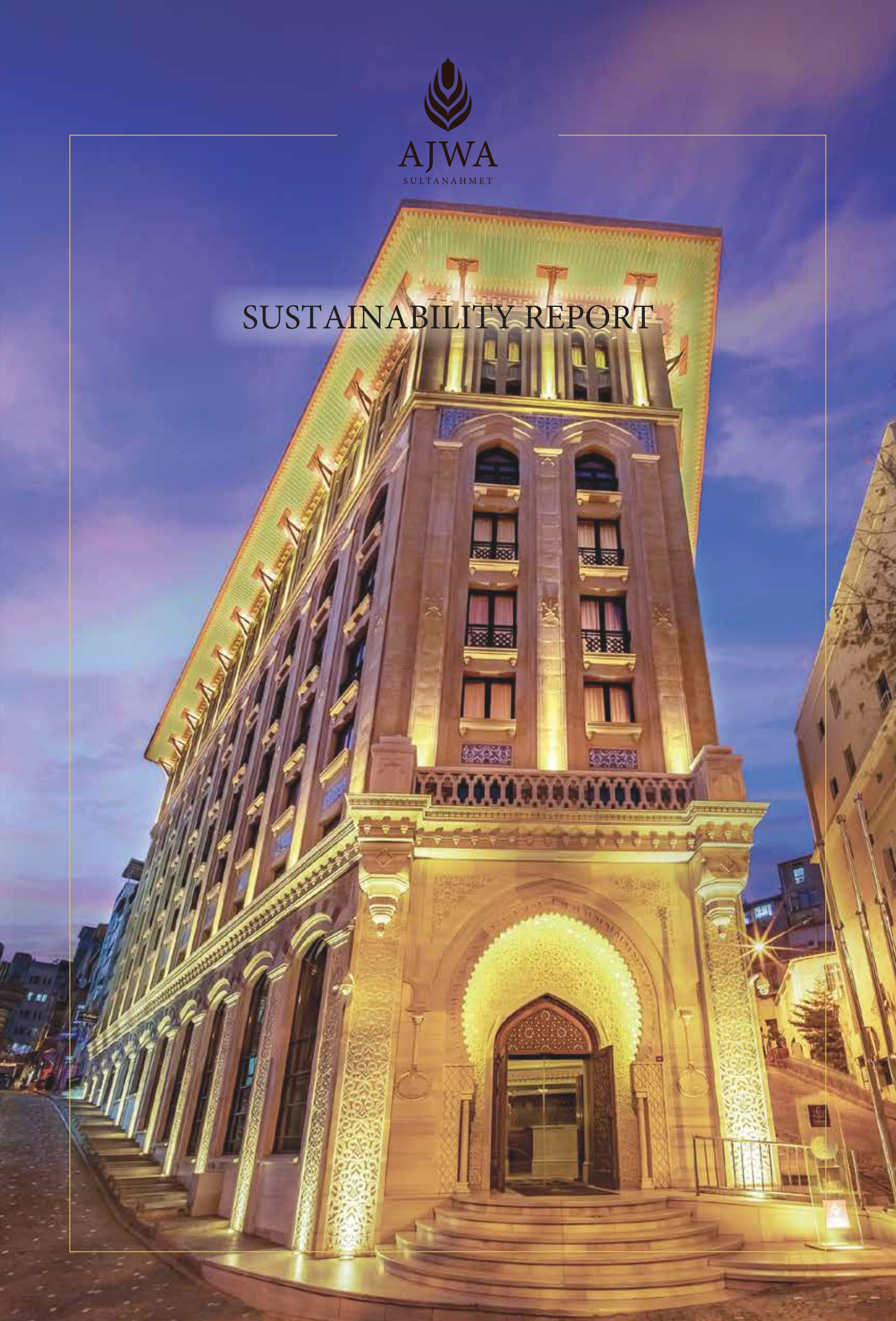
AJWA
SULTANAHMET

SUSTAINABILITY REPORT



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ABOUT THE REPORT

We are aware of and committed to our responsibilities regarding sustainable tourism and development. We strive to leave a better world for future generations. Our corporate vision, mission, culture, values, and ethical principles guide us as we fulfill these responsibilities.

We are aware of our responsibilities regarding sustainable tourism in the tourism sector. Therefore, we value raising awareness not only among our guests but also among our employees equally. We continuously increase social responsibility awareness and consistently implement an environmentally friendly management approach.

The foundation of our management approach is based on 'sustainable tourism.' To leave a more livable environment for the generations after us, we use our natural resources sustainably, even while maintaining the highest quality in our products and services. As a company, one of our main mottos is to offer a new product by recycling the old rather than creating something entirely new.

As the AJWA SULTANAHMET family, we are aware that sustainability efforts in tourism minimize the negative impacts on environmental and cultural heritage and recognize the responsibilities that sustainable tourism entails. We strive to leave a better world for future generations. In this context, we continue our efforts on many aspects within the concept of sustainability, including reducing environmental impacts, managing energy, water, and waste, preserving cultural and social heritage, providing economic and social benefits to the local community, and protecting the environment.

