

Sustainability Report 2022



QUALITY FOOD SAFETY, ENVIRONMENT AND SUSTAINABILITY POLICY

We are a team who believe in teamwork that work many years together with a sense of family.

We have a policy based on that regularly observes guest expectations and sees every feedback as a gift and fulfill our shortcomings.

Our hotel has been built in accordance with all national and global environmental laws that occupational health and safety, building safety, human rights laws, regulations and legislation and the necessary controls and measures are taken regularly in order to create space where guests and staff will feel safe.

Our safety policy is followed by our expert staff of Quality Manager regarding on standarts of HACCP document.

All the processes acceptance of the food until the consumption are kept under control. Preventive measures are taken to reduce costs and avoid to waste while ensuring safety. We also support the local producer's awareness of safe food by including them in our audit processes.

Our Environment and Sustainability Policy; Evaluating the environmental results in all steps of the institution by keeping the negative results to minimum and continuing with options that will reset them if possible. We strive to contribute to development of the local community in all our activities.

We strive to use energy resources in most efficient way and to minimize waste generation. We contribute to the awareness of all our employees and guests by directing them to discrimination.

We reduce the use of natural resources. We support recycling in all areas. We continue our regular training and awareness-raising activities in preparation for risks related to pollution and emergencies (fire, explosion, flood, earthquake, leakage, etc.)

ENVIRONMENTAL & WASTE MANAGEMENT

Hospitality service requires the use of important natural resources.

We take this responsibility seriously and incorporate environmental and waste management in to key roles across the business.

We regularly update our waste records and keep our recycling contribution targets under control.

Receiving consultancy service and training support by working with Environmental Engineers within the scope of Environmental Legislation

In our hotel packaging wastes, organic wastes, medical wastes, wastes oils and batteries are collecting separately and keeping in temporary storage areas within the hotel in and collecting by permitted and licensed companies and they sending to the relevant separation-recycling facilities. The amount of waste sent is processed in to the EEIS system.

Havuzlarda, kazan dairelerinde ve arıtma olan otellerde kimyasal dozajlama üniteleri bulunmaktadır. Ünitelerin düzenli aralıklarla bakım ve kalibrasyonları gerçekleştirilmektedir.

There are chemical dosing units in the hotels that exist pools, boiler rooms and treatment. Maintenance and calibration of the units are carried out at regular periods.

'Chemical Usage' trainings are given to relevant users by the contracted suppliers, thus raising the awareness of the users and to stabilize a standart in chemical consumption is ensured.

We make guest comments, malfunction records, room requests, internal correspondence and tha all announcement through CRM programs as much as possible and we reduce paper consumption.

In food production, we reduce the use of disposable products as much as possible and we buy in large amount of boxes.

We have automatic irigation system in our green areas that irrigates late in the evening or early in the morning. We also use drip irrigation system to prevent loss through evaporaiton.

MONTHLY WASTE RECORD IN 2022

2022 TMLS ENVIRONMENTAL		
	TOTAL 2022	
Total Number of Guests	113.401	
RESOURCE USE	Amount	%MS
RECYCLED WASTE	18.078	0,159
PAPER	9.274	0,082
PLASTIC	4.258	0,038
GLASS	4.500	0,040
HAZARDOUS WASTES	1.768	0,016
WASTE VEGETABLE OIL 20 01 26	1.120	0,010
MEDICAL WASTE 18 01 03	0	0,000
FLUORESCENT LAMP 20 01 21	216	0,002
ELECTRONIC WASTES 20 01 35	12	0,000
BATTERY 16 06 01	420	0,004
OTHER WASTES	360	0,003
AMOUNT OF SCRAP	360	0,003



MANAGEMENT OF ENERGY

We monitor energy consumption meticulously in order to achieve general reductions that continue every year and to reduce the associated carbon emissions. We take action to identify areas that can be saved.

We continue to strengthen our teams with technology that makes it easier to reduce energy use without sacrificing guest comfort and technical services to identify the latest innovations.

We constantly analyze energy saving through maintenance, surveillance and monitoring. We make plan our new investment Projects by focusing on energy production and reducing the damage we cause to the environment by choosing renewable energy sources.

We aware of the value of water resources. We continue to strive to reduce consumption overall each year.



