- KREMLİN 1908 OTEL
- SUSTAINABILITY REPORTING



1. INTRODUCTION

1.1. This report has been prepared to transparently present the environmental, social, cultural, and economic sustainability performance of KREMLiM 1908 Hotel.

1.2. The report has been structured in accordance with the Stage 3 criteria of the Global Sustainable Tourism Council (GSTC).

1.3. During the data collection process, field observations, staff surveys, guest feedback, and environmental monitoring results were used.


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3.OUR VALUES, OUR VISION AND OUR MISSION

3.1. Our Values:

Our values define who we are, what we stand for, and how we should behave. They guide us in increasing guest satisfaction in tourism and acting in a way that builds trust between us and our guests. By working in line with our values, we determine how we should treat our guests and each other, the quality of the work we do, and the activities that lead us to success.

At the core of everything for us is the trust that our guests, stakeholders, and employees place in KREMLIN 1908 Hotel, along with our conduct that upholds high standards.

3.2. Our Vision:

To become a leading hotel that embraces sustainable tourism with the principle of “not consuming the world, but living while protecting it.”

3.3. Our Mission:

To provide quality and customer-oriented service that preserves historical and cultural values and respects the natural environment.



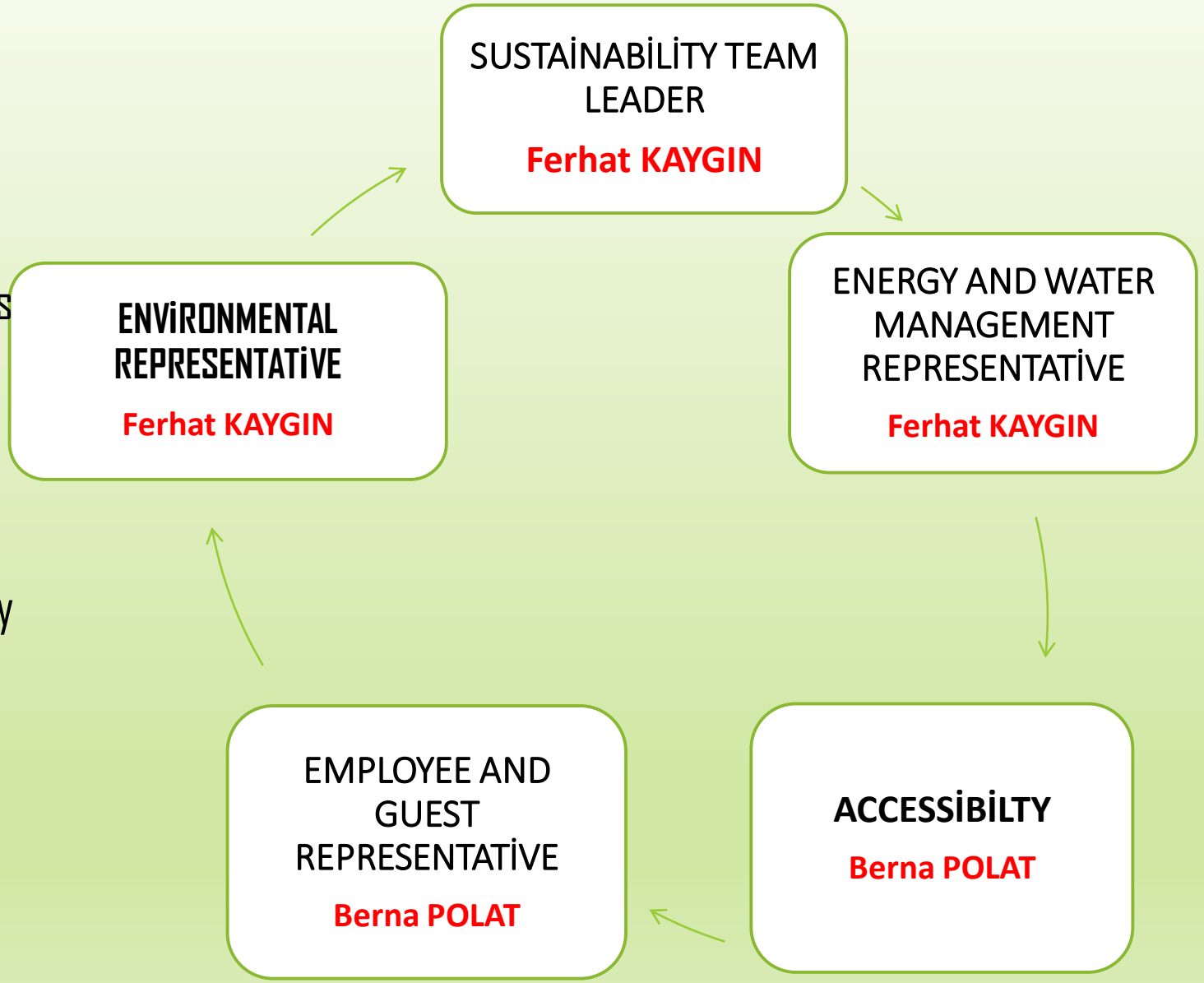
4. ORGANIZATIONAL CHART AND JOB DESCRIPTIONS

