

1. Facility Introduction and Facility Features

Group Name: VÿLLA ZURÿCH

Hotel Name: VÿLLA ZURÿCH HOTEL

Phone: +(90) 212 293 06 04

E-mail: gm@hotelvillazurich.com

Address: Kÿlÿçali Paÿa Mah., Akarsu Yokuÿu Cad. No 36 Beyoÿlu/Istanbul

Category: Boutique Hotel

Season: Open 12 Months

Location: It is close to the city's fairgrounds such as CNR and IFM and important shopping centers such as Cevahir and Zorlu Center, and is close to Istanbul Airport. It is 45 km away.

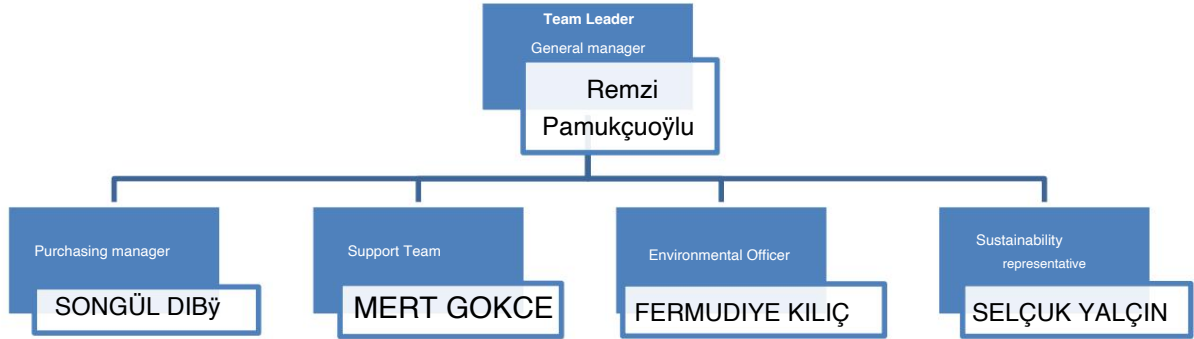
The nearest Istanbul Airport 45 km

Airport:

Transportation: Public Transportation / Car Rental / Airport Transfer Services

Description: Hotel Villa Zurich is one of the five members of Aktÿrk Hotels Group. Our name is high quality and modern, with roots dating back to the Roman Republic. One of the upper class residences called "Villa" in the city of "Zurich" is coming. Villas always feature magnificent gardens and elegant infrastructure. There must be places with a perfect structure that combines the Villas are big influenced the concept of estates, many modern palaces are based on them. Zurich is generally described as the jewel of the Alps. In its structure A city that integrates art, history and nature. Life quality, modernity and urban design offer many independent livability proven by research. Hotel Villa Zurich is located in Cihangir has been representing trust and quality at the same time for years. Hotel, elegance In the heart of the city where history meets, in Cihangir and also in Taksim It is located right next to the square. Sultan Ahmet Mosque, Hagia Sophia, Topkapi Palace, Suleymaniye Mosque, Islands and Enjoy our terrace with views of the Bosphorus.

2. Sustainability Team



3. Reducing Environmental Impacts

ENVIRONMENTAL MANAGEMENT

Waste separation points have been determined in the facility and separation boxes have been provided. Staff were given training on waste management and sustainability. Basic Level Zero Waste certificate has been obtained.

WASTE MANAGEMENT

Our primary goal in the Waste Management System that we implement as Villa Zurich Hotel is to reduce the amount of waste, to manage our waste well, to ensure that it is disposed of with minimal damage to the environment, and to recycle the recyclable ones.



Recyclable Wastes

We carry out various studies to reduce our waste production at the source and encourage our guests and employees to participate in the recycling program. Within the scope of the zero waste project, we separate waste according to color codes.

Our staff is given training on waste separation.