CONSUMPTION RATES IN 2022

2022 TMLS ENVIRONMENTAL MONITORING REPORT			
	TOTAL		
Total Staff Working Hours	222.885		
Total Number of Guests	113.401		
RESOURCE USE	Amount	%CS	%MS
ELECTRICITY CONSUMPTION (kWh)	1.919.980,9	8,61	16,93
WATER USE	32.266,0	0,14	0,28
GARDEN WATER CONSUMPTION (m3)	1.428,1	0,01	0,01
WATER CONSUMPTION (m3)	30.837,9	0,14	0,27
ENERGY USE	174.422,1	0,78	1,54
Natural Gas (kg)	170.659,9	0,77	1,50
LPG (kg)	3.026,3	0,01	0,03
GASOLINE (including garden equipment) (lt)	600,0	0,00	0,01
FUEL (Generator) (lt)	136,0	0,00	0,00
USE OF CHEMICALS	9.039,2	0,04	0,08
TREATMENT SALT	3.825,0	0,02	0,03
POOL CHEMICAL	645,0	0,00	0,01
STEWARD CHEMICAL	1.558,9	0,01	0,01
HK CHEMICAL	1.739,8	0,01	0,02
LAUNDRY CHEMICAL	1.231,0	0,01	0,01
REFRIGERATORS (R-404A) (kg)	39,6	0,00	0,00
OUTDOOR LAUNDRY (NUMBER)	457.529,0	2,05	4,03
HK LINEN (pcs)	442.495,0	1,99	3,90
F&B LINEN (pcs)	15.034,0	0,07	0,13



USE OF CHEMICALS

In our hotel chemicals are used in maintenance, repair and cleaning activities. We keep continue to give education to raise of awareness in order to minimize the use of chemicals as much as possible.

Every kind care is taken to prevent accidental spills. Employees who need to use chemicals are given appropriate training by competent companies. Personal Protective Equipment is provided. All the chemicals that used are in approved, labeled and appropriate packaging, material safety data sheets are delivered to us (MSDS) and the trainings provided with the MSDS data.

We take measures in our chemical storage areas to provide against the leaking, spilling and etc. that may harm the environment. We make storage according with regulation, type of chemicals and storage of instructions of the manufacturer.

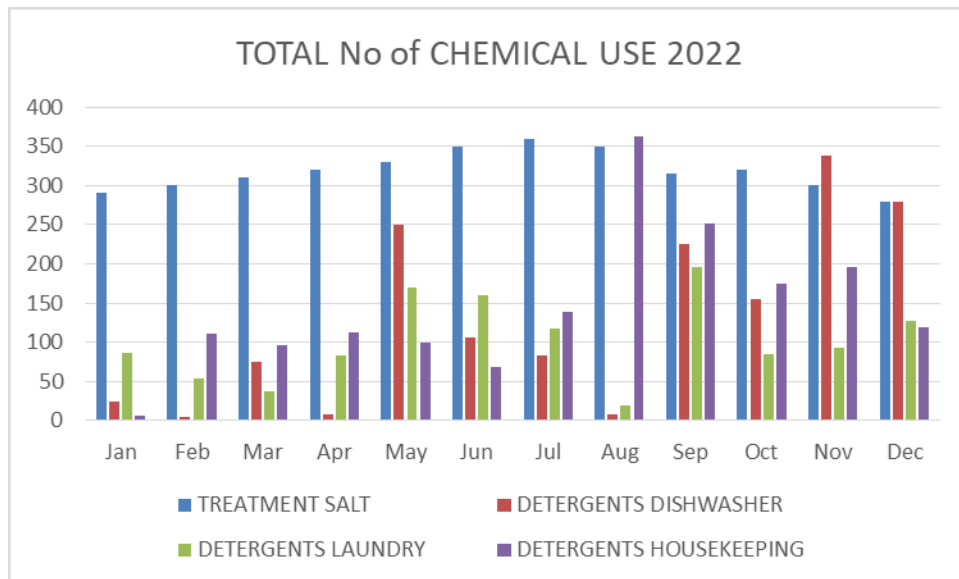
Concentrated products are preferred whenever is possible. We provide the minimum amount of chemicals with automatic dosing system that will provide the necessary disinfection in use.

We ensure for the permits and licenses of the pesticides of company that we receive service for pest control and we make sure that products don't harm human health and environment and they are used in appropriate doses.

We use of natural control methods such as fly trap EFK devices in order to protect food safety and human health in production arease.

CHEMICAL USAGE VALUES

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REFRIGERATORS (R-404A) (kg)	39,6	0,00	0,00



WORK LIFE-EQUAL OPPORTUNITY-ETHICS OF BUSSINESS

We care all of our employees working in a healthy, happy and safe working environment.

