

LIONEL HOTEL ISTANBUL

SUSTAINABILITY REPORT

2024–2025



OUR SUSTAINABILITY POLICY

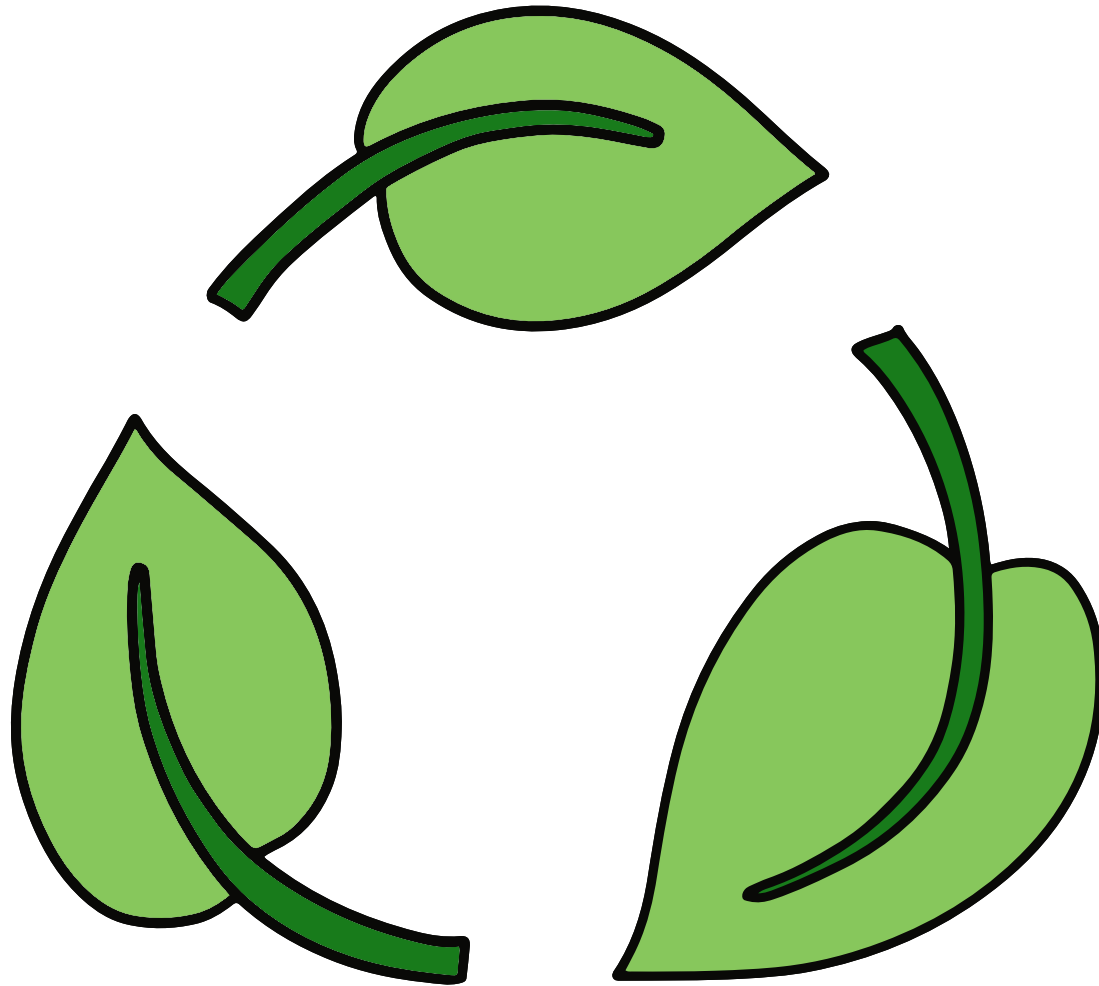
- We support local/regional development and employment.
- We offer equal opportunities to all our employees, including management positions, through performance analysis, without discrimination during the recruitment, advancement, and reward processes.
- We respect our employees' labor rights and adhere to legal regulations.
- We support the elimination of child labor.
- We provide our employees with regular training and opportunities for development and advancement.
- We provide our employees with a healthy and safe working environment and various opportunities to submit their requests, suggestions, and complaints. We contribute to the development of our management systems by evaluating employee feedback.

OUR SUSTAINABILITY POLICY

- Working with a zero-accident principle, we aim to embody occupational health and safety as a corporate culture.
- We prioritize the participation of all relevant parties in implementing our policy and provide transparent information when necessary.
- We evaluate all feedback from our guests and improve our processes based on the data we obtain.
- When planning our investments, we consider the risks our buildings and infrastructure pose to protected sensitive areas, historical heritage, and the integrity of the natural and cultural environment. We prioritize local/regional, sustainable practices and materials in land use, construction, maintenance and repair, design, and landscaping.
- When designing our buildings and concept, we consider the needs of our guests and employees with special needs and embrace a service approach that is accessible to all.
- We contribute to the preservation and development of local/regional properties, sites, and traditions that hold historical, archaeological, cultural, and spiritual significance.