- In our temporary non-hazardous waste storage area, plastic, paper-cardboard, metal, glass and organic waste are stacked separately and our waste is delivered to the licensed company for later recycling.
- Packaging waste was reduced by purchasing large packaged boxes and buckets instead of disposable products whenever possible.
- Disposable water consumption is reduced by using water dispensers in personnel areas.
- Packaging waste is prevented by purchasing large packaged boxes and buckets instead of disposable breakfast products whenever possible.
- It can be refilled in public area toilets, personnel hand washing sinks and toilets. soap dispensers are used.
- In order to reduce our paper consumption, we make our correspondence and announcements via e-mail whenever possible. We choose the paper we have to use from recycled products.
- Department managers can access all documents published in our business digitally. can reach.
- Instructions, procedures, memorandums, internal correspondence and updates are announced to the departments via e-mail.
- Records that can be tracked electronically are not printed, and personnel Both internal and external training will continue to be provided for awareness.
- The purchasing process of "Waste Separation Boxes" in order to separate waste at the source in our hotel general areas has been completed and is expected to be delivered.
- In food production presentation areas, waste will be separated at source according to its type.

Hazardous Wastes

- We ensure that hazardous waste generated in our facility is disposed of without harming the environment. Waste is stored in a temporary storage area and then disposed of by licensed companies.
- There is a separate Hazardous Waste area for hazardous waste in our facility.
- Our hazardous wastes (pressure containers, chemical bottles, cables, batteries, fluorescents, waste vegetable oils, paint and thinner cans, sprays, etc.) are stacked in accordance with the legislation and laws.
- Our vegetable oils used for frying are changed by measuring the Free Polar Matter percentages with the Polar Matter Measurement Kit. Our waste vegetable oils, which have a high polar substance value, are temporarily stored in our hazardous waste area and then given to a licensed company for recycling.
- Battery Collection boxes have been created at different points of our facility for waste batteries. The resulting battery waste will be sent to the TAP association.

WATER CONSUMPTION

It uses water-saving equipment to reduce overall water consumption without compromising health, hygiene and guest satisfaction; We hang informative stickers (directories) about water saving in guest rooms and train our employees on this subject. The following activities regarding water saving are carried out in our hotel and their continuity is ensured:

- Aerators that reduce water flow are used in taps and showers.
- Inverter water pumps, sensor taps, overhead showers with sprinkler systems, float system differential pressure sensors, solenoid valves and check valves that prevent filling and overflow in tanks and balance tanks are preferred in our water tanks.
- Efficient and/or dual flush systems are used in toilets.
- There is a re-circulation line in the rooms and staff shower areas and it is actively working so that there is no waiting for hot water to arrive and the water is not wasted.

Studies to reduce water consumption

- It is planned to save a lot of money by cleaning the aerators of all faucets and reducing the ones with high water flow rates.
- Insulation has been made to prevent the efficiency of heating water from decreasing.
- Demijohns have been used instead of disposable materials in personnel areas.

The aim is to install a purification system and to end the use of demijohns.

SUYUMUZU israf etmeyelim

Su tüketimini azaltmak için bazı önlemler

- Park ve bahçeleri sulamak için buharlaşmanın az olduğu sabah ya da akşamüstü saatleri tercih edilmeli (Her defasında 112 litre su tasarrufu sağlıyor.)**
- Tarımsal üretimlerde yağmurlama veya damla sulama yöntemi tercih edilmeli**
- Sanayi alanında atık su geri kazanımı gibi uygulamaların hayata geçirilmesi**
- Araçların kova ile yıkanması**
- Sızdıran muslukların ve tuvaletlerin onarılması**
- Su savurgan muslukların, duş başlıklarının ve tuvalet rezervuarlarının tasarruflu sistemlerle değiştirilmesi**
- Düşük akımlı muslukların kullanılması (%25 su tüketimini azaltıyor.)**
- Çamaşır makinesini tam doldurmak (Her yıkamada 10 litre su tasarrufu sağlıyor)**
- Banyo yaparken küvet doldurmak yerine duş almak %25 su tasarrufu sağlıyor**
- Daha az su tüketen duş başlıkları kullanılması**
- Duş süresi 4-5 dakikaya indirmek 55 litre su tasarrufu sağlıyor**
- Diş fırçalarken suyun açık bırakılmaması (Yılda 10 bin 950 litre su israf ediliyor.)**

%97,2 OKYANUSLAR **%2,15 BUZULLAR**

Yerkürenin %70'İ SUDAN OLUŞUYOR ancak YALNIZCA %2,5'İ TATLI SU

ENERGY CONSUMPTION

We aim to ensure that all electronic products we purchase are energy efficient and that all our employees receive training on energy saving.

