



Sustainability Report 2023



QUALITY FOOD SAFETY, ENVIRONMENT AND SUSTAINABILITY POLICY

We are a team who believe in teamwork that work many years together with a sense of family.

We have a policy based on that regularly observes guest expectations and sees every feedback as a gift and fulfill our shortcomings.

Our hotel has been built in accordance with all national and global environmental laws that occupational health and safety, building safety, human rights laws, regulations and legislation and the necessary controls and measures are taken regularly in order to create space where guests and staff will feel safe.

Our safety policy is followed by our expert staff of Quality Manager regarding on standarts of HACCP document.

All the processes acceptance of the food until the consumption are kept under control. Preventive measures are taken to reduce costs and avoid to waste while ensuring safety. We also support the local producer's awareness of safe food by including them in our audit processes.

Our Environment and Sustainability Policy; Evaluating the environmental results in all steps of the institution by keeping the negative results to minimum and continuing with options that will reset them if possible. We strive to contribute to development of the local community in all our activities.

We strive to use energy resources in most efficient way and to minimize waste generation. We contribute to the awareness of all our employees and guests by directing them to discrimination.

We reduce the use of natural resources. We support recycling in all areas. We continue our regular training and awareness-raising activities in preparation for risks related to pollution and emergencies (fire, explosion, flood, earthquake, leakage, etc.)

ENVIRONMENTAL & WASTE MANAGEMENT

Hospitality service requires the use of important natural resources.

We take this responsibility seriously and incorporate environmental and waste management in to key roles across the business.

We regularly update our waste records and keep our recycling contribution targets under control.

Receiving consultancy service and training support by working with Environmental Engineers within the scope of Environmental Legislation

In our hotel packaging wastes, organic wastes, medical wastes, wastes oils and batteries are collecting separately and keeping in temporary storage areas within the hotel in and collecting by permitted and licensed companies and they sending to the relevant separation-recycling facilities. The amount of waste sent is processed in to the EEIS system.

Havuzlarda, kazan dairelerinde ve arıtma olan otellerde kimyasal dozajlama üniteleri bulunmaktadır. Ünitelerin düzenli aralıklarla bakım ve kalibrasyonları gerçekleştirilmektedir.

There are chemical dosing units in the hotels that exist pools, boiler rooms and treatment. Maintenance and calibration of the units are carried out at regular periods.

'Chemical Usage' trainings are given to relevant users by the contracted suppliers, thus raising the awareness of the users and to stabilize a standart in chemical consumption is ensured.

We make guest comments, malfunction records, room requests, internal correspondence and tha all announcement through CRM programs as much as possible and we reduce paper consumption.

In food production, we reduce the use of disposable products as much as possible and we buy in large amount of boxes.

We have automatic irigation system in our green areas that irrigates late in the evening or early in the morning. We also use drip irrigation system to prevent loss through evaporaiton.

MONTHLY WASTE RECORD IN 2023

	TOTAL 2023	
Total Number of Guests	71.925	
RESOURCE USE	Amount	%MS
Recyclable Waste	10.022	0,139
PAPER	4.506	0,063
PLASTIC	1.870	0,026
GLASS	3.600	0,050
METAL	46	0,001
ORGANIC WASTES	14.356	0,200
FOOD WASTE	1.369	0,019
NON-RECYCLABLE WASTES	12.987	0,181
HAZARDOUS WASTES	5.781	0,080
WASTE VEGETABLE OIL 20 01 26	560	0,008
PURPOSE WASTE 20 01 08	0	0,000
MEDICAL WASTE CUTTER 18 01 01	0	0,000
MEDICAL WASTE 18 01 03	0	0,000
FLUORESCENT LAMP 20 01 21	229 Adet	0,003
ELECTRONIC WASTES 20 01 35	9,30 Kg	0,000
CONTAMINATED PACKAGING 15 01 10	144	0,002
EMPTY PRESSURE VESSEL 15 01 11	129	0,002
WASTE MINERAL OIL 13 02 08	96	0,001
WASTE PAINT VARNISH 08 01 11	0	0,000
OIL FILTERS 16 01 07	0	0,000
WASTE TONER 08 03 17	74	0,001
CONTAMINATED FATHER 15 02 02	0	0,000
WASTE BATTERY 16 06 01	4.540 Adet	0,063
OTHER WASTES	347	0,005
AMOUNT OF SCRAP	347,0 Kg	0,005



MANAGEMENT OF ENERGY

We monitor energy consumption meticulously in order to achieve general reductions that continue every year and to reduce the associated carbon emissions. We take action to identify areas that can be saved.

