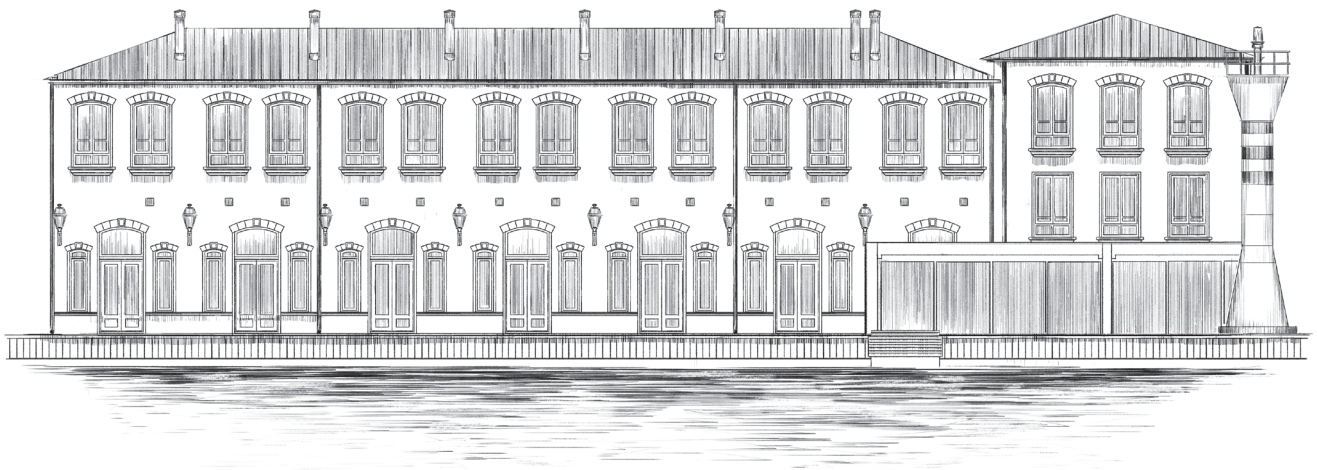


VAKKO HOTEL

SUMAHAN BOSPHORUS



SUSTAINABILITY REPORT 2025

SMALL
LUXURY
HOTELS
OF THE WORLD™

“We are aware of our responsibilities in sustainable tourism and development.

We are working for leaving a better world for future generations. Our corporate culture, values and ethical principles guide us in fulfilling these responsibilities.”

As Vakko Hotel Sumahan Bosphorus, it is of special importance for us to provide information about our sustainability activities in a transparent and effective manner. In this line, the sustainability reports that we aim to publish annually will be an important instrument that we will benefit in order to be a transparent and accountable organisation.

In this report, we intend to openly share our decisions and practices towards ensuring the sustainability of our business. The information in this report reflects our performance for the period between December 1, 2024 - January 31, 2025 and the rest of 2025. We consider this report, which we plan to prepare regularly, as an important communication instrument with which we will share the steps we will take to manage our impacts in the future.

The Sustainability Report for 2024 - 2025 includes;

- The evaluation of the environmental, social and economic performance of our hotel,
- The targets set in order to increase this performance,
- The strategy and process to be followed to achieve these goals,
- The possible risks that may be encountered,
- The solution suggestions for risks,
- The measured performance results.

TABLE OF CONTENTS

OUR MESSAGE ON SUSTAINABILITY	4
OUR CORPORATE PROFILE	4
AN EXCLUSIVE TOUCH OF VAKKO TO CITY LIFE	5
MISSION & VISION OF THE HUMAN RESOURCES	6
TRAINING AND DEVELOPMENT	6
POLICY OF QUALITY, ENVIRONMENT AND OCCUPATIONAL HEALTH AND SAFETY	6
CERTIFICATES	7
OUR BUSINESS PRINCIPLES	7
CORPORATE RESPONSIBILITY	7
OUR CORPORATE RESPONSIBILITIES	8
RESPONSIBLE PURCHASING PRACTICES	9
OUR GUESTS	10
VAKKO HOTEL & RESIDENCE APP	10
CUSTOMER SATISFACTION MANAGEMENT	10
OUR ENVIRONMENTAL APPROACH	11
OUR ENVIRONMENTAL POLICY	11
OUR ENVIRONMENTAL GOAL	12
SUSTAINABLE LIFE	13
RELATIONS WITH OUR STAKEHOLDERS AND SUSTAINABILITY	14
RESOURCE CONSUMPTION	15
ELECTRICITY CONSUMPTION	15
FUEL CONSUMPTION	16
WATER CONSUMPTION	18
WASTE MANAGEMENT	19
RECOVERABLE AND HAZARDOUS WASTES	19
PAPER CONSUMPTION	21
CHEMICAL USAGE	22
CARBON	23
OUR ENVIRONMENTAL PRIORITIES	24
EMPLOYEE TRAINING	25
ORGANIC FOOD AND VEGETABLE OIL CONSUMPTION	27
OCCUPATIONAL HEALTH AND SAFETY RULES	30
BENEFITS TO THE EMPLOYEES	31
CAREER MANAGEMENT	32
CULTURE, ARTS, SCIENCE AND SPORTS ACTIVITIES FOR EMPLOYEES	32
OUR SOCIAL CONTRIBUTIONS	33

OUR MESSAGE ON SUSTAINABILITY

Esteemed Guests, Business Partners and Employees; as Vakko Hotel Sumahan Bopshorus, we continue to serve with high guest satisfaction, brand awareness and quality understanding from past to present.

Today, we are experiencing a period in which many new expectations and needs arise in the tourism sector around the world, from the environmental matters to business and social life. This process demonstrates the importance of responsible and sustainable tourism, which we, as Vakko Hotel Sumahan Bopshorus, attach special importance and our corporate values also point out.

We focus on the effective management of sustainability risks and provision of sustainable growth with long-term strategies, and therefore, aiming to increase our success day by day.

CORPORATE PROFILE

“Her ülkenin övünç
duyduğu markaları vardır...”

*“Every country has brands
that they are proud of...”*

AN EXCLUSIVE TOUCH OF VAKKO TO CITY LIFE

Vakko, the most established fashion house and lifestyle brand of Turkey, following fashion and gastronomy, now brings a new approach to the accommodation experience with Vakko Hotel & Residence it has been designing for a long time. Opening the doors of a brand new Vakko World, Vakko Hotel & Residence brings together its privileged services under one roof in Nişantaşı, the fashion centre of İstanbul.

As a second hotel, set in a landmark waterfront property in the idyllic Çengelköy neighborhood on İstanbul's Asian side, Vakko Hotel & Residence Sumahan Bosphorus is an enchanting retreat for those looking for privacy, peace and quiet away from the hustle and bustle of the city. Each property has a different theme, designed to strongly reflect its location while redefining the art of accommodation where guests indulge in luxury facilities, memorable culinary journeys, and five-star exclusive services.

For a more personal touch, as part of its unique hospitality approach, Vakko Hotel & Residence Butler team is available to assist all guests with pre-arrival requests, pick-up preparations, suitcase unpacking and collection, wake-up services, laundry services, turndown services, shopping delivery, special tips about the city and travel planning at no additional cost. Everything at Vakko Hotel & Residence has been thought of individually to make your stay personal and very special.

We have adopted it as an objective to prioritise our sustainability goals at all stages of our accommodation services. In this personal and special journey, as a part of our unique hospitality approach, we aim to realise our sustainability goals while providing you with the Vakko experience.