The following activities regarding energy saving are carried out in our hotel and their continuity is ensured.

- Exterior glass covering in lobby and public areas to maximize daylight benefit application has been made.
- There is a boiler unit in our facility and it is actively working. The energy we consume in real time is monitored and saving measures are constantly developed.
- Disable heating/cooling devices if the windows are opened in guest rooms. release systems are used.
- Energy-saving bulbs or LED lights are used in our hotel.
- In toilets, corridors, staff areas, rooms and floors in common areas Sensors are used for lighting on the floors.
- Exterior lighting is controlled by timers.
- Electronic key cards are used in our rooms.
- It is preferred that the devices requested regarding energy consumption are A+++ class product groups. is done.
- The placement of heating and cooling devices should not reduce energy efficiency. is planned.
- Heating air curtains are used on doors opening in terrace areas.
- In our empty rooms, the curtains are kept closed during the summer months.
- Our mini bars in our rooms are placed away from heat sources to save energy. It is positioned to be.
- Changing the fabric materials in the rooms of our guests who do not request it every other day. We reduce electricity consumption caused by washing / drying / transfer.

Studies carried out to reduce energy consumption

- The maintenance of our boiler and heat exchanger systems is planned to be done in the summer months.
- Boiler maintenance will be carried out and co-aging application will be active and followed.
- Boiler power is reduced in summer months.
- Training of kitchen staff on the operating instructions of natural gas ovens is given.
- Exterior insulation work was carried out to save air conditioning (heating).



All electrical energy used is obtained from renewable energy sources and certified by our provider.

CHEMICAL CONSUMPTION

Chemical substances are substances that we use in many areas of our lives, that make our lives easier, but can also cause negative consequences with their harmful effects.

Chemicals are used in maintenance-repair activities and cleaning activities in our facility.

Cleaning with environmental consideration means being able to clean by ensuring appropriate hygiene conditions and at the same time negatively impacting health and the environment as little as possible.

Damage to the environment can be minimized not only by using environmentally friendly cleaning products, but also by using these products economically and adjusting their dosage well. Thus, the total harm of chemicals to the environment can be significantly reduced.

WE PREFER ECOLABEL CERTIFIED PRODUCTS



It is our priority that all the chemicals we use are approved, labeled and in appropriate packaging, and that we have received the MSDS (Material Safety Data Sheet).

Our employees who will use the chemicals are trained by the purchased department on the use of chemicals, the information in their MSDS, the amount and methods of use, and personal protective equipment information.

Our chemical warehouses are free of leaks, spills, etc. that may harm the environment. Necessary precautions have been taken against such situations.

Chemical storage is done in accordance with the type of chemical, the manufacturer's storage instructions and regulations.

We work with relevant companies to dispose of chemicals safely, and we dispose of our hazardous chemical containers, which contain even small amounts of chemicals, through licensed companies.

We control our chemical usage amounts and provide personnel training to prevent wasted and incorrect chemical use. We prefer concentrated products whenever possible.

We guarantee that the medicines used by the pest control company we outsource are products that do not harm human health and the environment.

We are trying to make more use of natural measures (fly traps, adhesive paper, etc.).

WE PREFER FSC CERTIFIED PRODUCTS WHEN USING PAPER PRODUCTS.



4. Personnel and Working Life

As Villa Zurich Hotel;

- We support the inclusion of young and female employees in the industry.
- We always feel the positive contributions of our high school/university interns, which we aim to increase every year, by paying attention to the employment of our young employees with our dynamic service approach.
- To educate our intern students with all our sensitivity and to bring them to the sector and to ensure that they are successful. We strive to ensure the employment of our students in our hotel.
- Our main goals are to increase the number of female employees and support local employment. It is located between. While we provide employment for local people, 90% of our employees reside in the surrounding districts.

