



ERESIN HOTELS

Sustainable Tourism Policies

WE CARE ABOUT OUR NATURE AND FUTURE

Sustainable Tourism Policies by Eresin Hotels

1. Systematic evaluation and management of environmental risks arising from the activities carried out
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. Ensuring the financing of renewable energy, energy efficiency and environmental investments by developing the products and services of the facility from the perspective of sustainable hotel management.
5. Constantly informing all colleagues and stakeholders on sustainability issues and to increase their sensitivity on these issues by ensuring their active participation in the processes.
6. Implementation of energy-saving systems without sacrificing service quality.
7. Raising awareness of both guests and staff about environmental approaches.
8. Avoiding all activities that adversely affect the natural environment.
9. Within the scope of its activities, ensuring the welfare of the local people, social equality, guest satisfaction, local control, cultural richness, physical integrity, biodiversity, resource efficiency and environmental cleanliness.
10. Sustainable use of resources, reduction of over-consumption and waste, protection of constraints (protection and sharing of natural, cultural and social heritages), involvement of local people in the constraints and procedures of local decision-making economy, cooperation between the tourism industry and the public, tourism through personal training Celebration of organizations and targeting marketing generosity to distribute.
11. Aiming to implement more environmentally friendly and future-oriented measures.

12. Prioritizing and being sensitive for R&D on systems that reducing water and energy usage and solid waste.
13. Implementing recycling programs, develop sustainable environmental regulations and economical solutions.
14. Providing maximum benefit by planning the human and financial resources required for energy management.
15. Evaluating potential emergencies that may arise regarding energy risks and determining the measures to be taken and aiming to adapt them to developments.
16. Reporting, sharing, improving and updating the energy management system with the relevant departments.
17. The use of renewable energy sources such as solar panels for the future is among our plans and targets.
18. To cooperate with all our stakeholders on energy management and to create awareness.
19. Maintaining Hotel Management activities with the periodic calculation of the carbon footprint and the principles and policy of minimizing greenhouse gas.
20. We provide the appropriate infrastructure and facilities to encourage our employees to use more environmentally friendly and economical transportation alternatives (Cycling, scooting e.g.).
21. Ensuring the balance of protection and use in the use of natural resources.
22. Separation of wastes according to their source, groups and hazard classes in the most effective way.
23. Waste management plans are updated with our environmental consultant and notifications are made within legal periods.
24. Providing the same service with the highest quality to all tourists without any discrimination.
25. Ensuring the protection of local culture and traditions; discriminatory activities related to opinions, ethnic origin beliefs and vulnerable groups are not allowed. All our employees and guests, who are our guests, contribute to the regional development with their different cultures and show hospitality.
26. Protecting historical and archaeological artifacts and encouraging all colleagues to do so.
27. We work in cooperation and solidarity with the locals in order to protect the natural environment, historical and cultural structures.

28. The facility supports the promotion of the culture and traditions of the region to which it belongs. To provide training of employees in this regard.
29. Implementation of the most appropriate and beneficial wage policies by seeing all employees as equal.
30. Providing employment to the sector, giving importance to education and giving opportunities to students studying in educational institutions such as MESEM.
31. 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. The clear stance of the business and the importance of the subject are clearly communicated to all our employees in the orientation training.
32. Child labor is not allowed in our facilities and the same sensitivity is expected from all our business partners. All our employees are trained on child abuse and awareness.
33. There is no gender discrimination among our employees. It supports the participation of our women in the workforce and applies an equal wage policy.
34. A management approach that is open, offers equal opportunities, is transparent, fair and open to employee participation is aimed.
35. We care about our employees working with a sense of belonging and encourage them to use their right to self-development and education.
36. We aim to develop our understanding of service according to the demands of our guests, sectoral innovations and technological innovations.
37. We are open to all developments and innovations and aim to improve our current situation.
38. We aim to continue our activities with the philosophy of being innovative, creative and honest competition.
39. New trends and technologies are followed, and the use of digital tools is encouraged.
40. We aim to provide convenience to our employees, guests and suppliers by moving our activities to digital platforms in order to increase efficient work.
41. The use of automation programs, smart control systems, data analysis and reporting tools is encouraged.
42. We aim to achieve sustainable growth by focusing our sales and marketing strategies on digital systems, increasing our brand awareness and sales.
43. 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 risks.

- 44.** Our facility chooses environmentally sustainable suppliers and products, including food, beverage, building materials and consumables.
- 45.** Our facility prefers to use sustainable practices and materials.
- 46.** The facility follows a purchasing policy that increases the use of environmentally friendly chemicals and the use of environmentally friendly chemicals.
- 47.** Our "Zero Waste" certified facility aims to protect the environment, reduce pollution and reduce its negative effects.
- 48.** It is aimed to educate our employees about the environment and increase their sustainability awareness.
- 49.** 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.
- 50.** Aiming to implement all our food production and presentation processes according to legal regulations and international standards
- 51.** To produce and present all food products used in the facility in accordance with food safety principles and to ensure maximum satisfaction.
- 52.** We update and improve our food safety management system, targets and provide the necessary resources.



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Sustainable Development Report



Activities Related to the Sustainability Management System



- Working in compliance with international labor standards, our working hours are recorded as overtime, which exceeds 8 hours in total, including breaks, and over 45 hours per week.
- 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 washbasins specially designed for our staff on site. 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.

Activities Related to the 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 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 ISG company.
- The purchasing policy favors reusable, recyclable goods.
- Avoids single-use material purchases by making bulk purchases.
- The waste-water of the facility is channeled to the municipality through the waste-water system.
- Water consumption is constantly monitored and tracked.



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Sustainability Management System

- Solid waste management plan is available. The daily amount of solid waste 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 all offices and general spaces. Unused bed/base and other furniture-style items are donated to charities.
- Since our facility is facing 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.
- Photocell luminaires are used in general spaces.
- It is used in the system by obtaining water from local sources from outside and purifying it.
- Garden irrigation is done with a sprinkler. (Timer set 30 minutes at 06.00 and 22.00 in the morning)
- 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. Photocell devices are used in all necessary areas. In addition, the bulbs used are the ones that consume the least energy but provide more powerful lighting.



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- 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 in our facility or receive service from outlets 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. There are handicapped washbasins in general areas if needed. We have a specially designed handicapped room for our guests who want to stay.



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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 for guest satisfaction rather than paper-based surveys
- Saving night audite reports published every night as digital documents (PDF, MS Word and etc.)
- All taps and showers in the hotel's general areas and rooms have been fitted with a mechanism that allows water to flow with air mixed with an "aerator", so that clean water is used 45% more efficiently.
- Less paper consumption thanks to the use of scanners instead of passport photocopy in guest c/ins.



