

VAKKO | HOTEL &
RESIDENCE

SUSTAINABILITY
MANAGEMENT PLAN

“We are aware of our responsibilities in sustainable tourism and development.

We are working for leaving a better world for future generations. Our corporate culture, values and ethical principles guide us in fulfilling these responsibilities.”

As Vakko Hotel & Residence, it is of special importance for us to provide information about our sustainability activities in a transparent and effective manner. In this line, the sustainability reports that we aim to publish annually will be an important instrument that we will benefit in order to be a transparent and accountable organisation.

In this report, we would like to openly share our decisions and practices we have adopted for the sustainability of our business. The information contained in this report includes our performance between March 1, 2023 and December 31, 2023, unless otherwise stated. We consider this report, which we plan to prepare regularly, as an important communication instrument with which we will share the steps we will take to manage our impacts in the future.

The Sustainability Report for 2023 includes;

- The evaluation of the environmental, social and economic performance of our hotel,
- The targets set in order to increase this performance,
- The strategy and process to be followed to achieve these goals,
- The possible risks that may be encountered,
- The solution suggestions for risks,
- The measured performance results.

TABLE OF CONTENTS

OUR MESSAGE ON SUSTAINABILITY	4
OUR CORPORATE PROFILE	4
<i>AN EXCLUSIVE TOUCH OF VAKKO TO CITY LIFE</i>	5
<i>MISSION & VISION OF THE HUMAN RESOURCES</i>	6
<i>TRAINING AND DEVELOPMENT</i>	6
<i>POLICY OF QUALITY, ENVIRONMENT AND OCCUPATIONAL HEALTH AND SAFETY</i>	6
<i>OUR BUSINESS PRINCIPLES</i>	7
<i>CORPORATE RESPONSIBILITY</i>	7
<i>RESPONSIBLE PURCHASING PRACTICES</i>	8
OUR GUESTS	9
<i>VAKKO HOTEL & RESIDENCE APP</i>	9
<i>CUSTOMER SATISFACTION MANAGEMENT</i>	9
OUR ENVIRONMENTAL APPROACH	10
<i>OUR ENVIRONMENTAL POLICY</i>	10
<i>OUR ENVIRONMENTAL GOAL</i>	11
<i>SUSTAINABLE LIFE</i>	12
<i>RELATIONS WITH OUR STAKEHOLDERS AND SUSTAINABILITY</i>	13
RESOURCE CONSUMPTION	14
<i>ELECTRICITY CONSUMPTION</i>	14
<i>FUEL CONSUMPTION</i>	14
<i>WATER CONSUMPTION</i>	14
WASTE MANAGEMENT	15
<i>RECOVERABLE WASTES</i>	15
<i>HAZARDOUS WASTES</i>	15
CHEMICAL USAGE	16
CARBON	16
OUR ENVIRONMENTAL PRIORITIES	17
EMPLOYEE TRAINING	18
OCCUPATIONAL HEALTH AND SAFETY RULES	20
BENEFITS TO THE EMPLOYEES	21
CAREER MANAGEMENT	21
OUR CONTRIBUTION TO SOCIETY	21
<i>OUR SOCIAL ACTIVITIES</i>	21

OUR MESSAGE ON SUSTAINABILITY

Esteemed Guests, Business Partners and Employees; as Vakko Hotel & Residence, we continue to serve with high guest satisfaction, brand awareness and quality understanding from past to present.

Today, we are experiencing a period in which many new expectations and needs arise in the tourism sector around the world, from the environmental matters to business and social life. This process demonstrates the importance of responsible and sustainable tourism, which we, as Vakko Hotel & Residence, attach special importance and our corporate values also point out.

We focus on the effective management of sustainability risks and provision of sustainable growth with long-term strategies, and therefore, aiming to increase our success day by day.

CORPORATE PROFILE

“Her ülkenin övünç
duyduğu markaları vardır...”

