

2024 DELPHIN HOTELS & RESORTS

SUSTAINABILITY REPORT



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Future in Harmony with Nature



Pioneer in Sustainable Tourism

As Delphin Hotels & Resorts, our determination to harmonize the unique experiences we offer to our customers with the rhythm of nature is increasing day by day. With half a century of experience, we continue to promote sustainable tourism without compromising on comfort and luxury.

Our environmentally friendly practices inspired by the deep blue waters of the Mediterranean, our sincere ties with local culture and our support for social development constitute the DNA of our brand.

We shape our business strategies and operations with the goal of leaving a greener world for future generations.

Message of Vice President of Executive Board **Sn. Op. DR. Yıldırım Cömertoğlu**

Dear Stakeholders,
Sustainability is not just a choice today but the cornerstone of the legacy we will leave for the future. As Delphin Hotels & Resorts, we aim to shape this legacy in the best possible way with our deep-rooted history and strong values in the tourism sector.



The year 2023 was a significant one where we took important steps toward our environmental, social, and economic sustainability goals. We integrated a sustainable tourism approach into all our operations through energy and water conservation, waste management, carbon footprint reduction, and social responsibility projects. At the same time, we made determined progress in employee well-being and development, guest satisfaction, and supporting local communities. This report transparently presents the progress, achievements, and future goals we have achieved on our journey toward sustainability. The contribution of each of our employees, business partners, and guests on this journey is invaluable to us.

We will continue to work towards minimizing our environmental and social impacts, making a positive contribution to society, and being a pioneer in sustainability in the industry.

I extend my heartfelt thanks to everyone who accompanies us on this meaningful journey.

I am confident that we will continue to work together for a sustainable future.

Yıldırım Cömertoğlu
Deputy Chairman of the Board of Directors

Delphin Hotels & Resorts

ABOUT REPORT

As Delphin Hotels & Resorts, informing our stakeholders about our activities and their impacts in a transparent and effective manner is one of our most important issues. In this direction, the sustainability reports that we will publish for a one-year period are an important tool. With this sustainability report, we aim to communicate our environmental, cultural, social and economic performance to our employees, guests, business partners and other stakeholders.

In this context, our main responsibilities are;

• Environmental Responsibility:

- Efficient use of natural resources.
- Waste reduction, reuse and recycling.
- Reducing carbon footprint.
- Protecting the local environment and biodiversity.

• Economic Responsibility:

- Contributing to the local economy.
- Developing sustainable tourism experiences.

• Social and Cultural Responsibility:

- Respect and cooperate with local communities.
- Providing fair wages and conditions for employees.
- Creating environmental and social awareness.
- Protection of local culture and historic heritage.

Our sustainability report reflects our efforts to leave a healthier and more balanced environment for future generations. Unless otherwise stated, the information in the report includes our development performance for the one-year period between January 1, 2024 and December 31, 2024.

As Delphin Hotels & Resorts, we will continue to work with determination to further strengthen our sustainability approach and leave a more livable environment for future generations, and the 2024 Sustainability Report includes the following;

- Environmental, cultural, social and economic performance assessment of our facilities,
- Targets set to improve this performance,
- Our strategy and process to achieve these goals,
- Contribute to ecological balance and protect cultural heritage,
- Minimizing the negativities and dangers that will affect the environment,
- Efforts to maximize performance results.

Prepared by the Quality Control Department on behalf of Delphin Hotels & Resorts.

