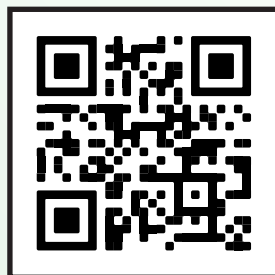




PATHWAY TO A GREENER FUTURE WITH **SWISSÔTEL BOSPHORUS, ISTANBUL**

Please scan QR code to see the specific actions that we take at Swissôtel The Bosphorus, Istanbul for sustainability.



OUR SUSTAINABILITY POLICY

As the Swissotel Bosphorus Istanbul family, together with all our stakeholders, we declare and commit to making sustainability our focal point, especially in the following areas:

- Ensuring our commitment to respecting people is met by diligently complying with relevant laws and regulations.
- Creating a safe working environment by adhering to legal regulations and standards with a sustainable approach to occupational health and safety.
- Adopting a zero-tolerance approach within the framework of compliance with ethical rules.
- Managing risks effectively and continuously improving all processes.
- Aiming for all processes to be conducted transparently, based on objective criteria, and in a fair manner.
- Ensuring compliance with the laws by safeguarding Personal Data and Information System Security.
- Acting within the framework of compliance and respect for intellectual property rights.
- Adopting an approach that does not accept any behavior that violates every individual's right to respect and human dignity.
- Expanding our operations with projects that respect the planet by reducing our environmental footprint.
- Increasing the awareness of sustainability in environmental, social, cultural, economic, quality, human rights, health, and safety matters, particularly among our employees and all stakeholders.
- Reducing direct or indirect negative impacts through an approach that protects natural resources.
- Designing each new project to protect biodiversity and ensure harmony with local ecosystems.
- Complying with the "Zero Waste" regulation by ensuring proper waste management and aiming for less waste.
- Being closely tied to local communities and supporting their development through direct and indirect projects.
- Complying with all national and international laws, regulations, and standards to regulate processes.
- Embracing a guest satisfaction-oriented approach to enhance service quality.

We commit and declare to make sustainability our focal point, primarily with these fundamental points.

EMBRACING SUSTAINABILITY IN THE HOTEL SECTOR: A PATHWAY TO A GREENER FUTURE

The hotel sector plays a significant role in the global economy, offering accommodation and hospitality services to millions of travelers each year. However, with the growing awareness of environmental issues and the need for sustainable practices, hotels are facing the imperative to embrace sustainability. By integrating eco-friendly initiatives into their operations, the hotel sector can minimize its ecological footprint and contribute to a greener, more sustainable future. This text explores the importance of sustainability in the hotel sector and highlights key initiatives that hotels can adopt to foster environmental stewardship.

Energy Efficiency:

Hotels consume vast amounts of energy for lighting, heating, cooling, and other operations. To promote sustainability, hotels can implement energy-efficient practices such as using LED lighting, installing smart thermostats, and optimizing HVAC systems. Utilizing renewable energy sources like solar panels or wind turbines can further reduce carbon emissions and dependence on fossil fuels.

Water Conservation:

Water scarcity is a pressing global issue, making water conservation essential in the hotel sector. Hotels can install low-flow fixtures, sensor-activated faucets, and toilets with dual-flush options to reduce water consumption. Implementing linen and towel reuse programs encourages guests to participate in conserving water. Additionally, rainwater harvesting and greywater recycling systems can help meet non-potable water needs within the hotel.

Waste Management:

Hotels generate substantial amounts of waste, including food waste, packaging materials, and disposable amenities. By implementing recycling programs and composting organic waste, hotels can significantly reduce the amount of waste sent to landfills. Sourcing products with minimal packaging, offering bulk amenities, and promoting the use of refillable containers can further minimize waste generation.

Sustainable Food and Beverage:

The food and beverage operations within hotels offer a unique opportunity to promote sustainability. Embracing locally sourced, organic, and seasonal ingredients reduces carbon emissions associated with long-distance transportation and supports local communities. Hotels can also minimize food waste by implementing efficient inventory management systems, donating excess food to charities, and offering guest education on sustainable dining choices.

Green Building Design:

When constructing or renovating hotels, incorporating green building practices can have long-lasting positive effects on the environment. Designing hotels with energy-efficient materials, proper insulation, and natural lighting reduces energy consumption. Utilizing sustainable construction materials and implementing efficient waste management during the construction process further contributes to sustainability.

