AVANTGARDE URBAN HOTEL LEVENT

Committed to a greener, more responsible future.

Sustainability Report 2025

Esentepe Mah. Büyükdere Cad. No:161 · Şişli / Istanbul · Turkey

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About the Report / Scope

Our hotel commits to fulfilling the obligations of the Turkey Sustainable Tourism Programme and to the continuous improvement of the sustainable management system to enhance sustainability performance. The state of the industry, environmental, social, technological, economic and cultural risks, and legislative changes mean our management system is constantly reviewed and updated where necessary.

Our Sustainability Policies represent our company's commitment in this regard. Our goal is to transform the principle of sustainability into a 'way of doing business' at our hotel and to embed it in our institutional memory. Success will only come by working together with our employees, guests, business partners, suppliers, solution partners and all stakeholders in our immediate environment — strengthening this partnership every day.

Raising staff awareness — who are an integral part of the sustainability approach — giving them opportunities to participate in the process and contribute to development opportunities is highly valued. Annual training plans and orientations include: social rights, local employment support, natural life protection, wildlife support, historical and tourist sites of the area, cultural richness, ecological diversity, energy and water conservation, environmental activities and recycling system, and local sourcing.

Providing strategic support to improve business results for all company departments through HR management, building a high-performance culture and creating value for all stakeholders is a core objective. Sustainability activities are coordinated by Hotel Management and our performance in this area is always open to the expectations and opinions of our stakeholders.

Facility Introduction & Features

Our facility is located at Esentepe Mahallesi, Büyükdere Caddesi No:161, Şişli / Istanbul.

Our rooms are equipped with all necessary amenities for the comfort and peace of our guests:

- High-speed wireless internet
- TV / Satellite
- Minibar
- Guest water and beverage tray service
- Message notification service
- Turn Down Service
- Wake-up service
- Bellboy Service
- Laundry, dry cleaning, tailor and ironing service
- Hair dryer
- Bathroom hygiene kit
- Smoke detector connected to central fire system
- Special noise-insulated door and window system

For guests with disabilities: 1 specially equipped accessible room (No. 1111), 1 accessible restroom in common areas. The facility entrance, lift and lounge area are fully accessible. A dedicated breakfast hall and guest lounge are also available.

Sustainability Team & Management System

The Sustainability Team

The sustainability team ensures that all employees implement certain policies across quality, economy, management, environment, culture, human rights, health and safety. It ensures goals are set, that achievement is monitored, and that business management processes are continuously improved.

When goals are achieved, new ones are set. When they are not, our targets, policies and practices are reviewed to ensure continuous improvement.

The foundation of our sustainable management system is risk analysis, conducted across environment, natural disasters, society, culture, economy, quality, human rights, health and safety. New headings can be added as needed. After risks are analysed, a crisis management policy determines what actions to take if those risks materialise.

The goals of our hotel's management system and the performance indicators by which alignment with those goals is tracked are contained in the annexes of this document.

The PDCA Cycle

- **Plan**

  Our hotel gives importance to environment, society, culture, the national economy and management system, sets goals, and plans the roadmap and actions needed to achieve them.

- **Do**

  Our hotel determines its core policies and practices for environmental, cultural, social, human rights, health and safety matters. These are monitored, measured and recorded at intervals defined by the relevant personnel.

- **Check**

  Feedback from both staff and customers is monitored and recorded at our hotel. Corrective measures are taken when necessary.

- **Act**

  This is the step where action is taken to correct issues identified in the Check step. Corrective actions and procedures are recorded and archived.

Legal Compliance

Our hotel commits to complying with applicable laws, regulations and international conventions, maintains an up-to-date list of these, regularly informs its staff and provides the necessary training. When requested, our hotel presents all required permits, certificates and documents to the relevant persons and institutions.

