



*Fairmont*  
QUASAR ISTANBUL

**Sustainability Report**  
**September 2023**

## TABLE OF CONTENTS

<b>ABOUT US</b>	<b>3</b>
<b>OUR SUSTAINABILITY MESSAGE</b>	<b>9</b>
<b>SUSTAINABLE TOURISM POLICY</b>	<b>10</b>
<b>ENVIRONMENT AND WASTE MANAGEMENT POLICY</b>	<b>11</b>
<b>ENERGY EFFICIENCY POLICY</b>	<b>12</b>
<b>QUALITY, FOOD SAFETY AND OCCUPATIONAL HEALTH &amp; SAFETY POLICY</b>	<b>13</b>
<b>ENVIRONMENTAL PROCUREMENT POLICY</b>	<b>15</b>
<b>HUMAN RESOURCES POLICY</b>	<b>18</b>
<b>EMPLOYEE AND HUMAN RIGHTS POLICY</b>	<b>19</b>
<b>CHILD PROTECTION POLICY</b>	<b>20</b>
<b>EXPLOITATION AND ABUSE POLICY</b>	<b>21</b>
<b>WOMEN'S RIGHTS AND GENDER EQUALITY POLICY</b>	<b>22</b>
<b>SOCIAL HARMONY POLICY</b>	<b>22</b>
<b>BIODIVERSITY AND WILDLIFE CONSERVATION POLICY</b>	<b>23</b>
<b>OUR 2023 GOALS</b>	<b>24</b>
<b>ENVIRONMENT AND WASTE MANAGEMENT</b>	<b>27</b>
<b>2023 ENVIRONMENTAL WASTE MONITORING DATA</b>	<b>30</b>
<b>2022 ENERGY CONSUMPTION AMOUNTS</b>	<b>31</b>
<b>2022 CHEMICAL CONSUMPTION AMOUNT</b>	<b>32</b>
<b>WORK LIFE - EQUAL OPPORTUNITY - BUSINESS ETHICS</b>	<b>33</b>
<b>2023 STAFF DISTRIBUTION AND STATISTICS</b>	<b>35</b>
<b>INTERNAL AND EXTERNAL COMMUNICATION DIRECTIVE</b>	<b>36</b>
<b>RISK MANAGEMENT SYSTEM</b>	<b>40</b>
<b>PROCUREMENT AND SUSTAINABILITY – VALUE ADDED TO LOCAL ECONOMIES</b>	<b>41</b>

## ABOUT US

### FAIRMONT QUASAR ISTANBUL

In the heart of Istanbul where Europe meets Asia, rising on the slopes of the Bosphorus, Fairmont Quasar Istanbul welcomes its guests in a magnificent location in Mecidiyeköy, the busiest business district of the city, close to luxury shopping centers and major corporations. The hotel, within walking distance to the metro station, is ideally situated for exploring Istanbul's millennia-old history. Whether your purpose is a business visit or enjoying the beauty of Istanbul with your loved ones and family, Fairmont Quasar Istanbul is committed to providing you with the utmost luxury and comfort.

**For an Exceptional Stay Experience** Fairmont Quasar Istanbul, with its floor-to-ceiling windows showcasing the dynamic cityscape of Istanbul and its pet-friendly feature, offers a perfect stay experience with its 209 spacious rooms, including elegant suites with state-of-the-art technology.



## ABOUT US Restaurants and Bar

### Aila

Aila, recommended in the first selection of the Michelin Guide Istanbul 2023 as a suggested restaurant, takes you on an unforgettable culinary journey by offering flavors from all around Anatolia with regional ingredients and an innovative interpretation. With its classic open kitchen sections, including a mezze bar and the opportunity to watch the chef with pleasure, Aila provides a delightful dining experience.

Guests who wish can also indulge in spice shopping in the Spice Library, where the colorful spices of the Spice Bazaar are found.

### Stations

This cozy and stylish restaurant, named after its live cooking stations, is the perfect spot for a rich breakfast and lunch.

Start your day with a delicious open buffet consisting of local and international breakfast varieties. Our kitchen team offers many egg options, such as the Turkish classics like "menemen" or "çılıbr." The lunch menu, featuring pasta and homemade sauces, stone oven-baked pizzas, gourmet burgers, and much more, will take you on a unique flavor journey reaching out to the Mediterranean.



## ABOUT US *Restaurants and Bar*

### Demlique

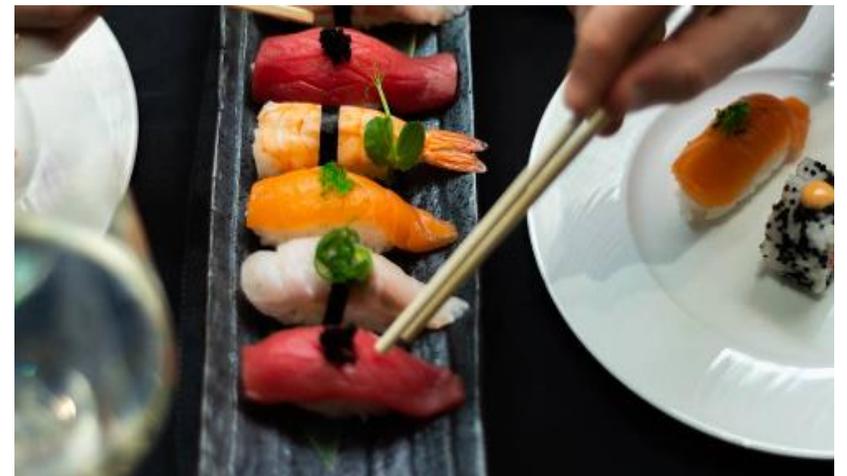
Demlique offers meticulously crafted pastries that accompany the finest teas and coffees from Turkey and around the world. With its inviting pastry products, Demlique provides the perfect setting for a relaxing afternoon tea or a delightful Turkish coffee with its soothing elegance and fresh offerings.

### Ukiyo Restaurant & Bar

Situated on the fifth floor of Fairmont Quasar Istanbul, Ukiyo welcomes guests with its magnificent infinity pool and breathtaking panoramic views of the Bosphorus, Historical Peninsula, and Princes' Islands, adhering to the concept of "Tomorrow's Asia."

Ukiyo, meaning "floating world" in Japanese, stands out as one of the city's most striking venues with its unique interior design and terrace. It offers a phenomenal culinary experience, allowing you to see Istanbul from a completely different perspective.

Inspired by the ancient traditions of Asian cuisine and incorporating innovative techniques, Ukiyo presents authentic flavors of the Far East. Creative presentations of unique ingredients and a rich selection of cocktails await you at Ukiyo Restaurant & Bar, making it a place where you can savor the essence of Asian cuisine.



### Marble Bar

At Marble Bar, you can enjoy the captivating and lively ambiance of our lobby while savoring a delightful morning coffee, an after-work aperitif, or the perfection of a carefully crafted cocktail by our bartenders before your meal.

### Room Service

When you prefer to dine in the privacy of your room, entertain guests in your suite, travel with young children, or when restaurants are closed, you can place a room service order at any time.

Start your day with a delicious continental, American, Oriental, or Turkish breakfast from the room service menu. Alternatively, you can choose items from our à la carte menu.