We continue to strengthen our teams with technology that makes it easier to reduce energy use without sacrificing guest comfort and technical services to identify the latest innovations.

We constantly analyze energy saving through maintenance, surveillance and monitoring. We make plan our new investment Projects by focusing on energy production and reducing the damage we cause to the environment by choosing renewable energy sources.

We aware of the value of water resources. We continue to strive to reduce consumption overall each year.



CONSUMPTION RATES IN 2023

	TOTAL		
Total Staff Working Hours	246.090		
Total Number of Guests	71.925		
RESOURCE USE	Amount	%C\$	%MS
ELECTRICITY CONSUMPTION (kWh)	1.882.263,420	7,649	26,170
WATER USE	32.776,000	0,133	0,456
GARDEN WATER CONSUMPTION(m3)	1.441,110	0,006	0,020
WATER CONSUMPTION (m3)	31.334,890	0,127	0,436
ENERGY USE	131.939,020	0,536	1,834
Natural Gas (kg)	128.484,873	0,522	1,786
LPG (kg) (0,54 kg/lt)	1.794,087	0,007	0,025
Gasoline (including garden equipment) (lt)	889,560	0,004	0,012
FUEL (Generator) (lt)	135,000	0,001	0,002
Chafing Fuel(kg)	635,500	0,003	0,009
USE OF CHEMICALS	10.023,050	0,041	0,139
TREATMENT SALT	3.739,000	0,015	0,052
STEWARD CHEMICAL	2.739,250	0,011	0,038
POOL CHEMICAL	1.212,000	0,005	0,017
HEATING/COOLING AND POTABLE WATER SYSTEMS	735,200	0,003	0,010
LAUNDRY CHEMICAL	1.558,000	0,006	0,022
REFRIGERATORS (R-404A) (kg)	39,600	0,000	0,001
OUTDOOR LAUNDRY (NUMBER)	323.450,000	1,314	4,497
HK LINEN (pcs)	322.441,000	1,310	4,483
F&B LINEN (pcs)	1.009,000	0,004	0,014



USE OF CHEMICALS

In our hotel chemicals are used in maintenance, repair and cleaning activities. We keep continue to give education to raise of awareness in order to minimize the use of chemicals as much as possible.

Every kind care is taken to prevent accidental spills. Employees who need to use chemicals are given appropriate training by competent companies. Personal Protective Equipment is provided. All the chemicals that used are in approved, labeled and appropriate packaging, material safety data sheets are delivered to us (MSDS) and the trainings provided with the MSDS data.

We take measures in our chemical storage areas to provide against the leaking, spilling and etc. that may harm the environment. We make storage according with regulation, type of chemicals and storage of instructions of the manufacturer.

Concentrated products are preferred whenever is possible. We provide the minimum amount of chemicals with automatic dosing system that will provide the necessary disinfection in use.

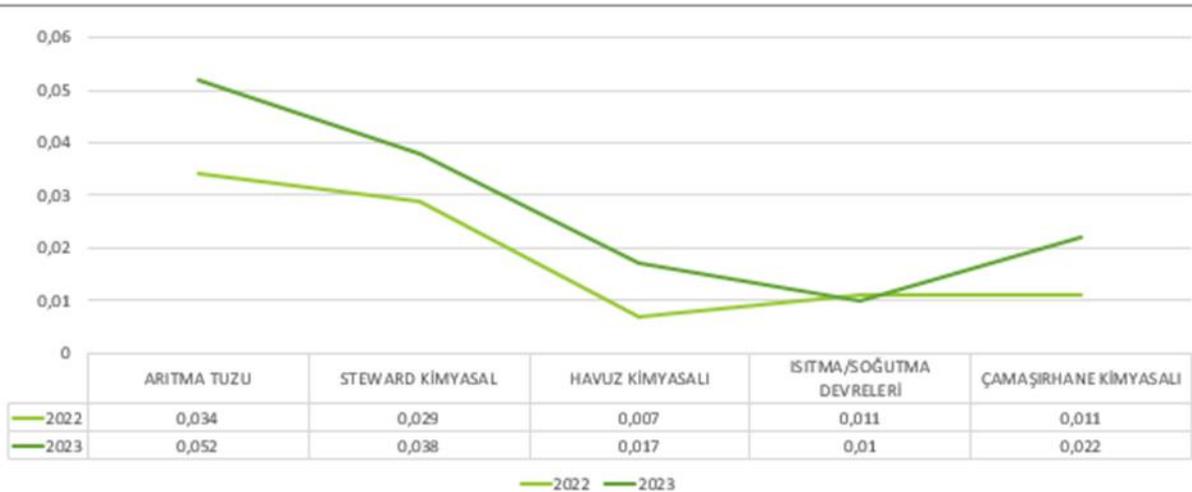
We ensure for the permits and licenses of the pesticides of company that we receive service for pest control and we make sure that products don't harm human health and environment and they are used in appropriate doses.

