



THE BANK HOTEL ISTANBUL SUSTAINABLE TOURISM POLICY

Foreword

Located in Karaköy, one of Istanbul's most distinguished districts that bears witness to history, The Bank Hotel Istanbul represents the first step of Yılmaz Ulusoy Holding's vision to restore historic buildings with the utmost respect for heritage and nature while preserving the past within the present day.

Following the acquisition of the building, restoration and restitution works led by Architect Han Tümertekin resulted in the creation of The Bank Hotel Istanbul as it stands today. Just as it has done since the 19th century, the building continues to harmonize with the identity of its surrounding district in the 21st century.

Restored under the principle of "renewing without altering the original essence while preserving artistic value," The Bank Hotel Istanbul building has historically hosted Crédit Général Ottoman, Deutsche Bank, and Sümerbank. Meeting rooms located within the former bank vaults, together with the historical typewriters and cash registers displayed in the lobby, continue to welcome guests with an atmosphere reminiscent of a living museum.

In addition to preserving history and culture — one of the fundamental principles of sustainability — The Bank Hotel Istanbul carries out waste management, energy management, and sustainable procurement practices in order to minimize the negative environmental impacts of tourism.

At the same time, our organization provides employees with guidance regarding health and safety, appropriate departmental material usage, anti-discrimination and anti-harassment practices, and embraces equality as a core principle in all operations.

As The Bank Hotel Istanbul, we aim to become a model establishment in Istanbul and throughout Türkiye through the sustainability practices we implement. Our goal is to raise environmental awareness by including our employees, suppliers, and guests in our sustainability journey.

And Karakan
General Manager

OUR SUSTAINABLE TOURISM APPROACH

Our Vision:

To contribute to the tourism values of our country by preserving historical heritage while delivering high standards of hospitality service to today's guests.

Our Mission:

To become a leading establishment in our field by continuously improving our services within the framework of sustainability principles while preserving our cultural values and heritage and ensuring our guests feel special.

Our Values:

- Transparency
- Respect
- Equality
- Sustainability
- Teamwork
- Reliability
- Fairness
- Efficiency
- Environmental Awareness

Compliance with Laws

Our property operates in compliance with national and international legislation. The property holds the Safe Tourism Certificate and related audits continue regularly. No employees under the age of 18 are employed at our establishment.

Corporate Governance

Our property maintains corporate governance principles through transparent, professional, reliable, fair, and sustainability-oriented management practices.

Sustainable Management

Sustainability Management System

The Bank Hotel Istanbul implements a documented Sustainability Management System appropriate to the size and scope of the property, addressing the following areas with a commitment to continuous improvement:

Environmental Management Monitoring and reducing energy, water, waste, emissions, and chemical consumption.

Social Management Employee rights, occupational health and safety, and equal opportunity practices.

Cultural Management Protection of historical heritage and management of cultural interactions.

Economic Management Support for local procurement, employment, and entrepreneurship.

Quality Management Monitoring and improving guest satisfaction.

Human Rights Prevention of discrimination, harassment, and exploitation.

Health and Safety Compliance with occupational health and safety standards.

Risk and Crisis Management Assessment of potential environmental, operational, and reputational risks and establishment of emergency procedures.

The Sustainability Management System is reviewed at least once annually, and sustainability performance developments are monitored through periodic reports. Written evidence of implementation (training records, consumption data, supplier documentation, etc.) is regularly updated.

Legal Compliance

- Our property complies with all applicable local, national, and international legislation and regulations, including health, safety, labor, and environmental requirements.
- An up-to-date list of all applicable legal requirements is maintained and regularly reviewed.
- All licenses and permits, particularly the Safe Tourism Certificate, are monitored and renewed before expiration dates.
- In addition to legal obligations, destination management plans and sectoral guidance documents are also followed.
- No employees under the age of 18 are employed.

Reporting and Communication

- Regular sustainability performance reports are prepared and shared with management, employees, and stakeholders through online channels.
- Sustainability policies and practices are communicated through the website, social media, guest information materials, and supplier communications.
- Communication content includes messages encouraging guests, suppliers, and stakeholders to support sustainability practices.
- Sustainability targets and results are shared transparently with the public.

Employee Participation

- All employees receive periodic training regarding their roles and responsibilities within the Sustainability Management System.
- Training records are documented and archived.
- Employees are encouraged to obtain certifications and qualifications relevant to their professional fields, and professional development is supported.
- Employees may submit suggestions and complaints to management, and such requests are evaluated and resolved accordingly. The suggestion/complaint box located at the staff entrance also serves this purpose.

Guest Experience

- A guest feedback system is in place, and data collected through digital platforms is regularly analyzed.
- Guest feedback regarding sustainability practices is specifically monitored.
- Negative feedback and corrective actions taken are recorded.
- Guest complaints are reported daily, and follow-up actions are monitored until resolution.