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- 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.
- Presence of time control panel in sauna
- 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,
- Not using disposable materials (shampoo, soap, shower caps, glasses, plates, cutlery, etc.) in public showers and toilets, in common areas,
- Use of automatic dosing system using minimum amount of disinfectant for proper hygienic result in swimming pools
- 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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Greenhouse Gas and Carbon Footprint Reduction Activities



TRANSPORTATION

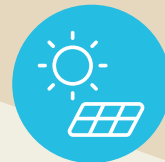
The fact that our hotel is in a very central location allows some of the employees to reach work on foot. It is a reason for preference in recruitment. This is an advantage in terms of reducing the damage to personal health and nature. Employees residing in the same place prefer to travel together, even if they come by private vehicle.



ALTERNATIVE TRANSPORTATION

We have employees who provide bicycle access to work from our employees. Our facility uses its indoor parking lot for this service.

The fact that our hotel is in a very central location and is close to all transportation means makes it reasonable for employees to use public transportation (Bus, Metro, Tram, Metrobus, Dolmus). Very few people come to work with their private vehicles.



ENERGY USAGE

There are plans to install solar panels for electricity generation on the terrace floor of the facility to take advantage of sunlight.



ENERGY SAVING

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



PURCHASING ELECTRONICS

Purchasing department purchases electronic products to be purchased only in proportion to its needs.



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**Instead of disposable drinks,
we use purification/mains
water supported water and
fruit juice beverage machines**



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**Savings are achieved
with the multi-purpose
coffee machine**



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Support for the Environment



Tree planting and sapling donation



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Support for the Environment



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. Kadirpaşa Sk. No:13
İhsaniye - Eyüpsultan / İSTANBUL
G.Ö. Pasa V.D. 460 199 2565

**Since 2016, we share
our waste food with
our animal friends.**



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Support for the Environment



Energy saving is achieved with the naturally lit (glass-ceiling) breakfast room, winter garden, ball room and administrative offices.



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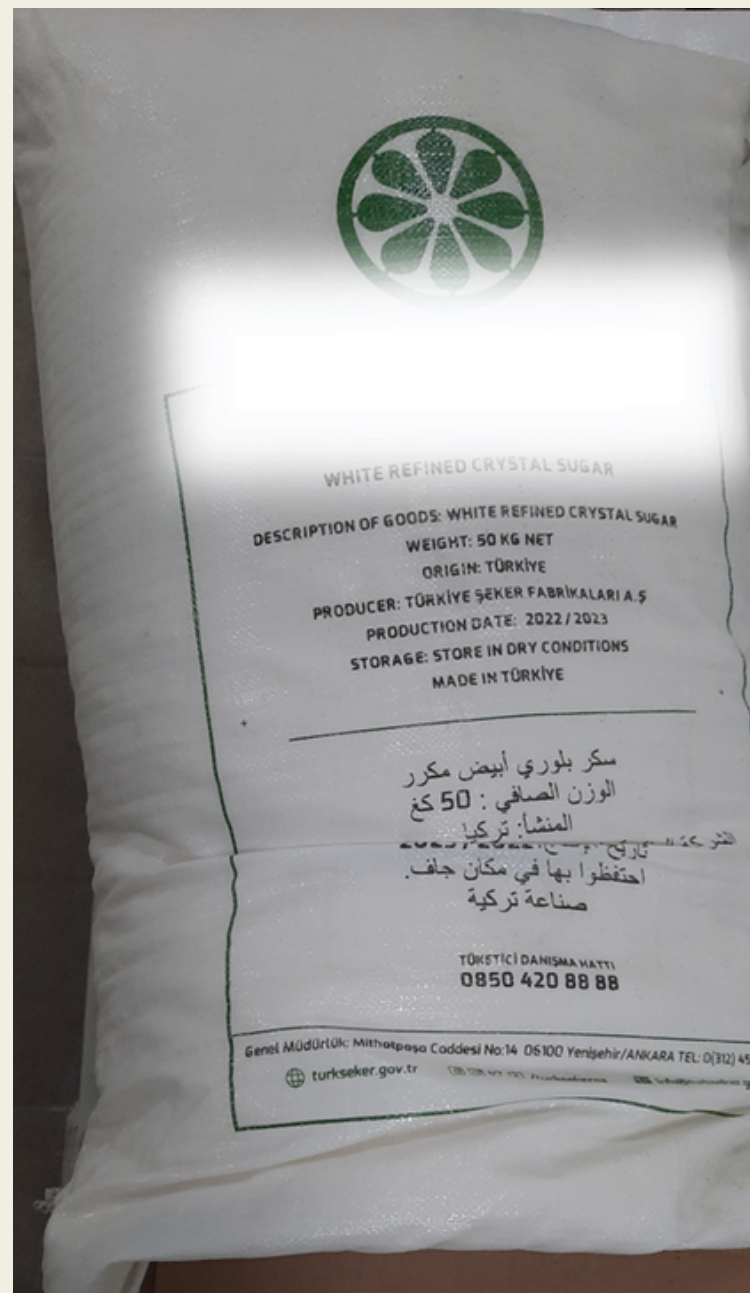
Support for the Environment



We save money by using hot/cold water devices in all administrative and general employee areas



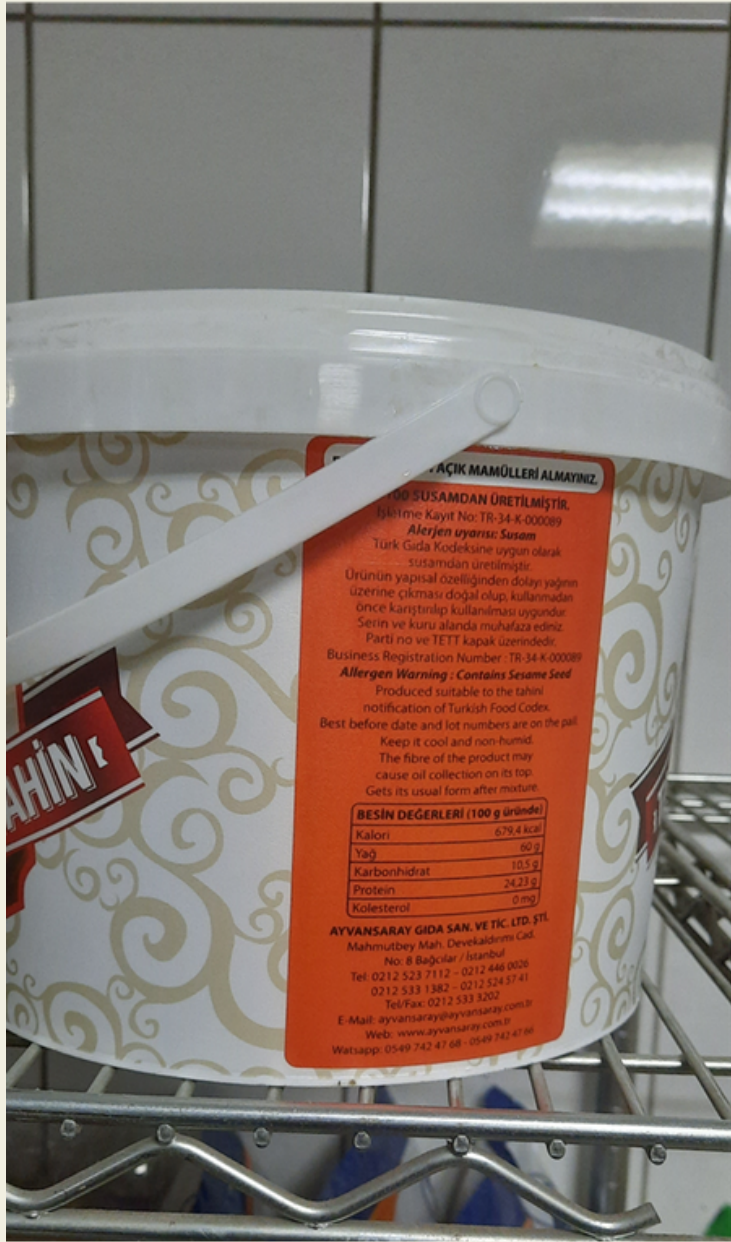
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We avoid the purchase of disposable materials in order to minimize waste by following an environmentally friendly purchasing policy.



