



WandaVista

Istanbul

伊斯坦布尔万达文华酒店

SUSTAINABILITY REPORT

— 2025-2026 —

 **WandaVista Hotel**



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1. ABOUT US

Discover traditional Turkish hospitality in Istanbul, the meeting point of Asia and Europe between the Marmara and Black Seas. Enjoy not only magnificent rooms, quality dining, first-class conference halls, banquet venues and facilities, but also high-quality service. Benefit from the supporting amenities of this large urban complex, including shopping. During your stay, enjoy entertainment, dining and one-stop service. Our dedicated team, with the skills and experience required to make your journey as productive as possible, is always at your service!

Wanda Vista Istanbul brings together exceptional comfort and luxury, whether for an unforgettable Istanbul trip or a business visit. Indulge yourself in luxurious, spacious and airy guest rooms with high ceilings, designed in line with Chinese aesthetics. With its restaurant combining modern and elegant design, captivating ambience, pool, spa and fitness services, expert team committed to flawless service, and unique location, the hotel redefines excellence. A multicultural experience where both body and soul can unwind...

By combining the elegance of the East with contemporary urban design, we aim to preserve architecture through an innovative concept. As a leading brand in the tourism sector, we continue to grow every day, blending a perfectionist approach from detail to the whole with luxury and comfort.

As one of Istanbul's striking hotel and residence brands, we make every moment valuable for our guests through a service philosophy that transforms life and travel into an experience, offering a unique, flawless and unforgettable sense of style.

2. ABOUT THE REPORT

Wanda Vista Istanbul operates with a management approach that addresses guest satisfaction, service quality and sustainability principles together. Through this report, we aim to transparently share our environmental, social and economic sustainability activities, performance results and improvement actions carried out during the period 01.08.2025-01.08.2026.

In environmental sustainability, we focus on energy efficiency, water management, waste management and the protection of natural resources. We adopt systems and practices that support energy and water savings.

In social responsibility, we value engagement with the community and contribution to local development. Accordingly, we carry out activities such as respecting local culture, cooperating with local suppliers and encouraging local employment. We also raise sustainability awareness through employee training and awareness programs.

In economic sustainability, we aim to manage resources effectively and optimize costs.

As we continue on our path toward building a sustainable future, Wanda Vista Istanbul strives to manage and continuously improve its environmental, social and economic impacts.

GLOBAL GOALS FOR SUSTAINABLE DEVELOPMENT



3. OUR POLICIES

3.1. SUSTAINABILITY POLICY

At Wanda Vista Istanbul, we strive to make sustainability part of our culture and to conduct all our activities in alignment with the United Nations Sustainable Development Goals. We adopt sustainable development objectives in all our activities in compliance with national laws, regulations and all relevant international standards.

To provide a working environment with decent conditions, we take all necessary measures in line with the highest health and safety standards and provide regular training to create opportunities for development and progress. To maintain satisfaction at the highest level, we regularly evaluate opinions and suggestions and implement the necessary improvement actions.

We provide equal opportunities to our employees in employment, advancement, rewards, recruitment, career development and promotion processes, including management positions, through performance analysis in accordance with our promotion procedure. By preventing discrimination in all our processes, we support local/regional employment and create opportunities for women, young people and disadvantaged groups.

Within our corporate social responsibility projects, we support society and our stakeholders and create opportunities by cooperating with various institutions and organizations in the regions where we operate to increase local awareness of sustainability.

As we continue and develop our activities, we prioritize employee health and well-being and environmental protection in hazardous environments that may cause accidents and illnesses, and we strive to make occupational health and safety part of our corporate culture with a zero-accident principle.

For all purchases of products and services, together with our general purchasing policy, we primarily prefer to work with local/regional suppliers and suppliers that attach importance to sustainability.

Within the framework of our environmental sustainability policy, we plan to minimize the environmental impacts arising from our activities by properly segregating waste, reducing water, electricity and natural gas consumption, measuring greenhouse gas emissions across all areas, setting reduction targets and implementing new projects.

