

THE BANK HOTEL

ISTANBUL

THE BANK HOTEL ISTANBUL  
SUSTAINABLE TOURISM POLICY

MARRIOTT  
BONVOY

 A MEMBER OF DESIGN HOTELS™



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*Foreword*

Located in Karaköy, one of the popular districts of Istanbul that have witnessed history The Bank Hotel İstanbul is the first step taken by Yılmaz Ulusoy Holding with the goal of restoration with the most respectful approach to historical buildings and nature. Coming in view as a result of the restoration and restitution efforts led by Mimar Han Tümertekin, which started Right after the hotel building was bought, The Bank Hotel İstanbul building continues to comply with the identity of the region that it is located in the 21st century as it has been since 19th century.

Restored by the principle “Restore without damaging the authenticity and with protecting its artistic value,” the Bank Hotel İstanbul hosted Crédit Général Ottoman / Deutsche Bank / Sümerbank. Meeting rooms inside old bank vaults and typewriters and cash registers in the lobby continue to host its guests with a life experience that resembles a museum.

Besides the principle of “protecting the history and culture,” one of the most basic principles of sustainability, The Bank Hotel İstanbul focuses on necessary waste management, power management, and sustainable material supply efforts in order to minimize the effects of tourism on the environment. Our employees are also informed about health and safety, using materials suitable for departments and discrimination/abuse situations and subjects; it’s a business that adopted the principle of being equal to everyone.

As the Bank Hotel İstanbul, we aim to become a model business in İstanbul and throughout Turkey with our practices. Our goal is to create awareness of the environment by including our employees, suppliers, and guests in our sustainability principles.

**And Karakan**  
*General Manager*



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## OUR SUSTAINABLE TOURISM EFFORTS OUR VISION, MISSION, AND VALUES

### *Our Vision*

To contribute to our country's tourism values by offering high-standard service quality to today's guests.

### *Our Mission*

To become a pioneer business in our industry by protecting our cultural values and assets and continually improving our services that would make our guests feel special within sustainability principles.

### *Our Values*

- 🔑 Transparency
- 🔑 Respect
- 🔑 Equality
- 🔑 Professionalism
- 🔑 Sustainability
- 🔑 Team Work
- 🔑 Reliability
- 🔑 Fairness
- 🔑 Effectiveness
- 🔑 Environmental Awareness

### *Compliance with Laws*

Our facility complies with National and International laws. Our facility possesses Safe Tourism Certificate, and audits take place. We do not employ people under 18.

### *Institutional Management*

Our facility applies its institutional management principles with its sustainability rules by being open, transparent, professional, reliable, and fair.



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## OUR SUSTAINABILITY POLICY

- Protecting and leaving the natural and cultural legacy to future generations.
- To be able to save resources in our service activities by managing energy and renewable resource utilization efficiency.
- To minimize the environmental effects of the products we use, by choosing recyclable products.
- Contributing to the employment of local people
- Contributing to the employment of women
- With our equality value, to provide equality among employees without discrimination by religion, language, race, color, gender, sexual orientation, marital status, physical disabilities, etc
- To create a positive working environment where people with different beliefs and opinions can cooperate in harmony
- To establish reliable relationships with all our employees within our ethical values.
- To prioritize the occupational safety and health of our employees and stakeholders.
- By any means, not tolerating child labor, abuse, human trafficking, bribing, and corruption.
- To contribute to the development of society by acting with social responsibility awareness.
- To audit and report our sustainability efforts regularly.
- To share our sustainability principles and goals reported regularly with our suppliers and stakeholders.
- To improve our sustainability performance by reviewing it periodically.
- To comply with all related legal and international standards for all activities.