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Purchases from local and nearby companies are our priority.



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T.C.
İSTANBUL VALİLİĞİ
Çevre ve Şehircilik İl Müdürlüğü



Belge No: TS/34/B3/9/3

Tarih: 27/05/2021

SIFIR ATIK BELGESİ
(Temel Seviye)

Adı : ERESİN TURİZM İTHALAT İHRACAT İNŞAAT SANAYİ VE TİCARET ANONİM ŞİRKETİ.
(TOPKAPI)

Adresi : İSTANBUL, TOPKAPI Mahallesi, TURGUT ÖZAL MİLLET CADDE, No: 186-, FATİH, Türkiye

Vergi
No : 3540050782

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.

Belge Son Geçerlilik Tarihi: 27/05/2026

Bu belge, güvenli elektronik imza ile imzalanmıştır.

e-imzalıdır

Hacı Mehmet
GÜNER

Çevre ve Şehircilik İl
Müdürü

Zero Waste Certificate



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We support bicycle transportation in order to support a healthy life and reduce environmental pollution. We offer closed/secure parking support to our employees



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- **Easy access for our guests and employees**
- **By location, all means of transportation can be used (Metro, Tram, Bus, Metrobus, Minibus)**



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We care about our cultural heritage, history and art



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We care about our cultural heritage, history and art



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We care about our cultural heritage, history and art



We care about our cultural heritage, history and art



We care about our cultural heritage, history and art



**Our garden is
equipped with
various pine,
magnolia and
linden trees**



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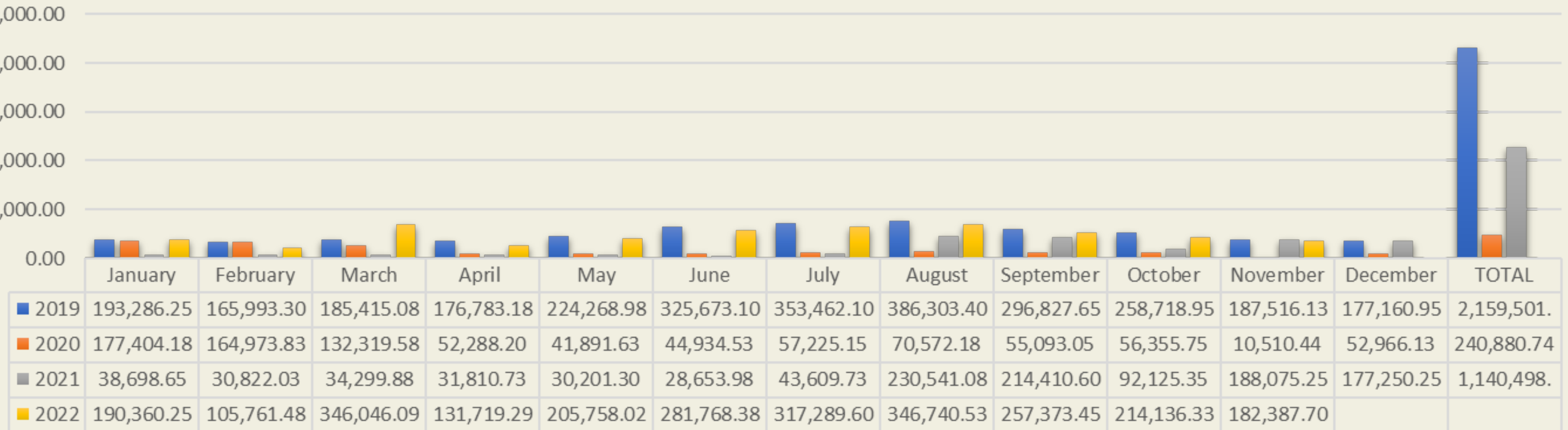
300 Year Old Cycad Tree



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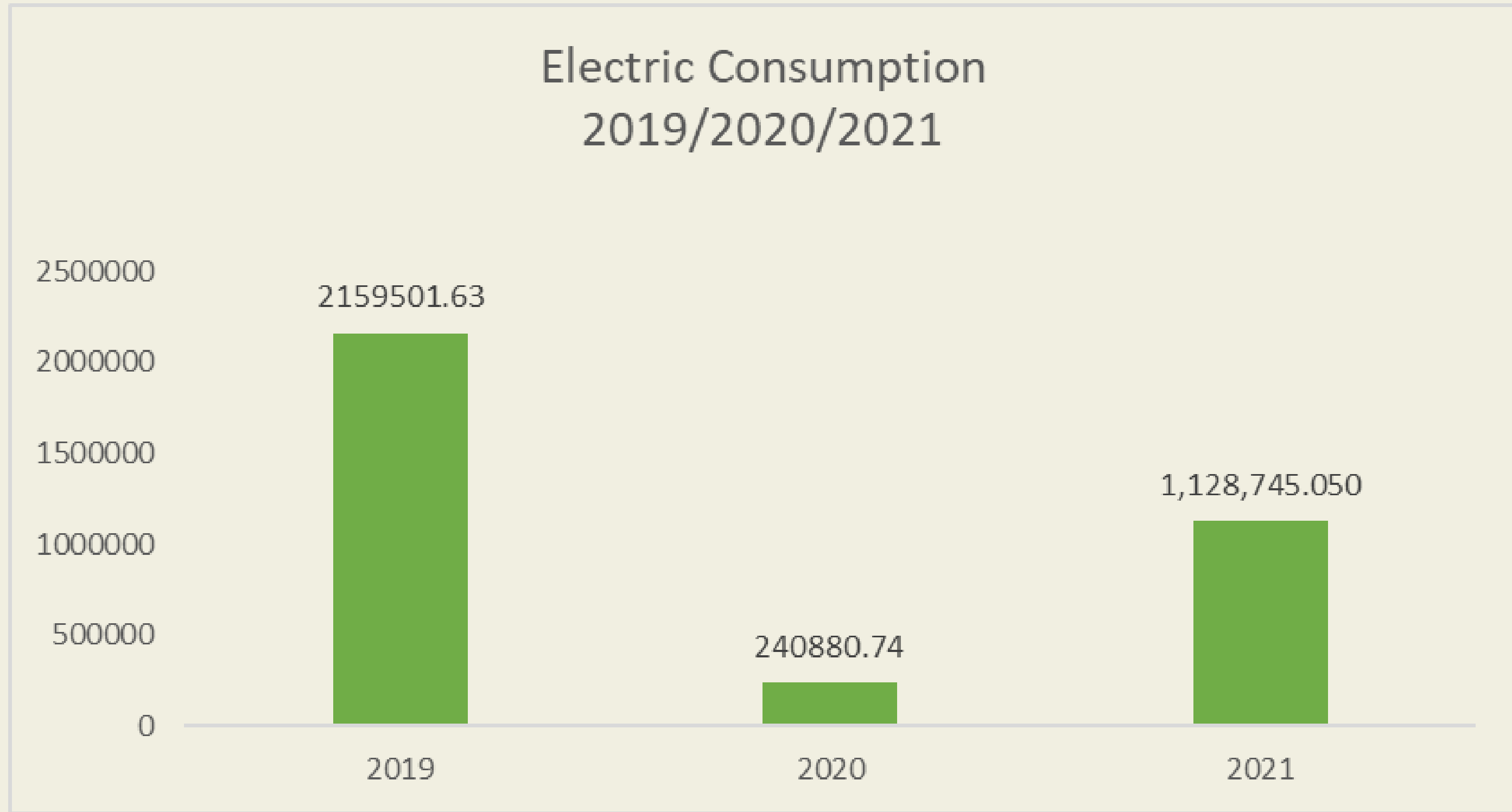
OUR ENERGY CONSUMPTION FROM PAST TO PRESENT