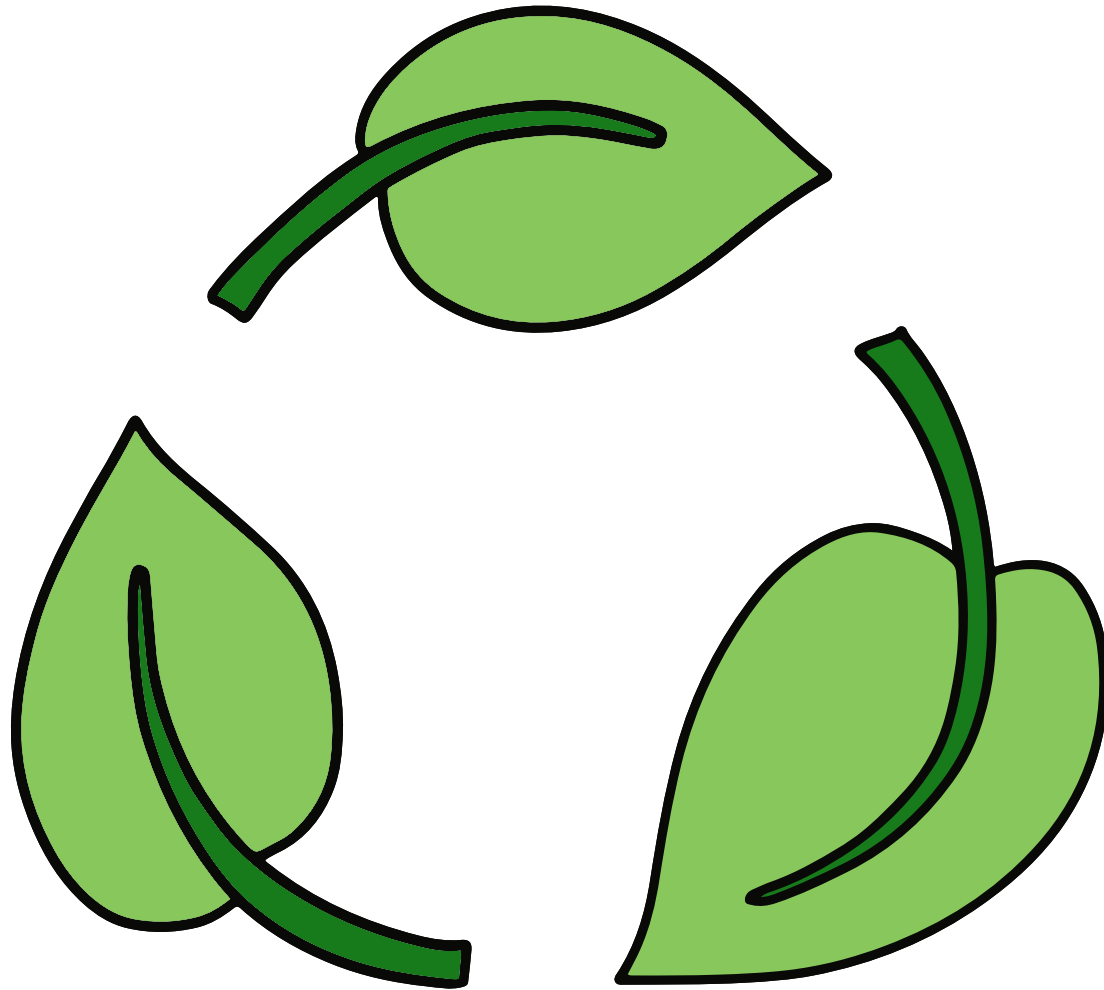


OUR SUSTAINABILITY POLICY



- We respect human rights and reject all forms of discrimination based on language, religion, race, gender, and so on. We oppose commercial, sexual, or any other form of exploitation or harassment against specially protected groups and other vulnerable groups. We support measures to combat domestic violence and child abuse.
- We continuously improve all our processes, adhering to our core values and adhering to the legal and other requirements we are obligated to comply with.
- We comply with information security legislation and improve our processes.
- We invest in technological systems through industry-leading innovation efforts.
- We proactively analyze potential risks by considering our own internal and external issues and the needs and expectations of our relevant parties, and develop our operations in line with our goal of continuous improvement. We incorporate the Risk Management Process into all our business processes.

OUR SUSTAINABILITY POLICY



- In line with sustainable development, we aim to create pioneering, long-term value in the tourism sector.
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- We contribute to the continuous improvement of our processes related to preventing environmental pollution and protecting biodiversity and ecosystems.
- We increase the use of renewable, clean energy.
- We use our natural resources effectively and reduce water consumption.
- We reduce waste at the source, ensuring waste separation and recycling with the principle of zero waste.
- We reduce chemical consumption and pesticide use, and choose products that do not harm the environment.
- We reduce our environmental impact by conducting effective risk analysis.
- We support our employees who will contribute to the effectiveness of the environmental/energy management system.
- We provide training to raise employee awareness of key environmental aspects and impacts.
- We prioritize environmentally sustainable suppliers in our supplier selection.
- We ensure the information and participation of all relevant parties regarding our environmental activities and principles.

OUR SUSTAINABILITY POLICY

Our Purchasing Policy

Our Sustainable Purchasing Mission

At Lionel Hotel Istanbul, we are committed to embracing sustainability principles and demonstrating an approach based on respect for human rights, integrity, and trust in all our operations and relationships with our suppliers. Our sustainable purchasing policy is an essential part of our business practices and aims to disseminate and strengthen our fundamental human and labor rights principles and our understanding of sustainability throughout our supply chain.