MISSION OF VISION OF THE HUMAN RESOURCES

The human resources vision of Vakko Holding is to be an exemplary corporation in which a world-class human resources management approach is adopted in its sector and where everyone wants to work and is proud to work for.

The human resources mission of Vakko Holding is to provide a Human Resources perspective with a working environment that will enable our employees to have common values, work with high efficiency and create added value by keeping their loyalty at the highest level.

TRAINING AND DEVELOPMENT

Vakko Holding allows employees to develop and progress together with Vakko by providing training programs for professional development and business excellence in line with its goals and principles. Vakko Holding creates well-educated, motivated human resources with the philosophy of "Our biggest capital is our employees".

POLICY OF QUALITY, ENVIRONMENT AND OCCUPATIONAL HEALTH AND SAFETY

- Ensuring customer satisfaction by offering high quality and privileged products to our customers with an understanding of superior service.
- Being innovative and pioneer in the sector by constantly following the innovations.
- Ensuring the sensitivity of our employees to the environment, occupational health and safety and quality by increasing their level of awareness.
- Being result-oriented by using resources in a planned and effective manner.
- Complying with legal requirements by preventing occupational safety risks, accidents and environmental pollution.
- Monitoring and continuously improving the effectiveness of the system by complying with the requirements of Integrated Management Systems.

CERTIFICATES

By Vakko Group companies; In order to contribute to the preservation of the environment, efficient use of natural resources, and leaving a habitable environment for future generations, we obtained the "ISO 14001 Environmental Management System" certificate and the 9001 Quality Management System in 2015. We received the ISO 45001 Occupational Health and Safety Management System certificate in 2018, and the ISO 27001 International Information Security Management certificate in 2022.

We provide Occupational Safety and Health (OSH) service to contribute to our efforts to create a safe working environment for our employees. Additionally, our employees hold certificates related to occupational safety and health (OSH).

Within the framework of safe tourism, emphasizing our commitment to the environment and humanity, we have acquired the Safe Tourism Certificate and Sustainability Certificates in 2025, demonstrating our social responsibility.

As of 2023, Vakko Hotel and Residence also holds Tourism Operation Certificate and TAPDK (The Tobacco and Alcohol Market Regulatory) documents.

As of 2024, Vakko Hotel Sumahan Bopshorus also holds Tourism Operation Certificate and TAPDK (The Tobacco and Alcohol Market Regulatory) documents.

OUR BUSINESS PRINCIPLES

Vakko Hotel Sumahan Bopshorus adopts a business policy that respects natural life and human rights, and supports its employees and suppliers.

CORPORATE RESPONSIBILITY

While carrying out its activities, Vakko Hotel Sumahan Bosphorus carries out activities to maintain positive relations between the surrounding society, organisations, natural habitats and the corporation, to make its social and economic effects as positive and beneficial for the environment and the people of the region as possible, and to reduce and eliminate its negative effects.

OUR CORPORATE RESPONSIBILITIES;

➤ **Being Environmentally Friendly**

Carrying out activities for adding positive values in protecting the environment and cultural heritage and taking our environmental impacts under control in the territory where we operate and as possible as beyond are our priorities.

➤ **Sustainable Tourism**

Meeting the needs of our guests and employees by thinking about the future generations, protecting natural resources and wildlife, saving energy and water, and increasing the quality of life constitute the basis of our sustainability activities.

➤ **Creating Opportunities**

We create internship opportunities for tourism students to gain working experience. We support our employees with trainings and career management program. By training our employees as much as possible, we aim to raise our own employees to higher positions and grow together.

In 2025, Vakko School of Hospitality VET by EHL has prepared a training program for all Vakko Hotel and Residence staff as part of the Apprenticeship program on service excellence, the art of butler service, product management and environmental practices. Training is planned to begin in June 2025.

Additionally, before the opening of Vakko Hotel Sumahan Bosphorus, all staff were trained on service excellence, the art of butler service, product management and environmental practices subjects by Vakko School of Hospitality VET by EHL.

Graduates of the 6-month, 1-year, and 1.5-year diploma programs of the Vakko School of Hospitality VET by EHL, which will open in 2025, will have the opportunity to intern at Vakko Hotel & Residence and Vakko L'Atelier.

We aim to create internship opportunities in 2025 for other high school and university students studying in the tourism and hospitality field to gain work experience.

RESPONSIBLE PURCHASING PRACTICES

As Vakko Hotel Sumahan Bopshorus, we carry out our purchasing operation in two processes: Procurement of raw materials and procurement of other goods and services.

As part of our responsible purchasing practices, within the scope of Supplier Management, the companies from which we procure raw materials are evaluated by our purchasing and quality departments.

Our purchasing agreements include our responsible procurement principles. We collaborate with suppliers that comply with all legal regulations. We encourage our suppliers to grow and develop with us within the scope of the Integrated Quality Management System requirements that we implement. It is our priority to have 14001 Environmental Management System certificate in supplier selections and ISO 22000 Food Safety Management System certificate for our food suppliers.

We make our purchases from the regions as close as possible. Thus, we aim to reduce the environmental impacts by minimising the CO2 emissions of the delivery vehicles of supplier companies, and we support the employees from the region.

Proportioning	Number of Companies	December 2024 January 2025 Ratio of Local to Foreign Firms	2024 Actual Target	Target Rest of the year 2025 (Feb-Dec)	2025 Target Ratio
Foreign Companies	8	3%	3%	8	2%
Local Firms	247	97%	97%	247	98%
	255	100%	100%	255	100%

Proportioning	Number of Companies	December 2024 January 2025 Goods and Services Company Percentage	2024 Actual Target	Target Rest of the year 2025 (Feb-Dec)	2025 Target Ratio
Purchase of Service	232	91%	91%	232	91%
Purchase of Goods	23	9%	9%	23	9%
Total	255	100%	100%	255	100%

Proportioning	Number of Companies	December 2024 January 2025 Ratio of Companies with Quality Certificate	2024 Actual Target	Target Rest of the year 2025 (Feb-Dec)	2025 Target Ratio
Quality Certified Companies	133	52%	52%	Quality Certified Companies	65%

The total number of contracted companies is 255. 97% of the contracted compasnies are local companies. Our goal for the end of 2025 is to increase the number of companies we work with locally by 1%, which bringing the total ratio to 98%. We have a ratio target of 9% service and 91% purchase of goods. 52% of these companies are companies with quality certificates. We aim to increase the rate of the number of companies we work with under contract with quality certificates to 65% by the end of 2025.

OUR GUESTS

VAKKO HOTEL & RESIDENCE APP

Vakko Hotel & Residence App is an application that guests can download from the Apple Store before or upon arrival at the hotel, and is an experience designed to communicate the needs of guest, including the contactless check-in.

With Vakko Hotel and Residence App, our guests can get detailed information about room types, give room service orders and make gym and spa reservations during their stays, visit Vakko store website and switch to Power App, make Vakko experience reservations, view the calendar of events with their locations meticulously prepared for our guests.

Our guests can easily submit their concierge services requests, laundry requests, tour and transfer requests, restaurant reservation requests and other needs to our teams via the app.

The services offered within the body of Vakko Hotel & Residence are based on the principle of “Customer Orientation”. Within the scope of continuous improvement, survey forms are used within the Vakko Hotel&Residence App in order to receive feedback from our guests about the quality of the services we provide and to meet or even exceed the expectations of the guests. We focus on managing satisfaction instead of complaints, with our practices that create innovative values.