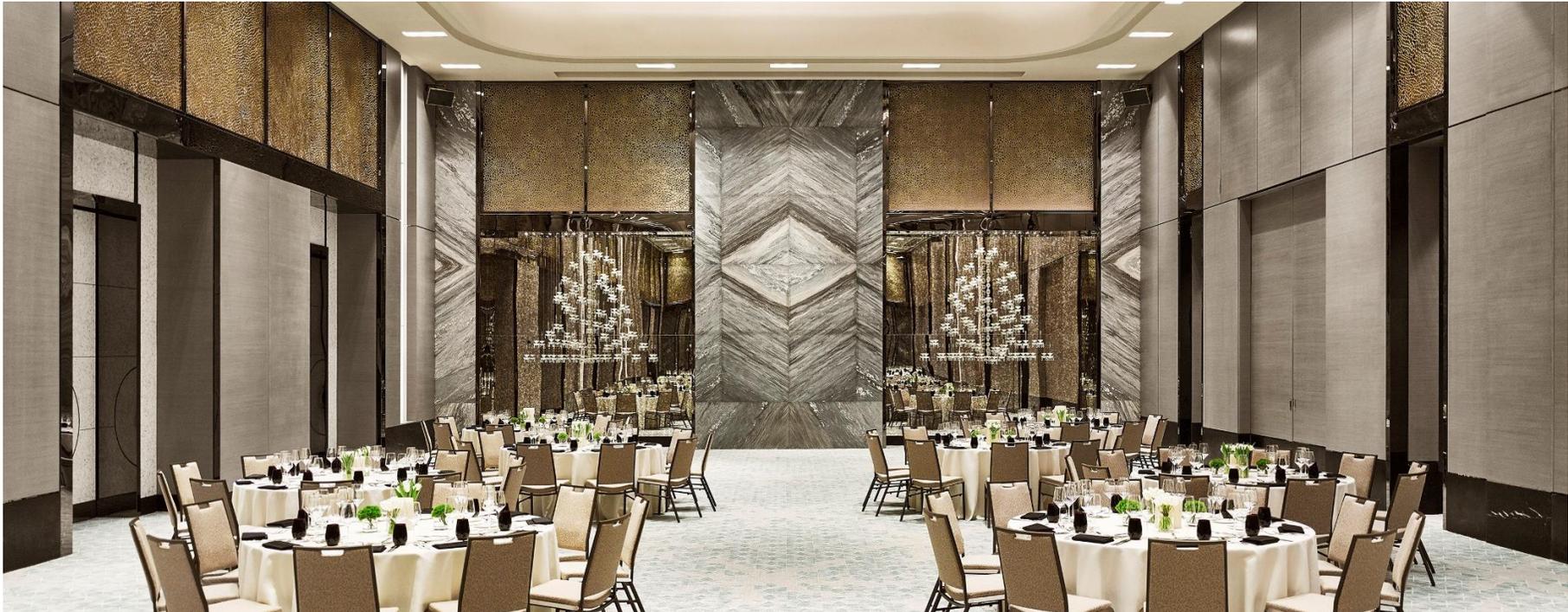
Throughout the day, you'll find a variety of options for lunch, snacks, and dinner. You can order a tasty meal consisting of appetizers, main courses, and desserts, opt for pizza or a sandwich, or indulge in a tempting dessert. Our children's menu offers smaller portions of flavors that kids love.

Arrived late or craving a midnight snack before bedtime? You can order sandwiches, soups, pasta, and a variety of other delights from the room service menu throughout the night. Additionally, our dessert menu is available 24/7 to satisfy your sweet cravings!



At Fairmont Quasar Istanbul, where luxury details meet the latest technology, your business meetings become more efficient, and your celebrations become more enjoyable. With meeting and event spaces exceeding 2,000 square meters, along with Fairmont Quasar Istanbul's experienced meeting and technical support teams, we are here to meet the expectations of our guests who seek perfection.

Featuring a 500-person ballroom and 11 separate rooms that can be used as meeting or boardrooms, Fairmont Quasar Istanbul promises the flexibility to meet the needs of your event. Our award-winning architects have designed elegant and functional spaces, ensuring that our discerning guests' expectations for perfection are met.





## MEETINGS, WEDDINGS AND SOCIAL EVENTS

With over 2,000 square meters of event facilities, you'll find the perfect venue for your upcoming event at Fairmont Quasar Istanbul. Our Business Lounge and Ballroom are ideally suited to functions ranging from a high-level executive retreat to a lavish society wedding. With 11 function and break-out rooms in addition to the sunlit Ballroom foyer and the Luna Ballroom with its distinctive decoration and 7.5 meter ceilings, we can host up to 600 for banquets, receptions and meetings. All of our meeting and conference rooms are naturally lit and fully-equipped with digital multi-media systems able to accommodate all conventional video and audio signals plus state-of-the-art teleconferencing technology to keep you in touch with the world. Whatever type of event you are planning, our dedicated team of event professionals is devoted to helping you make your function an unqualified success.



## FAIRMONT QUASAR ISTANBUL TURKEY

### FAIRMONT MEETING ROOM CAPACITY

	DIMENSIONS (m)	HEIGHT (m)	SIZE (m <sup>2</sup> )	Board	Classroom	Theatre	Round	Cabaret	Reception	U Shape
<b>FLOOR 2</b>										
Luna Ballroom	41 x 13,25	7	543	+	300	514	320	192	416	+
Luna 1 (Left Hand, Staircase Side)	13,7 x 13,25	7	181	28	90	154	120	72	120	36
Luna 2 (Right Hand, Staircase Side)	13,3 x 13,25	7	176	28	90	140	110	66	110	36
Luna 3 (Right Hand, Kitchen Side)	13,8 x 13,25	7	182	28	90	154	120	72	120	39
<b>FLOOR 1</b>										
Larissa	5,4 x 10,5	3,25	56,7	14	x	x	x	x	x	x
Veta 1	7,8 x 9,9	3,25	77	22	30	64	50	30	60	24
Veta 2	9 x 9,9	3,25	89	22	30	44-54	50	30	66	24
Veta 1 & 2 (Combined)	16,8 x 9,9	3,25	168	40	66	114	80-100	54	125	42
Elara 1	7,7 x 9,7	3,3	74	22	24	36-46	40	24	60	18-21
Elara 2	7,9 x 9,7	3,3	76	22	24	38	40	24	60	21
Elara 3	7,9 x 9,7	3,3	76	22	30	54	50	30	60	24
Elara 4	8,28 x 9,7	3,3	80	22	30	39-66	50	30	72	24-27
Elara 1 & 2 & 3 & 4 (Combined)	32 x 9,7	3,3	310	+	132	252	210	84-126	240	+
<b>FLOOR 1</b>										
Cargo	7,8 x 8,30	2,4	64	+	24	40	40	32	40	15
Carina	7,75 x 8,00	2,4	60	+	36	40	60	32	60	15
Callisto	5,3 x 4,0	2,4	21	8	+	+	+	+	+	+
<b>FLOOR 2</b>										
Mimas	7,75 x 10	2,35	77	+	45	66	70	32	80	21

BOARD  
 CLASSROOM  
 THEATRE  
 ROUND  
 CABARET  
 RECEPTION  
 U SHAPE

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## OUR SUSTAINABILITY MESSAGE

### OUR SUSTAINABILITY APPROACH

Fairmont Quasar Istanbul is aware of the negative impacts that sustainability practices in tourism can have on social, environmental, and cultural heritage. We recognize the responsibilities that come with sustainable tourism, and within this framework, we are actively engaged in various initiatives to minimize environmental impacts, protect human rights, manage energy, water, and waste effectively, preserve cultural and social heritage, provide economic and social benefits to local communities and producers, and protect the environment.

Our corporate values, which we prioritize, demonstrate the importance we place on responsible and sustainable tourism. We focus on effectively managing sustainability risks and achieving sustainable growth through long-term strategies, aiming to enhance our success each day. Transparency and effective communication with our stakeholders about our activities and impacts are crucial aspects for us. In this regard, our annual sustainability reports, which we publish, serve as an important tool in maintaining transparency and accessibility as an organization.

We are committed to the philosophy of "sustainable world for sustainable tourism," adhering wholeheartedly to the principles of sustainability. With this approach, we strive to instill and enhance awareness of sustainable tourism among our employees, business partners, and in our service approach.

OUR POLICY

**OUR  
SUSTAINABLE  
TOURISM POLICY**

We are aware of the negative impacts of sustainability efforts in tourism on social, environmental, and cultural heritage, and we are conscious of the responsibilities that sustainable tourism brings. In this context, we continue our effective efforts in various aspects of sustainability, including reducing environmental impacts, protecting human rights, managing energy, water, and waste, preserving cultural and social heritage, providing economic and social benefits to the local community and local producers, and protecting the environment.

We attach great importance to our corporate values, and these values emphasize how crucial responsible and sustainable tourism is. We focus on effectively managing sustainability risks and aim to achieve sustainable growth with long-term strategies, intending to increase our success day by day.

It is critical for us to transparently and effectively inform our stakeholders about our activities and impacts. Therefore, we will make our sustainability reports, published annually, transparently accessible to all our stakeholders. We also express our commitment to evaluating the suggestions, contributions, and feedback they provide in our sustainability journey.

OUR POLICY

**ENVIRONMENTAL  
AND WASTE  
MANAGEMENT  
POLICY**

In all stages of our facility's products and services, we adhere to the principle of commitment to the legislation determined by legal authorities and the rule of law, as well as national and international regulations that our facility is obliged to comply with, and other conditions based on voluntariness.

As a facility that respects the environment and future generations, we aim to contribute to the development of the local community in all our activities at our hotel. In this regard, we guide our employees, suppliers, and guests to be environmentally conscious and contribute to the system through the training and information we provide.