We use of natural control methods such as fly trap EFK devices in order to protect food safety and human health in production arease.

CHEMICAL USAGE VALUES

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chemical use per person



WORK LIFE-EQUAL OPPORTUNITY-ETHICS OF BUSSINESS

We care all of our employees working in a healthy, happy and safe working environment.

Our Human Resources Department plays a key role in ensuring that we comply with workplace welfare and human rights legislation. Certainly, all contracts, working hours, wage structures, discipline and grievance procedures are in according with the law.

Our management has an open door policy that accessible to solve employment problems. Employees are hired approximatly %98 of from the region.

Our general working conditions and our expectations are explained to our colleagues in the beganing process that starts with orientation trainings. Each unit developed and expertised by job training. We contribute continuity at the service with profession and specialized individuals to decent work and economic growth.

We give priority to in house employees in internal promotions by considering the potentials competencies of individuals. We also support them in their lacking area by contribute their training to be ensure that they are promoted.

In our hotel which is managed by our team consisting of the best in their fields focused on success, we give a value and respect of our employees experience and opinions from all age groups.

We collect suggestions from our employees with the 'I have an idea' box, we take in to considiration the opinions and suggestions of our employees in our action plans that will guide a better future.

We come together with our employees every three months to evaluate their montly performance results and to celebrate their birthdays.

We plant sapling on behalf of our employees by donating tree to TEMA Foundation on behalf of our employees.

WORK LIFE-EQUAL OPPORTUNITY-ETHICS OF BUSSINESS

We provide service support the transportation of employees according to their working hours. In order to create employment for more employees than the serviced routes by meeting with the neighborhood headmen and invite job seekers to our facility and conduct interviews for suitable positions.

We offer our employees the opportunity to use the infirmary facility and doctor check-ups every Monday during working hours in our hotel.