CUSTOMER SATISFACTION MANAGEMENT

Due to the fact that production and consumption realises simultaneously in the service sector, failures are inevitable. However, the successful recovery of service failures will be possible by being aware of the existence of complaints, establishing processes that produce fast solutions for the management of these complaints and are based on the fact of justice, informing the personnel and guests about these processes and implementing these processes effectively.

Our guests can report their complaints via Vakko Hotel&Residence App during their stay at the hotel or after leaving the hotel. All reported complaints are handled by the Guest Relations or Front Office Department.

Proportioning	Number of Comments Received (December 2024 January 2025)	Points Average	2025 Target Number of Comments (Rest Of The Year)	Rest Of The Point Average
Booking.com	1	10	50	9,8
Expedia	2	10	10	10
Google	34	7,6	100	9
Hotel App	0	0	10	10
Total	37	9,2	170	9,7

A total of 37 guest reviews were received from the opening date to the end of January 2025. The average score of these reviews are 9.2 out of 10. An additional 170 reviews are targeted for the remainder of 2025. This will increase the average guest score to 9.7 out of 10.

OUR ENVIRONMENTAL APPROACH

Vakko Hotel Sumahan Bopshorus is an organisation that adopts a quality-oriented management philosophy and has adopted the principle of responding to the expectations of our guests, employees, stakeholders and the law in the most effective way and rendering it permanent.

Adopting, implementing and developing the ISO 14001 Environmental Management System, which is an integral part of the Quality Management Systems we implement within the body of our organisation, is among our primary objectives.

OUR ENVIRONMENTAL POLICY

- As the hotel management, we are committed to taking a proactive approach towards our future needs and obligations, in compliance with the relevant environmental legislation,
- Implementing energy consumption, waste management, reuse and recycling activities and monitoring our performance regarding these activities in order to protect natural resources, while constantly improving our service quality in line with the expectations of our guests,
- Providing environmental training to all employees from the top management to the lowest units, protecting natural life and playing an active role in environmentally sensitive studies, and encouraging these studies,
- Sharing our environmental policy with our employees, guests, suppliers and ensuring that it is accessible to the public,
- Working with local suppliers that adopt environmental policies and practices.

OUR ENVIRONMENTAL GOAL

Carrying out activities for adding positive values in protecting the environment and cultural heritage and taking our environmental impacts under control in the territory where we operate and as possible as beyond are our priorities.

➤ Environment-Friendly

- We identify and control our impacts on the environment.
- We are prepared for pollution risks and emergencies, and we comply with environmental regulations.
- We continuously improve our environmental performance through activities such as waste sorting and reduction of waste amounts, efficient use of natural resources, etc.
- With the support of both our employees and our guests, we decompose hazardous/non-hazardous wastes as paper, plastic, metal and glass, and recover them back for nature.
- With the support of both our employees and our guests, we decompose hazardous/non-hazardous wastes as paper, plastic, metal and glass, and recover them back for nature.
- We use energy and water saving systems in our hotels and train our employees on these matters.
- We train our employees on the precautions to be taken in case of spillage of hazardous chemicals.
- In order to minimise the damage we cause to the environment, we try to reduce the systems that will cause the formation of hazardous waste, and try to reduce our solid waste production by using large packaging.

➤ Engagement of Everyone

- We encourage our employees and guests to be sensitive to the environment.
- Our booklet materials are prepared in aluminium boxes.
- We use toilet papers soluble in water.
- We evaluate the satisfaction, requests and suggestions of our employees and guests regarding our environmental awareness activities and we constantly improve ourselves.
- We try to increase the environmental awareness of our employees, local people and guests by organising various environmental events.

SUSTAINABLE LIFE

Sustainable development refers to a holistic approach that aims to establish a balance between the needs of human life and the sustainability of natural resources, and to make a planning compatible with its economic, environmental and social aspects from the present to the future.

The concept of “sustainability”, which emerged with the combination of environmental, economic and social factors for the benefit of people and the environment for a better world, is increasingly taking place in tourism of Turkey.

Climate conditions demonstrating changes on a global scale are increasingly felt in Turkey as well as in the world. We have come to a point that we experience droughts, floods and very cold winters. These all indicate that something is changing in our world. In this context, protecting the environment is of key importance for the future of humanity. Measures to be taken by a single business or by even an individual to protect the environment, and therefore the world, will contribute to this process and enable the sustainability of a liveable planet.

As Vakko Hotel Sumahan Bosphorus, we are aware that we have great responsibilities in this process. Sustainability, which has turned into the responsibility of companies to their stakeholder groups today, is considered as one of the most important elements of the economic, environmental and social dimensions of our activities, far beyond being an approach for us.

Sustainability in economic sense includes all of the strategies and practices that our companies have created for the continuity of their economic activities. Economic sustainability aims to develop risk management practices, to implement a strong corporate structure and to display the highest possible performance in order to realise the commitment to create added value for our companies.

Another issue that our businesses have focused on the most in recent years is the environmental sense of sustainability. Within the scope of environmental sustainability, which aims to minimise the negative effects of business activities on the environment, our businesses spend increasing efforts for a cleaner world and positioning the environment at the centre of their business.

With the concept of sustainability, the scope of corporate social responsibility has also expanded. Sustainability in social terms guides our businesses in the process of developing projects that will improve and contribute to the lives of all people in the society in which we operate, our employees being in the first place.

In a nutshell, sustainability is defined as “Working for a better world by focusing on economic, environmental and social activities”.

Within the scope of sustainability, the main responsibilities of our businesses are;

- Creating and evaluating opportunities of recycle and reuse,
- Continuously improving energy efficiency, and minimising the negative impact of carbon emissions,
- Reducing all kinds of environmental impacts,
- Increasing efficiency in production processes and activities is shaped by its basic points.

The liability of economic actors is not limited to these Social and economic factors that form the basis of sustainability are at least as important as the environment. Sustainability has a wide scope from providing the most suitable conditions for the employees to sharing the added value created with the society.

RELATIONS WITH OUR STAKEHOLDERS AND SUSTAINABILITY

With the Sustainability Report, which we have published this year for the first time, we expect to present the added value we generate in line with the economic, environmental and social strategies of our company to our stakeholders in the most transparent way.

RESOURCE CONSUMPTION

With the efforts to reduce the consumption of natural resources, the rate of reaching the targets is followed numerically, and studies are made on decreases or increases in electricity, water and natural gas consumptions.

➤ Electricity Consumption

We aim to ensure that all electronic products we purchase are energy efficient and that all our employees receive training on energy saving.

We carry out the following studies regarding energy saving out in our hotels and ensure their continuity.

- Energy-saving bulbs or LED lights are used in our hotels.
- Sensors are used for lighting in common areas, toilets, corridors, personnel areas and ground floors.
- Our rooms also have contactless check-in feature.
- There are presence sensors in our rooms, ensuring that the systems are automatically turned off as soon as the guest leaves the room in order to save energy.
- A+ class TVs with low energy consumption are used in our rooms.
- Our mini bars in our rooms are positioned away from the heat sources in order to save energy.
- Our energy consumption is recorded on a daily basis.
- Renewable energy was purchased for 15% of the total projected electricity consumption. As such, 15% of the electricity used by Vakko Hotel and Residence is supplied from renewable energy sources. Although the legal obligation for 2025 is 5%, VHR has made an environmental contribution of 15%.