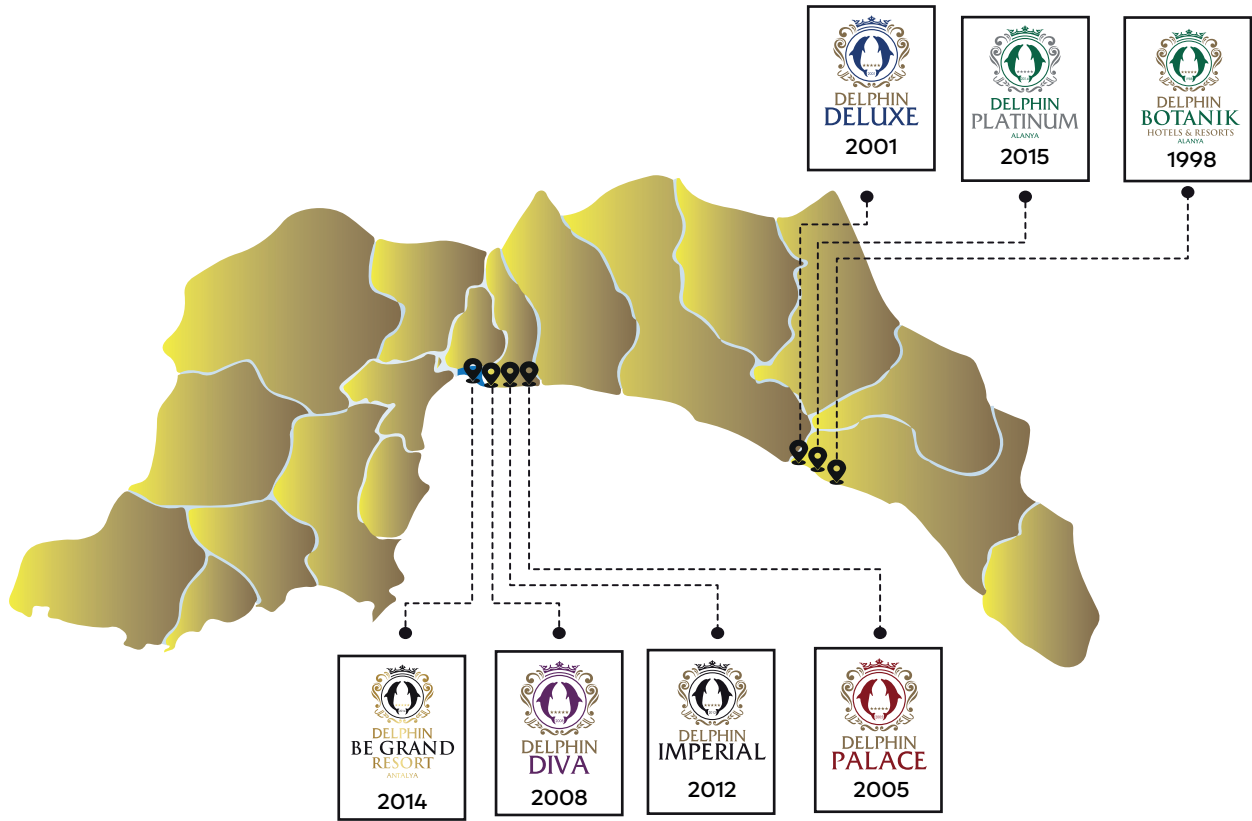
We would like to thank all our colleagues who contributed to the preparation of this report and all our stakeholders who accompany us in our efforts to build a more sustainable world, and we state that we will continue to work together to step into a sustainable future.

You can contact us through the following communication channels for any feedback (Requests - Suggestions - Complaints) that will contribute to the development of our work in the field of sustainability.

Tel: +90 242 320 07 07
kalite@delphingrouphotels.com

DELPHIN HOTELS & RESORTS HISTORY

Delphin Hotels & Resorts has been serving in the field of tourism with our 42 years of experience, starting in Alanya-Okurcalar and extending to Antalya-Lara with a unique tourism adventure. In addition to our seven 5-star hotels, we also have Botanik Laundry and Integrated Meat Plants. Our adventure started in 1982 with Camping Tourism and our first hotel Botanik Hotel & Resort started to host its guests in 1988. Over the years, Delphin Deluxe was launched in 2001, Delphin Palace in 2005, Delphin Diva in 2008, Delphin Imperial in 2012, Botanik Platinum in 2014 and Delphin Be Grand Resort in 2015 in order to contribute to tourism and to be the only address for a perfect vacation.



The elegance of comfort, the art of taste, the address of peace

2024 Delphin Hotels & Resorts serves at national and international standards with a total of 7 hotels, consisting of 4 hotels in Lara, Antalya, one of the most beautiful beaches of the Mediterranean, and 3 hotels in Okurcalar, Alanya, with a total capacity of approximately 8700 beds.



Delphin Imperial

Delphin Imperial

Hotel Promotion: Our 798-room facility, consisting of a single 9- floor main building, has been designed to provide you with the most comfortable holiday. There are 10 panoramic elevators, various bars, 10 A la Carte restaurants in the facility consisting of different features.

