

2023 İMAGİNE İSTANBUL SUSTAINABILITY REPORT



We started our sustainability studies as of 2023. The development we have made in this direction; We aim to share it with our management, employees, guests, suppliers and all our other partners and thus increase the awareness we will create at this point and turn it into common goals and successes.

WHAT IS SUSTAINABLE TOURISM?



As İMAGİNE İSTANBUL, we are aware of our responsibilities regarding sustainable tourism and development and we carry out our work in this direction. We strive to leave a better world for future generations. We aim to improve and develop our efficiency, quality and environmental performance by providing better quality and reliable services for our guests and human health.

All our activities form the basis of our strategy to ensure that both our employees and the local people live in a healthier and cleaner environment.



ABOUT THE REPORT

Sustainability means "leaving a better life to future generations by giving importance to economic, environmental and social activities."

Our hotel's responsibilities within the scope of sustainability:

To create and evaluate recycling and reuse opportunities, to continuously improve energy efficiency and minimize the negative impact caused by carbon emissions,
Ensuring water management,
Protection of cultural and social heritage,
Providing economic and social benefits to the local people,
Reducing any environmental impact caused is shaped at its basic points.

2023 sustainability report;

Environmental, social and economic performance evaluation of our hotel,
The targets set to increase this performance,
The strategy and process to be followed to achieve these goals,
Possible risks that may be encountered and solution suggestions,
To contribute to ecological balance,
To minimize the negativities and dangers that will affect the environment önlemleri almayı,
and to
It includes efforts to keep performance results at the highest level.



OUR VISION

As **IMAGINE ISTANBUL** family;

To be an exemplary facility with family warmth, based on guest satisfaction, always preferred by the guests with its Environmental Awareness and Understanding, in line with the principle of "Using Nature by Protecting it, Not Consuming it", without giving up on superior service quality with all its employees in team spirit. We work for sustainable tourism with the products we choose and the approaches we demonstrate.

OUR MISSION

Without ever giving up on our quality service principles for a high level of guest satisfaction, with our environmentally friendly and friendly hospitable service that protects natural historical and cultural values; Our aim is to host your memories with "**IMAGINE ISTANBUL Hospitality**", which is constantly recommended and preferred by our guests. Values;

- Person
- Nature
- Hospitality
- Dedication



SUSTAINABILITY POLICY

İMAGİNE İSTANBUL adopts a sustainability policy covering environmental, social, cultural, economic, quality, human rights, health, security, risk and crisis issues. As a hotel, we are committed to applying sustainability principles in all aspects of our operations. We explain our policy on the following topics:

Environmental Responsibility:

- We encourage the efficient use of energy and water resources and aim to reduce the amount of waste.
- We minimize environmental impacts to protect the local ecosystem and support biodiversity.
- We raise awareness among our staff and guests about recycling and waste management.

Social and Cultural Sensitivity:

- We support economic and social development by collaborating with local communities.
- We protect and promote local cultural values and heritage.
- We ensure that all our staff comply with the principles of fair business practices, equality and diversity.

Economic Sustainability:

- We encourage working with sustainable suppliers and aim to contribute to the local economy.
- We constantly review our processes to ensure efficiency and cost savings.

Quality management:

- We strictly adhere to quality standards to keep guest satisfaction at the highest level.
- We are committed to the continuous training and development of our personnel based on the principles of continuous improvement.

Human Rights and Employee Rights:

- We fully comply with business ethics standards and human rights.
- We support fair working conditions and reject all kinds of discrimination.

Health and Safety:

- We take the necessary precautions to keep the health and safety of our guests and employees at the highest level.
- We provide a safe environment by constantly reviewing hygiene and cleaning standards.

Risk and Crisis Management:

- We evaluate risks, take precautions and constantly improve our management processes.
- We prepare and update crisis plans to ensure quick and effective action in crisis situations.
- We organize training and awareness programs to prepare our personnel for emergencies and strengthen their response skills.

This sustainability policy reflects our efforts as **İMAGİNE İSTANBUL** to achieve our sustainability goals and fulfill our commitments for a better future. We constantly review, update and share our policy with all our stakeholders.