ELECTRICITY CONSUMPTION AND GOALS TRACKING TABLE

Electricity consumption areas (KWH) (Electricity usage amounts can be obtained from invoices and meters)	Dec 2024 Jan 2025 Actual	Dec 2024 Jan 2025 Target	Deficit	Percentage Deficit	2025 Rest Of The Year Expected	2025 Rest Of The Year Target	2025 Rest Of The Year Percentage Deficit
Total Monthly Electricity Used (KW/H)	109.802,00	111.600,00	1.798,00	1,61%	822.602	781.471,93	5%
Total number of guests staying per month*nights (calculation details)	341,00	327,00	-14,00	-4,28%	5.229	4.967,76	5%
Amount of Electricity used per guest (KWHelectricity/Guest. Night)	322,00	341,28	19,28	5,65%	3.769	3.580,27	5%
Number of Occupied Rooms	217,00	172,00	-45,00	-26,2%	3.190	3.030,37	5%
Daily Average Consumption	1.771,00	1.800,00	29,00	1,6%	2.463	2.339,74	5%
Average Consumption According to Number of Occupied Rooms	506,00	648,84	142,84	22,0%	5.158	4.900,09	5%

The amount of electricity consumed in the period from the beginning of December 2024 to the end of January 2025 was recorded. Accordingly, a saving of 1.61% was achieved in the total amount of electricity used, according to the targets set. Accordingly, it is predicted that a total of 822,602 KWH of electricity will be consumed in the remaining part of 2025. It is aimed to reduce the total consumption to 781,472 KWH by achieving a saving of 5% on this figure.

➤ Fuel Consumption

Our natural gas consumption is recorded on a daily basis and adjusted automatically according to seasonal conditions. In order to save energy, there is thermal insulation in all our rooms, and our choices for joinery and glass have been in this line.

NATURAL GAS CONSUMPTION AND TARGETS TRACKING TABLE							
ENERGY TYPE	Dec 2024 Jan 2025 Actual	Dec 2024 Jan 2025 Target	Deficit	Percentage Deficit	2025 Rest Of The Year Expected	2025 Rest Of The Year Target	2025 Rest Of The Year Percentage Deficit
Monthly Natural Gas Consumption (m3)	8.123	8.121	-2	-0,02%	81.476	77.402	5%
Total Number of Guests*Night (monthly)	341	327	-14	-4%	5.066	4.813	5%
Guest/Amount of Natural Gas Used Per Night (m3/Guest. Night)	24	25	1	4%	16	15	5%
Number of Occupied Rooms	217	172	-45	-26%	2.800	2.660	5%
Daily Average Consumption	131	130,98	-0,03	-0,02%	244	232	5%
Average Consumption Adjusted for Occupied Rooms	37	47	10	21%	29	28	5%

The amount of natural gas consumption was recorded in the period from the beginning of December 2024 to the end of January 2025. Accordingly, a 0.02% excess was detected in the total amount of natural gas used. It is expected that 81,476 m³ of natural gas will be consumed in the remaining part of the year. It is aimed to reduce this expectation by 77,402 m³ with a 5% saving.

DIESEL FUEL CONSUMPTION AND TARGETS TRACKING TABLE							
ENERGY TYPE	Dec 2024 Jan 2025 Actual	Dec 2024 Jan 2025 Target	Deficit	Percentage Deficit	2025 Rest Of The Year Expected	2025 Rest Of The Year Target	2025 Rest Of The Year Percentage Deficit
Monthly Fuel Consumption(Liter)	110	115	5	4%	1.257	1.194	5%
Total Number of Guests*Night (monthly)	341	327	-14	-4%	4.999	4.749	5%
Guest/Amount of Diesel Used Per Nigh (Liter/Guest.Night)	0,32	0,35	0,03	8%	0,25	0,24	5%
Number of Occupied Rooms	217	172	-45	-26%	2.800	2.660	5%
Daily Average Consumption	2	2	0,08	4%	4	4	5%
Average Consumption Adjusted for Occupied Rooms	1	1	0,16	24%	0,45	0,43	5%

The amount of diesel fuel consumption was recorded in the period from the beginning of December 2024 to the end of January 2025. In this direction, a saving of 5 liters was achieved in the total amount of diesel fuel used. In the calculations made in this direction, it was predicted that 1,257 liters of diesel fuel would be used in the remaining part of the year. It is aimed to reduce this consumption to 1,194 liters with a saving of 5%.

➤ Water Consumption

Our natural gas consumption is recorded on a daily basis and adjusted automatically according to seasonal conditions. In order to save energy, there is thermal insulation in all our rooms, and our choices for joinery and glass have been in this line.

We carry out the following studies regarding water saving out in our hotels and ensure their continuity:

- Water flow limiting equipment is used in taps and showers.
- Water-saving and/or double flush systems are used in the toilets.
- Water consumption is reported on a daily basis.

WATER CONSUMPTION AND TARGETS TRACKING TABLE							
ENERGY TYPE	Dec 2024 Jan 2025 Actual	Dec 2024 Jan 2025 Target	Deficit	Percentage Deficit	2025 Rest Of The Year Expected	2025 Rest Of The Year Target	2025 Rest Of The Year Percentage Deficit
Water Use Resources (m3)	1.199	1.285	86	7%	16.120	15.314	5%
Total Number of Guests*Night (Monthly)	341	327	-14	-4%	5.039	4.787	5%
Water Used Per Guest/Night (M3/Guest.Night)	4	4	0,41	11%	3	3	5%
Number of Occupied Rooms	217	172	-45	-26%	2.800	2.660	5%
Daily Average Consumption	19	21	1	7%	48	46	5%
Average Consumption Adjusted for Occupied Rooms	6	7	2	26%	6	5	5%

The amount of water consumption was recorded in the period from the beginning of December 2024 to the end of January 2025. In this direction, a saving of 86 m³ was achieved in the total amount of water used. In the calculations made in this direction, it was predicted that a total of 16,120 m³ of water would be consumed in the rest of 2025. With the saving measures to be taken, it is aimed to reduce this figure by 15,314 m³ by achieving a saving of 5%.

WASTE MANAGEMENT

As Vakko Hotel Sumahan Bosphorus, our primary objective in our Waste Management System we implement is to reduce the amount of waste, to manage our wastes well and to ensure that they are disposed of with the least damage to the environment, and to recover the recyclable ones.

RECOVERABLE AND HAZARDOUS WASTES

We engage in various efforts to reduce our waste production, and encourage our guests and employees to participate in the recycling program. We have waste sorting containers in various departments for recycling glass, paper, oil, plastic, plastic, metal, plant-based, battery and food waste, as well as in office areas and all guest rooms. We also have waste sorting bins in guest areas. We work with the relevant companies for the recycling of the sorted waste.

We have established a Hazardous Waste Procedure in order to dispose of hazardous waste generated in our hotel without harming the environment, as part of which we collect the hazardous waste generated in our departments in hazardous waste rooms under appropriate conditions, label them, and deliver them to licensed companies for disposal or reuse in accordance with the law.

Our target for 2025 is to ensure that all hazardous waste generated in our hotel is properly stored in the intermediate hazardous waste storage area without mixing with other waste, and delivered to licensed companies, as well as carrying out activities to minimize the amount of hazardous waste.

We constantly monitor our hazardous waste quantities. We take care to ensure that the materials we use do not contain hazardous substances, and that those that do are disposed of properly, to the greatest extent possible. We have identified the hazardous materials we use, and more strictly monitor them.