We are pleased to express this awareness to all our stakeholders. We aim to use natural resources correctly and efficiently, and we target the use of eco-friendly products.

By adopting a commitment to environmental protection in all our activities and using our resources most efficiently, we aim to prevent environmental pollution, reduce our waste within the scope of zero waste, and ensure the recycling of what is produced, showing sensitivity to the preservation of biodiversity and ecosystems.

We classify our waste according to their characteristics, and through licensed organizations determined by the ministry, we dispose of them.

We inform our guests about our environmental awareness and encourage them to contribute to respecting and preserving nature during their stay.

OUR POLICY

OUR POLICIES

**SUFFICIENT  
ENERGY POLICY**

To leave a sustainable world for future generations and to protect the environment, we operate with a conscious commitment to energy efficiency.

In fulfilling our responsibilities to nature, we adhere to national and international standards, laws, and regulations, and we undertake initiatives to reduce energy consumption and/or continuously improve our energy performance.

We continue to strengthen our technical services and teams to identify technologies and the latest innovations that facilitate reducing energy consumption without compromising guest comfort.

Setting goals for the efficient use of energy resources, we provide training to our employees in line with our objectives and guide guests and stakeholders.

In our hotel, we aim to continuously improve our energy performance by using our energy resources most efficiently and increasing the use of alternative renewable sources.

## OUR POLICY

### **QUALITY, FOOD SAFETY AND OCCUPATIONAL HEALTH & SAFETY POLICY**

In the hospitality sector, we demonstrate a leadership, innovative, and continually improving management approach. The health and safety of our employees, partners, guests, suppliers, and all stakeholders are our top priority.

To ensure that our guests, employees, and all stakeholders receive services in a safe and healthy environment, we act in accordance with national and international laws and regulations. We conduct our activities in compliance with legal regulations, food, quality, and occupational safety standards. We regularly conduct necessary checks and reviews, implementing controls and measures as required.

We identify the impacts and risks of our activities in the areas of food safety, quality, occupational health, and safety, taking necessary measures to prevent the occurrence of these risks or reduce their undesirable effects.

We establish objectives and programs for the continuous improvement of our food safety, quality, and occupational health and safety processes, reviewing them and making the necessary resource investments.

OUR POLICY

**QUALITY, FOOD  
SAFETY AND  
OCCUPATIONAL  
HEALTH & SAFETY  
POLICY  
CONTINUED**

To prevent and eliminate the creation of hazardous environments and environmental pollution resulting from our activities that could cause accidents and illnesses, we implement necessary controls and measures.

We encourage our suppliers to align with our policies regarding environmental, occupational health and safety standards, and strive for collaboration in these areas. With a guest-centric approach, we aim to ensure guest satisfaction by maintaining food safety and quality standards without compromise, and by utilizing all resources efficiently.

To protect the health of our employees and guests and provide healthy nutrition, we implement a food safety management system from the product sourcing stage to the service/presentation process, adhering to quality and food safety principles. We prioritize hygiene conditions and continuously improve our practices.

In our commitment to food safety, we aim to reduce food waste and efficiently utilize resources. To achieve this, we provide necessary training and information to our employees and suppliers, involving them in the process.

To establish and maintain the sustainability of our food safety system, we conduct audits through independent external entities in addition to our trained internal staff overseeing the control mechanisms of our processes.

OUR POLICY

**ENVIRONMENTAL  
PURCHASING  
POLICY**

As part of our environmental purchasing policy, we aim to strengthen and ensure the continuity of our core human rights and labor principles, as well as our sustainability values, throughout the entire supply chain.

Our environmental purchasing policy is an indication of our commitment to honesty, trust, and respect for human rights and fundamental labor principles in all our operations and relationships with each stakeholder.

To achieve this goal, we expect our suppliers to share and collaborate with us in developing and continually improving the fundamental principles within this scope.

We encourage constructive feedback for continuous improvement and the systematic sharing of exemplary practices in this field.

We expect all our suppliers to provide services without discrimination based on thoughts, beliefs, language, religion, race, gender, social class, age, etc., and without tolerating exploitation or harassment.

OUR POLICY

**ENVIRONMENTAL  
PURCHASING  
POLICY CONTINUED**

**The selection of suppliers is based on adherence to the fundamental principles stated here, and we obtain commitments from our suppliers on the following issues:**

It is essential that all processes and operations comply with applicable laws. Relevant environmental protection laws, regulations, directives, and codes of conduct are rigorously enforced.

Fraud, deception, and any form of bribery are strictly prohibited.

Avoidance of all behaviors that cast a shadow on mutual trust and respect, and that could damage commercial reputation.

No demeaning behavior that harms human dignity is tolerated.

No mandatory and/or child labor is employed.

All employees have equal rights, and any form of discrimination is not tolerated. Decisions and practices within the scope of basic employee rights such as working conditions, wages, working hours, union, and collective bargaining rights comply with applicable laws and are fair.

Emphasis is placed on workplace and employee health. All necessary precautions are taken. Environmentally friendly practices are preferred in the packaging and transportation of products. Use of substitution processes is minimized and/or eliminated.

Stay updated on current developments and technologies and implement improvements in our processes.

OUR POLICY

**ENVIRONMENTAL  
PURCHASING  
POLICY  
CONTINUED**

- ✓ Focus should be on the conservation of ecosystems, habitats, all species including endangered and endemic species, prevention of land degradation, sustaining the capacities of natural ecosystems, and managing the impacts on biodiversity in a sustainable manner, with continuous improvement and development goals.
- ✓ In all product, production, transportation, storage, and other operations, waste and wastewater generation, greenhouse gas emissions, chemical usage, and all other environmental impacts are reduced and/or eliminated through reuse, recycling, or substitution processes.

We work with our suppliers based on shared ethical principles and collaborate with them to improve their performance in environmental and social issues.

For requested product or service purchases, and where applicable (in case of availability/continuity of the product or service), we aim to source from locations close to the facility to contribute to the reduction of carbon dioxide and greenhouse gas emissions during delivery.

In the selection of suppliers for central or local product/service purchases, we consider environmental sensitivity, regional/local origin, fuels, chemicals, pest control agents, all types of equipment and vehicles consuming fossil fuels, electrical appliances, devices containing refrigerants, noise-generating equipment, consumables, plastic materials, and construction materials to be environmentally friendly, with the necessary permits and certificates, and taking into account energy efficiency ratings.

## OUR POLICIES

### OUR HUMAN RESOURCES POLICY

Respecting and protecting the rights that employees possess under laws and regulations is one of the company's most important duties and priorities. From the recruitment of our employees to all human resources practices, including training, compensation, career development, and provided benefits, we ensure equal opportunities for all employees.

We take pride in the differences and cultural diversity of our employees. As we come together around a common purpose, we consider these diverse perspectives as an enrichment. All human resources practices are designed to nurture and enhance this richness, creating equal opportunities for all employees in every aspect, without discrimination based on language, religion, race, age, ethnic identity, or gender.

We commit to investing in the professional and personal development of our partners, organizing training programs that will facilitate their growth, and improving the health and safety conditions of their workspaces.

The foundation of human resources processes is built on the value we place on people, and thus, our employees. The health, safety, and happiness of our employees are an integral part of our focus on strategic goals such as growth, profitability, and creating new opportunities.

All employees contributing to our goals benefit from our equal educational opportunities, thus making a contribution to achieving our objectives.

## OUR POLICIES

### OUR EMPLOYEE AND HUMAN RIGHTS POLICY

We commit to adopting the Universal Declaration of Human Rights by the United Nations, creating a culture where everyone is treated equally and has the potential to fully contribute, regardless of race, color, gender, age, nationality, religion, gender identity or expression, marital status, citizenship, disability, or other legally protected status.

We provide fair and equal opportunities to all our employees, candidates, business partners, and collaborators in our operations and throughout our value chain. We are aware of the impact area and responsibilities regarding creating a positive impact in society by treating all stakeholders in accordance with human rights.

We implement systems to establish honest, transparent, fair, reputable, and trust-based relationships among all our employees. We are committed to:

Providing equal and safe working conditions.

Receiving and acting upon feedback from our employees for continuous improvement and development.

Monitoring performance and planning careers.

Ensuring fair wage distribution and making payments in accordance with legal requirements.  
Protecting the personal information of our team members.

Committing to providing all team members with planned social benefits, perks, and rewards.

## OUR POLICIES

### OUR CHILD PROTECTION POLICY

We endorse the UN Convention on the Rights of the Child, recognizing every individual up to the age of eighteen as a child. We respect their rights, considering it our responsibility to protect them from psychological and physical violence, as well as commercial exploitation.