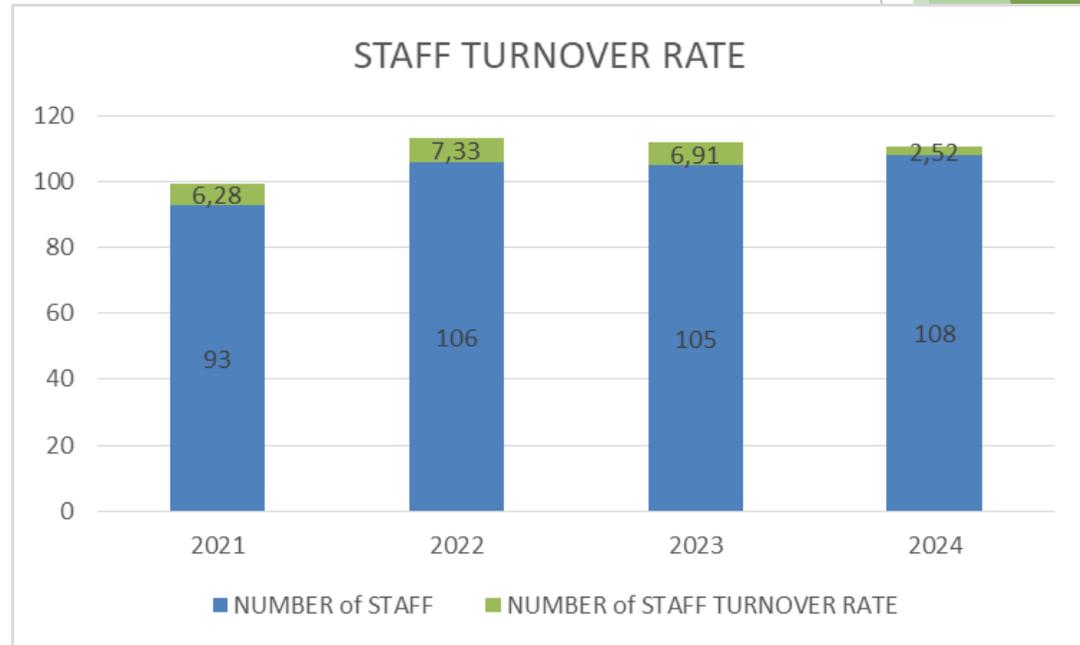
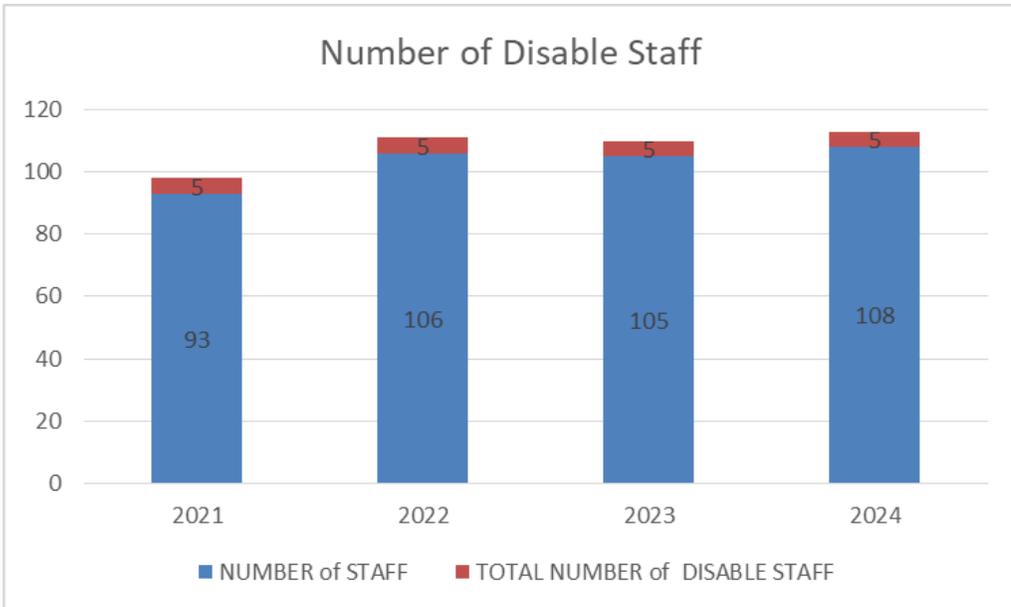
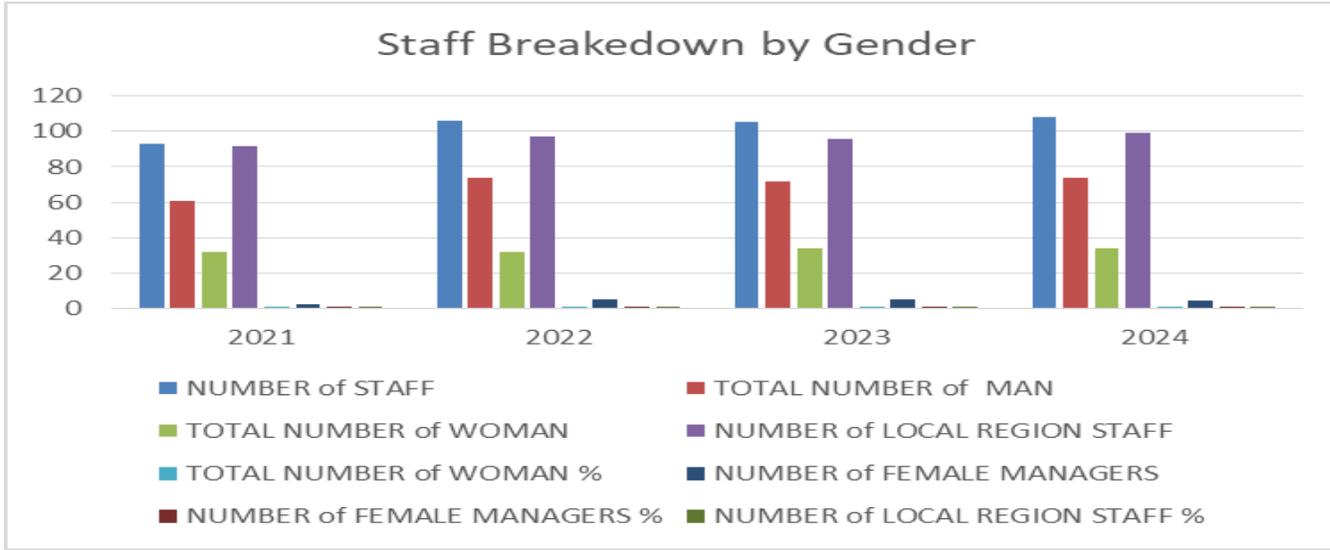
With the focus of 'Healthy Individuals, Healthy Society' we provide cooperation with contracted clinics for discounted control and treatment opportunities for employees and their first degree relatives.