Our Human Resources Department plays a key role in ensuring that we comply with workplace welfare and human rights legislation. Certainly, all contracts, working hours, wage structures, discipline and grievance procedures are in according with the law.

Our management has an open door policy that accessible to solve employment problems. Employees are hired approximatly %98 of from the region.

Our general working conditions and our expectations are explained to our colleagues in the beganing process that starts with orientation trainings. Each unit developed and expertised by job training. We contribute continuity at the service with profession and specialized individuals to decent work and economic growth.

We give priority to in house employees in internal promotions by considering the potentials competencies of individuals. We also support them in their lacking area by contribute their training to be ensure that they are promoted.

In our hotel which is managed by our team consisting of the best in their fields focused on success, we give a value and respect of our employees experience and opinions from all age groups.

We collect suggestions from our employees with the 'I have an idea' box, we take in to considiration the opinions and suggestions of our employees in our action plans that will guide a better future.

We come together with our employees every three months to evaluate their montly performance results and to celebrate their birthdays.

We plant sapling on behalf of our employees by donating tree to TEMA Foundation on behalf of our employees.

WORK LIFE-EQUAL OPPORTUNITY-ETHICS OF BUSSINESS

We provide service support the transportation of employees according to their working hours. In order to create employment for more employees than the serviced routes by meeting with the neighborhood headmen and invite job seekers to our facility and conduct interviews for suitable positions.

We offer our employees the opportunity to use the infirmary facility and doctor check-ups every Monday during working hours in our hotel.