Opportunities Offered to Our Staff

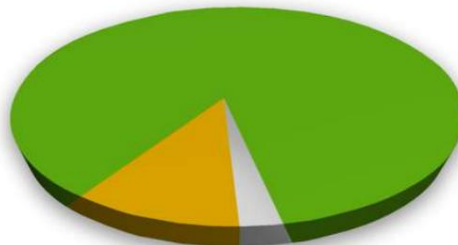
- Use of Name Plate and Locker; A name tag and a locker are provided in the locker room.
- Staff Dining Hall The dining hall is free of charge for our staff.
- Staff Birthday Celebration; Births of our personnel born in that month every month days are celebrated.
- Special Day Celebrations Small celebrations are held for certain special occasions of the year.
- Ramadan Package Application for Staff; Every year during Ramadan, our employees are given a Ramadan package.
- Intern; Our hotel offers internship opportunities to high school/university students.

Personnel satisfaction is measured regularly and we aim to increase the satisfaction rate every year.

Personel Memnuniyet Anketi

Ankete toplamda 68 personel katılmıştır. Anketin Sonucuna göre de çalışanların %86'sı gayet memnun, %10'u orta derecede memnun, %4'te ankete katılmayan veya kararsız olarak sonuçlanmıştır.

- Bu ankete toplamda 74 Personel katılmıştır.
- %86 Olumlu
- %10 Orta Olumlu derece
- %4 Kararsızlar



PERSONNEL TRAININGS AND DRILLS

A monthly training target is given to each department manager by the management and training effectiveness measurements are made.

It is controlled and maintained by Quality Management.

In line with the annual training programs, our employees are provided with Environmental Training by our environmental consultant at least once a year.

An annual training plan is prepared by our company's OHS specialist and approved by management. is offered.

It is aimed to implement the approved training plan in a controlled manner throughout the year.

Planned legal training is provided by authorized organizations and employees are thus certified.

The awareness of all our employees on Environmental Management is ensured through periodic training provided by our environmental consultant.

Environment and Sustainability Education

Occupational Safety and Fire Training

Orientation Trainings

Chemical Trainings



5- Social Studies Conducted and Planned Within the Scope of Sustainability

- Plastic caps are being collected for the Association of Spinal Cord Paralytics.
- It is planned to send the resulting textile waste to animal shelters.
- Brochure designs with our graphic designers in line with sustainability targets
It has been created and the printing phase has begun.
- Following awareness raising of guests and employees, awareness raising activities are planned for students in surrounding schools.
- Vegetarian and children's menus have been created for special groups.



- We carry out awareness raising activities for stray animals by donating food to the HAYTAP Association.



Sevgili Aka Turizm Paz. Nak. Ve Tic. A. Ş. ,

Haytap'a verdiğiniz destek için çok teşekkür ederiz. Bundan önce kurtardığımız ve bundan sonra kurtaracağımız tüm hayatlarda ve diğer tüm faaliyetlerimizde artık sizin de bir payınız bulunuyor.