2019/2020/2021/2022 Monthly Electric Consumption



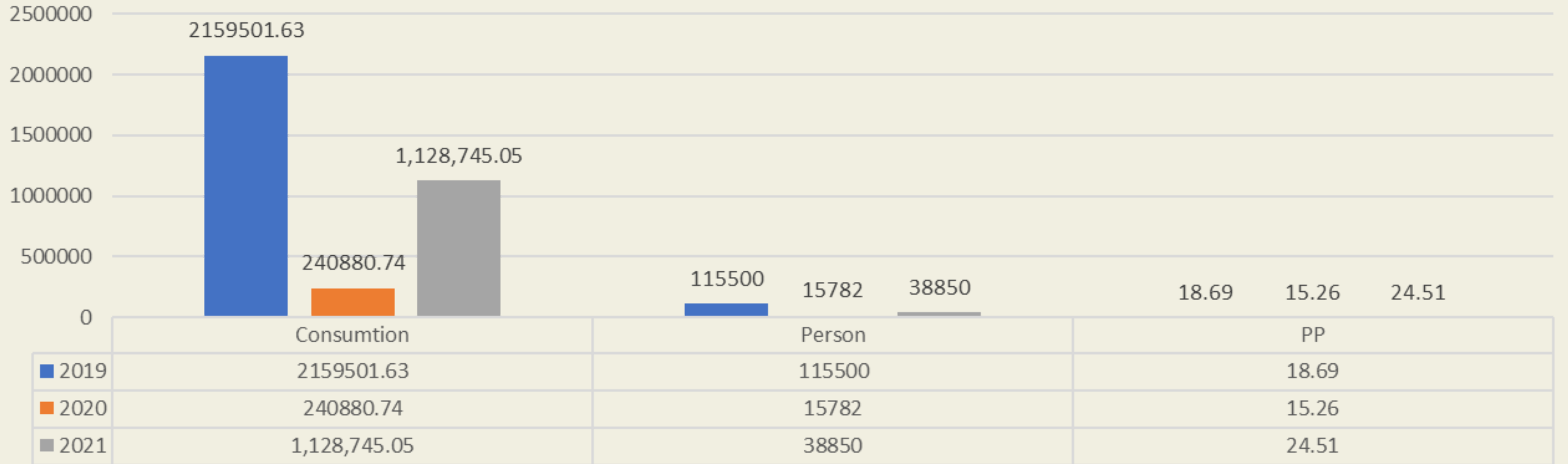
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Electric Consumption 2019/2020/2021



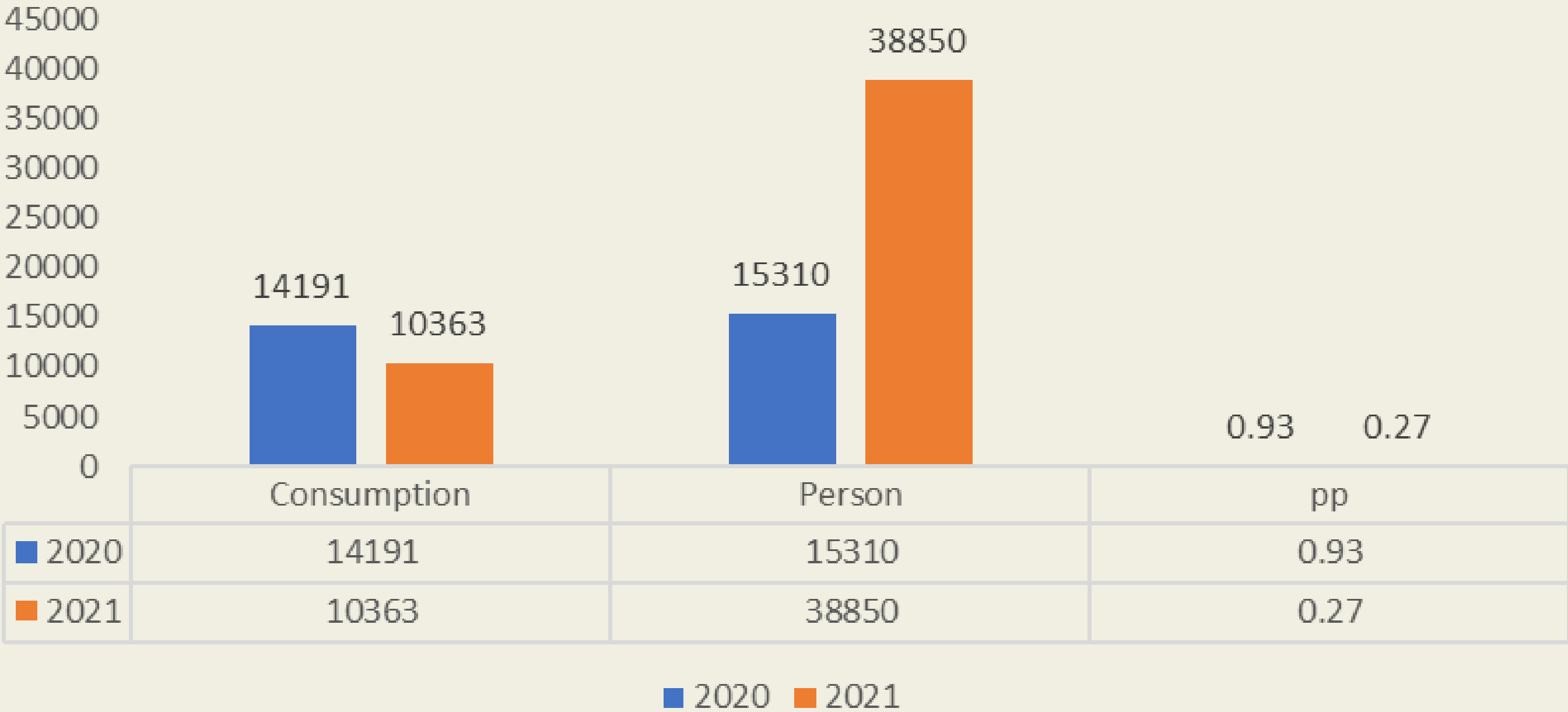
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Yearly Electric Consumption