*“Every country has brands
that they are proud of...”*

AN EXCLUSIVE TOUCH OF VAKKO TO CITY LIFE

Vakko, the most established fashion house and lifestyle brand of Turkey, following fashion and gastronomy, now brings a new approach to the accommodation experience with Vakko Hotel & Residence it has been designing for a long time.

Opening the doors of a brand new Vakko World, Vakko Hotel & Residence brings together its privileged services under one roof in Nişantaşı, the fashion centre of İstanbul.

Vakko Hotel & Residence combines the dynamic atmosphere of Nişantaşı with its beyond-the-time Vakko vision, with its location that takes the pulse of the city, modern architecture and stylish design. A well as its residence apartments, every detail of which has been carefully considered, Vakko L'Atelier flavours that leave a mark on the palate, and a personalised Vakko store experience, with its concierge, butler service, fitness centre and Spa therapies, Vakko Hotel & Residence is a brand new and special destination for those who want to enjoy İstanbul.

For a more personal touch, as part of its unique hospitality approach, Vakko Hotel & Residence Butler team is available to assist all guests with pre-arrival requests, pick-up preparations, suitcase unpacking and collection, wake-up services, laundry services, turndown services, shopping delivery, special tips about the city and travel planning at no additional cost. Everything at Vakko Hotel & Residence has been thought of individually to make your stay personal and very special.

We have adopted it as an objective to prioritise our sustainability goals at all stages of our accommodation services. In this personal and special journey, as a part of our unique hospitality approach, we aim to realise our sustainability goals while providing you with the Vakko experience.

MISSION OF VISION OF THE HUMAN RESOURCES

The human resources vision of Vakko Holding is to be an exemplary corporation in which a world-class human resources management approach is adopted in its sector and where everyone wants to work and is proud to work for.

The human resources mission of Vakko Holding is to provide a Human Resources perspective with a working environment that will enable our employees to have common values, work with high efficiency and create added value by keeping their loyalty at the highest level.

TRAINING AND DEVELOPMENT

Vakko Holding allows employees to develop and progress together with Vakko by providing training programs for professional development and business excellence in line with its goals and principles. Vakko Holding creates well-educated, motivated human resources with the philosophy of "Our biggest capital is our employees".

POLICY OF QUALITY, ENVIRONMENT AND OCCUPATIONAL HEALTH AND SAFETY

- Ensuring customer satisfaction by offering high quality and privileged products to our customers with an understanding of superior service.
- Being innovative and pioneer in the sector by constantly following the innovations.
- Ensuring the sensitivity of our employees to the environment, occupational health and safety and quality by increasing their level of awareness.
- Being result-oriented by using resources in a planned and effective manner.
- Complying with legal requirements by preventing occupational safety risks, accidents and environmental pollution.
- Monitoring and continuously improving the effectiveness of the system by complying with the requirements of Integrated Management Systems.

OUR BUSINESS PRINCIPLES

Vakko Hotel & Residence adopts a business policy that respects natural life and human rights, and supports its employees and suppliers.

For the sake of continuous development, we support our employees with trainings and career management program. First of all, we aim to raise our employees and grow together.

CORPORATE RESPONSIBILITY

While carrying out its activities, Vakko Hotel & Residence carries out activities to maintain positive relations between the surrounding society, organisations, natural habitats and the corporation, to make its social and economic effects as positive and beneficial for the environment and the people of the region as possible, and to reduce and eliminate its negative effects.

OUR CORPORATE RESPONSIBILITIES:

➤ **Being Environmentally Friendly**

Carrying out activities for adding positive values in protecting the environment and cultural heritage and taking our environmental impacts under control in the territory where we operate and as possible as beyond are our priorities.

➤ **Sustainable Tourism**

Meeting the needs of our guests and employees by thinking about the future generations, protecting natural resources and wildlife, saving energy and water, and increasing the quality of life constitute the basis of our sustainability activities.