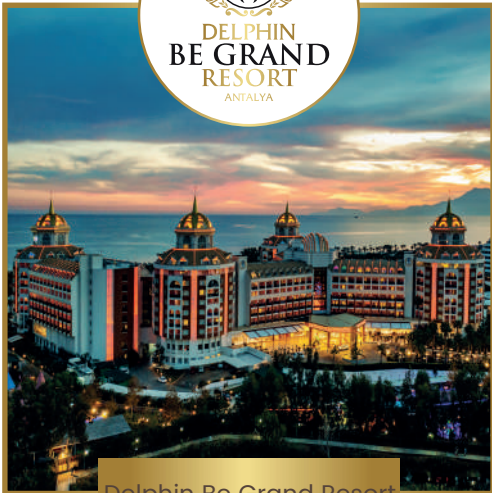
Location: It is 15 km from Antalya city center and 10 km from Antalya airport. It is very easy to reach shopping centers and places you would like to visit in the city from our facility. Bus and taxi station is located in front of the hotel.

Total Hotel Area: 54.000 m2

Category: 5 Stars

Established on 2012

Season: Summer-Winter



Delphin Be Grand Resort

Delphin Be Grand Resort

Hotel Promotion: Our 837-room facility consisting of 4 blocks with 9 floors has been designed to provide you with the most comfortable holiday. The facility, which consists of different features, has 19 elevators, 7 of which are panoramic, and 9 A la Carte restaurants.

Location: : Located 15 km from Antalya city center and 10 km from Antalya airport, our hotel offers an unforgettable holiday with its architecture, facilities and the perfection of the geography in which it is located.

Total Hotel Area: 112.000 m2

Category: 5 Stars

Renovation: 2016 (Facility completely renovated)

Season: Summer-Winter



Delphin Palace - 2005

Delphin Palace

Hotel Promotion: Our 487-room facility consisting of a single 8-storey building has been designed to provide you with the most comfortable holiday. The facility, which consists of different features, has 5 panoramic elevators and 7 A la Carte restaurants.

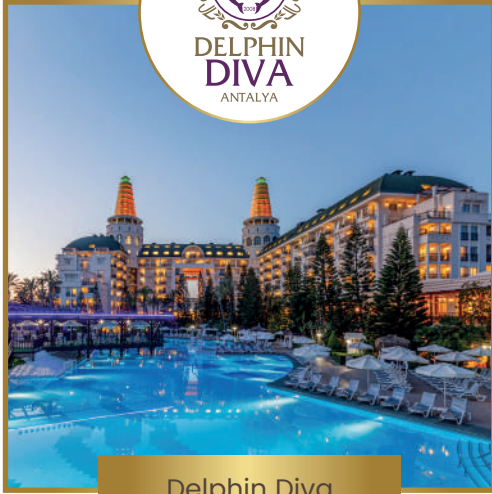
Location: Our hotel, which is 15 km from Antalya city center and 10 km from Antalya Airport and shines among the palm trees with the palace comfort it offers you, offers you a holiday above your expectations.

Total Hotel Area: 40.000 m2

Category: 5 Stars

Established on: 2005

Season: Summer



Delphin Diva

Delphin Diva

Hotel Promotion: Our 475-room facility consisting of a single 6-floor building has been designed to provide you with a comfortable, peaceful, happy and enjoyable rest that will meet all your needs.

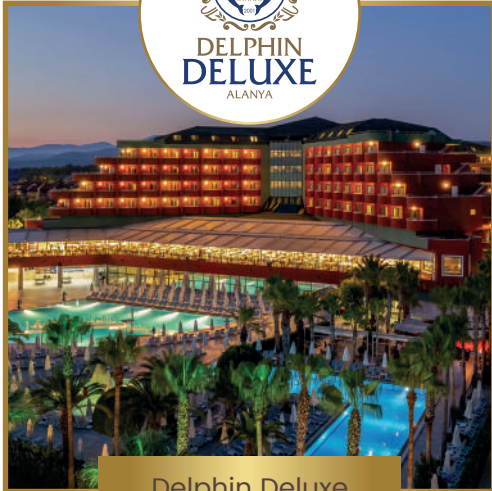
Location: Located on the beaches of Lara, our hotel is 15 km from Antalya city center and 10 km from Antalya Airport. Dolmus and taxi stop is located in front of the hotel. It is very easy to reach shopping centers and places you want to see in the city.