WASTE CONSUMPTION AND TARGETS TRACKING TABLE							
Waste Types (KG)	Dec 2024 Jan 2025 Actual	Dec 2024 Jan 2025 Target	Deficit	Percentage Deficit	2025 Rest Of The Year Expected	2025 Rest Of The Year Target	2025 Rest Of The Year Percentage Deficit
Paper waste	230	280	50	18%	2.739	2.602	5%
Plastic waste	130	165	35	21%	2.051	1.948	5%
Glass waste	2.635	2.670	35	1%	24.702	23.467	5%
Metal Waste	-	10	10	100%	55	52	5%
Waste Battery	-	-	-	-	-	-	-
Hazardous waste (Chemical material packaging (detergent, empty spray cans, contaminated waste, chemical waste)	49	50	1	2%	275	261	5%
Waste Electronics	-	-	-	-	-	-	-
Total Monthly Solid Waste (KG)	3.044	3.175	131	4%	29.822	28.331	5%
Total monthly guest*nights (calculation details in the notes section)	341	327	-14	-4%	5.039	4.787	5%
Amount of waste generated per guest/night (kgWaste/ Guest.Night)	9	10	1	8%	6	6	5%
Number of Occupied Rooms	217	172	-45	-26%	2.800	2.660	5%
Daily Average Waste Amount	49	51	2	4%	89	85	5%
Average Waste Amount According to Number of Occupied Rooms	14	18	4	24%	11	10	5%

The amount of solid waste consumption was recorded in the period from the beginning of December 2024 to the end of January 2025. In this direction, 131 kg of savings were achieved in the total amount of solid waste used. According to the calculations made in this direction, it is expected that a total of 29,822 kg of solid waste will be obtained by the end of 2025. With a 5% saving target, it is aimed to reduce this consumption amount to 28,331 kg. Since the batteries used have been selected to have a lifespan of 24 and 48 months, it is expected that there will be no battery consumption in 2025.

PAPER CONSUMPTION

In order to reduce our paper consumption, we use e-mail for our correspondence and announcements to the greatest extent possible. Our primary goal for 2025 is to take measures to reduce the amount of paper used, and to recycle the resulting waste after sorting it correctly.

By informing our guests about the Waste Management System we implement in our hotel, we also encourage them towards waste reduction and sorting their waste.

PAPER CONSUMPTION	Dec 2024 Jan 2025 Actual	Dec 2024 Jan 2025 Target	Deficit	Percentage Deficit	2025 Rest Of The Year Expected	2025 Rest Of The Year Target	2025 Rest Of The Year Percentage Deficit
Mono Black & White	2.449	3.167	718	23%	13695	13010	5%
Color	2.115	4.500	2.385	53%	12915	12269	5%
Total	4.564	7.667	3.103	40%	26610	25280	5%

PAPER CONSUMPTION	December 2024	January 2025	February 2025	March 25	April 2025	May 25	June 2025
Mono Black & White	1320	1.129	1.130	1.145	1.150	1.180	1.200
Color	1085	1.030	1.050	1075	1100	1115	1125
Total	2405	2.159	2.180	2.220	2.250	2.295	2.325

PAPER CONSUMPTION	July 2025	August 2025	September 2025	October 2025	November 2025	December 2025	Total
Mono Black & White	1.250	1.250	1.300	1.310	1.335	1.445	13.695
Color	1150	1150	1250	1175	1350	1375	12.915
Total	2.400	2.400	2.550	2.485	2.685	2.820	26.610

It has been observed that 718 papers were saved in the paper consumption used in offices in the period from the beginning of December 2024 to the end of January 2025. The projection for 2025 is that 26,610 papers will be used in the paper consumption used in offices. It is anticipated that this figure will be reduced to 25,280 by providing a 5% saving with the measures to be taken.

USE OF CHEMICALS

We work with the relevant companies to ensure the safe disposal of chemicals, and monitor our chemical waste.

We train our employees on the use of chemicals and the precautions to be taken in the case of spillage or scattering of hazardous chemicals.

In order to consume less chemicals, we have implemented a dosing system for our cleaning agents. This helps us prevent the use of excess or inadequate cleaning materials.

We control our chemical usage amounts, and provide personnel training to prevent excessive and incorrect chemical use.

CHEMICAL CONSUMPTION (LT)	Product Descriptions	Dec 2024 Jan 2025 Actual	Dec 2024 Jan 2025 Target	Deficit	Percentage Deficit	2025 Rest Of The Year Expected	2025 Rest Of The Year Target	2025 Rest Of The Year Percentage Deficit
Room Care R1 Plus	Wet Area Cleaner	17	18	1,0	6%	87	82	5%
Colonet Extra w 41 Piece	Vitrified Cleaning Product	16	17	1,0	6%	75	71	5%
Room Care R2 Plus 1.5	Mui-Purpose Surface Disinfectant	6	6	0,0	0%	25	24	5%
Room Care R1 Plus Pur Eco 1.5	Eco Ecological Wet Area Cleaner	5	5	0,1	2%	31	30	5%
Clax Star kg	Main Washing Detergent	34	34	0,0	0%	178	169	5%
Jontec 300	Perfumed Surface Cleaner	39	40	0,9	2%	219	208	5%
Softcare Star	Hand Washing Liquid	25	26	1,0	4%	120	114	5%
Taski Tapi Shampoo	Carpet Shampoo	29	31	2,0	7%	115	109	5%
Room Care R5 Plus 1,5	Air Conditioner	5	5	0,1	2%	29	27	5%
La Bottega Liquid Hand Soap 5	Hand Soap	27	28	1,0	4%	144	137	5%
La Bottega Shampoo 5	Shampoo	34	36	2,0	6%	173	165	5%
La Bottega Shower Gel 5	Shower Gel	35	36	1,0	3%	173	165	5%
La Bottega Hair Conditioner	Hair Conditioner	31	32	0,8	2%	173	165	5%
Tapi 5	Carpet Shampoo	10	11	0,3	2%	58	55	5%
Total		311	323	11	3%	1601	1521	5%

The amount of chemical consumption was recorded in the period from the beginning of December 2024 to the end of January 2025. In this direction, it was observed that a saving of 11 kg was achieved in the total amount of chemicals used. It is anticipated that a total of 1,601 kg of chemicals will be used in the rest of 2025. With a 5% saving, it is aimed to reduce this figure by 1,521 kg.

CARBON

We procure from the closest regions to the greatest extent possible, in an effort to reduce the impact on the environment by minimizing the CO2 emissions of the delivery vehicles of our supplier companies.

- We use energy efficiently, by choosing products produced with low-carbon, climate-friendly methods. In our vehicle route and transportation plans, we prefer public transport whenever possible.
- We give priority to recycling by taking measures to reduce our consumption.
- We prioritize suppliers who support recycling.
- We take appropriate measures to do more with less energy.
- We pay attention to the energy efficiency class of the products we purchase.
- We prefer forms of energy that produce less carbon emissions. As part of our targets for 2025, we will be creating a driving force for the growth of renewable energy supplies. We will be making greener choices.
- Flue gas measurements will be conducted by accredited organisation in March, 2025. We expect the total amount of carbon emissions to be low. Our hotel is exempted from ÇED report.



T.C.
İSTANBUL VALİLİĞİ
Çevre, Şehircilik ve İklim Değişikliği İl Müdürlüğü



Sayı : E-71280893-220.03-10622179
Konu : ÇED/Görüş (Vakko Hotel And Residence
Sumahan Bosphorus Hotel)

HOTEL AND RESIDENCE ÇENGELKÖY OTELÇİLİK VE TURİZM İŞLETMELERİ A.Ş. VAKKO
HOTEL AND RESIDENCE SUMAHAN BOSPHORUS ŞUBESİ
Çengelköy Mah. Kuleli Cad. Sumahan Otel ve Restaurant No: 43 Üsküdar İSTANBUL

İlgi : a) 30.09.2024 tarihli ve 10658514 sayılı başvuru.
b) 03/10/2024 tarihli ve 204530 (E-20241581) Referans No'lu Başvuru.

