

MÖVENPICK HOTEL İSTANBUL GOLDEN HORN SUSTAINABILITY REPORT 2024





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Vision

Movenpick Hotel Istanbul Golden Horn is one of the leading hotels in the industry with its high-quality service and guest satisfaction. It continuously grows and develops with the confidence of being the best brand in a peaceful working environment preferred primarily by employees and managers.

Mission

In the tourism sector, we create opportunities for new investments in the fields of hospitality, SPA, and conference services, both in our country and around the world, believing that we have established a tradition with our employees. With the quality of the service we provide, we ensure that our guests always leave our country and hotel satisfied, contributing to the promotion of our country's history and culture.

Dear Guests, Business Partners, and Valued Employees,

Giving back to people and our planet the endless resources we take from it is one of life's greatest pleasures, and at Mövenpick Hotel Istanbul Golden Horn, this core value is at the heart of our hotel philosophy.

Our sustainability initiatives at the hotel encompass everything we do, from sourcing and employment to waste and local impact. Dedicating time, effort, and resources to this goal every day deepens our commitment to our work.

Our journey is not complete, but we continuously learn and raise our standards as we progress.

Our future is our planet.

Tolga Akıncı
General Manager

- **FACILITY PROMOTION AND CONTENT**

Located in the Historic Peninsula, Mövenpick Hotel Istanbul Golden Horn is 25 km from Istanbul Airport and 50 km from Sabiha Gökçen Airport. The hotel is a 10-minute drive from the Haliç Congress Center, Taksim, and the Historic Peninsula, offering easy access to the city's major business and shopping centers via connections to the E-5 and TEM highways.



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- **FACILITY PROMOTION AND CONTENT**

Meeting

Including the Golden Horn Ballroom, there are a total of 7 meeting rooms ranging from 23 to 380 m², all equipped with state-of-the-art audiovisual systems and an automation system that controls sound, lighting, curtains, and screens. The Golden Horn Ballroom features a ceiling height of 5.2 meters, soundproof partitions, and a foyer, making it an ideal venue for vehicle and product launches with its direct access elevator.

Dinner

At CulinArt Restaurant, which features an open kitchen and a terrace, you can discover creative flavors from Mediterranean cuisine as well as Swiss classics and Turkish specialties. You can also enjoy delicious cocktails, refreshing drinks, and tasty snacks at the Lobby Lounge Bar which offers a stunning view of the Golden Horn.



- **FACILITY PROMOTION AND CONTENT**

Rooms

Mövenpick Hotel Istanbul Golden Horn features a total of 136 spacious rooms, including 7 suites with stunning views of the Golden Horn shores or the city. All rooms are equipped with a 40-inch LED TV, direct-dial telephone, wireless internet connection, work desk, safe, minibar, and coffee and tea maker.



- **FACILITY PROMOTION AND CONTENT**

Spa & Fitness

Serenity Wellness Centre offers a 24-hour fitness room, Turkish bath, sauna, steam room, and 2 massage rooms.



- REDUCING ENVIRONMENTAL IMPACT**

Water Management;

At Mövenpick Hotel Istanbul Golden Horn, we prioritize water, our most important natural resource, and take necessary conservation and control measures. We conduct daily, monthly, and annual water consumption analyses through GAIA2.0, tracking our usage both in total and per guest. In 2023, the average water consumption per person was 0.23 m³, and for the first 5 months of 2024, it remained at 0.23 m³. We plan to achieve a 5% reduction by the end of 2024, lowering the per-person consumption to 0.223 m³.

