



Sustainable Tourism Policy



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CAPADOCIA

MUSTAFAPASA,
URGUP



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Welcome to Sinastos Evleri

Our hotel is located in Mustafapasa, which stands out with its cultural identity and unique architectural texture in Cappadocia. Mustafapasa, known as Sinastos during the Ottoman period, was declared "the best tourism village in the world" by the World Tourism Organisation in December 2021. During its golden age in the 19th century, our village witnessed the harmonious, peaceful, and pleasant coexistence of different cultures. Every corner of the village, which Greeks call "Oasis in the desert, island in the ocean, star in the darkness and Athens in Asia Minor" and Turks call "Little Istanbul", is adorned with churches, mosques and madrasahs, historical mansions and natural beauties, most of which are still open to visitors, which are parts of this common culture.

As Sinastos Evleri, we take care to protect our environment and biodiversity to the maximum extent, contribute to local development and employment, protect our cultural and historical heritage, and minimise the use of limited and non-renewable resources.

Our basic principle is to ensure that our guests benefit from the natural and cultural assets in this unique geography by observing the balance of protection and utilisation.

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Our Mission

To be the leading tourism business in Cappadocia by continuously improving the quality of service we provide to our guests without compromising the principles of sustainability.



Our Vision

To be an exemplary tourism business that protects the environment and biodiversity, contributes to local development and employment, protects cultural and historical heritage, and minimises the use of limited and non-renewable resources.



Our Values

Sensitivity to Natural Environment

Equity

Sensitivity to Local Development

Merit

Sensitivity to Cultural Heritage

Credibility

Sustainability

Accountability

Integrity

Respect

Compliance with Law

Sinasos Evleri operates in compliance with national and international laws.

Corporate Governance

Our facility adopts the four basic principles of corporate governance: fairness, transparency, accountability, and responsibility.

Our Sustainability Policy



- To ensure that the natural and cultural assets of our region are preserved and transferred to future generations.
- To minimise the use of limited and non-renewable energy resources.
- To utilise natural resources responsibly.
- To take utmost care to separate and reduce waste and to dispose of our restaurant's waste oil with environmentally friendly methods.
- To minimise the environmental impact of the products we use by using recyclable products.
- To prefer local, environmentally friendly, and sustainable resources in material procurement.
- To prioritise occupational health and safety of our employees.
- To prioritise local employment, ethical values, and merit; not to discriminate on the basis of religion, language, gender, race, disability, etc., and to ensure employee equality.
- Not to employ child labour, not to tolerate human trafficking, corruption in any way, to comply with the law and service standards.
- To contribute to the development of society by acting with a sense of social responsibility.
- To continuously improve our sustainability performance with the feedback we receive from our internal and external stakeholders and training programmes.
- To regularly audit and report our sustainability efforts.
- To share our reported sustainability principles and targets transparently with our suppliers and stakeholders.



Our Sustainable Procurement Policy

- Sinasos Evleri makes local procurement except in non-essential cases.
- Our sustainability policy is announced on our website and suppliers that support this policy are preferred.
- Recycled or recyclable materials are prioritised in procurement.
- Instead of disposable products, products made of permanent and waste-free materials are preferred.
- Plastic bottles are not used, and glass bottles are preferred for drinks.
- Local companies are also preferred in service procurement, except in mandatory cases.
- Attention is paid to ensure that the electronic goods purchased are energy efficient.
- Detailed inventories of all our suppliers and products are kept regularly.

Utilisation of Resources

Electric Energy

Sinasos Evleri uses the energy supplied from MEDAŞ Electricity and Distribution Company. A system has been established to monitor electricity consumption on a monthly basis and measures such as time relay and the use of sensor lamps inside the cabinets have been taken to reduce electricity consumption.

Fossil Fuel Consumption

Mustafapasa Village, where Sinasos Evleri are located, is not yet supplied with natural gas, but it is planned to bring the natural gas line to the Village. Thermometers are installed in all rooms to minimise fuel consumption. Temperature values are continuously monitored by online system.

Water Consumption

There are notices in the rooms to reduce water consumption. Double stage siphon is used.

Chemical Utilisation

There is a dosing unit for cleaning chemicals. Regular personnel trainings are provided to prevent overconsumption. Chemicals are drawn from the dosing unit in all dishwashers. Maintenance is also carried out regularly.



