



Holiday Inn

Ankara Cukurambar

Sustainability Report

2023



info@hicukurambar.com | www.hicukurambar.com



Holiday Inn Ankara ukurambar, operated under a franchise agreement with Aska Otomotiv ve Petrol rnleri Tic A.Ő., a iftay company, was officially opened on 4 November 2014. It serves as the first five-star hotel in the ukurambar area of Ankara. Holiday Inn Ankara ukurambar Hotel has 140 rooms and 7 event halls ranging in size from 45 to 700 m2. In addition, our hotel has a SPA and Fitness Centre, Engiz Restaurant, To Go Cafe, E-Bar and Mizuno sports products sales store.

Holiday Inn Ankara ukurambar is located very close to the business, shopping, entertainment areas, ministries, government buildings, state institutions and headquarters of international companies where the heart of the city beats.



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OUR MISSION

Designed with an innovative mind and a personalised service approach, we want the accommodation service we offer from the hands of a team that does their job with love to have a beautiful place in the memories of our guests. We are here to offer an accommodation experience with countless unforgettable moments. We continue our branding journey with our visionary management approach.

OUR VISION

Holiday Inn offers its guests a unique accommodation experience that makes them feel special by adopting the understanding of an organisation that constantly learns, develops and inspires. As an answer to the question "How should a hotel be?", Holiday Inn aims to spread this unique hotel management approach to various destinations around the world.





It's time to think more deeply about the impact of what we do. The UN Sustainable Development Report 2021 highlighted how progress on many other goals, including poverty, education and gender equality, has stalled or reversed since 2020. In addition, global CO2 emissions are once again approaching record levels.

The global response to the COVID-19 pandemic has shown that humanity can achieve tremendous things when it uses science and technology for the common good.



There is a renewed sense of purpose in society and optimism that we can tackle other big challenges, such as climate change. We should all try to seize this moment to aim higher.

As Holiday Inn Ankara Çukurambar, we have become an exemplary business with our environmental and social sensitivity. In order to create measurable targets, we measure our environmental impact and prepare our action plans with the support of expert consultants and academicians.

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As Holiday Inn Ankara Çukurambar, we will continue to work with great determination together with all our stakeholders in the transformation journey we have started for a more sustainable future. It is to ensure stable, inclusive and sustainable economic growth, full and productive employment and decent work opportunities for all, to design consumption and production models with sustainable circular economy content, and to take action to reduce climate change and its impacts.

Our biggest motivation in our sustainability journey will be to create collective awareness with our stakeholders by including our guests, suppliers, employees and all our business partners in the process of developing our sustainable development policies and to develop national and international collaborations in this direction.

Emre ERSOY
General Manager

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R A P O R ABOUT



At Holiday Inn Ankara Çukurambar, we are committed to publishing meaningful and timely information on our Environmental, Social and Governance performance and management approaches each year, focusing on the environmental and social issues that are important to our services.

By preparing this Sustainability Report in digital format, we aim to increasingly utilise technology to better communicate with our stakeholders and help reduce our carbon footprint.

Scope of the Sustainability Report

The scope of the key performance data in this report includes data for the newly launched Holiday Inn Ankara Çukurambar 2023. As data becomes available, it will also include past years for comparison purposes.

For questions about the report and its

content; Ahmet YAĞCI

Technical Manager

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Holiday Inn Ankara Çukurambar, whose location, view and moonlight are magnificent, is a candidate to become one of the most experienced and well-established facilities in the capital city of Ankara. fulfils the application requirements to obtain a five-star certificate from the Ministry of Culture and Tourism.

It differentiates guests and employees with its location in the capital Ankara. It intends to strengthen its brand day by day with its superior service quality.

Holiday Inn Ankara Çukurambar aims to provide continuous support to the sector and the country, especially Ankara.