Accurate Promotion

- All promotional materials and marketing communications accurately reflect the services provided; no unrealistic promises are made.
- Sustainability claims are based on historical performance data and documented practices.
- Promotional visuals accurately represent the physical and experiential characteristics of the hotel.

Buildings and Infrastructure

Compliance

The hotel building has been restored and operated in full compliance with historical heritage regulations, protected area legislation, and zoning requirements. All necessary licenses and permits are kept up to date.

Impact and Integrity

The integrity of the historical and cultural heritage was preserved throughout the restoration of the hotel building. Environmental impact assessments were conducted, and risks such as climate change and earthquakes were incorporated into operational planning.

Sustainable Practices and Materials

Locally and regionally sourced materials are preferred. Sustainable plants and materials are used in landscaping and decoration, including wooden room key cards, copper straws, glass bottles, and leather coasters.

Accessibility for All

Guests are provided with clear and accurate information regarding the accessibility level of the property. Facilities and limitations related to accessibility for guests with disabilities and special needs are communicated transparently.

Information and Interpretation

- Front office staff provide guests with information about the historical and cultural values of the region; travel routes are shown on maps, and this information is also provided via digital applications.
- Guests are informed about appropriate behavior in cultural sites, and a respectful visiting approach is encouraged.

Destination Engagement

- The business actively monitors and supports sustainable tourism initiatives in Karaköy and Istanbul.
- Cooperation is carried out with local communities, NGOs, and regional organizations (such as TEMA Foundation and Beyoğlu Municipality Student Meal support).
- Bilgi ve Yorumlama

Socio-Economic Impacts

Support for Local Community

- The business identifies needs and opportunities for local infrastructure and social development in cooperation with local stakeholders.
- Through TEMA Foundation, 200 saplings were donated to the Sivas Uzunbağ Memorial Forest, and this support continues annually.
- The level and quality of contributions to social responsibility projects and NGOs are recorded.

Local/Regional Employment

- Equal opportunities for employment and advancement are provided to local residents, including management positions.
- The proportion of employees residing locally within total employment is regularly measured and managed.
- The rate of local employment in management positions is also monitored.
- Increasing female employment is among the priority objectives.

Local/Regional Purchasing

- Where not mandatory, purchases are made from local and regional suppliers instead of imported products.
- A detailed inventory of all suppliers and products is maintained.
- The proportion of goods and services purchased from local suppliers is regularly measured and managed.
- Supply sources are periodically audited.

Local/Regional Entrepreneurs

- Local businesses are given access to customers within the facility.
- Joint opportunities are evaluated with local entrepreneurs.

Abuse and Harassment

- Staff are informed about the necessary measures against commercial, sexual, or any form of abuse and harassment targeting vulnerable groups.
- Child labor is strictly not tolerated; employee ages are recorded.
- Measures against child abuse are supported.
- Cooperation is carried out with the local community against abuse and misuse.

Equal Opportunity

- The business adopts employee equality as a fundamental principle regardless of religion, language, race, color, gender, sexual orientation, marital status, or disability.
- Internal promotion priority is provided.
- A positive working environment is created where individuals of different beliefs and opinions can work together in cooperation.

Good and Decent Work

- The business complies with international labor standards and regulations.
- Wage levels are regularly monitored and reviewed in comparison with the minimum wage.
- Training records are kept for all staff; the level and frequency of training are documented.
- Employee contracts include health and social security coverage; supplementary health insurance is provided.
- Facilities such as staff dining hall, changing rooms, showers, and personal care supplies are provided to all employees.
- Employee satisfaction is regularly monitored. A complaint mechanism is available; staff may use suggestion/complaint boxes and direct communication channels with senior management.
- Employees' birthdays are celebrated monthly; marriage and birth bonuses are provided.
- End-of-year dinners are organized.
- Occupational health and safety training is provided upon hiring; an occupational physician visits the facility every two weeks.

Community Service Activities

- The business's operations do not negatively affect the provision of basic services to neighboring communities.
- A feedback and communication mechanism exists for the local community.
- Identified negative impacts are addressed immediately.

Cultural Heritage

Cultural Interactions

- The business demonstrates awareness of and complies with existing international, national, and local practices and guidelines regarding tourist visits to cultural sites.
- Guests are informed about appropriate visiting behavior in cultural sites in Karaköy and Istanbul.
- Special measures are taken to avoid inappropriate interaction with children.
- Guided cultural tours with licensed guides are organized for guests.

Protection of Cultural Heritage

- The Bank Hotel Istanbul building was restored with the principle of "preserving artistic value without altering its original form," contributing to cultural and historical heritage preservation at the highest standards.
- Historical bank vaults are used as meeting rooms; historical typewriters and cash registers in the lobby are exhibited.
- Access of local people to historical and cultural sites is not restricted.

