

2024 SUSTAINABILITY REPORT

01/05/2025



RAFFLES

Table of Contents

1. ABOUT RAFFLES AND ACCOR

Who we are?

Our Stakeholders

ESG Goals

2. OUR SUSTAINABILITY POLICIES

Accor's Sustainability Strategy

Our Sustainability Policies

3. OUR SOCIAL ACTIVITIES

Our Employees

Human Rights

Our Social Activities

4. OUR ENVIRONMENTAL ACTIVITIES

Our Planet

Waste Management

5. OUR CULTURAL ACTIVITIES

Cultural Touches

6. ENERGY MANAGEMENT

Energy Management Standard

Our Energy and Water Consumption

Message from the General Manager

At Raffles Istanbul, we believe sustainability is not merely a necessity of today, but an essential element of tomorrow's definition of luxury. With this perspective, we are on a journey to create a living space in one of the world's most dynamic cities—where the past meets the future, and nature meets elegance.

Our responsibility extends beyond reducing environmental impact; it is also to lead the evolution of future hospitality. Empowered by Accor's vision and driven by our team's passion, every decision we make at Raffles Istanbul is taken not only with today in mind, but with a firm commitment to tomorrow.

We strive to go beyond reducing plastic use, actively contributing to the circular economy. We don't just optimize energy—we invest in renewable sources. We don't only work with local suppliers—we help uplift entire communities. For us, sustainability is not a checklist; it is a domain of strategic leadership.

As we move forward toward our 2050 net-zero carbon target, our goal is not just to be a hotel—but to become an inspiring ecosystem. While preserving Istanbul's cultural heritage, we are crafting a transformative story—one that sets a benchmark in our industry.

I extend my heartfelt thanks to all our team members, partners, guests, and local communities who share this journey with us. Together, we are not just building a sustainable future—we are shaping the very essence of sustainable luxury.

Burak Unan
General Manager
Raffles İstanbul



About this Report

7 out of 10 travelers today value making more conscious choices while exploring the world. Furthermore, 90% of them expect environmentally responsible behavior and respect for local communities as a core part of their travel experience. While these factors may not yet fully dictate destination choices, it is increasingly clear that sustainable tourism is no longer optional—it is a global necessity.

The appeal of tourism establishments and destinations is directly tied to the preservation of their environmental assets. Areas rich in biodiversity are often the most fragile and vulnerable ecosystems. This reality necessitates that all stakeholders in the industry act with greater responsibility in managing natural resources, respecting local cultures, and ensuring fair distribution of economic benefits.

At Raffles Istanbul, we are developing an operational model that prioritizes environmental and social impact. Located in the heart of the city, our hotel is committed not only to offering exceptional luxury experiences, but also to honoring the cultural heritage, natural resources, and social fabric of Istanbul.

This vision is powerfully shaped by the leadership and values-driven approach of our General Manager, Mr. Burak Unan. Moving beyond a purely profit-centered mindset, this philosophy inspires our teams to unite around a deeper, more meaningful purpose.

Every sustainability initiative we carry out—born from interdepartmental collaboration—is a reflection of this commitment. Implemented practices, achieved improvements, and forward-looking projects are consistently shared with our stakeholders, reinforcing both transparency and a shared sense of responsibility.

This report reflects Raffles Istanbul's sustainability policy and our firm commitment to sustainable practices. It provides a comprehensive overview of our environmental and social performance while also highlighting the individual contributions of each team member. In doing so, we present an accessible, transparent, and accountable framework for all our stakeholders.

¹ ABOUT RAFFLES AND ACCOR



About RAFFLES

Established in Singapore in 1887, Raffles Hotels, Resorts, and Residences are where ideas are born, history is written, and stories and legends are created. Guests and residents at Raffles' iconic locations experience a world of timeless elegance and enchanting charm, complemented by the brand's globally renowned warm and graceful service.

Raffles, as an authentic destination at the heart of its locale, supports fine arts and design, preserves cultural heritage, and allows guests to explore at their own pace and style. The brand demonstrates its commitment to local communities through inclusive initiatives that actively support art and the environment. Visitors become guests, depart as friends, and return as family.

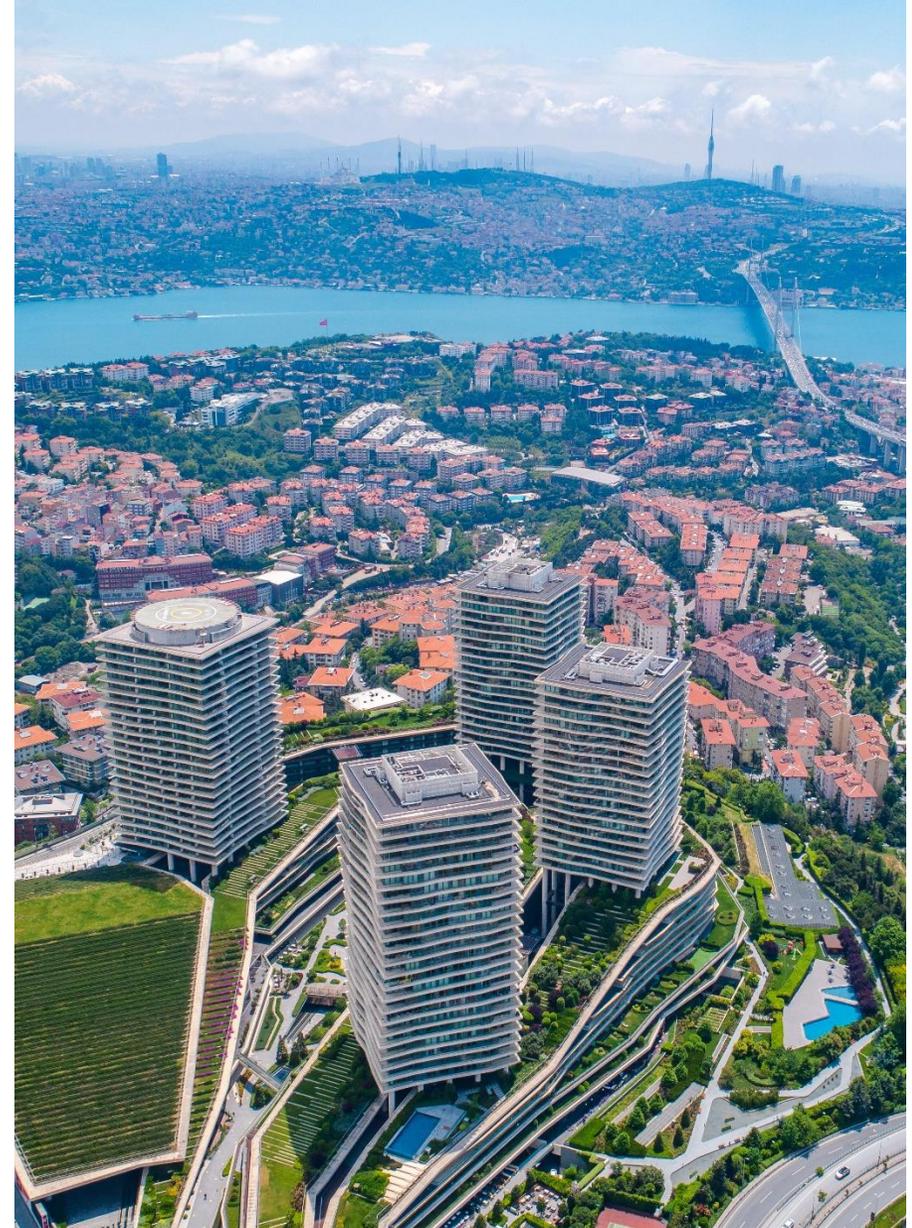
Raffles operates in key international hubs such as Paris, London, Boston, Doha, Bahrain, Udaipur, Phnom Penh, Singapore, Bali, and Istanbul, with flagship locations opening in Jaipur, Singapore, Bali, and Saudi Arabia in 2024. As part of Accor, a global hospitality leader with over 5,500 properties in 110+ countries, Raffles participates in **ALL – Accor Live Limitless**, a loyalty program offering access to exclusive rewards, services, and experiences.

RAFFLES ISTANBUL

Nestled within Zorlu Center, Raffles Istanbul merges art with architecture in a contemporary space enriched with local touches. Its modern art collection is displayed against a striking backdrop.

The hotel offers unique stays with breathtaking Bosphorus views, 24/7 Butler service, and proximity to business, shopping, and cultural landmarks.

Curated by renowned Turkish artists, the hotel itself is a gallery showcasing Istanbul's artistic heritage through sculptures and paintings inspired by the city's history and the spirit of the Bosphorus.



RAFFLES ISTANBUL

136

ROOMS

Spacious, light-filled rooms with floor-to-ceiling windows and private terraces.

49

SUITES

Sophisticated, exclusive and opulent, our suites are designed for business and leisure travelers who want to make the most of this magnificent city.

4

EVENT SPACES

Tailored to meet event goals with expert planners.

5

**RESTAURANTS
BARS**

Exclusive dining experiences, Raffles style. Join us on an exciting culinary journey from the sumptuous flavors of the East to powdered Turkish delight.

Our Stakeholders

At Raffles Istanbul, we act with a strong sense of responsibility towards all our stakeholders. Throughout the year, we maintain regular and proactive communication to better understand their priorities and perspectives on sustainability.

Our Employees

Our employees are at the heart of our sustainability strategy. We listen to their insights, support their continuous development, and maintain regular communication to foster an inclusive workplace culture.

Our Suppliers

We prioritize building long-term, transparent, and sustainable partnerships with our suppliers. Our procurement processes give precedence to ethical and environmental criteria.

Our Guests

Understanding our guests' expectations and values is an integral part of the service we offer. Through transparent communication about our sustainability practices, we support and encourage informed choices.

Communities

Building strong connections with the community we are part of is essential for both social impact and the creation of shared value. We actively contribute to local initiatives.