Required Documents & Certifications

- Business Opening and Operating Licence
- Most recent monthly staff insurance declaration
- Tax certificate
- Emergency action plan
- Staff training records and certificates
- Contract with the workplace physician
- Municipal sewage connection document
- Pest control documentation
- Labour Law No. 4857 — full compliance
- Social Insurance & General Health Insurance Law No. 5510 — full compliance
- Occupational Health and Safety Law No. 6331 — full compliance
- International conventions — full compliance

Stakeholders, Communication & Customer Experience

Transparency & Communication

Our hotel provides accurate information to all audiences in its promotions, always using genuine visual material. On our website, social media accounts and all channels we maintain a transparent, realistic approach.

We openly share what we do regarding policies and sustainability with employees and customers. Periodic sustainability performance reports are published on our website.

We have a system aimed at receiving feedback from customers, public institutions, municipalities, employees, local residents and all relevant parties. It is designed to enable and encourage fast, simple and effective feedback. The system includes: guest surveys, regular social media monitoring, staff email and messaging channels, and email communication with all other stakeholders.

Customer Experience

Customer satisfaction is a core priority at our hotel. Satisfaction measurement includes all feedback received through our sustainability system. Results are analysed; negative feedback and responses to it are recorded and necessary corrective measures taken.

All feedback channels — surveys, online reviews, social media and direct communication — are monitored continuously to ensure the highest quality of guest experience.

Staff Participation

The most important element of our management system is our employees. What employees need to do has been defined in writing, communicated to them, and necessary training and guidance is provided regularly. All training is recorded. Employees can access all training materials freely and at no cost.

Accessibility

Our hotel commits to providing accessible tourism services for everyone within its means and clearly informs customers about accessibility levels via the website. Full compliance with legal accessibility regulations is maintained. Our facility has room No. 1111 as an accessible guest room, an accessible restroom in common areas, and a fully accessible entrance, lift and lounge area.

Staff, Working Life & Human Rights

Fair Compensation

Employees are informed before starting work about: the salary they will receive, working conditions, working hours and when they will be paid. Our hotel complies with Labour Law No. 4857 and pays at least the minimum wage. Compliance with Social Insurance Law No. 5510 and Occupational Health and Safety Law No. 6331 is also committed to.

Training & Career Management

All employees benefit equally from training rights. Annual programmes cover: Occupational Health & Safety, hygiene, energy and water saving, chemical use, fire prevention, first aid, exploitation and harassment prevention, and cultural heritage conduct. Career management uses a staff tracking system with defined promotion criteria. Employees access all training materials freely and at no cost.

Employee & Human Rights

Ensuring the absolute satisfaction of employees is a top priority. It is management's responsibility to ensure employees' legal rights, supplementary benefits, working environment, psychology, motivation, performance and overall workplace comfort. All personnel procedures for employees of different nationalities are followed legally. Equal opportunities are provided to all employees regardless of any characteristic.

Accessibility

Our hotel commits to accessible tourism services for everyone within its means and clearly informs customers via the website. Full legal compliance maintained. Facility includes: room No. 1111 (accessible guest room), accessible restroom in common areas, accessible entrance, lift and lounge area.

Local Employment & Social Activities

83.54%

Local Employment Rate · 2025

Priority is given to local residents in all recruitment processes. Our organisation operates a performance system built on local employment as a primary priority.

Social Activities & Staff Wellbeing

- Special occasion gifts and mementos distributed to all staff
- Birthday celebrations held for each employee
- Tree donations to TEMA on staff birthdays — offsetting carbon emissions
- Salaries and entitlement payments made on time without exception
- Gifts for employees who marry or welcome a child
- Free museum cards gifted to staff — supporting cultural heritage and local cooperation
- Family and friend discount available to staff relatives upon request
- All work uniforms laundered at hotel expense through contracted laundry service
- Complementary private health insurance provided for all staff
- Participatory social responsibility projects

Environment & Nature Conservation

Being aware of the great impact that natural resources, our immediate surroundings and the wider family we form with our employees have on our institutional success and guest experience, we have adopted a management philosophy of reviewing our responsibilities at every stage. We have established an 'Environmental Policy' and aim to improve our current situation by planning our processes accordingly. Protecting the environment and handing it to future generations in a clean, healthy state, and contributing to ecological balance, is of great importance to us. We comply with all current environmental laws, regulations and requirements; prevent pollution; and share our efforts with employees, guests, suppliers and the public.