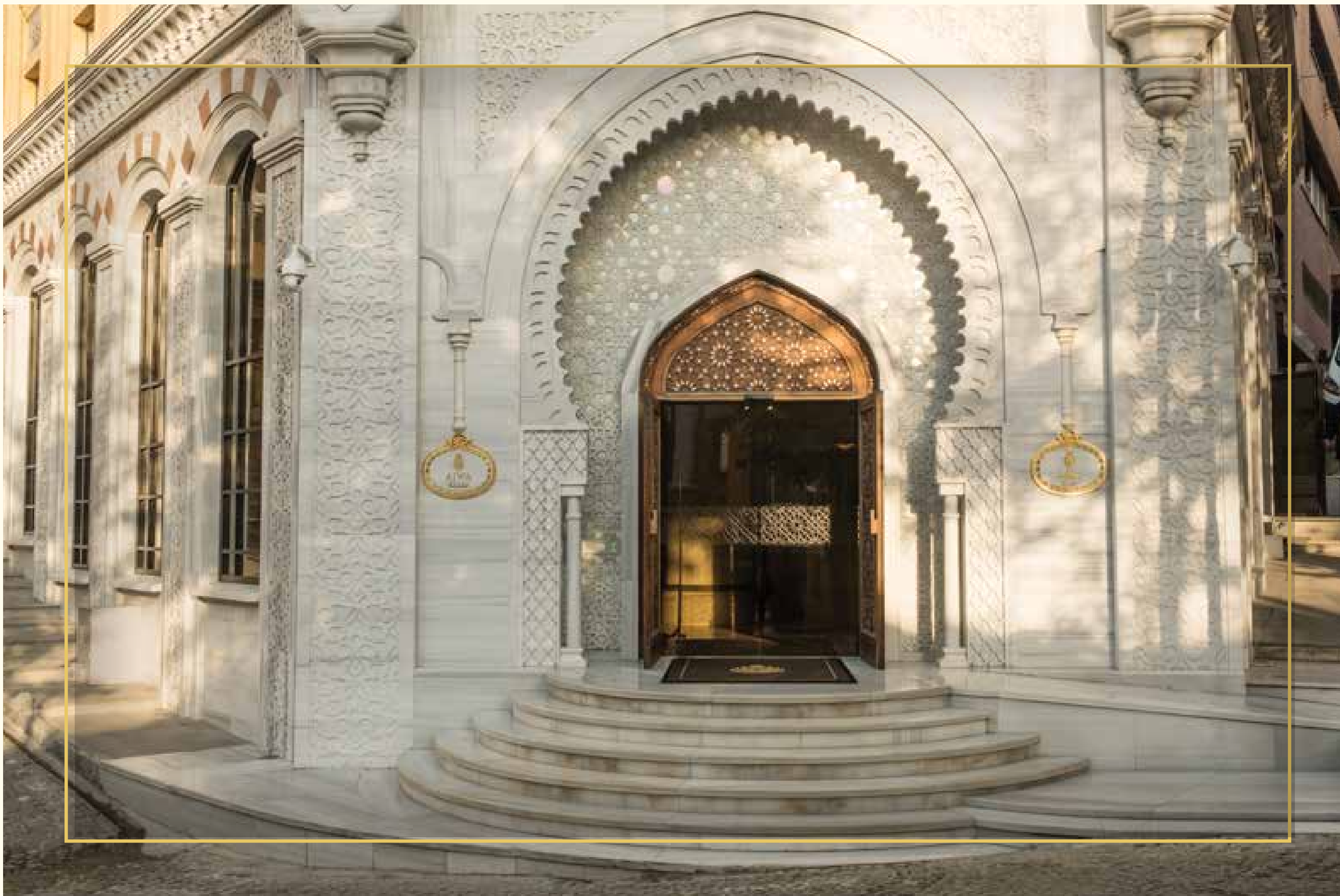
In today's world, where the importance of climate change and global warming is increasingly felt, we aim to fulfill our responsibilities in the best possible way and strive to ensure that environmental awareness is adopted by our employees. By effectively managing sustainability risks and focusing on achieving sustainable growth through long-term strategies, we aim to increase our success day by day.

ABOUT US

On the path to achieving our vision, AJWA SULTANAHMET presents the sustainability performance and impacts of our facility to the attention of all our stakeholders through this sustainability report published on our behalf.

As a tourism investment company that prioritizes guest satisfaction, we aim to provide responsible production, service, and consumption, and we continue our efforts to make this a continuous practice.

Together with all our employees in a team spirit, without compromising on superior service quality, and in line with the principle of 'Using Nature by Protecting It, Not Consuming It,' we aim to be a model facility that guests always prefer, with environmental sensitivity and understanding, prioritizing guest satisfaction and offering a family-like warmth. Through the products we choose and the approaches we adopt, we work towards sustainable tourism.