OUR SUSTAINABILITY POLICY

Our Purchasing Policy

Our Fundamental Principles

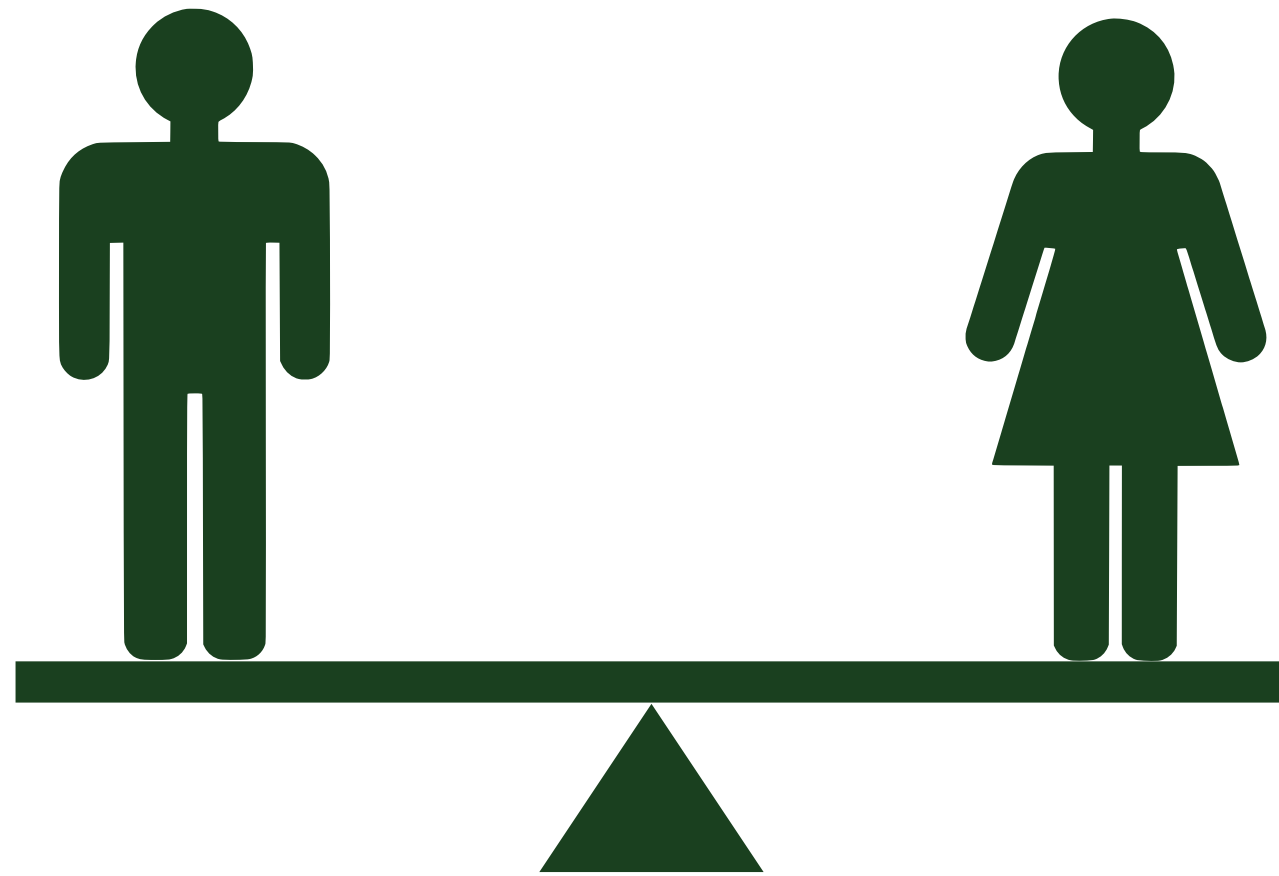
- Employees are treated equally regardless of race, gender, age, religion, sexual identity, etc.
- All operations are conducted in compliance with applicable laws and regulations.
- Employees are ensured to be of appropriate age, receive fair wages, and have fundamental rights.
- Environmentally responsible products are preferred, and energy efficiency and the efficient use of resources are prioritized.
- Product quality and safety are continuously improved.
- Business processes are developed by following the latest technologies.

We evaluate and analyze the quality and nature of product/service purchases with users. We act fairly, honestly, and impartially in our supplier selection. By sourcing products/goods from local suppliers, we contribute to the regional economy and strive to reduce our carbon footprint. We monitor and continuously increase the percentage of our local suppliers.



OUR SUSTAINABILITY POLICY

Women's Rights and Gender Equality



**We prioritize gender equality in our company;
We ensure the health, safety, and well-being of all our employees, regardless of gender.**

- **We support women's participation in the workforce in all our departments and offer equal opportunities.**
- **We operate with a policy of "equal pay for equal work" regardless of gender.**
- **Distribute tasks with the principle of equality in mind.**
- **Provide the necessary environment for equal access to career opportunities.**
- **Create a work environment and practices that maintain a work-family balance.**
- **We support women in company management and offer equal opportunities.**
- **We never allow women to be subjected to abuse, harassment, discrimination, oppression, coercion, slander, or other forms of exploitation. We are always aware of the value they add to the world and our organization, and we support their existence.**

We respect the rights of all living things.
We support the healthy existence of all
life forms by preserving the balance of
the ecosystem.

OUR SUSTAINABILITY POLICY

Child Rights Abuse and Protection Policy

- Children are entrusted to us as future generations. It is our primary responsibility to recognize them as individuals, respect their rights, and protect them against all forms of psychological, physical, commercial, and other forms of exploitation. To ensure this, we do not permit child labor in our own facilities and expect the same sensitivity from all our business partners.
- We ensure that children are under adult supervision during the activities they participate in.
- When we witness suspicious activities involving children, we first inform hotel management and, if necessary, seek assistance from official institutions.
- Measures have been taken to early identify children at risk (children experiencing abuse, neglect, forced labor, etc.).



OUR SUSTAINABILITY POLICY

Policy on Exploitation and Protection of Vulnerable Groups

- The hotel respects the individual rights and cultural differences of its employees. Any direct or indirect discrimination or harassment against individuals is strictly prohibited. We protect the rights of vulnerable groups and take measures to prevent abuse or harassment.
- In this context, any verbal, physical, or sexual advances, including any unacceptable physical contact, proposal, or touching,
- Comments about a person's appearance, body, or lifestyle that relate to their race, gender, nationality, sexual orientation, religion, disability, or any other characteristic,
- Statements or threats that imply, link, or logically suggest a connection between an employee's employment status, promotion potential, salary status, or grades and their consent to sexual harassment,
- Displaying obscene or discriminatory graphics, cartoons, pictures, or photographs in the workplace related to race, gender, nationality, sexual orientation, religion, disability, or any other characteristic,
- Consider a violation of the hotel's harassment policy and will be dealt with accordingly.
- We respect the rights of vulnerable groups (people with disabilities, the elderly, LGBTQ+ individuals, children, pregnant women, and single women with children). Within the framework of social equality and justice, we do not tolerate harassment or bullying.