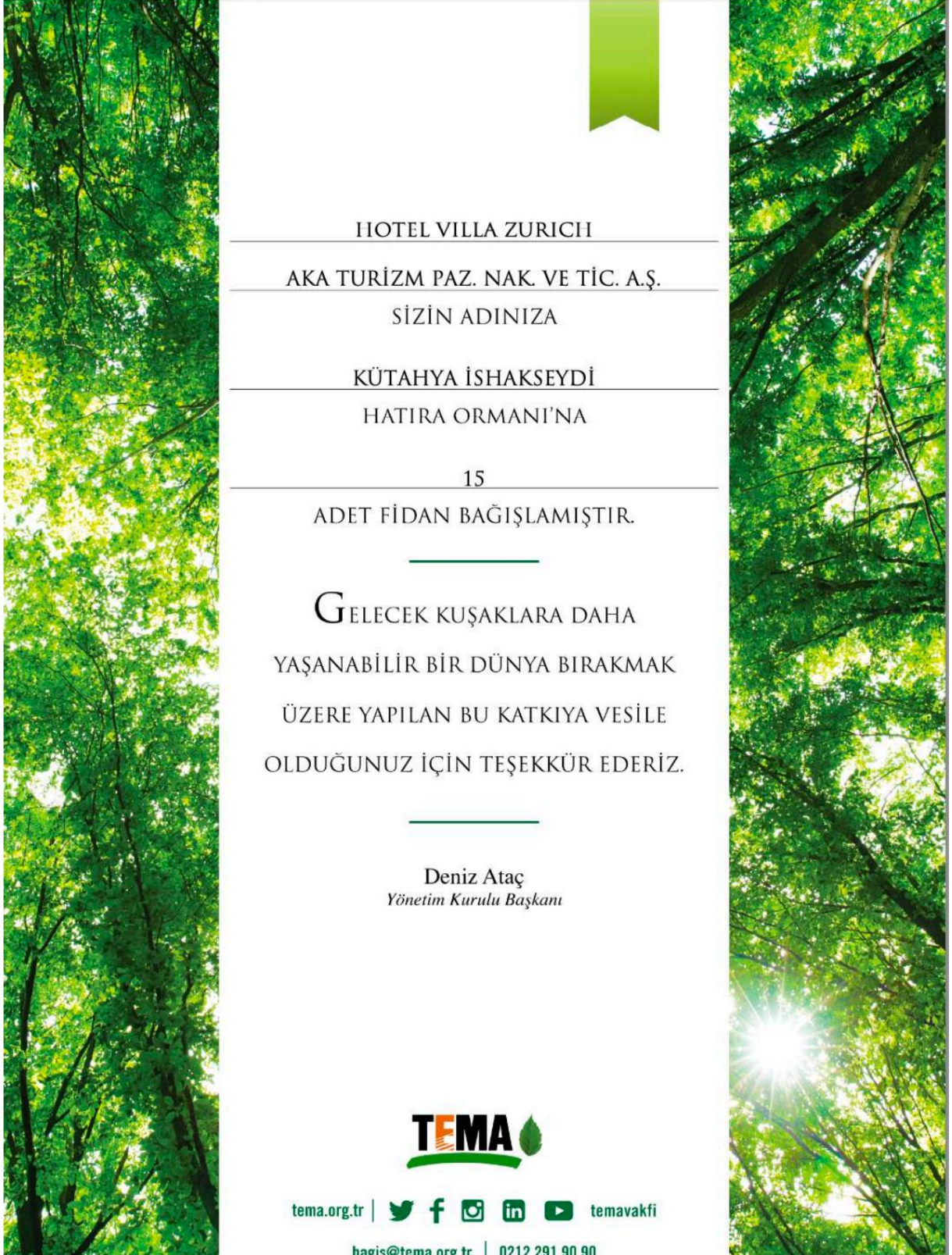
Bağışlarınızın nerelerde kullanıldığı görmek için [buraya tıklayabilirsiniz.](#)

OUR BIODIVERSITY PROTECTION ACTION PLAN

- Chemicals used for our future, sunscreens, shampoos, pesticides
When purchasing products, we prefer environmentally friendly products.
- All products used by our valued guests are environmentally friendly and environmentally labeled.
We hope you choose it.
- After carbon footprint calculation, we support TEMA foundation to plant trees as much as the pollution we create.



- In order to protect wildlife and diversity, creatures that are prohibited to be hunted are included in our menus.
We respect the right to life of all living creatures.



HOTEL VILLA ZURICH

AKA TURİZM PAZ. NAK. VE TİC. A.Ş.

SİZİN ADINIZA

KÜTAHYA İSHAKSEYDİ

HATIRA ORMANI'NA






15

ADET FİDAN BAĞIŞLAMIŞTIR.

GELECEK KUŞAKLARA DAHA
YAŞANABİLİR BİR DÜNYA BIRAKMAK
ÜZERE YAPILAN BU KATKIYA VESİLE
OLDUĞUNUZ İÇİN TEŞEKKÜR EDERİZ.

Deniz Ataç
Yönetim Kurulu Başkanı

TEMA

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bagis@tema.org.tr | 0212 291 90 90

MANDATORY RULES FOR NATURE TOURS AND OTHER AREA USE IN PROTECTED AREAS

1- Nature tours are organized activities for the purpose of visiting, seeing, getting to know and promoting all the natural areas of our country; All kinds of event organizers must obtain permission from the administration in order to ensure sustainability, effective management and protection of resources, guidance of visitors along with visitor safety, and meeting visitor needs and expectations.

2- Permit applications are made in person or by mail, fax or e-mail to the General Directorate of Nature Conservation and National Parks or Provincial Directorates, and the applications are finalized within 10 (ten) business days.

3- Before the tour, "rules to be followed in nature" are distributed to participants/visitors by the event organizers and compliance with the rules is ensured.