To ensure guest satisfaction, we take measures and implement corrective actions for all feedback received, continuously monitor results, improve product and service quality and carry out improvement activities. When planning the use of all areas in our facility, we consider guests with special needs, adopt an accessible tourism approach for everyone and continuously improve our practices to meet their needs in the best possible way.

3.2. EMPLOYEE, WOMEN AND CHILDREN RIGHTS & SOCIAL RESPONSIBILITY POLICY

At Wanda Vista Istanbul, we aim to act in accordance with national and international legislation and standards for all relevant stakeholders, particularly our employees, and to continuously improve our work in this field. We strive to provide an inclusive and fair working environment where all employees are granted equal rights and social opportunities.

We ensure that all employees are granted the rights defined by national and international laws, legislation and standards. Before starting work, recruited personnel receive a written job description and sign a legal employment contract. We provide training to improve service quality and raise employee awareness.

We comply with applicable local legislation and international agreements to which Türkiye is a party regarding forced labor and child labor. We have zero tolerance for any form of verbal or physical harassment and provide appropriate channels for employees to report such situations.

HARASSMENT & ZERO TOLERANCE TRAINING



ADDICTION AWARENESS TRAINING



To keep employee satisfaction at the highest level, we regularly evaluate their opinions and suggestions and implement the necessary improvement activities.

By preventing discrimination in all our processes, we support local/regional employment and create opportunities for women, young people and disadvantaged groups. We cooperate with schools to provide internships for tourism students so they can gain work experience. In line with our promotion procedure, we aim to develop our own employees whenever possible, promote them to higher positions and grow together. We value the employment of local people and women and give priority to local residents and women in recruitment.

Our employees work in different shifts, which requires transportation at different times. Therefore, we provide shuttle services between the hotel and different parts of the city at various times of the day. Meals served in the staff cafeteria are free of charge, with at least five different dishes offered each day.

The hotel has a Doctor's Office, and our doctor visits the hotel four times a month. Employees can benefit from healthcare services during working hours.

We organize various activities to motivate employees and strengthen team cohesion. Every month, we hold a staff motivation meeting with the participation of all employees, announce the Employee of the Month and present an award.

CHINESE NEW YEAR EVENT



BREAST CANCER AWARENESS TRAINING



NEW YEAR EVENT



At Wanda Vista Istanbul, birthday celebrations for employees are organized by the Human Resources Department. Our hotel supports various activities and donation initiatives within the scope of social responsibility. As part of the Spinal Cord Paralytics Association of Türkiye (TOFD) Plastic Cap Campaign, we collect blue plastic caps and support environmental and social awareness. To encourage recognition of cultural heritage, we also give Museum Cards to employees selected as Employee of the Month in addition to their awards.

3.3. GUEST RELATIONS POLICY

Services provided at Wanda Vista Istanbul are focused on Guest Satisfaction. Using the ReviewPro program, we monitor and analyze reviews on various travel websites. As part of continuous improvement, we use survey forms and a QR code system to receive guest feedback on our services.

Guest feedback, complaints and requests are monitored by the relevant units; when necessary, they are shared with the relevant departments, evaluated and improvement actions are planned.

We provide our guests with information about the local area and encourage them to contribute materially and socially to sustainable tourism. At the reception and Guest Relations desk, we provide information on local transportation, nearby settlements, historical attractions and sites, contributing to the promotion of our city.

We make the libraries in our lobby and public areas available to our guests. We attach importance to including a variety of Turkish dishes on our menus and incorporate Turkish motifs into the decoration of our hotel.

For the 2025-2026 period, a +0.2 increase in guest satisfaction was targeted; in the July 2025-July 2026 comparison, the overall satisfaction average increased by +0.5 points, exceeding the target.

GUEST SATISFACTION TRAINING



3.4. OCCUPATIONAL HEALTH AND SAFETY POLICY

Wanda Vista Istanbul is committed to ensuring the health, safety and well-being of everyone in the workplace, including all employees, visitors and guests.

Wanda Vista Istanbul has rules that employees, contractors, visitors and guests must follow. These include taking responsibility for safe work, taking all possible precautions for their own health and safety, and considering the health and safety of others who may be affected by their actions.

We receive external occupational health and safety services and fulfill our responsibilities in light of our consultant's reports. We carry out relevant information and training activities to support effective OHS practices throughout the organization and make them accessible to everyone.