İlgi (a) başvuru ile İstanbul İli, Üsküdar İlçesi, Çengelköy Mah. Kuleli Cad. Sumahan OTEL ve Restaurant No: 43 adresinde Hotel And Residence Çengelköy Otelcilik ve Turizm İşletmeleri A.Ş. Vakko Hotel And Residence Sumahan Bosphorus Şubesi tarafından işletilen "12 odalı Vakko Hotel And Residence Sumahan Bosphorus Hotel" faaliyetinin Çevresel Etki Değerlendirmesi (ÇED) Yönetmeliği kapsamında olup olmadığı hususunda Valiliğimiz Çevre, Şehircilik ve İklim Değişikliği İl Müdürlüğü tarafından değerlendirilmesi istenmektedir.

Müdürlüğümüzce dosyasında yapılan incelemede, işletmenin 12 oda kapasiteli otel faaliyeti gerçekleştirdiği ve bu amaçla düzenlenmiş Turizm Yapıtırımı Belgesi bulunduğu hususları tespit edilmiştir.

Bu bağlamda; söz konusu faaliyet, 29/07/2022 tarih ve 31907 sayılı Resmi Gazete'de yayımlanarak yürürlüğe giren "Çevresel Etki Değerlendirmesi (ÇED) Yönetmeliği EK-II listesi Madde 29 " 50 oda ve üzeri oteller, tatil köyleri, turizm kompleksleri vb." kapsamında yer almakla birlikte 12 oda kapasitesine sahip olması ve yönetmelikte belirtilen eşik değerinin altında olduğu için yönetmelik hükümlerinin uygulanmasına gerek bulunmamaktadır.

Ancak, bahse konu faaliyet ile ilgili olarak, 2872 sayılı Çevre Kanunu ile 5491 sayılı Çevre Kanununda Değişiklik Yapılmasına Dair Kanuna istinaden çıkarılan Yönetmeliklerin ilgili hükümlerine uyulması ve diğer mer' mevzuat çerçevesinde öngörülen gerekli izinlerin alınması, ekolojik denginin bozulmamasına, çevrenin korunmasına ve geliştirilmesine yönelik tedbirlerle riayet edilmesi gerekmektedir. Aksi takdirde 2872 sayılı Çevre Kanunu ve Çevresel Etki Değerlendirmesi (ÇED) Yönetmeliği kapsamında gerekli idari yaptırımların uygulanacağı hususunda;

Bilgilerinizi ve gereğini rica ederim.

Mehmet Sabri KAPLAN
İl Müdürü a.
İl Müdür Yardımcısı

Bu belge, güvenli elektronik imza ile imzalanmıştır.
Doğrulama Kodu: 8894251C-81B3-4315-B20A-9695F7D10792 Doğrulama Adresi: <https://www.turkiye.gov.tr>
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OUR ENVIRONMENTAL PRIORITIES

- In order to reduce the amount of waste, larger packaged products are prioritized during the purchasing process, and the use of small-weight products is not preferred except where absolutely required. Reusable products are our first choice whenever possible.
- In order to reduce hazardous waste, longer-lasting LED lighting is used in many applicable areas in place of shorter-life fluorescent lighting which contains mercury. Energy-saving lighting is preferred in areas where LED use is not possible. Sensor lighting systems have been installed in all applicable common areas for guests, and most of the staff areas in our hotels.
- Materials such as textiles that wear out over time will be donated to those in need, or cut down and used for different purposes instead of being treated as waste.
- Through increasing the number of battery disposal boxes in our facilities, both our employees and our guests will be able to contribute to the disposal of hazardous waste before it can come in contact with nature.
- In order to reduce energy consumption, care is taken to purchase energy efficient devices when replacing them. Class A dishwashers have been preferred in place of devices with high water and electricity consumption. Water savings were achieved by installing taps with aerators.
- Constant effort is made to increase the environmental awareness of our guests. Environmental information cards are present in guest rooms, to help raise their awareness about what our facility does in terms of protecting the environment.

EMPLOYEE TRAININGS

VAKKO HOTEL SUMAHAN TEAM TRAINING PLAN					
VAKKO CORPORATE TRAININGS					
	TRAINING NAME	DURATION (HOURS)	TRAINER	PARTICIPANTS	PLACE
WORLD OF VAKKO	VAKKO CORPORATE ORIENTATION	1	VAKKO TRAINING TEAM	ALL EMPLOYEES	ONLINE
	PERSONAL IMAGE AT VAKKO	2	VAKKO TRAINING TEAM	ALL EMPLOYEES	ONLINE
	CUSTOMER RELATIONS MANAGEMENT	2	VAKKO TRAINING TEAM	ALL EMPLOYEES	ONLINE
	PERSONAL AND CORPORATE COMMUNICATION IN LUXURY LIVING	1	VAKKO TRAINING TEAM	ALL EMPLOYEES	ONLINE
	BEING A TEAM	2	VAKKO TRAINING TEAM	ALL EMPLOYEES	ONLINE
VHR ORIENTATION TRAINING					
	TRAINING NAME	DURATION (DAY)	TRAINER	PARTICIPANTS	PLACE
VHR ORIENTATION TRAININGS	HOTEL ORIENTATION	1	HUMAN RESOURCES MANAGER	ALL EMPLOYEES	VAKKO HOTEL
	SERVICE CULTURE	1	FRONT OFFICE MANAGER	ALL EMPLOYEES	VAKKO HOTEL
	SUSTAINABILITY TRAINING	1	CONSULTING FIRM	ALL EMPLOYEES	VAKKO HOTEL
	"SILVER TRAY" SERVICE TRAINING	1	GUEST EXPERIENCE DIRECTOR	FOOD & BEVERAGE	VAKKO HOTEL
	MENU TASTINGS	3	EXECUTIVE CHEF	FOOD & BEVERAGE	VAKKO HOTEL
	COFFEE, WINE, HIGH ALCOHOL, AND COCKTAIL TRAININGS	1	SUPPLIER COMPANIES	FOOD & BEVERAGE	VAKKO HOTEL
SYSTEM TRAINING					
	TRAINING NAME	DURATION (DAY)	TRAINER	PARTICIPANTS	PLACE
SYSTEM TRAININGS	OPERA TRAINING	2	PROTEL TRAINERS	FRONT OFFICE, RESERVATION, SALES, ACCOUNTING, F&B	VAKKO HOTEL
	SAP TRAINING	2	VAKKO HEADQUARTERS	FINANCE	VAKKO HEADQUARTERS
	MOBILE APP TRAINING	2	WEEBE TRAINERS	FRONT OFFICE	ONLINE
	RESTAURANT RESERVATION SYSTEM	1	PROTEL TRAINERS	FOOD & BEVERAGE	VAKKO HOTEL
	TRAVELCLICK TRAINING	1	TRAVELCLICK TRAINERS	REVENUES	ONLINE
	SLH TRAINING	3	SLH ASSIGNED TRAINER	ALL EMPLOYEES	VAKKO HOTEL
	ASSA ABLOY LOCK SYSTEMS TRAINING	1	SLH ASSIGNED TRAINER	FRONT OFFICE	ONLINE
	PERSONNEL ATTENDANCE CONTROL SYSTEM (PDKS)	1	PASSGAGE TRAINERS	HUMAN RESOURCES & DEPARTMENT MANAGERS	VAKKO HOTEL
MANDATORY TRAININGS					
	TRAINING NAME	DURATION (DAY)	TRAINER	PARTICIPANTS	PLACE
MANDATORY TRAININGS	OCCUPATIONAL HEALTH AND SAFETY TRAINING	1	OHS SPECIALIST	ALL EMPLOYEES	VAKKO HOTEL
	FIRE DRILL	1	OHS SPECIALIST	ALL EMPLOYEES	VAKKO HOTEL
	HYGIENE TRAINING	1	DIVERSITY	ALL EMPLOYEES	ONLINE
	ENVIRONMENTAL AND ZERO WASTE MANAGEMENT	1	CONSULTING FIRM	ALL EMPLOYEES	ONLINE
VAKKO SCHOOL OF HOSPITALITY BY EHL TRAININGS					
	TRAINING NAME	DURATION (DAY)	TRAINER	PARTICIPANTS	PLACE
EHL TRAINING	Hotel Value Chain-Delivering Memorable Experience	1	EHL Training Consultants	ALL EMPLOYEES	TBD
	Service Excellence	1		ALL EMPLOYEES	