OUR SUSTAINABILITY POLICY

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Accessibility Policy

- We conduct our operations with consideration for accessibility to our products and services for individuals with special needs (disabled individuals, children, etc.).
- We provide an environment where guests and employees requiring special protection are safe from harm and where all their concerns can be easily communicated and resolved.
- Within our sustainability management system, we continuously monitor and measure our practices and goals, and when necessary, initiate, plan, and finalize corrective actions.
- We prioritize accessibility, health, and safety standards for all our guests, staff, and visitors with special needs, physical sensitivities, and challenges, and we organize the environments where they spend their holidays or work in accordance with these standards.



OUR SUSTAINABILITY POLICY

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Energy Efficiency Policy

At Lionel Hotel Istanbul, we take responsibility for reducing energy consumption to protect our natural resources and ensure we leave clean energy alternatives for future generations, and we set goals accordingly. To this end, we:

- **Follow laws and regulations to fulfill both our responsibilities to nature and our legal obligations. We voluntarily undertake initiatives to reduce energy use and/or continuously improve our energy consumption performance. We monitor the results of our efforts.**
- **We set goals to increase energy efficiency and include energy efficiency in our training programs to ensure employee participation.**
- **We strive to research, identify, purchase, and utilize alternative products, equipment, and technologies designed to increase energy efficiency.**
- **We ensure that our Energy Management System is documented, disseminated to all departments, updated, reviewed, and continuously improved when necessary.**
- **We plan all resources necessary for energy management and utilize them to the best advantage.**



OUR SUSTAINABILITY POLICY

Environmental Protection and Waste Management Policy

At Lionel Hotel Istanbul, we protect the environment, prevent its pollution, and prioritize its protection by reducing our negative impact on the environment. To achieve this, we:

- Comply with legal regulations and strive to reduce our negative impact on the environment.
- We strive to effectively separate our waste by source, group, and hazard class.
- We conduct research on purchasing products/materials to minimize waste and aim to reduce waste every year.
- We ensure that hazardous substances and chemicals are used only when necessary and in the required quantities.
- We use disposable materials such as paper, napkins, toilet paper, and packaging materials as needed, minimizing waste generation.
- We store waste in separate areas, according to their characteristics, and deliver them to licensed/authorized companies within legal storage time limits, maintaining records.
- We measure our environmental management performance and improve our performance by monitoring this data against targets.

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Our Sustainability Message;

**As the Lionel Hotel Istanbul family,
we need your support to use our
resources most efficiently and leave
a healthy world for future
generations.**

**We are aware of our responsibilities
to nature, the environment, and
humanity.**

**In this regard, we invite our guests,
employees, suppliers, and all
stakeholders to act together for a
more conscious and sustainable life.**



Our commitment to energy management and our goal of being a sustainable hotel is documented with the ISO 50001 Energy Management System Certificate and Sustainability Certificate.



Genel Bilgilendirme

We inform our guests about the environmental benefits of choosing public transportation over driving. Our facility features visual guides on how to reach the nearest bus, metro, and tram stops.

We value our guests' positive and negative feedback about sustainability.

On room televisions and totems in the lobby area, we provide information about cultural and natural areas in Istanbul and the rules to be followed when visiting.

In order to leave a more livable world for future generations, Lionel Hotel Istanbul donated saplings to the Tema Foundation.

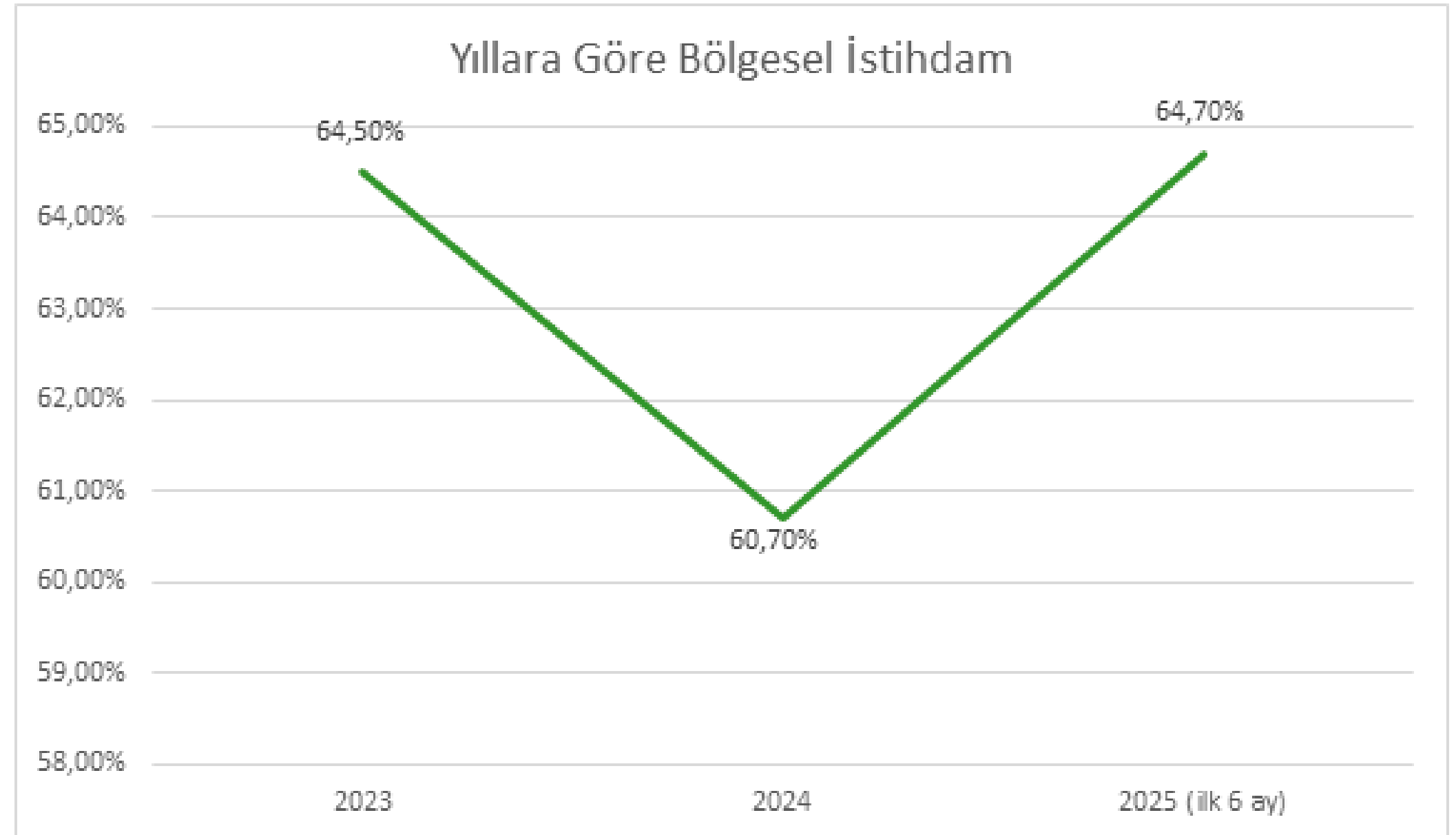
Regional Employment and Purchasing Carbon Footprint