SU	Ocak	Şubat	Mart	Nisan	Mayıs	Haziran	Temmuz	Ağustos	Eylül	Ekim	Kasım	Aralık	2023 Toplam
Tüketim (m3)	1,333	919	909	1,471	1,280	2,196	1,868	1,629	1,514	1,644	1,127	1,155	17,045
Fatura Tutan	₺ 54,133	₺ 37,321	₺ 36,914	₺ 59,738	₺ 51,981	₺ 105,009	₺ 96,863	₺ 92,703	₺ 98,063	₺ 109,373	₺ 83,886	₺ 85,946	₺ 911,930
Birim Maliyet	₺ 37.60	₺ 37.60	₺ 37.60	₺ 37.60	₺ 37.60	₺ 44.28	₺ 49.86	₺ 54.72	₺ 62.28	₺ 63.97	₺ 71.57	₺ 71.55	₺ 49.54
İlk Okuma Tarihi	10/01/23	11/02/23	09/03/23	08/04/23	17/05/23	15/06/23	26/07/23	24/08/23	26/09/23	26/10/23	28/11/23	25/12/23	
Son Okuma Tarihi	11/02/23	09/03/23	08/04/23	17/05/23	15/06/23	26/07/23	24/08/23	26/09/23	26/10/23	28/11/23	25/12/23	23/01/24	
Toplam Tüketim Günü	32	26	30	39	29	41	29	33	30	33	27	29	378
Aylık Ortalama Tüketim	1,250	1,060	909	1,132	1,324	1,607	1,932	1,481	1,514	1,495	1,252	1,195	16,150
Geçen Aya Göre Tüketim Değişimi	0%	-15%	-14%	24%	17%	21%	20%	-23%	2%	-1%	-16%	-5%	
Geçen Aya Göre Birim Fiyat Değişimi	0%	0%	0%	0%	0%	18%	13%	10%	14%	3%	12%	0%	
Yıl Başına Göre Birim Fiyat Değişimi	0%	0%	0%	0%	0%	18%	33%	46%	66%	70%	90%	90%	
Oda Başı Tüketim (m3)	1.07	0.87	1.00	1.30	0.97	1.37	0.97	1.10	1.00	1.10	0.90	0.97	1.06
Oda Başı Tüketim (TL)	₺ 37.60	₺ 37.60	₺ 37.60	₺ 37.60	₺ 37.60	₺ 44.28	₺ 49.86	₺ 54.72	₺ 62.28	₺ 63.97	₺ 71.57	₺ 71.55	₺ 50.48
Kişi Başı Tüketim (m3)	0.23	0.26	0.22	0.27	0.27	0.26	0.24	0.18	0.25	0.24	0.18	0.22	0.23

- **REDUCING ENVIRONMENTAL IMPACT**

Water Management

To save energy and water, we inform our guests through digital catalogs and cards in our rooms, emphasizing the water consumption involved if sheets and towels are changed daily.

For water conservation in our hotel, we have installed aerators in faucets and showers to reduce water flow. Our water tanks are equipped with inverter water pumps, sensor faucets, overhead showers with sprinkler systems, and float systems with differential pressure sensors, solenoid valves, and check valves to prevent overfilling and overflow in tanks and balance reservoirs. Toilets are fitted with water-saving or dual-flush systems, and public area restrooms feature sensor-operated faucets and urinals.



• **REDUCING ENVIRONMENTAL IMPACT**



Help Us To Reduce Carbon Footprints

In a world of shrinking natural resources, we believe that we must do what we can do to help reduce our collective carbon footprints. We can lessen our impact on the environment by reducing the bed linens and bath towels that are laundered each day.

Whilst we will service your room every day, your bed linen will be changed each day only when this card is placed on your bed and your towels will be changed only when they are placed in the bathtub.

We also appreciate your consideration in helping to further reduce our collective carbon footprints by turning off all lights and the individual heat and air-conditioning unit whenever possible.

Thank you.

Karbon Kirliliğini Hep Birlikte Azaltalım

Doğal kaynaklarımızın hızla tükendiği bu günlerde çevremizi korumak ve karbon kirliliğini azaltmak için elimizden geleni yapmamız gerektiğine inanıyoruz. Yatak çarşaflarınızın ve banyo havlularınızın ihtiyaç olmadığı durumlarda yıkanma sıklığını azaltarak doğa üzerindeki olumsuz etkilerimizi azaltabiliriz.

Sadece bu kartı yatağınızın üzerine bıraktığınız günlerde yatak çarşaflarınız değiştirilecek olup, havlularınız ise küvetin içine bıraktığınız zaman yenilenecektir. (Odanıza her gün servis verilmeye devam edilecektir)

Tüm ışıkları, kişisel ısınma ve havalandırma ünitelerini kullanmadığınız zamanlarda kapalı tutarak karbon kirliliğini azaltma konusunda hassasiyet gösterdiğiniz için çok teşekkür ederiz.

