


MARLIGHT
BOUTIQUE HOTEL - IZMİR



Fevzipaşa Bulvarı 1367 Sokak No: 3 Cankaya / IZMİR /TÜRKİYE

www.marlightotel.com

muhasebe@marlightotel.com

+90(232) 484 12 13

+90 530 174 44 54

SUSTAINABILITY POLICY

Our Policy Objective

Marlight Boutique Hotel offers its guests the genuine hospitality of Turkey in the heart of İzmir. Combining excellent service with comfort, our hotel aims to help guests experience İzmir in the best possible way through our comfortable rooms and friendly staff, embracing a concept of peace and relaxation.

Our hotel is located in the heart of İzmir's Old Town district. Surrounded by the beauty and charm of history, our hotel is within walking distance of many important cultural landmarks such as **Kemeraltı Bazaar, Çankaya–Basmane, Agora, Hisar Mosque, Kızlarağası Inn, Kadifekale, and Konak Clock Tower**. Another advantage of our unique location is its proximity to the metro station. From the moment you step inside, we are committed to welcoming you with great enthusiasm and warmth.

All our staff work with great dedication to ensure that you have an unforgettable stay in the magnificent city of İzmir.

In addition, for all domestic and international guests who choose our hotel for travel and vacation purposes, we host them according to the **GSTC (Global Sustainable Tourism Council) Criteria** with our sustainability team. Throughout their stay, we aim to provide the best experience within the framework of our **Sustainability Tourism Policy**, covering **environmental, social, cultural, economic, and quality** aspects. We also share our sustainability policies with our guests as stakeholders and continuously improve them to deliver a unique and lasting accommodation experience.

We aim to contribute maximally to the continuously developing **Turkish tourism sector**. While supporting the development of tourism in our country, we also strive to leave a **livable world for future generations** by using our resources efficiently, recovering and recycling them whenever possible as part of our sustainability efforts.

As a business that is open to innovation and focused on continuous improvement, we aim to provide our employees with **personal development, professional training, sustainable tourism, and innovative education programs**, enabling them to progress in our sector with new knowledge and skills.

Our Vision and Mission

Our Vision

To be a **preferred environmentally friendly accommodation facility** in our country and to be a **pioneer in sustainable green tourism policies**.

Our Mission

Our mission is to contribute innovative values to the development of the tourism and hospitality sector in our country while always prioritizing **quality green tourism services and Turkish hospitality**, and to help leave a **livable world for future generations**.

Our Environmental Policy

Climate Change Risk

Marlight Boutique Hotel is located within the borders of the **İzmir Metropolitan Municipality and Konak Municipality**. The region experiences four seasons in accordance with the expected climatic conditions, and there are no significant seasonal risks or adverse climate-related conditions affecting our operations.

Wastewater

All wastewater generated by our facility is discharged into the **municipal sewage system**. No wastewater is discharged into open areas.

Solid Waste

Many types of waste generated within the hotel (such as **paper, plastic, glass, and metal**) are separated according to their types. The recovery and disposal of these wastes are carried out in cooperation with a **recycling company contracted by the Konak Municipality**.

Facilities are provided in guest rooms and common areas to encourage guests to separate their waste.

Non-hazardous wastes that may occur at our facility include:

- Paper and cardboard packaging
- Plastic packaging
- Wooden packaging
- Mixed packaging
- Glass packaging



Hazardous and non-hazardous wastes generated in our facility include:

- Waste printer toners containing hazardous substances
- Packaging contaminated with hazardous substances
- Absorbents, filter materials, cleaning cloths, and protective clothing contaminated with hazardous materials
- Waste requiring special procedures for collection and disposal to prevent infection
- Fluorescent tubes and other mercury-containing waste

Batteries, accumulators, and hazardous wastes generated from liquid and solid oils are delivered to **authorized organizations licensed by the Ministry of Environment** for proper recycling and recovery.

Harmful Substances (Protection and Conservation of Biodiversity)

All pest control activities in our hotel are carried out by a **Ministry-approved pest control company contracted by our business**. All applications are performed using chemicals that are legally permitted and designed to prevent harm to plants and all living beings.

Material Safety Data Sheets (**MSDS**) for all chemicals used are obtained and the necessary inspections and controls are carried out accordingly.

Avoidance of Invasive Species

Our hotel works with a professional pest control company to combat invasive species. The company fulfills our requests and performs periodic pest control applications as required.

Rodent control kits are placed in potential risk areas of the hotel in order to monitor and control harmful rodents. These are regularly inspected and recorded.

Animal Welfare

Due to the concept of our hotel, pets are not allowed on the premises. However, leftover food from the hotel is collected daily and delivered to animal shelters designated by the municipality.



