

# SUSTAINABILITY

## RAFFLES ISTANBUL SUSTAINABILITY APPROACH

As a global leader in the hospitality industry, Accor has a new sustainability strategy based on a strategic framework guided by science to positively impact people and nature. Accor's Sustainability Strategy, with these two fundamentals at the core of our sector and activity, nourishes three strategic hospitality pillars: a hospitality model that operates within the planetary boundaries, a more sustainable agricultural and food model, and more conscious ways of traveling and exploring. In addition to embedding this sustainability approach, we actively participate in the Türkiye Sustainable Tourism Program, positioning ourselves significantly in the field of sustainability by adhering to globally recognized GSTC (Global Sustainable Tourism Council) criteria.

As Raffles İstanbul, we embrace these principles and take action on issues such as waste management, socio-cultural diversity, human rights, and gender equality to create a better environment for all of us.

### Sustainable Purchasing Policy

In line with the understanding of sustainable supply, we attach importance to the implementation of the following statements by our suppliers and/or solution partners, and we convey this point of view to our stakeholder suppliers. These statements are:

- To have Food Safety Management Systems, Quality Assurance Management Systems, Environmental and Occupational Health and Safety Management Systems, internationally accepted environmental and sustainability labels/certificates,
- To be committed to fundamental human rights and principled working conditions and to spread these values with us,
- To have no harmful effects on the environment in production and supply in order to comply with environmental legislation,
- To use/consume resources appropriately without harming natural life and ecosystem, complying with hunting bans,
- To work to minimize its waste and manage it correctly and offer less packaging in product packaging or offers bulk packaging alternatives,
- Not to employ child labor,
- To be able to provide domestic and local products/services and to contribute to the development of the socio-economic structure of the region,

- To offer alternatives that are environmentally friendly, economical, local, giving importance to ethical values, using recyclable or recycled materials, organic, bio, vegan, untested on animals, and free of harmful chemical components,
- To adopt the principles of honesty, transparency and timeliness in the information and labels of the product and service, the notifications, records and reports that we receive,
- To avoid bribery, corruption, situations that may allow conflict of interest, to protect the intellectual property rights of business partners, to work in accordance with legal regulations and commercial ethical rules in all areas,
- To be able to provide products/services that reflects/promotes the cuisine, traditions and culture of our country/region,

Together with our suppliers, we try to create efficient purchasing opportunities and aim to reduce the environmental impacts arising from procurement processes.

### Quality and Food Safety Policy

Our Quality and Food Safety Policy is:

- To produce and serve in accordance with local and international legislation, quality and food safety standards and health rules in all processes from raw material purchase to service,
- To control all microbiological, physical and chemical hazards related to our products and to prevent problems before they occur,
- Implementing our goals and plans uninterruptedly in order to keep the quality and food safety standards at the highest level with trainings and to ensure their continuity,
- To ensure that guests, employees and third parties can directly convey all their suggestions and complaints about food quality and safety to us, and to improve all our processes accordingly by making appropriate evaluations based on these complaints,
- Taking into account the nutritional values of all the foods we serve, preparing special menus for our guests that are healthy and suitable for their nutritional needs,
- To be able to meet the expectations of our guests by melting our innovative approach following technological developments and the knowledge of our experienced team in a single pot.

### Child Rights Policy

Children are the relics of the future to us. It is our primary responsibility to recognize them as individuals, to respect their rights, to watch over and protect them against all kinds of psychological, physical and commercial exploitation. For this:

- We do not allow child labor in our own institutions and we expect the same sensitivity from all our business partners.
- We offer environments/opportunities within the enterprise that contribute to the development of children, where they can freely express their thoughts, wishes and feelings, and where they feel free and comfortable.
- We train our employees on the prevention and recognition of child abuse.
- We make sure that children are under adult supervision in the activities they participate in.
- We organize trainings and support related projects to raise awareness about the protection of children's rights.
- When we witness suspicious activities related to children, we first inform the hotel management and ask for help from official institutions when necessary.

### Energy Efficiency Policy

In order to sustain our natural resources and leave clean energy alternatives to our future generations, we take responsibility and set targets in order to reduce energy consumption and replace what we spend. For this:

- We follow national and international standards, laws and regulations in order to fulfill both our responsibilities towards nature and our legal obligations, we voluntarily carry out studies to reduce energy use and/or continuously improve our energy consumption performance, and we monitor the results of our studies.
- We set targets to increase energy efficiency and include energy efficiency in our training programs in order to ensure the participation of our employees.
- We care about cooperating with all our partners to create common goals and results in energy management. We try to maintain our interaction with our guests, employees, visitors and all our business partners in order to reach a level of awareness and consciousness on these issues.
- We endeavor to research, purchase and use product, equipment and technology alternatives to increase energy efficiency.
- We ensure that our Energy Management System is documented, distributed to all departments, updated when necessary, reviewed and continuously improved.
- We make and implement plans to improve energy savings and efficiency within the scope of digitalization and sectoral requirements.
- We evaluate energy risks or emergencies such as energy shortages, and plan the measures that can be taken.
- We plan all the required resources for energy management and make the best use of these resources.

## Women's Rights and Equality Policy

Our company supports gender equality. For this:

- We guarantee the health, safety and welfare of all our employees regardless of their gender,
- We support women's participation in the labour force in all our departments and offer them equal opportunities,
- We act in accordance with the policy of "equal wage for equal work" without gender discrimination,
- We distribute tasks by considering the principle of equality,
- We create the necessary environment for equal benefits from career opportunities,
- We create training policies, support women's participation and increase awareness,
- We provide a working environment and practices that protect the work-family life balance,
- We support women to be in company management and offer them equal opportunities,
- We do not allow women to be subjected to abuse, harassment, discrimination, suppression, coercion, slander, etc. in any way.

We are always aware of the value that women add to social life and our business and support them.

## Environmental Protection and Waste Management Policy

In our business, we protect the environment, prevent its pollution, and give importance to its protection by reducing our negative effects on the environment. For this:

- We comply with legal regulations and try to reduce our negative impact on the environment.
- We prevent accidents that may cause all kinds of pollution and harm the environment.
- We effectively separate our wastes according to their source, groups and hazard classes.
- We work on purchasing products/materials that may generate less waste and we aim to reduce the amount of waste every year.
- We ensure that hazardous materials and chemicals are used only when needed and as needed.
- We contribute to the protection of nature and try to create opportunities for reuse as much as possible by choosing the materials labeled as "recyclable" and "environmentally friendly" that we purchase.
- We take care to leave less waste to the nature by using disposable materials such as paper, napkins, toilet paper and packaging products as much as necessary.

- We take care to separate the wastes according to their source, groups and hazard classes.
- We store the wastes correctly, in separate areas according to their characteristics, and deliver them to licensed/authorized companies without exceeding the legal storage time limits and preserve their records.
- We use water, electricity, natural gas, energy and all other natural resources economically and share this sensitivity with our guests, employees and third parties.
- We measure our performance in environmental management and improve our performance by following this data with targets.
- We aim to educate our employees about the environment and increase their awareness for environment.
- We work to ensure that our guests and employees participate in our environmental protection and waste management policy.