WOMEN'S RIGHTS AND GENDER EQUALITY POLICY (P.04)

We attach importance to gender equality in our business.

- We ensure the health, safety and welfare of all our employees, regardless of gender.
- We support women's participation in the workforce in all our departments and provide equal opportunities.
- We act with the policy of "equal pay for equal work" without discrimination of gender.
- We distribute tasks by taking into account the principle of equality.
- We provide the necessary environment to benefit from career opportunities equally.
- We create education policies and support women's participation and raising awareness.
- We create work environments and practices that maintain work-family life balance.
- We support women to be in company management and provide equal opportunities.
- Women should not be subjected to any form of abuse, harassment, discrimination, suppression, coercion, slander, etc. We do not allow it to be exposed to such situations. We are always aware of the value they add to the world and our organization and support their existence.

ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY (P.01)

- We protect the environment in our business, prevent its pollution, and attach importance to its protection by reducing our negative effects on the environment.
- For this;
- We comply with legal regulations and try to reduce our environmental impact.
- We take care to effectively separate our waste according to its source, groups and hazard classes.
- We know that using hazardous substances and chemicals only when necessary and as much as necessary will reduce both the negative effects on the environment and the amount of waste,
- We contribute to protecting nature by choosing materials with "recycling" and "environmentally friendly" labels in the materials we purchase in our business. We try to create reuse opportunities,
- We use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and take care to leave less waste to nature,
- We store wastes correctly in separate areas according to their characteristics, deliver them to licensed/authorized companies without exceeding the legal storage time limits, and keep their records.
- We try to use water, energy and all natural resources economically. We share this sensitivity with our employees, guests and suppliers.
- We measure our performance in environmental management, monitor this data with targets and try to improve our performance.
- We aim to educate our employees about the environment and increase their awareness.



CHILDREN'S RIGHTS POLICY (P.02)

Children are our legacy to the future. Knowing them as individuals, respecting their rights, all kinds of psychological, physical, commercial, etc. It is our primary responsibility to protect and protect against exploitation. To ensure this;

- We do not allow child labor in our own institutions and expect the same sensitivity from all our business partners.
- We provide environments/opportunities within the business that contribute to the development of children, where they can easily express their thoughts, wishes and feelings, and where they feel free and comfortable.
- We provide training to our employees on preventing and detecting child abuse.
- We ensure that children are under adult supervision in the activities they participate in.
- We organize trainings and support relevant projects to raise awareness about the protection of children's rights.
- When we witness suspicious actions regarding children, we first inform the hotel management and ask for help from official organizations when deemed necessary.

ENERGY EFFICIENCY POLICY (P.03)

- We use our energy efficiently to protect our world from possible dangers and set targets to reduce our energy consumption.
- For this;
- In order to fulfill both our responsibilities towards nature and our legal obligations, we follow national and international standards, laws and regulations, voluntarily carry out studies that will reduce energy use and/or continuously improve our energy consumption performance, and monitor the results of our work.
- We set targets and include energy efficiency in our training programs to ensure the participation of our employees.
- We attach importance to collaborating with all our stakeholders to create common goals and results in energy management. We try to continue our interaction with our guests, employees, visitors and all business partners in order to reach an overall level of awareness and consciousness on these issues.
- We try to research, find, purchase and use suitable energy-efficient products, equipment and technology alternatives.
- We aim to document our Energy Management System, disseminate it to all our departments, update, review and continuously improve it when necessary.
- We evaluate energy risks or emergencies that may arise, such as energy constraints, and plan the measures that can be taken.



SUSTAINABLE PURCHASING POLICY (P.05)

In line with the sustainable supply approach, our suppliers/solution partners

- Having Quality Assurance Management Systems, Environmental and Occupational Health and Safety Management Systems, internationally accepted environmental and sustainability ethics/certificates,
- It has no harmful effects on the environment in production and supply and complies with environmental legislation,
- Resources; It uses/consumes appropriately, without harming natural life or the ecosystem, and complies with hunting bans,
- It works to minimize and manage its wastes correctly, and offers less packaging or bulk packaging alternatives in its product packaging,
- Environmentally friendly, economical, local, attaches importance to ethical values, uses recyclable or recycled materials, organic, bio, vegan, not tested on animals, does not contain harmful chemical components, etc. to offer alternatives,
- Being a domestic and local production/service provider,
- We attach importance to products/services that reflect/promote the cuisine, traditions and culture of our country/region, and we convey this perspective to our stakeholder suppliers. We try to create efficient purchasing opportunities with our suppliers and aim to reduce the environmental impacts arising from supply processes.