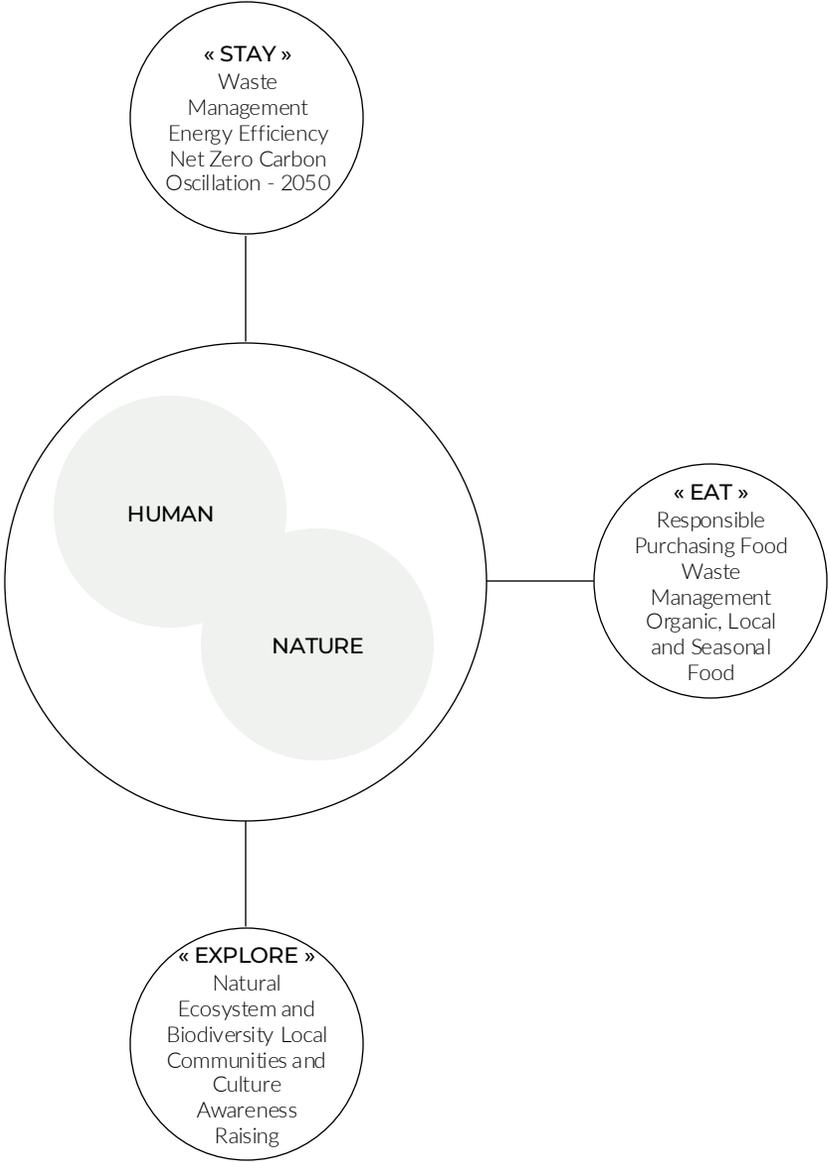
2 OUR SUSTAINABILITY *POLICIES*

ACCOR'S

sustainability

STRATEGY

We are continuing our global sustainable transformation, building a model where we contribute more than we take, and working closely with our hotel guests and teams to incorporate sustainability into all our activities, putting people and nature at the center.



QUALITY & FOOD SAFETY

policy

We meticulously implement quality and food safety systems in an environment equipped with environmentally friendly, modern equipment and in compliance with hygiene standards.

To ensure continuous improvement in meeting quality and food safety requirements, we set measurable targets and regularly monitor their progress.

From the receipt of materials to the point of service, we assess risks related to food safety and defense, take necessary preventive measures, and minimize waste throughout all processes.

We continuously review all our processes from supplier to guest, aiming to prevent potential food safety risks before they arise.

We are committed to full compliance with international quality and food safety standards, as well as all applicable legal regulations.

We support our employees with appropriate training to ensure they understand and implement food safety practices effectively.

We develop concrete action plans to strengthen our food safety culture and ensure its continuity, regularly monitoring their implementation.

We aim to enhance employee satisfaction and engagement, and we are committed to delivering high-quality, delicious, and safe products with a strong sense of social responsibility, through the participation of our entire team and suppliers.

ENVIRONMENTAL PROTECTION *and* WASTE MANAGEMENT *policy*

We ensure full compliance with all environmental legislation and regulatory requirements.

We take proactive measures to minimize the negative environmental impacts of our operations.

We develop processes to prevent any incidents that may cause pollution or environmental harm.

We carefully separate waste at the source, according to its type and hazard classification.

We prioritize the procurement of products that are recyclable and labeled as environmentally friendly..

We aim to reduce our environmental waste load by using single-use materials such as paper, napkins, toilet paper, and packaging only as needed.

We store waste in appropriate areas according to its characteristics and ensure it is delivered to licensed companies within legal time limits. The entire process is documented.

We adopt the principle of using hazardous chemicals only when necessary and in the minimum required quantities.

We integrate resource efficiency into our corporate culture by using water, electricity, natural gas, and all natural resources responsibly and efficiently..

We raise awareness among our guests, employees, and suppliers about the importance of conserving natural resources.

We regularly measure our environmental performance indicators and monitor them in line with our defined targets.

We educate all our employees on environmental management and enhance their awareness through regular training programs.

We encourage the active participation of our guests and employees in waste management and environmental policies.

In the selection of materials and products, we prioritize alternatives that minimize waste generation.

CHILDREN RIGHTS

policy

We recognize the importance of protecting children from all forms of harm, abuse, and mistreatment. We are committed to acting with sensitivity in all interactions and acknowledging that children are a vulnerable group.

We strictly prohibit the employment of child labor within our property and expect the same level of commitment from all our business partners.

Within our establishment, we strive to provide environments that support children's development and where they can feel safe, respected, and free.

We provide regular training to all our employees on the prevention and early identification of child abuse.

We carefully observe parental behavior within the workplace and remain alert to any signs of violence or neglect.

We ensure that all activities involving children are conducted under adult supervision, with appropriate control mechanisms in place.

We organize trainings and support social projects to promote the protection of child rights and raise public awareness on this important issue.

In the event of any suspicious situation, we immediately contact local authorities and relevant official institutions without delay.

SUSTAINABLE PROCUREMENT

policy

In line with our sustainable procurement approach, we expect our suppliers and business partners to act in accordance with the following principles:

- Respect fundamental human rights and fair working conditions, and actively promote these values,
- Avoid causing environmental harm during production and supply processes, and fully comply with environmental regulations,
- Use natural resources in ways that do not harm the ecosystem, and adhere to biodiversity protection rules such as hunting bans,
- Develop practices to minimize waste generation and offer bulk or minimal packaging alternatives.
- Refrain from employing child labor under any circumstances,
- Be local or regional producers and contribute to the socio-economic development of their communities,
- Provide product and service alternatives that are recyclable, eco-friendly, resource-efficient, ethically produced, organic, biological, vegan, not tested on animals, and free from harmful chemicals,
- Uphold transparency, accuracy, and up-to-dateness in all information, documents, and labeling related to their products and services ,
- Avoid bribery, corruption, and conflicts of interest; respect intellectual property rights of business partners and fully comply with legal and ethical trade practices,
- Offer products and services that reflect regional culinary culture, traditions, and local values

Embracing these values is not only a legal requirement, but also a prerequisite for being part of Raffles Istanbul's sustainability vision.

ENERGY EFFICIENCY

policy

We closely follow national and international standards, laws, and regulations to fulfill our responsibilities toward nature and comply with legal obligations.

We carry out initiatives to reduce energy consumption and continuously improve our energy performance.

The outcomes of these initiatives are regularly monitored, and our performance is measured and evaluated accordingly.

We set concrete targets to enhance energy efficiency.

We include energy efficiency as a key focus in our training programs to ensure employee engagement.

We establish shared goals in the field of energy management with all our stakeholders. We maintain continuous interaction with our guests, employees, visitors, and business partners to raise awareness of energy efficiency.

We actively research and implement the most effective products, equipment, systems, and technologies that support energy efficiency.

We document our Energy Management System, disseminate it across all departments, and ensure its continuous improvement through regular updates when necessary.

By closely following digitalization and industry trends, we develop and implement plans aimed at improving energy efficiency.

We proactively assess potential risks and constraints in energy supply and plan the necessary precautions for such scenarios.

We identify, plan, and utilize all required resources in our energy management processes in the most efficient manner.

WOMEN'S RIGHTS AND GENDER EQUALITY

policy

We prioritize the health, safety, and well-being of all our employees, regardless of gender.

We actively support the participation of women in the workforce and strive for equal representation across all departments.

We are committed to the principle of 'equal pay for equal work' and strictly prohibit any form of gender-based wage discrimination.

We base task assignments on the principle of equality and uphold equal opportunity in all aspects.

We create fair environments that ensure all employees have equal access to career opportunities.

Our training policies support women's participation and include programs aimed at raising awareness.

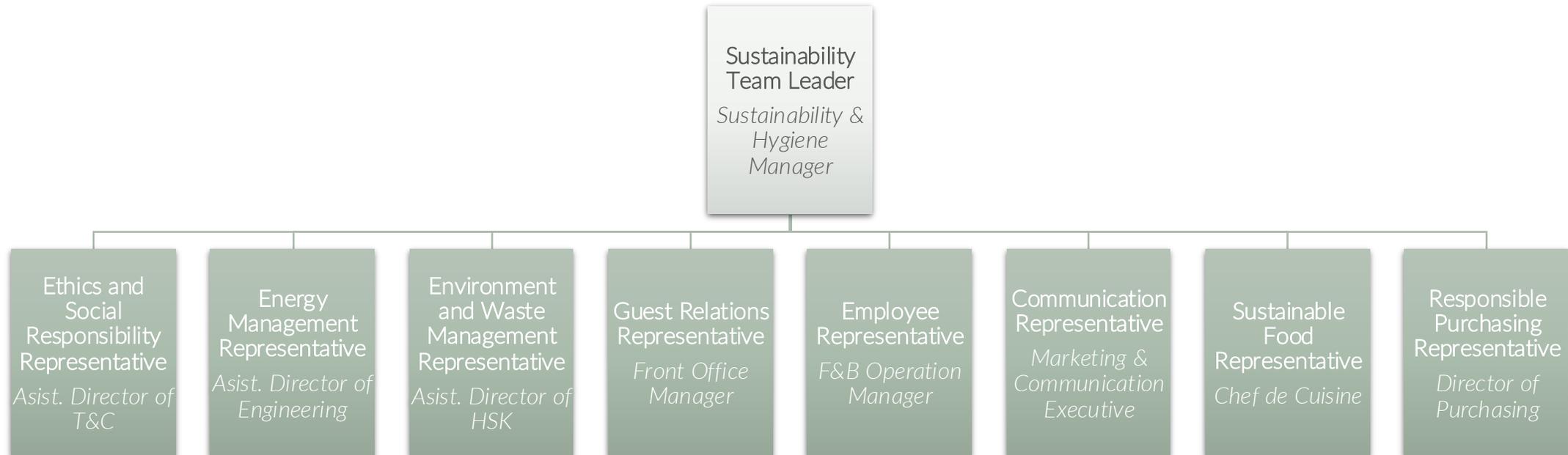
We foster flexible and inclusive work environments that respect work-life balance.

We encourage greater participation of women in decision-making processes and leadership positions.

We do not tolerate any form of abuse, harassment, discrimination, oppression, coercion, or slander against women.

We fully recognize the value women bring to social life and to our organizational culture; empowering and supporting their presence is a fundamental responsibility for us.

SUSTAINABILITY *team*



Building the Future by Embracing the Sustainable Development Goals

In line with the United Nations 2030 Sustainable Development Agenda, the 17 Sustainable Development Goals (SDGs) offer a global roadmap toward a more just, livable, and environmentally balanced world. These universal goals provide a shared vision for addressing global challenges such as combating climate change, reducing poverty, ensuring access to quality education, promoting healthy lives, and fostering inclusive economic growth.