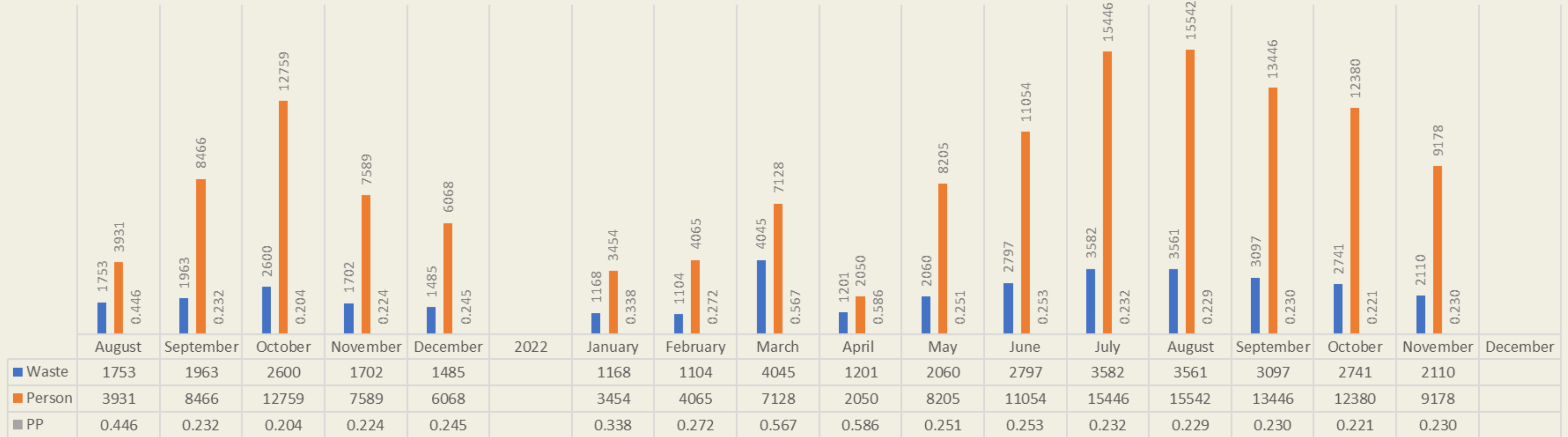
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2020/2021 Water Consumption



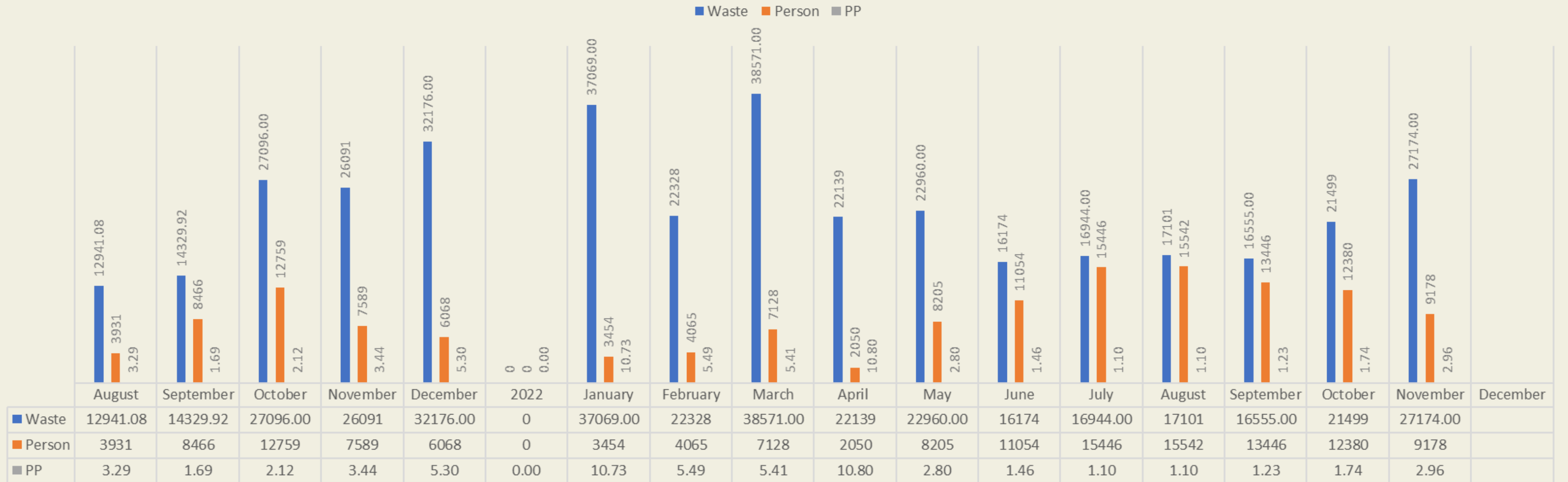
2021/2022 WATER MONTHLY

■ Waste ■ Person ■ PP



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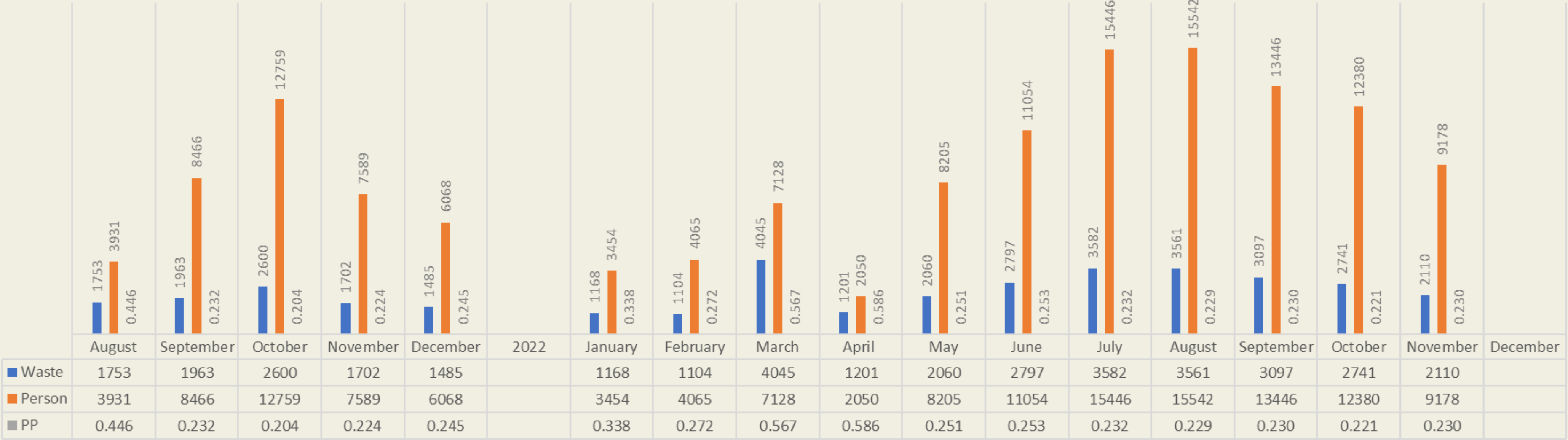
2021/2022 NATURAL GAS