In our facilities, we commit to providing special areas for child guests where they can feel safe, free, and happy, expressing their emotions, thoughts, and desires comfortably. We ensure that in service areas, such as child activity spaces, children can always reach a parent or another responsible adult from their family/group.

Furthermore, we pledge to:

Keep children under adult supervision during the activities they participate in.

Support their communication with other children, appreciate their achievements, and encourage them.

Provide our employees with training on child rights and protection.

Be aware of parents' attitudes and behaviors towards their children, recognizing signs of physical, verbal, or psychological abuse or neglect.

Report to hotel management first in case of suspected situations where child guests might be harmed and seek assistance from the Social Support Line (Alo 183) when deemed necessary.

Commit to supporting relevant projects for the well-being and rights of all children.

OUR POLICY

**OUR ABUSE AND  
EXPLOITATION  
POLICY**

With a commitment to responsible tourism and environmental protection, we support the protection of children from sexual exploitation and respect and endorse children's rights, including safeguarding against child labor and human trafficking.

In all our business relationships, we are determined to act ethically and honestly, implementing effective systems and controls to prevent and address sexual exploitation and abuse, especially towards disadvantaged groups such as children.

In our services and supply chains, we are committed to transparently addressing and preventing any violations related to child protection and disadvantaged groups. We ensure that our approach aligns with national and international obligations, and we commit to complying with all applicable laws, regulations, and rules.

Sexual exploitation and abuse constitute a violation of fundamental human rights and are criminal offenses.

Through awareness and best practices, it is our duty to minimize the risk of all forms of sexual exploitation and abuse for our employees. We provide training to ensure that all employees are informed about the steps they should take in cases where suspicions or concerns about sexual exploitation or abuse allegations arise and support their continuous development.

We expect all our stakeholders to take measures to prohibit any involvement of their staff and representatives in any form of sexual exploitation, sexual abuse, and harassment.

## OUR POLICY

### WOMEN'S RIGHTS AND EQUALITY POLICY

Conscious of gender equality, we actively support the economic participation of women and ensure gender equality in our hiring practices.

We advocate for fair treatment in the workplace for all women and men, respecting human rights and the principle of non-discrimination.

We support education, training, and professional development opportunities for women to empower them to take leadership positions.

In ensuring the health, safety, and well-being of all our female and male employees, we aim to maintain a working environment characterized by equality and workplace harmony.

### OUR SOCIAL INTEGRATION POLICY

We believe that maintaining constant communication with the local community contributes to the well-being and enhancement of living spaces for the local residents.

Being aware of the importance of social cohesion and support, we make every effort to support the local community in various aspects. Our commitment extends to supporting initiatives that enhance the local economy and community, respecting and preserving local culture, traditions, and ways of life.

We declare our collaboration with all stakeholders in the region to preserve natural heritage and cultural characteristics. We value and record feedback from the local community, considering it an essential aspect of our ongoing evaluation and improvement process.

**OUR  
BIODIVERSITY  
AND WILDLIFE  
PROTECTION  
POLICY**

The preservation of biodiversity is among the priority areas of our sustainability principles. We aim to identify and monitor the impacts of our activities on biodiversity, striving to preserve the diversity of species, habitats, ecosystems, and the integrity of ecological functions.

We commit to maintaining the integrity of ecosystems and biological diversity, promoting coexistence, and encouraging the development and growth of natural heritage.

To raise awareness about the importance and conservation of biodiversity, we organize internal training and communication activities at our facility, incorporating this topic into sustainability training programs.

We adhere to national and international regulations for ensuring animal welfare. We provide necessary information to all stakeholders about the prohibition of hunting and trading endangered species. We do not exhibit, showcase, or sell protected species or any products derived from them.

We do not support or participate in any activities that involve unacceptable practices related to biodiversity and wildlife, as stipulated by laws.

In cases of renovations, construction, or other activities, we are conscious of the need to protect flora and fauna, especially endangered or threatened species. We collaborate with legal authorities and non-governmental organizations to conserve endemic plants in the region.

We monitor sites like WWF and CITES for information on endangered species. We guide our guests, stakeholders, and employees on choosing products that do not come from endangered species.

Our commitment is to actively contribute to the protection and conservation of biodiversity and wildlife, aligning our practices with legal requirements and ethical considerations.

## OUR GOALS /2023

SERIAL NO:	GOAL DESCRIPTION	SUBJECT (HUMAN, SOCIETY, ENVIRONMENT, CULTURE, ECONOMY, INVESTMENT, WATER SAVING, WASTE REDUCTION, ENERGY SAVING, FAIR TRADE ETC.)	DEPARTMENT	CURRENT STATUS	GOAL
1	Environmentally Friendly Chemical Supply	Environment	Housekeeping	Not available.	Replace at least 2 of the chemicals used by housekeeping services with environmentally friendly chemicals
2	Reduction of Solid Waste	Environment	Housekeeping Technical Department F&B Kitchen	Total Solid Waste Amount: 55.299 kg	To reduce 2% off solid waste (54.200 kg)
3	Reduce Chemical Consumption by 2% at Facilities	Environment	Housekeeping Technical Department F&B Kitchen	Total chemical consumption amount in 2022: 11.039 kg	Reduce the annual consumption of chemicals used in the facility by 2% (10,800 kg)
4	Reduce Total Water Consumption by 1.5% (cubic meters)	Water Saving	Technical Department	2022 Total Consumption: 37,234 (m3)	Daily monitoring of water consumption with the goal of reducing the annual consumption by 1.5% in cubic meters
5	Reduce Total Natural Gas Consumption by 1% (m3)	Energy Saving	Technical Department	2022 Total Natural Gas Consumption: 7,528,379 (kWh)	Daily monitoring of energy consumption with the goal of reducing the annual consumption by 1% in cubic meters

## OUR GOALS/2023

6	Reduce Total Electricity Consumption by 1.5% (kWh)	Energy Saving	Technical Department	2022 Total Electricity Consumption: 6,617,008 (kWh)	Daily monitoring of energy consumption with the goal of reducing the annual consumption by 1.5% in kWh
7	Air-Cooled Chiller Project	Energy Saving	Technical Department	Reduce the cooling needs in guest rooms by 75%, implementation of an air-cooled chiller system	To be implemented in January-February 2024
8	Obtain 25% of the hotel's total energy consumption from renewable energy sources (Obtaining I-REC Certificate)	Energy Saving	Technical Department	I-REC certificate not available yet	Initiate discussions with the supplier to obtain the IREC certificate
9	Activation of Greywater Treatment System	Energy Saving	Technical Department	Complete renewal of the existing treatment system and replacement of filtration materials	Use in garden irrigation, cooling system, and siphon waters up to the 5th floor of the building
10	Purchase a pool elevator for the use of disadvantaged groups	Human	Technical Department	Not available yet	Purchase one disabled elevator for the outdoor pool
11	Increase Local Procurement Rate by 1%	Economic	Purchasing Department	Total Supplier Count: 179 Local Supplier Count: 150 Local Supplier Rate: 84%	Research local suppliers, increase local procurement rate by 1% compared to the previous year
12	Increase Guest Satisfaction by 1%	Human	Front Office Guest Relations	2022 Guest Satisfaction Rate: 90.30%	Increase guest satisfaction by 1% in 2023 compared to 2022
13	Increase Total Female Employee Rate by 2%	Human	Human Resources	Total Employee Count: 232 Female Employee Count: 69 Male Employee Count: 163 <b>Female Employee Rate: 30%</b>	Increase the number of female employees by 2% in 2023

## OUR GOALS/2023

14	Female Employee Rate in Management - White Collar Positions	Human	Human Resources	Total White Collar Employee Count: 15 Female White Collar Employee Count: 6 Male White Collar Employee Count: 9 <b>Female Employee Rate: 40%</b>	Increase the number of female white-collar employees by 2% in 2023
15	Local Staff Employment Rate	Human	Human Resources	Total Employee Count: 232 Local Employee Count: 228 Non-Local Employee Count: 4 <b>Local Employee Rate: 98%</b>	Maintain the current situation

## ENVIRONMENT AND WASTE MANAGEMENT

- ✓ We closely monitor national and international environmental regulations.
- ✓ In our hotel, packaging waste, hazardous waste, organic waste, construction and garden waste, medical waste, waste oils, and batteries are collected separately. They are stored in designated temporary storage areas within the facility and then collected by licensed companies and sent to relevant sorting-recycling facilities in compliance with regulations. We aim to record the amounts of waste sent in the EHSM system. We measure our waste to work towards waste reduction.
- ✓ As a requirement of our global brand, single-use plastics are not allowed at Fairmont Quasar Istanbul. While bottled water is not provided, guests are offered environmentally friendly amenities for a better future.
- ✓ Our facility follows processes in accordance with waste management plans and works towards obtaining the "Zero Waste Certificate."
- ✓ We regularly provide Waste Management and Zero Waste Training to all our employees.
- ✓ We increase awareness among our employees by providing them with training on environmental and energy efficiency topics.
- ✓ By obtaining periodic "Chemical Usage" training from chemical supplier companies for relevant employees, we raise awareness among users and minimize chemical consumption.