OCCUPATIONAL HEALTH & SAFETY TRAINING



FIRE DRILL



We comply with all applicable occupational health and safety legislation, regulations and standards.

We identify hazards related to our activities, assess risks, determine the control measures required to reduce risks and ensure work is performed in accordance with these measures. We prepare and control emergency plans for potential situations such as fire, earthquake, flood, injury and epidemic disease. We actively respond to and investigate all incidents and support employees who have experienced occupational accidents in returning to suitable work at the earliest opportunity, while managing claims through legal and responsible management practices.

3.5. PURCHASING AND SUPPLY CHAIN POLICY

At Wanda Vista Istanbul, we attach importance to conducting our supply chain and purchasing operations sustainably in all regions where we operate and are represented.

We carry out procurement processes in compliance with applicable legal regulations and national and international standards. In purchasing, we prioritize suppliers that value sustainability and manage their environmental and social impacts.

We prioritize suppliers that use resources appropriately without harming wildlife or ecosystems; comply with hunting restrictions; work to minimize and properly manage waste; offer reduced-packaging or bulk-packaging alternatives; provide environmentally friendly, efficient, local and ethical options; use recyclable or recycled materials; and offer organic, bio, vegan, cruelty-free or harmful-chemical-free alternatives. We also prioritize local suppliers and contact companies located in the district where our hotel operates and nearby districts.

Through continuous communication with our suppliers, we contribute to improving awareness of sustainability and food safety. Supplier site audits planned for 2026 were carried out; a total of 7 suppliers

were evaluated on site, their compliance status was recorded and the necessary feedback was provided. We conduct supplier selection processes transparently and fairly.

SUPPLIER AUDITS



Supplier Audits

3.6. ENVIRONMENTAL POLICY

Wanda Vista Istanbul’s environmental management policy is to comply with environmental legislation and legal regulations; minimize the environmental impacts arising from our activities; prevent air, water, soil and noise pollution and their adverse effects on human health through proper waste segregation; and support the sustainability of health, the environment and natural life through employee training. We receive external environmental consultancy services every month for this purpose.

Through waste management activities, we reduce pollution at source, minimize waste generation, encourage reuse and recycling, and contribute to the circular economy.

To minimize potential environmental impacts from our activities, we select and continuously improve environmentally responsible equipment and systems and carry out research and development activities within this scope.

In line with sustainable development goals, we strive to use natural resources efficiently by reducing the use of electricity, water and fuel, saving energy, and reducing waste and losses.

We ensure the continuity of the Zero Waste Project.

We monitor our energy and fuel consumption data, carry out a carbon footprint calculation study for the 2025-2026 period and aim to use the results in setting reduction targets.

To improve our employees' environmental awareness, we provide Zero Waste and Environmental Awareness training, raising awareness about waste segregation at source, protection of natural resources and reduction of environmental impacts.

We display information posters in various areas of our hotel to raise awareness about environmental responsibility and water use.

We place information cards in guest rooms to support the protection of nature and the environment and contribute to sustainability.



3.7. FOOD SAFETY POLICY

In Wanda Vista Istanbul kitchens and food and beverage areas, we comply with national laws, regulatory requirements and standards, and strive to ensure the continuity of satisfaction by providing safe food production and service in line with legal requirements and guest expectations.

We provide employees with training on safe food production, hygiene and sanitation to improve their food safety competence and ensure food is produced in healthy and hygienic environments.

Through continuous development and improvement in Food Safety management and consumer satisfaction, we maintain the production and service of high-quality, safe food.