Across the globe, many countries are facing crises that fall within the scope of these goals. Lasting solutions can only be achieved through global cooperation. With this awareness, we are committed to doing our part—using our resources more efficiently, acting with a strong sense of social responsibility, and supporting initiatives that create meaningful value for all our stakeholders.

At Raffles Istanbul, we consider the 17 Sustainable Development Goals not merely as a guide, but as an integral part of our daily decision-making processes. By aligning our environmental, social, and economic activities with these global objectives, we aim to create a more sustainable future for both our stakeholders and our planet.

Our approach, grounded in the Sustainable Development Goals, reflects a hospitality philosophy that looks beyond today and considers tomorrow. It is a testament to the responsibility we feel toward our planet, our communities, and every guest we serve.



Our ESG Goals

As part of our strong commitment to sustainability and environmental responsibility, Raffles Istanbul has defined a set of strategic goals aligned with the United Nations Sustainable Development Goals (SDGs) for the upcoming year.

Our primary objective is to completely eliminate all single-use plastics from our operations. In this direction, we aim to minimize our environmental impact by rigorously implementing the guidelines established within the framework of Accor and Raffles standards.

As part of our commitment to building internal capacity, we consider enhancing our employees' knowledge and skills in sustainability to be one of our top priorities. In this context, we plan to provide sustainability training to as many of our team members as possible through the “School for Change” e-learning platform. This initiative will support the integration of environmentally friendly practices into our daily operations. We have also set a concrete target to reduce our overall energy consumption by 5%. Accordingly, each department will implement improvement strategies to increase energy efficiency. In parallel, our recycling data will be regularly and transparently recorded in our internal platform Gaia 2.0, enabling more effective resource management.

To combat food waste, we will develop more efficient stock management and kitchen processes. This will help achieve a more sustainable balance between production and consumption.

Finally, Raffles Istanbul holds a sustainability certification recognized by the Global Sustainable Tourism Council (GSTC), which sets international standards for sustainable tourism. This certification confirms that our hotel operates in line with global best practices across environmental, social, and governance (ESG) areas. Moving forward, we are committed to continuously reviewing our operations in accordance with GSTC principles to enhance the effectiveness of our sustainability practices and to maintain the continuity of this prestigious certification.



All these initiatives will not only reduce our environmental impact but also raise awareness of environmental consciousness and sustainable living among our employees and guests.

³ SOCIAL
ACTIVITIES

We are implementing a number of sustainable development initiatives in line with the following SDGs:



Eliminating poverty in all its forms, everywhere in the world



Ensuring equitable, inclusive and quality education and lifelong learning opportunities for all



Reducing inequalities within and between countries



Eliminating hunger, ensuring food security, improving nutrition and promoting sustainable agriculture



Achieving gender equality and empowering all women and girls



Promoting peaceful and inclusive societies for sustainable development, guaranteeing access to justice for all and establishing effective, accountable and transparent institutions at all levels.



Enabling everyone to live in good health and promoting well-being at all ages



Promoting sustained, shared and sustainable economic growth, full and productive employment and decent work for all



Strengthening the means to implement the Global Partnership for Sustainable Development and revitalizing it

Our Employees

At Raffles Istanbul, our greatest strength lies in our employees. Each member of our team is an expert in their field, coming together as a dynamic and diverse community dedicated to delivering exceptional luxury hospitality. From the front desk to the kitchen, from the spa to the offices, every employee plays a vital role in creating unforgettable experiences for our guests.

Our hotel is not only a workplace, but also a space where learning and professional growth are actively encouraged. We provide our employees with continuous training and development opportunities that allow them to enhance their skills and advance their careers. This approach fosters a culture of motivation and engagement, where everyone feels valued and supported.

From the very first day, each new colleague at Raffles Istanbul is welcomed through a robust onboarding process. Our comprehensive five-day Orientation Program helps them become familiar with the hotel while strengthening team spirit.

A cornerstone of our orientation process is the **Sustainability Training**. In this essential program, employees are introduced to the core concepts of sustainability. They are also informed in detail about Accor's global strategy, the Raffles brand's sustainability vision, and how these principles are brought to life specifically at Raffles Istanbul. As a result, every employee begins their journey with a clear awareness of their environmental and social responsibilities.

Beyond our commitment to service excellence, we take pride in our dedication to sustainability. Our teams actively participate in numerous environmental and social initiatives. In this regard, Raffles Istanbul is not only a destination for a privileged stay, but also a socially responsible institution.

The shared goal of all our employees is to deliver unforgettable experiences to every guest while acting with care and responsibility toward our planet and our community. Through their passion, dedication, and professionalism, Raffles Istanbul continues to stand as a strong representative of sustainable luxury.



NUMBERS *of employees*

As of 2024, the proportion of women in our workforce stands at **33%**. Our goal is to increase this rate to over **35%** in the coming year.

Among our board members and department heads, women represent **36%** as of 2024. In order to raise this figure above **40%**, we aim to implement leadership programs specifically designed for our female employees.

We prioritize local employment in order to contribute to the local community and enhance regional job creation. Currently, **95%** of our employees are hired locally, and we are committed to maintaining this rate.

The ratio of blue-collar to white-collar employees stands at **77%** to **23%**.

EMPLOYEE *well-being* *satisfaction* SURVEY

We maintain the “Welfare at Work” Committee to improve working conditions. In these committee meetings, we discuss issues such as improving staff areas, organizing sports tournaments, improving in-hotel fitness and sports facilities, serving food that supports healthy nutrition in our staff cafeteria, etc.

In 2024, it was very pleasing for us to receive **8,9 out of 10** full points as a result of our annual general satisfaction survey, in which all our employees participated.

We will continue to focus on relevant activities to raise this score even higher in the coming years.



"HOUSEKEEPING" *week*



During “Housekeeping” Week, which is celebrated all over the world between September 11-17, fun activities and competitions were organized by housekeeping and employees had a very enjoyable time with the participation of all departments.

MARCH 8 *international* WOMEN'S DAY

We celebrated **International Women's Day** on March 8th with a meaningful and inspiring event. We organized a special **Terrarium Workshop** where our female employees could express themselves, showcase their creativity, and enjoy quality time together.

Guided by our Head Florist, the participants had the opportunity to design their own flowers and pots. At the end of the event, they not only enjoyed a delightful experience but also took home the terrariums they had crafted with their own hands.



ACTIVITIES



We organized internal **Town Hall** events with the participation of all our employees, a **Backgammon Tournament**, and our 10th Anniversary Party where we came together as the Raffles Istanbul family to enjoy a joyful and entertaining time.

On the **International Day of Persons with Disabilities**, we also hosted a delightful luncheon at Rocca Restaurant to honor and celebrate our employees with unique abilities.

for a HEALTHY life



YOGA DAYS

Yoga classes are organized weekly for all our employees by our Housekeeping Director.

SALADBAR

We serve a salad buffet of healthy foods in our Oasis staff cafeteria



"WELLNESS" WEEK

We organized various activities throughout the week to promote healthy living.

GIFT

vouchers



Değerli Raffles Ailesi,

Kurban Bayramına bereketli başlamak için A101 sanal kartlarınıza 1.000 TL tutarında yükleme yapılmıştır. Sanal kart numaralarınızı departmanınızdan temin edebilirsiniz.

Sizlere ve ailelerinize sağlıklı ve bereketli bir bayram dileriz. Sevgilerimizle,

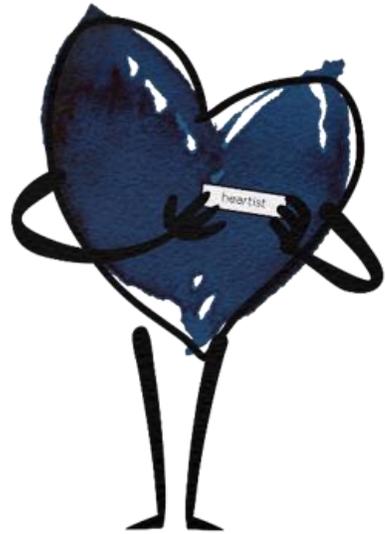
Dear Raffles Family,

We are happy to inform you that 1.000 TL is ready on your A101 Virtual cards. You may get your cards from your departments.

We wish us all a peaceful and healthy bayram period, Warm regards,

Kurban Bayramınız
Kutlu Olsun

On April 23rd, we organized a full day of fun for our employees' children by setting up play areas in our **Ballroom** where they could enjoy themselves. During religious holidays, we distributed shopping vouchers and festive chocolates to all our employees



"HEARTIST" *cards*

Our Heartist cards, which are the Thank You, Appreciation and Reward Program, are distributed every month by our managers to our employees who make a difference with their performance. The virtual cards belonging to the contracted market chains are loaded with the determined amount and the card number is shared with the employees who have received this card in the relevant month.

Human Rights

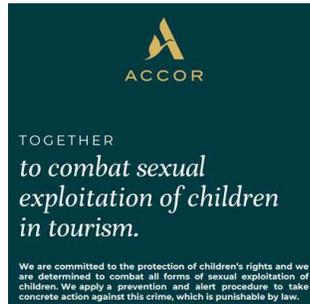
Accor's Human Rights Policy

Accor's human rights policy is based on fundamental principles designed to ensure that individual rights are respected and protected in all its establishments. This policy covers several key areas: discrimination, forced labor, working conditions, health and safety and privacy. Overall, Accor's human rights policy demonstrates its commitment to ethical and responsible conduct in all aspects of its operations, affirming its role as a leader in the hotel industry in terms of social and environmental responsibility



We act Together for Children

The WATCH (We Act Together for Children) program, launched by Accor in 2001, embodies the hotel group's commitment to combating the sexual exploitation of children in the tourism sector. Through this program, Accor mobilizes its hotels worldwide to combat this scourge, by implementing concrete actions to raise awareness and train staff and customers alike. One of the visible measures of this commitment is the display of a poster at the hotel reception, designed to inform and raise the awareness of everyone who passes by. This initiative reflects the desire of Accor and Raffles to play an active role in protecting children and contributing to a safe and responsible tourist environment.



Through various campaigns such as the “RIISE” – Solidarity Movement Program for Gender Equality, Awareness Programs Against Violence Towards Women, and special celebrations for International Women’s Day, we actively combat gender discrimination.



At our hotel, we strictly adhere to the “Accor Global Diversity & Inclusion” commitment – respecting all differences, ensuring the health, safety, and well-being of all our employees, and supporting their career and personal development.

Social Activities

At Raffles Istanbul, we consider it not only our duty to deliver exceptional service, but also to add meaningful value to the community we are part of.

Guided by Accor's "Positive Hospitality" vision and Raffles' culture of refined elegance, we prioritize initiatives that create social impact, promote equality, and enhance social awareness.

We are committed to building strong connections with local communities, supporting disadvantaged groups, and generating long-term social benefit. In every step we take, we act with a sense of empathy, inclusivity, and responsibility.