Gender equality	Religious Awareness	Disabled Employees
<p>To achieve our vision of gender equality, we have a broad strategy for diversity and inclusion:</p> <ul style="list-style-type: none"> ▶ Improving the representation of female employees in management with the aim of gender balance ▶ Challenging harmful social norms and stereotypes in our workplaces and beyond ▶ Women should not be subjected to any form of abuse, harassment, discrimination, suppression, coercion, slander, etc. We do not allow it to be exposed to such situations. We are always aware of the value they add to the world and our organization and support their existence. 	<p>It protects religious holidays, holidays and worship rights wherever and whenever reasonable and reasonable, taking into account business needs and requirements. Our strategy to promote religious awareness across the group focuses on two key themes:</p> <ul style="list-style-type: none"> ▶ Offering the opportunity to request a holiday to attend holidays in order to fulfill one's religious belief. ▶ Providing the opportunity to change the work plan in order to gain time to attend religious holidays 	<p>It ensures that reasonable accommodations are made to support those who experience a disability while on duty and that they have access to occupational health services. This support will include access to appropriate equipment, information, decision-making and communication tools.</p> <p>There are two key elements to realizing our vision for disability inclusion:</p> <ul style="list-style-type: none"> ▶ Ensuring that our workplaces, systems and processes do not constitute an obstacle to people with disabilities ▶ Creating a culture where there is no shame in sharing a disability and where we have open, honest conversations, ensuring disabled people are not restricted



HARASSMENT AND DISCRIMINATION PREVENTION POLICY

In **İMAGİNE İSTANBUL**, people of different races, languages, genders, forms of worship, skin color, sexual orientation, nationality, beliefs, disabilities, ages and views are in harmony. Any kind of discrimination and/or harassment by any employee, manager, consultant, guest, student, guest, supplier of goods and services of the institution and by non-employees of the institution cannot be tolerated. The hotel respects the individual rights and cultural differences of its employees. Any behavior that constitutes direct or indirect discrimination or harassment against individuals is strictly prohibited.

The behaviors in question are;

- Any verbal, physical or sexual approach that is not approved by the other party, inexcusable physical contact, proposal or touching,
- A person's personal image, body, or personality related to his/her race, gender, nationality, sexual orientation, religion, disability or any other characteristic or comments about lifestyle,
- Statements or threats that imply, associate or reasonably lead to a connection between the employee's employment status, promotion potential, salary status or grades and consent to sexual harassment,
- Statements or threats made in the workplace that involve race, gender, Displaying obscene or discriminatory graphics, caricatures, images or photographs regarding nationality, sexual orientation, religion, disability or any other personal characteristic,
- Displaying obscene or discriminatory graphics, gender, nationality, sexual orientation, religion, disability or any other personal characteristic sexually explicit stories, jokes, innuendos or comments about
- If any employee of **İMAGİNE İSTANBUL** has an emotional and/or physical relationship with any employee or that goes beyond the relationship between manager and employee and causes the manager or employee in question to be favored over others, or attempts such a relationship, or declares his/her intention in this regard.
- Verbal attacks,
- Mobbing (hazing): Unwarranted accusations, humiliations, general harassment or emotional abuse committed by a group rather than an individual and directed towards a particular person.

Retaliation: No employee, job applicant, or any other person will be restricted from seeking advice regarding a sexual harassment matter, making a sexual harassment complaint, or serving as a witness or panel member in an investigation regarding sexual harassment, provided that it is done in good faith. cannot be subjected to behavior such as intervention, coercion or retaliation. Retaliatory actions are considered a violation of the Hotel's harassment policy and will be dealt with accordingly. Malicious and unwarranted accusations A person whose accusations are found to be malicious and false is subject to investigation/prosecution within the framework of the Disciplinary Regulation.