FOOD SAFETY & SANITATION TRAINING



3.8. ENERGY EFFICIENCY POLICY

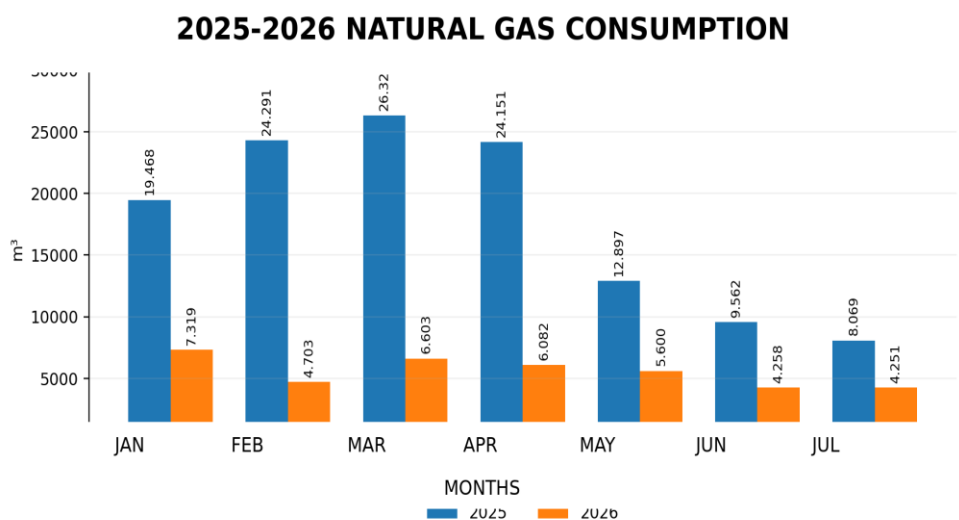
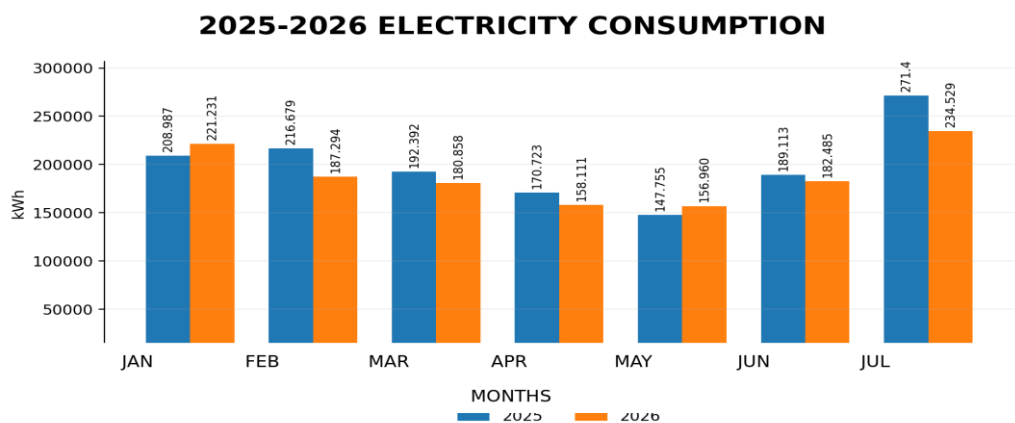
We attach great importance to energy management for environmental sustainability. We take various measures to save energy and use resources effectively and efficiently. We continuously review our energy management processes, follow technological innovations and adopt best practices.

We organize training to encourage our employees to save energy. Energy savings are addressed in departmental and interdepartmental meetings and relevant decisions are taken.

We pay attention to using energy-efficient electronic devices in our facility. We maintain all equipment and take precautions to prevent possible energy losses. We save energy by using LED and sensor-controlled lighting systems. We keep cold-unit doors open for as short a time as possible.

We use electronic key systems in our rooms. We manage the opening and closing of blackout curtains according to the season and daylight. Environmental information cards in rooms remind guests to switch off unused lights and televisions. We also apply a guest room allocation strategy, placing guests starting from lower-floor rooms.

We regularly monitor our energy performance and adopt reducing consumption, increasing energy efficiency and ensuring continuous improvement as our fundamental approach.



3.9. WATER EFFICIENCY POLICY

At Wanda Vista Istanbul, our water installation is connected to the municipal water network.

Pressure-reducing valves are installed on every floor to reduce water pressure.

Flow-reducing aerators are installed on faucets and showerheads.