➤ **Creating Opportunities**

We create internship opportunities for tourism students to gain working experience. We support our employees with trainings and career management program. By training our employees as much as possible, we aim to raise our own employees to higher positions and grow together.

RESPONSIBLE PURCHASING PRACTICES

As Vakko Hotel & Residence, we carry out our purchasing operation in two processes: Procurement of raw materials and procurement of other goods and services.

As part of our responsible purchasing practices, within the scope of Supplier Management, the companies from which we procure raw materials are evaluated by our purchasing and quality departments.

Our purchasing agreements include our responsible procurement principles. We collaborate with suppliers that comply with all legal regulations. We encourage our suppliers to grow and develop with us within the scope of the Integrated Quality Management System requirements that we implement. It is our priority to have 14001 Environmental Management System certificate in supplier selections and ISO 22000 Food Safety Management System certificate for our food suppliers.

We make our purchases from the regions as close as possible. Thus, we aim to reduce the environmental impacts by minimising the CO₂ emissions of the delivery vehicles of supplier companies, and we support the employees from the region.

OUR GUESTS

VAKKO HOTEL & RESIDENCE APP

Vakko Hotel & Residence App is an application that guests can download from the Apple Store before or upon arrival at the hotel, and is an experience designed to communicate the needs of guest, including the contactless check-in.

With Vakko Hotel and Residence App, our guests can get detailed information about room types, give room service orders and make gym and spa reservations during their stays, visit Vakko store website and switch to Power App, make Vakko experience reservations, view the calendar of events with their locations meticulously prepared for our guests.

Our guests can easily submit their concierge services requests, laundry requests, tour and transfer requests, restaurant reservation requests and other needs to our teams via the app.

The services offered within the body of Vakko Hotel & Residence are based on the principle of "Customer Orientation". Within the scope of continuous improvement, survey forms are used within the Vakko Hotel&Residence App in order to receive feedback from our guests about the quality of the services we provide and to meet or even exceed the expectations of the guests. We focus on managing satisfaction instead of complaints, with our practices that create innovative values.

CUSTOMER SATISFACTION MANAGEMENT

Due to the fact that production and consumption realises simultaneously in the service sector, failures are inevitable. However, the successful recovery of service failures will be possible by being aware of the existence of complaints, establishing processes that produce fast solutions for the management of these complaints and are based on the fact of justice, informing the personnel and guests about these processes and implementing these processes effectively.

Our guests can report their complaints via Vakko Hotel&Residence App during their stay at the hotel or after leaving the hotel. All reported complaints are handled by the Guest Relations or Front Office Department.

OUR ENVIRONMENTAL APPROACH

Vakko Hotel & Residence is an organisation that adopts a quality-oriented management philosophy and has adopted the principle of responding to the expectations of our guests, employees, stakeholders and the law in the most effective way and rendering it permanent.

Adopting, implementing and developing the ISO 14001 Environmental Management System, which is an integral part of the Quality Management Systems we implement within the body of our organisation, is among our primary objectives.

OUR ENVIRONMENTAL POLICY

- As the hotel management, we are committed to taking a proactive approach towards our future needs and obligations, in compliance with the relevant environmental legislation,
- Implementing energy consumption, waste management, reuse and recycling activities and monitoring our performance regarding these activities in order to protect natural resources, while constantly improving our service quality in line with the expectations of our guests,
- Providing environmental training to all employees from the top management to the lowest units, protecting natural life and playing an active role in environmentally sensitive studies, and encouraging these studies,
- Sharing our environmental policy with our employees, guests, suppliers and ensuring that it is accessible to the public,
- Working with local suppliers that adopt environmental policies and practices.

OUR ENVIRONMENTAL GOAL

Carrying out activities for adding positive values in protecting the environment and cultural heritage and taking our environmental impacts under control in the territory where we operate and as possible as beyond are our priorities.