- **Carbon Reduction**

  Istanbul public transport maps published on our website. Tree donations made periodically to TEMA and environmental foundations by staff and guests. Contracted tour companies and suppliers encouraged to use electric and lowest-emission vehicles. Environmental impact assessment and carbon emission analysis regularly updated. We identify and control the impacts we make on the environment.

- **Digital & Paperless Operations**

  Digital record system launched for all supplier, purchasing and office operations. E-invoicing implemented for all billing processes. Paper consumption minimised across all departments. Packaging waste collected and delivered to local authorities in a controlled manner.

- **Water & Energy Efficiency**

  Aerators installed on all taps — flow adjusted to fill 1 litre in 12 seconds. All air conditioning systems set to 18–23°C. Awareness campaigns conducted in all common areas to minimise electricity, water and energy use. Energy and water-saving systems and equipment used throughout.

- **Eco-Sensitive Purchasing & Biodiversity**

  Eco-label products prioritised with all suppliers. Priority given to local and nearest suppliers to reduce carbon emissions. Cooperation with local governments on environmental protection projects. We work to protect biodiversity in our environment and comply with all legal requirements.

Purchasing Policies

Our purchasing policy encompasses local, environmentally sensitive, fair trade and efficient purchasing. Suppliers of goods and services are monitored. Regular meetings are held with suppliers and their sustainability certifications, knowledge and documentation are verified.

- **Local Purchasing**

  Priority is given to local suppliers provided quality and reasonable pricing are met. Suppliers are regularly audited and the supplier list kept current. The proportion of goods and services sourced locally is measured. For imported products, fair trade suppliers are also prioritised where quality and price allow. The ratio of eco-certified, local and fair trade purchasing to total purchasing is measured.

- **Environmentally Sensitive Purchasing**

  Eco-labelled products prioritised in all purchasing. Where unavailable, products from suppliers whose production and all processes cause no environmental harm are selected. Sustainability-certified suppliers favoured — ISO 14001, ISO 50001, ISO 14064, ISO 20400. FSC, MSC and AB-EcoLabel certified products preferred. Threatened and illegally traded species (fish, trees, plants, game, etc.) are never purchased or used under any circumstances.

- **Efficient Purchasing**

  Reusable, returnable and recycled goods preferred. Bulk purchasing prioritised — resulting in fewer deliveries and lower greenhouse gas emissions. Unnecessary excessive plastic, nylon, paper, glass and wood packaging avoided. Across 74 consumable and amenity lines, single-use products and unnecessary packaging — especially plastic — are actively avoided. Purchase and use of consumables and single-use items is continuously monitored and managed.

Energy, Water & Waste Management

Energy Management

- Energy Management Certificate ISO 50001:2018 in place.
- Energy saving policy: regular measurement, monitoring, reduction.
- Energy consumption grouped and tracked by type.
- High-use activities identified; corrective measures applied.
- Heat insulation systems, energy-class equipment, LED lighting.
- All air conditioning systems set to 18–23°C.
- Digital record system to minimise paper consumption.
- E-invoicing implemented for all billing processes.

Water Management

- Water conservation policy: regular measurement and reduction.
- All water from a legal and sustainable source.
- Total water per guest / overnight stay calculated and reported.
- Aerators on all taps — 1 litre in 12 seconds.
- Linens changed at guest request — info cards in rooms.
- Wastewater disposal complies with local government regulations.
- WRI Water Risk Atlas used for water risk assessment.
- Staff and guests informed and guided on water conservation.

Waste Management

- Solid Waste Management Plan in place.
- Regular measurement, reduction, reuse, recycling and disposal.
- Waste sorted by type: food, recyclable, hazardous, organic.
- All sorted waste collected by authorised licensed firms.
- Solid waste per guest / overnight stay calculated and reported.
- Food waste sent to Göktürk Animal Lovers Association.
- Full compliance with the Zero Waste Regulation.
- Staff and stakeholders regularly informed via visual materials.