KERMES EVENT *for* *children with* LEUKEMIA

In 2024, we organized a charity bazaar within the hotel where both our colleagues and guests could participate, and we donated this money to LÖSEV (Foundation for Health and Education of Children with Leukemia), generating a total income of 418.402 TL.



LÖSEV 
Lösemili Çocuklar Vakfı

and Donations

As part of the "Winter Clothing Project", we provided scarves, beanies, coats, gloves, and shoes to children studying at three different schools in Şanlıurfa and Mardin. We didn't just send the donations; we also personally visited the region with our team members and had direct interaction with the students at the schools.



DONATIONS TO ASSOCIATIONS

We have made monetary donations to non-governmental organizations such as the **TEMA Foundation** and the **Association for the Protection of Cultural Heritage**.



ÖĞRENCİ'YE

ÖĞRENCİ'YE *project*

In 2023, within the scope of the Öğrenci'Ye project, we offer free meals every day in our Oasis staff cafeteria to university students studying or residing in Beşiktaş district.

INTERNSHIP *opportunities*

We provide internship opportunities for university students and host intern candidates who want to work with us in our hotel and organize introductory meetings with them.

Both the students learn about our hotel, our brand and the environment they will work in, and we have the opportunity to get to know the new talents who will join us more closely.

Within the framework of our cooperation with **Özyeğin University**, we meet with university students and inform them about the hospitality industry and our brand.



Internship Opportunities at RAFFLES ISTANBUL

We are implementing a number of sustainable development initiatives in line with the following SDGs:



Guaranteeing access for all to sustainably managed water supply and sanitation services



Establishing sustainable consumption and production patterns



Guaranteeing access for all to reliable, sustainable and modern energy services at an affordable cost



Take urgent action to combat climate change and its repercussions



Building a resilient infrastructure, promoting sustainable industrialisation that benefits everyone and encouraging innovation



Conserve and sustainably use the oceans, seas and marine resources for sustainable development



Ensure that cities and settlements are inclusive, safe, resilient and sustainable



Preserve and restore terrestrial ecosystems, manage forests sustainably, combat desertification, reverse land degradation and protect biodiversity

4 ENVIRONMENTAL ACTIVITIES

Our Planet



At Raffles Istanbul, we place great importance on raising sustainability awareness among both our team members and our guests. As part of our eco-friendly approach, we have replaced plastic room key cards with bamboo alternatives. In our guest rooms, we encourage water and energy conservation through initiatives such as changing bed linens and towels only upon request, inviting everyone to use our resources more consciously.



We prioritize making our sustainability efforts accessible and transparent to everyone. To this end, we have created a dedicated page on our hotel's official website where we share detailed information about our sustainability practices and policies. Additionally, our GSTC-approved Sustainable Tourism Certification is proudly displayed in the lobby through an informative poster, making it clearly visible to our guests.

Our Planet



WASTE

In order to minimize our environmental impact, we adopt a proactive and responsible approach to waste management by implementing a meticulous separation system. We ensure that all waste generated in our hotel is carefully sorted and disposed of appropriately.



COFFEE CAPSULES

In collaboration with Nespresso, we have established a dedicated recycling initiative for coffee capsules. By returning used capsules to the manufacturer, we actively support their recycling process.



RECYCLING

Recycling bins are available not only in common areas but also in our guest rooms, encouraging sustainable practices throughout the hotel..

MANAGEMENT *of non-HAZARDOUS and HAZARDOUS WASTE*

Zorlu Tesis, where Raffles Istanbul is located, has received the **Basic Level Zero Waste Certificate** within the scope of the “Zero Waste Regulation”..

In accordance with this regulation, a comprehensive study is carried out on the management and recycling of waste generated within the facility.

We separate all recyclable wastes such as **paper, plastic, metal, glass**, etc. according to their source and groups both in our general areas and guest rooms, and deliver them to the relevant municipal institutions as Zorlu Facility Management.

Within the hotel, all hazardous wastes such as **fluorescents, light bulbs, medical wastes, cartridges, batteries, electronic wastes, waste oils, chemicals**, etc. are separated safely in accordance with the “Regulation on the Control of Hazardous Wastes” and processed in the relevant waste streams.

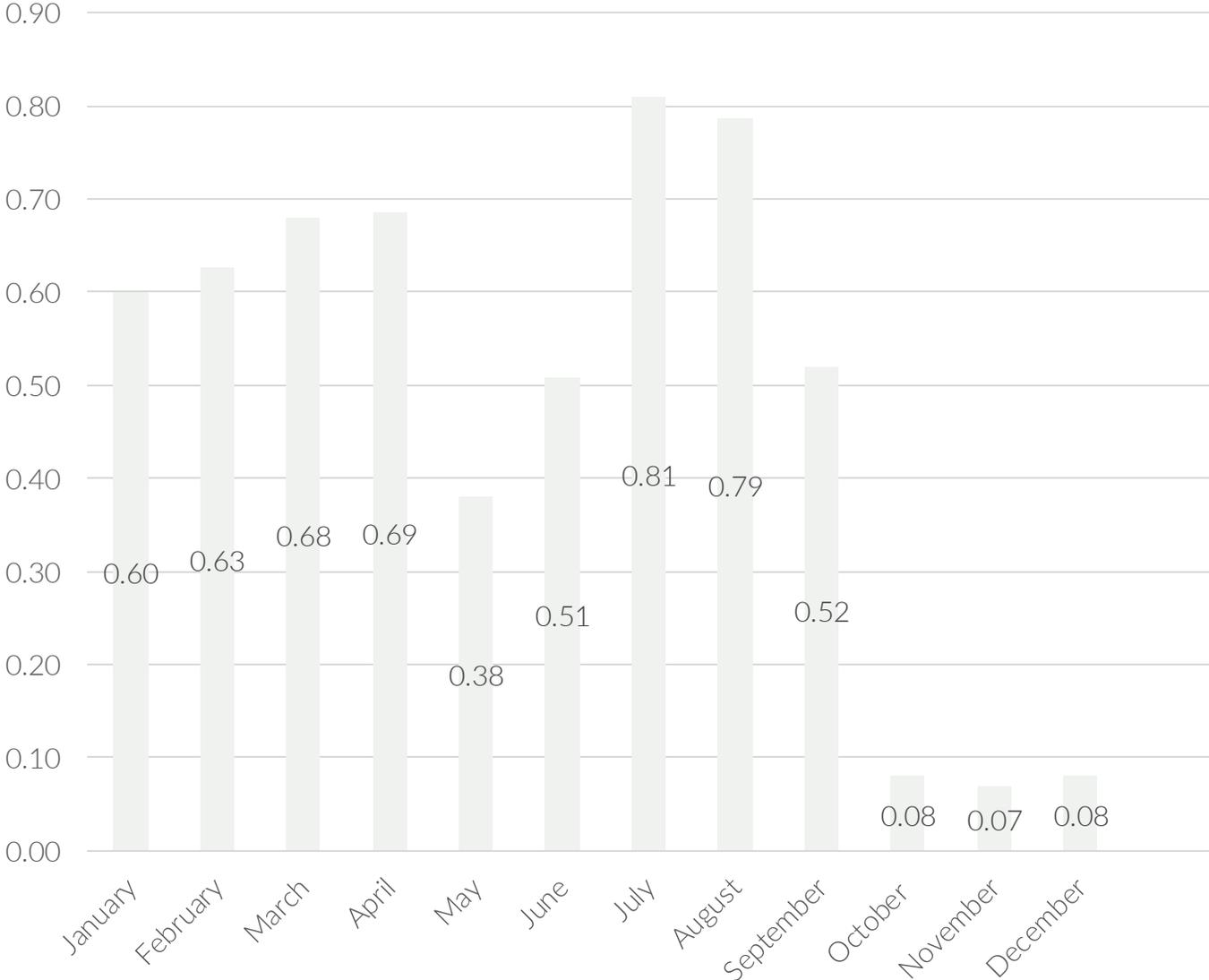
We especially ensure that chemicals are disposed of as specified in Material Safety Data Sheets.

Waste oil generated as a result of the frying process in our kitchens is collected in defined bins and collected and disposed of by licensed companies with which we have an agreement.

In 2024, the amount of waste oil per overnight guest was **0.06 kg**.

GENERAL *waste* MANAGEMENT

- We sort all our wastes within the hotel according to their groups, weigh them daily and record them.
- In 2024, it was calculated that an average of **0.48 kg** of waste was generated per per occupied guest. In 2025, we aim to reduce this amount by **5%**.



FOOD *waste* MANAGEMENT

In line with Accor Hotels' 2024 strategy to reduce food waste, we have implemented a technological solution designed to support this initiative.

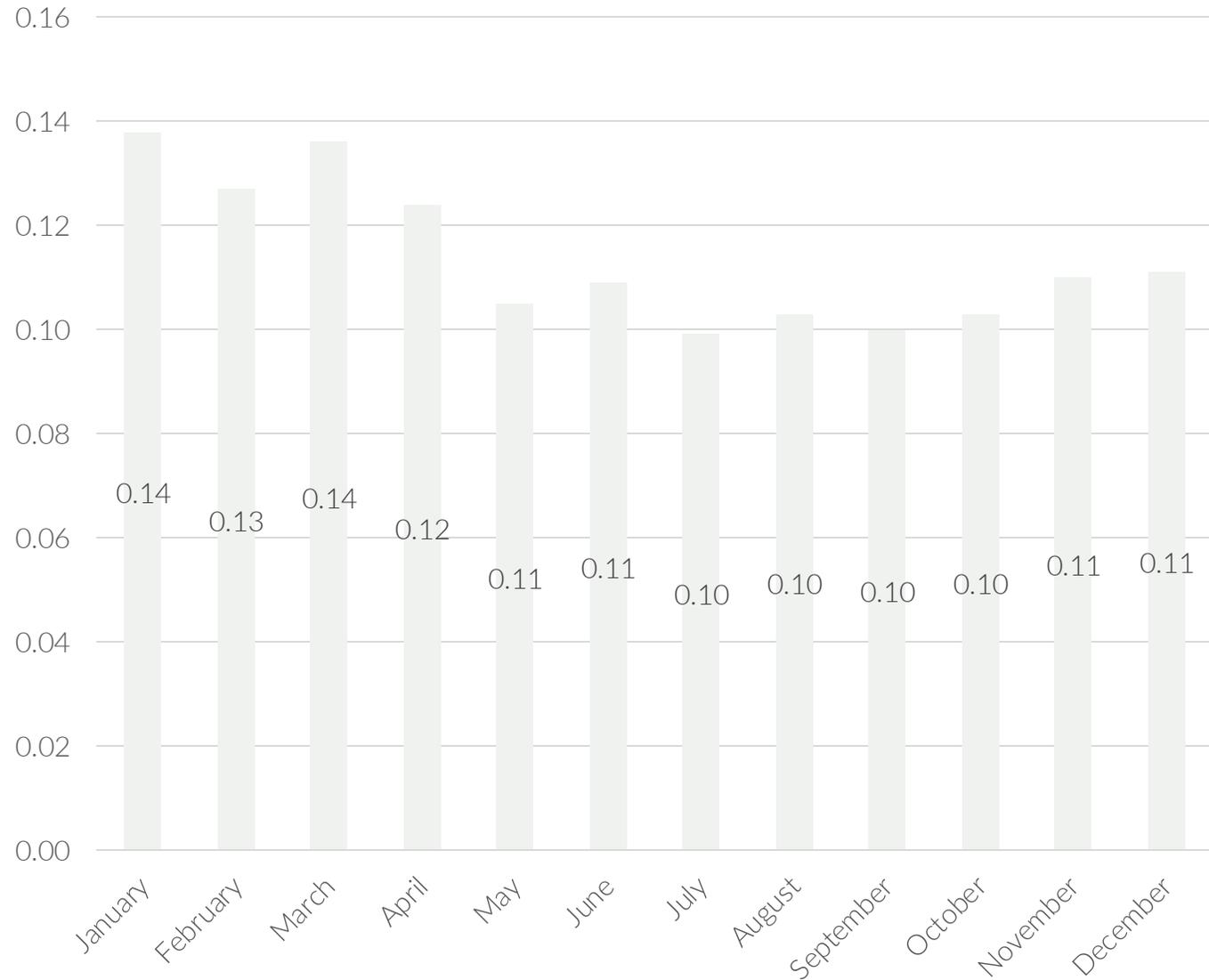
This solution involves devices sourced from the company **Orbisk**, commonly referred to as "monitors." Each monitor is equipped with a scale and a camera integrated with artificial intelligence software. These devices allow us to track and analyze the food waste generated in our kitchens.