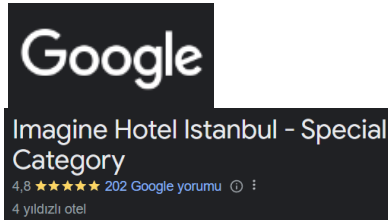
GUEST SATISFACTION

Every service provided in our facility is based on the "Guest Satisfaction" principle. The aims of our staff are to treat guests with a smile, to listen to their requests and complaints and to be solution-oriented, within their authority.

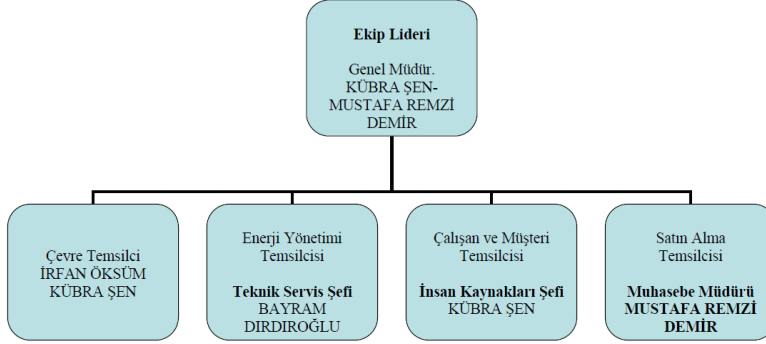
As **İMAGİNE İSTANBUL**, for our guests to have a pleasant, peaceful and safe holiday; All kinds of special requests and complaints, starting from the reservation stage and continuing after the end of the holiday, free of charge, within the framework of obligations to legal institutions and supplier companies,

We will initiate the solution process with an impartial and honest approach, without any discrimination, by giving importance and recording,

- We ensure that all communication channels through which our guests can submit their complaints and requests will always be open and ready for communication.
- Conducting trainings that will increase awareness and awareness of our guest-oriented complaint and request management system, aiming to ensure that every employee, starting from the senior management, has the same sensitivity.
- Material or moral damages of our guests who complain about receiving service other than the promised service will be covered.
- We will examine and finalize the requests and complaints within the framework of the conditions and within the time required for guest satisfaction, and inform our guests.
- We aim to improve and continuously improve the experiences our guests have shared with us, and we will provide all kinds of resources to achieve this goal.
- We undertake that we will not deviate from the confidentiality principle during the request and complaint process.



SUSTAINABILITY TEAM



Energy Management

We foresee that our Energy Policy, one of our most fundamental elements, will be designed in line with the fight against climate change and circular economy targets. Therefore, directing investments in clean energy technologies is not only a positive step for protecting the environment but also for our guests. In this context;

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- Energy saving bulbs and LED lights are used
- All linen products are washed as guests request. In this way, electricity is saved
- Our employees were made aware that the curtains should be closed during the summer months when the guests are not in the room.
- All rooms benefit from maximum daylight.
- A card system is used in the rooms. After the guest leaves the room, all electricity is cut off.
- The sheets and towels in the rooms can be changed upon guest request, thanks to the card. In this way, electricity is saved.



Water Management

- Our water tank is maintained every winter and water leaks are prevented.
- All shower heads and taps are fitted with economical aerators that adjust the water flow rate.
- ▪ I reservoirs are adjusted to not flow more than 5 liters of water for each use.
- Non-sensor sinks are included in the replacement plan in the 2023-2024 winter plan.
- Our staff is regularly trained on water saving and reporting possible water leaks.
- Water consumption is constantly monitored and recorded. The data obtained from these monitoring are recorded on a daily, monthly and annual basis.
- In order to reduce water consumption, sheets and duvet covers are changed as guests request.



Waste Management

In our business, waste, including food waste, is measured, and there are mechanisms to reduce waste and reuse or recycle it when it is not possible to reduce it. Any waste disposal has no adverse impact on the local/area population or environment. Our business has established a solid waste management procedure. The procedure includes regular measurement and monitoring of waste generation, waste reduction, reuse, recycling and waste disposal.