## SUSTAINABILITY IN PURCHASES

- We choose our suppliers among local businesses and prefer domestic products instead of exported ones, except for obligatory cases.
- We share our sustainability policy with our suppliers via e-mail, and they are requested to present documents supporting this policy.
- We prefer products that are recycled or recyclable.
- In our facility, we prefer lasting and sustainable products made of no-waste materials instead of disposable ones. For example: wooden room cards, copper straws, glass bottles, and leather saucers.
- At our facility, we no longer use plastic bottles; we now prefer glass bottles for drinks.
- While buying services that our business needs, we prefer local companies except for obligatory cases.
- Power-saving electronic appliances are preferred while buying.
- We keep inventory reports for all our suppliers and products.



## UTILITIES OFFERED TO OUR PERSONNEL

### **Personel Dining Hall:**

Breakfast, lunch, dinner, appetizers during tea hours, and tea and coffee are provided for all of our personnel daily. There is a water dispenser.

### **Personnel Changing Room:**

We provide our personnel with personal lockers. There are showers with 24/7 hot water. In shower areas, personal care products (shampoo, shower gel, deodorant) are available free of charge.

### **Supplementary Health Insurance:**

All of our personnel are provided with supplementary health insurance and can receive free and discounted health care at contracted hospitals. Our personnel can extend this insurance to their family members upon their request.

### **Workplace Doctor:**

A workplace physician visits our facility once per 2 weeks, and our personnel can see them.

### **Personnel Participation:**

All of our personnel are able to submit their suggestions and wishes to higher management, and these requests are evaluated and decided on by the management. The suggestions and complaints box located at the personnel entrance is used by personnel to submit their demands.

### **Personnel Birthdays:**

Birthdays of our personnel are celebrated in our meeting room with cakes made for them.

### **End of the Year Dinner:**

At the end of each year, our General Manager organizes end-of-the-year/new year celebration dinners, one for each department. This event aims to entertain our personnel at a restaurant out of the hotel.

### **Personnel Surveys:**

2 personnel surveys will be conducted within a year, and necessary arrangements will be made based on the survey results.

### **Marriage and Birth Bonuses:**

We pay a bonus for once in cases where our personnel gets married, women personnel give birth, and male personnel becomes fathers.



## SUSTAINABILITY PRACTICES

- Recyclable materials are separated in all departments of our hotel.
- The energy produced at Solar Power Plant owned by Yılmaz Ulusoy Holding is sold to TEDAŞ. In return for this power sold, all the power consumption of our facility and sister hotel in Kemer is covered. In this sense, our hotel uses the energy produced by our Solar Power Plant.
- We use wooden room cards and recyclable room card holders to reduce plastic usage.
- At our hotel, we use glass bottles instead of plastic.
- Bottle waste is limited with water dispensers located in personnel's general areas.
- At our hotel, there is a centralized air-conditioning system connected to automation.
- Unused ware/equipment are sent to our sister hotel Kemer Holiday Club with our Advanced Recycling application in cases of changing wares/equipment and are evaluated there.
- Worn-out batteries are given to authorized institutions by our technical service department and disposed of.
- Energy-saving bulbs are used for all our lighting systems.
- Motion sensors are used in all areas and set to the shortest time.
- With our automated system, lighting values are decreased during daylight and closed in the evening.
- WC and exhaust fans are set to a timer and closed during the night.
- Radiators in rooms are connected to room thermostats and have an electrical motor; when it reaches the desired heat, it automatically shuts down, and a thermostatic valve is used in common areas.
- Exterior illumination periods have been shortened.
- Sauna and steam stoves are integrated with thermostatic and timer devices.
- All wet areas have tap devices to prevent water waste.
- Toilet reservoirs are set to 6 liters to save water.
- Watering the trees on our terrace is made with a time-adjusted drip irrigation system. All of our pots are also smart pots.
- Our personnel is trained in collecting medical wastes and injectors that our guests use, and they collect them in a way that doesn't harm the environment and human beings. In our garbage room, the medical waste bin is separated.
- In rooms, towels and sheets are replaced upon the request of our guests with replacement cards.
- With our renewed TV system, our guests are informed by TV screens; printed materials are not used to prevent paper waste.
- Our personnel is regularly trained about the number of chemicals to be used for cleaning. There is a dosing unit.