- **REDUCING ENVIRONMENTAL IMPACT**

Energy Management

Electricity Usage

At Mövenpick Hotel Istanbul Golden Horn, we prioritize electricity costs and take necessary conservation and control measures. We conduct daily, monthly, and annual electricity consumption analyses through GAIA2.0, tracking our usage both in total and per guest. In 2023, the average electricity consumption per person was 21.76 KWH, and for the first 5 months of 2024, it was 25.61 KWH. We aim to achieve a 5% reduction by the end of 2024, lowering the per-person consumption to 24.32 KWH.

ELEKTRİK	Ocak	Şubat	Mart	Nisan	Mayıs	Haziran	Temmuz	Ağustos	Eylül	Ekim	Kasım	Aralık	2023 Toplam
Tüketim (KWH)	132,601	135,083	119,986	107,342	108,715	112,799	142,721	146,973	123,231	121,309	128,654	142,023	1,521,436
Fatura Tutarı	₺ 699,818	₺ 598,326	₺ 423,277	₺ 338,444	₺ 389,491	₺ 385,284	₺ 556,855	₺ 608,953	₺ 492,232	₺ 519,613	₺ 527,832	₺ 580,005	₺ 6,120,129
Birim Maliyet	₺ 4.47	₺ 3.75	₺ 2.99	₺ 2.67	₺ 3.04	₺ 2.89	₺ 3.25	₺ 3.45	₺ 3.33	₺ 3.57	₺ 3.42	₺ 3.40	₺ 3.41
İlk Okuma Tarihi	01/01/23	31/01/23	28/02/23	31/03/23	30/04/23	31/05/23	30/06/23	31/07/23	31/08/23	30/09/23	31/10/23	01/12/23	
Son Okuma Tarihi	31/01/23	28/02/23	31/03/23	30/04/23	31/05/23	30/06/23	31/07/23	31/08/23	30/09/23	31/10/23	30/11/23	31/12/23	
Toplam Tüketim Günü	30	28	31	30	31	30	31	31	30	31	30	30	363
Aylık Ortalama Tüketim	132,601	144,732	116,115	107,342	105,208	112,799	138,117	142,232	123,231	117,396	128,654	142,023	1,510,449
Geçen Aya Göre Tüketim Değişim	0%	9%	-20%	-8%	-2%	7%	22%	3%	-13%	-5%	10%	10%	
Geçen Aya Göre Birim Fiyat Değişim	0%	-16%	-20%	-11%	14%	-5%	12%	6%	-4%	7%	-4%	0%	
Yıl Başına Göre Birim Fiyat Değişim	0%	-16%	-33%	-40%	-32%	-35%	-27%	-23%	-26%	-20%	-24%	-24%	
Oda Başı Tüketim (KWH)	42	63	51	43	34	34	36	36	36	31	34	48	39.59
Oda Başı Tüketim (TL)	₺ 189.36	₺ 236.82	₺ 152.92	₺ 115.00	₺ 104.25	₺ 99.39	₺ 118.21	₺ 123.51	₺ 120.33	₺ 111.86	₺ 117.55	₺ 164.18	₺ 134.40
Kişi Başı Tüketim (KWH)	24	36	28	25	22	18	17	18	21	19	19	27	21.76

- **REDUCING ENVIRONMENTAL IMPACT**

Electricity Usage

In our rooms, we use an automatic energy shut-off system, ensuring that when our guests are not in the room, the electrical system does not operate, thus preventing energy waste. For lighting in public restrooms and corridors, we have installed sensors. Outdoor lighting is controlled by timers. Our rooms feature energy-efficient, low-consumption LED TVs and minibar refrigerators. Throughout the hotel, including general lighting, outdoor lighting, decorative lighting, office, and corridor lighting, we have switched to the most efficient and long-lasting LED lighting.

Energy Management

We prioritize using the most energy-efficient systems within our hotel. Systems that combine quality with energy savings are our priority. The energy consumption of our building is monitored daily, monthly, and annually.



• **REDUCING ENVIRONMENTAL IMPACT**

Energy Management

Natural Gas Usage

In 2023, the average natural gas consumption per person was 0.98 m³, and in the first 5 months of 2024, it was 1.21 m³. We aim to achieve a 5% reduction by the end of 2024, lowering the per-person consumption to 1.146 m³.