Total Hotel Area: 24.000 m²

Category: 5 Stars

Renovation: 2014

Season: Summer



Delphin Deluxe

Delphin Deluxe

Hotel Promotion: Our hotel, which offers you a wonderful holiday opportunity, has 498 rooms in 6- floor and 7- floor blocks and serves with 4 panoramic and 3 guest elevators in the other block in the facility consisting of different features.

Location: Our hotel is located by the sea among palm trees and colorful flowers. It is 90 km from Antalya airport and 32 km from Alanya and Side. Okurcalar/ Alanya / Antalya

Total Hotel Area: 50.000 m²

Category: 5 Stars

Established on: 2001

Season: Summer



Delphin Platinum

Botanik Platinum

Hotel Promotion: Consisting of a single 6- floor building with 445 rooms and different features, the facility has 4 panoramic and 6 guest elevators.

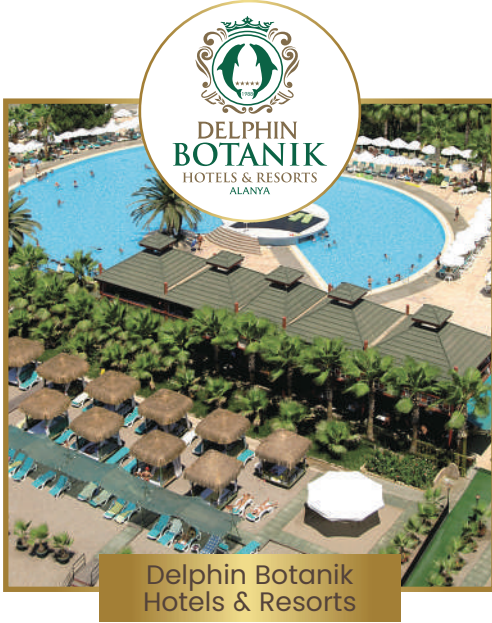
Location: Our hotel is located by the sea among palm trees and colorful flowers. It is 90 km from Antalya airport and 32 km from Alanya and Side. Okurcalar/ Alanya / Antalya

Total Hotel Area: 14.684,57 m²

Category: 5 Stars

Established on: 2014

Season: Summer



Botanik Hotel & Resort

Hotel Promotion: : 457 rooms consisting of a 3- floor main building and a 3- floor annex building, our hotel has a unique nature.

Location: It is located in a green area in our region with historical richness and is 90 km from Antalya airport, 30 km from Side and 32 km from Alanya. Okurcalar/ Alanya / Antalya

Total Hotel Area: 90.000 m2

Category: 5 Stars

Established on: 1988

Season: Summer

OUR CORPORATE PROFILE

OUR VISION

"Hospitality Experience of the Future"

At Delphin Hotels & Resorts, we aim to be the leader of innovation and excellence in the hospitality industry by providing our guests with high standards of comfort and service. Based on sustainable practices and environmental responsibility, we combine technology and the human touch in harmony with our vision to reduce our ecological footprint and leave a greener world for future generations. In this way, we aim to create a unique experience that exceeds the expectations of every guest. Quality is not just a standard for us, but a way of life that focuses on the happiness of our guests in every decision and service.

OUR MISSION

" Excellence in Quality, Guest Satisfaction"

As Delphin Hotels & Resorts, our mission is to provide our guests with a safe, comfortable and unforgettable accommodation experience with the principles of continuous improvement and innovation. In this process, we focus on protecting natural resources and reducing our environmental impact with our environmentally sensitive business practices by adopting sustainable tourism principles. Our top priority is to meet the needs and expectations of our guests at the highest level, to give them the feeling of a home away from home and to provide excellent service every time they visit. To this end, we invest in the continuous training and development of our employees and are committed to raising quality standards in every aspect of our hotel

OUR VALUES

Our values define who we are, what we stand for and how we should behave. Working in line with our values, we determine how we behave with our guests and among ourselves, the quality of our work and the activities that lead us to success.

At the heart of everything we do, there lies the trust of our guests, stakeholders and employees in Delphin Hotels & Resorts and our high standards of behavior.