➤ **Environment-Friendly**

- We identify and control our impacts on the environment.
- We are prepared for pollution risks and emergencies, and we comply with environmental regulations.
- We continuously improve our environmental performance through activities such as waste sorting and reduction of waste amounts, efficient use of natural resources, etc.
- With the support of both our employees and our guests, we decompose hazardous/non-hazardous wastes as paper, plastic, metal and glass, and recover them back for nature.
- We follow up the wastes up to the recycling/disposal stage.
- We use energy and water saving systems in our hotels and train our employees on these matters.
- We train our employees on the precautions to be taken in case of spillage of hazardous chemicals.
- In order to minimise the damage we cause to the environment, we try to reduce the systems that will cause the formation of hazardous waste, and try to reduce our solid waste production by using large packaging.

➤ **Engagement of Everyone**

- We encourage our employees and guests to be sensitive to the environment.
- We separate the recyclable wastes by placing waste sorting buckets in the areas allocated to guest and staff.
- We only use glass bottles for water consumption in our hotel.
- Our booklet materials are prepared in aluminium boxes.
- We use toilet papers soluble in water.
- We evaluate the satisfaction, requests and suggestions of our employees and guests regarding our environmental awareness activities and we constantly improve ourselves.
- We try to increase the environmental awareness of our employees, local people and guests by organising various environmental events.

SUSTAINABLE LIFE

Sustainable development refers to a holistic approach that aims to establish a balance between the needs of human life and the sustainability of natural resources, and to make a planning compatible with its economic, environmental and social aspects from the present to the future.

The concept of “sustainability”, which emerged with the combination of environmental, economic and social factors for the benefit of people and the environment for a better world, is increasingly taking place in tourism of Turkey.

Climate conditions demonstrating changes on a global scale are increasingly felt in Turkey as well as in the world. We have come to a point that we experience droughts, floods and very cold winters. These all indicate that something is changing in our world. In this context, protecting the environment is of key importance for the future of humanity. Measures to be taken by a single business or by even an individual to protect the environment, and therefore the world, will contribute to this process and enable the sustainability of a liveable planet.

As Vakko Hotel & Residence, we are aware that we have great responsibilities in this process. Sustainability, which has turned into the responsibility of companies to their stakeholder groups today, is considered as one of the most important elements of the economic, environmental and social dimensions of our activities, far beyond being an approach for us.

Sustainability in economic sense includes all of the strategies and practices that our companies have created for the continuity of their economic activities. Economic sustainability aims to develop risk management practices, to implement a strong corporate structure and to display the highest possible performance in order to realise the commitment to create added value for our companies.

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Another issue that our businesses have focused on the most in recent years is the environmental sense of sustainability. Within the scope of environmental sustainability, which aims to minimise the negative effects of business activities on the environment, our businesses spend increasing efforts for a cleaner world and positioning the environment at the centre of their business.

With the concept of sustainability, the scope of corporate social responsibility has also expanded. Sustainability in social terms guides our businesses in the process of developing projects that will improve and contribute to the lives of all people in the society in which we operate, our employees being in the first place.

In a nutshell, sustainability is defined as “Working for a better world by focusing on economic, environmental and social activities”.

Within the scope of sustainability, the main responsibilities of our businesses are;

- Creating and evaluating opportunities of recycle and reuse,
- Continuously improving energy efficiency, and minimising the negative impact of carbon emissions,
- Reducing all kinds of environmental impacts, and
- Increasing efficiency in production processes and activities is shaped by its basic points.

The liability of economic actors is not limited to these Social and economic factors that form the basis of sustainability are at least as important as the environment. Sustainability has a wide scope from providing the most suitable conditions for the employees to sharing the added value created with the society.

RELATIONS WITH OUR STAKEHOLDERS AND SUSTAINABILITY

With the Sustainability Report, which we have published this year for the first time, we expect to present the added value we generate in line with the economic, environmental and social strategies of our company to our stakeholders in the most transparent way.