- To reduce carbon emissions and contribute to the development of the regional economy, we prioritize Bayrampaşa, Rami, and the surrounding areas when selecting suppliers.
- As of the end of June 2025, 38.3% of our suppliers were sourced from Bayrampaşa and the surrounding area.
- Our 2024 carbon footprint was calculated as 13.79 kg CO₂ per person/night. To reduce our carbon footprint, our stakeholders are regularly informed about the importance of sustainability.
- During the 2024–2025 period, we contributed to nature by donating saplings to the TEMA Foundation.
- Additionally, our Solar Power Plant (SPP) project became operational in July 2025, and this development will be taken into account in our carbon footprint calculations.



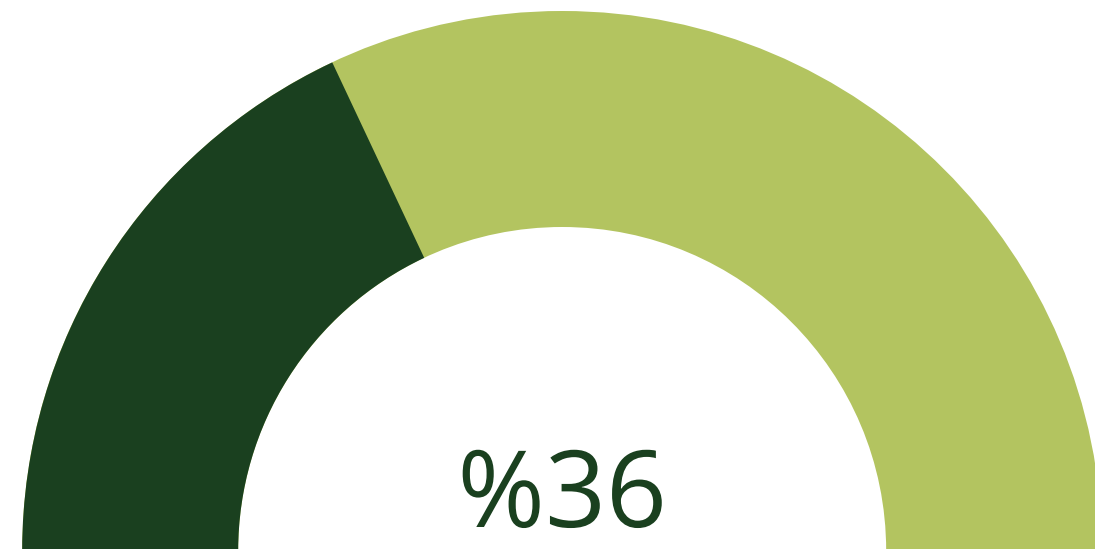
Regional Employment

- Local/Regional residents are provided equal opportunities for employment and advancement, including management positions.
- We aim for a 70% increase by 2025.



Providing Career Development Opportunities to Women

- Women's promotions and participation in senior positions are critical to creating a more equitable, inclusive, and successful business world. Therefore, we oversee practices and policies that support women's promotions in the workplace. (equal pay policy, objective promotion processes, etc.)
- As of 2024, the ratio of our female employees to our total workforce is estimated to be 36.4%.



Motivation for Our Employees

- At least two employee events are held annually (end-of-year party, welcome-summer party).
- Each department celebrates special days, and a monthly birthday event is held.
- Celebrations and entertainment are organized on special occasions to motivate our employees.
- Our employees' performance is measured and their careers are evaluated.



Our Environmentally Conscious Purchasing Activities

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- Concentrated fruit juices are preferred.
- Products such as bulk honey and bulk jam have been reduced at our buffets and in picnic offerings.
- To reduce the use of single-use packaging, ball butter is now served at our breakfast buffet instead of packaged butter.
- To reduce plastic consumption, biodegradable materials are now used for laundry bags in guest rooms.
- Dispenser shampoo is used in our rooms.
- In housekeeping and pool conditioning, automatic dosing systems are used to reduce chemical and waste amounts.
- Dispensers are used in sinks and showers in guest rooms, as well as in public and staff restrooms.
- To reduce chemical consumption, ozone devices are used in the disinfection process of fruits and vegetables.
- Automatic dosing systems are used to ensure optimal chemical consumption.
- Instead of plastic cutlery, FSC-certified wooden cutlery is used.
- We prefer FSC-certified products for cream, milk, paper towels, and A4 papers.
- We offer Fair Trade-certified coffee options.
- At our breakfast buffet, we also offer organic and geographically indicated product options to our guests.