## ENVIRONMENT AND WASTE MANAGEMENT

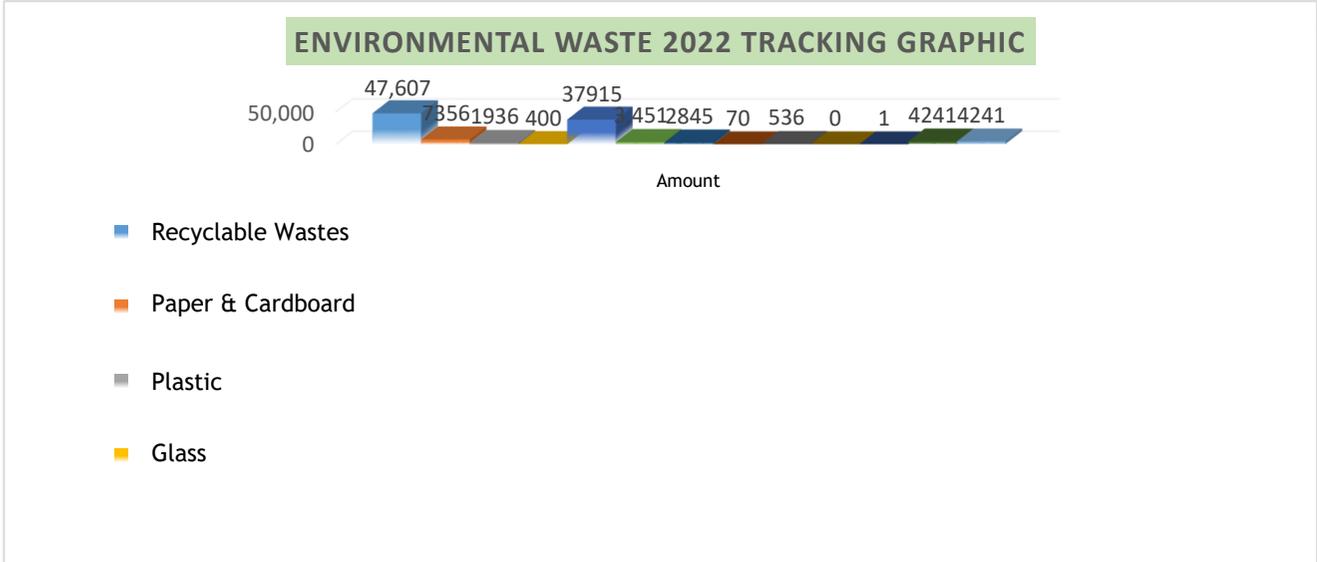
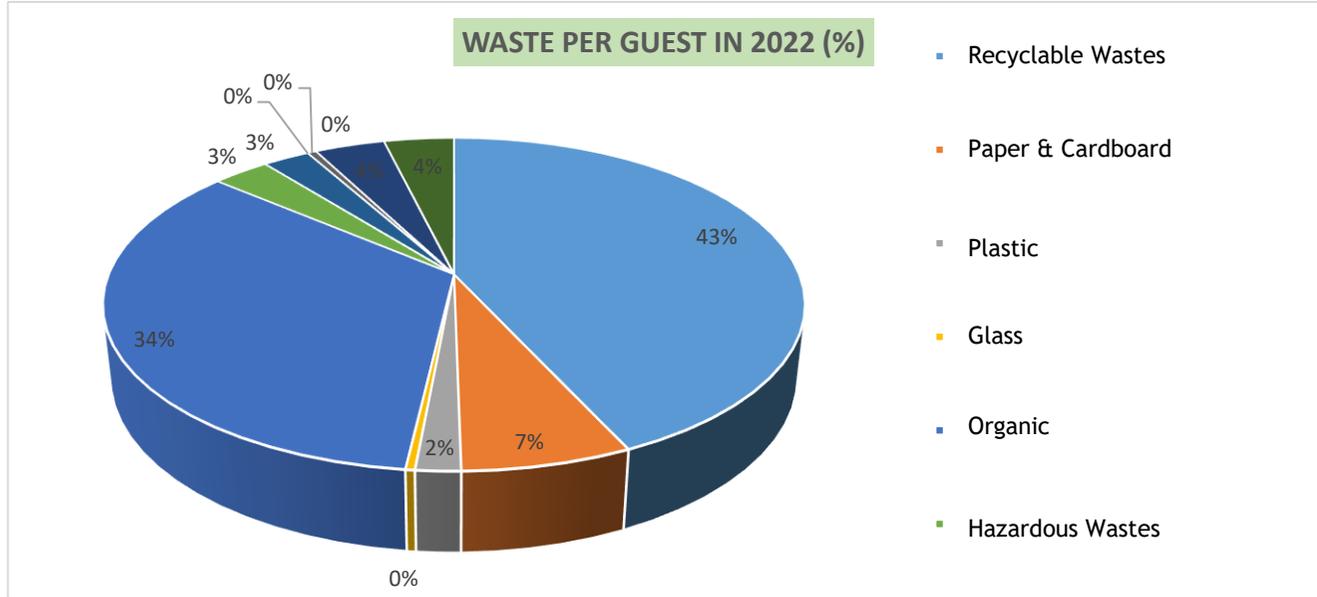
- ✓ We reduce paper consumption by conducting guest, supplier, and stakeholder feedback, fault records, room requests, internal correspondence, and announcements digitally whenever possible.
- ✓ We achieve savings by utilizing an automation system in heating and cooling systems with professional support.
- ✓ Dosage units are used in technical volume areas and water supply systems, and we receive support from a professional company.
- ✓ We obtain information about the environmental sensitivity of the chemicals used by our solution partner.
- ✓ In our food and beverage operations, we minimize the use of disposable items whenever possible and prefer purchasing from large-packaged materials.
- ✓ We are delighted to transition to a renewable energy subscription.
- ✓ Energy-efficient units are used in the lighting system.
- ✓ We prefer recyclable products in the disposable items used in our rooms.
- ✓ As a hotel, we gifted our employee's portable items such as thermoses for coffee and water bottles instead of disposable items, aiming to encourage them to stop using disposable products that can remain in nature for many years, causing environmental pollution.

## ENVIRONMENT AND WASTE MANAGEMENT

- ✓ We prefer low-flow special and aerated fixtures in the bathroom sinks and showerheads.
- ✓ We aim to activate the greywater system in our facility for use in garden irrigation, cooling systems, and flush water up to the 5th floor.
- ✓ In our efforts to reduce carbon footprint, we have two electric vehicles in our facility.
- ✓ Our stakeholders can use the two electric vehicle charging stations in our hotel at their convenience.
- ✓ We achieve water savings with dual-flush reservoirs in WC areas. Sensor-operated urinals are used in general WC areas.
- ✓ We prefer low-VOC and environmentally friendly paints, adhesives, varnishes, and chemicals whenever possible.
- ✓ As Fairmont Quasar Istanbul, we monitor our natural resource usage (water, electricity, and natural gas) on a daily, monthly, and yearly basis through GAIA (AccorHotels Sustainability & Technical Platform). We measure the consumption per guest night through analyses.