RESOURCE CONSUMPTION

With the efforts to reduce the consumption of natural resources, the rate of reaching the targets is followed numerically, and studies are made on decreases or increases in electricity, water and natural gas consumptions.

➤ Electricity Consumption

We aim to ensure that all electronic products we purchase are energy efficient and that all our employees receive training on energy saving.

We carry out the following studies regarding energy saving out in our hotels and ensure their continuity.

- In all rooms, there are warning letters about electricity saving for our guests.
- Energy-saving bulbs or LED lights are used in our hotels.
- Sensors are used for lighting in common areas, toilets, corridors, personnel areas and ground floors.
- Our rooms also have contactless check-in feature.
- There are presence sensors in our rooms, ensuring that the systems are automatically turned off as soon as the guest leaves the room in order to save energy.
- A+ class TVs with low energy consumption are used in our rooms.
- Our maxi bars in our rooms are positioned away from the heat sources in order to save energy.
- There is also a floor heating system in our rooms in order to save energy.
- Our energy consumption is recorded on a daily basis.

➤ Fuel Consumption

Our natural gas consumption is recorded on a daily basis and adjusted automatically according to seasonal conditions. In order to save energy, there is thermal insulation in all our rooms, and our choices for joinery and glass have been in this line.

➤ Water Consumption

In order to reduce general water consumption without compromising on health, hygiene and guest satisfaction, we use water-saving equipment, place an informative "Environmental Card" about water saving in guest rooms, and train our employees on this subject.

- We carry out the following studies regarding water saving out in our hotels and ensure their continuity.
- Water flow limiting equipment is used in taps and showers.
- Saving and/or double flush systems are used in the toilets.
- Water consumption is reported on a daily basis.

WASTE MANAGEMENT

As Vakko Hotel & Residence, our primary objective in our Waste Management System we implement is to reduce the amount of waste, to manage our wastes well and to ensure that they are disposed of with the least damage to the environment, and to recover the recyclable ones.

RECOVERABLE WASTES

We make various studies to reduce our waste production, and we encourage our guests and employees to participate in the recycling program.

For the recycling of glass, paper, oil, plastic and food waste, we keep waste separation containers in various departments, office areas and all guest rooms.

We also have waste sorting bins in the guest areas. We collaborate with the relevant companies for the recycling of these wastes that we separate and we follow up these activities.

In order to reduce our paper consumption, we make our correspondences and announcements in the e-mail environment as much as possible. Our primary goal in 2023 is to take measures to reduce the amount of paper, plastic, glass and metal waste generated, and to properly sort and recycle the waste generated.

By informing our guests about the Waste Management System we have implemented in our hotel, we encourage them to reduce the amount of waste and to sort the wastes generated.

HAZARDOUS WASTES

We have created a Hazardous Waste Procedure in order to dispose of the hazardous wastes generated in our hotel without harming the environment. In this line, we collect the hazardous wastes generated in our departments in our hazardous waste chambers under appropriate conditions, label them and deliver them to licensed companies for legal disposal or evaluation.

Our goal for 2023 is to collect all hazardous wastes generated in our hotel in an intermediate hazardous waste storage area without mixing with other wastes and to deliver them to licensed companies, and to carry out activities that will minimise the amount of hazardous waste.

We control our amounts of Hazardous Waste. We take attention on the fact that the materials we use do not contain dangerous substances as much as possible, and that the ones that contain are disposed of properly. We have identified the hazardous materials we use in our environmental aspects and increased their follow-up.

CHEMICAL USAGE

We collaborate with the relevant companies for the safe disposal of chemicals and we do the follow-up of chemical wastes.

We train our employees on the use of chemicals and the precautions to be taken in case of spillage/scattering of hazardous chemicals.

Our dosing system has been established according to our cleaning materials in order to spend less amounts of chemicals. In this way, the use of excess or incomplete cleaning materials is prevented.

We control our amounts of chemical usage and provide personnel training to prevent wasted and wrong chemical use.