Within the scope of business ethics we inform about corruptions, bribery, unethical events, fraud and abuse in orientation trainings.

We inform them that when they encounter such a situations, they can either reach us anonymously via the suggestion box or contact to Human Resources confidentiality which will be protect their conversation in special.



PERSONNEL DISTRIBUTION AND STATISTICS



Staff Satisfaction

To measure our staff satisfaction, we send a satisfaction survey to our staff monthly and take actions based on the data we obtain.

	2023 TARGET	2023
Staff Satisfaction (%)	89	90

OUR POLICY ON THE PREVENTION OF CHILD ABUSE AND PROTECTION OF CHILDREN

Children's health and happiness has the highest importance. Child Rights is for all children. It doesn't matter where they were born or what language they speak. No child is discriminated against of the beliefs or opinions of elders.

Some children are more unprotectable because of their past experiences, level of dependency on others, communication needs or other issues.

Working in partnership with children, young people, their parents, caregivers and other intermediaries is fundamental to supporting children's health and well being.

Efforts should be made for the individual development of children with physical and mental disabilities including their cultural and spiritual aspects as well as to have full life under conditions that ensure their dignity, develop their self confidence and facilitate their active participation in social life.

All of our staff are informed and conscious about child abuse and the actions to be taken in case of witnessing it.

OUR COMMUNICATION STRATEGY

Our Employees

- Performance Evaluation Meetings - 2 a year
- Social Events- 2 a year
- ISG Meetings- 4 a year
- Satisfaction & Sustainability- 1 a year
- 'I have an idea' Shearing meetings - Allways

Guests

- Satisfaction Surveys - Regularly
- Hotel communication - 24/7 from the hotel line
- Email and whatsapp line - 7/24 available

Suppliers and Subcontractors

- Surveys - Once a year
- Face to face meetings - On request
- Email - to the adress of the relevant unit
- Supplier Audit and Selection - Once a year on new selections and business partners

PROCUREMENT AND SUSTAINABILITY - OUR CONTRIBUTION TO LOCAL ECONOMIES

We aim to contribute to the reduction of environmental impacts by making purchases from places close to hotel as much as possible and from appropriate resources to reduce the CO2 emissions of supplier during delivery.

While material selection is made in all service purchases; fuels, chemicals, pesticides, electrical tools, tools containing refrigerant gas, noise source tools, consumables, plastic materials, cleaning and construction materials are environmentally friendly and have the necessary permits and certificates and energy efficiency classes are taken in to consideration.

The products to be purchased with the following features have priority;

- Made product from recycled or recyclable.
- Sustainably produced or sustainably sourced
- Fair Trade/Organics/FCS/MSC etc. - Delivered in less packaging
- Energy and water savers
- Environmentally sustainable ones

PROTECTION OF LOCAL ENVIRONMENTS AND CULTURAL HERITAGE

It is observed that big cities such as Istanbul will face very important transformations due to rapid population growth. It is foreseen that environmental and cultural losses will be experienced in particular and cultural heritage will be under the threat of this process.

Therefore, it is necessary to produce new policies and make strategic decisions that allow the protection of cultural and natural heritage.

For this purpose, we contribute to the awareness of all our employees and guests on the subject.

MATTERS TO CONSIDER WHEN VISITING NATURAL AREAS, LOCAL COMMUNITIES AND CULTURAL/HISTORICALLY VULNERABLE AREAS.