140
rooms



1 Restaurant



2 Bar



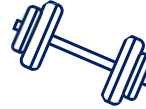
1 Swimming Pool



5 Meeting Rooms



1 Hammam &
SPA



1 Fitness Area

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2023 Number of Guests

40.070



Countries of Hosted Guests

32



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CONACKLAM SEKTÖR SUSTAINABLE ECONOMIC DEVELOPMENT

Sürdürülebilirlik konusunda yükselen bilinç pandemi ile beraber etkisini artırmış ve sürdürülebilirlik ile ilgili tutum ve düşünceleri, misafirlerin yer seçiminin en belirleyici faktörlerinden biri haline getirmiştir.

Pandeminin sürdürülebilirliğe etkisi



Gezginlerin **%61'i**, pandeminin onlarda gelecekte **daha sürdürülebilir seyahat etme isteğini uyandırdığını** belirtmektedir.



Gezginlerin **%49'u**, pandeminin günlük yaşamlarında **olumlu değişiklikler yapmak için tutumlarını değiştirdiğini** kabul etmektedir.

Avrupalıların **%90'i** otel seçiminde **sürdürülebilirliği düşünüyor**. **Daha yaşlı, daha zengin konuklar çevre sorunlarıyla, genç gezginler ise sosyal ve toplumsal sorunlarla** ilgilenmektedir.

Gezginlerin **%42'si** sürdürülebilir bir otel için **daha fazla para ödeyecek**, ancak **konfor veya lüksten ödün vermeyecektir**.

Gezginlerin **%64'ü** sürdürülebilir bir otel seçerken **çevre ve yeşil konularını en çok önemsemektedir**.

Gezginlerin **%63'ü** bir otelin sürdürülebilirliği konusunda **samimiyetini değerlendirirken otelin web sitesinde özel veya göze çarpan bir bölüm aramaktadır**.

Gezginlerin **%46'sı** uluslararası bir sertifikanın önemli olduğunu düşünmektedir ve bunlar **daha yaşlı gezginler** olma eğilimindedir.

Kaynak: Deloitte, Booking.com, Cloud Beds, Hilton



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CONACKLAM SEKTÖR SUSTAINABLE ECONOMIC DEVELOPMENT

Sürdürülebilirlikte Misafir Gözünden En Önemli Konular

Tüketiciler meseleleri kendi ellerine almaya ve kendi seyahat davranışları için kişisel sorumluluk almaya hazırdır. Bu, gezginlerin kendi etkileri ve gerekli gördükleri farklılıklar ve değişimler hakkında daha bütünsel düşünmeye başladıklarını göstermektedir.

Gezginlerin gündelik hayatındaki en büyük öncelikleri



%49

Geri dönüşüm



%42

Yemek artığını azaltma



%34

Kısa mesafeler için yürüme veya bisiklet kullanma



%33

Tek kullanımlık plastiklerden kaçınma

Gezginlerin en büyük endişeleri



%46

Aşırı atık



%38

Doğal yaşama zarar



%30

Aşırı kalabalık popüler yerler veya destinasyonlar



%30

CO2 emisyonu

Tatilleri sırasında **atıkları ve tek kullanımlık ürünleri azaltma** arayışında olan gezginler, daha düşünceli seçimler yapmak için yarışmaktadır. **%84'ü** gelecekteki seyahatlerinde **genel israfı azaltmak istemektedir.**



Kaynak: Booking.com, Cloud Beds





CONACKLAM SEKTÖR SUSTAINABLE ECONOMIC DEVELOPMENT

Misafir Davranış ve Beklentileri

Daha sürdürülebilir konaklama tercihlerinin yapılması sadece bir başlangıçtır; misafirler konaklama süreçlerinde de buna uygun davranmaya başlamıştır ve tesislerin de eforlarına yardımcı olması beklemektedir.

Misafirler ne yapmaktadır?

%45

bilinçli bir karar vererek, orada değilken konaklama yerlerindeki **klimayı/ısıtıcıyı kapatmıştır.**

%43

tatildeyken şişe su almak yerine kendi **yeniden kullanılabilir su şişesini almıştır.**

%40

su kullanımını azaltmak için aynı **havluyu tekrar kullanmıştır.**

%42

seyahatleri sırasında yerel ekonomiyi desteklemek için **küçük, bağımsız mağazalardan alışveriş yapmıştır.**

Misafirler ne beklemektedir?



