



We Care About Our Planet, Customers,  
Employers and Partners

We go ahead with SUSTAINABILITY

WE GO AHEAD WITH SUSTAINABILITY

# SUSTAINABILITY REPORT 2024

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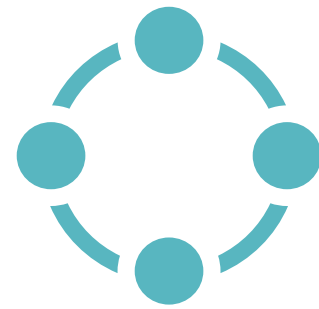
# Sustainability Processes



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# Sustainable Tourism Policy



4 Sustainability efforts are a sign of respect for the environment, humanity, nature, cultural heritage, and even future generations. Acting consciously and being an example to make those around us more aware is our greatest desire. Sustainability starts individually, but if acted upon collectively, it can have a significant impact



As The Maestro Hotel, we are aware that sustainability efforts in tourism minimize the negative impacts on society, the environment, and cultural heritage, and we recognize the responsibilities that sustainable tourism brings.



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# The Maestro Hotel Sustainable Tourism

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We comply with all the legal requirements by adhering to the laws, regulations, and environmental guidelines that are currently in force in our country. While carrying out our activities, we assess our environmental impact, control negative effects, potential hazards, and manage our waste. We strive to minimize the use of natural resources, energy consumption, and air, water, and soil pollution. We work to ensure that environmental awareness and our social responsibilities are adopted not only by our staff but also by our guests, suppliers, and all our business partners. While carrying out our activities, we take and implement necessary measures to protect our guests and employees from potential injuries and diseases and to ensure good working conditions. In order to increase local employment, we prioritize hiring staff from the local area and work with local suppliers.



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# Environmental Policy

Our goal is to protect our environment and ensure its sustainability by complying with all environmental laws and regulations, managing our environmental impacts, and minimizing these impacts to continuously improve our environmental performance. We aim to fulfill the responsibilities of environmental sensitivity and leave a livable nature for future generations. Our priority is to control our environmental impacts and continuously develop the goals we have set to protect the environment and cultural heritage, ensuring that these efforts are an ongoing part of our operations.



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### Our Policy Goals:

- To fulfill all our obligations in accordance with environmental regulations,
- To protect green spaces and live in harmony with nature by considering all environmental impacts during the operation of the facility,
- To identify potential risks of environmental pollution and take the necessary measures to reduce these risks, thereby preventing pollution,
- To ensure the protection and efficient use of natural resources,
- To reduce, recycle, and reuse waste generated during the operation of the facility, showing the necessary sensitivity in these matters,
- To provide the necessary support for the protection of environmental, historical, and cultural values,
- To prioritize the purchase of environmentally friendly products by collaborating with suppliers who support a sustainable environment, as specified in the procurement procedures,
- To place zero-waste bins in guest and staff areas to separate recyclable waste and return it to nature,
- To track waste until it reaches the recycling stage,
- To increase the use of recycled products,
- To educate our staff on the necessary precautions in case of hazardous chemical spills,
- To raise awareness among all staff and guests regarding our environmental responsibilities and encourage their participation,
- To continuously improve our environmental management system with a sustainability approach, enhancing customer satisfaction and environmental performance,
- To make these practices a part of our lifestyle.

These goals reflect our commitment to sustainability and environmental responsibility.





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# Environmental and Waste Management

To enhance our competitive advantage, we are transitioning to a circular economy model, aiming to prevent waste, protect the environment, reduce pollution, increase public awareness, and promote an eco-friendly lifestyle. By adopting the "Zero Waste" approach, we implement a series of waste reduction programs across all operational departments in our hotels to contribute to a sustainable future.

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Our hotel has earned the "Zero Waste Certificate" by adhering to waste management plans. In all departments, packaging waste, hazardous waste, organic waste, used oils, and batteries are separately collected. These materials are stored in designated temporary storage areas in compliance with regulations and are then collected by licensed and authorized companies. They are sent to relevant sorting and recycling facilities. In our restaurant, guest rooms, and other service departments, all paper menus have been removed, and QR codes have been introduced to switch to digital menus, effectively preventing paper waste.