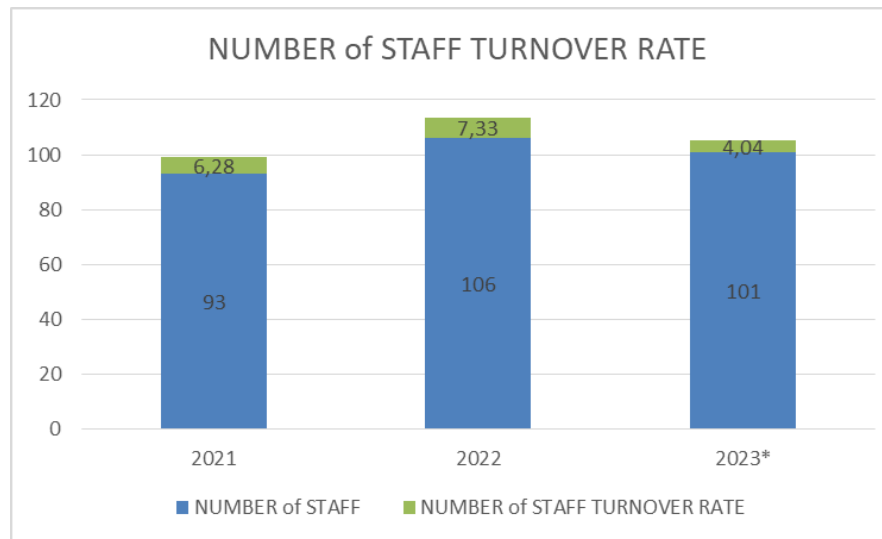
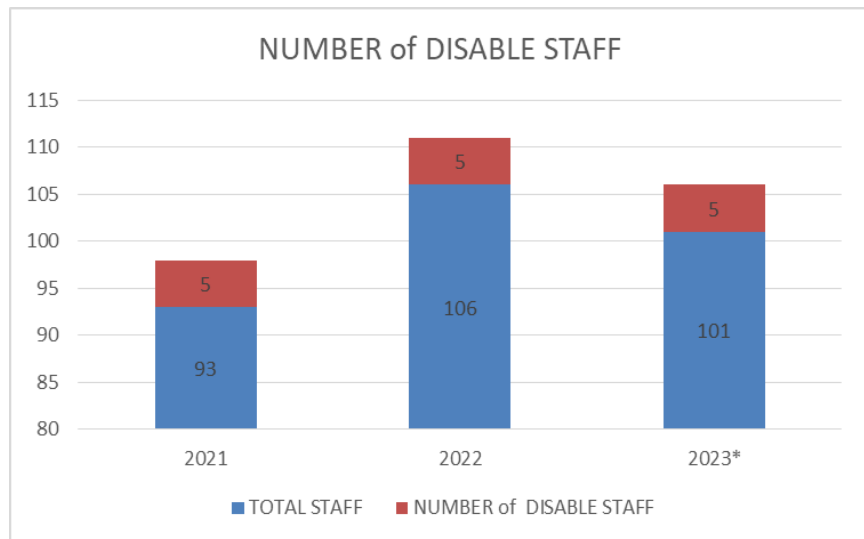
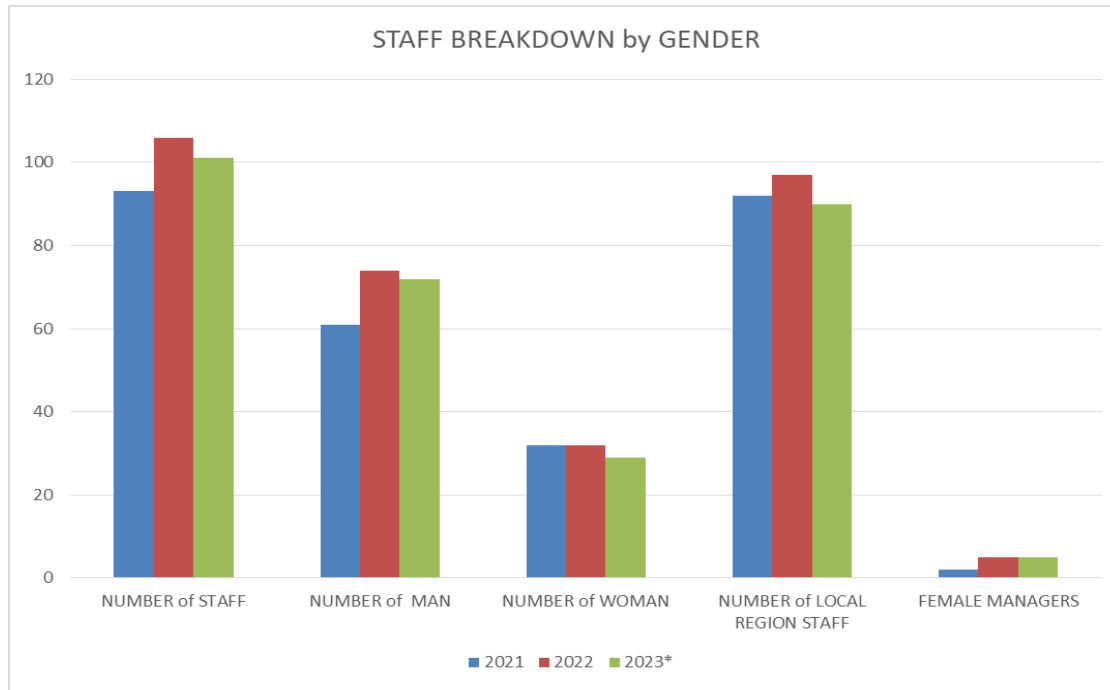
With the focus of 'Healthy Individuals, Healthy Society' we provide cooperation with contracted clinics for discounted control and treatment opportunities for employees and their first degree relatives.

Within the scope of business ethics we inform about corruptions, bribery, unethical events, fraud and abuse in orientation trainings.

We inform them that when they encounter such a situations, they can either reach us anonymously via the suggestion box or contact to Human Resources confidentiality which will be protect their conversation in special.



PERSONNEL DISTRIBUTION AND STATISTICS



OUR POLICY ON THE PREVENTION OF CHILD ABUSE AND PROTECTION OF CHILDREN

Children's health and happiness has the highest importance. Child Rights is for all children. It doesn't matter where they were born or what language they speak. No child is discriminated against of the beliefs or opinions of elders.

Some children are more unprotectable because of their past experiences, level of dependency on others, communication needs or other issues.

Working in partnership with children, young people, their parents, caregivers and other intermediaries is fundamental to supporting 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 to have full life under conditions that ensure their dignity, develop their self confidence and facilitate their active participation in social life.

All of our staff are informed and conscious about child abuse and the actions to be taken in case of witnessing it.