4- Rare, endemic, endangered or endangered natural plant species within protected areas cannot be harmed in any way. These species cannot be collected, disassembled or parts of them cannot be cut, eggs of wild animals cannot be collected and their nests cannot be disturbed.

5- Tours cannot be allowed in areas where species in danger of extinction are strictly protected and in areas and places that are unsafe to enter in terms of general security.

6- During tours, activities that may harm birds cannot be carried out (individuals cannot be disturbed, nests and chicks cannot be touched, and tissue and blood samples cannot be taken for any reason). Bird observation and images cannot be taken during the breeding periods of birds.

7- Professional photography and filming cannot be done without obtaining the necessary permissions from the Ministry.

8- Travel agencies that will organize hunting tours, photography and filming and hunting wild animal observation tours in Turkey for foreign visitors must obtain a hunting tourism certificate from the Ministry. (Article 15 of Law No. 4915)

9- Fees and durations for tours, photography and film shootings are determined and announced by the General Directorate at the beginning of each year.

10- Wild animals seen or encountered during the tours cannot be frightened or followed. If the tour route is in the direction of the animal seen, you wait for a suitable period of time and continue the route more slowly, taking care not to get close enough to scare or disturb the wild animal.

11- For visitor safety, the Administration makes the necessary warning and other necessary precautions are taken by the event organizers.

12- Under any circumstances, visitors must take back the garbage they produce.

13- It is forbidden to make noise and listen to loud music during the tours.

14- No activities that pollute the areas, damage the flora or disturb the fauna can be carried out.

15- Fires cannot be lit in the areas.

16- No activities that will affect the water regime in wetlands can be carried out.

17- Alien species cannot be thrown or left in wetlands for any purpose, and species cannot be collected from wetlands.

- In cooperation with UCyM, we work to raise awareness about child abuse among our staff, guests and stakeholders.



6- Cultural Studies Conducted within the Scope of Sustainability

- We continue our material and moral support to the association for the protection of cultural heritage.



KÜLTÜREL MİRASI KORUMA DERNEĞİ
ASSOCIATION FOR THE PROTECTION OF
CULTURAL HERITAGE

- Turkish coffee presentations, Turkish food days and promotional activities of the Turkish Baths in the surrounding area are held for our guests.



- Cultural tours are organized to promote cultural heritage. There are presentations promoting our cultural areas on our social channels.

OTHER WORKS

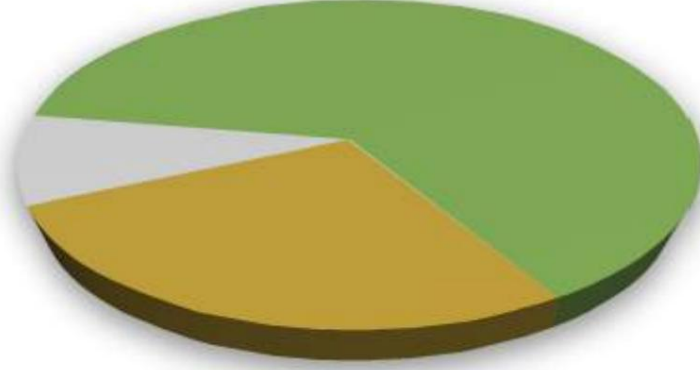
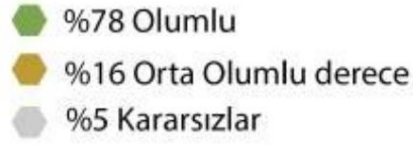
- To improve our sustainability practices with our guest satisfaction surveys we are working.

YOU CAN ACCESS OUR GUEST SATISFACTION SURVEY VIA QR CODE.



MÜŞTERİ MEMNUNİYET ANKETİ

- Bu anket sonucuna göre müşterilerimiz bizden gayet memnun, sürdürülebilirlik açısından da gereken başarıları göstermektedir.



- We are happy to offer our TÜROB membership within the scope of destination activities. We continue our work for sectoral development and the growth of sustainable tourism.

TÜROB

Türkiye Otelciler Birliği

Hotel Association of Türkiye

- We plan to increase local employment every year within the scope of supporting local people.
By increasing the employment of groups that may be discriminated against, we include all groups in managerial positions.