CARBON

We make our purchases from the regions as close as possible. Thus, we aim to reduce the environmental impacts by minimising the CO₂ emissions of the delivery vehicles of supplier companies.

- We will prefer products that are produced with climate-friendly methods using low-carbon, and we will use energy efficiently. We will prefer public transportation systems more in our modes of transportation, make vehicle routes and transportation plans, and prefer vehicles that use fuel efficiently.
- We will give more support to recycling by taking measures to reduce our consumption.
- We will prefer suppliers that support recycling.
- We will take measures to do more with less energy. While purchasing a product, we will also pay attention to its energy efficiency class.
- We will prefer energies that produce less carbon. We will create a driving force for the growth of renewable energy supply. We will make greener choices.
- Flue gas measurements have been made by accredited institutions, and the results obtained are within acceptable limits.

OUR ENVIRONMENTAL PRIORITIES

- In order to reduce the amount of waste, larger packaged products are selected in the purchasing process and the use of small-weight products is not preferred – except in obligatory cases. In addition, reusable products are our first choice as much as possible.
- In order to reduce hazardous wastes, longer-lasting LED lightings are used in many usable sections instead of fluorescent lightings containing mercury and having a shorter life. Energy-saving bulbs are preferred in areas where LED usage is not possible. Sensor lighting system has been chosen in all of the applicable guest common areas in our hotels and in most of the personnel areas.
- Materials such as textiles that will wear out and deform over time will be donated to the people in need instead of being used as waste, or they will be made smaller and used for different purposes.
- By increasing the number of battery boxes in our facilities, it will be ensured that both our employees and our guests contribute to the disposal of hazardous wastes without interfering with nature.
- In order to reduce energy consumption, we pay attention to purchase devices with high energy efficiency in changing devices. In this context, Class A appliances are preferred instead of dishwashers with high water and electricity consumption. Saving in water is achieved by installing taps with aerators.
- Studies are made to increase the environmental awareness of our guests. In this context, environmental cards are left in the guest rooms and we try to ensure that the guests are aware of what our facility does in terms of protecting the environment.

EMPLOYEE TRAININGS

MY VAKKO WORLD

- Corporate Orientation in Vakko
- Personal Image and General Decency in Vakko
- Cultural Awareness
- Customer Relationship Management
- Personal and Corporate Communication in Luxury Life
- Being a member of Vakko
- Presentation of Orientation
- Menu Tasting

OCCUPATIONAL HEALTH AND SAFETY TRAININGS

- First Aid Training
- Fire Drill
- Hygiene Training
- Environmental Awareness and Waste Management

SYSTEM TRAININGS

- Opera Training
- Mobile App Training
- Travelclick Training
- SLH Training
- ASSA Abloy Lock Systems Training

EHL TRAININGS

- Hotel Value Chain
- Service Excellence
- Butler Training

Vakko Hotel & Residence employees are included in the Orientation Training program as soon as they start working, and the rules to be followed and our expectations from the employee are explained. Afterwards, they go through a series of training processes within the plan created every year according to the needs, and they are equipped to provide excellent service.

Environmental trainings are provided to our employees in line with annual training programs. The trainings include subjects such as reducing the consumption of natural resources, reducing wastes and separating them correctly, what to do about hazardous wastes, Protection of Natural Life, etc.

Trainings are continued internally and externally. Awareness of all our employees about the Environment is ensured with the trainings given periodically by our Environmental Officer. In addition, chemical trainings have been received from our supplier companies, and the awareness of our employees who use chemicals has been raised in order to ensure the standardisation of chemical consumption. Awareness has been raised with trainings on the environmental damage of Waste Oils from the Vegetable Waste Oil Company and the importance of their collection.

- Our employees are provided with fire training.
- Emergency teams are formed.
- Fire drills are organised. Fire extinguishers in our facilities are checked.