By monitoring our food waste with precision, we are able to take informed actions toward achieving our goal of reducing food waste by **60%** by 2030. As of 2024, the amount of food waste generated per guest in our food and beverage outlets is already below our 2030 target of **151 grams**. Our goal is to maintain this performance through the end of 2025.



CHEMICAL *consumption*

- We use Diversey brand cleaning chemicals for cleaning common areas, guest rooms, kitchens and staff areas. We use these chemicals after preparing them with the help of dosing units located in our back areas.
- When we take into account all our chemical consumption in 2024, we can say that an average of **0.12 liters** of chemicals were used per occupied guest. In 2025, we aim to reduce this amount by **5%**.



ECO-FRIENDLY *products*

| | ENVIRONMENTAL SENSITIVITY | USE IN OUR HOTEL |
|--|--|------------------|
| CLEANING CHEMICALS | 80% biodegradable | Yes |
| POOL CHEMICALS | Environmentally friendly | Yes |
| BED PRODUCTS | Made from sustainable fabric | Yes |
| TOWELS AND BATHROBES | Made from sustainable fabric | Yes |
| DISPOSABLE PRODUCTS (TOILET PAPER, PAPER TOWELS, PAPER NAPKINS, CUPS, CARDBOARD PACKAGING) | FSC/PEFC certified | %90 |
| PRINTING PAPERS | FSC/PEFC certified | Yes |
| BOYALAR | Low VOC (g/L) (<50 g/L) | Yes |
| PAINTS | Carpets labeled GUT Parquet and flooring FSC/PEFC labeled | Yes |
| SOUVENIRS FOR GUESTS | Made from recycled or sustainability certified material | Yes |

HYBRID *transfer* VEHICLES

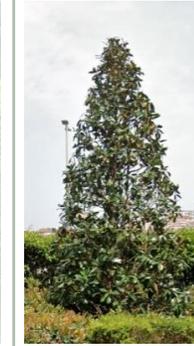
Our vehicles used for all kinds of transfer needs of our guests are hybrid vehicles.

Using both an internal combustion engine and an electric motor, hybrid cars contribute to environmental sustainability by significantly reducing fuel consumption and greenhouse gas emissions compared to conventional gasoline-powered vehicles.



ENDEMIC *plants*

IN 2023 ENDEMIC PLANT SPECIES THAT WE CULTIVATE

| | | | | | | | | | |
|---|---|---|---|--|---|---|---|---|---|
|  |  |  |  |  |  |  |  |  |  |
| Top Mazi | Kurtbağrı | Parlak Yapraklı Kartopu | Zeytin | Kamkat | Mandalina | Osmanlı Şimşiri | Manolya | Zambak | Biberiye |
| Thuja Orientalis Aurea Nana | Ligustrum vulgare | Viburnum tinus 'Lucidum' | Olea europaea | Citrus fortunella | Citrus reticulata | Buxus sempervirens 'Faulkner' | Magnolia grandiflora | Lilium | Salvia rosmarinus |
| Staff Area | Rocca Terrace | Staff Area | Rocca Terrace | Rocca Terrace | Rocca Terrace | Dış Bahçe Alanı | Dış Bahçe Alanı | 6. Kat Havuz Başı | 6. Kat Havuz Başı |
| Marmara | Marmara | Marmara | Marmara, Ege, Akdeniz | Marmara, Karadeniz, Akdeniz | Marmara, Ege, Akdeniz | Marmara | Marmara, Karadeniz | Marmara | Marmara |

DROUGHT-RESISTANT *plants*



OLIVE TREE

The 6th floor is located in the pool area and Rocca Restaurant area.

ZAMIA

They are located at the lobby entrances, in the Rocca Restaurant area and on the 6th floor.



FLAME BUSH

The 6th floor is located in the pool area.

DRACAENA

It is located in the Rocca Restaurant area.



SUSTAINABLE *food* PRODUCTS

We are careful to choose the food products we offer to our guests and employees from **more sustainable and healthy options**. We pay particular attention to **local, organic and seasonal products**. We are also working to increase the number of products with **ecological packaging, animal welfare and sustainability certificates**.

All the tea, coffee and seafood we serve in the hotel are sustainability certified. We also ensure that all the shell eggs we use are only from free-range hens and we observe animal welfare.



RESPONSIBLE purchasing

In line with Accor's Sustainability Strategy, we inform our suppliers about the **Ethical and Corporate Social Responsibility** rules we are committed to and expect them to show the same sensitivity.

In this context, we ask our suppliers to read and approve the **Responsible Sourcing Agreement** we have communicated to them.

Accordingly, we aim to increase the number of suppliers who observe ethical rules and provide environmentally friendly products, and to work with more local producers and women entrepreneurs.

In 2023, **71%** of our suppliers operate locally. The number of suppliers with women entrepreneurs is **10**.

INCLUSION *of* GUESTS

We invite our guests to reuse towels and bedspreads, thus saving water, energy and chemicals.

In 2024, we identified and recorded **112 guests** who showed this sensitivity. In the coming years, we will make verbal and visual reminders to our guests to include more of them in this program.





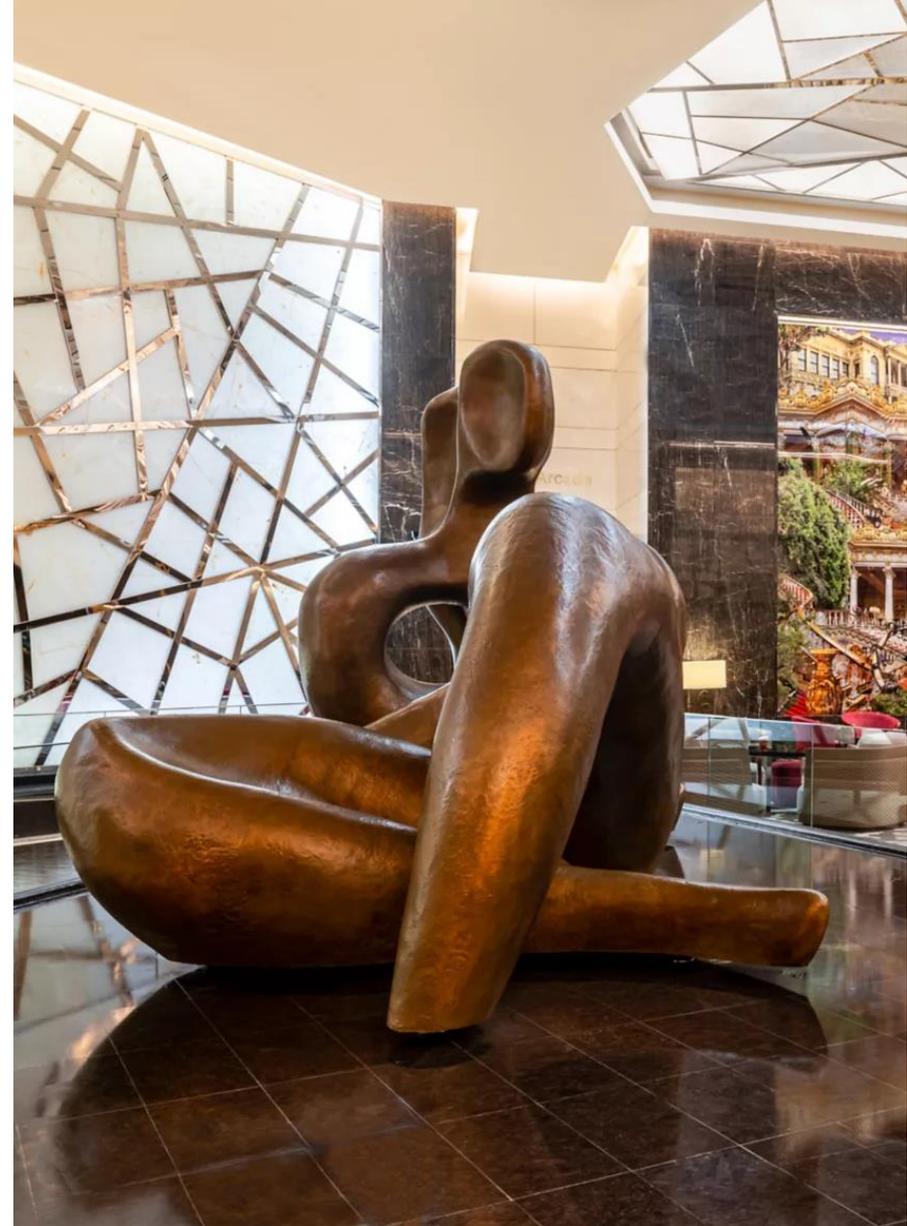
⁵ CULTURAL ACTIVITIES

CULTURAL *responsibilities*

Raffles Istanbul is home to over 200 works of art created by both Turkish and international artists. Many of these pieces are inspired by the historical architecture and cultural heritage that shape the unique character of Istanbul. To allow our guests to experience these works more deeply, we offer curated art tours led by our in-house art curator.

In 2024, we organized art tours for 63 guests. We will continue promoting this experience more actively in order to increase participation.

To enrich our guests' cultural experience of Istanbul, we also provide guided access to significant cultural landmarks throughout the city. In 2024, we assisted a total of 32 guests and offered guidance through the Istanbul City Map. Expanding this cultural support service remains one of our goals for the coming years.



CULTURAL TOUCHES *in* FOOD and BEVERAGE presentation

In our food and beverage areas, we offer our guests products that belong to Turkish Culture by using authentic ingredients and decorating them with local motifs. We work with local producers to keep this special heritage alive.