As soon as Vakko Hotel Sumahan Bopshorus employees begin their employment, they are introduced into the Vakko Training and Hotel Orientation Training program, and are informed about our brand; in these trainings, the rules that the employees must follow and the expectations from the employees are shared. After the general orientation training, each employee receives more detailed on-the-job training according to their relevant department and tasks. Compulsory trainings such as Occupational Health and Safety, Emergency Drills, Hygiene Training etc. are organized periodically. Our employees have also participated in the in Mastership Training Programs organized by the Ministry of National Education. Vakko Hotel Sumahan Bopshorus employees go through a series of training processes as part of a plan renewed every year according to requirements, in order to ensure that they are ready for their duties and equipped to provide excellent service.

In addition to orientation training, our employees are also provided with Sustainability, Environment and Zero Waste training in line with our annual training programs. The trainings include the definition and scope of sustainability, the purpose and principles of sustainable tourism, our sustainability policies, reducing the consumption of natural resources, reducing and correctly sorting waste, handling of hazardous waste, saving water and energy, etc.

Trainings are carried out in-house and at partnering institutions. We strive to enhance the environmental awareness of all our employees through periodical trainings provided by our Environmental Consultant. In addition, chemical trainings have been procured from our supplier companies to raise the awareness of our employees who use chemicals in order to ensure the standardization of chemical consumption.

In 2024, our employees received Occupational Health and Safety trainings, emergency teams were trained, and fire drills were organized.

In 2025, with the opening of Vakko School of Hospitality VET by EHL, trainings on different subjects will be organized for our employees as part of the “vocational trainings” series.

ORGANIC FOOD AND VEGETABLE OIL CONSUMPTION

We aim to ensure that all our food&beverage services in our outlets are sustainable and that all our employees will try to minimize the use of organic food and vegetable oil waste during the operation through several relevant improvements taken into account through previous actions:

➤ Reducing Food Waste

- In our kitchens, leftover food is sorted and placed into designated food waste bins.
- Food production is based on recipes, ensuring precise portioning to prevent overproduction and food waste. Our staff has been trained accordingly.
- Executive chefs monitor portion sizes and quantities daily.
- The deep fryer oil is measured daily to ensure efficiency.
- Used cooking oil is stored in designated waste oil containers. We collaborate with a MOTAT-registered and licensed company for proper disposal.
- To prevent environmental pollution, grease traps are used in our kitchens to ensure that waste oils do not flow into the drainage system.
- Peels from citrus fruits such as lemon, orange, and lime are repurposed for marination or sauce preparation instead of being discarded.
- Leftover bread that does not meet service standards is dehydrated and ground into powder for coating ingredients.
- Unused parts of daily vegetables (peels, stems) are boiled to make vegetable stock.
- Egg yolks and whites are separated and used in different recipes to minimize waste.
- Bones from fish and meat supplied by vendors are boiled to create flavor-enhancing sauces for meals.
- Unused stems of fresh herbs are dehydrated and ground into powder, which is then used as a natural flavor enhancer in our dishes. This initiative significantly contributes to our zero-waste policy.

➤ Recycling Programs

- To improve efficiency and support sustainability, our kitchens are equipped with separate recycling bins for plastic, glass, metal, paper, and batteries.

➤ Using Energy-Efficient Equipment

- To optimize energy efficiency, the use of three-phase electrical systems has been minimized. Kitchen equipment has been carefully selected for energy-saving performance.

➤ **Using Cooking Methods with Lower Energy Consumption**

- Advanced cooking techniques are implemented in our kitchens. Infrared cookers and other high-energy-consuming equipment are avoided where possible. Training programs have been established to ensure that staff minimizes their use. Steam cooking techniques are encouraged.

➤ **Using LED Lighting**

- LED lighting systems have been installed to maximize efficiency and minimize energy consumption, contributing to the overall energy savings of the facility.

➤ **Using Low-Flow Faucets and Sensor Systems**

- Low-flow faucet heads have been installed in our kitchens to reduce water consumption. Additionally, two push-and-release sink faucets have been implemented to further support water conservation.

➤ **Placing Dishes in the Dishwasher Without Pre-Rinsing**

- Staff has been trained to carefully scrape food scraps into designated waste bins before washing, eliminating the need for pre-rinsing. This initiative aims to prevent unnecessary water waste and increase efficiency.

➤ **Choosing Local and Seasonal Products**

- Our menu planning prioritizes local and seasonal ingredients. Staff has been trained to use local products which contribute to reduce the carbon footprint associated with transportation. Additionally, Cengelkoy cucumber, Beylerbeyi almond and Cengelkoy breads used in the restaurants to support local culture and local vendors around the property.

➤ **Using Organic and Sustainable Agricultural Products**

- As a principle, we prefer heirloom-certified and organically certified products in our kitchen.

➤ **Avoiding Single-Use Plastics**

- A review has been conducted to identify single-use products in our kitchen, and a targeted reduction plan has been implemented. Wherever possible, recyclable products are prioritized.

➤ **Choosing Sustainable Sources for Meat and Seafood**

- We prioritize sustainable sources for meat, poultry, and seafood. We avoid using endangered species or proteins that are produced in limited quantities.

➤ **Increasing Plant-Based Menu Options**

- To reduce our carbon footprint, plant-based dishes are prioritized in our menus instead of over animal-based products.

➤ **Reducing Energy Consumption in Food Transportation and Storage**

- We have worked closely with suppliers to optimize daily deliveries, significantly reducing the use of frozen products in favor of fresh, seasonal ingredients. This initiative has resulted in significant cost and energy savings.

ORGANIC FOOD AND VEGETABLE OIL WASTE							
ORGANIC FOOD AND VEGETABLE OIL WASTE (KG)	Dec 2024 Jan 2025 Actual	Dec 2024 Jan 2025 Target	Deficit	Percentage Deficit	2025 Rest Of The Year Expected	2025 Rest Of The Year Target	2025 Rest Of The Year Percentage Deficit
Realized Organic (Food) Waste	240	330	90	27%	1.750,00	1.663	5%
Realized Vegetable Waste Oil	330	450	120	27%	2.200,00	2.090	5%
Total Waste (KG)	570	780	210	27%	3.950,00	3.753	5%
Number Of Total Monthly Restaurant Guests	10822	10838	16	0%	59.808	59.808	
Amount of waste per guest (kgWaste/Guest)	19	14	-5	-37%	0,07	0,06	5%
Daily Average Consumption	9	13	3	27%	12	11	5%

The amount of organic food and vegetable waste oil consumption was recorded in the period from the beginning of December 2024 to the end of January 2025. In this direction, a saving of 210 kg was achieved in the total amount of organic food and vegetable waste oil consumption. It is aimed to host a total of 59,808 guests in the rest of 2025. In this direction, it is predicted that 3,950 kg of organic food and vegetable oil waste will be generated. With the measures to be taken, it is expected that this figure will be reduced to 3,753 kg by serving the same number of guests and a saving of 5% will be achieved.