Our Environmentally Conscious Purchasing Activities

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**Main Dishwasher
Dosing System**



**Laundry Dosing
System**



**Housekeeping
Dosing System**

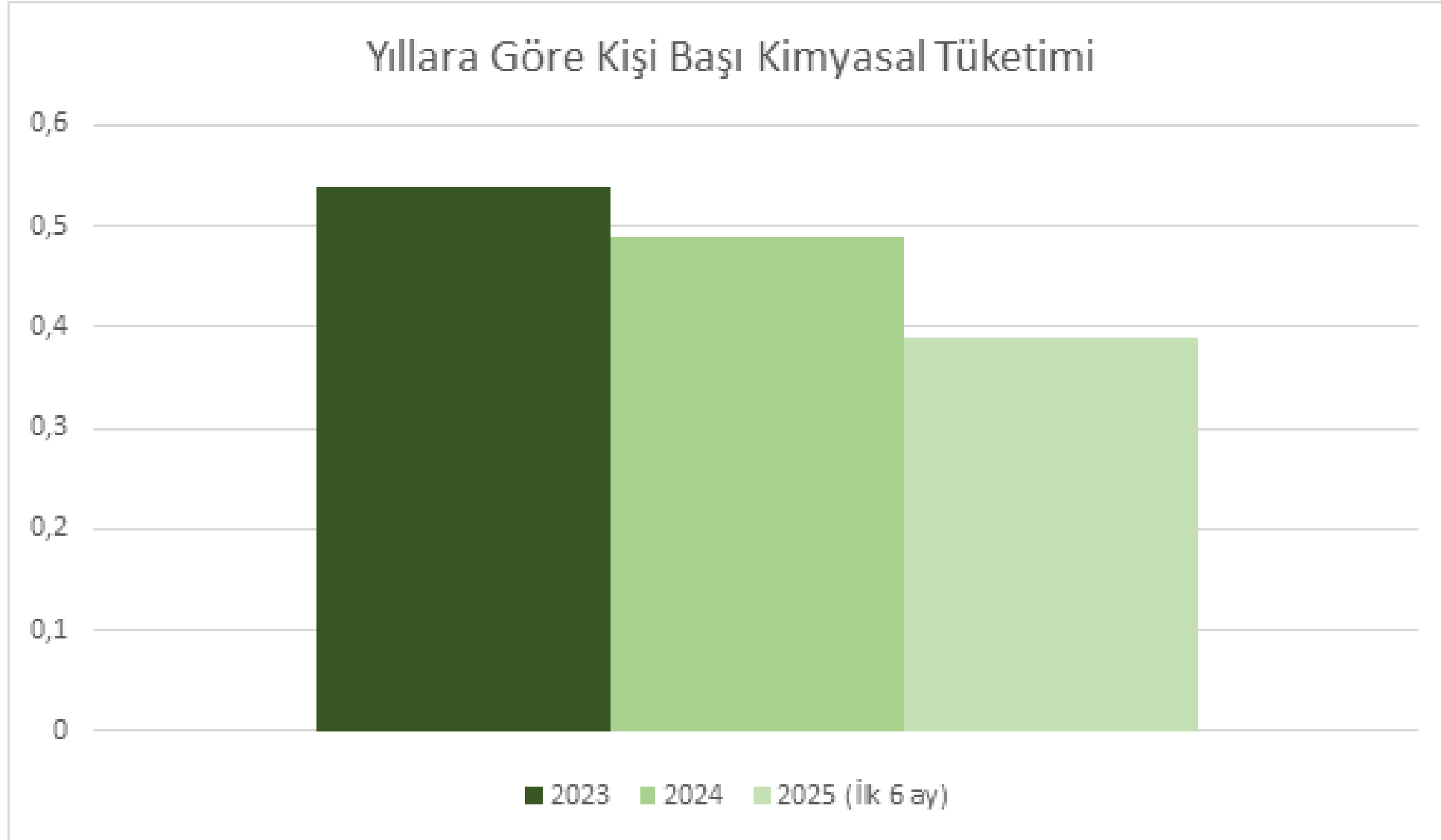


Ozone System

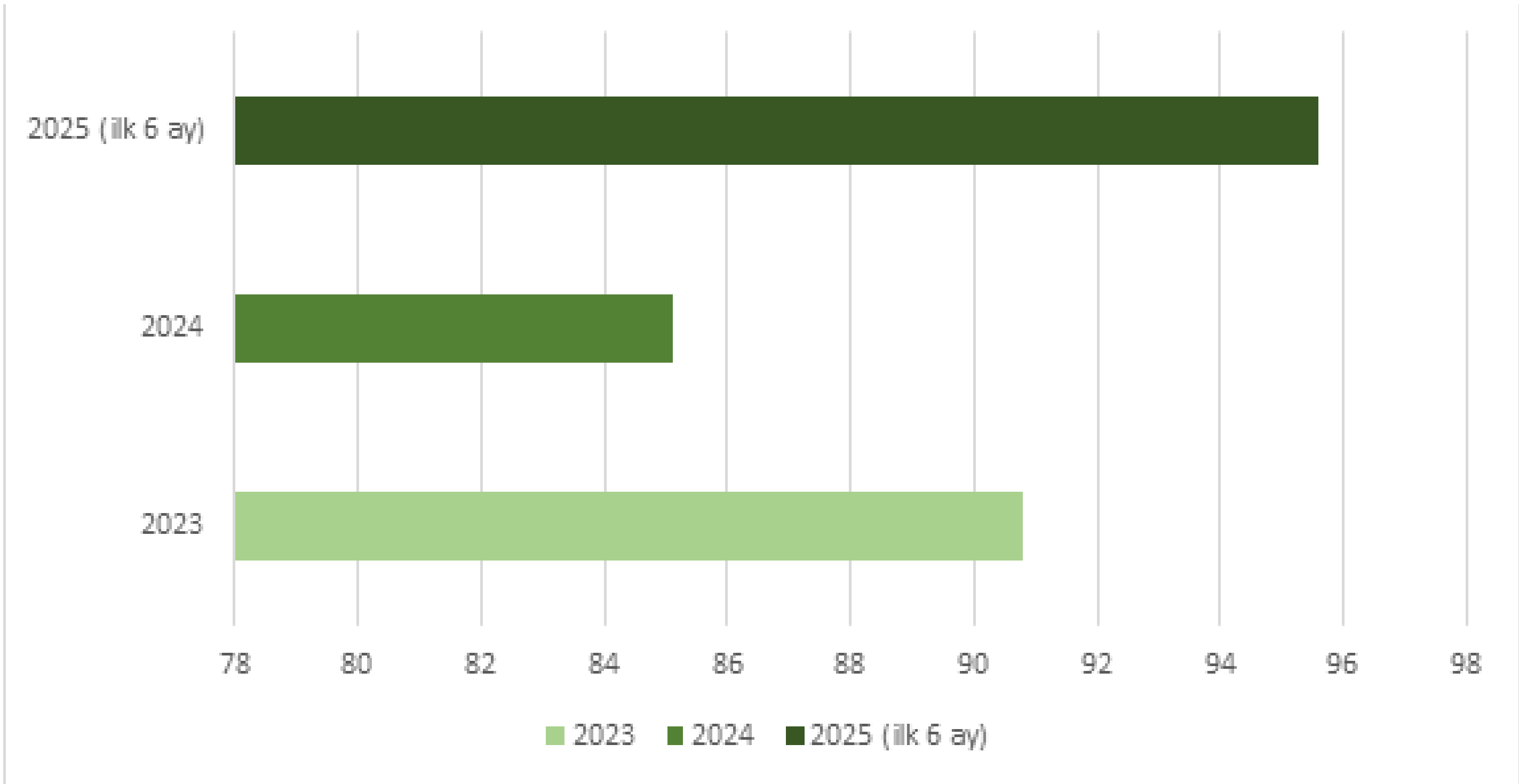


Pool Dosing

Our Environmentally Conscious Purchasing Activities



Our Guest Satisfaction by Year





Our Zero Waste Practices

- Our waste is separated by type.