Presentation of Culture and Heritage

- Local/regional art, craftsmanship, and historical elements are reflected in the hotel's design and decoration.
- Living cultural heritage and traditions are evident in the services and activities provided.
- Copyright and intellectual property rights are respected; necessary permissions are obtained.
- Opinions of the local community are taken into account in the presentation of cultural heritage.
- Free Cultural Experience Workshops are organized to introduce our culture to guests.

Artifacts

- Historical and archaeological artifacts are not bought, sold, or exhibited except where permitted by local and international laws.
- The use of all artifacts is documented and reported transparently.
- Guests are prevented from damaging or removing artifacts.

Environmental Impacts

Resource Conservation

Environmentally Responsible Purchasing

- Within our documented environmental purchasing policy: recycled or recyclable products are primarily preferred.
- Plastic bottle use has been eliminated; glass bottles, wooden room cards, copper straws, and leather coasters are used as sustainable materials.
- Environmentally certified products and suppliers are preferred; when certified alternatives are not available, production origin and methods are taken into consideration.
- Products derived from endangered species are not used or sold.
- Energy-efficient options are considered for purchased electronic equipment.

Efficient Purchasing

- The purchasing policy prioritizes reusable and returnable goods.
- The purchase and use of single-use and consumable materials are monitored and managed.
- Unnecessary packaging (especially plastic) is avoided.

Energy Saving

- Energy produced at the Yılmaz Ulusoy Holding Solar Power Plant is used; the share of renewable energy in total energy supply is monitored.
- Total energy consumption is measured and managed by energy type.
- Energy-efficient LED bulbs are used throughout all lighting systems.
- Motion sensors are installed in all areas and programmed for minimum duration.
- The automation system reduces lighting levels during daylight hours and turns them off in the evening.
- Toilet and exhaust fans operate on timers and are turned off at night.
- Electric motorized radiator systems connected to room thermostats automatically turn off when the desired temperature is reached.

- Sauna and steam boilers are integrated with thermostatic and timed systems.
- Exterior lighting durations have been reduced.
- Energy consumption reduction target: to reduce electricity consumption by 10% compared to the previous year.
- Staff and guests are guided on minimizing energy use.

Water Saving

- Water risk has been assessed and documented.
- Water-saving faucet attachments are used in all wet areas.
- Toilet reservoirs are set to 6 liters.
- Hot water consumption is monitored via measurement devices.
- Terrace plants are irrigated using smart pots and timer-based drip irrigation systems.
- Water consumption is monitored and managed.
- Water consumption reduction target: to reduce water consumption by 5% compared to the previous year.
- Staff and guests are guided on minimizing water use.

Reduction of Pollution

Greenhouse Gas Emissions

- Greenhouse gas emissions are determined annually by an contracted environmental consultancy firm.
- Renewable energy use (Solar Power Plant) contributes to reducing greenhouse gas emissions.
- Where possible, carbon offset mechanisms (e.g., TEMA tree donations) are considered.

Transportation

- Guests staying at the hotel are encouraged to use public transportation for city tours.
- Guests are informed and offered climate-friendly transportation options during arrival, departure, and visits.
- Use of operational transportation is minimized by preferring local suppliers.

Wastewater

- Wastewater is discharged into a treatment system approved by the municipality.
- A wastewater policy exists.
- Full compliance with local regulations regarding wastewater management is ensured.

Solid Waste

- All areas of the hotel carry out waste separation for recyclable materials.
- Used batteries are delivered to authorized organizations for disposal.
- Medical waste is collected in a separate container; staff are trained in this regard.
- Unused equipment is sent to sister hotel Kemer Holiday Club for upcycling.
- Plastic bottle use has been discontinued; blue caps from plastic bottles brought by guests are collected separately.
- Solid Waste Management Plan: Food waste is separated, and reuse and recycling actions are implemented within the scope of the plan.
- Guests and staff are guided on waste reduction.
- Information is provided via TV/tablet screens, reducing paper-based printed materials.

Hazardous Substances

- A dosing unit is used in cleaning chemicals; regular training is provided to staff to prevent excessive consumption.
- More environmentally friendly alternatives are evaluated and preferred where possible.
- Chemicals are stored and handled according to appropriate standards.

Minimization of Pollution

- Potential pollution sources such as noise, light, surface runoff, air, and soil pollution have been identified and are monitored.
- Measures are taken to minimize pollution arising from these sources (such as motion-sensor lighting, automation systems, and reduced exterior lighting duration).

