



We Care About Our Planet, Customers,  
Employers and Partners

We go ahead with SUSTAINABILITY

WE GO AHEAD WITH SUSTAINABILITY

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# ABOUT THE SUSTAINABILITY REPORT

In the sustainability report published by THE MAESTRO HOTEL, we aimed to communicate the environmental and social initiatives we have undertaken and our future goals in these areas to our stakeholders.

This report outlines the objectives and roadmaps within our hotel's sustainability program and is shared with our valued guests, business partners, staff, and all relevant parties in open forums. Our aim is to continually improve our sustainability efforts with the input and suggestions of our valued stakeholders. Therefore, contact information for all types of feedback is provided below.

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# MESSAGE FROM THE GENERAL MANAGER

As of July 2023, THE MAESTRO HOTEL, offering hotel and restaurant services to its guests, accommodates comfort-seeking visitors with a total of 47 rooms in 8 different types.

Today, our facility hosts guests from various parts of Turkey and the world, continuing to provide services aimed at ensuring and exceeding guest satisfaction.

THE MAESTRO HOTEL's mission is to become a leader in the tourism industry by applying sustainable tourism principles with the participation of all our employees, adding value to our stakeholders.

We will continue to provide honest, hardworking, and reliable services through an open, transparent management style and our principles of professionalism.

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# ABOUT THE MAESTRO HOTEL

At the Maestro Hotel, our meticulously designed approach pioneers the global hospitality perspective. In this way, we aim to provide an elegant and distinguished service where our guests can experience “the tailored luxury”.

With our strong knowledge and experience in the fields of both hospitality and gastronomy, we think every detail for service excellence.

In our exciting journey, we will remain at their service while our guests add their own stories to the unique tale of Istanbul.

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# OUR MISSION

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With our meticulously designed approach, which pioneers the global hospitality perspective;

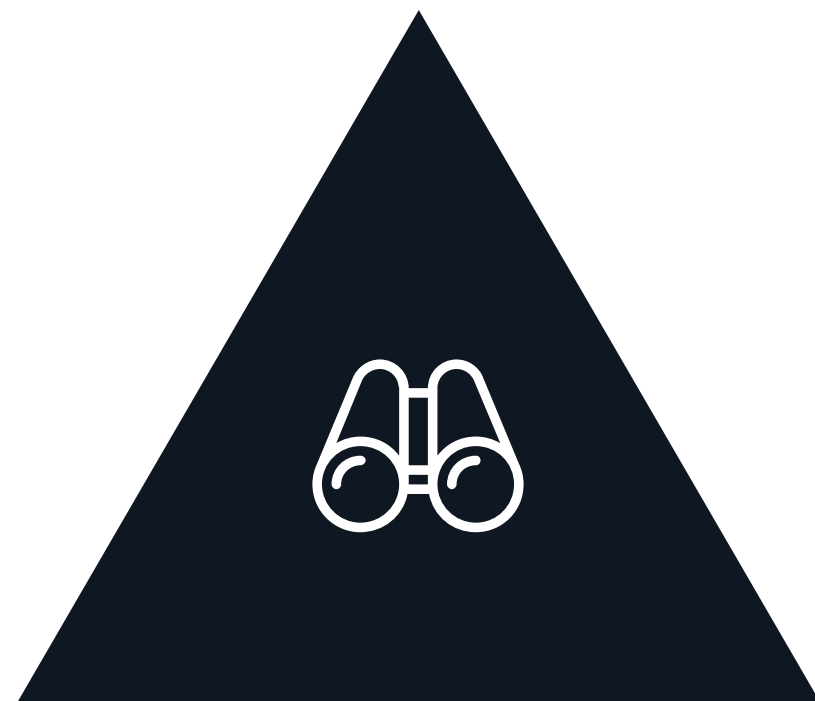
To provide an elegant and distinguished service where our guests can experience “individually customized luxury”.

In this way, to ensure that they add their own stories to the unique tale of Istanbul.

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# OUR VISION

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Putting elegant and individually customized luxury at the heart, to serve the Maestro Experience in the selected distinctive destinations of the world.