4.1. Sustainability Team

A dedicated team responsible for sustainability has been established at our hotel, and sustainability roles are clearly defined within our organizational chart.

4.2. Responsibilities and Monitoring

The responsibilities of each department are clearly outlined, and the sustainability team **regularly monitors practices** through scheduled meetings.





5. SUSTAINABILITY PRACTICES, VISUALS, GOALS, AND CONTINUOUS IMPROVEMENT

5.1. Environmental Sustainability

5.2. Social Sustainability

5.3. Cultural Sustainability

5.4. Economic Sustainability

5.5. Data Analysis and Targets

5.6. Continuous Improvement



Environmental Sustainability

- **Dual-flush toilet systems** are implemented to promote water conservation.
- **Water consumption** is monitored daily, monthly, and annually on a regional basis.
- **High energy-efficiency devices** and **LED lighting** are preferred.
- **Key card room systems** are used to prevent unnecessary energy consumption.
- **MSDS (Material Safety Data Sheets)** are obtained for all chemicals, and **natural products** are preferred.
- **Spill trays and leak-proof measures** are in place for chemical storage.



5.2. SOCİAL SUSTAİNABİLİTY



•Contributions are made to social projects through **collaboration with local communities**.

•A **fair and inclusive work environment** is provided through diversity and inclusion policies.

•Staff development is supported through **training, rewards, and events**.



5.3. Cultural Sustainability

- Local cuisine is being introduced, and brochures providing information about cultural heritage are being offered.

- Local products are being promoted. Kars Kashar Cheese is served to guests at breakfast.

5.4. ECONOMIC SUSTAINABİLİTY

- Shopping is done from local suppliers, and referrals are made to nearby restaurants and spas.
- Management policies have been established for economic risks.

5.5 Data Analysis and Objectives

WATER CONSUMPTION

The toilet cisterns in the bathrooms are equipped with a dual-flush system to save water.



OUR GOALS

Achieve **1% per capita water savings** by 2026.

- Continue **annual energy-saving trainings** to raise staff awareness.
- Prefer **energy-efficient devices** when purchasing new equipment.
- Replace showerheads with **water-saving models**.

ELECTRICITY CONSUMPTION

KREMLiN 1908 OTEL considers the efficient use of energy resources as one of the fundamental elements of environmental sustainability. The following practices are carried out to reduce electricity consumption, lower the carbon footprint, and preserve natural resources

1.Monitoring Energy Consumption

Monthly electricity consumption is regularly monitored and recorded.

Per capita energy consumption is analyzed according to occupancy rates to identify improvement areas.

OUR GOALS

Achieve **1% per capita energy savings** by the end of 2026 and continue increasing this in the following years.

Continue purchasing **high energy-efficiency devices**.