Protection of Biodiversity, Ecosystems, and Landscape

Biodiversity Conservation

- The business demonstrates awareness of protected natural areas and areas of high biodiversity value.
- A fixed food bowl is available at the facility for stray cats; the property is pet-friendly.
- Annual financial support is provided to biodiversity conservation through the TEMA Foundation; donations are recorded.
- The business cooperates with local conservation NGOs (TEMA Foundation). Assets owned by the facility (terrace trees and plants) are actively managed to support biodiversity.
- Regularly maintained terrace plants include: Bay Laurel, Olive, Lemon, Mandarin, Ginseng, Spindle Tree, Lemon Cypress, Kumquat, Top Leyland Cypress, Dracaena Tree, Yucca Flower, Snake Plant, Orchid, Zamiodulcas Plant.

Invasive Species

- The hotel property is regularly monitored for the presence of invasive species.
- Measures are taken to prevent the use or spread of invasive species.
- Priority is given to the use of local and regional species in landscaping.

Wildlife Interactions

- No wild animals or plants are fed within the facility.
- Wildlife-related laws and regulations are fully complied with.
- Yaban Hayatı Etkileşimleri

Animal Health and Welfare

- Guests staying with pets are provided with pet beds, food, and water bowls.
- Regular inspections are carried out regarding the accommodation and treatment of pets.
- Animal welfare laws and regulations are complied with.

Our Sustainability Goals

- Reduce electricity, natural gas, and water consumption by 10% compared to the previous year.
- Set and implement annual targets to measure and reduce waste generation.
- Increase the rate of female employment.
- Minimize chemical consumption.
- Reduce waste oil consumption through regular measurements.
- Continue cultural and environmental protection activities by cooperating with more NGOs, especially the TEMA Foundation.
- Preserve historical and cultural values and convey them to guests, contributing to the promotion of the country.
- Document and annually update the environmentally responsible purchasing policy.
- Ensure all suppliers complete sustainability documentation.
- Increase guest satisfaction rates.
- Increase employee satisfaction rates.

Our Sustainability Trainings

- All staff receive monthly training on equipment use and energy saving related to their departments; these trainings are documented.
- Occupational health and safety training is provided upon hiring.
- Training is provided regarding sustainability policies and practices.
- Regular training is provided to staff on chemical usage measurements.

Facilities Provided to Our Staff

- Staff Canteen: All employees are provided daily breakfast, lunch, and dinner, along with snacks, tea, and coffee during break times.
- Staff Changing Room: Personal locked lockers, 24/7 hot-water showers, and personal care products (shampoo, shower gel, deodorant) are provided free of charge.
- Supplementary Health Insurance: All staff are covered by supplementary health insurance; family members can also be included upon request.
- Occupational Physician: An occupational physician visits the facility once every two weeks.
- Staff Birthdays: A monthly celebration is held in the meeting room for employees whose birthdays fall in that month.
- Year-End Dinner: Organized off-site at the end of the year with staff participation.
- Marriage and Birth Allowance: A one-time bonus is provided in relevant cases.

Sustainable Purchasing

- Local suppliers are always prioritized when not mandatory otherwise.
- Our sustainability policy is shared with all suppliers, and supporting documentation is requested.
- Recycled or recyclable products are preferred.
- Durable, non-waste-generating materials are used instead of single-use products.
- Plastic bottle use has been completely discontinued.
- Energy-efficient options are considered for electronic equipment.
- Detailed inventories of all suppliers and products are maintained.

Energy Resource Use

- **Electricity:** Energy produced at the Solar Power Plant belonging to Yılmaz Ulusoy Holding is sold to TEDAŞ. The consumption of both our facility and our sister hotel in Kemer is offset by this sold energy. In this sense, our hotel uses the energy produced by our Solar Power Plant.
- **Natural Gas:** Daily consumption is measured by meters; savings are ensured with maximum care.
- **Water:** Water consumption is monitored via metering devices.
- **Chemicals:** Chemical usage is controlled through dosing units and regular staff training.

Other Practices

- Guests are informed about the cultural values of the region; travel routes are shown via maps and digital applications.
- Use of public transportation is encouraged for city tours. Licensed guided cultural tours are organized upon guest request.
- Guest complaints are reported daily, and necessary corrective actions are taken.

Our Social Responsibilities

- Tree donations are made to the TEMA Foundation.
- Sponsorships are provided for art-related fairs and events.
- Sponsorship collaborations are carried out with organizations supporting young entrepreneurs.
- Plastic bottle caps are collected separately and sent for recycling.
- Support is provided to social responsibility projects.

Biodiversity Conservation

- The facility is pet-friendly; pet beds, food, and water bowls are provided to guests staying with pets.
- A fixed cat feeding station has been installed at the staff entrance for stray cats.
- No feeding of wild animals or plants takes place within the hotel.
- Terrace trees and other plants are regularly maintained.

This policy has been updated to comply with TR-I Stage 3 (100%) requirements. Our sustainability performance is periodically reviewed and continuously improved.