OUR COMMUNICATION STRATEGY

Our Employees

- Performance Evaluation Meetings - 2 a year
- Social Events- 2 a year
- ISG Meetings- 4 a year
- Satisfaction & Sustainability- 1 a year
- 'I have an idea' Shearing meetings - Allways

Guests

- Satisfaction Surveys - Regularly
- Hotel communication - 24/7 from the hotel line
- Email and whatsapp line - 7/24 available

Suppliers and Subcontractors

- Surveys - Once a year
- Face to face meetings - On request
- Email - to the adress of the relevant unit
- Supplier Audit and Selection - Once a year on new selections and business partners

PROCUREMENT AND SUSTAINABILITY - OUR CONTRIBUTION TO LOCAL ECONOMIES

We aim to contribute to the reduction of environmental impacts by making purchases from places close to hotel as much as possible and from appropriate resources to reduce the CO2 emissions of supplier during delivery.

While material selection is made in all service purchases; fuels, chemicals, pesticides, electrical tools, tools containing refrigerant gas, noise source tools, consumables, plastic materials, cleaning and construction materials are environmentally friendly and have the necessary permits and certificates and energy efficiency classes are taken in to consideration.

The products to be purchased with the following features have priority;

- Made product from recycled or recyclable.
- Sustainably produced or sustainably sourced
- Fair Trade/Organics/FCS/MSC etc. - Delivered in less packaging
- Energy and water savers
- Environmentally sustainable ones

PROTECTION OF LOCAL ENVIRONMENTS AND CULTURAL HERITAGE

It is observed that big cities such as Istanbul will face very important transformations due to rapid population growth. It is foreseen that environmental and cultural losses will be experienced in particular and cultural heritage will be under the threat of this process.

Therefore, it is necessary to produce new policies and make strategic decisions that allow the protection of cultural and natural heritage.

For this purpose, we contribute to the awareness of all our employees and guests on the subject.

MATTERS TO CONSIDER WHEN VISITING NATURAL AREAS, LOCAL COMMUNITIES AND CULTURAL/HISTORICALLY VULNERABLE AREAS.

Particular attention is paid to informing about it. Respect for our history and culture is one of our most important values that we will leave to future generations

PROTECTION OF ENVIRONMENTS AND CULTURAL HERITAGE

IN THE MOSQUE:

- ▶ Guest must wear appropriate and clean clothing
- ▶ We should take care to dress indoors, visiting rules must be followed within the framework of religious rules
- ▶ Guest should not shout or make too much noise



ON PUBLIC TRANSPORT:

- ▶ Please give up your seats for old and disabled people, children and pregnant woman. Please also help disabled people to get on and off of the bus if they need assistance.
- ▶ Always get on using the front door and get off using the back door
- ▶ Please be ready and prepared to alight your train, bus, tram ect. Before your reach your intended stop.



PROTECTION OF LOCAL ENVIRONMENTS AND CULTUREL HERITAGE

PLACES OF CULTURAL INTEREST:

- ▶ Guest should not speak loudy slang language
- ▶ Guest should not touch nor harm archaeological artifacts.
- ▶ Each area may have its own hygiene rules, pay attention to these rules.



PROTECTINANATUREL AREA:

- ▶ In order to keep the enviroment clean dispose of your litter.
- ▶ Do not harm trees and plants
- ▶ We must take care not to participate in activities that harm animals and natural enviroments. Do not try harm any wild animals.



RISK MANAGEMENT

Identifying and managing risks which cover all of the issues effected during our services and 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 that starts the design stages of the processes by being aware of the fact that poor management of risks can create financial, Operational and/or reputational risks.

We create annual internal audit plans, review operational risks, financial risks, reputational risks and strategic risks.

We audit accounting accounts for compliance with legal regulations, employee and guest health and safety, information security, water safety, fire safety and anticorruption.

At the same time, we want to be able to make improvements on sensitive issues that may affect the society negatively to take measures to handle to reduce risks correctly and to raise awareness on issue such as violations of security.

CORPORATE TARGETS

Economically

- Environmentally friendly product purchases & Supporting the recycling economy with waste separation & Energy saving by using innovative and efficient Technologies & Heading towards prices that reduce ecological contribution and social costs & Using regional and local marketing networks & Saving with direct purchasing & Preventing corruption and continuing financial responsibility making

Ecologically

- Ensuring the efficient use of resources & A menu variety that provides seasonal consumption & Maintaining biological diversity and taking care of the ecological life cycle & Renewable energy use & Prevention of environmental and air pollution & Measuring emissions & Reducing waste and supporting transformation & Protecting the climate

Socially

- Measures to protect human health & Justice, equal opportunity approaches & protection of the rights of future generations & Democratization, identification of groups at risk of discrimination and special attention-protection studies & Decent work performance indicators and working environment

Culturally

- Preserving local cultural diversity & Keeping traditional knowledge alive and transferring it to future generations & Creating consumer awareness & Protecting, keeping alive and promoting culture while keeping up with international change, & Being aware of global responsibilities.