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# In-House Staff Training and Sustainability Efforts

For all our staff, the following trainings and awareness sessions have been conducted:

- Occupational Safety Training
- Hygiene Training
- Fire Safety Training
- First Aid Training
- Zero Waste Awareness Training
- Carbon Footprint Education
- Sustainable Tourism Presentations
- Chemical Product Information (related to the chemicals used from Diversey)

## Sustainability Training and Record-Keeping:

- Sustainability-related training has been provided, and records are maintained to track progress.
- A **Staff Training Plan** has been created and executed.
- Training presentations** have been delivered on various sustainability topics.
- Waste and recycling awareness** sessions have been conducted.
- Energy consumption reduction** workshops have been organized.
- Carbon footprint minimization** presentations and training sessions have been held.

## Specific Training Topics Covered:

- 1.Hygiene Training
- 2.First Aid Training
- 3.Zero Waste Training
- 4.Occupational Safety Training
- 5.Fire Safety Training

These initiatives reflect our commitment to ensuring that our staff is well-informed, proactive, and equipped to support our sustainability goals while maintaining high standards of safety, hygiene, and environmental responsibility in every aspect of their work.



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# Accessibility

**Our facilities within the hotel are designed in an accessible manner for guests with disabilities.**

Our routes include features such as ramps, elevators, and special toilets, so our disabled guests can easily reach every corner of the facility and fully benefit from its advantages.

At **THE MAESTRO HOTEL**, we demonstrate our strong commitment to making our hotel accessible to everyone by respecting the special needs of each guest (such as dietary preferences, religious beliefs, etc.).

"**Accessibility** includes all the necessary measures that must be taken in the built environment and urban services to ensure that all individuals can access and use public services without needing assistance, in other words, to participate in social life. Taking accessibility measures on sidewalks, pedestrian crossings, parks, playgrounds, all public buildings, and transportation services is not only crucial for people with disabilities but also for the elderly, pregnant women, children, those with strollers, very tall or short individuals, and essentially everyone."





# Energy Management

**In our establishment, in order to instill the awareness of Sustainable Tourism and to achieve energy savings by reducing our consumption of electricity, water, and coal, which are significant cost factors:**

- Periodic meetings were held with our staff to emphasize the importance of the subject.
- Written and visual informational materials were prepared for our guests, both in guest rooms and common areas.
- Water-saving efforts were made by using aerators, which mix air into the water flow and turn it into droplets.
- LED (Light Emitting Diode) lights were preferred for lighting throughout the hotel.
- Training sessions were organized, with support from our contracted firm, to make our cleaning, laundry, and other services more efficient.
- A dosage system was installed in the laundry room to ensure the right amount of chemicals are added to the water for proper washing.
- The system was switched to an air-cooled chiller system.



# Water Management

<p><b>Our hotel has a water conservation policy.</b> Our policy includes regular measurement, monitoring and reduction of water consumption.</p>	<p>The water risk status of the region where our hotel is located has been determined. For this purpose, the Water Risk Atlas prepared by the World Resources Institute is used. The link to the relevant website is provided here.</p>	<p>Water risk has also been assessed in the risk analysis, and a water management plan has been developed. This plan includes targets and reporting related to the measurement and monitoring of water usage, as well as the reduction of water consumption..</p>	<p>Due to the water usage activities of our hotel, no harm is caused to aquatic life in seas, lakes, or similar bodies of water. Nevertheless, the potential risk to these organisms has been evaluated in the risk analysis, and necessary precautions have been taken.</p>
<p><b>Our hotel complies with all legal requirements and regulations regarding water usage.</b></p>	<p>The water comes from a legal and sustainable source. Our water is sourced from the municipal water supply.</p>	<p>We measure our water consumption. The total water used per guest or per night is calculated and reported. The file attached to this document is used for measurement purposes.</p>	<p>We have set targets for reducing water consumption. In this regard, our hotel plans and implements corrective actions. Water-saving equipment is used throughout the hotel. Best practices, such as changing bed linens and towels based on guest requests, are also implemented.</p>
	<p>Our hotel informs and guides its employees and stakeholders about water conservation. We mobilize all our resources to ensure that our wastewater does not harm the environment..</p>	<p>The disposal of wastewater complies with the regulations set by the local authorities. Legal requirements in this regard are fully adhered to.</p>	