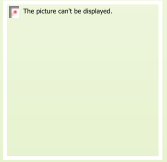
Replace **older devices** with energy-efficient models.

Continue **annual energy-saving trainings** to inform and educate staff.

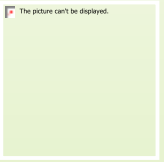
WASTE MANAGEMENT

- **Waste Management Policy**
- **KREMLiN 1908 OTEL** is committed to reducing waste generation at the source, segregating waste for recycling, and ensuring disposal in compliance with legal regulations in order to minimize its environmental impact.
- **Waste Reduction**
  Practices have been adopted to reduce the use of single-use products.
  Bulk purchases and large packaging are preferred to minimize packaging waste.
  Digital documentation is preferred to reduce paper consumption.
- **Waste Segregation**
  Paper, plastic, glass, and metal waste are collected separately within the facility.
  Segregation bins are available in common areas for guest use.
  Waste is delivered to **licensed recycling companies**.
- **Organic Waste Management**

OUR GOALS



Our primary goal for 2026 is to **reduce the amount of paper, plastic, glass, and metal waste per overnight stay by 1%** and to ensure that generated waste is **properly segregated and recycled**.



Participation in and the duration of **annual environmental trainings** will continue to increase to further **raise staff awareness**..



Guests and staff will be **informed about waste management** and made aware through **various communication methods**.



CARBON FOOTPRİNT

- **Our 2026 Goals**
- Reduce our **carbon footprint by 1%** and integrate **carbon offsetting efforts** into our daily operations and activities throughout the year.
- Encourage our guests and staff to use **low-carbon transportation options**, such as public transport and the metro.
- Plan to **reduce and ultimately eliminate waste generation**.
- Implement measures to **reduce electricity consumption**.
- Implement measures to **reduce water consumption**.
- Implement measures to **reduce natural gas consumption**.
- Monitor and implement measures to **reduce paper consumption**.
- Aim to use **raw materials from sustainable sources**.
- Benefit from **local suppliers and employment opportunities**.
- When selecting suppliers, give priority to their **sustainability and environmental responsibility**.