**Guest Orientation: "An Experience Above Expectations"**

"We set the standards of the future by offering an accommodation experience that exceeds the expectations of our guests."

**Continuity in Excellence: "Excellence in Quality, Satisfaction for All"**

"With the principles of continuous improvement and innovation, we go beyond excellence with our determination to achieve better every day."

**Sustainability and Love of Nature: "Green Steps for the Future"**

"We fulfill our responsibilities for a green future with sustainable practices."

**Contribution to Society and Culture: "We Support Cultural Richness"**

"By respectfully supporting cultural diversity, we make lasting contributions to society and culture."

**Transparency and Trust: "Empowered by Open Communication"**

"We establish strong communication with our stakeholders and strengthen our cooperation with the principles of transparency and trust."

**Employee Development and Collaboration: "Strong Team, Continuous Development, Perpetual Success"**

"We achieve success by focusing on the development and cooperation of our employees with a strong team spirit."

CORPORATE RESPONSIBILITY

As Delphin Hotels & Resorts, while carrying out our activities, we work to maintain positive relations between the institution and the surrounding society, organizations and natural habitats, to ensure that the social and economic effects are positive and beneficial for the environment and the people of the region as much as possible, and to reduce and eliminate the negative effects.

Our Corporate Responsibilities;

Being Environment Friendly; To work for the protection of the environment and cultural heritage in the region where we carry out our activities and as far as possible beyond; protecting the environment is our primary goal.

Supporting the Region's People; We make sure that the personnel we employ are from the people of the region. We contribute to the revitalization of the economy in the region with the personnel we employ. At the same time, we help the people of the region to stay in their region rather than looking for job opportunities outside their region.

Sustainable Tourism; Meeting the needs of our guests and the people of the region with future generations in mind, protecting natural resources and wildlife, saving natural resource consumption and improving the quality of life constitute the basis of our sustainability activities.

Creating Opportunity; We create internship opportunities for tourism students to gain work experience. We support our employees with trainings and a career management program. We aim to train our own employees as much as possible, promote our own employees to higher positions and grow together.

OUR AWARDS AND CERTIFICATES

Year 2024

Delphin Imperial

- 2024 Tui Global Hotel Awards–Quality Hotel
- Booking.com 2024 Traveller Awards
- I-REC Certificates
- Blue Flag
- Green Key
- Travelife Gold
- GSTC Sustainable Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award

Delphin Be Grand Resort

- 2024 Tui Global Hotel Awards
- Booking.com 2024 Traveller Awards
- I-REC Certificates
- Blue Flag
- Green Key
- Travelife Gold
- GSTC Sustainable Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award

Delphin Palace

- 2024 Tui Global Hotel Awards
- Booking.com 2024 Traveller Awards
- I-REC Certificates
- Blue Flag
- Green Key
- Travelife Gold
- GSTC Sustainable Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award

Delphin Diva

- 2024 Bentour Ben Swiss Club
- 2024 Tui Global Hotel Awards
- Booking.com 2024 Traveller Awards
- I-REC Certificates
- Blue Flag
- Green Key
- GSTC Sustainable Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award