%35'i, klima veya ısıtma için enerji kullanımını azaltmak için **anahtar kartlar ve/veya sensörler tarafından kontrol edilen elektrik sisteminin sağlanması** gerektiğine inanmaktadır.

2020 yılında bu oran %30'du.



%32'si konuklara yerel ekosistemler, **miras, kültür ve ziyaretçi görgü kuralları** hakkında bilgi sunmayı doğru yönde atılmış bir adım olarak görmektedir.

2020 yılında bu oran %28'di.



%27'si tesislerin su kullanımını azaltmak için **konuklara günlük oda temizliğinden vazgeçme seçeneği** sunması gerektiğine inanmaktadır.

2020 yılında bu oran %22'ydi.



%27'si, oda servisi de dahil olmak üzere **tüm öğünler için yalnızca yeniden kullanılabilir tabak ve çatal bıçak** sunulmasını tercih etmektedir.

2020 yılında bu oran %23'tü.

Kaynak: Booking.com, Cloud Beds



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2020 yılında bu oran %23'tü.

Kaynak: Booking.com, Cloud Beds



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PREVIOUSLY

OUR COMMUNITY

Our Guests

Guest experience
Health, safety and security
Food Safety
Building and fire safety

Our Environment

Climate
impacts Water
Biodiversity conservation

Our Employees

Human resources
Learning &
Development
Employee
experience
Occupational safety
and health

Our Community

Natural resource





ETIK OURPOLITICA

Integrity

Integrity and honesty are our priority values in all our business processes and relationships. We act with integrity and honesty in our relations with our employees and all our stakeholders.

Privacy

Confidential and proprietary information includes information about Alden Hotel, our hotel (the Company) that may create competitive disadvantages, trade secrets, financial and other information that has not yet been disclosed to the public, information on personnel rights and information within the framework of "confidentiality agreements" concluded with third parties.

As Holiday Inn Ankara Çukurambar employees; we take care to protect the confidentiality and private information of our customers, employees and other relevant persons and organisations we work with. We protect confidential information regarding the activities of the Company, use this information only for the purposes of the Company, and share this information with the relevant persons only within the scope of the specified authorisations.

For us, it is absolutely unacceptable to obtain any commercial benefit (insidertrading), including the purchase and sale of shares on stock exchanges, by leaking any confidential information belonging to the Company. When leaving our company, we do not take out confidential information and documents, projects, regulations, etc. that we have due to our duties.





Protection of Personal Data

The employee shall not share, transfer, disclose, misuse or misuse the special and general personal data belonging to the employer or employer's representatives, employees, sub-employer employees, customers, suppliers, third parties, guests, job applicants, interns and all real persons related to the company's activities in electronic media in written, audio or video form without the written consent of the data owner and the employer.

Conflict of Interest

As Holiday Inn Ankara Çukurambar employees, we aim to avoid conflicts of interest. By taking advantage of our current position; we do not gain personal benefit from persons and organisations with whom we have business relations personally, through our family or relatives.

We do not engage in business activities based on an additional financial interest outside the company. We refrain from using the name and power of Holiday Inn Ankara Çukurambar and our Holiday Inn Ankara Çukurambar corporate identity for personal benefit.



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OUR WORKERS



T O P L A M NUMBER OF EMPLOYEES

91



NUMBER OF FEMALE EMPLOYEES

23 % 25



NUMBER OF ERKERKE ALLICATIONS

67 % 74



NUMBER OF SPECIALISED C O M M U N I C A T I O N S

1% 1



2023 YILI EDUCATION AND TRAINING



250

AN ABACKED
DUCTION

84

ALLTBACKE
DUCTION

92

SAATCOM
MUNITYEDU
CATION

YANGINGVENTION

OCCUPATIONAL

HEALTH AND SAFETY AND

SECURITY

CULTURELMIRAS

CHILDREN'S CIVIL

LIBERTIES

SUSTAINABLE TOURISM AND
ENVIRONMENT

TEMELHIJYEN

FOOD AND WATER SECURITY O R Y

ANTASSYON

LIAISON COMMUNICATION TECHNIQUES



ÇEVRESEL SUSTAINABILITY

As Holiday Inn Ankara Çukurambar, our main goal is to prevent pollution and protect the environment and natural resources for sustainable development.