- Our waste disposal is handled by our licensed contracted company.
- Our annual goals include reducing packaging waste.
- We raise awareness by providing environmental and zero waste training to our employees.

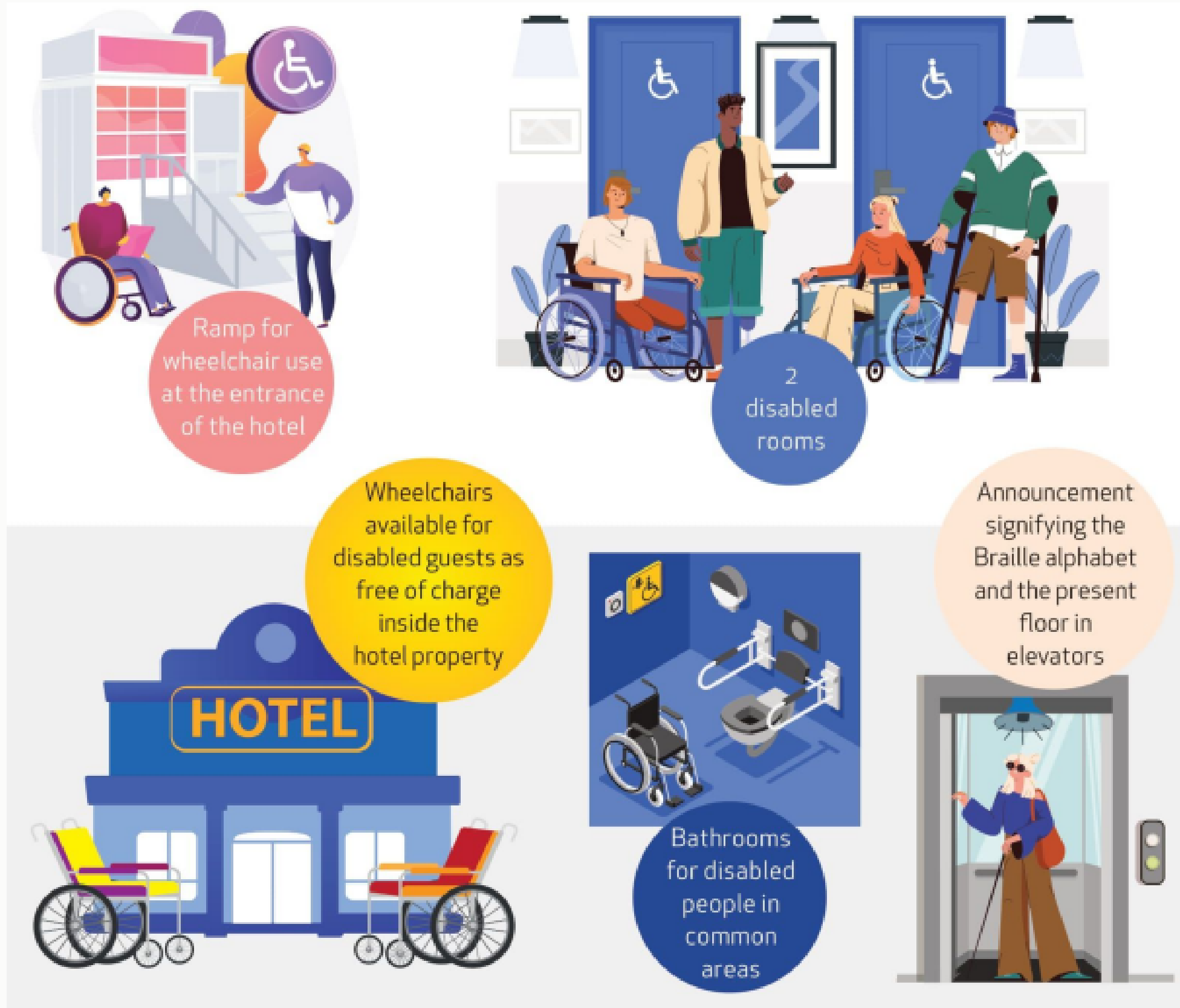
Our Cute Friends

- At our hotel, food waste is separated under appropriate conditions and delivered to pre-determined shelters. Discarded linen materials that have outlived their usefulness are donated to shelters.