In the breakfast and brunch buffet, Gözleme prepared with traditional methods, Turkish Coffee with its special presentation identified with its historical structure, and many other delicacies prepared with unique recipes from these lands are offered to our guests in order to maintain the memorability of our culture.



CULTURAL *touches in* SPA SERVICE

The **Turkish Bath** at the Spa at Raffles Istanbul exudes an aura of timeless luxury and tranquillity, where ancient tradition meets modern presentation.

Located in the heart of the hotel, this exclusive space features an opulent architecture that evokes the splendour of Ottoman-era hammams. Here, thanks to the fragrant aromas of different essential oils produced by local producers, our guests embark on a sensory journey that revitalizes the mind, body and soul.



6 ENERGY MANAGEMENT

ISO 50001 *energy* MANAGEMENT *standard*

Zorlu Tesis, including Raffles Istanbul, is certified to the ISO 50001:2018 Energy Management System Standard. This standard is designed to improve energy performance through the following activities.

Establishing and achieving energy performance targets
Monitoring energy performance indicators.

Energy Saving consists in reducing the energy consumption of the facility.

Energy Efficiency is the reduction of the facility's unit energy consumption without compromising production/comfort.

Energy Management is an inclusive and systematic approach that considers all energy-related issues, is independent of individuals, and looks at all processes from the "Energy" framework.



Bureau Veritas

ZORLU TESİS YÖNETİM A.Ş.

ZORLU CENTER, LEVAZIM MAHALLESİ, KORU SOKAK NO:2,
34340 BEŞİKTAŞ, İSTANBUL, TÜRKİYE

Bureau Veritas Belgelendirme Holding SAS – İngiltere Şubesi yukarıda adı geçen kuruluşun, Yönetim Sisteminin denetlendiğini ve aşağıda detayları belirtilen yönetim sistemi standartlarının gereklerine uygunluğunu onaylamaktadır

ISO 50001:2018

Belgelendirme Kapsamı

ZORLU CENTER, AVM, REZİDANS, OFİS, RAFFLES İSTANBUL VE PERFORMANS SANATLARI
MERKEZİ TESİS YÖNETİM HİZMETLERİ

| | |
|---|------------|
| İlk Döngü Başlangıç Tarihi: | 04-05-2020 |
| Önceki Döngü Geçerlilik Tarihi: | 03-05-2023 |
| Belgelendirme / Yeniden Belgelendirme Denetim Tarihi: | 16-05-2023 |
| Belgelendirme / Yeniden Belgelendirme Döngüsü Başlangıç Tarihi: | 26-09-2023 |
| Kuruluşun yönetim sistemi, standardın yeterliliklerini karşılamaya devam ettiği sürece bu sertifika geçerlidir: | 03-05-2026 |

Sertifika No.: IND.23.7575/EN/U

Sürüm: 1

Yayın Tarihi: 26-09-2023

BVCH SAS İngiltere Şubesi adına imzalayan
İBRAHİM TAGAY



0008

Sertifikasyon: 5th floor, 66 Prescot Street, London, E1 8HG, Birleşik Krallık
Lokal Ofis: Esas Maltepe Ofis park Altayçeşme Mah. Çamlı Sok. No: 21 Kat: 8
Maltepe, İstanbul, 34843 Türkiye

Belge kapsamı, geçerliliği ve standardın gerekliliklerinin uygulanabilirliği ile ilgili ayrıntılı bilgiyi +90 216 518 40 50 telefon numarasından teyit edebilirsiniz.

UKAS Certificate Template single site rev 4.0

1/1

June 28, 2023

ELECTIRICITY

consumption

We use energy-saving light bulbs in the public areas and guest rooms of the hotel. These bulbs consume **75% less energy** than conventional ones and last **10 times** longer.

We know that contaminated and uncleaned lighting equipment loses **30% efficiency** in 2-3 years. For this reason, we have the lighting equipment we use cleaned regularly.

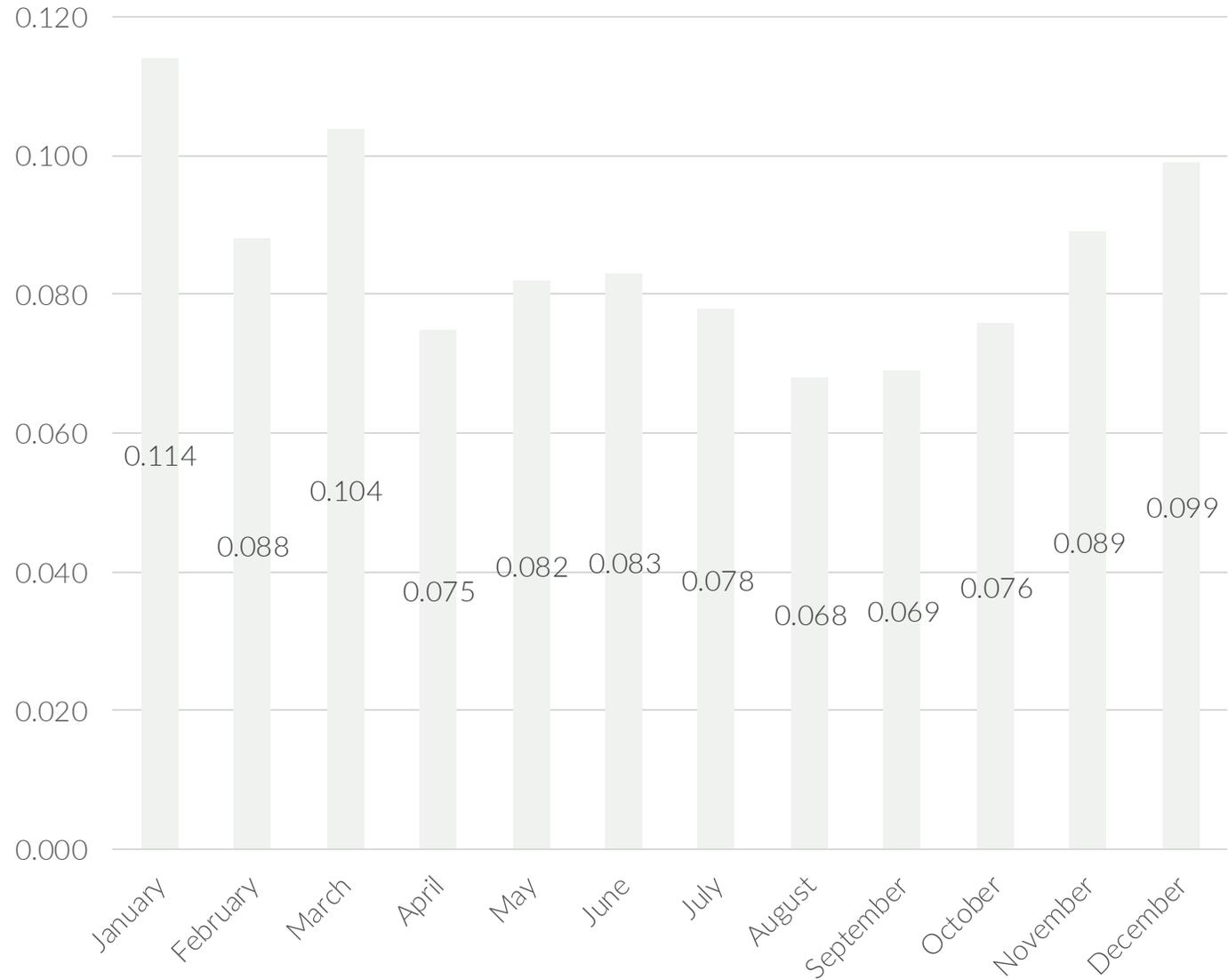
All windows of the hotel are double glazed with 12 mm spacing, thus reducing heat loss by half compared to normal glass.

The automation system used in the guest rooms saves energy. Examples include the automatic shutdown of air conditioners when the room balcony door is open or the automatic shutdown of lighting and all electrical appliances when there is no movement in the room. In addition, the lighting in the rooms operates according to a day light saving scenario.

Hoods in the kitchen also automatically extract the smoke according to the intensity of the cooking fumes.

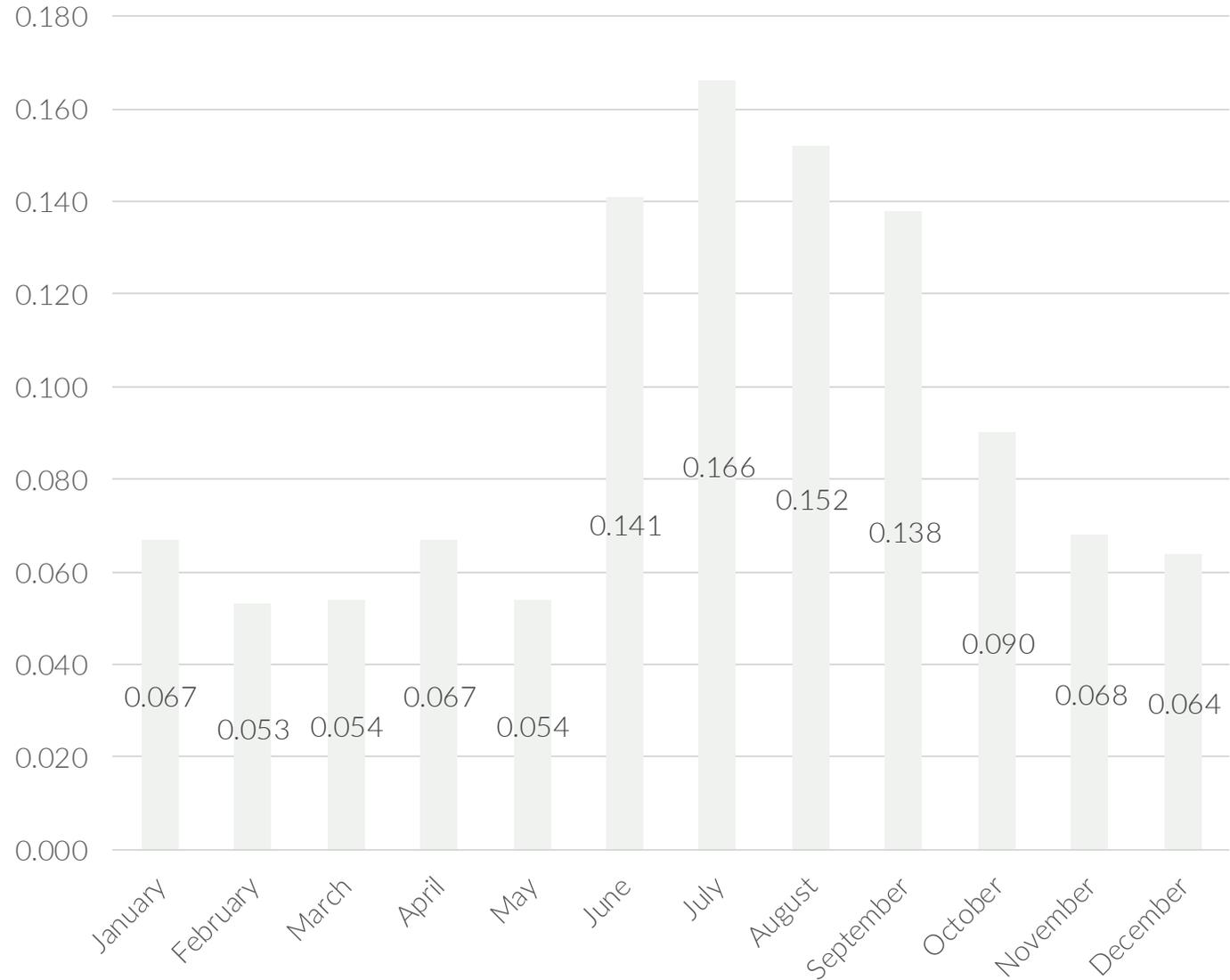
ELECTRICITY *consumption*

- Electricity consumption for in-room lighting and electronic devices is monitored on a monthly basis.
- In 2024, the average electricity consumption per occupied guest was **0.085 mWh**. Our goal is to reduce this consumption by **5%** by the end of 2025.