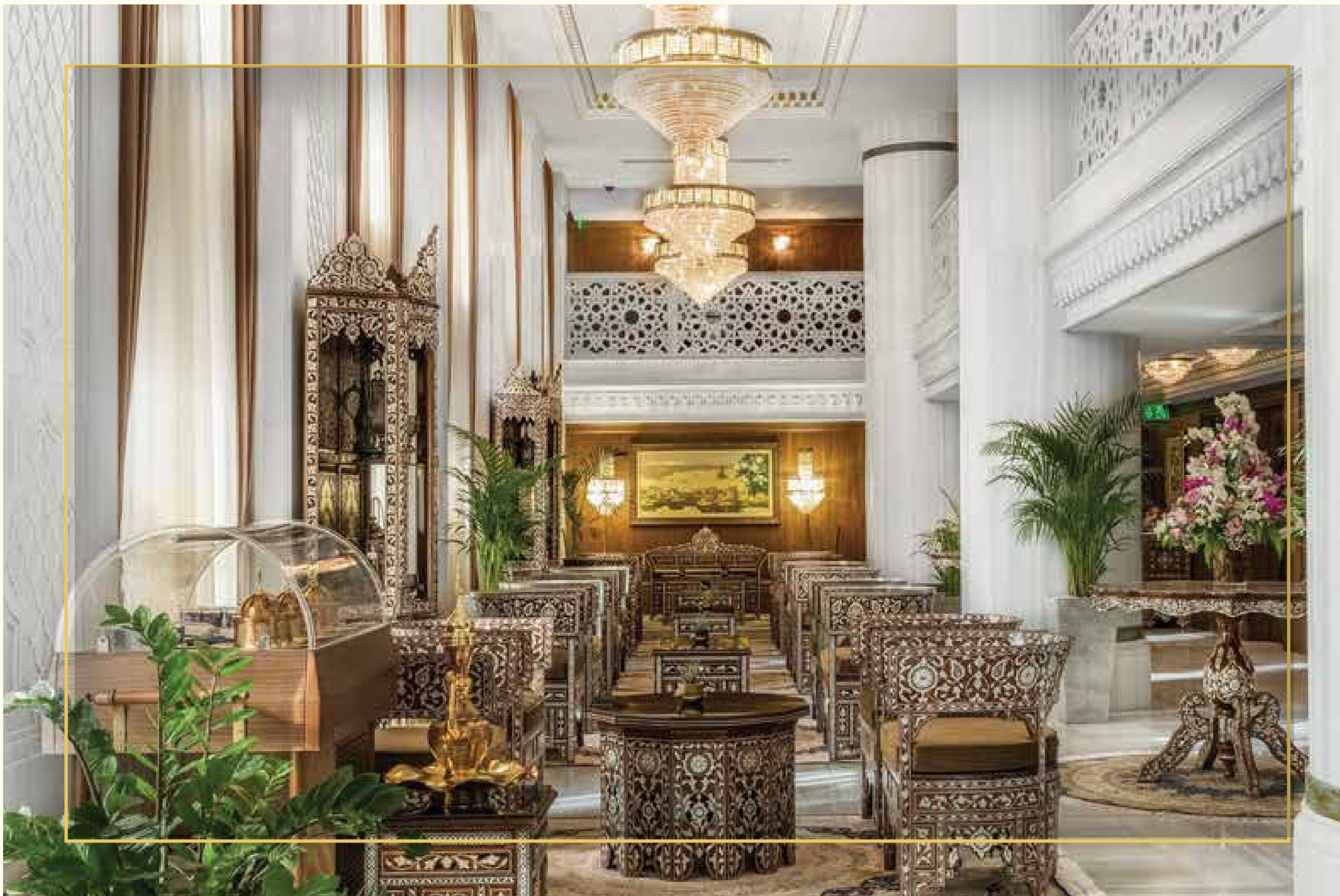


SUSTAINABILITY POLICY

We promote the efficient use of energy and water resources and aim to reduce the amount of waste. We minimize environmental impacts to protect the local ecosystem and support biodiversity. We raise awareness among our staff and guests about recycling and waste management.

SOCIAL AND CULTURAL SENSITIVITY

We support economic and social development by collaborating with local communities. We protect and promote local cultural values and heritage. We ensure that all our staff comply with fair labor practices, equality, and diversity principles.



ECONOMIC SUSTAINABILITY

We encourage working with sustainable suppliers and aim to contribute to the local economy. We continuously review our processes to ensure efficiency and cost savings.

QUALITY MANAGEMENT

We strictly adhere to quality standards to maintain the highest level of guest satisfaction. In line with the principle of continuous improvement, we are committed to providing ongoing support for the training and development of our staff.

HUMAN RIGHTS AND EMPLOYEE RIGHTS

We fully comply with ethical business standards and human rights. We support fair working conditions and reject all forms of discrimination. We promote transparent and fair management.

1. FAIR EMPLOYMENT PRACTICES

AJWA SULTANAHMET ensures fair and equal employment practices for all its employees. We prevent all forms of discrimination based on race, gender, sexual orientation, religion, disability, or other characteristics.

2. EMPLOYEE RIGHTS

We respect employee rights, uphold union rights, and implement occupational safety standards. We support fair wages, reasonable working hours, and access to social benefits for our employees.

3. GUEST PRIVACY

We respect the privacy of our guests and securely protect their personal information. We continuously update and improve our information security measures.

4. RESPECT FOR LOCAL COMMUNITIES

AJWA SULTANAHMET respects the local communities in which it operates, and is sensitive to their culture, values, and needs. We collaborate with these communities and aim to contribute to their development.

5. SUPPLY CHAIN PRACTICES

We promote respect for human rights and fair labor practices throughout our supply chain. We expect our suppliers to adopt these values and cooperate with us in maintaining them.

6. TRAINING AND AWARENESS

We educate and raise awareness among our employees about human rights. We organize ongoing training programs to increase awareness and ensure compliance with human rights standards.

This policy aims to protect the rights of our employees, guests, and communities by respecting human rights throughout the hotel's operations. In line with the principle of continuous improvement, we regularly assess and enhance our human rights performance as part of our sustainability efforts.

HEALTH AND SAFETY

We take all necessary measures to ensure the highest level of health and safety for our guests and employees. By continuously reviewing hygiene and cleanliness standards, we provide a safe environment.

We implement specific measures to maintain an environment that meets cleaning and disinfection standards throughout our hotel. Hygiene standards in guest rooms, common areas, and across the facility are regularly reviewed and updated.

We promote healthy lifestyles among our employees. Through health programs, sports activities, and practices that support healthy nutrition, we aim to enhance the physical and mental well-being of our staff.

RISK AND CRISIS MANAGEMENT

We assess risks, take preventive measures, and continuously improve our management processes. We prepare and update crisis plans to ensure fast and effective action in emergency situations.

We organize training and awareness programs to prepare our staff for emergencies and strengthen their response capabilities.

This sustainability policy reflects our efforts as a facility to achieve our sustainability goals and fulfill our commitments for a better future.
We regularly review and update our policy, and share it with all our stakeholders.

SUSTAINABLE TOURISM RESPONSIBLE PERSON APPOINTMENT LETTER

As part of our sustainable tourism program, we have appointed a staff member as the Sustainable Tourism Responsible Person to coordinate, implement, and report on the hotel's sustainability practices on behalf of the management.

This document forms the basic framework of a Sustainability Management System (SMS) that can be adapted and developed to cover all management processes of our hotel. It also outlines the policies and practices of our organization.

This document is intended for all stakeholders, guests, and staff of the hotel. Our system is continuously developed in accordance with the size and scope of our hotel.

SUSTAINABILITY MANAGEMENT SYSTEM

As we strive to make sustainability a part of our institutional culture, we also aim to become a leading and exemplary force in turning it into a way of life.

We believe that tourism and sustainable practices can coexist with luxury and guest comfort. By embracing our sustainability philosophy, we aim to actively contribute to the protection of our planet while offering our guests an unforgettable and environmentally conscious experience. In line with the sustainability values of our group, we are committed to promoting eco-friendly practices and fostering a philosophy of environmental responsibility.