DOĞALGAZ (TOPLAM)	Ocak	Şubat	Mart	Nisan	Mayıs	Haziran	Temmuz	Ağustos	Eylül	Ekim	Kasım	Aralık	2023 Toplam
Tüketim	6,952	5,087	5,106	7,234	4,451	5,602	5,471	5,117	5,494	6,507	5,430	6,284	68,735
Fatura Tutarı	₺ 103,770	₺ 76,299	₺ 75,580	₺ 106,641	₺ 64,849	₺ 83,336	₺ 80,743	₺ 75,715	₺ 96,290	₺ 116,823	₺ 98,940	₺ 119,645	₺ 1,098,631
Birim Maliyet	₺ 12.65	₺ 12.71	₺ 12.54	₺ 12.49	₺ 12.35	₺ 12.61	₺ 12.30	₺ 12.33	₺ 14.61	₺ 14.96	₺ 15.18	₺ 15.87	₺ 13.32
İlk Okuma Tarihi	11/01/23	12/02/23	10/03/23	09/04/23	21/05/23	16/06/23	21/07/23	25/08/23	27/09/23	27/10/23	29/11/23	26/12/23	
Son Okuma Tarihi	11/02/23	09/03/23	08/04/23	20/05/23	15/06/23	20/07/23	24/08/23	26/09/23	26/10/23	28/11/23	25/12/23	23/01/24	
Toplam Tüketim Günü	31	25	29	41	25	34	34	32	29	32	26	28	366
Aylık Ortalama Tüketim	6,728	6,104	5,282	5,293	5,341	4,943	4,827	4,797	5,683	6,100	6,265	6,733	68,098
Geçen Aya Göre Tüketim Değişim	0%	-9%	-13%	0%	1%	-7%	-2%	-1%	18%	7%	3%	7%	
Geçen Aya Göre Birim Fiyat Değişim	0%	0%	-1%	0%	-1%	2%	-2%	0%	18%	2%	1%	4%	
Yıl Başına Göre Birim Fiyat Değişim	0%	0%	-1%	-1%	-2%	0%	-3%	-3%	15%	18%	20%	25%	
Oda Başı Tüketim (m3)	2.15	2.66	2.33	2.12	1.74	1.50	1.27	1.21	1.67	1.63	1.67	2.29	1.78
Oda Başı Tüketim (TL)	₺ 27.17	₺ 33.82	₺ 29.19	₺ 26.51	₺ 21.52	₺ 18.97	₺ 15.63	₺ 15.13	₺ 24.76	₺ 24.78	₺ 25.85	₺ 36.90	₺ 26.59
Kişi Başı Tüketim (m3)	1.24	1.50	1.29	1.24	1.10	0.79	0.61	0.59	0.95	0.97	0.92	1.26	0.98

• REDUCING ENVIRONMENTAL IMPACT

In accordance with the Zero Waste Regulation implemented by the Ministry of Environment and Urbanization of the Republic of Turkey, we established the Zero Waste Management System in our hotel in 2021 and earned the Zero Waste Certificate.

Waste Oils

Vegetable waste oils from our food and beverage units and kitchen department are regularly collected by a contracted waste transport company licensed for waste collection. These oils are then delivered to companies licensed by the Ministry of Environment and Urbanization for special waste oil disposal.

Waste Management

In the Zero Waste room of our hotel, waste is classified according to legal regulations and stored in different sections. Waste is collected daily by the relevant department personnel and taken to the Zero Waste room, where it is placed in designated sections. Solid waste is sorted in all hotel units using sorting units labeled with text and symbols. Recyclable solid waste is delivered to the relevant waste company and official institutions at specified days and times. We have obtained the basic level zero waste certificate. The transportation of all hazardous waste outside the hotel is carried out by vehicles of organizations with a Hazardous Waste Transport License.



- **REDUCING ENVIRONMENTAL IMPACT**



- **PERSONNEL AND WORKING LIFE**

As Mövenpick Hotel Istanbul Golden Horn, our rules form our common language.

Our primary mission is to protect our present and future in the best possible way with the employees we call Heartists, in the society we live in. Creating a sustainable world is in the hands of conscious societies like ours.

To create a sustainable environment, we aim to take steps by adhering to the rules and principles with our Heartists, planning our actions carefully.

One of our fundamental principles is to raise awareness among our employees to create a sustainable environment.

We will take pride in reaching the point we aim for when we fulfill our environmental and social responsibility missions correctly and continue our struggle with faith in these matters.