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# OUR VALUES

**RESPECT:** We treat our guests, employees, neighbors and all other stakeholders with respect. We are sensitive to the society and environment we live in.

**INTEGRITY:** We are responsible for the services we provide. We act in accordance with national and universal legal norms in all our activities. Our business procedures are clearly defined. Accordingly, we have a transparent and accountable management approach.

**GUEST CENTRICITY:** We know the current and future expectations of our guests and prioritize these expectations in all our work. We strive to offer our guests an unforgettable experience with a delicacy that starts with welcoming at the door.

**COOPERATION:** We work as a team in cooperation towards our common goals. We listen to each other well and ask questions, so that we draw strength from each other. We believe in creating value together through teamwork.

**MAKING A DIFFERENCE:** We make a difference with our meticulously designed service approach and the “tailored luxury” experience we offer within the hotel. Thus, as The Maestro, we pioneer the concept of hotel management on a global scale. We create value for both our guests and our team with our strong knowledge and experience in both gastronomy and hospitality.



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# OUR SUSTAINABILITY POLICY

With a commitment to carrying the responsibility of the Sustainable Tourism Management System, and in alignment with national and international regulations, THE MAESTRO HOTEL aims to minimize its impact on the environment through waste management, natural resource conservation, the promotion of employee health, safety, and equal rights, as well as the continuous improvement of energy and water conservation performance, ensuring sustainability from both environmental and economic perspectives.

To achieve this goal, we pledge to:

- Comply with all relevant laws and regulations applicable to the hotel.
- Establish effective communication with all stakeholders to create shared values and beneficial outcomes regarding energy, water, natural resources, and support for local suppliers.
- Contribute to the education of all employees, suppliers, subcontractors, visitors, and the local community regarding the conservation of energy, water resources, cultural heritage preservation, and support for the region.
- Reduce energy and water consumption, continually improve energy and water efficiency, and monitor their implementation and results.
- Purchase and source environmentally friendly and efficient products to reduce waste, minimize chemical usage, and promote a zero-waste and waste-reduction approach.
- Continue our efforts in collaboration with stakeholders for mutual benefits.
- Strive to achieve the objectives and goals within the scope of the management system.
- Comply with legislation and obligations related to human health and human rights.
- Increase water conservation measures due to the growing drought concerns worldwide.
- Ensure the preservation of natural habitats for living beings in the region and around the hotel.
- Commit our top management to provide all necessary information and resources.

By adhering to these principles, THE MAESTRO HOTEL remains dedicated to its mission of sustainable tourism management.

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# LEGAL COMPLIANCE

## LEGAL COMPLIANCE AND COMMITMENTS

Our hotel commits to complying with current laws, regulations, and international agreements, maintains an up-to-date list of these, regularly informs its staff about them, and provides necessary training to its personnel.

10 When requested or required, our hotel presents all necessary permits, certificates, and documents to relevant individuals and institutions.

These documents include the Workplace Opening and Operating Permit, the latest personnel insurance declaration, the tax certificate, emergency action plan, staff training records and certificates, documents confirming pest control measures, and other required documents.

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# EMPLOYEE RIGHTS & SOCIAL RESPONSIBILITY

THE MAESTRO HOTEL supports and adheres to internationally recognized human rights. While conducting and improving its operations, the hotel prioritizes the health, well-being of its employees, and environmental protection. It manages its activities related to Occupational Health and Safety, employee rights, and environmental matters in accordance with national, legal, and other requirements.

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THE MAESTRO HOTEL values its employees and the contributions they make. In our hiring and employment processes (placement, promotion, social benefits, etc.), we provide equal opportunities to everyone regardless of nationality, race, religion, belief, age, nationality, gender, sexual orientation, marital status, pregnancy, disability, based on our selection/evaluation criteria such as experience, skill level, and merit.

In this regard, corporate social responsibility areas such as human resources and human investment projects, stakeholder culture, company vision, education support activities, and practices that promote culture and the arts are conducted in accordance with the established criteria and principles.

