

AVANTGARDE COLLECTION TAKSIM

*Committed to a greener,
more responsible future.*

Sustainability Report 2025

Abdülhakhamit Cad. No:40/42 · Kocatepe Mah. Beyoğlu / İstanbul · Turkey

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About the Report / Scope

Our hotels commit 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 hotels 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.

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 Abdülhakhamit Caddesi No:40/42, Kocatepe Mahallesi, Beyoğlu / Istanbul.

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

- High-speed wireless internet
- Interactive TV system
- Minibar
- Guest tea and coffee set
- Message notification service
- Turn Down Service
- Wake-up service
- Valet 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, 1 accessible restroom in common areas. The facility entrance, lift and lounge area are fully accessible. A dedicated breakfast hall and guest lounge areas 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 hotels' 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 hotels give importance to environment, society, culture, the national economy and management system, set goals, and plan the roadmap and actions needed to achieve them.

- **Do**

Our hotels determine 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 guests is monitored and recorded at our hotels. 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 hotels commit to complying with applicable laws, regulations and international conventions, maintain an up-to-date list of these, regularly inform their staff and provide the necessary training. When requested, all required permits, certificates and documents are presented 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 & Guest Experience

Transparency & Communication

Our hotels provide accurate information to all audiences in their promotions, always using genuine visual material. On all channels we maintain a transparent, realistic approach.

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

We have a system aimed at receiving feedback from guests, public institutions, municipalities, employees, local residents and all relevant parties. The system includes: guest surveys, regular social media monitoring, staff email and messaging channels, and email communication with all other stakeholders.

Guest Experience

Guest satisfaction is a core priority at our hotels. 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 hotels commit to providing accessible tourism services for everyone within their means. Full compliance with legal accessibility regulations is maintained. Our facilities have 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 hotels comply with Labour Law No. 4857 and pay at least the minimum wage. A monthly scorecard-based salary plus bonus scheme is also in place. Compliance with Social Insurance Law No. 5510 and Occupational Health and Safety Law No. 6331 is committed to.

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.

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.

Accessibility

Our hotels commit to accessible tourism services for everyone within their means and clearly inform guests via the website. Full legal compliance maintained. Facilities include an 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; birthday celebrations held for all staff
- All staff health secured through an agreement with Allianz insurance
- Breast cancer awareness week: consciousness-raising conference for all personnel
- Monthly scorecard evaluations with salary plus bonus scheme
- Edenred cards topped up each month as additional staff support
- Tree donations to TEMA on staff birthdays — offsetting carbon emissions
- Gifts for employees who marry or welcome a child; salaries paid on time without exception
- Free museum cards gifted to staff — supporting cultural heritage and local cooperation
- Family and friend discount available to staff relatives; all uniforms laundered at hotel expense
- Beraat award, International Women's Day event, New Year's party and 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 protect the environment and hand it to future generations in a clean, healthy state, contributing to ecological balance.

● **Carbon Reduction**

Istanbul public transport maps published on our website. Tree donations made periodically to environmental organisations and foundations by staff and guests. Contracted tour companies and suppliers encouraged to use electric vehicles and public transport. Environmental impact assessment and carbon emission analysis regularly updated.

● **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.

● **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.

● **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. Waste separation and reduction, and efficient use of natural resources are continuously improved.

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.

● **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 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 65 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 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.
- Staff and stakeholders informed on energy saving.

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

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. Glass or porcelain cups to replace plastic cups in all rooms.

- **Water Consumption — -1%**

Information cards placed in rooms so guests can request textile changes on demand. Guests who do not request changes receive a 10% discount at the hotel restaurant. Aerators on all taps, shower head flow regulators and dual-flush labels on toilets.

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

Sustainability policy published on website and in all common areas. QR code usage increased. Sustainability-related questions added to guest satisfaction surveys to measure guest 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%**

Replacing lighting with more efficient products, switching off unused areas, introducing motion-sensor LED lighting throughout the property.

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

Systematic, monitored reduction across all 65 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 hotels. Cultural heritage paintings and product labels displayed in common areas and the restaurant.

● **Wildlife & Natural Habitat Protection**

Food waste sent to the Gökürk 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%**

Staff training hours increased. Face-to-face guest meetings and regular surveys conducted. Employee satisfaction survey results to be increased by 1%.