Cultural Heritage Support

We are aware of our responsibility to protect local culture and values. A cultural heritage list has been published on our website and behavioural guidelines at cultural heritage sites have been issued. All staff have received training on these and the guidelines are published throughout the property via QR codes.

Our Commitments

- Cultural promotion and contributing to the commercial volume of the region
- Promoting the natural and historical richness of the area
- Launching appropriate behavioural guidelines at local heritage sites
- Protecting historical and cultural assets
- Respecting the intellectual property rights of local people
- Authentic local culture reflected in kitchen, design and decoration
- No buying, selling, trading or displaying of historical or archaeological artefacts
- Prioritising local community in employment decisions

Rules of Conduct at Cultural Heritage Sites

- No shorts, bare shoulders or raised voices at places of worship
- Always ask permission before photographing religious leaders, children or strangers
- Never sit on or lean against carved or fragile artefacts and monuments
- Never move, touch, transport or purchase archaeological artefacts
- No consumption of alcohol or tobacco in prohibited areas
- Do not give money or sweets to children — donate to recognised charities instead
- Public indecent exposure is strictly prohibited and subject to penalty
- Avoid purchasing products derived from endangered or protected wildlife species
- Polluting the environment and nature is strictly prohibited and subject to penalty

Personal Biochemicals & Their Environmental Impact

The Harms of Perfumes

Perfume is part of the daily care routine for many people. However, perfumes can be uncomfortable and even harmful for some. Many perfumes contain synthetic chemicals that can cause allergic reactions and respiratory problems in some individuals. Symptoms such as breathing difficulties, headaches, nausea, and eye and skin irritation are among the most important concerns associated with inhaling perfume. Research shows that prolonged exposure to heavy perfume is as harmful as passive smoking. Perfumes also have the potential to harm the environment — chemicals can pollute the air and damage vegetation at various stages from production to disposal. Using perfume sparingly, especially in enclosed spaces and around others, is strongly recommended.

Why Are Insect Repellents Harmful?

The most commonly used chemical in insect repellents is DEET (N,N-diethyl-meta-toluamide). Developed and patented by the US Army in the 1940s, research shows this substance affects brain cells. Behavioural disorders and death have been observed in mice exposed to DEET for prolonged periods. DEET-based repellents have been proven to cause allergic reactions and seizures. Risks are particularly high for young children.

The Impact of Sunscreen on Seas & Coral Reefs

Seas and oceans are ecosystems rich in biodiversity. However, these sensitive ecosystems face environmental changes caused by human activity. Certain chemicals in sunscreens are known to have adverse effects on marine life and coral reefs.

Sunscreen ingredients to avoid:
- Oxybenzone — can cause coral bleaching
- Octinoxate — known to have adverse effects on some marine organisms
- Parabens — have the potential to damage marine ecosystems

Avoiding these ingredients is important to protect ocean life. For water and sea activities, mineral-based sunscreens that do not harm coral reefs and aquatic life are recommended. Our guests are encouraged to make informed choices to help protect the marine environments they visit.

Sustainability Policies

Quality Policy

Highest standards for guests; measurable quality; continuous improvement; zero work accidents. Food safety risks addressed with a preventive approach. Environmental awareness built together with management and staff.

Cultural Sustainability Policy

Respect for local intellectual property rights. No artefact trade. Authentic local culture reflected in kitchen, design and decoration. Sustainable local gastronomy promoted and prioritised.

Occupational Health & Safety Policy

Full legal compliance. OHS is the shared responsibility of all employees. Risk assessment at every level. Sustainable 'Zero Work Accidents' target pursued continuously.

Environmental Protection & Waste Management Policy

Pollution prevention; waste sorted by hazard class; eco-labelled materials preferred; water, energy and resources used sparingly. Contracted environmental engineer monitors all operations. Biodiversity protection measures in place.