Particular attention is paid to informing about it. Respect for our history and culture is one of our most important values that we will leave to future generations

PROTECTION OF ENVIRONMENTS AND CULTURAL HERITAGE

CAMI VEYA MESCİTTE :

- Temiz elbise ve düzgün kıyafetle girmeliyiz.
- Kapalı giyinmeye özen göstermeliyiz. Dini kurallar çerçevesinde ziyaret kurallarına uygun davranılması gerekir.
- Yüksek sesle konuşmamalıyız.

MOSQUE :

- Guests must wear appropriate and clean clothing.
- We should take care to dress indoors. Visiting rules must be followed within the framework of religious rules.
- Guests should not shout or make too much noise.



DOĞAL ALANLARDA :

- Çevreyi temiz tutmalıyız, çöpleri yere atmamalıyız.
- Ağaç ve bitkilere zarar vermemeliyiz.
- Hayvanlara ve doğal ortamlara zarar veren aktivitelere katılmamaya özen göstermeliyiz.

PROTECT IN A NATUREL AREA :

- In order to keep the environment clean dispose of your litter.
- Do not harm trees and plants
- We must take care not to participate in activities that harm animals and natural environments. Do not try harm any wild animals



PROTECTION OF LOCAL ENVIRONMENTS AND CULTUREL HERITAGE

TOPLU TAŞIMA ARAÇLARINDA;

- Yaşlı, çocuklu, engelli ve hamilelere her zaman binerken öncelik, seyir halinde oturacak yer ve inerken varsa yüklerine, engelli ise engel durumuna göre yardımcı olmalıyız.
- Her zaman ön kapıdan binip arka kapıdan inmeliyiz.
- Metro, otobüs, tramvay ve benzeri duraklı araçlarda inilecek duraktan önce hazırlığımızı yapıp zamanında araçtan inmeliyiz.



ON PUBLIC TRANSPORT;

- Please give up your seats for old and disabled people, children and pregnant women. Please also help disabled people to get on and off of the bus if they need assistance.
- Always get on using the front door and get off using the back door.
- Please be ready and prepared to alight your train, bus, tram etc. Before you reach your intended stop.



KÜLTÜREL YERLERDE;

- Yüksek sesle ve argo sözler ile konuşmamalıyız.
- Kültürel alanlardaki arkeolojik ve kültürel eserlere zarar vermemeliyiz.
- Her alanın kendine özgü sağlık kuralları olabilir. Bu kurallara özen gösteriniz.

PLACES OF CULTURAL INTEREST

- Guests should not speak loudly slang language.
- Guests should not touch nor harm archaeological artifacts.
- Each area may have its own hygiene rules, pay attention to these rules.



RISK MANAGEMENT

Identifying and managing risks which cover all of the issues effected during our services and activities is one of our top priorities.

We aim to create an effective control environment by ensuring that security issues are included in the process from the very beginning that starts the design stages of the processes by being aware of the fact that poor management of risks can create financial, Operational and/or reputational risks.

We create annual internal audit plans, review operational risks, financial risks, reputational risks and strategic risks.

We audit accounting accounts for compliance with legal regulations, employee and guest health and safety, information security, water safety, fire safety and anticorruption.

At the same time, we want to be able to make improvements on sensitive issues that may affect the society negatively to take measures to handle to reduce risks correctly and to raise awareness on issue such as violations of security.

CORPORATE TARGETS

Economically

- Environmentally friendly product purchases & Supporting the recycling economy with waste separation & Energy saving by using innovative and efficient Technologies & Heading towards prices that reduce ecological contribution and social costs & Using regional and local marketing networks & Saving with direct purchasing & Preventing corruption and continuing financial responsibility making

Ecologically

- Ensuring the efficient use of resources & A menu variety that provides seasonal consumption & Maintaining biological diversity and taking care of the ecological life cycle & Renewable energy use & Prevention of environmental and air pollution & Measuring emissions & Reducing waste and supporting transformation & Protecting the climate

Socially

- Measures to protect human health & Justice, equal opportunity approaches & protection of the rights of future generations & Democratization, identification of groups at risk of discrimination and special attention-protection studies & Decent work performance indicators and working environment

Culturally

- Preserving local cultural diversity & Keeping traditional knowledge alive and transferring it to future generations & Creating consumer awareness & Protecting, keeping alive and promoting culture while keeping up with international change, & Being aware of global responsibilities.