- Solid waste is separated according to its types such as food, recyclable, toxic/dangerous and organic, and recycling and reuse situations are taken into consideration while separating.
- Our business informs and guides its employees and stakeholders about waste management,
- Separated solid wastes are collected by authorized / licensed companies. Records are kept.
- Solid waste, including food waste, is measured by type and calculated and reported as guest*overnight.
- Our business carries out activities and risk areas where waste generation is high. (For example; kitchen, rooms, common areas, etc.)
- Plans and implements activities to reduce food waste and waste.
- Solid waste disposal does not have a negative impact on the local population or the environment.
- Compliance with the "Zero Waste Regulation" legislation regarding solid waste management is ensured.
- Our facility separates our waste at source. Storage areas suitable for Hazardous/Non-Hazardous types have been created.
- We have waste separation boxes in our rooms, floors, general areas and offices.
- Instructions, procedures, internal correspondence and updates are announced to the departments via e-mail.
- Refillable soap dispensers are used in public area toilets, personnel hand washing sinks and toilets.
- Packaging waste is prevented by purchasing large packaged boxes and buckets instead of disposable breakfast products whenever possible.
- In order to reduce food waste in our facility, breakfast is served to the table according to the number of people, rather than as an open buffet.



Our facility was entitled to receive the 'Sıfır Atık Belgesi' by fully complying with the Zero Waste Regulation on 11.01.2024.

WASTE AREAS



CARBON FOOTPRINT MANAGEMENT

Carbon footprint is a measure of the damage caused by human activities to the environment in terms of the amount of greenhouse gases produced, measured in units of carbon dioxide, and consists of two main parts: the direct (primary) footprint and the indirect (secondary) footprint. The primary footprint is a measure of the direct CO₂ emissions from the burning of fossil fuels, including energy consumption and transportation (e.g. cars and planes), while the secondary footprint is a measure of the indirect CO₂ emissions associated with the manufacturing and eventual degradation of those products from the entire life cycle of the products we use.

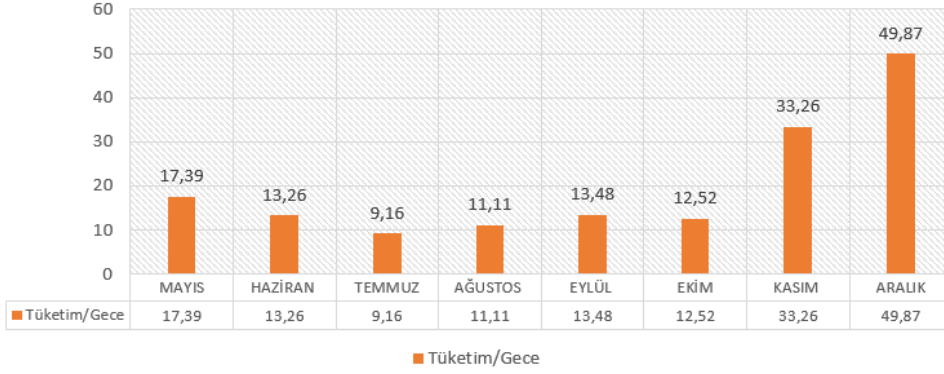
The main sources of carbon emissions in our business are; electricity consumption, natural gas consumption, air conditioning gas charging, energy consumption used to transform the waste produced in the hotel, consumption of petroleum products of the vehicles and generators used in the hotel, and energy consumption used in cleaning.