Community Engagement:

Hotels can actively engage with local communities to promote sustainable practices. Supporting local environmental initiatives, engaging in conservation projects, and providing educational programs to guests and employees can create a positive impact. Collaborating with local suppliers and artisans also fosters economic growth within the community while reducing carbon emissions associated with long-distance transportation.

Sustainability in the hotel sector is not just a trend but a necessity in the face of environmental challenges. By adopting energy-efficient practices, implementing water conservation measures, managing waste responsibly, promoting sustainable food choices, embracing green building design, and engaging with local communities, hotels can become leaders in the journey towards a greener future. Sustainability not only benefits the environment but also enhances a hotel's reputation, attracts eco-conscious travelers, and drives cost savings in the long run. Let us work together to create a sustainable and responsible hotel sector for generations to come.

SUSTAINABILITY AT SWISSOTEL THE BOSPHORUS, ISTANBUL: A COMMITMENT TO RESPONSIBLE MANAGEMENT

At Swissotel The Bosphorus, Istanbul, sustainability lies at the heart of our operations. We firmly believe that effective management practices are the foundation of a sustainable future. That's why we adopt a holistic approach, integrating various aspects of our business to create a harmonious balance between environmental, social, cultural, economic, quality, human rights, health, safety, risk, and crisis management issues. With a long-term vision that drives continuous improvement, we have implemented a robust sustainability management system that guides our actions and sets us on a path towards a better tomorrow.

Legal Compliance: Committed to Responsibility

One of the cornerstones of our sustainability commitment is legal compliance. We take responsibility seriously and ensure strict adherence to local, regional, national, and international legislation and regulations. By meeting and exceeding these requirements, particularly in areas such as health, safety, labor, and environmental concerns, we prioritize the well-being of our guests, employees, and the communities we serve.

Reporting and Communication: Transparency and Engagement

Transparency and engagement are crucial elements of our sustainability approach. We have developed a comprehensive sustainability policy that serves as our guiding framework. We actively communicate our sustainability initiatives to all stakeholders, including our esteemed customers. Through transparent reporting, we share our progress, challenges, and aspirations, fostering trust and collaboration in our collective journey towards a sustainable future.

Staff Participation: Empowering Our Team

Our dedicated staff plays a pivotal role in realizing our sustainability goals. We empower them by involving them in the development and implementation of our sustainability management system. Regular counseling and training sessions equip our personnel with the necessary knowledge and resources to fulfill their responsibilities and contribute to the success of our sustainability efforts.

Accurate Promotion: Transparent Messaging

When it comes to promoting our sustainability commitments, we believe in accurate messaging. Our promotional materials and marketing communications are designed to be transparent, realistic, and grounded in truth. We showcase real experiences and possibilities based on our past performance records, avoiding exaggerated claims. We want our guests to make informed choices and have confidence in the sustainability practices we uphold.

Guest Experience: Sustainable Satisfaction

Our commitment to sustainability extends to creating exceptional guest experiences. We prioritize sustainability aspects in enhancing customer satisfaction. Through a robust feedback system, we actively seek and analyze customer input, enabling us to identify areas for improvement and take prompt corrective measures. Every guest's opinion matters to us, and we continuously strive to provide exceptional and sustainable experiences.

Building and Infrastructure: Accessible and Inclusive

Accessibility and inclusivity are at the core of our building and infrastructure design. We ensure that our facilities cater to the needs of all individuals, including persons with disabilities and special needs. Clear and precise information about accessibility levels is provided, ensuring that every guest feels welcome and comfortable during their stay.

Local/Regional Procurement: Supporting the Community

Supporting the local community is another important aspect of our sustainability commitment. We give priority to local and regional suppliers, sourcing goods and services from nearby sources whenever possible. By doing so, we contribute to the local economy, promote sustainable business practices, and support the overall development of the communities in which we operate.

Preservation of Culture and Heritage: Respecting Local Traditions

Preserving and respecting the local culture and heritage is a priority for us. We actively integrate authentic elements of local culture into our operations, from design and decoration to culinary offerings. We value the opinions and property rights of local and regional communities, celebrating their traditions and contemporary cultural expressions. By doing so, we showcase the richness and diversity of our destinations.