In all the processes we carry out, in addition to local legislation, international standards and special standards of our guests are taken into consideration, we fulfil the requirements of all environmental and social conditions determined by these standards and we support continuous development and the use of the best available technologies to ensure their continuity.

Our declaration and reporting obligations in environmental processes are sensitively managed by our environmental consultants through the follow-up and implementation of legal processes.



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E M I S Y O N M A N A G E M E N T

We meticulously follow the calculation of greenhouse gases generated within the scope of the activities of our facility and calculate the corporate carbon footprint.



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E N E R J I M A N A G E M E N T

Aiming continuous improvement in energy efficiency, our energy consumption is monitored and reviewed on a daily, monthly and annual basis.

Every year, important energy utilisation points are identified and energy efficiency projects are prepared.

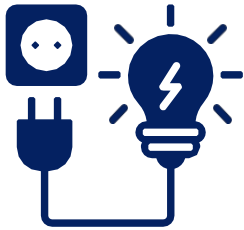
In addition to these studies for existing facilities, new investments are evaluated in terms of energy efficiency and it is aimed to reduce the specific energy intensity of the products to be produced.

In addition to efforts to increase energy efficiency, we are continuing our feasibility studies on the use of renewable energy in order to reduce our carbon footprint in line with sustainable development goals and in the process of harmonisation with the European Green Deal.





ENERJI VE SU TUCKECTION



ELECTRIC

1.600.423 kWh



DORAL GAZ

197.517 m³



SU

11.216 m³



S U MANAGEMENT

Projects are developed and implemented in order to reduce water consumption in our facilities, water consumption values are regularly monitored on a monthly basis, water leakage controls are carried out continuously and intervention is provided in the fastest way.

For a sustainable environment, water of a quality that complies with both the discharge limits we are subject to in the Water Pollution Control Regulation and international legislation and standards is discharged to the receiving environment.





GENEL SU RISK

In terms of its location, our hotel is in a location where all water-related risks should be measured by collecting all indicators selected from the categories of Physical Quantity, Quality and Regulatory and Reputational Risk.

Medium-High (2-3)

*<https://www.wri.org/applications/aqueduct/water-risk-atlas>



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A T I K MANAGEMENT

Considering the product life cycle in our processes, the policies of reduction at source, separation at source and reuse of waste generated within our facility are implemented.

Hazardous and non-hazardous wastes are generated in our facility. Hazardous wastes are collected in the hazardous waste temporary storage area permitted by the Provincial Directorate of Environment, Urbanisation and Climate Change and sent to licensed facilities with licensed vehicles and drivers via MOTAT (mobile waste tracking) system.

Non-hazardous wastes are collected in the non-hazardous waste temporary storage area and delivered to licensed facilities. Our Environmental Consultant and an employee responsible for the waste area are involved in the management of these processes.

Almost 100% of our hazardous and non-hazardous wastes generated in our facility are recycled by licensed facilities as plastic, glass, paper-cardboard, metal, battery, oil, etc.





2022 ATIK BEYANI

020108	3 Kg
16064	14 Kg
200121	7 Kg
080317	3 Kg
130208	160 Kg
150110	30 Kg
150101	210 Kg
150102	120 Kg
150106	1.475 Kg
200126	655 Kg



A T I K M A N A G E M E N T H E D E F L E R

Targeting the preference of products that are environmentally friendly and will not produce waste or will produce less waste,

Especially raising environmental awareness,

Increasing trainings on Waste Segregation and Zero Waste System,

informing employees about current environmental issues.



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IS SALLI VE VERVENTIONS

As Holiday Inn Ankara Çukurambar, we consider protection from all kinds of injuries, occupational diseases, accidents and environmental pollution in terms of health, safety and environment as a goal to be achieved not only in theory but also in reality.