Pollution Monitoring, Minimization and Environmental Cleanliness



Our hotel is located in the city center. Periodic activities are carried out to maintain the cleanliness of the hotel area and remove waste that may cause pollution.

Waste bins located in common areas help prevent environmental pollution. Regular area cleaning performed by the Housekeeping team prevents naturally occurring pollution.

In order to minimize pollution both inside and outside the hotel, our staff are trained on environmental pollution awareness.

Additionally, various plants within the hotel's landscaping create sustainable and environmentally friendly spaces. Our team regularly maintains these plants to ensure the continuation of living green environments both within the hotel and in surrounding social areas.

Furthermore, visual materials and posters are placed in accessible areas for all guests staying at or visiting our facility to encourage efficient use of resources. Guest opinions and suggestions are collected through satisfaction surveys and evaluated carefully to improve our sustainability practices.



Efficient Building and Infrastructure

MARLIGHT BOUTIQUE HOTEL has been designed in harmony with the unique architectural style of the region. The exterior architecture reflects the modern regional architectural structure.

The hotel building layout follows a street-style architectural concept that blends naturally with the city's character, creating a balanced and modern urban integration.

RESPECT FOR NATURE AND LEAVING A LIVABLE WORLD FOR FUTURE GENERATIONS

By supporting our efforts to protect nature together with our valued guests, **future generations will remember our commitment to sustainability.**



Energy Saving

All lighting used in our hotel consists of **LED lighting systems**. By using LED lighting, energy loss has been reduced by approximately **60%**.



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- Identifying areas where energy and fuel consumption are high
 - Installing meters on high-energy consuming devices
 - Assigning personnel responsible for collecting energy data
 - Achieving energy savings through small operational changes
 - Maintaining all equipment to ensure efficient operation
 - Preferring alternative products that consume less Energy
 - Encouraging the use of bicycles and environmentally friendly vehicles around the hotel
 - Continuously monitoring the hotel's environmental performance and setting realistic targets based on results

Water Conservation and Management

To save water, **aerators are used in faucets and shower heads** in our hotel.

Aerators mix air with water, increasing flow efficiency while reducing water consumption. This system allows water to be used more efficiently while maintaining the same washing effect.

Increasing the number of aerators used is among our primary goals.

The water used in our hotel is supplied through the **municipal water network**. Regular analyses are conducted periodically to ensure the health and safety of water used by our guests.

Sensor-operated devices are used in public area restrooms to reduce water consumption. Additionally, toilets in guest rooms and other areas are designed with **dual flush systems**.

Posters and informational visuals promoting water efficiency, sustainability, and environmental responsibility are displayed in guest-visible areas such as elevators and reception.

Staff training sessions are periodically organized by department managers and occupational safety experts to minimize resource consumption. Practical training is also provided for proper chemical usage.

We continuously follow innovations in renovation, repair, and maintenance works within the hotel to ensure responsible use of natural resources.



Cleaner Transportation

Our business currently uses diesel company vehicles. Major pollutants released from vehicle exhaust include **carbon monoxide, hydrocarbons, sulfur dioxide (in diesel engines), nitrogen oxides, and lead.**

Our goal for **2024–2025** is to replace **at least one company vehicle with a 100% electric vehicle.**



SOCIAL AND CULTURAL RESPONSIBILITY

As **MARLIGHT BOUTIQUE HOTEL**, one of our priorities is to provide a fair and peaceful working environment for our employees.

We comply with all national and international occupational health and safety regulations and work in coordination with a professional Occupational Health and Safety company.

Employees are regularly informed through training sessions organized by the **Occupational Safety Specialist, Workplace Doctor, and Human Resources Department** on topics such as:

- workplace accident prevention

- employee legal rights
- safety precautions

Our aim is always to provide a safer and healthier working environment.

Working hours are arranged in accordance with legal regulations and employees are fully compensated for overtime. The same regulations apply to interns preparing for careers in the tourism sector.

Anonymous surveys are periodically conducted among employees to collect feedback about sustainability practices and areas requiring improvement. Their opinions are carefully evaluated and necessary improvements are implemented promptly.

MARLIGHT BOUTIQUE HOTEL provides equal opportunities for all employees, including employees with disabilities. We maintain a strict non-discrimination policy regardless of language, religion, race, marital status, or gender.

We oppose all forms of harassment, exploitation, or abuse both within the institution and at the national level, and the management commits to taking appropriate action when such cases arise.

Training

We regularly organize training programs to support employees' personal development, motivation, and awareness of sustainability and environmental responsibility.

Interns and employees participating through **İŞKUR programs** also receive the same training opportunities.