ELECTRICITY *consumption* *(COOLING)*

- Electricity consumption for cooling interior hotel spaces is monitored on a monthly basis.
- In 2024, the average energy consumption for cooling per occupied guest was **0.093 mWh**. Our target is to reduce this consumption by **5%** by the end of 2025.



NATURAL GAS

consumption

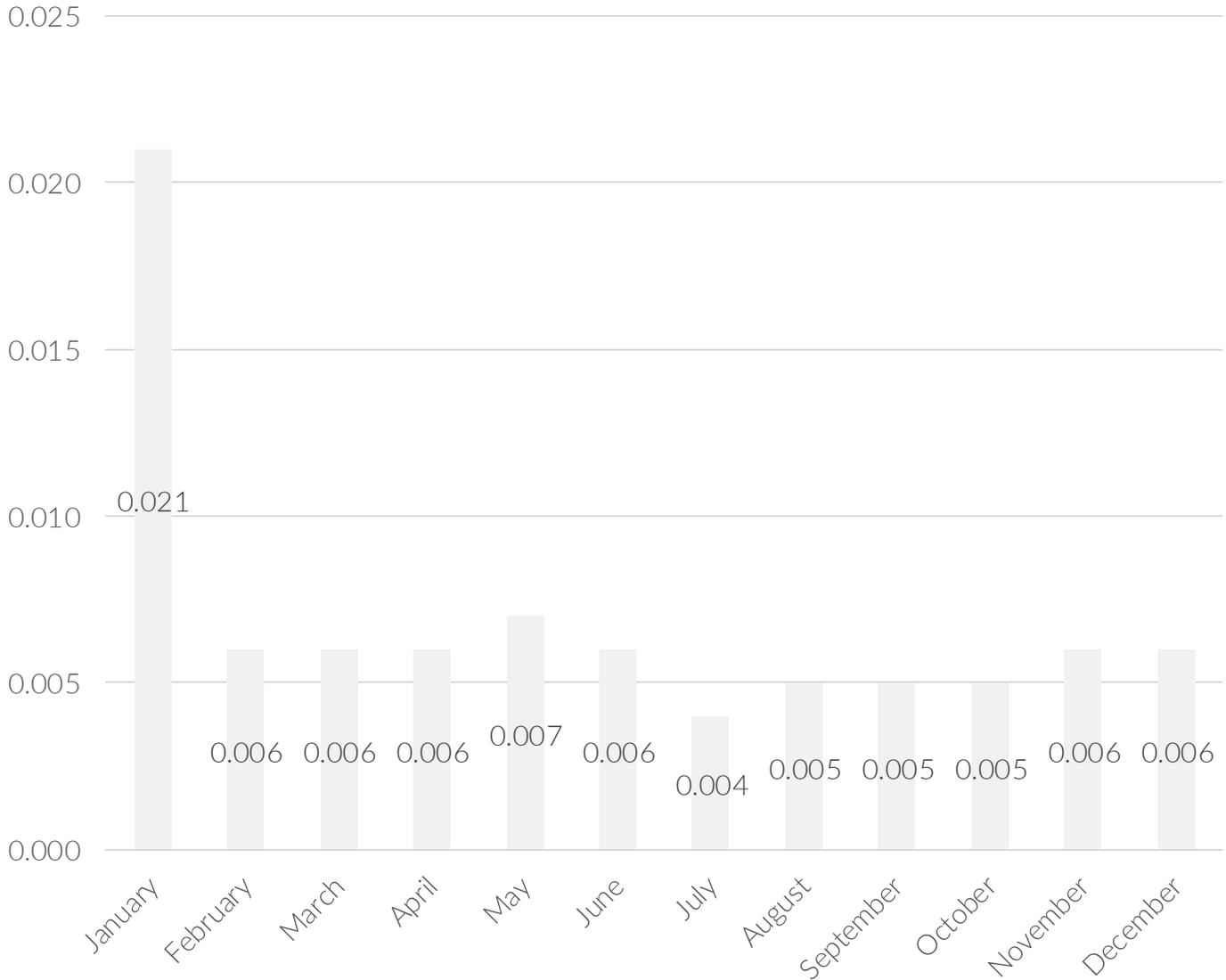
Natural gas, which is both an economical and efficient fuel, is used for cooking in the kitchens and heating the public areas in our hotel.

Natural gas emits fewer greenhouse gases and pollutants than alternatives such as coal or oil, contributing to better air quality and reducing the hotel's carbon footprint.

Thanks to its versatility, natural gas can be used to meet a variety of needs, such as water heating and cooking in our kitchens.

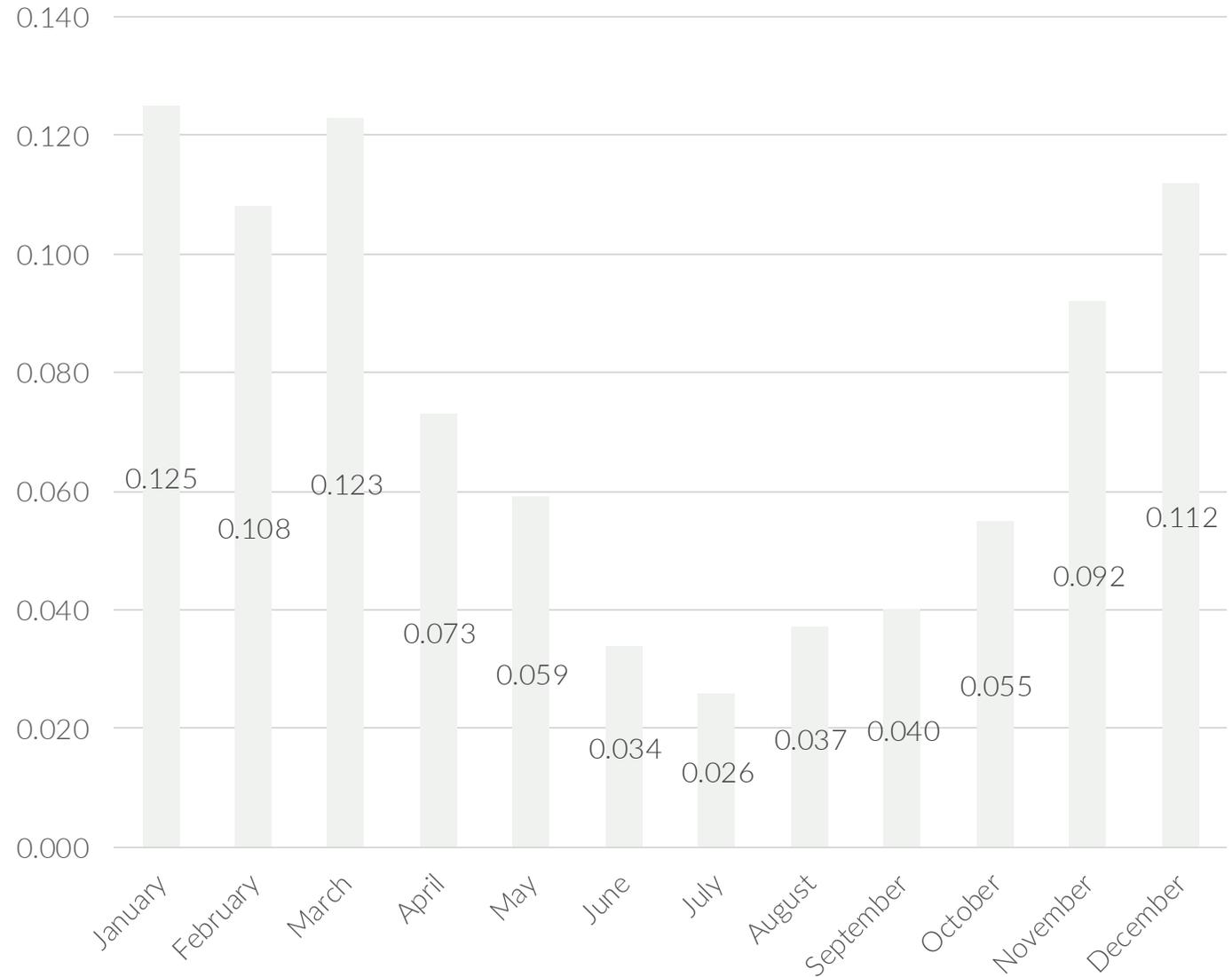
NATURAL GAS *consumption*

- Natural gas consumption in the hotel's kitchen areas is monitored on a monthly basis.
- In 2024, the average natural gas consumption per occupied guest was **0.007 mWh**. Our goal is to reduce this consumption by **5%** by the end of 2025.



NATURAL GAS *consumption* *(HEATING)*

- The energy used to heat indoor areas and domestic water within the hotel is monitored on a monthly basis.
- In 2024, the average energy consumption per occupied guest for heating purposes was **0.074 mWh**. Our goal is to reduce this consumption by **5%** in 2025.



WATER *consumption*

We ensure that the water is made approximately **30%** more efficient by using aerators in all faucets and shower heads in the general areas and guest rooms of the hotel.