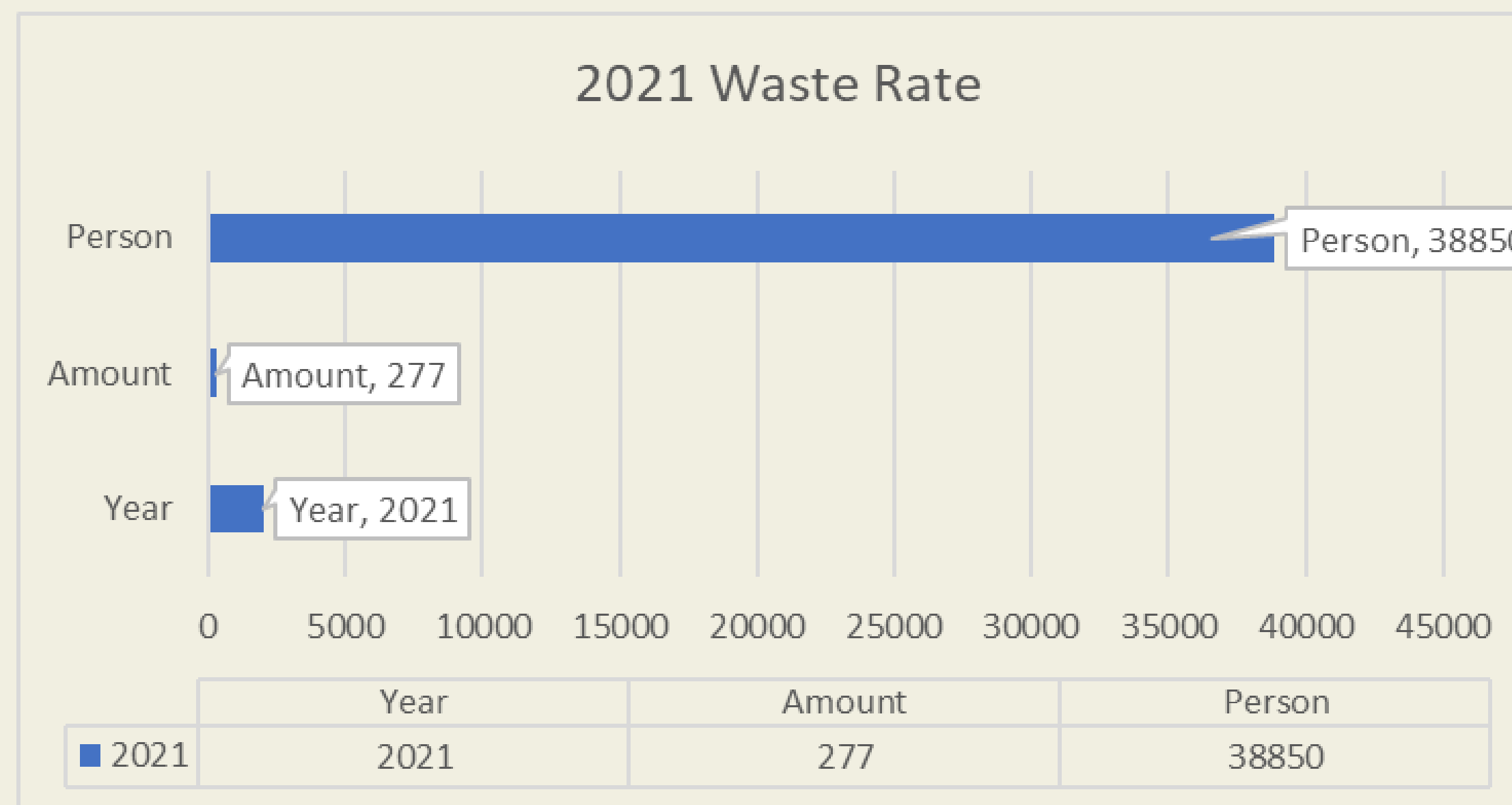
ERESIN HOTELS

2021/2022 WATER MONTHLY

■ Waste ■ Person ■ PP

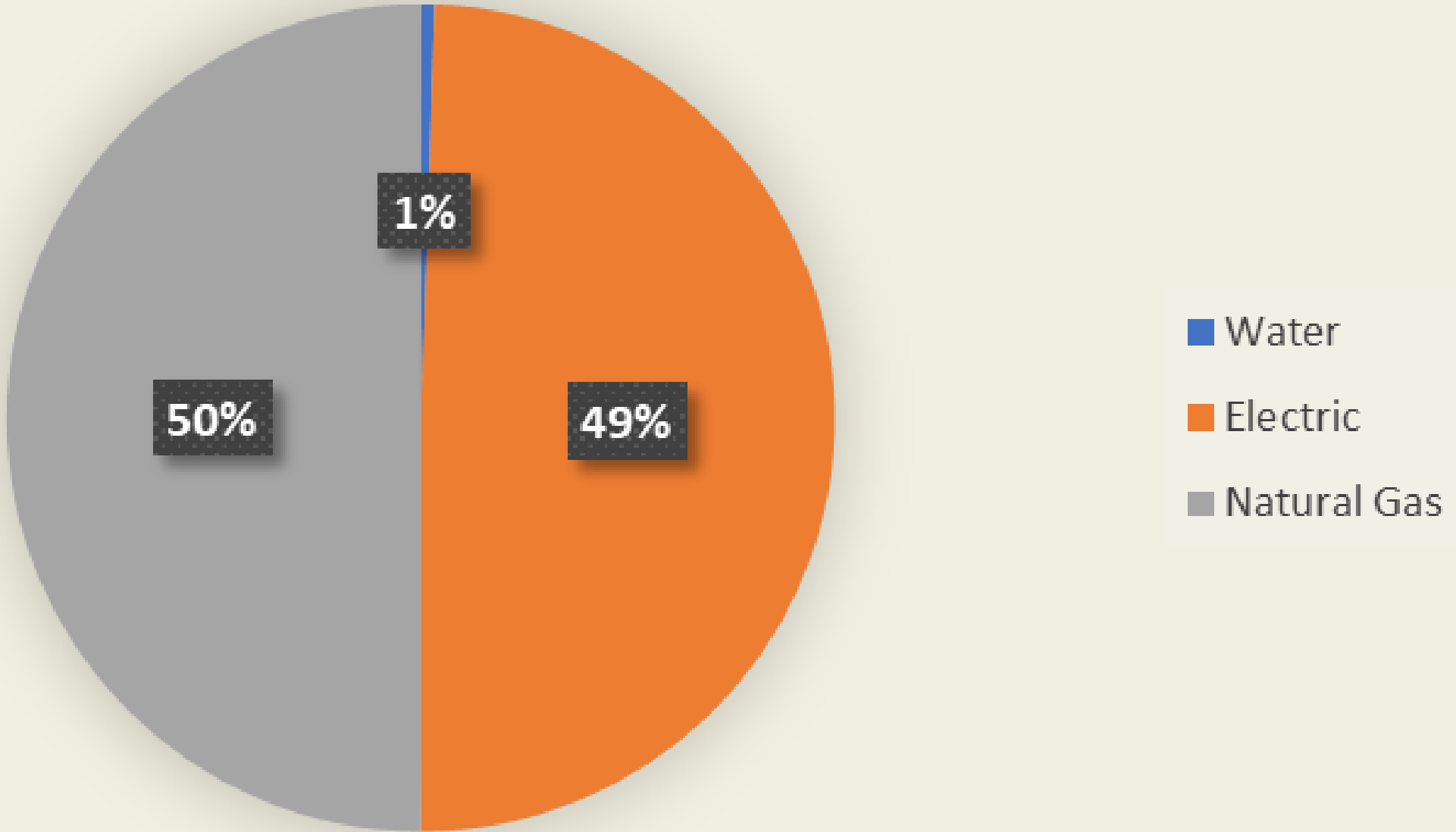


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2021 Energy Expense Shares



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SPONSORSHIPS

**İstanbul Bach
Konserleri - 2006**

IF Istanbul - 2016

**17. Ulusal İnsan
Yönetimi Derneği
-2017**

**İstanbul
Resitalleri - 2019**

TEDx Talks - 2016

**Contemporary
İstanbul - 2022**

**Nina Dance
Show - 2022**



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SCHOOL COOPERATION PROTOCOL

A protocol was signed between Eresin Hotels Group and the Ministry of National Education in 2022.

With this protocol:

- Accommodation and Travel Services,
- Food and Beverage Services
- Housekeeping

With students studying in the field; It is aimed to train qualified manpower of the tourism sector and to contribute to the field qualifications of teachers.

Within the scope of the protocol, students; Internship Scholarship, Job opportunities are provided. In 2022, cooperation is being made with the following schools within the scope of the School Cooperation Protocol.



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SCHOOL COOPERATION PROTOCOL

- SABİT BÜYÜKBAYRAK MESLEKİ VE TEKNİK ANADOLU LİSESİ
- GALATA MESLEKİ VE TEKNİK ANADOLU LİSESİ
- KÜÇÜKKÖY MESLEKİ VE TEKNİK ANADOLU LİSESİ
- İBRAHİM TURHAN MESLEKİ VE TEKNİK ANADOLU LİSESİ
- MUSTAFA NEVZAT PİSAK LİSESİ
- NENE HATUN MESLEKİ VE TEKNİK LİSESİ
- ŞİŞLİ KERVANSARAY ÇOK PROGRAMLI ANADOLU LİSESİ
- ALAADDİN NİLÜFER KADAYIFCIOĞLU M.T.A.L