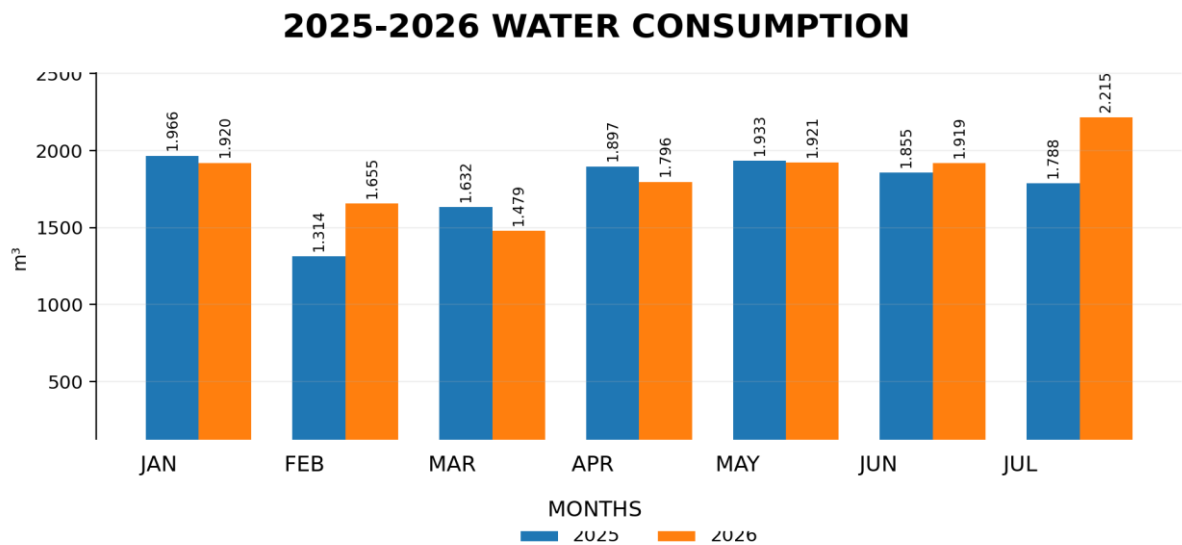
For employee drinking water, we use filtered water dispensers instead of bottled or PET-packaged water. We use drip irrigation.

We encourage towel and linen changes upon guest request and place environmental cards in guest rooms. We inform and train our employees about water conservation.

Our toilets are configured with dual-flush cistern systems, with capacities reduced by 50%. Sensor-operated faucets are used in public-area restrooms.

We regularly conduct physical, chemical and microbiological analyses to monitor water quality at our facility.

Within the Water Efficiency Management System, team structure, duties and responsibilities, water consumption monitoring, efficiency practices, training and awareness activities were reviewed; the necessary documentation and implementation work was updated during the 2025-2026 period.



3.10. CHEMICAL MANAGEMENT POLICY

We organize training to raise employee awareness and manage chemical use. Chemicals are stored by type in the designated areas of each department.

We maintain Material Safety Data Sheets (MSDS) for chemicals used at our facility. Pool chemicals and some cleaning chemicals are controlled through automatic dosing machines.

To reduce chemical consumption in pest control, we use adhesive traps in the kitchen and restaurant areas of our facility.

We work with relevant companies for the safe disposal of chemicals and track chemical waste. We train employees on chemical use and precautions to be taken in the event of hazardous chemical spills or releases. We monitor chemical consumption and provide training to prevent wasteful or incorrect use.

DIVERSEY CHEMICAL TRAINING



3.11. WASTE MANAGEMENT POLICY

Waste management is a management approach covering reduction at source, segregation by type, collection, storage, recovery, transportation, disposal and post-disposal records. At Wanda Vista Istanbul, the primary objective of our waste management system is to reduce waste quantities, manage generated waste effectively, ensure disposal with minimum environmental impact and recover recyclable materials.

Within the Zero Waste Project, we ensure waste is segregated and disposed of separately. We provide employees with awareness training on the importance of waste segregation. Waste segregation is monitored by our departments.

We place separate bins in each department for the separate collection and recycling of recyclable waste and continuously emphasize the importance of this practice to employees.

We provide sufficient waste bins throughout the facility and in guest rooms to enable waste segregation. Hazardous waste is regularly accumulated in the hazardous waste storage area and handed over to a licensed waste transport company.