CORPORATE TARGETS

SUSTAINABILITY GOALS				
Sustainability Goals	2022 Actual	2023 Target	2023 Actual	2024 Target
Guest Satisfaction Rate	8,3	8,7	8,1	8,4
Our Hotel's Re-Preferred Guest Rate	25.271	27.900	24.074	26.500
Yearly Occupancy %	73,53	79,12	52,61	68
THE SOCIAL CULTURAL AREA				
Employee Satisfaction Rate		89	90	92
Employee Turnover Rate	7,33	6,4	6,91	6,3
Ratio of Total Female Employees	32	38	32	35
Management Staff - Ratio of Female Employees in Top Posit	5	7	5	6
Total Number of Disabled Personnel	5	5	5	5
IN ENERGY				
Total Water consumption (m3)	32.266,00	34250	32.766	35.657
Water Consumption Per Person (m3/person)	0,28	0,23	0,45	0,33
Total Electricity Consumption (kWh)	1.919.980,89	2.054.379	1.882.263	1.927.467
Electricity Consumption per Person (kWh)	16,93	18	26,17	1,34
Total Natural Gas Consumption (m3)	136.634,80	186.630	128.485	174.811
Natural Gas Consumption per Person (m3)	1,16	1,42	1,78	1,69
IN THE ECOLOGICAL AREA				
CO2 Emissions (tCO2e)	11,16	15,44	16,87	15,6
CO2 Emissions (tCO2f)	14,9	12,8	10,17	9,8
Chemical Consumption (lt)	7.394	9.020	10.023	9.000
Total Waste Amount (kg)	24.369	21.620	30.506	26.000
Waste Amount Per Person (kg/guest)	0,21	0,19	0,42	0,35

CORPORATE TARGETS

OUR SUSTAINABILITY TARGETS FOR 2024

Increasing Training Hours Per Person

Project to Resolve All Employees' Complaints in the Fastest Way with the "I'm Happy I'm from Gorrion" slogan

Supporting Recycling in the Kitchen within the Scope of Zero Waste

Supporting Country Afforestation Works

Extending the Risk Assessment Approach - Collaborating with All Stakeholders for a Sustainable Living

Encouraging Our Employees in Corporate Volunteering Studies and Rewarding Volunteers

Increasing Our Memberships and Non-Governmental Organizations We Collaborate With in the Scope of Sustainability

Increasing Recycled, Recyclable Product Usage Rate, Giving Priority to Purchases

Creating Sustainability and Waste Management Awareness in the Institutions We Work With

Initiating and Sustaining Vertical Farming Practice that Minimizes the Use of Natural Resources



We donate trees to TEMA Foundation on behalf of the staff.



We support barrier-free life by participating in the Plastic Cap Campaign of the Turkish Spinal Cord Paralytics Association.

TO-KA AND GORRION HOTEL

TO-KA (Collect-Win) is a sustainable digital waste management platform that encourages the clean and separate collection of packaging waste generated in living spaces at the source, monitors the entire process on record, and transforms the collected packaging waste into value.

We collect clean and undamaged packaging waste by separating it at the source and create an appointment through the application.

We deliver the packaging waste to To-Ka and accumulate points for our staff to use.

We reward our personnel who contribute the most to recycling.



VERTICAL FARMING ve GORRION HOTEL

- ▶ Vertical farming, which looks at the traditional understanding of agriculture from a different perspective and aims to move agricultural production from rural areas to urban areas, aims to grow agricultural products with different materials and systems.
- ▶ Vertical farming is a method of large-scale farming in an urban environment called controlled environment farming or structure-integrated farming.
- ▶ Its aim is to reduce the use of pesticides that pollute the environment, such as pesticides and herbicides. The widespread use of vertical farming is also expected to reduce adverse weather conditions due to climate change and prevent food prices from rising excessively due to a decrease in supply.
- ▶ It saves 70-95% water compared to normal agriculture, provides local production opportunities, and does not have any negative effects on biodiversity and the environment.
- ▶ As the Gorrion family, we support sustainability by using the greens we grow through vertical farming in our kitchen.



**WE WOULD LIKE TO THANK TO ALL OF OUR STAFF AND STAKEHOLDERS FOR
SUPPORTING OUR SUSTAINABILITY GOALS.**