CORPORATE TARGETS

SUSTAINABILITY GOALS		
Sustainability Goals	2022 Actual	2023 Target
Guest Satisfaction Rate	8,3	8,7
Our Hotel's Re-Preferred Guest Rate	25271	27900
Yearly Occupancy %	73,53	79,12
THE SOCIAL CULTURAL AREA		
Employee Satisfaction Rate		89
Employee Turnover Rate	7,33	6,4
Ratio of Total Female Employees	32	38
Management Staff - Ratio of Female Employees in Top Positions	5	7
Total Number of Disabled Personnel	5	5
IN ENERGY		
Total Water consumption (m3)	32.266,00	34250
Water Consumption Per Person (m3/person)	0,28	0,23
Total Electricity Consumption (kWh)	1.919.980,89	2054379
Electricity Consumption per Person (kWh)	16,93	18
Total Natural Gas Consumption (m3)	175.043,94	186630
Natural Gas Consumption per Person (m3)	1,50	1,42
IN THE ECOLOGICAL AREA		
CO2 Emissions (tCO2e)	3,52	3,52
Chemical Consumption per Person (lt)	8.429.600	9019672
Total Waste Amount (kg)	20.206	21620
Waste Amount Per Person (kg/guest)	0,18	0,19

CORPORATE TARGETS

OUR SUSTAINABILITY TARGETS FOR 2023

Increasing Training Hours Per Person - Determination of In-Hotel Training Needs

Project to Resolve All Employees' Complaints in the Fastest Way with the "I'm Happy I'm from Gorrion" slogan

Updating all job descriptions for Sustainability

Supporting Country Afforestation Works

Extending the Risk Assessment Approach - Collaborating with All Stakeholders for a Sustainable Living

Encouraging Our Employees in Corporate Volunteering Studies and Rewarding Volunteers

Increasing Our Memberships and Non-Governmental Organizations We Collaborate With in the Scope of Sustainability

Increasing Recycled, Recyclable Product Usage Rate, Giving Priority to Purchases



GORRION SUSTAINABILITY RECOMMENDATIONS

1. You can contribute to the transfer of natural and cultural assets to future generations.

Culture and Environment is the most valuable treasure that local people can share with you. Selling or buying historical or endangered products and souvenirs is against the law for both seller and buyer.

2. We recommend that you do not give money to begging children.

Children who earn money by begging often neglect their schooling and lose their educational opportunities. If you want to help children, you can help local social community organizations.

3. You can support a barrier-free life by participating in our plastic cover campaign.

You can support the Spinal Cord Paralysis Association of Turkey by throwing your caps at the cap collection areas in the lobby and in front of the meeting rooms.

4. You can buy locally produced products.

You can help contribute to the local economy and keep traditions and customs alive . For this, you can visit the local public markets and get to know the products of our region. A Neighborhood Market is held on Nurettin Bey Street and Yusufaga Street in Yenibosna Merkez Mahallesi between 10:00-19:00 on Saturdays.

5. You can learn about the culture and support projects by participating in local environmental activities.

You can visit historical places in the region by participating in trips that support projects that protect the Natural and Cultural Heritage. Entrance fees collected at these sites are used to protect and maintain the site.

6. The use of natural resources should be reduced so that they can be shared with future generations.

You can take shorter showers and prevent the water from running during shampooing. If it is not necessary, you can not use the air conditioner and turn off the excess lights. If you rent a car, you can also turn off the engine when you stop.

7. Nowadays, when recycling is more important, you can support nature by separating all your wastes and throwing them away.

The waste journey, which starts with in-room separations, is also separated by our team and delivered through the necessary official ways.

8. Do not use products that will harm the environment.

You can reduce the harmful effects on the environment by avoiding the use of toxic sunscreens and chemicals that may harm the environment.

9. We kindly ask you not to engage in activities that disrupt animals and natural life.

10. You can support the protection of biodiversity.

For this purpose, you can support the TEMA foundation from Tema.gov.tr



OUR CONTRIBUTIONS TO SUSTAINABILITY AS BOYTEK RESIN, PAINT AND CHEMICAL INDUSTRY





**WE WOULD LIKE TO THANK TO ALL OF OUR STAFF AND STAKEHOLDERS FOR
SUPPORTING OUR SUSTAINABILITY GOALS.**