We aim to reduce packaging waste by purchasing products in larger boxes and buckets instead of single-use breakfast items. Refillable soap dispensers are used in public and staff restrooms.

Used vegetable frying oil is collected in the waste oil storage area for proper disposal. To reduce paper consumption, we conduct correspondence and announcements by email whenever possible.

Our primary objective for 2025 is to take measures to reduce the quantities of organic, paper, plastic, glass, metal and hazardous waste generated, correctly segregate the waste and ensure recycling within the scope of the Zero Waste Project.

ENVIRONMENTAL TRAINING



4. 2025-2026 TARGET ACHIEVEMENT AND ACTION EVALUATION

The targets for the 2025-2026 period are evaluated below together with their achievement results. Actions taken or planned for targets not achieved or processes still in progress are also specified.

Target	Actual Performance	Status	Evaluation / Action
General orientation	Training was provided to all newly hired employees.	Achieved	Training will continue according to recruitment periods.
TOFD plastic cap delivery	Caps were delivered.	Achieved	Caps were delivered.
Cultural heritage awareness	A visit to the Victory Museum was carried out.	Achieved	The museum visit was completed.
1% reduction in single-use material consumption	Consumption per guest decreased by 24.5%.	Achieved	Per-guest consumption monitoring will continue.
1% reduction in energy consumption	Total energy consumption decreased by 36.3% in the January-July 2025-2026 comparison.	Achieved	Electricity and natural gas consumption will continue to be monitored regularly.
Reduce occupational accidents by 50%	Occupational accidents decreased from 17 people in January-July 2025 to 14 people in the same period of 2026; an approximate 17% reduction.	Partially Achieved	As the targeted 50% reduction was not reached, a Corrective and Preventive Action (CAPA) was initiated. Risk assessments, field inspections, employee information and preventive OHS activities will be monitored within the CAPA.
Guest satisfaction +0.2 points	GRI 90.0%; an increase of +0.5 points compared with the previous period.	Achieved	Guest feedback and improvement activities will be monitored regularly.
Increase the number of supplier audits to 10	8 supplier site audits were carried out (80%).	Achieved	The audit plan will continue in the next period and the number of audited suppliers will be increased.
Reduce water consumption by 1%	Total consumption increased by 4.20%; consumption per guest-night decreased by approximately 1.23%.	Not Achieved	As the targeted reduction in total water consumption was not achieved, a CAPA was initiated. Water efficiency training, leak/consumption controls and guest-night KPI monitoring will be

Target	Actual Performance	Status	Evaluation / Action
			strengthened and monitored within the CAPA.
Establish the Water Efficiency Management System	Policy, instruction, job descriptions, training and information infrastructure were completed; the authorization process is ongoing.	In Progress	The authorization process will be followed and effective system implementation and Blue Water Efficiency Certificate activities will be completed.

4.1. MAIN SUSTAINABILITY ACTIVITIES CARRIED OUT DURING 2025-2026

- Employee training and awareness activities were carried out on environment, Zero Waste, sustainable tourism, food safety, occupational health and safety, and water/energy efficiency.
- Zero Waste practices were continued; waste segregation at source, recycling and transfer to licensed companies were monitored.
- Electricity, natural gas and water consumption were monitored comparatively for 2025-2026, and a carbon footprint calculation study was carried out.
- Within the Water Efficiency Management System, team structure, job descriptions, policies/instructions, training and information activities were updated.
- Guest feedback was monitored through ReviewPro and QR channels, and the overall satisfaction performance increased above the target.
- A total of 8 supplier site audits were conducted in 2026 and compliance status was recorded.
- Various training, events and social responsibility activities were carried out to increase social awareness, support environmental sustainability and improve internal communication. These included Mother's Day Event, Employee of the Month Program, Addiction Awareness Training, Holiday Chocolate Distribution, Chinese New Year Event, Kandil Event, a social responsibility activity for children without parental care, Breast Cancer Awareness Training and New Year Hot Chocolate Event.
- Support was provided to the TEMA Foundation to contribute to the protection of natural assets.
- Plastic cap collection continued within the TOFD Plastic Cap Campaign; a museum visit was organized to raise cultural heritage awareness and Museum Cards were presented to Employees of the Month.