## OTHER PRACTICES

- Our front office personnel inform our guests about our cultural values, and their routes are shown on the map. Additionally, our application on digital platforms provides all this information to our guests. This practice aims to save introductory material printed on paper.
- Our guests are directed to mass transportation for inner-city tours.
- For our guests who want guide and tour services, we arrange tours with licensed guides who are competent in our region and able to narrate our culture in the best way.
- Guest complaints are reported daily, and necessary actions for solutions are taken.

## POWER RESOURCES USAGE

### **Power Consumption:**

The energy produced at Solar Power Plant owned by Yılmaz Ulusoy Holding is sold to TEDAŞ. In return for this power sold, all the power consumption of our facility and sister hotel in Kemer is covered. In this sense, our hotel uses the energy produced by our Solar Power Plant.

### **Natural Gas Consumption:**

There are meters to measure daily natural gas consumption. We make a great effort to reduce natural gas consumption within the frame of our policy.

### **Water Consumption:**

Water meters are installed to measure hot water consumption. To prevent excessive water use, toilet flushes are set to 6 lt.

### **Chemical Use:**

There is a dosing unit for cleaning chemicals. To prevent excessive use, personnel are regularly trained. Chemicals used in dishwashers are drained from the dosing unit. They are regularly maintained.



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## PROTECTING BIO-DIVERSITY

- Our facility is pet-friendly, and there are pet beds and food and water bowls that our guests who want to stay with their pets can use during their stay.
- We located a fixed cat food bowl at the personnel entrance to feed stray cats in our facility.
- At our hotel, no animals/plants from wildlife are fed.
- There are trees in the terrace areas of our hotel. The trees and other plants at our hotel that we regularly care for are as follows.

🌿 Daphne Tree

🌿 Olive Tree

🌿 Lemon Tree

🌿 Tangerine Tree

🌿 Ginseng Tree

🌿 Cherry Laurel

🌿 Lemon Cypress

🌿 Kumquat Tree

🌿 Ball Leylandii Tree

🌿 Dracaena Tree

🌿 Yucca Tree

🌿 Bowstring

🌿 Orchidna

🌿 Zamia

## OUR SOCIAL RESPONSIBILITIES

- Aid cards are issued for personnel's relatives who are victims of earthquakes.
- Our hotel has no plastic bottles, but blue caps are collected in a special box while separating water bottles brought by our guests.
- Two hundred saplings were donated to Sivas Uzunbağ Memorial Forest via the TEMA Foundation in the campaign against the desertification of our country. As of 2023, our support of the TEMA Foundation will continue every year within the frame of social responsibilities.
- We conduct joint projects with Çöpüne Sahip Çık (Mind Your Waste) Foundation.



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## OUR SUSTAINABILITY TRAINING

- All of our personnel receive regular training on using equipment of their departments and saving energy. These trainings are reported monthly.
- Occupational health and safety training is given before beginning employment at our facility.
- Our personnel is regularly trained on our sustainability policy and practices.
- Çöpüne Sahip Çık (Mind Your Waste) Foundation provides personnel training about waste management and awareness.

## SUSTAINABILITY GOALS

- By protecting our historical and cultural values, it is among our priorities to contribute to promoting our country by showing these values to our guests.
- Reducing oil waste consumption by regularly measuring oil waste
- Minimizing the consumption of chemicals
- Our goal for general waste is to reduce the amount of waste
- Increasing the employment of women
- Decreasing electricity, natural gas, and water consumption by 10% compared to the previous year.
- Protecting our culture and environment with the help of more NGOs.

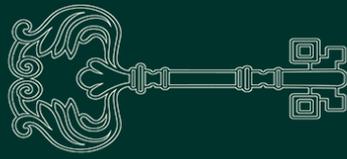


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