Our Greenhouse Gas and Carbon footprint reduction activities;

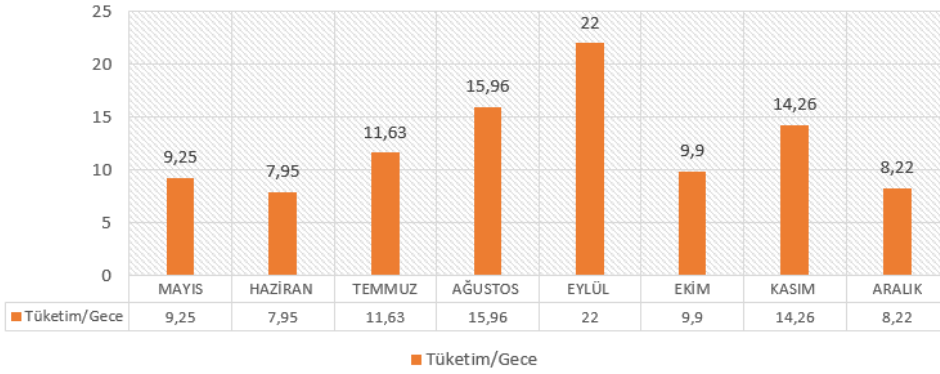
- In order to prevent waste in food purchases, precautions are taken against the risk of spoilage, decay and disposal by purchasing sufficient quantities.
- We support recycling and reuse by separating paper, glass and plastic waste on site.
- All electronic products continue to be used until they break down.
- No unnecessary or unnecessary purchases are made.
- Care is taken to turn off lighting that is not in use and we act sensitively.
- Black out curtains are used in the rooms to retain hot/cold air.
- Bulk purchases are made for purchases.
- Our activities to increase the QR system and reduce paper consumption continue.
- (Menus, Directory, Guest Survey)
- Digital display of the list of TV channels
- With the cogeneration system, electricity is produced from heat energy and energy savings are achieved.
- It is aimed to support the use of environmentally friendly vehicles by installing the electric vehicle charging station as soon as possible.



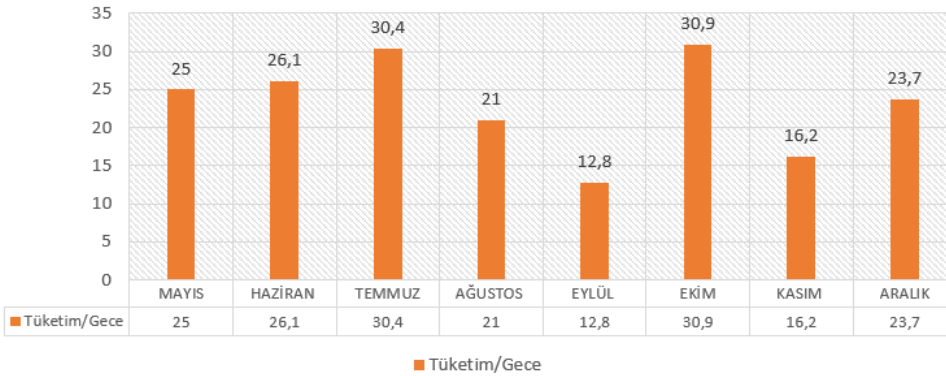
DOĞALGAZ TÜKETİM TABLOSU/ KHW



ELEKTRİK TÜKETİM TABLOSU/ KHW



SU TÜKETİM TABLOSU/ KHW





BIODIVERSITY MANAGEMENT

As **Imagine Istanbul**, we are aware of the importance of protecting biodiversity. Biodiversity refers to the diversity of life on Earth; It is necessary to provide critical ecosystem services such as survival, food supply, water purification, flood and drought control, nutrient cycling and climate regulation.

In our garden, we grow **Geranium, Black Cypress, Cat Palm, Euonymus Japonicus (a type of flowering plant native to China and Korea), Sword Fern, Madagascar Dragon Tree, Siberian Dogwood, Jasmine, Cactus, Rubber Tree, Dwarf Shephera, Ficus Microcarpa, and Camel's Bottom** plants. .

We do our best to prevent hazardous wastes and substances that pollute nature, which most deeply affect natural life, from coming into contact with nature.

We also donate saplings to support the protection of natural areas.

We remove hazardous waste from our business in a controlled manner and keep the use of products harmful to nature to a minimum.



Chemical Management

Cleaning and disinfection chemicals used in the facility according to their departments classified.

The cleaners used are products with natural ingredients that do not harm human health. is done.

We reduce our chemical waste by using diluted cleaning products.