In addition to internal training programs, we cooperate with educational institutions such as **Anatolian Tourism and Hospitality High Schools** and other training platforms.

Our recruitment policy prioritizes candidates residing in the **local region**.

Tourist Visits to Cultural Areas and Local Communities

Among our future goals is the purchase or rental of a large-capacity tour vehicle to organize trips for guests interested in exploring the **natural and historical heritage of the İzmir region**.

These tours will contribute to the promotion of the region and will be organized periodically.

Contribution to the Preservation and Promotion of Cultural Heritage

KONAK CLOCK TOWER



Located **only 1,000 meters** from our hotel.

The İzmir Clock Tower, a symbol of the city, was built in **1901** to celebrate the 25th anniversary of the accession of **Ottoman Sultan Abdulhamid II**.

AGORA & SMYRNA



Located **only 300 meters from our hotel.**

Most of the remains in the Agora archaeological site date back to the **2nd century AD**. The word "Agora" means **city square, marketplace, or public gathering place.**

The site was reconstructed with the support of **Roman Emperor Marcus Aurelius** after an earthquake in **178 AD**.

In **2020**, İzmir Agora was included in the **UNESCO World Heritage Tentative List** as part of the **Historic Port City of İzmir**.

HİSAR MOSQUE



Located **500 meters from our hotel.**

Built in **1592** by Yakup Bey, Hisar Mosque is the **largest and most impressive mosque in İzmir** and a remarkable example of classical Ottoman architecture.

KADİFE KALE



Located **5 km from our hotel.**

Kadifekale is situated on a **186-meter-high hill south of the city.** The castle was built by **Lysimachus,** one of the generals of **Alexander the Great,** in the **4th century BC.**

KEMERALTI BAZAAR & KIZLARAGASI INN



Located **only 200 meters from our hotel.**

Kemeraltı is a district and bazaar in the city of İzmir, Türkiye, extending from the Mezarlıkbaşı neighborhood in the Konak district to Konak Square, where commercial activities are highly concentrated. Fevzipaşa Street and Eşrefpaşa Street form the land boundaries of the bazaar.

The area began to develop between 1650 and 1670 as the coastline was gradually reclaimed and new residential areas and commercial establishments were built. This expansion started from the location of Hisar Mosque, built in 1592, and followed what was once the old coastline, now known as Anafartalar Street.

One of the most significant structures that has survived to the present day is the **Kızlarağası Inn**, built in 1744 by Hacı Beşir Ağa. In addition to this historic inn, many other inns were constructed in the district, and the area is also home to several historic synagogues.

In its early years, Kemeraltı Bazaar resembled a covered marketplace, with streets sheltered by vaulted and tiled roofs. This characteristic remained until the late 19th century. Some of the side streets that are now open-air were once covered with barrel vaults.

During the 19th century, the bazaar became the center of İzmir's commercial life, containing numerous historic inns and bedestens (covered markets). The shops mainly served the needs of local residents and lower-income families. The marketplace included various trades such as blacksmiths, coal merchants, nail makers, spice sellers, and hay markets, each forming separate sections within the bazaar.

Today, Kemeraltı Bazaar has evolved into one of İzmir's major shopping centers. While some vaulted and domed shops have preserved their historical character, the area now hosts many modern business centers, stores, cafés, and cinemas.

In addition, the bazaar features shops selling traditional Turkish handicrafts such as ceramics, tile panels, wooden products, metal crafts, flat-woven textiles, carpets, and kilims.

Excavations carried out in 2016 at the entrance of the bazaar uncovered a **Roman bath approximately 1,800 years old**, although due to insufficient maintenance it later became covered with moss and reeds.

Since July 2018, the bazaar has been partially pedestrianized by restricting the entry of motor vehicles during certain hours.

In 2020, Kemeraltı was included in the **UNESCO World Heritage Tentative List** as part of the heritage site known as the **“Historic Port City of İzmir.”**

OTHER HISTORICAL LANDMARKS OF IZMIR



- EPHEBUS ANCIENT CITY
- HISTORICAL ELEVATOR
- PERGAMON ANCIENT CITY

- ŞİRİNCE VILLAGE
- SAINT POLYCARP CHURCH

OUR HOTEL PLAYS A LEADING ROLE IN PROMOTING HISTORICAL SITES LOCATED IN IZMIR. IN ADDITION, OUR HOTEL DISPLAYS PROMOTIONAL IMAGES ON ITS WALLS.



ECONOMIC AND QUALITY MANAGEMENT

Environmental Purchasing

Local purchasing is carried out through companies operating in and around İzmir and the Konak district. There are no written contracts with these companies. These supplier companies, primarily supermarkets, make local purchases periodically to meet immediate needs.