Environmentally Sensitive Purchasing: Prioritizing Sustainability

Environmentally sensitive purchasing is an integral part of our sustainability strategy. Our purchasing policies prioritize environmentally friendly options for goods, food, beverages, and construction materials. We actively seek out suppliers who share our commitment to sustainability and offer products that meet rigorous environmental standards. Through these choices, we contribute to the preservation of natural resources and promote responsible consumption.

Efficient Purchasing: Minimizing Waste

Efficient purchasing is a key focus for waste minimization. We are dedicated to minimizing waste from consumable and disposable goods. By carefully managing our purchasing practices, we strive to reduce waste generation and maximize efficiency. We implement mechanisms for waste minimization, reuse, and recycling, ensuring that our waste disposal practices align with sustainable principles.

Energy Saving: Embracing Renewable Solutions

Energy saving is a significant component of our sustainability efforts. We closely monitor and measure energy consumption, taking proactive steps to minimize our total energy usage.

Embracing renewable energy sources is a priority for us, as we aim to contribute to a more sustainable energy landscape and reduce our carbon footprint.

SWISSOTEL THE BOSPHORUS, ISTANBUL: LEADING THE WAY TOWARDS SUSTAINABLE HOSPITALITY

At Swissotel The Bosphorus, Istanbul, we are dedicated to sustainability, and our actions reflect our commitment to responsible practices. Our efforts span various aspects of our operations, showcasing our dedication to creating a sustainable future for both our guests and the environment.

One of our initiatives is the Chef's Garden, where we cultivate our own herbs used in our kitchen. This allows us to reduce our carbon footprint by sourcing fresh ingredients on-site, minimizing transportation emissions and supporting local agriculture. By growing our herbs, we ensure their freshness while promoting sustainable farming practices.

In our quest to eliminate single-use plastics, we have implemented a strict no-plastic procedure in our rooms. Plastic bottles, toothbrushes, hair combs, shave kits, and shoehorns have been replaced with eco-friendly alternatives. Additionally, we encourage guests to reuse their linens by not changing them for two consecutive days, promoting responsible water usage and reducing energy consumption.

To further minimize plastic waste, we have embraced the use of dispensers for shampoo, conditioner, and shower gels in our bathrooms. This reduces the need for single-use plastic containers, contributing to a more sustainable and waste-free environment.

Accessibility plays a crucial role in our sustainability efforts. Our hotel is designed to cater to disabled guests, featuring disabled rooms and accessible toilets in common areas. By providing inclusive facilities, we ensure that everyone can enjoy a comfortable and welcoming stay with us.

To combat food waste, we have established a system where excess food is regularly sent to animal shelters. This not only reduces waste but also helps support local communities and organizations dedicated to animal welfare.

Taking sustainability even further, we have invested in producing our own electricity. By generating our power, we reduce our reliance on traditional energy sources and contribute to a cleaner and more sustainable energy landscape.

In our ongoing commitment to eliminate single-use plastics, we have replaced plastic straws with paper straws throughout our hotel. This small but significant change helps protect marine life and reduce plastic pollution.

Supporting local manufacturers and producers is a priority for us. Our purchasing department is dedicated to sourcing from companies that share our values and prioritize sustainability. By partnering with these like-minded suppliers, we contribute to local economies and promote sustainable business practices.

Employee engagement is essential to our sustainability efforts. We support our staff by providing education and training opportunities, ensuring they are equipped with the knowledge and skills to deliver exceptional service while upholding sustainability practices. We prioritize their happiness and well-being in the work environment, recognizing that a satisfied and engaged workforce is crucial to delivering sustainable service to our guests.

Preserving cultural heritage is another key aspect of sustainability at Swissotel The Bosphorus, Istanbul. Through our newspaper, Golden News, we provide guests with information about nearby places, events, and local cuisine, offering a glimpse into the rich cultural heritage of Istanbul. During inspections of the hotel, we share the history of Istanbul, as well as stories about iconic landmarks such as the Dolmabahce Palace and the Bosphorus, promoting an appreciation for local culture and traditions.

We believe that transparency and reporting are vital for sustainability. We regularly communicate our sustainability actions to our guests and shareholders, seeking their support and engagement. By integrating sustainability information into our digital platforms, we provide guests with easy access to information and encourage feedback to improve our sustainability efforts. We also collaborate with online travel agency channels' sustainability programs, further promoting sustainable practices within the travel industry.