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# EMPLOYEE RIGHTS & SOCIAL RESPONSIBILITY

Our company is committed to providing a work environment characterized by high levels of trust, where individuals can bring out their best work, in harmony and order, by treating each other fairly and with respect. Any form of unlawful harassment, humiliation, intimidation, threats, or discrimination is strictly prohibited and will not be tolerated at THE MAESTRO HOTEL.

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We provide the necessary means for employees to easily voice their suggestions and complaints. Suggestion and complaint boxes are placed in accessible locations for everyone, and these boxes are regularly checked and evaluated. Our success depends on the contributions of each and every employee.

# PREVENTING CHILD ABUSE AND PROTECTING CHILDREN POLICY

THE MAESTRO HOTEL accepts individuals up to the age of 18 as children, with the exception of those who may reach legal adulthood at an earlier age as per the applicable law.

It acknowledges that every child has the fundamental right to life. The Maestro Hotel makes every possible effort to ensure the survival and development of children.

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The hotel recognizes the child's right to rest, leisure, play, and participation in cultural and artistic activities that are appropriate for their age. It respects and encourages the child's full participation in cultural and artistic life, promoting the provision of equal and appropriate opportunities for children to engage in leisure, rest, arts, and culture-related activities during their free time.

It acknowledges the child's right to protection from economic exploitation and from being engaged in any form of hazardous work or work that may be harmful to their health, physical, mental, spiritual, moral, or social development.

The protection of children and their rights is integrated into the corporate culture, with the policy communicated to all staff during their initial orientation training and reinforced through periodic training. Employees are instructed to report any instances of child abuse to the institution's management and relevant law enforcement authorities.



# COMMUNICATION STRATEGY

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At THE MAESTRO HOTEL, we aim to enhance and improve our sustainability efforts by sharing them with our stakeholders. We are committed to working towards sustainable development by actively involving our stakeholders in our initiatives.

STAKEHOLDER GROUP	COMMUNICATION METHOD	COMMUNICATION FREQUENCY
Employees	One-on-one conversations Performance evaluation Occupational health and safety Meetings	Continually Continually 1 in 2 months
Customers	Call center E-mail Seminar, Congress and Exhibition	Continually Continually 1 in 2 months
Suppliers	Meetings Email	When there is demand Continually
Local Communities	Social projects	During the project
Public Institutions	Meetings Information Forms Inspections	Meetings At least once a year At least once a year
Organizations by Industry	Meetings Seminars and Exhibitions	As edited Several times a year
Media	Interviews Press releases	When needed When needed

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# ENVIRONMENT & WASTE MANAGEMENT

Through our established environmental management system within our hotel, we aim to control the consumption of water, electricity, energy, chemicals, and the amount of solid waste without compromising the comfort of our guests. Our goal is to minimize potential harm to the environment and natural resources.

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To comply with environmental legislation and sector-specific obligations, ensure efficient use of natural resources, promote environmental protection, and contribute positively to the environment, we commit to:

Continuously adhere to all relevant environmental laws and administrative regulations to maintain our environmentally sensitive approach, which has been in place since our establishment.

Manage our waste in a way that keeps its environmental impact under control, disposing of non-recyclable waste in an environmentally friendly manner. We also aim to continually monitor and improve our environmental performance related to the impacts of our activities.

Strive to prevent environmental pollution, make ongoing improvements in this regard, and work towards minimizing our use of natural resources.

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# ENVIRONMENT & WASTE MANAGEMENT

By implementing these measures, we are dedicated to promoting sustainability and reducing our environmental footprint while maintaining the highest standards of guest comfort.

By controlling the environmental and health impacts of our activities and ensuring their alignment with the principles of sustainable development, we aim to:

Foster a commitment to environmental consciousness not only among our employees but also among our guests and relevant authorities by collaborating with local governments to generate environmental protection projects.

Raise awareness and protect our immediate surroundings, while also encouraging the companies we collaborate with to adopt the same level of environmental consciousness.