- İHSAN MERMERCİ ANADOLU LİSESİ
- TUROB 50.YIL LİSESİ
- ŞİŞLİ MESLEKİ TEKNİK ANADOLU LİSESİ

In this context, 17 people are employed as interns. In addition, Istanbul University / Cerrahpaşa 4-year and 2-year Tourism Management students were employed on a permanent basis by offering flexible working opportunities. They were offered job opportunities in SPA and Front Office.



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Support for equal opportunity in education

ERESİN / Müberra Eresin

SITE Türkiye olarak Okul Destek Derneği işbirliği ile gerçekleştirdiğimiz Eğitime Destek projemize katkılarınız ile, ülkemizde ortaokul çağındaki devlet okulunda okuyan, istekli öğrencilere İngilizce eğitimini geliştirme olanağı sağlanmaktadır.

Destek olduğunuz bir İngilizce sınıfının öğrencileri ve gönüllü eğitimci adına göstermiş olduğunuz duyarlılık için çok teşekkür ederiz.

site Turkey



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**Our employees
were trained on
the environment,
zero waste and
sustainable
tourism**



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OUR GOALS

- **Increasing guest satisfaction rates to 7 and above in 2022**
- **Increasing the satisfaction and efficient 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 expenses**
- **Reducing color/black and white output**
- **Allowing more trainees**
- **Increasing the activities offered to our employees**
- **Separating food waste quantities more carefully and delivering them to animal shelters**



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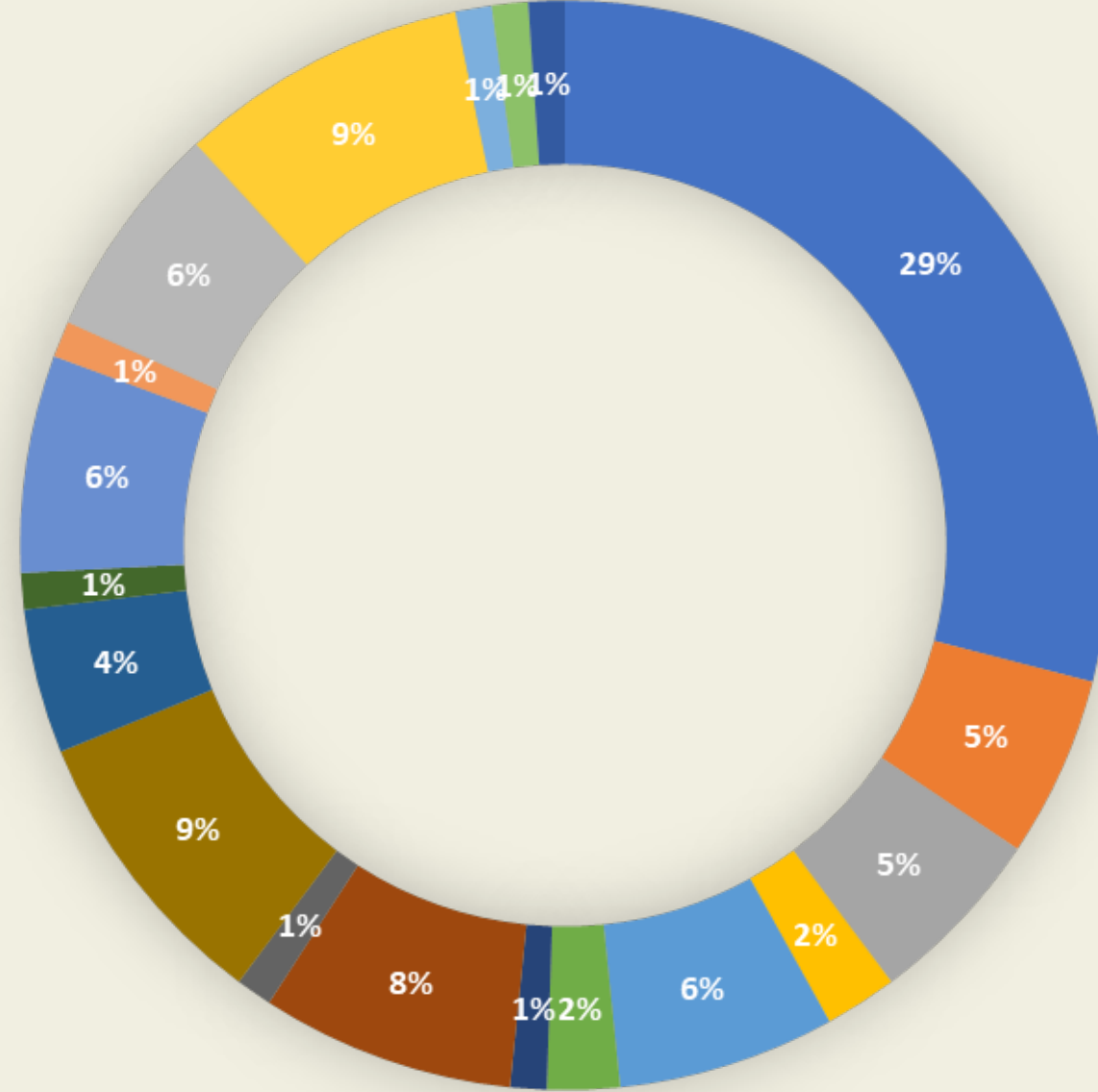
Employment