# Chemical Consumption

Employees who are required to use chemicals are properly trained, and Personal Protective Equipment (PPE) is provided. Necessary precautions have been taken in our chemical storage areas to prevent environmental damage from leaks, spills, etc., and chemicals are stored in accordance with regulations, the type of chemical, and the manufacturer's storage instructions. Whenever possible, concentrated products are preferred. An automatic dosing system is used in all areas where feasible to ensure that the minimum amount of chemicals is used for disinfection. For pest control, we request the permits and licenses for the chemicals used by the service providers we work with. We ensure that these products are safe for human health and the environment, and that they are used in appropriate doses. We work with the relevant companies to safely dispose of chemicals and monitor chemical waste. We train our employees on the use of chemicals and the precautions to be taken in case of spills or leaks of hazardous chemicals.



# Procurement & Sustainability

**Our procurement policy includes local, environmentally conscious, fair trade-based, and efficient purchasing strategies.**

Our hotel monitors the sources of goods and services. We check our suppliers' sustainability certifications, information, and documents.

## **Local Procurement:**

When purchasing goods and services, our hotel prioritizes local suppliers, provided that the products are of good quality and reasonably priced. For this reason, we update our supplier list and inform our suppliers. The proportion of goods and services purchased from the local community is measured.

## **Fair Trade Procurement:**

When purchasing goods and services, our hotel prioritizes fair trade suppliers for imported products, provided they are of good quality and reasonably priced.

## **Environmentally Conscious Procurement:**

Our hotel follows an environmentally conscious policy in procurement, focusing on efficient purchasing to reduce food and solid waste, energy saving, and water conservation.

We prioritize environmentally friendly products (eco-labeled products) in our purchases. If eco-labeled products are not available in a certain product group, we choose relevant products from suppliers and manufacturers whose production processes do not harm the environment.

For wood, fish, paper, and other food products, we prefer environmentally certified (e.g., FSC, MSC, EU-EcoLabel) or traceable source products.

## **Efficient Procurement:**

Our procurement policy prefers reusable, returnable, and recycled goods.





# Contribution to the Local Economy

**Collaboration and partnership with stakeholders is a crucial necessity for the development and proper management of sustainable tourism.**

We are fully aware of the significant importance of the participation and support of the local community.

We also recognize the substantial impact of the richness of local food and the region's gastronomic offerings on sustainable tourism.

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Purchases are made from suppliers that align with the company's management and financial structure.

We work with suppliers who comply with all legal regulations

By collaborating with our suppliers, we assess the social and environmental risks of the most consumed goods, and we consider social and environmental criteria in our purchasing decision process.

In our establishment, low-energy devices are preferred when purchasing electrical equipment.

In this regard, nearly all of our suppliers are local producers and suppliers.



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# Local Employment

The local/regional employment policy is a set of rules and regulations designed to promote and protect employment at the local or regional level. This policy aims to reduce unemployment rates, support economic development, and enhance the well-being of local communities.

We ensure that the employees we hire within the organization are from the local community. By prioritizing the employment of the local population, we contribute to revitalizing the economy within the region.

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# Protection of Wildlife and Animal Rights

**We send the leftover food from the buffet to the municipality.**

With the composting equipment organized by the municipality, animal food is produced and sent to animal shelters.

In order to protect terrestrial life, we have planned and implemented actions to support the sustainable management of all types of forests, the cessation of deforestation, the restoration of degraded forests to their original state, and the significant increase in afforestation and reforestation. As part of this, we made a tree donation to the TEMA Foundation. Additionally, we have created a landscaping area within the hotel grounds and carried out tree planting and greening efforts.

- Landscaping works are carried out in our hotel.
- A space for stray cats has been created within the hotel to meet their shelter and food needs.



THANK YOU!

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