OCCUPATIONAL HEALTH AND SAFETY RULES

1. It is essential to comply with hygiene and cleanliness rules, so as not to cause epidemics.
2. It is forbidden to spit on the floor, to blow, to store things that may contaminate the air and harm health indiscriminately, or to dispose of them in the hotel.
3. It is forbidden to smoke, use matches and similar things in violation of the warning signs in places where flammable, explosive and flammable materials are present.
4. It is forbidden to use dangerous tools such as weapons, or to carry them in the workplace.
5. Employees are obliged to properly use and protect the tools, devices and protective equipment that are given to them to ensure occupational safety. They must not use materials, machines or services belonging to the hotel without authorization and without a licence.
6. Employees must use the necessary safety equipment issued to them such as boots, boots, aprons, aprons, gloves, goggles, face masks, safety belts, helmets, protective vests, masks, etc., which must be used according to occupational safety and HACCP norms according to the nature of their work.
7. Every employee is obliged to take the necessary precautions against accidents, to protect themselves, their surroundings and other employees around them, and to comply with the safety measures, documents, warning signs and methods established to prevent accidents,
8. Employees must immediately stop tools or machines that malfunction during the performance of their work, and notify the nearest supervisor. In the event that they fail to use the tool or machine issued to them as required, fail to stop it immediately at the time of malfunction, and therefore cause the malfunction of the tool, device or machine to escalate, an occupational accident to occur, or harm to or the death of the person or other employees as a result of the accident, they are personally and directly responsible for the consequences arising from such situations.
9. Employees are obliged to immediately notify the department manager or the nearest supervisor in the event of an accident, sudden illness, etc. of one of their fellow employees or hotel guests while on the job.
10. Changing rooms, toilets, washbasins and showers are provided to meet the personal hygiene needs of employees. All employees are required to assist those concerned in maintaining a high standard of cleanliness in these areas.
11. All employees must pay attention to body, hand, face, mouth, hair, nails, etc. cleanliness and hygiene rules.
12. Personal parcels, bags, suitcases, etc. are not allowed inside the hotel in any way. Such items must be handed over to the security guards at the entrance to the hotel. They can be taken from the same place again at the end of working hours. No bags, suitcases, etc. may be taken out of the hotel in any way. In cases where this is absolutely required, the relevant department manager must issue a written permit. The hotel management reserves the authority to search such items at any time. Personnel may also need to be searched at the entrance and exit in accordance with the regulations. Full cooperation with the staff is required in such cases.

BENEFITS TO THE EMPLOYEES

➤ Fringe Benefits

Private health insurance, meal card, travel fare support, dry cleaning credits

Office workers are provided with the opportunity to work from home/mobile on certain days of the week

Employee discounts for in-company purchases

➤ Personnel Dining Hall

All our employees can eat the meals of their choice in our dining hall with the monthly meal cards allocated to them, and spend their rest time in this area. There are refrigerators, microwave ovens, tea and coffee makers, dishwashers and TVs allocated for staff use in our dining hall. Sustainable eating and drinking utensils such as glass, etc. are used in the dining hall and kitchen section allocated for staff use, and the use of disposable products is not encouraged. We have waste sorting bins in our staff dining hall, and our coffee capsules are made of recyclable material.

➤ Personnel Motivation Meetings

In our monthly team meetings, we inform our hotel personnel about the activities that have been held and are planned to be held in the relevant month. We select the "Employee of the Month" by voting for the outstanding performances of our personnel, and reward our selected personnel. In the monthly meetings, we celebrate the birthdays of all our personnel who were born in that month. We celebrate our achievements with our personnel at our personnel events organized throughout the year.

We meet with our personnel before special occasions such as religious and official holidays and New Year's Eve, and present their gifts, such as chocolate, shopping vouchers, etc.

CAREER MANAGEMENT

We continue to support the development of our employees through in-house and external trainings and new career opportunities in our company. We aim to grow together by training our current employees for higher positions.

In January 2025, two of our employees were promoted as a result of their excellent work performance and sense of responsibility.

Prior to the opening of our hotel, all our employees were trained by Ecole hôtelière de Lausanne (EHL) Hospitality Business School, the world's top tourism school, and were presented their certificates. In 2025, with the opening of Vakko School of Hospitality VET by EHL in collaboration with Ecole hôtelière de Lausanne, we aim to increase the number of certificate programs tailored for our employees, and to train qualified personnel for the tourism industry through industry-specific trainings. Some of our hotel managers will also be serving as trainers as part of this program. To help tourism students to gain work experience, we aim to recruit interns from relevant schools and departments in the summer and winter semesters of 2025.

CULTURE, ARTS, SCIENCE AND SPORTS ACTIVITIES FOR EMPLOYEES

In 2025, we organized trips with our employees to the Vitali Hakko Creative Industries Library, Türkiye's most up-to-date and comprehensive art library which hosts 15,000 books, including special editions from the world's most prestigious publishing houses and signed publications exclusive to the library, as well as a continuously updated printed, digital and visual archive.

In 2025, we will become the accommodation sponsor for Contemporary Istanbul, a contemporary art fair that brings together the leading art galleries, collections and artists of our country and the world, and will enable our employees to participate in the fair.

Our employees have access to the Vakko Hotel & Residence Istanbul City Guide, which aims to introduce Istanbul historically, culturally and socially, and magazines covering disciplines such as contemporary art, theater, music, literature, cinema, design, fashion and architecture.



Our employees can use the hotel's gym with a discount.

In 2025, we aim to participate in historical and cultural trips, as well as various art, science and sports activities with our employees.

OUR SOCIAL CONTRIBUTIONS

As Vakko Hotel Sumahan Bopshorus, we are aware of our social responsibilities, and we organize our voluntary social activities throughout the year with the participation of our employees.

➤ **Animal Shelter / Care Home Visit and Donation**

In 2024, we made food donations to animal shelters operated by various associations.

In 2025, we donated textile products to the Şişli Municipality Veterinary Directorate and Rehabilitation Center.

➤ **Collaborations With Non-Governmental Organizations**

In 2025, we aim to engage in a variety of collaborations with NGOs working on Education, Health, Environment, etc.

Saplings were donated to the Tema Foundation on behalf of our employees.

➤ **Education**

Adding to our education initiatives that we started with Vakko ESMOD Fashion Academy, we are pleased to have opened our second school under the name of Vakko School of Hospitality and Service with the Swiss EHL Group, an established training and consultancy center with a 130-year history. With this new school, we will be promoting Vakko culture and service quality in the field of hospitality, and our training programs that will set the standards of excellence for vocational education and training in the tourism and hospitality industry will begin in June 2025.

VAKKOHOTEL

SUMAHAN BOSPHORUS

SMALL
LUXURY
HOTELS
OF THE WORLD™

Please contact us on
info.sumahan@vakkohotel.com
for all inquiries regarding sustainability.