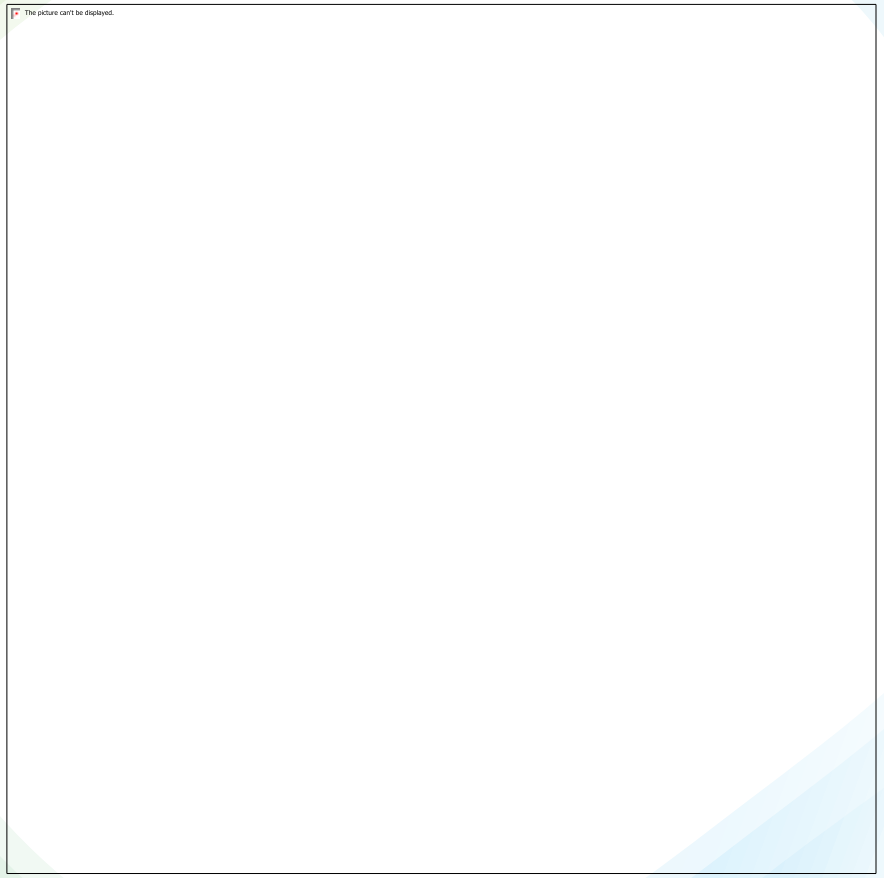


5.6. CONTINUOUS IMPROVEMENT

- **Sustainability goals are updated annually** and monitored using tracking tables.
- It is believed that **sustainable tourism is not only about practices but also a developing culture**.

6. Personnel and Working Life

- We are a big family that **believes in teamwork**, where employees stay with the organization for many years, everyone is evaluated under equal conditions, and those who wish to develop themselves are supported, while taking guest expectations into account and working with the **warmest hospitality**.
- In accordance with the annual training program, our employees are provided with **environmental trainings**. The trainings cover topics such as reducing the consumption of natural resources, minimizing and properly segregating waste, and procedures related to hazardous waste. Trainings are conducted using both **internal and external resources**.
- Our employees receive **Occupational Health and Safety Training, Environmental Awareness and Waste Management Training, Sustainable Tourism Trainings, and Energy and Water Saving Trainings** to enhance their awareness. All employees working in food-related areas also receive **hygiene training**.
- In addition, to ensure higher-quality and dedicated communication with our conscious staff, trainings on **communication skills, prevention of child abuse, and gender equality** are also provided.
- After completing these trainings, our staff fully understands **what we do for Sustainable Tourism**, the **targets of our implemented practices**, and **how they can contribute** to these practices within our facility.



6.1 STAFF DISTRIBUTION

LOCAL STAFF RATIO

GENDER DISTRIBUTION OF EMPLOYEES



6.2. FACILITIES OFFERED TO PERSONNEL

Staff Cafeteria:

Meals served in the staff cafeteria are **free of charge** for employees.
With menus that **change every two weeks**, the staff cafeteria provides **breakfast, lunch, and dinner (3 meals)** for employees.

Holiday Bonus; Our employees are given bonuses during religious holidays.

7. COMMUNICATION WITH STAKEHOLDERS

- Continuous interaction with **internal stakeholders (staff)** is ensured through meetings, surveys, and trainings.
- Regular contacts are maintained with **external stakeholders (NGOs, local authorities, suppliers, guests)** to share information about sustainability efforts.
- **Guest complaints and suggestions** are taken into account to continuously improve service quality.

8. LEGAL REGULATIONS AND COMPLIANCE

- **Zero Waste Regulation**
- **Environmental Law and Water Pollution Control Regulation**
- **Occupational Health and Safety Law**
- **Personal Data Protection Law (KVKK)**
- **Tourism Facilities Regulation and GSTC Criteria**

9. Customer Satisfaction

•Continuous interaction with **guests** is ensured through **digital and physical surveys** and the **contact section on the website**.
•**Google reviews** and survey results are regularly monitored to implement improvements.
•Service quality is measured through surveys, with a target of **100% satisfaction**.



10. Biodiversity, Wildlife Conservation, and Destination Engagement

- Contributions to nature are made annually through **tree donations** in collaboration with the **TEMA Foundation**.
- Donations are made to the **LÖSEV Foundation**.
- Endemic plants around the hotel are introduced, raising **guest awareness**.



11.CONCLUSION

As KREMLiN 1908 Hotel, we regard sustainability as an integral part of our business.

We aim to set an example for the sector with a business approach that is in harmony with society, the environment, and the economy.

In order to leave a livable world for future generations, we will continue working together with all our staff and stakeholders.