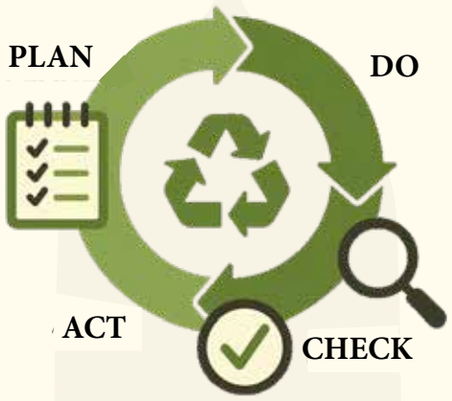
We believe that sustainability is not just a trend but a core principle that guides both our operations and guest experience. Sustainability plays a vital role at the heart of our vision and values. We believe that hospitality can coexist harmoniously with the well-being of our planet and our communities. We are constantly working to improve our energy efficiency, increase our use of renewable energy, conserve water, minimize waste, and enhance sustainable sourcing.

The foundation of our sustainable management system is based on risk analysis. Risk assessments are conducted under key categories such as environment, natural disasters, society, culture, economy, quality, human rights, health, and safety. Additional categories may be added if necessary.

AJWA Sultanahmet is committed to fulfilling the third-stage requirements of the Türkiye Sustainable Tourism Program in relation to sustainability, and to the continual improvement of its sustainable management system in order to enhance sustainability performance.

Due to the evolving state of the sector, as well as environmental, social, technological, economic, and cultural risks, and legislative changes or updates, our management system is regularly reviewed. When necessary, the system and related policies are updated accordingly.

PDCA



IT CAN BE EXPRESSED AS THE PLAN–DO–CHECK–ACT (PDCA) APPROACH.

PLAN: Our hotel places great importance on the environment, society, culture, the national economy, and the management system, and sets specific goals in these areas. To achieve these goals, it develops a roadmap and plans the necessary actions.

DO: Our hotel defines its core policies and practices related to environmental, cultural, social, human rights, health, and safety matters. These are monitored, measured, and recorded at defined intervals by the relevant staff.

CHECK: Feedback from both staff and guests is monitored and documented in our hotel. Corrective actions are taken when necessary.

ACT: This is the step where our hotel takes action to address the issues identified during the "Check" phase. Corrective measures and procedures are documented and archived.

AJWA Sultanahmet commits to complying with all applicable laws, regulations, and international agreements. The hotel maintains an up-to-date list of these regulations, informs relevant staff regularly, and provides necessary training. Upon request, the hotel presents all required permits, certificates, and documents to the relevant authorities or stakeholders.
As a facility, we are fully aware of all our legal obligations and actively monitor new regulations. We track legal requirements through the Legal Compliance Table we have established.

AJWA Sultanahmet provides accurate information to all audiences in its promotional activities. It always uses authentic visual materials in its promotions. On its website, social media accounts, and other printed or written promotional and marketing communication channels, our hotel maintains a transparent and realistic approach regarding its products and services.

AJWA Sultanahmet also shares its policies, sustainability-related actions, and practices with its employees and guests in an open and transparent manner. To do this, the hotel uses its official website.
Periodic reports on sustainability performance are published on our website. These reports are prepared at intervals appropriate to their respective topics.

AJWA Sultanahmet has a system in place aimed at receiving feedback regarding our sustainability performance, policies, and practices from our guests, public institutions, municipalities, employees, local communities, and all other relevant individuals and organizations. Through this system, we collect feedback from both our staff and guests.

Our system is designed and encouraged to enable our guests and staff to provide feedback quickly, easily, and effectively. This system includes survey applications for guests, regular monitoring of social media accounts, email, messaging services, and other communication channels for employees, and email communication and regular follow-ups for all other stakeholders.

GUEST EXPERIENCE

Our hotel places great importance on guest satisfaction. Guest satisfaction includes feedback received through the sustainability system described above. The results are analyzed, negative feedback and responses to it are recorded, and necessary corrective actions are taken.

STAFF ENGAGEMENT

Our employees are the most important element of our management system. They are fully aware of what is expected of them regarding our management system and sustainability-related policies and practices. The responsibilities of our employees are clearly defined in writing, communicated to them, and regular training and guidance are provided. These trainings are documented.

Our employees actively participate in improving and continuously enhancing our management system and sustainability performance. We review and improve our system based on feedback received from our staff.

ACCESSIBILITY

- In line with our sustainability policies and management system, we provide employees with periodic training programs related to sustainability and their work areas, including orientation training, on-the-job training, mandatory trainings required by legislation, and guidance support. We implement annual training plans covering topics such as Occupational Health and Safety, hygiene training for kitchen/service/massage personnel, water and energy conservation, chemical usage rules, fire prevention, first aid, and more.

- Our employees have free and open access to all our training materials. Our hotel is committed to complying with the relevant provisions of Labor Law No. 4857 and pays employees at least the minimum wage.

- Additionally, we comply with Social Insurance and General Health Insurance Law No. 5510 and Occupational Health and Safety Law No. 6331.

- We support the presence of young and female employees in the sector.

- Increasing the number of female employees and supporting local employment are among our primary goals.

- Our staff have received training and certification from experts in Occupational Safety, Hygiene and Sanitation Training, and Sustainability Training.

- AJWA Sultanahmet provides accurate information to all audiences in its promotions. It always uses authentic visual materials in its advertising. On its website, social media accounts, and other printed and written promotional and marketing communication channels, our hotel maintains a transparent and realistic approach regarding its products and services.

- The happiness of our guests and employees is our priority.

- As always, we will continue striving to improve our service quality.

- Our hotel is committed to offering accessible tourism services to everyone within its capabilities and transparently and accurately informing guests and stakeholders about the level of accessibility via the website.

- We fully comply with legal regulations related to accessibility and are committed to continuously monitoring and improving in this area.

- Our facility includes rooms designed for guests with disabilities.