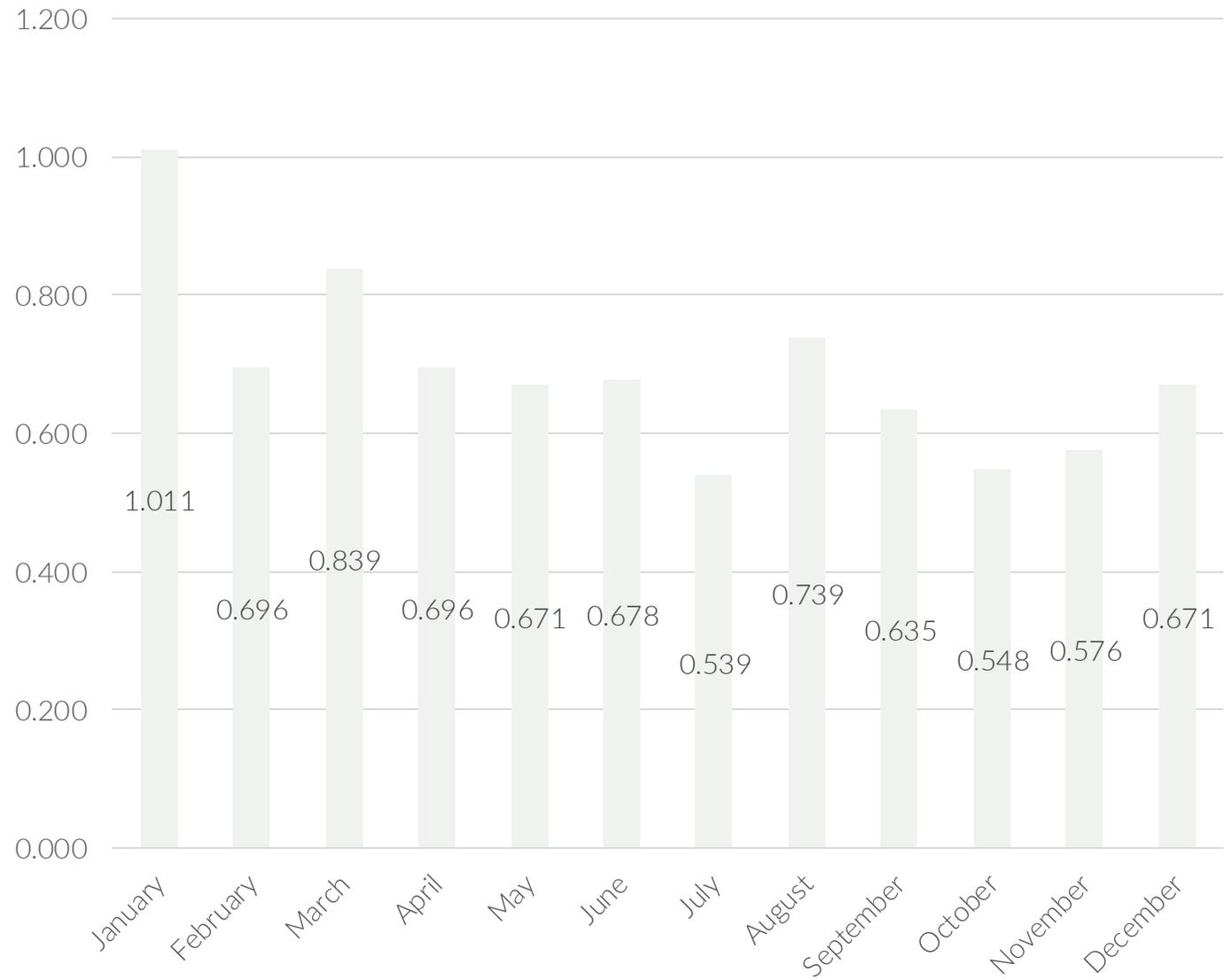
We prevent excess water consumption by using photocell faucets in the sinks in the staff and kitchen areas of the hotel.

All toilet cisterns in public areas have two reservoirs, **3 lt and 6 lt**, and we encourage people to use less water with information labels on the cistern buttons.

The steam generated by the dry-cleaning machines in the laundry area is recovered, allowing it to be automatically reintegrated into the system for reuse.

WATER *consumption*

- The amount of water used as utility water in the hotel is monitored on a monthly basis.
- In 2024, the average water consumption per accommodated guest was **0.692 m³**. We aim to reduce this consumption by **5%** within 2025.



CARBON *foot* *print*

As part of Accor's commitment to achieving net zero carbon emissions by 2050, we take measures every year to reduce our carbon footprint.

In 2024, the carbon emissions generated from four different sources in our hotel are summarized as follows:

- Scope 1

Natural gaz – 106 ton CO₂

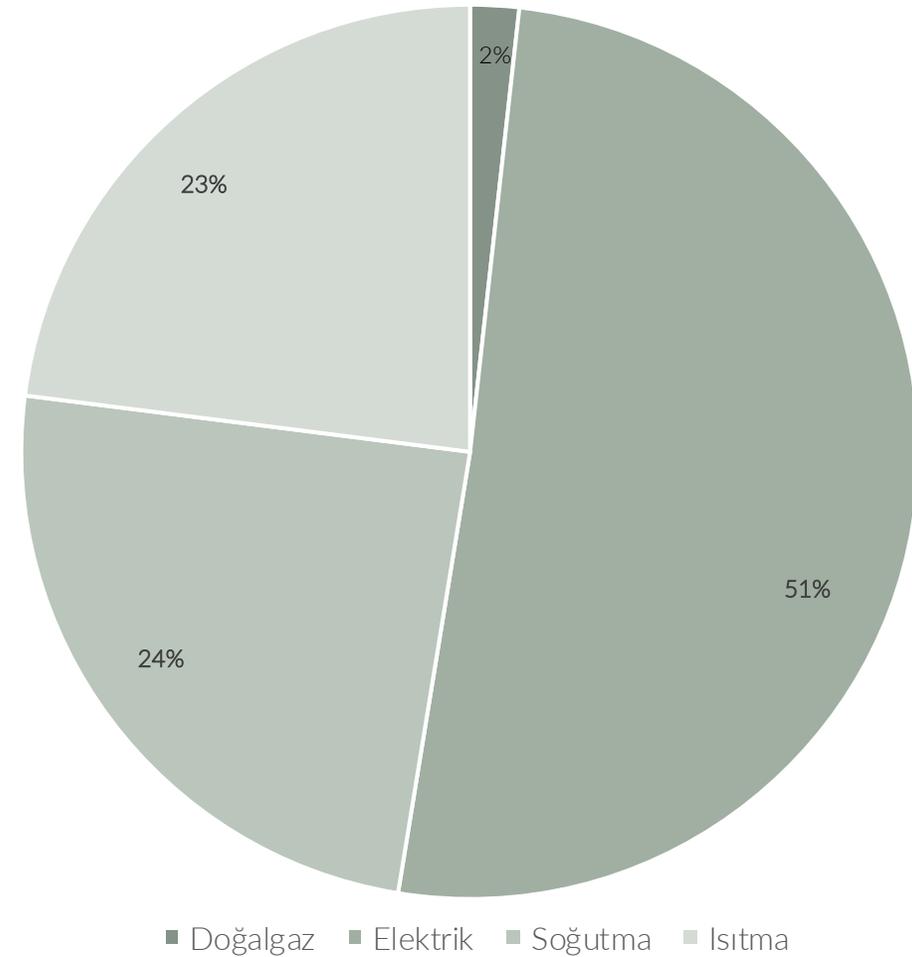
- Scope 2

Electricity – 3063 tons CO₂

Heating Water – 1473 tons CO₂

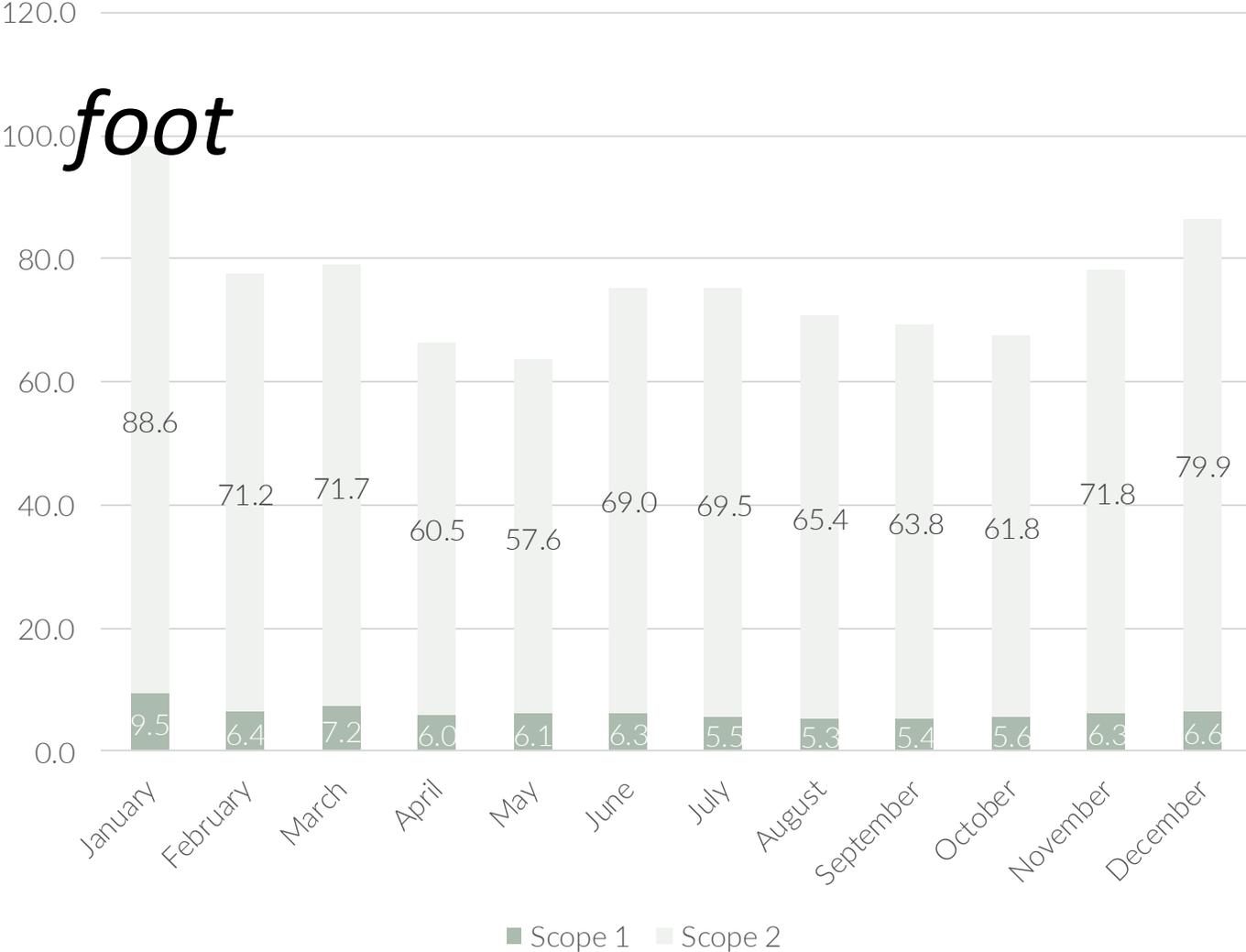
Electricity (additional) – 1386 tons CO₂

Carbon Footprint Sources



CARBON *print*

- In 2024, the average Scope 1 and Scope 2 carbon footprint per occupied guest was **80 kg CO₂**.
- Our goal is to reduce this amount by **5%** within 2025.





RAFFLES

A WORLD OF ELEGANCE & ENCHANTED GLAMOUR