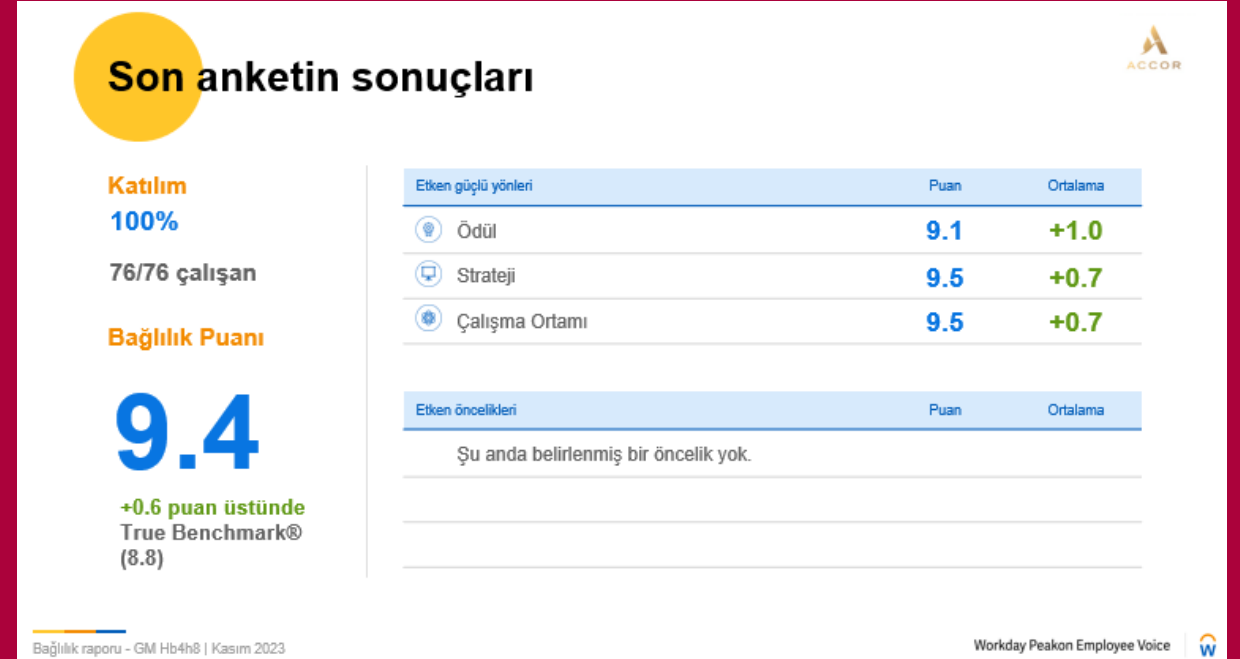
As the smallest part of a planet, we will never give up on striving for a livable and sustainable world when we come together, and we will always aim for more.



- **PERSONNEL AND WORKING LIFE**

In 2023, one of our main goals was to raise employee satisfaction to the highest levels. We strived to meet our employees' expectations, listen to them, and ensure that they could convey their ideas to us in an impartial manner.

For this purpose, in 2023, we achieved success with a satisfaction score of 9.4 from our "Employee Engagement" survey, which was conducted with 100% high employee participation. Our goal is to continue building on this success each year.



- **PERSONNEL AND WORKING LIFE**

We designated 2023 as a year of training for our employees. Some of the trainings provided include:

Guest Satisfaction Trainings

Brand Trainings

In-Department Trainings

Occupational Health and Safety Trainings

Security Trainings

Environmental Awareness and Zero Waste Trainings

Hygiene Trainings

Orientation Trainings

Motivation Trainings

Heartist Trainings



In 2023, we aim to continue raising awareness and developing our employees, and to expand our training topics in line with their needs and goals.

- **PERSONNEL AND WORKING LIFE**

Gender Equality Awareness Training

We support equal opportunities for everyone with an inclusive corporate culture. To ensure that gender equality is embraced by all employees and stakeholders, we will continue to enhance awareness initiatives and the opportunities we offer to women. Aiming to increase the number of women employees, we provide training to raise awareness on this subject.

Training Against Child Sexual Exploitation in Tourism

Our team members are trained to combat child sexual exploitation. We implement a prevention procedure to take concrete actions against this crime, which is punishable under the law.



- **PERSONNEL AND WORKING LIFE**

Employee Training

In 2023, we aim to continue raising awareness and developing our employees by expanding our training topics in line with their needs and goals.