Legal Compliance,

- As IMAGINE ISTANBUL, we know all our legal obligations and follow new legislation.
- We follow the legal requirements with the A.02 LEGAL COMPLIANCE TABLE list we created.

Waste water,

- Since the wastewater from our facility is domestic, it is sent to the Municipal sewer with İSKİ permission.
- All necessary legal procedures have been completed and filed.

ENVIRONMENTAL PERFORMANCE TARGET

We will continue the necessary work to benefit more from renewable energy resources.

We will continue to purchase devices with reduced environmental impacts and high energy efficiency.

We aim to replace the taps in public area sinks that do not have photocells. We will continue to raise awareness among our staff to reduce our consumption every year.

We aim to reduce our water consumption by an average of 0.20m³/night.

ENVIRONMENTAL ISSUES

The environmental policy for our hotel has been updated and our work has been continued within the framework of this policy, aiming to minimize our impact on the environment.

Informational notices were hung in personnel areas regarding water and energy saving and training was provided to our personnel.

Our staff is trained on environmental issues, waste is segregated, and awareness about energy and water and its savings is increased.

In the machinery and equipment purchased at our hotel, care is taken to purchase Class A products within the framework of the purchasing policy.

The use of straws has been abolished in our hotel in order to prevent environmental pollution and reduce plastic use.



SOCIAL ASSISTANCE, LOCAL COMMUNITY AND PERSONNEL ISSUES

Employee competencies are an important factor in businesses achieving their sustainability goals. Therefore, businesses organize training programs to ensure that employees are aware of sustainability. These trainings help them understand the concept of sustainability and implement sustainable business practices.

It helps them to recognize and acquire knowledge and skills on how sustainability can be integrated into the activities of the business.

- We support the presence of young and female employees in the sector.
- We always feel the positive contributions of our high school/university interns, which we aim to increase every year, by paying attention to the employment of our young employees with our dynamic service approach.
- We strive to educate our intern students with all our sensitivity, to introduce them to the sector and to ensure the employment of our successful students in our hotel.
- Increasing the number of female employees and supporting local employment are among our main goals.
- Our staff has received training and certification from experts in their fields.
- Our hotel aims to provide equal opportunities to its employees and care about gender balance. In this regard, our employees are recruited based on their abilities and experience, and gender discrimination is never allowed.
- The happiness of our customers and employees is our priority. As always, we will continue to strive to improve our service quality.

Total Number Of Employees	Number of Female Employees	Number of Male Employees
14	8	6

- 57% of the personnel working at **İMAGİNE İSTANBUL** reside in the local area.
- The employment rate of people residing in the local area in management positions is 42%.



New Year Celebration

As the **İMAGİNE İSTANBUL** family, we celebrate the new year by sharing the best wishes.

Protection and Promotion of Cultural Heritage,

Presentation of cultural heritage: Our hotel respects the intellectual property rights of its local people. Authentic elements of traditional and contemporary local culture are evaluated in our design and decoration. Our hotel cooperates with local guides and organizes tours and events for tourists. These tours and activities provide tourists with information about local culture and history, while also contributing to the economic development of local communities.

These tours and activities include local festivals, city tours, nature walks and cycling tours.

- **Artifacts:** Our hotel does not buy or sell historical and archaeological artifacts, does not mediate their trade, and does not exhibit them.
- **Promotion of sustainable local gastronomy:** Our hotel prioritizes the promotion and consumption of local products. It introduces innovative and creative practices to ensure sustainability in gastronomy in all its activities.

As **İMAGİNE İSTANBUL**, there are paintings of historical places in Istanbul in all our common areas.

There are promotional brochures about places to visit in our lobby area. Our employees also provide tour guidance.

At our sales stand located in the common area, miniatures of Historical Safranbolu Houses and Turkish Delight are sold.

Our breakfast varieties include many geographically indicated products such as Edirne ezine cheese, Erzincan tulum, Erzurum honeycomb honey and Simit.



Social Responsibility / Donation

As **Imagine Istanbul**, we continue to donate as much as we can in many areas.

In February, we made donations to LÖSEV, TEMAVAKFIN, MEHMETÇİK VAKFI and TURKISH ANIMAL PROTECTION ASSOCIATION.