OCCUPATIONAL HEALTH AND SAFETY RULES

1. It is essential to comply with the rules of hygiene and cleaning so as not to cause epidemics.
2. It is forbidden to spit on the ground, to blow nose, to keep things that may harm the air and health casually, and to throw them somewhere in the hotel.
3. It is forbidden to smoke, use matches and similar things in places where flammable, explosive and inflammable materials are stored, despite the warning signs.
4. It is forbidden to use dangerous weapons and similar tools, to keep them available on or in the workplace.
5. Employees are obliged to use and protect the equipment, devices and protection materials given to them in order to ensure occupational safety. The employees must not use the hotel's materials or machines or services without permission and authorisation.
6. Employees must use the necessary safety equipment such as boots, shoes, aprons, gloves, glasses, face masks, safety harnesses, helmets, protective vests, masks, etc. in accordance with the nature of the work done, which must be used according to occupational safety and HACCP norms and given as a protective material.
7. Every employee is obliged to take the necessary precautions against accidents, to protect himself/herself, his/her environment and other employees around, to comply with the safety measures, written texts, warning signs and methods put in place to prevent accidents.
8. The employee must immediately stop the malfunctioning equipment and machine during the work and notify his/her immediate supervisor. If the employee does not use the equipment or machine given to him/her properly, does not stop it immediately in the event of a malfunction, and therefore causes the malfunction of the equipment, device or machine to go worse, if a work accident occurs, and the person or other employees are harmed or killed as a result of the accident, the employee shall be personally and directly responsible for the consequences of such situations.
9. While the employee is at work, the employee is obliged to notify the department manager or the immediate supervisor as soon as possible in case of an accident, sudden illness, etc.
10. Changing rooms, toilets, washbasins and showers are provided to meet the necessary personal needs. It is necessary to assist the relevant people in maintaining the high standard of cleaning in these areas, which will be used by all employees.
11. All employees are responsible for cleanliness of body, hand, face, mouth, hair, nails, etc. and must pay attention to hygiene rules.
12. No personal packages, nylon bags, bags, suitcases, etc. are allowed into the hotel. Such items must be handed over to the security guards upon arrival at the hotel. They can be picked up again from the same place at the end of the working day. No nylon bags, bags, suitcases, etc. are allowed to be removed out of the hotel. In very necessary cases, the manager of the relevant department must have written exit permission. The hotel management reserves the right to search for such items at any time. In addition, personnel may need to be searched in accordance with the regulations at their entrance and exit. In this case, the employees must cooperate with the relevant attendants.

BENEFITS TO THE EMPLOYEES

➤ Employee Dining Hall

All employees can eat the meals they want with the monthly meal cards allocated to them. Disposable products are not used in our dining hall and kitchen section reserved for personnel use. We have garbage sorting bins.

➤ Laundry

Work uniforms and all work-related clothing are cleaned free of charge for all our employees.

➤ Personnel Motivation Meetings

In our monthly team meetings, the “Employee of the Month” is selected and the selected person is rewarded. Birthdays of all our employees are celebrated on a monthly basis. Employee motivation meetings are organised throughout the year.

CAREER MANAGEMENT

We create internship opportunities for tourism students to gain working experience. We support our employees with trainings and career management program. By training our employees as much as possible, we aim to raise our own employees to higher positions and grow together.

OUR CONTRIBUTION TO SOCIETY

As Vakko Hotel & Residence, we are aware that being a community can be achieved by protecting our values. We are aware of our social responsibilities and we organise our voluntary social activities with the participation of our personnel throughout the year.

OUR SOCIAL ACTIVITIES

➤ ANIMAL SHELTER VISIT

We aim to donate food by visiting municipal shelters throughout the year.

➤ NGO DONATIONS

We aim to make donations to Non-Governmental Organisations operating on subjects such as education, health, nature, etc.

➤ NATURAL DISASTER AIDS

We aim to deliver our aid to people in need by cooperating with official institutions in natural disasters.

VAKKO | HOTEL &
RESIDENCE

Please contact us on
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for all inquiries regarding sustainability.