PURCHASING

LOCAL PROCUREMENT

Our hotel prioritizes local suppliers when purchasing goods and services, provided they meet quality standards and offer reasonable prices. Therefore, we regularly update our supplier list and keep our suppliers informed. The proportion of goods and services procured from the local community is measured.

AJWA Sultanahmet gives priority to fair trade suppliers for imported products, as long as they meet quality and reasonable price criteria.

ENVIRONMENTALLY RESPONSIBLE PROCUREMENT

Our hotel follows an environmentally responsible procurement policy, focusing on efficient purchasing to reduce food and solid waste, as well as energy and water conservation.

AJWA Sultanahmet prioritizes environmentally friendly products (eco-labeled products) in its purchases. If eco-labeled products are not available in the relevant product category, the hotel selects products from suppliers and manufacturers whose production processes and all other procedures do not harm the environment.

Examples of certifications that may be required from suppliers include ISO 14001, ISO 50001, ISO 14064, and ISO 20400. If the required certifications are not available from suppliers, fair trade principles are applied.

PROTECTING THE ENVIRONMENT AND NATURE

- For products such as wood, fish, and paper, environmentally certified items (FSC, MSC, EU EcoLabel, and others) or products with traceable sources are preferred.
- Threatened and banned species (fish, trees, plants, game animals, etc.) are neither purchased nor used in our hotel.
- The proportion of our total purchases made from environmentally certified, local producers and suppliers, and fair trade suppliers is monitored.
- Our hotel has specific targets related to purchasing environmentally certified, local, and fair trade products. Within this framework, we aim to increase both the proportion and number of local and fair trade suppliers in our procurement and give special attention to this goal.

EFFICIENT PROCUREMENT

- Our procurement policy prioritizes reusable, returnable, and recycled goods.
- AJWA Sultanahmet also gives preference to bulk purchasing and buying in bulk quantities. This reduces the number of deliveries to our hotel and results in lower greenhouse gas emissions.
- At AJWA Sultanahmet, one of our main priorities and preferences is to avoid unnecessary and excessive packaging materials such as plastic, nylon, paper, glass, and wood in incoming products.
- In the procurement of consumables and amenity products, single-use items and unnecessary packaging (especially plastic) are avoided. The purchase and use of consumables and disposable items are monitored and managed.

ZERO WASTE LESS PLASTIC

Our main goal is to protect nature and prevent environmental pollution by conserving our resources in the most efficient way, reducing the amount of waste we generate, ensuring recycling, or rendering waste harmless. We are committed to taking necessary precautions and actions with full awareness of our environmental impact.

In delivering and providing our products and services in accordance with both internal and external guest expectations, as well as with international and national legal regulations and legislation, we pledge to prevent pollution and ensure sustainability, aiming to be an environmentally friendly institution guided by a sense of social responsibility.

In fulfilling this commitment:

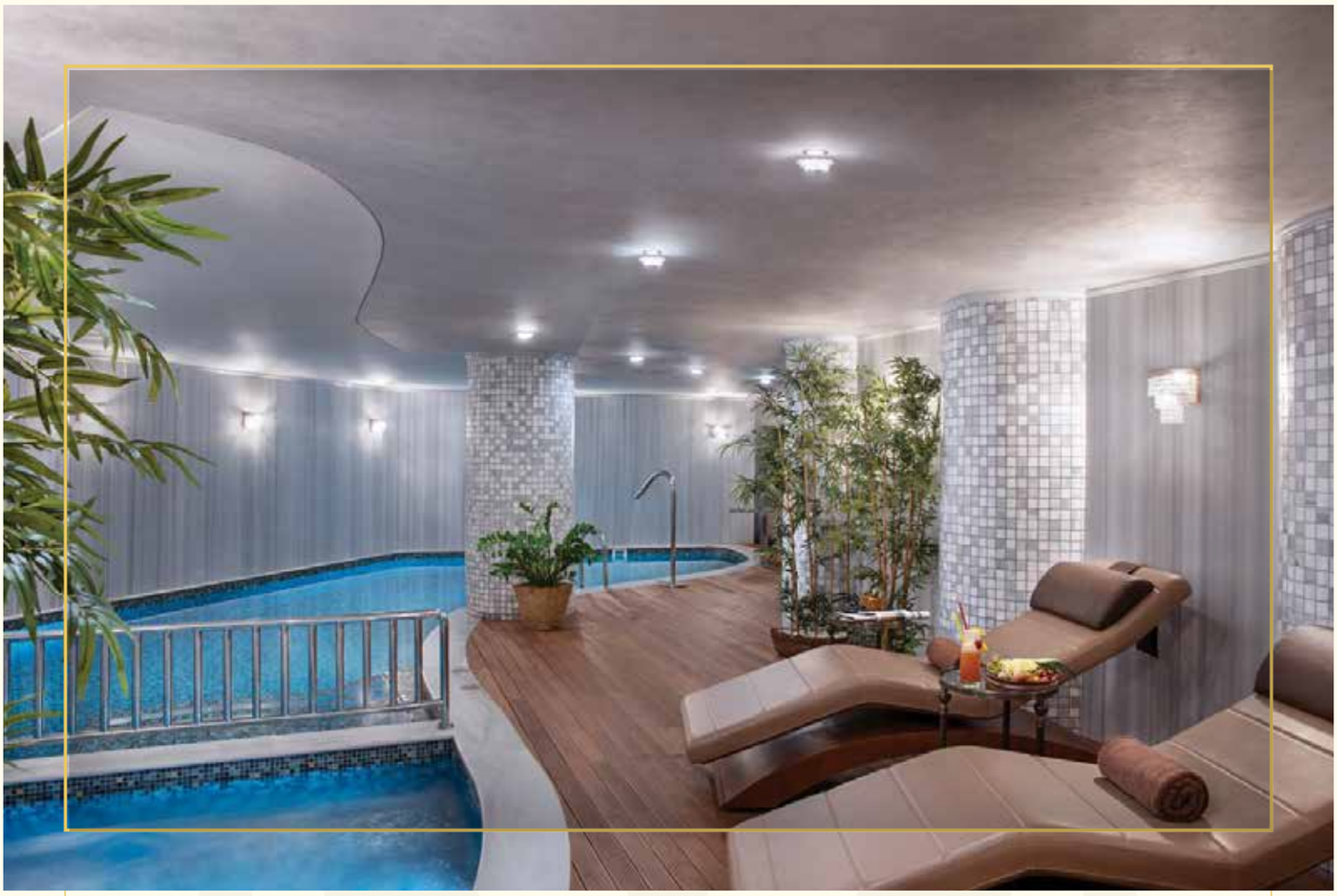
- We identify and control the environmental impacts of our activities.
- We are prepared for pollution-related risks and emergencies (fire, explosion, flood, earthquake, leakage, etc.) and comply with legal regulations.
- We strive to minimize waste, prevent pollution at its source, use energy efficiently, and reduce the environmental impact of our operations.
- We continuously demonstrate our environmental performance through activities such as waste separation, waste reduction, and the efficient use of natural resources.
- We monitor the recycling and disposal processes of our waste.
- We educate our employees about chemical use, environmental impacts, and waste management.
- We encourage both our employees and guests to be environmentally conscious, and we provide training to our staff to increase awareness of environmental issues and the efficient use of energy.
- Our hotel uses energy- and water-saving systems.
- We raise awareness among our suppliers and stakeholders about energy efficiency and encourage their involvement. To minimize the damage caused by carbon emissions, we donate trees through environmental organizations and foundations such as TEMA.