### 2022 ENVIRONMENTAL WASTE MONITRONG DATA

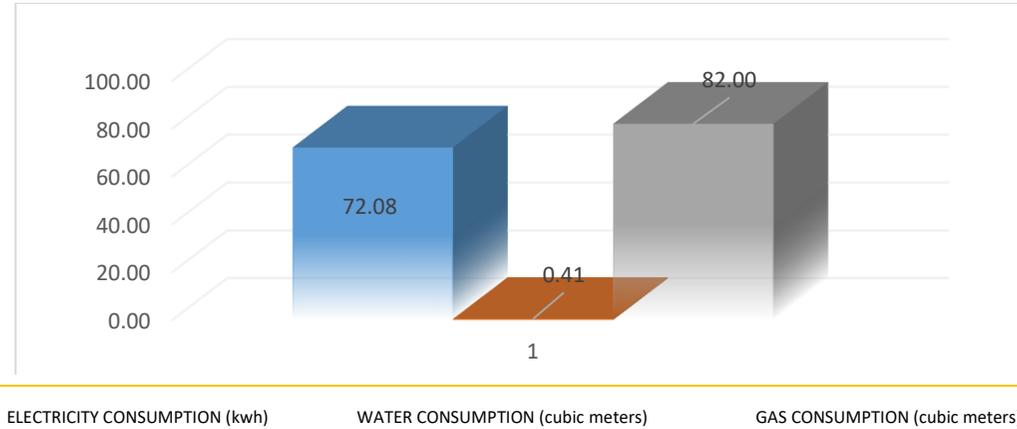
TOTAL NUMBER OF GUESTS	91.807	
RESOURCE USAGE	AMOUNT	WASTE PER CAPITA (%)
RECYCLABLE WASTES	47.607	51,9%
PAPER AND CARDBOARD	7356	8,0%
PLASTIC	1936	2,1%
GLASS	400	0,4%
ORGANIC (FOOD)	37915	41,3%
HAZARDOUS WASTES	3.451	3,8%
VEGETABLE OIL WASTE	2845	3,1%
BATTERY WASTE	70	0,0%
HAZARDOUS WASTE (Chemical material packaging such as detergent, empty spray cans, contaminated waste, chemical-containing waste)	536	0,6%
ELECTRONIC WASTES	0	0,0%
OTHER WASTES	4241	4,6%
MIXED PACKAGING WASTES	4241	4,6%



2022 GUEST CONSUMPTION PER CAPITA

ELECTRICITY CONSUMPTION (kwh)	WATER CONSUMPTION (cubic meters)	GAS CONSUMPTION (cubic meters)
72,08	0,41	82,00

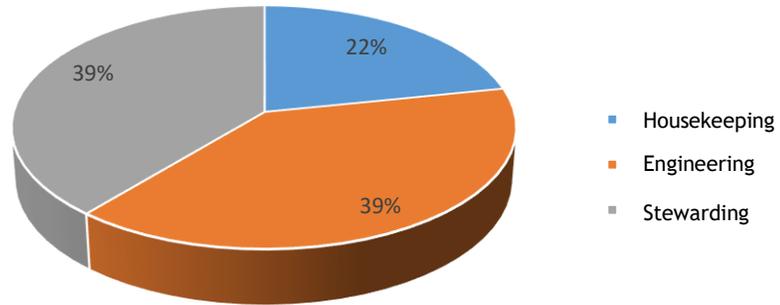
ENERGY/WATER CONSUMPTION AMOUNTS PER GUEST IN 2022



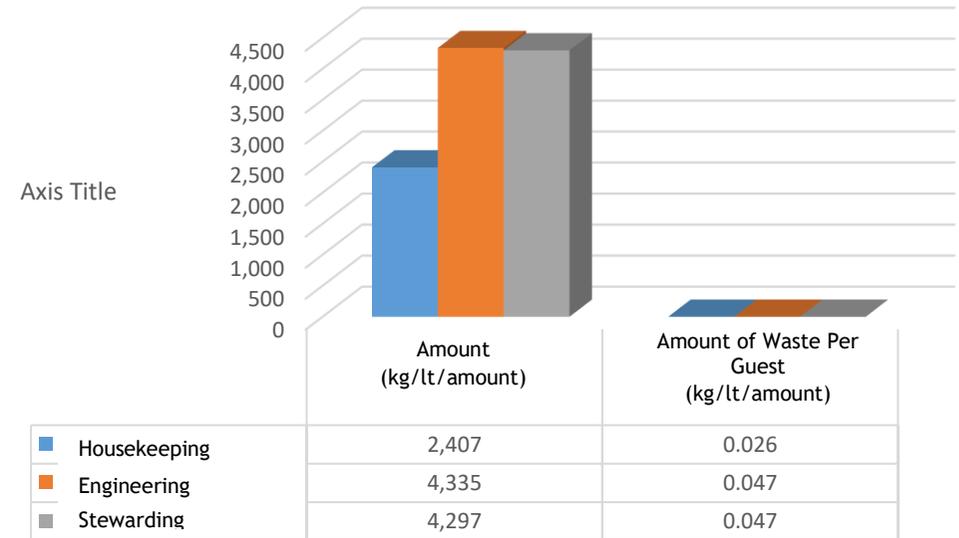
AMOUNT OF CHEMICAL CONSUMPTION IN 2022

TOTAL NUMBER OF GUESTS	91.807	
RESOURCE USAGE	AMOUNT (kg/liter/piece)	WASTE PER GUEST (kg/liter/piece)
HOUSEKEEPING	2.407	0,026
TECHNICAL DEPARTMENT	4.335	0,047
STEWARD DEPARTMENT	4.297	0,047

### WASTE PER GUEST (kg/liter/piece)



### Chemical Consumption in 2022



**Accor commits to embracing all talents fairly, nurturing and supporting these talents by placing talent management at the heart of management and human resources.**

As a part of the Fairmont Quasar Istanbul family, we prioritize and work towards ensuring a happy and peaceful working environment by first ensuring the occupational safety and health of all our employees.

We host a large family that includes employees with diverse cultures, beliefs, languages, genders, and various other values. Our Human Resources department works to ensure compliance with national and international legislation and standards related to human rights and peace in the areas where our employees work.

All contracts with our employees, including their rights, working hours, wage policy, reward, and promotion practices, are adhered to effectively and fairly.

Our management values the opinions of employees, actively seeks and evaluates all kinds of feedback. When selecting employees, we provide opportunities to create employment primarily for the local community.

## WORK LIFE, EQUAL OPPORTUNITIES AND BUSINESS ETHICS

In current positions and in vacant positions, we contribute to individual development and primarily encourage employees within the company to advance in their careers.

All employees receive job orientation training to ensure their adaptation to the job. Training related to departmental processes and activities is provided by our managers or external companies in accordance with annual training plans.

In internal promotions, we prioritize company employees, considering their potentials and competencies. We support them in areas where they may be lacking and contribute to their training to facilitate career advancement.

In cases where qualifications are equal for a position, we contribute to equal opportunities by prioritizing candidates from groups at risk of discrimination.

We measure the ratio of local employment to total employment and contribute to increasing the local employment rate through post-hiring training.

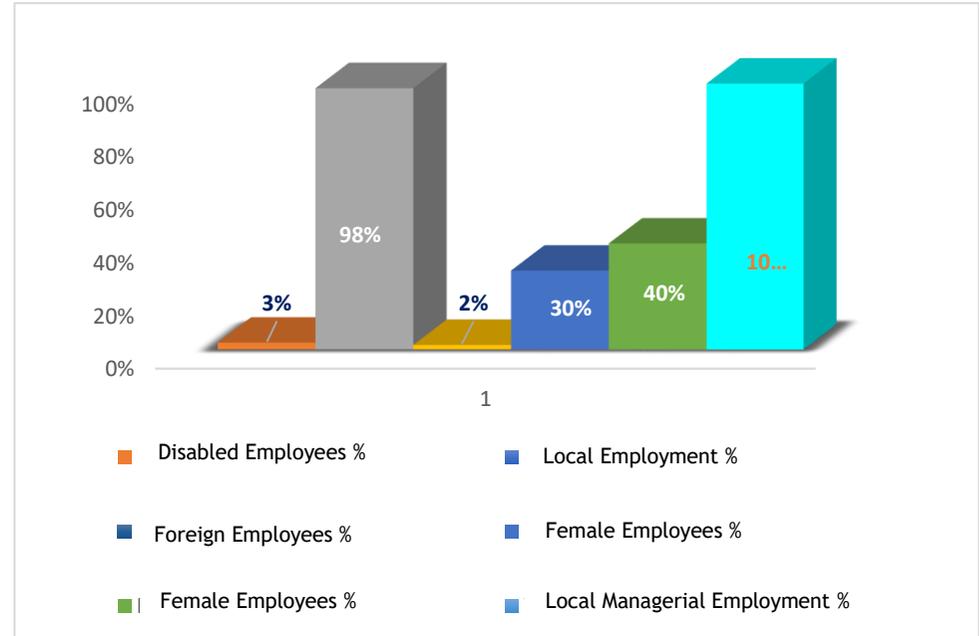
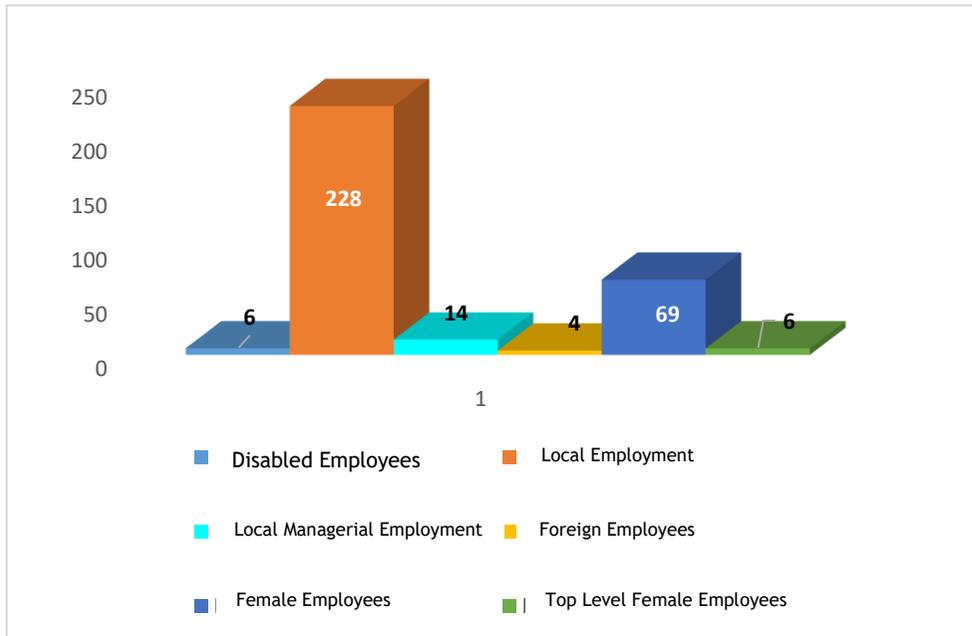
Every year, we conduct an "Employee Engagement Survey" that all our employees participate in, evaluating the feedback, opinions, and suggestions received from our employees.