Child Rights, Exploitation & Abuse Policy

No child labour in our organisations or those of our partners. Child abuse prevention training for all staff. Adult supervision ensured at all times. Suspicious activity reported to management first, then to official bodies where necessary.

Energy Efficiency Policy

ISO 50001:2018 Energy Management Certificate in place. National and international standards followed voluntarily. Energy management system documented and disseminated to all departments.

Human Resources Policy

Vision: To build a motivated workforce, to prioritise local employment and to be a sector leader in integrated HR practices with a promotion programme.
Mission: To plan and train the human resources that will realise the institution's goals; to provide strategic support across all company departments; to build a high-performance culture.

Women's Rights & Gender Equality Policy

Equal pay for equal work regardless of gender. Equal career opportunities; work-family balance supported. Zero tolerance for harassment, discrimination, exploitation, suppression or defamation.

Social Responsibility Policy

All employees work in conditions befitting human dignity. Regular donations to foundations supporting education. Cooperation with civil society and public institutions for community development. Employees supported in volunteering for social activities.

Planned Sustainability Initiatives — Part 1

- **Waste Reduction — –2% annually**

  Switching from single-use to bulk products in rooms, common areas and restaurants. Informational notices placed to prevent waste. Porcelain cups to replace plastic cups in all rooms.

- **Water Consumption — –1%**

  Information cards placed in rooms so guests can request linen changes on demand. Guests who do not request sheet changes receive a 10% discount at the hotel restaurant.

- **Customer Sustainability Awareness — +10%**

  Sustainability policy published on website and in all common areas. QR code system introduced. 4 sustainability questions added to guest satisfaction surveys to measure customer awareness.

- **Staff Training Hours — +40%**

  Periodic training on: energy efficiency, water saving, waste reduction, child exploitation prevention, legal rights, gender equality, and environment and waste management.

- **Single-Use Amenities — at least 50% of guest rooms**

  A phased transition programme to reduce single-use amenity consumption in at least 50% of guest rooms.

- **Electricity Consumption — –1%**

  Lighting replaced with LED products. Key card systems introduced in rooms. Unused common area lighting switched off. Motion-sensor LED lights installed throughout the property.

- **Single-Use Consumable Purchasing — –5%**

  Systematic, monitored reduction across all 74 consumable lines.

- **Local Purchasing Rate — +1%**

  Local residents and businesses supported. Non-local suppliers reviewed; local alternatives researched and added to the approved supplier list where evaluation criteria are met.

Planned Sustainability Initiatives — Part 2

- **Eco-Sensitive Products**

  Current consumables replaced with products carrying FSC, ECO, ÇEVKO, Good Agricultural Practice, Organic and Recycled Material certifications.

- **Carbon Emissions — –1% (baseline: 0.1133)**

  Services provided using electric and lowest-emission vehicles. Lower-carbon energy sources selected. Critical emission points identified and preventive actions taken to reduce them.

- **Eco-Friendly Suppliers**

  Suppliers encouraged to obtain Zero Waste, ISO 9001 and ISO 22000 certificates. These certifications added as evaluation criteria in the supplier assessment procedure.

- **Social Responsibility Projects**

  Donations made to TEMA, Hayal Ortakları Association and the Mother and Child Education Foundation.

- **Cultural Enrichment**

  Maps promoting Turkish culture placed in the hotel. Cultural heritage paintings and product labels displayed in common areas and the restaurant.

- **Wildlife & Natural Habitat Protection**

  Food waste sent to the Göktürk Animal Lovers Association. Working together with the private sector, government, local authorities and civil society as part of the global climate change response.

- **Student Internship Programme — +40%**

  New school protocols established to increase intern numbers. A kitchen workshop set up to develop interns' professional competencies.

- **Employee Satisfaction +1% | Guest Satisfaction 80%**

  Supplementary earnings programme introduced. Staff training hours increased. Face-to-face guest meetings and regular surveys conducted.