ENERGY SAVINGS

- Our hotel has an energy-saving policy. This policy includes the regular measurement, monitoring, and reduction of energy consumption. Our hotel categorizes energy consumption by energy type and monitors the consumption of different departments.
- The total energy used in the hotel is measured according to the type of energy. We identify activities with high energy consumption and plan and implement corrective measures to reduce energy use in these areas and activities (such as thermal insulation systems, preference for low-energy-consuming devices with energy consumption ratings, use of LED bulbs instead of high-energy-consuming lighting like incandescent bulbs, etc.). Additionally, our hotel uses energy-efficient equipment.
- We inform and train our employees and stakeholders about energy savings.

ENERGY CONSUMPTION WITHIN THE SCOPE OF SUSTAINABILITY

- To minimize paper consumption, a digital record system has been implemented in supplier management, procurement, and office operations.
- E-invoicing has been adopted in accounting for billing processes.
- Packaging waste is collected and handed over to local authorities in a controlled manner.
- Awareness campaigns have been conducted to minimize the use of electricity, water, and energy resources in common areas.
- Water flow rates of taps in all rooms and areas are adjusted to fill a 1-liter container in 12 seconds.
- The temperature settings for all air conditioning systems are adjusted between 18-30 degrees Celsius.
  The use of ecolabel products is prioritized among suppliers.
- To reduce carbon emissions, priority is given to local and nearby suppliers.



WASTEWATER AND ITS MANAGEMENT

AJWA Sultanahmet implements a Water Management Plan. This plan includes the measurement and monitoring of water usage as well as targets and reporting aimed at reducing water consumption.

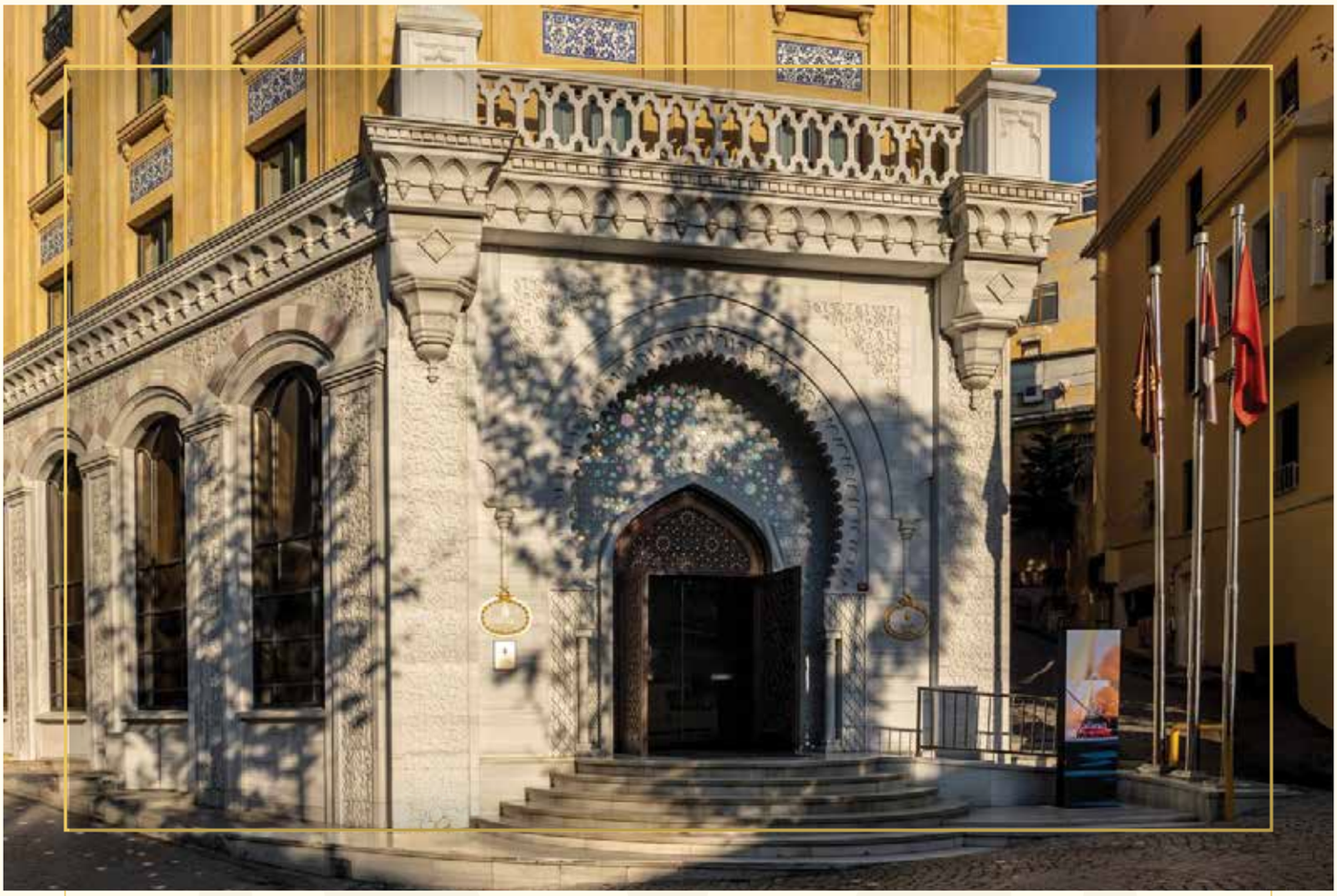
Due to our hotel's water use, aquatic life in bodies of water such as seas and lakes is not harmed. Nonetheless, the potential risk to these living organisms has been assessed in our risk analysis, and necessary precautions have been taken. Our hotel complies with all legal requirements and regulations regarding water use. Water is sourced from a legal and sustainable supply. We measure water consumption, and the total water used per guest or per overnight stay is calculated and reported.