During orientation training, we inform our employees about business ethics, corruption, bribery, unethical incidents, fraud, misuse, etc. In case they encounter such situations, we assure them of access to an open-door policy or the confidentiality of their discussions with the Human Resources department.

We engage in social responsibility projects with our employees, celebrate special occasions, and organize events to boost their motivation.

## 2023 STAFF DISTRIBUTION AND STATISTICS

Total Number of Employees	Disabled Employees		Local Employees		Local Managerial Employment		Foreign Employees		Women Employees		Top-Level Female Manager	
	Number of Disabled Employees	Disabled Employees Percentage	Local Employment	Local Employee Percentage	Local Managerial Employment Number	Local Managerial Employment Percentage	Foreign Employee Number	Foreign Employee Percentage	Number of Women Employees	Women Employee Percentage	Top-level Female Employee	Top-level Female Employee Percentage
<b>232</b>	6	3%	228	98%	14	93%	4	2%	69	30%	6	40%



2023 Employee % Distribution

2023 Employee Number

We believe in the importance of establishing open, transparent, and honest communication with stakeholders. Therefore, we value the opinions and expectations of our stakeholders, strive to understand the needs of our local stakeholders, and emphasize the improvement of communication with them.

To ensure the continuity of communication with our stakeholders, we periodically conduct employee satisfaction surveys, measure guest satisfaction, raise awareness among guests about sustainability, inform our suppliers about our sustainability activities, and conduct stakeholder engagement and briefing meetings, as well as environmental impact assessment studies.

As a facility, we define our stakeholders as individuals and organizations affected by our activities and those who have an impact on the success of our company. For sustainable growth, we aim to make the benefits we provide to all key stakeholders sustainable.

We understand the importance of learning from the views, expectations, and suggestions of our stakeholders and communicate with them through various channels. Below, we share our communication methods and recommendation system with stakeholders.

Stakeholder	Communication Topic	Communication Methods	Stakeholder Feedback System
Guests	<p>Support and awareness for effective use of natural resources</p> <p>Support and awareness for climate change and a low-carbon economy</p> <p>Support and awareness for waste reduction</p> <p>Informing and raising awareness about sustainable tourism and the hotel</p> <p>Importance and awareness of cultural heritage and regional development</p>	<p>Guest satisfaction and complaint management, information cards or TV displays in guest rooms, QR code system, social media, E-mail, phone, corporate website, face-to-face meetings with guest relations, etc.</p>	<p>Guest satisfaction and complaint management, information cards or TV displays in guest rooms, QR code system, social media, E-mail, phone, corporate website, feedback from guest relations, etc.</p>
Employees	<p>SY System awareness</p> <p>Support and awareness for the effective use of natural resources</p> <p>Guest focus, support, and awareness for climate change and a low-carbon economy</p> <p>Support and awareness for waste reduction</p> <p>Support and awareness for sustainable tourism and hotel processes</p> <p>Information, support, and awareness of the facility's culture and policies</p> <p>Support for guest satisfaction and ensuring guest continuity</p> <p>Awareness of air pollution - Support and awareness of work and business ethics</p> <p>Employee rights and satisfaction</p> <p>Transparent management and support</p> <p>Compliance with legal regulations, brand standards, and support</p> <p>Support and awareness of digitization and information security</p> <p>Contribution to personal development and value addition to the facility</p> <p>Preservation of cultural heritage</p>	<p>Employee satisfaction and complaint management, employee information cards and brochures, QR code system, social media, E-mail, phone, effective use of suggestion boxes, corporate website, etc.</p>	<p>E-mail, phone, suggestion boxes, corporate website, department managers, Human Resources, Employee Representative, and Ethics hotline</p>
Tours and Agencies	<p>Support and awareness for the effective use of natural resources</p> <p>Support and awareness for climate change and a low-carbon economy</p> <p>Support and awareness for waste reduction</p> <p>Informing and raising awareness about sustainable tourism and the hotel</p> <p>Importance and awareness of cultural heritage and regional development</p>	<p>E-mail, phone, online meetings, facility visits, agency visits, contracts</p>	<p>E-mail, phone, online meetings, facility visits, agency visits</p>
Suppliers	<p>Adoption and implementation of procurement policies</p> <p>Support for SY System and its requirements</p> <p>Support and awareness for the effective use of natural resources</p> <p>Support and awareness for climate change and a low-carbon economy</p> <p>Support and awareness for waste reduction</p> <p>Informing and raising awareness about sustainable tourism and the hotel</p> <p>Importance and awareness of cultural heritage and regional development</p>	<p>Phone, E-mail, Supplier visits-audits, meetings, discussions on supplier evaluation reports</p>	<p>Phone, E-mail, Supplier visits-audits, meetings, discussions on supplier evaluation reports</p>

<p>Stakeholders/Local Community Communication Responsible</p>	<p>To carry out joint projects within the scope of SY Systems, Education and Awareness applications, Reducing environmental impacts, Preserving human rights, Efficient management of energy, water, and waste, Preserving cultural and social heritage, working on initiatives that bring economic and social benefits to the local community and local producers, Sustainable cities and communities, Preservation of cultural heritage.</p>	<p>E-mail, phone, online meetings, facility visits</p>	<p>E-mail, phone, online meetings, facility visits</p>
<p>Sectoral Groups</p>	<p>Implementation of joint projects within the scope of the SY System Education and Awareness practices Reduction of environmental impacts Protection of human rights Studies on energy, water, and waste efficient management, protection of cultural and social heritage, economic and social benefits to the local people and local producers Sustainable cities and communities Protection of cultural heritage</p>	<p>Audits, phone, e-mail, institution visits, projects and studies</p>	<p>E-mail, phone, online meetings, facility visits</p>
<p>Local Communities</p>	<p>Support and awareness for the effective use of natural resources Support and awareness for climate change and a low-carbon economy Support and awareness for waste reduction Reduction of environmental impacts - Protection of human rights Energy, water, and waste efficient management Protection of cultural and social heritage Economic and social benefits to local people and local producers Sustainable cities and communities Ensuring cooperation and satisfaction of the local population</p>	<p>Social media, E-mail, phone, visits, announcements through local and national press channels for joint work with NGOs and public institutions</p>	<p>Social media, E-mail, phone, visits, joint work with NGOs and public institutions, education and social support projects</p>
<p>Written and Visual Press</p>	<p>Effective use of natural resources Support and awareness for climate change and a low-carbon economy Support and awareness for waste reduction Sustainable cities and communities Protection of cultural heritage Ensuring cooperation and satisfaction of the local population</p>	<p>E-mail, phone, press meeting, press conference, interview, social media accounts</p>	<p>E-mail, phone, press meeting, press conference, interview, social media accounts</p>