- **Our facility continues its activities by employing 132 permanent staff and 17 interns.**
- **There is a distribution of 101 people male and 31 female female workforce.**
- **20 people continue their working life after retirement.**
- **We have a staff of 4 people with disabilities.**
- **42 of our employees live in Fatih district, where the hotel is located, and are within walking distance.**
- **55 of our employees live in districts around Fatih, which has the opportunity to arrive with a single vehicle.**
- **35 of our employees live in relatively more remote districts.**



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İşgören İkamet Yerleri

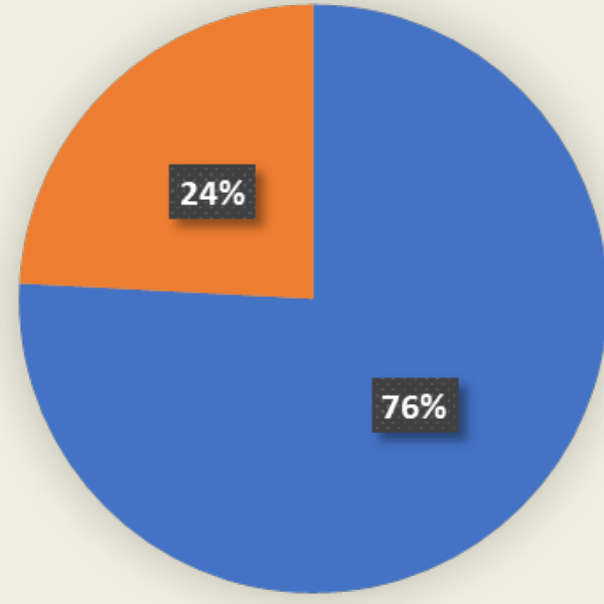


Fatih Bakirköy Bahçelievler Zeytinburnu Bayrampaşa Kağıthane Arnavutköy Bağcılar Eyüp Gaziosmanpaşa
Esenler Kadıköy Esenyurt Başakşehir Küçükçekmece Güngören Sefaköy Maltepe Beşiktaş



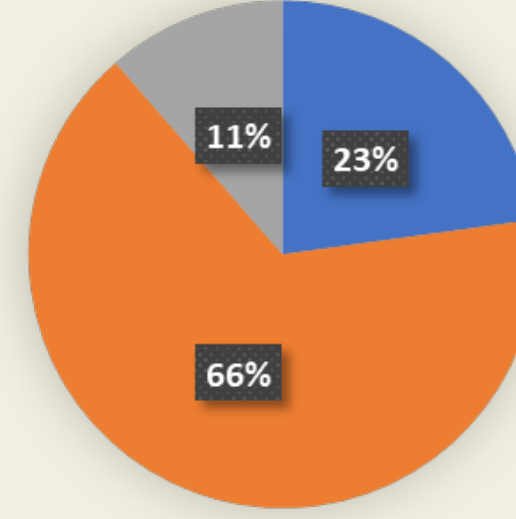
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CİNSİYET



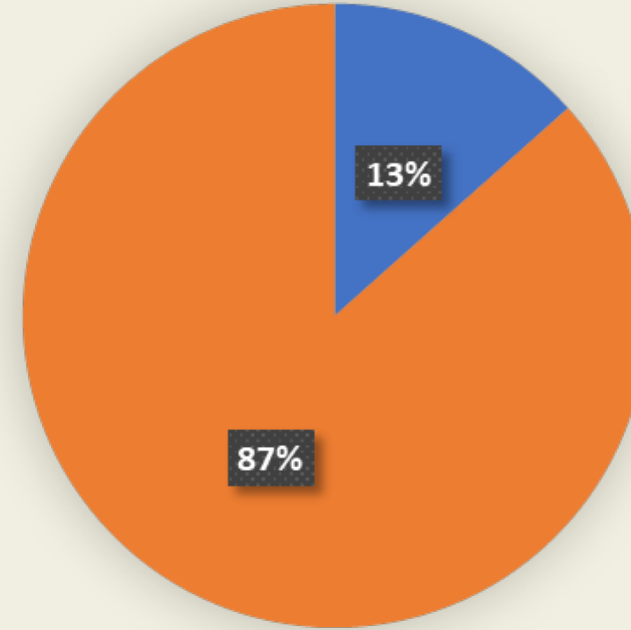
■ ERKEK
■ KADIN

Beyaz/Mavi Yaka



■ BEYAZ
■ MAVİ
■ STAJYER

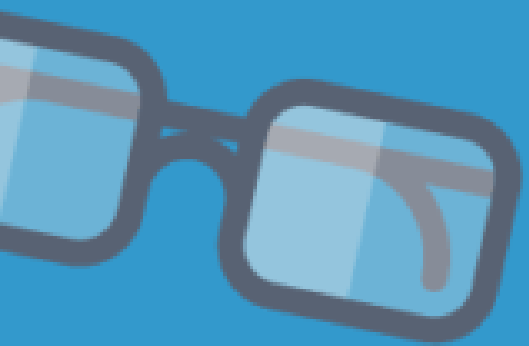
Emekli/4-A



■ EMEKLİ
■ 4-A ÇALIŞAN



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All feedback and satisfaction rates of our guests are followed up on a daily basis and responded as soon as possible. These notifications are extremely important in terms of determining the positive/negative conditions of our facility.



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