We have targets to reduce water consumption. Accordingly, our hotel plans and implements corrective measures. Water-saving equipment is used throughout the hotel. Good practices, such as changing sheets and towels based on guest requests, are also implemented.

Our hotel informs and guides employees and stakeholders about water conservation. We mobilize all possible resources to ensure that our wastewater does not harm the environment.

Wastewater disposal complies with the regulations set by local authorities, and all legal requirements are met. AJWA Sultanahmet has a Solid Waste Management Plan. This plan includes regular measurement and monitoring of waste generation, waste reduction, reuse, recycling, and disposal.

WE AIM TO REDUCE OUR WATER CONSUMPTION BY 5% BY THE YEAR 2025.



AJWA SULTANAHMET GOALS

Our top priority is to continuously improve our annual training plans to reduce energy and water consumption rates. Our goals include ensuring the continuity of sustainability through eco-friendly and energy-efficient machines, equipment, and consumables, as well as developing projects to promote zero-waste awareness throughout the organization to reduce waste and prevent recyclable waste from mixing with household waste through an effective waste management program.

CARBON FOOTPRINT

To help reduce carbon emissions and the damage caused to nature, we plan to increase our annual donations to TEMA and environmental protection organizations by 1% each year.

To reduce carbon emissions:

- Our priority when selecting approved suppliers is to work with those using electric and new green vehicles with the lowest carbon emissions, and we will expand information campaigns to encourage this.
- We will choose energy sources with lower carbon emissions.
- Recognizing that climate change is a global issue, we will collaborate with the private sector, government, local authorities, and NGOs to be part of joint solutions.
- We will develop projects to protect wildlife and support street animals.
- We plan projects to reduce waste by 1% annually.
- We will develop projects to reduce the consumption of single-use amenity products through a phased transition program in at least 50% of guest rooms.

AJWA SULTANAHMET GOALS

PRESERVATION OF CULTURAL HERITAGE

Our hotel respects the intellectual property rights of local communities. Authentic elements of traditional and contemporary local culture are reflected in our cuisine, design, and decoration.

ARTIFACTS

AJWA Sultanahmet does not buy, sell, trade, or display historical or archaeological artifacts.

PROMOTION OF SUSTAINABLE LOCAL GASTRONOMY

Our hotel prioritizes the promotion and use of local products. We implement innovative and creative practices to ensure sustainability in gastronomy across all our operations.

ENVIRONMENTAL SUSTAINABILITY

At our establishment, we protect the environment, prevent pollution, and prioritize minimizing our negative environmental impact.

To achieve this:

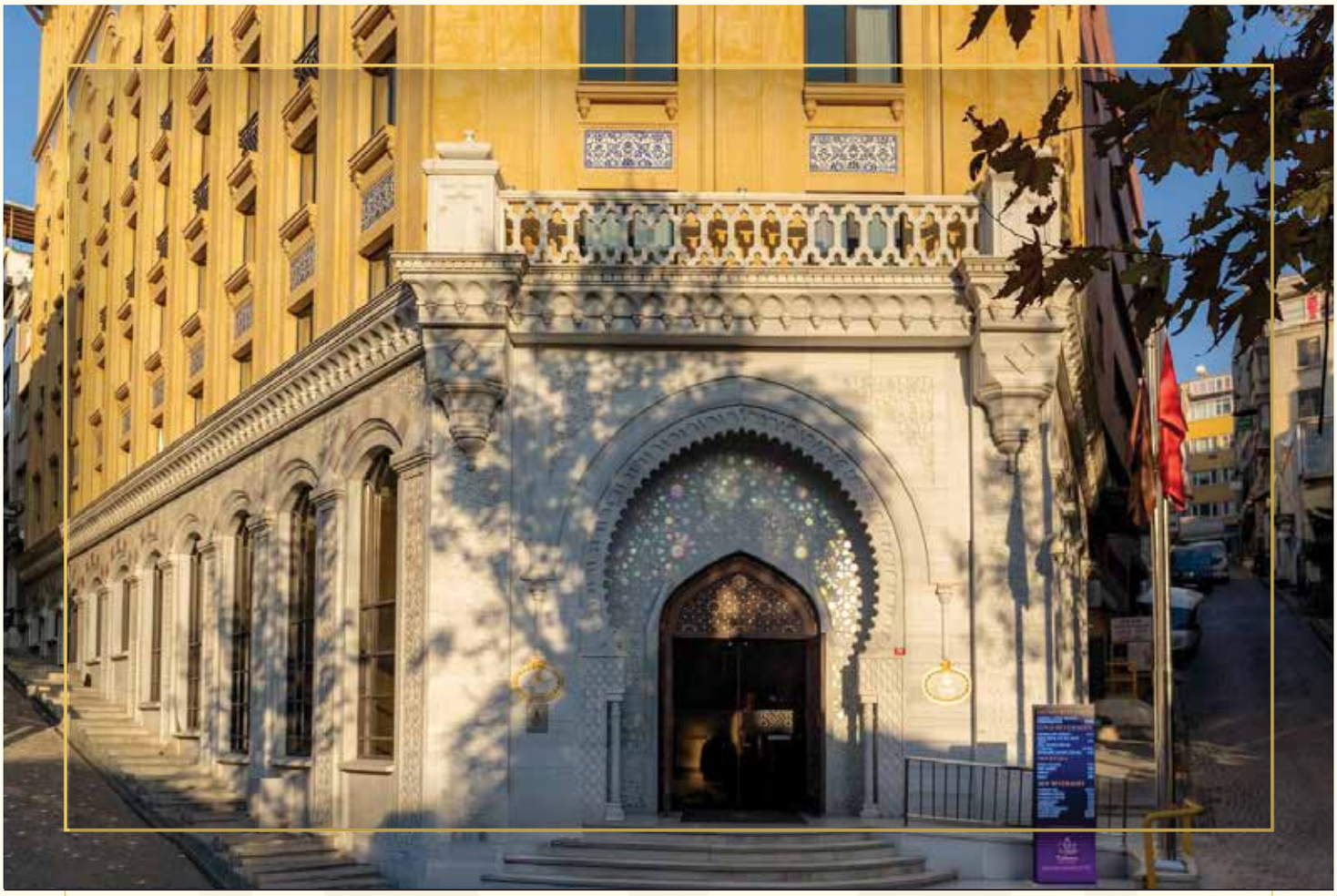
- We comply with legal regulations and strive to reduce our environmental footprint.
- We take care to separate our waste effectively by source, category, and hazard classification.
- We recognize that using hazardous materials and chemicals only when necessary and in the required amounts reduces both environmental harm and waste generation. We contribute to environmental protection by choosing products with “recyclable” and “eco-friendly” labels.
- We seek opportunities for reuse and use single-use items—such as paper, napkins, toilet paper, and packaging—only as needed, in order to minimize waste left in nature.
- We store waste properly in designated areas according to its characteristics, and we deliver it to licensed/authorized firms within legal time limits while keeping records. We strive to use water, energy, and all natural resources efficiently.
- We share this environmental awareness with our employees, guests, and suppliers.
- We measure our performance in environmental management, monitor it against our targets, and continuously work to improve.
- We aim to educate our employees about environmental issues and raise their awareness. We take necessary precautions to protect local biodiversity and comply with all legal requirements.

RESPECT FOR THE ENVIRONMENT

WILDLIFE AND HUNTING

CONVENTION ON INTERNATIONAL TRADE IN ENDANGERED SPECIES OF WILD FAUNA AND FLORA (CITES)

The Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) is an international agreement that regulates the import, export, re-export, and introduction from the sea of live and dead specimens of wild animals and plants, as well as their easily recognizable parts and derivatives, among member countries.
This regulation is based on permits and documentation, which are only granted when specific conditions outlined in the convention are met. The aim of the convention is to ensure that international trade does not threaten the survival of wild animal and plant species. As the AJWA Sultanahmet family, we fully support this process.



BIODIVERSITY IS SUFFERING GREAT DAMAGE

PROTECT LIFE AND NATURE

- Respect for Natural Life: One of the most important ways to protect animals is to avoid interfering with their natural habitats. When having a picnic, going for a walk, or spending time in forested areas, it is important to keep nature clean, avoid polluting the environment, and respect the living spaces of animals.
- Protecting Street Animals: First, you can develop ideas on what we should do to protect street animals in your local environment. Especially during hot summer days and cold winter weather, street animals struggle to find food and water. You can help meet their basic needs by placing water and food bowls in front of your homes or workplaces.
- Adopting Pets: Pet adoption is an important initiative for those who ask what we can do to protect animals. Adopting homeless animals from shelters or the streets provides them with a home and takes a stand against animal trafficking. Those who want to get a pet are encouraged to apply to shelters first, helping abandoned animals find new homes.
- Instilling Love for Animals in Children: To ensure future generations are aware of the importance of protecting animals, you can try to instill love for animals in children. Teaching children to love animals helps raise individuals who are sensitive to nature and other living beings, creating a more conscious society in the future.

HISTORICAL AND RELIGIOUS SITES

RULES TO FOLLOW WHEN VISITING HISTORICAL AND RELIGIOUS SITES

Historical sites are considered part of humanity's shared heritage. They are among the places included in the travel plans of almost every tourist, whether on domestic or international trips.

Sometimes enchanting with their beauty, and other times helping us deeply feel significant events, historical sites are strictly protected both by the countries they are located in and by various international organizations.

However, a large part of the responsibility for protecting these sites lies with the tourists who visit them.

Rules for Visiting Historical Sites

1. No objects should be taken from historical sites.
2. Litter should not be left around historical sites.
3. Fires should not be lit at historical sites.
4. Objects at historical sites should not be climbed on.
5. Historical artifacts should not be touched.
6. Historical buildings and artifacts should not be written or drawn on.
7. Visits should be conducted in a manner that respects religious and cultural sensitivities.

CHILDREN'S RIGHTS AND HARASSMENT POLICY

At AJWA Sultanahmet, we adopt a policy that prioritizes the safety of our employees and all stakeholders. With a zero-tolerance approach to sexual and other forms of harassment, we are committed to preventing discrimination, ensuring a safe working environment, and protecting the rights of all individuals.

The safety and well-being of children staying at our facility or benefiting from our services are our highest priority. We take all necessary measures to protect children.

We provide regular training to our employees on children's rights and organize programs to raise awareness about the signs of child abuse.

AJWA
SULTANAHMET

WE WOULD LIKE TO THANK ALL OUR EMPLOYEES AND STAKEHOLDERS WHO SUPPORT US IN ACHIEVING OUR SUSTAINABILITY GOALS.

L.V.X.SM
Preferred
HOTELS & RESORTS