- **PERSONNEL AND WORKING LIFE**

Motivation Activities

In 2023, alongside the intense work pace, we made our valuable time even more meaningful by gathering with our employees in environments of conversation, entertainment, and motivation. Special day celebrations, tournaments, staff picnics, and social responsibility projects brought us together as a true team.



SOCIAL ACTIVITIES

Social Responsibility Projects

As the employees of Mövenpick Hotel Istanbul Golden Horn, we supported numerous social responsibility projects in 2023, aiming to raise awareness among our staff about various foundations and associations.



Winter Aid Project for Village Schools

We connected with teachers from two different village schools located in Siirt and Mardin to assist students in need by providing winter coats and boots.



Audio Library for the Visually Impaired

In collaboration with the Istanbul Metropolitan Municipality's audio library for the visually impaired, our volunteer colleagues participated in reading and recording books for the library's collection.

SOCIAL ACTIVITIES

Social Responsibility Projects

As employees of Mövenpick Hotel Istanbul Golden Horn, we supported numerous social responsibility projects in 2023, aiming to raise awareness among our staff about various foundations and associations.

Village School – Stationery Aid Project

With the start of the 2023-2024 academic year, we contacted a teacher from a village school in Şırnak. Our employees provided the necessary stationery supplies for the students, ensuring they received the materials they would need for the entire year.



CULTURAL ACTIVITIES

Artistic Touches to Cultural Heritage

To support culture and the arts in our hotel, we showcase the artworks of local artists right from the entrance, allowing our guests to connect with the rich artistic heritage of the region.



CULTURAL ACTIVITIES

Decoration Referencing Cultural Heritage

Cultural heritage is valued in our hotel. In this context, the lobby and seating areas are decorated with objects featuring traditional motifs, reflecting the rich cultural history of the region



CULTURAL ACTIVITIES

Biodiversity

We avoid materials that pose risks to endangered species, animal welfare, and forests in our activities.

We include the sustainability of natural resources in our goals and develop projects in this direction. We engage in efforts focused on biodiversity conservation in collaboration with NGOs and local governments.

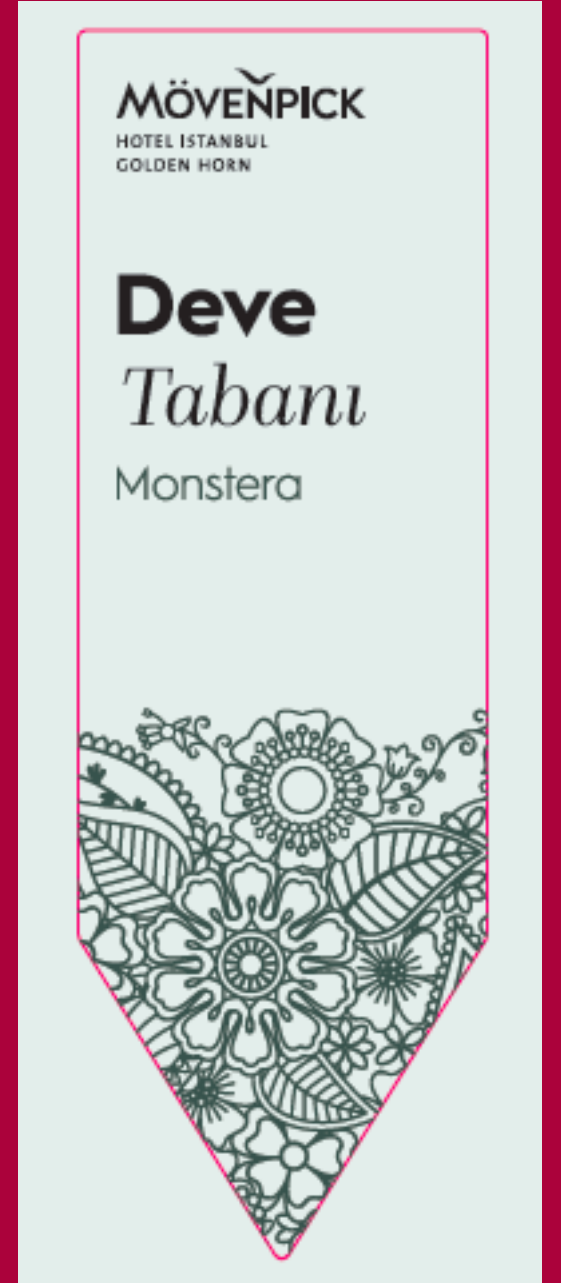
To raise awareness about the importance of biodiversity and its protection, we organize internal training and communication activities, incorporating this topic into our sustainability training programs.



