOYEMENT STATUS



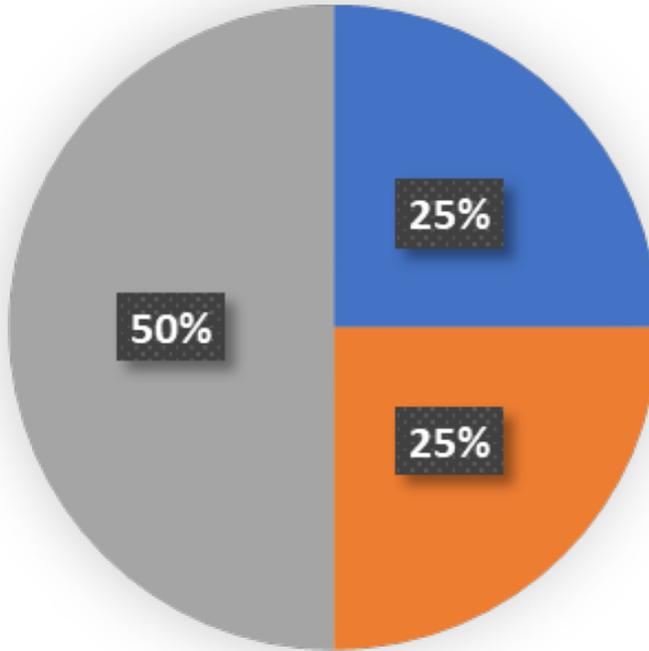


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DOĞAMIZI VE GELECEĞİMİZİ ÖNEMSIYORUZ

ÇALIŞAN ADRES BİLGİSİ EMPLOYEE RESIDING



- SİLİVRİ
- FATİH
- KAĞITHANE