Local and Regional Procurement

To support local producers in our hotel procurement, we source our products within our region. We ensure that the food products we obtain from our local suppliers comply with ITU Good Agricultural Practices and are from ecological and organic product groups. The eggs served at breakfast are sourced from local businesses and farmers.

60% of all our fruits and vegetables are grown using Good Agricultural Practices and are ecological products. Approximately 30% are non-local products.



Local Employment

In our company's employee selection process, our Human Resources department should prioritize local and regional employment. 60% of our employees are locally employed and residing in and around Izmir.

QUALITY

Our sustainability performance studies are regularly analyzed and reported by our responsible team at our facility, and feedback is published on our website. The implementation processes of our environmental, social, cultural, and quality studies are continuously monitored and followed with a continuous improvement perspective. Our Food Safety Policy:

We continuously improve our service quality by offering healthy, reliable, and unique products that comply with legal requirements and guest expectations through our Food Safety Management System. Our company holds the ISO 22000:2018 Food Safety Management System Certificate.

Our Environmental Safety Policy;

Our Environmental Management System and Environmental Policy have been established to identify the environmental consequences of all our activities, to continuously minimize our impact on the environment, and to contribute to the development of the local community. All our facility employees are required to comply with this policy. Our company holds the ISO 14001:2015 Environmental Management System Certificate

Our Quality Management Systems Policy:

Our Quality Management System is both a set of guiding principles and a philosophy for ensuring the continuous improvement of our business. We define QMS as quantitative methods applied to continuously improve and develop all processes, materials and services, suppliers, and all employees to meet the current and future needs and expectations of customers. It is our management approach that addresses customer expectations and needs in relation to and in relation to business processes, through mutual cooperation of all people within the business, in order to produce goods and services of monetary value, and even exceeding them. Our company holds ISO 9001:2015 Quality Management System Certificate.

Our Customer Satisfaction System Policy;

- To improve customer satisfaction by creating relevant departments to address customer feedback (including complaints) and enhancing the organization's ability to improve its products and customer service,
- To ensure continuous training for its personnel to increase customer satisfaction,

- To understand and be knowledgeable about customer needs and expectations,
- To create and publicize communication channels through which customers can easily submit all their requests, suggestions, and complaints,
- To make the analysis and evaluation of complaints mandatory to improve product and service quality,
- To ensure the opening of CAPA (Corrective Action Plan) records and the tracking of processes related to complaints and suggestions,
- To review the effectiveness and efficiency of the organization in handling complaints.

Legal Compliance

Our company conducts its operations in compliance with all relevant legal regulations.

Customer Satisfaction

GUEST RELATIONS PROCEDURE AT OUR HOTEL

Our hotel has a dedicated guest relations department. Daily procedures begin with receiving complaints, suggestions, and requests from guests during breakfast, in a conversational and informative atmosphere. These are then forwarded to the relevant departments and resolved with the guest's knowledge. The daily process also includes keeping track of guests' special occasions such as birthdays, wedding anniversaries, and honeymoons, and, under the guidance of the relevant departments, decorations and treats are placed in their rooms. The same procedure applies to VIP and repeat guests.

Appointments are arranged and information is provided for places that both hotel guests and those staying outside the hotel wish to visit. Our hotel's operating philosophy is entirely guest-focused. Staff undergo training in these areas before the hotel opens, which is reflected in the high ratings and reviews we receive on various websites such as Booking.com, Expedia, and TripAdvisor.

The Guest Relations department not only deals with guests but also manages the hotel's operations and ensures consistency between them. Therefore, minimizing complaints is also the responsibility of Guest Relations.

We promise to meet all the needs of our guests and exceed their expectations, adhering to our Sustainable Tourism criteria.

Here's what we offer you under the Sustainable Tourism criteria:

First and foremost!

WITH RESPECT FOR NATURE AND THE ENVIRONMENT...

In İzmir, surrounded by our uniquely beautiful green trees and vegetation,

WE RESPECT NATURE AND THE ENVIRONMENT. [IMAGES OF İZMİR...]



FOR OUR GUESTS WHO WANT TO LEARN NEW THINGS AND GAIN NEW EXPERIENCES, WE OFFER BOYOZ FOR AN EXCEPTIONAL BREAKFAST AND INNOVATIVE HOLIDAY EXPERIENCE.

WE AIM TO PROVIDE ALL OUR GUESTS WITH A RELAXED AND PEACEFUL ENVIRONMENT WHERE THEY CAN GAIN HEALTH, WELL-BEING, AND NATURAL BEAUTY.

**TEAM LEADER
ABDUL MOMİN POPAL**