Biodiversity Conservation

- Sinasos Evleri is pet friendly and our guests who want to stay with their pets are accepted to our facility.
 - A fixed cat food bowl was built at the entrance of the personnel for feeding stray cats in our facility.
 - No animals/plants from wildlife are fed in our hotel.
 - In the terrace area and garden of our facility, there are small trees, shrubs and plants that do not require much water suitable for the climatic conditions of the Cappadocia Region.
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Our Sustainability Practices



- We take great care to preserve the unique architectural texture and cultural richness of Mustafapasa, and we serve in White Mansion, one of the most important historical monuments of our region and meticulously restored.
- We pay attention to use recyclable materials in both consumables and fixtures.
- Instead of plastic bottles, we prefer fully recyclable bottles or glass bottles.
- Water dispensers and bottle wastes are limited in the restaurant area.
- Our heating system is automated and monitored. The radiators in the rooms are connected to the room thermostat and can be switched off automatically; thermostatic valves are used in the common areas.
- With the advantage of the stone structure of White Mansion, we keep our air conditioning costs to a minimum.
- End-of-life batteries are disposed of by giving them to authorised institutions.
- Lighting is carried out with energy-saving light bulbs as much as possible.
- Motion sensors are programmed for the shortest time.
- With our automation system, light values are reduced during daylight hours and switched off in the evening.
- Care is taken to minimise the duration of exterior lighting.



- Toilet reservoirs are planned in stages to save water.
- Our personnel have been trained on waste sorting and measurement.
- Towels and bed linen are changed in the rooms according to guest requests using change cards.
- Measurements of chemicals used for cleaning purposes are taught to the personnel through regular trainings and dosing units are used.
- Our personnel have been trained on sustainability practices.
- Our personnel have been trained on the importance of Mustafapasa Village, the best tourism village, in our historical and cultural heritage.
- Local employment and women's employment are prioritised.
- We contribute to the economic development of our region by prioritising local procurement and aim to introduce the rich culinary culture of Cappadocia to our guests with our menu created with local products and recipes in our restaurant Gorgoli.
- We prefer local, environmentally friendly, and sustainable sources for material procurement.
- We have forms on our website where our guests can submit their complaints and suggestions regarding our sustainability practices.
- Our guests are informed by our front office personnel about our cultural values in our region and the routes of departure are shown on the map. At the same time, such information is also provided to our guests through our application in the digital environment. In this application, it is aimed to save promotional materials consisting of paper materials.
- Our guests are directed to public transport for city tours.
- For our guests who want to receive guide and tour service, guided tours are arranged by a licensed tourist guide who dominates our region and conveys our culture in the most beautiful way.



Our Guests...

- Our personnel inform our guests about the cultural and natural assets of our region.
 - Our guests are directed to www.mustafapasakapadokya.org to get information about Mustafapasa Village, where we are located.
 - For our guests who wish to receive guide and tour service, guided tours are arranged with a licensed tourist guide, who has a good command of the historical and natural assets of the Cappadocia Region.
 - Our guests who request a balloon tour are directed to balloon operators in order to see the historical and natural assets of the Cappadocia Region from the air.
 - The points that a responsible guest should pay attention to when visiting our region are listed on our website.
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Social Responsibility

- As Sinasos Evleri, our goal is to make Mustafapasa Village a Sustainable Tourism Destination. In this context, we are working within the scope of Mustafapasa Destination Management Platform.
- Our restaurant Gorgoli sources its products from local producers as much as possible.



Trainings Provided to Personnel

- The personnel are trained on sustainable tourism principles.
- Our personnel have received OHS (Occupational Health and Safety) training.
- Our personnel receive regular training on the sustainability policies and practices of our facility.



Our Sustainability Targets

- To benefit from the natural and cultural assets of the Cappadocia Region with the condition and condition of protecting the balance of protection/utilisation.
- To preserve the historical White Mansion, in which we serve, for future generations.
- To contribute Mustafapasa Village to become a Sustainable Tourism Destination.
- To protect our environment and biodiversity to the maximum extent.
- To contribute to local development and employment.
- To minimise the amount of waste.
- To reduce consumption of electricity, fossil fuels and water compared to the previous year.
- To use recycled materials as much as possible.
- To minimise the amount of waste oil.
- To minimise chemical consumption.



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