CULTURAL ACTIVITIES

Biodiversity

In our hotel, we raise awareness about biodiversity by providing information to our guests about the names and characteristics of the plants in the lobby area.



CULTURAL ACTIVITIES

Our hotel effectively embodies Turkish culture and values, blending them with the values of the region.

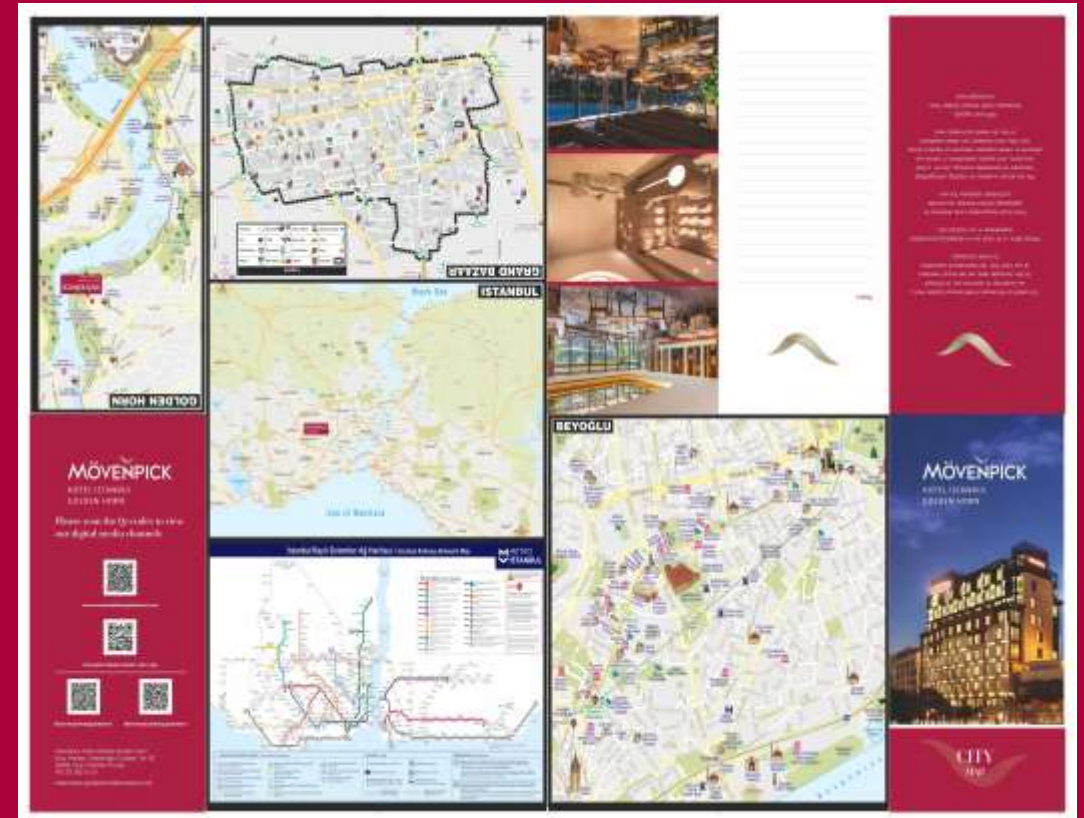
In this context, we offer guests a traditional bath experience in our Spa area featuring a Turkish Hamam. The rooms are decorated with paintings of iconic historical landmarks such as "Pierre Loti" and "Golden Horn." Additionally, the names of dishes on our à la carte menu and the meeting rooms are inspired by the "Pierre Loti" and "Golden Horn" region.



CULTURAL ACTIVITIES

Promotion of Cultural Heritage

In our rooms and lobby, we provide catalogs to our guests featuring the main historical heritage sites in Istanbul, along with a special tour guide for the Golden Horn/Balat area. For guests seeking more information, we offer printed maps and dynamic guidance through a tablet available at the Guest Relations desk at the hotel entrance. We recommend that our guests primarily use public transportation for their travels.



CULTURAL ACTIVITIES

Cultural Heritage: CulinArt Turkish Cuisine

In our hotel, the breakfast culture of Turkish cuisine is presented to guests, enriched with local products.