OUR GOAL;

ZERO ACCIDENT, ZERO RISK!

As individuals, we have principles to guide us in our daily activities both at work and outside of work:

- All injuries and occupational accidents are preventable.
- Every employee is personally and directly responsible for preventing accidents and illnesses. Safety is a prerequisite for working, so every employee must take responsibility for working safely and do what is required.
- Safety training is a vital element for a safe workplace.
- Safety audits should be carried out. Risks related to any vulnerability should be quickly identified and necessary corrective actions and actions should be taken immediately.
- It is important to investigate and eliminate not only incidents resulting in injuries and accidents, but also all practices and behaviours that have the potential for danger.
- Off-the-job safety is as important as safety at work.
- Preventing injuries and illnesses is also commercially profitable.

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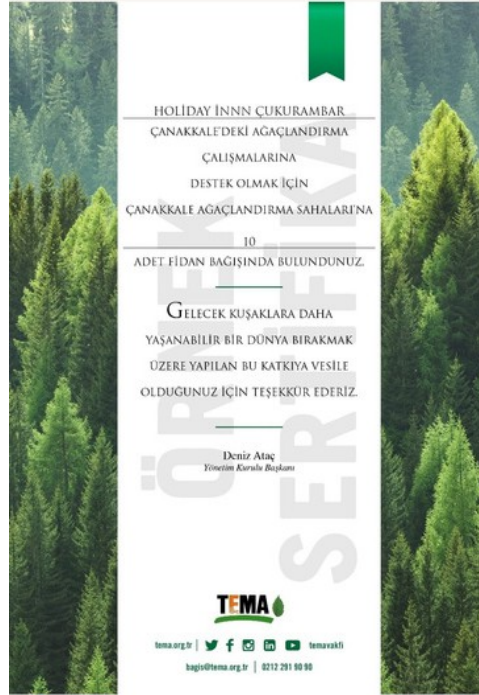
SOSYAL SORUMMUNITY

We work to fulfil our duties and responsibilities towards society in line with the United Nations 2030 Sustainable Development Goals; we work with various NGOs and develop Social Responsibility Projects. We transfer our experience in the sector to young people preparing for business life.

We continue our many social responsibility projects without interruption.

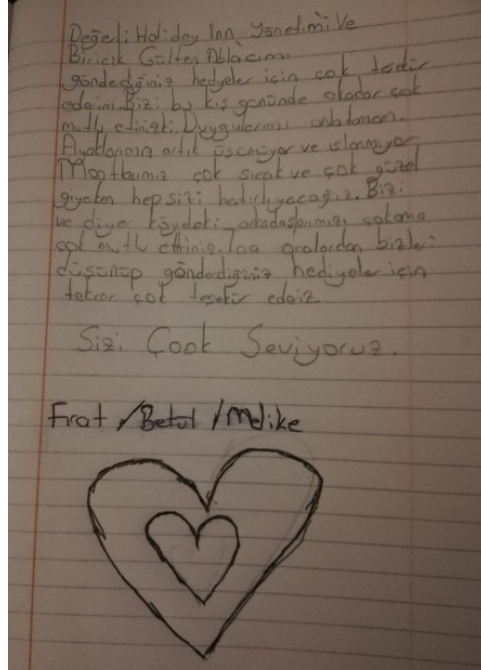


Attaurk Forest Farm Tree Planting



TEMA Foundation Donation

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Diyarbakır Bismil Primary School In-Kind Aid

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TO BE USED AS A TOOL FOR CIVIL TOPLUM ORGANISATIONS



ANADOLU ANKARA TURİZM İŞLETMECİLERİ DERNEĞİ
ANATOLIAN ANKARA TOURISM ADMINISTRATORS ASSOCIATION



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STRATEJECK OUR HEDEFLECTIONS

To follow sectoral and institutional development areas.

To follow guest satisfaction effectively.

To ensure employee satisfaction and development.

Keeping sustainability audit mechanisms alive.

Making our operational efficiency and processes more efficient.

To capitalise on growth opportunities.

Keeping costs under control with a focus on profitability