At the forefront of our efforts to protect the environment and natural life is our waste management plan. Waste management enables us to reduce packaging waste and prevent potential harm to the environment.

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# ENERGY MANAGEMENT

## ELECTRICITY CONSUMPTION

We prioritize the use of energy-efficient electrical appliances in our hotels to achieve electricity savings. Through training sessions for our staff and regular briefings on decisions related to energy conservation, we ensure the sustainability of our efforts. The measures taken for electricity savings include:

1. The use of energy-efficient and LED bulbs for lighting throughout the facility.
2. The use of LED bulbs for decorative lighting throughout the facility.
3. In guest rooms, the utilization of inverter and VRF (Variable Refrigerant Flow) air conditioning and heating systems.
4. The implementation of an energy server system in guest rooms.

By reviewing monthly tables related to energy consumption, we analyze increases and decreases in energy usage. We identify the reasons behind these fluctuations and tailor our plans and measures accordingly to optimize energy efficiency.

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# WATER MANAGEMENT

While ensuring the comfort of our guests, we emphasize water conservation by training our staff and providing information on water-saving in the environmental brochures placed in guest rooms. Our water conservation efforts include:

1. The use of water-saving aerators in all facility faucets to promote water conservation.
2. The use of sensor-operated faucets for water conservation in public area urinals, emphasizing energy efficiency.
3. In guest rooms and public area toilets, the use of dual-flush systems in toilet tanks for water conservation.
4. Adjusting the flow rates of aerators in guest rooms, public area toilets, and kitchen sinks to 4 liters per minute to prevent excessive water usage.

By reviewing monthly tables related to water consumption, we analyze increases and decreases in water usage. We identify the reasons behind these fluctuations and tailor our plans and measures accordingly to optimize water efficiency.



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# PROCUREMENT AND SUSTAINABILITY

Our procurement policy encompasses local, environmentally friendly, fair trade, and efficient purchasing practices. Our hotel closely monitors its material and service resources. We verify the sustainability-related certifications, information, and documentation of our suppliers.

Local Procurement: Our hotel prioritizes local suppliers when purchasing goods and services, provided they meet quality and reasonable pricing criteria. Therefore, we regularly update our supplier list and inform our suppliers accordingly. We measure the proportion of goods and services obtained from the local community.

Fair Trade for Imported Products: Our hotel also gives priority to fair trade suppliers for imported products, provided they meet quality and reasonable pricing criteria.

Environmentally Friendly Procurement: Our hotel follows an environmentally friendly procurement policy by emphasizing efficient purchasing to reduce food and solid waste, promote energy efficiency, and conserve water.

We prioritize environmentally labeled products in our procurement, and if such products are not available in the product category to be purchased, we select suppliers and manufacturers whose production and other processes do not harm the environment. For products like wood, fish, paper, and other foods, we prefer environmentally certified (FSC, MSC, EU-EcoLabel, etc.) or traceable sourcing.

Efficient Procurement: Our procurement policy favors reusable, returnable, and recycled goods to promote efficient resource utilization.

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# PRESERVATION OF LOCAL ENVIRONMENT AND CULTURAL HERITAGE

We are aware of our responsibility in preserving local culture and values. In this context, our commitment to activities and initiatives related to:

- Cultural Promotion
- Contribution to the Region's Commercial Volume
- Promotion of Natural and Historical Riches
- Employment of Local Communities

is at the highest level. We prioritize involvement and sensitivity to these issues.

## CONSIDERATIONS WHEN VISITING NATURAL AREAS, LOCAL COMMUNITIES, AND CULTURAL/HISTORICAL SENSITIVE AREAS

We place great importance on providing information, especially about cultural heritage sites. Respecting our history and culture is one of the most important values we pass on to future generations.

Our employees receive regular training and participate in cultural and heritage site visits to ensure the preservation and presentation of cultural heritage.

For our guests and suppliers, we provide brochures, booklets, and information on our Cultural Heritage assets and the guidelines to be followed.