# INTERNAL AND EXTERNAL COMMUNICATION PLAN

Priority Topics	Strategy	Guests	Our Colleagues	Tours and Agencies	Our Suppliers	Public Institutions – NGOs and Destinations	Sectoral Groups	Local Communities	Written and Visual Press
Guest Satisfaction and Sustainable Support	Improve, Awareness and Protect	√	√	√	√	√	√	√	√
Climate Changes and Awareness	Improve, Awareness and Protect	√	√	√	√	√	√	√	√
Management of Natural Resources	Improve, Awareness and Protect	√	√	√	√	√		√	
Waste Management	Improve, Awareness and Protect	√	√		√	√		√	
Air Pollution	Improve, Awareness and Protect	√	√		√	√		√	
Wildlife (Water and Land)	Improve, Awareness and Protect	√	√	√	√	√	√	√	√
Gender Equality	Improve, Awareness and Protect		√	√		√		√	√
Reduction of Inequalities	Improve, Awareness and Protect	√	√	√	√			√	
Adding Value to the SY System	Improve, Awareness and Protect		√	√	√	√		√	
Responsible Consumption and Production	Improve, Awareness and Protect	√	√			√		√	
Accesible Clean Energy	Improve, Awareness and Protect	√	√			√		√	
Sustainable Cities and Communities	Improve, Awareness and Protect	√	√	√	√	√	√	√	√

## RISK MANAGEMENT SYSTEM

The impact of sustainability on the continuity of our hotels also creates various risks and opportunities within its scope. Anticipating the risks that threaten sustainability at our hotel, developing preventive mechanisms, managing goals related to implemented actions, and monitoring them constitute the foundation of our approach to managing this process.

## PROCUREMENT AND SUSTAINABILITY – VALUE WE ADD TO LOCAL ECONOMIES

Fairmont Quasar Istanbul, aligning with priority topics, aims not only for sustainable growth but also endeavors to create opportunities for the development of the local community in the region where it operates while meeting the expectations of its stakeholders. In the process of product and service supply, as long as they comply with brand and product standards, we aim to procure products/services from stakeholders close to our accommodation facility to reduce environmental impact and minimize CO2 emissions.

In product and service acquisitions, priority is given to environmentally friendly and sustainable options. Accordingly, the following criteria are considered for preferred products and services:

- Derived from renewable sources,
- Eco-friendly,
- Energy-efficient,
- Food products with natural/organic/geographical indications,
- Cleaning/disinfection and other chemicals,
- Fuels/repair oils,
- Pest control chemicals,
- Vehicles and equipment consuming any form of fossil fuel,
- Electrical/electronic equipment,
- Equipment containing refrigerants,
- Noise-producing tools,
- Packaging materials,
- Consumable materials,
- Plastic materials,

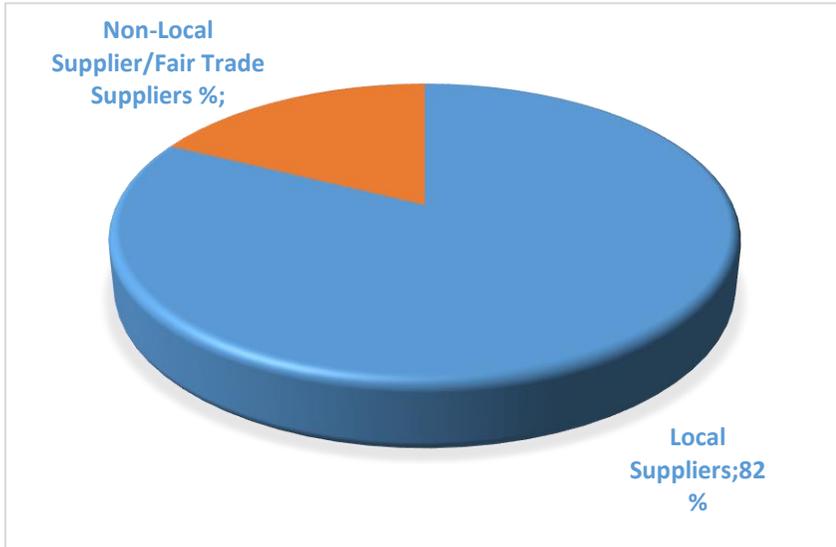
During the procurement process, preference is given to suppliers that primarily meet the following conditions:

Being an environmentally friendly product with minimal negative impact,  
Products made from recycled raw materials/auxiliary materials that are recyclable,  
Products obtained sustainably or from a sustainable source,  
Being a local/regional supplier with certifications such as Fair Trade/Organic/FSC/MSC,  
Products that contribute to packaging reduction,  
Products that contribute to natural resource (energy and water) conservation,  
Especially those that are environmentally conscious and sustainable.

We actively measure and manage purchases made from the region, conduct research to increase the ratios, and ensure continuous monitoring and control of suppliers engaged in fair trade practices with local/regional suppliers. We conduct on-site inspections and surveys of all our suppliers at least once a year. The evaluation is carried out by the purchasing and related departments in line with their annual performance.

The total number of suppliers is 181, with 149 being local suppliers, constituting 82%, and 32 being non-local/fair trade suppliers, constituting 18%.

Total Number of Suppliers	Local Suppliers		Non-Local/Fair Trade Supplier	
	Number of Local Suppliers	Percentage of Local Suppliers	Number of Non-Local/Fair Trade Supplier	Percentage of Non-Local/Fair Trade Suppliers
181	149	82%	32	18%

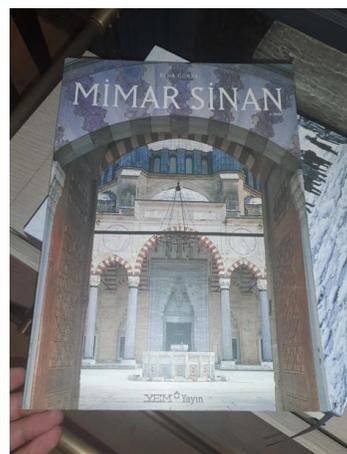
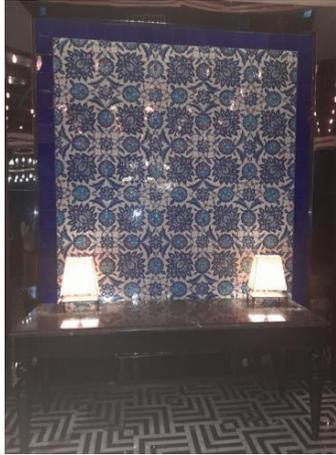


**LOCAL/NON-LOCAL SUPPLIER RATE**



**LOCAL/NON LOCAL SUPPLIERS**

Our hotel effectively integrates Turkish culture and values with the local heritage of the region where it is situated. In this context, various areas of our hotel feature objects, visuals, and decorations reflecting our history and culture. The incorporation of motifs representing our heritage is evident throughout the hotel.



At Aila, where the unique flavor heritage of Turkish cuisine combines with impeccable service, traditional tastes from all corners of Anatolia are presented to guests with a rich à la carte menu, including geographically indicated products.



## NATURAL AND CULTURAL HERITAGE PROTECTION

We declare that we will collaborate with all our stakeholders in the conscious preservation of natural heritage and cultural characteristics in the region where we are aware of our societal values. In this regard, our goal is to support the local economy and social initiatives while preserving our essential resources.

During their stay at our hotels, we provide information to our guests about our natural and cultural historical sites. Our guest relations/front office staff inform our guests about the measures to be taken to preserve our cultural heritage.

- ✓ You can reduce the harmful effects on the environment by avoiding the use of sunscreens, deodorants, and other chemicals that contain compounds harmful to biodiversity and living organisms.
- ✓ Behaving in accordance with the rules when visiting historical, natural, and cultural areas can contribute to the transfer of these assets to future generations.
- ✓ By supporting the efficient use of natural resources in our facility, you can leave resources for future generations.
- ✓ Protecting natural life by not buying and selling products and souvenirs made from endangered species.
- ✓ Reducing your carbon footprint and supporting clean air by choosing eco-friendly transportation options and public transportation.
- ✓ Helping us reduce and separate waste, contributing to recycling instead of disposing of them in landfills.

**We would be pleased to hear your opinions on our sustainability practices and any suggestions you may have for us to do more. Thank you for providing feedback and sharing your opinions with us.**

Please send your  
feedback to  
[istanbul@fairmont.com](mailto:istanbul@fairmont.com)