We offer Turkish culinary culture through regional dishes, served in a rich à la carte menu at the CulinArt Restaurant.



CULTURAL ACTIVITIES

Cultural Heritage: Arça Restaurant & Grill

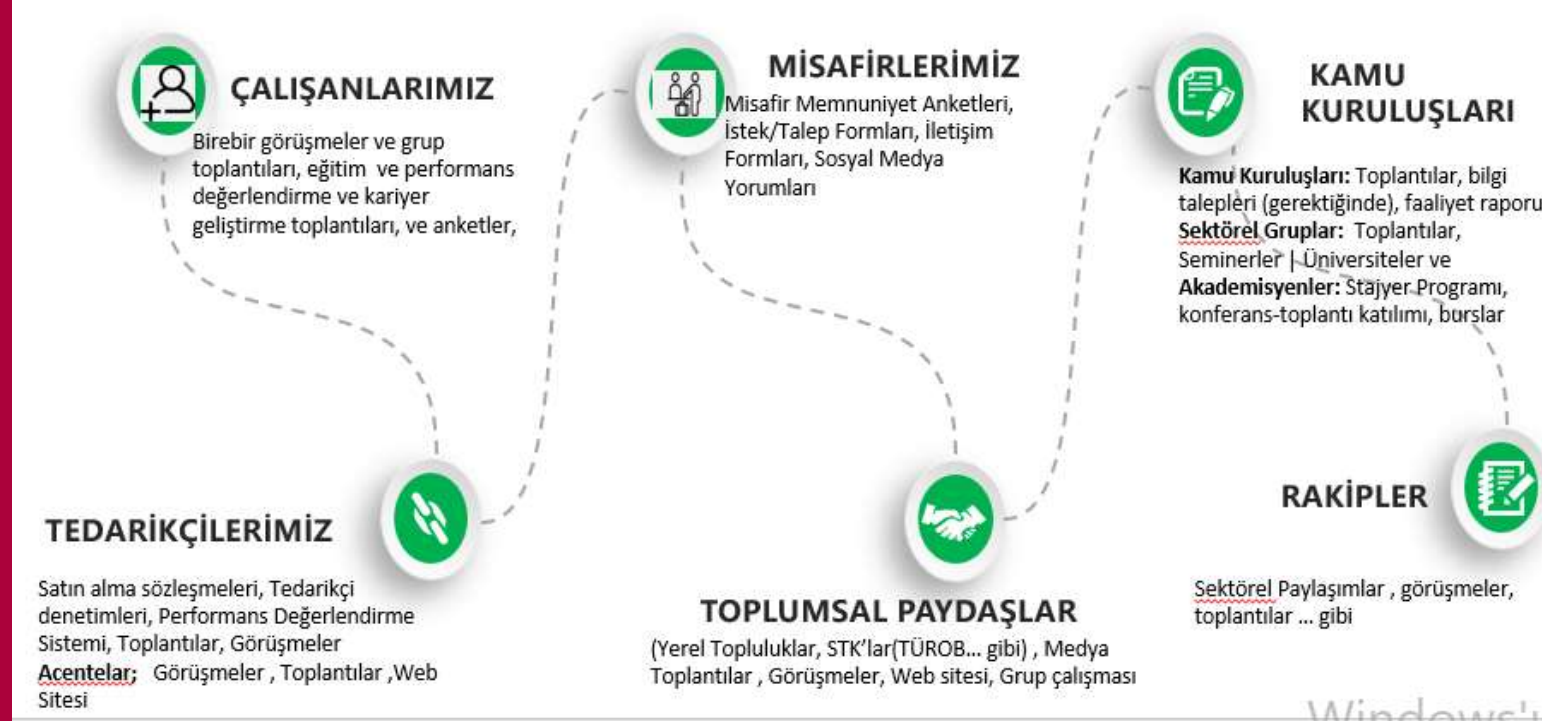
In our hotel, the exquisite flavors of traditional Anatolian and Turkish cuisine are showcased at Arça Restaurant & Grill on our terrace level. With authentic recipes and elegant presentation, this restaurant serves as a representative of our cultural heritage.



CULTURAL ACTIVITIES

Communication with Our Stakeholders

Our hotel aims to develop and improve our sustainability efforts by sharing them with our stakeholders and ensuring their participation to achieve sustainable development. We communicate our sustainability practices to guests and staff through both internal and external channels



GUEST SATISFACTION 2023