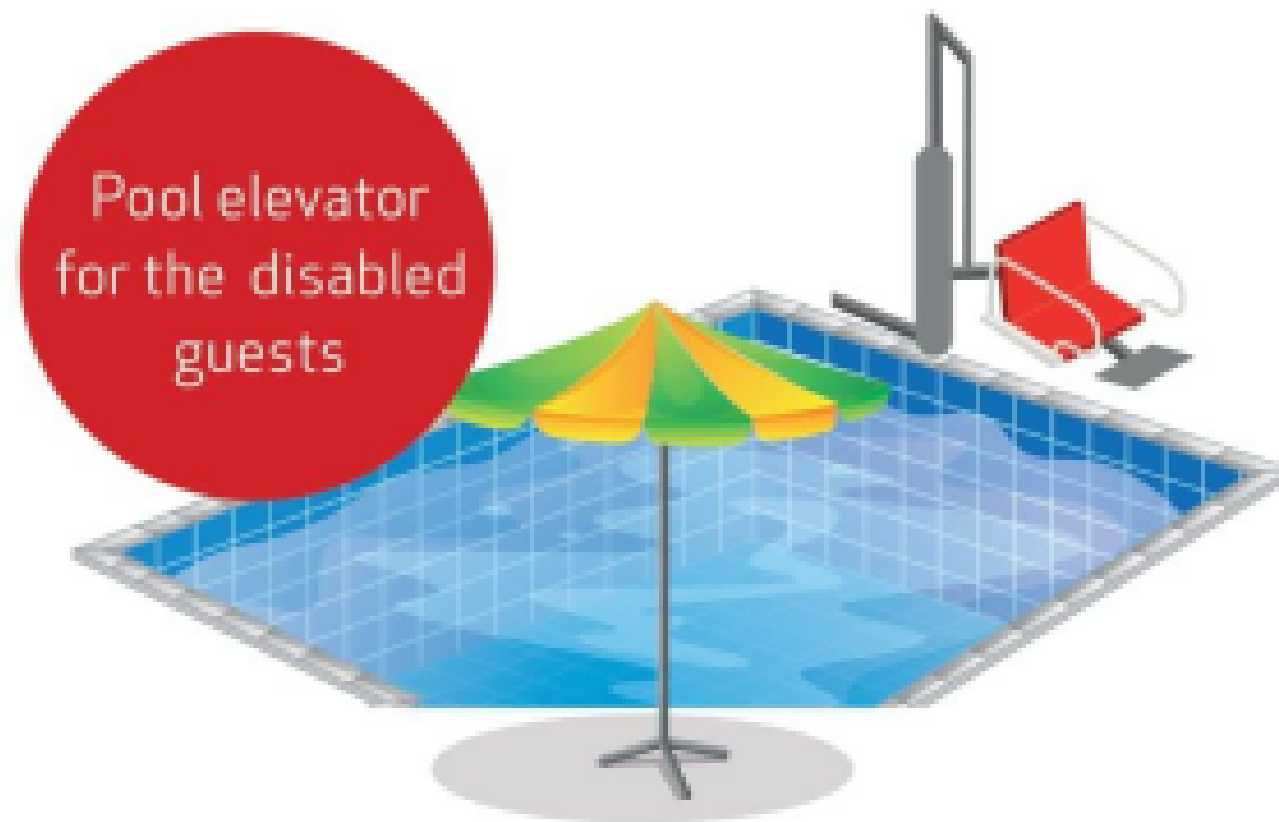


Accessibility

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Accessibility



Our Culture, Heritage and Values;

- All of our ballrooms are named after Istanbul's historical districts.
- Some of our rooms feature Istanbul motifs.
- We greet our guests with a quote from Mevlana Celaledin Rumi, who embraced the philosophy of peace and tolerance, a key value in our culture.
- Our hotel menus feature traditional foods.
- Our hotel shop sells traditional and cultural products (backgammon, prayer beads, ceramics with Turkish motifs, coffee cups, and tea sets).
- In presenting the local and regional cultural heritage, the opinions of local residents who are familiar with and practice this heritage are sought and evaluated.
- Royalties are paid to professional associations for music played in public areas.



Our Electricity Saving Practices

- Total energy consumption is monitored and managed.
- The amount of energy used per guest/night is monitored and managed for each energy type. In 2024, the energy consumption per overnight guest was 22 kWh.
- Equipment and practices that minimize energy consumption are used. Temperatures are monitored by maintaining a temperature control in lounges, unnecessary lighting is avoided, and air curtains are installed at entrance doors to prevent heat loss.
- Staff and guests are provided guidance on minimizing energy consumption (in staff training, on WhatsApp groups and bulletin boards, as well as guest boards and room TVs).
- Unnecessary energy consumption is prevented through the automation system in air conditioning and VRV units.
- 90% of the lighting throughout the hotel is LED.
- A++ products are preferred for heating and cooling products.
- All exterior lighting is also timed.
- Sensor lighting is used in fire escapes, some common areas, common restrooms, and staff areas.



Our Renewable Energy Work

We have successfully completed the investment process for our solar power plant (SPP) located in Barla Village, Eđirdir, Isparta. With an installed panel capacity of 1,812.8 kWp and a grid connection capacity of 1,520 kWe, our plant became operational in July 2025. We are delighted to contribute to environmentally friendly and sustainable energy production with this investment in renewable energy.



Our Water Saving Practices

- Our organization has established water management and conservation targets.
- Water consumption is monitored and tracked. According to 2024 data, water consumption was 0.29 m³ per person per night.
- All faucets are equipped with aerators.
- Unnecessary water use is avoided, and staff are being educated on this issue.
- Concrete targets have been set to reduce water consumption.
- Staff and guests are provided with guidance on minimizing water consumption. Training is provided to this end, and awareness is raised through informative communication boards, television broadcasts, and other communication tools.
- Photocell faucets are installed in public areas.



Our Culture, Heritage and Values;

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All of our ballrooms are named after historical districts of Istanbul.



Our Culture, Heritage and Values;

LIONEL
HOTEL ISTANBUL



We greet our guests with a quote from Mevlana Celaleddin Rumi, who embraced the philosophy of peace and tolerance, a key value in our culture:

"Shine like the whole universe is yours."



Thank you

LIONEL HOTEL ISTANBUL