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# PRESERVATION OF LOCAL ENVIRONMENT AND CULTURAL HERITAGE

MOSQUE and MUSJID:

- We must enter the mosque with clean clothes.
- 21 • We must wear modest clothes.
- We must comply with the visiting rules within the framework of religious rules.
- We should not talk loudly.



THE MAESTRO HOTEL



IN PUBLIC TRANSPORTATION VEHICLES

- We should always give priority to the elderly, children, disabled and pregnant when boarding.
- We should always get on from the front door and get off from the back door.





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# BIODIVERSITY PROTECTION

In our operations, we avoid materials that pose a risk to endangered species, animal welfare and forests. . We include ensuring the continuity of natural resources in our goals and develop projects in this direction. We are involved in studies focusing on biodiversity conservation with CSOs and local governments.

In order to raise awareness about the importance and protection of biodiversity, we organize in-house training and internal communication activities and include this issue within the scope of sustainability training.

## Social Responsibilities

Our facility donated saplings to the TEMA foundation on behalf of our MANAGERS.

We regularly donate food to stray animals.

Our facility cleans the forest area once a year in order to protect nature and biodiversity.



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# CHEMICAL CONSUMPTION

We provide continuous training to our staff to ensure that chemicals are used in sufficient quantities to maintain general hygiene at our facility. The chemicals we use are environmentally friendly, and we control their usage by ensuring that our machines are equipped with automatic dosing units to use the right amount.

- We work with relevant companies to ensure the safe disposal 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.
- We monitor our chemical usage and provide staff training to prevent wasteful and incorrect chemical usage.



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# OUR CONSERVATION PRACTICES

- We use a system that cuts off electrical energy after guests leave their rooms.
- Compact fluorescent bulbs and LED lighting are preferred in 85% of our lighting systems.
- Mini-bars in guest rooms are positioned to avoid direct sunlight, preventing heating.
- Outdoor lighting utilizes timers adjusted according to daylight saving time.

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## Sustainability in Procurement:

- We prioritize locally made products over imported ones unless absolutely necessary.
- When purchasing machinery and equipment, we research and prefer alternatives that are Class A energy-efficient or consume less energy.
- Products we select for procurement favor recycled or recyclable items.
- We prefer products that are delivered with minimal packaging, energy and water-efficient, and sustainably produced from sustainable sources.

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# OUR CORPORATE GOALS

- We aim to increase the number of employees selected from the local community in 2023, further promoting local employment.
- We provide opportunities for our guests to explore historical sites in the region, contributing to the promotion of our area.
- We direct our guests to local businesses in the region to support local economic development and encourage shopping.
- We collaborate with local authorities on afforestation projects, contributing to environmental sustainability.
- We strive to reduce waste by expanding the reuse of brochure materials in guest areas, making them refillable.
- Whenever possible, we prefer to source materials from nearby locations to minimize transportation impacts.
- We encourage our staff to walk or use bicycles instead of individual vehicles and promote the use of public transportation when distances are not walkable.
- We prioritize energy-efficient electrical appliances in our hotel to save electricity. We continuously educate our staff and keep them informed about decisions made in energy-saving meetings to ensure the sustainability of our efforts. Our goal is to maximize staff awareness and minimize energy consumption.

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# OUR CORPORATE GOALS

- We raise awareness about water conservation through staff training and information provided in environmental brochures placed in guest rooms, without compromising on guest comfort.
- The flow rates of all faucets and showerheads have been specially adjusted to prevent unnecessary water consumption.
- We aim to increase awareness-raising events with local authorities.
- Improving communication with stakeholders
- Developing methods to more effectively share our sustainability efforts with stakeholders
- Optimization of data collection processes
- Conducting analyses related to customer satisfaction
- Increasing endemic plant diversity within the hotel premises for biodiversity conservation purposes
- Organizing cultural site visits with the staff
- Reducing the usage of single-use products by 5%

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WE WOULD LIKE TO EXPRESS OUR GRATITUDE TO ALL OF OUR EMPLOYEES AND STAKEHOLDERS WHO HAVE SUPPORTED US IN ACHIEVING OUR SUSTAINABILITY GOALS.