OUR AWARDS AND CERTIFICATES

Year 2024

Delphin Deluxe

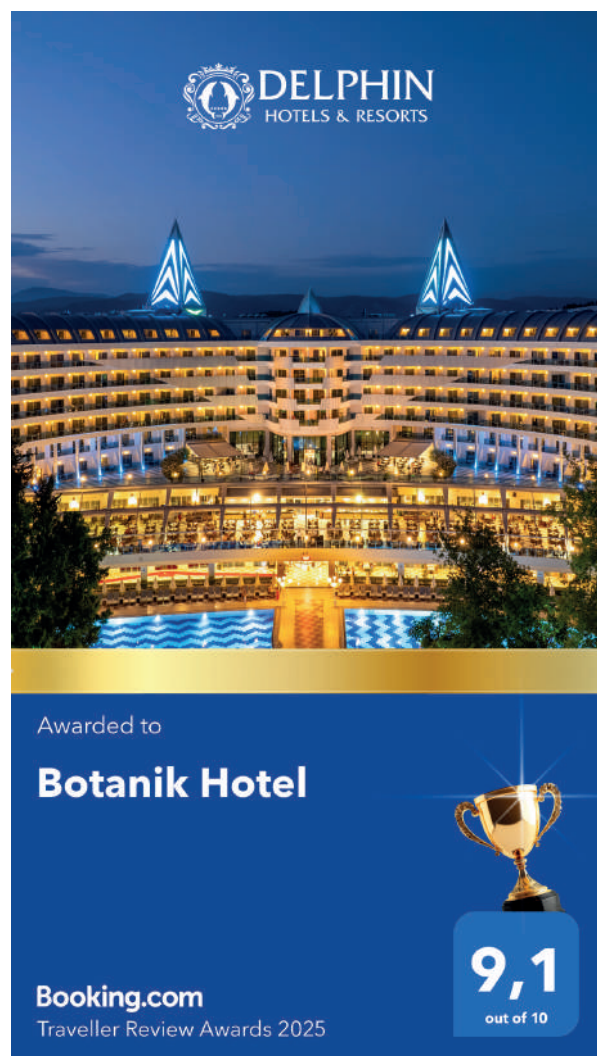
- 2024 Tui Global Hotel Awards
- 2025 Bentour Ben Swiss Club
- International quality award for hospitality excellence 2024
- Booking.com 2024 Traveller Awards
- HolidayCheck 2024 Awards
- I-REC Certificates
- Blue Flag
- Green Key
- GSTC Sustainable Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award

Botanik Platinum

- 2024 Bentour Ben Swiss Club Botanik Platinum
- 2024 Holiday Check Botanik Platinum
- 2024 Tui Global Hotel Awards Botanik Platinum
- Booking.com 2024 Traveller Awards
- I-REC Certificates
- Green Key
- GSTC Sustainable Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award

Botanik Hotel & Resort

- 2024 Otelpuan Award Botanik Hotel & Resort
- 2024 Tui Global Hotel Awards Botanik Hotel & Resort
- 2024 Holiday Check Botanik Hotel & Resort
- Booking.com 2024 Traveller Awards
- I-REC Certificates
- Blue Flag
- Green Key
- GSTC Sustainable Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award



OUR INTERNATIONAL STANDARDS

As Delphin Hotels & Resorts, we adopt a quality-oriented management approach to respond to the needs and expectations of our guests, employees and stakeholders in the most effective way and to make this a continuity. We are aware that the Management Systems we have established in line with our understanding of quality service are to maximize the level of satisfaction by continuously improving the quality of service we provide to our guests, to support the protection of wildlife by reducing the consumption of natural resources by increasing environmental awareness, to prevent accidents and dangerous situations by ensuring the safety of our guests and employees, to implement and continuously improve the food safety system throughout the food chain in order to offer products in accordance with food safety principles and to prioritize hygiene conditions throughout all hotels.

As the result of our understanding of quality service, in Delphin Hotels & Resorts, we are



practicing ISO 22000 Food Safety Management System, ISO 9001 Quality Management System, ISO 10002 Customer Satisfaction Management System, ISO 45001 Occupational Health and Safety Management System, ISO 14001 Environment Management System successfully, and in 2023, as a result of the audit process we completed, we included the ISO 50001 Energy Management System in the Integrated Management System. In this way, we manage our business processes more effectively with a total of six management systems. These integrated management systems are proof of our high standards of performance in terms of safety, quality, customer satisfaction, environmental management and energy efficiency.

OUR POLICIES

POLİTİKALARIMIZ

As Delphin Hotels & Resorts, we declare that we will work in line with our Integrated Management System and Corporate Policies, which we have established according to our vision, mission, principles and values, and our purpose, legislation and other conditions meet the needs and expectations of our stakeholders, contribute to sustainable development and continuously improve our product/service quality.

Quality Policy

As Delphin Hotels & Resorts, in order to become a leading business chain in the region and a global leader in the field of tourism, which offers qualified services in the field of tourism;

We undertake to fulfill all our activities in line with the determined targets, to fulfill the relevant national legal obligations and international justifications, and to continuously improve the system we have established by regularly training and developing our employees for this purpose.

Environmental Policy

As Delphin Hotels & Resorts; in order to leave a livable environment for future generations we are committed;

- To reduce waste by using raw materials, energy and natural resources efficiently,
- To separate our wastes at source and recycle/recover or dispose of them as much as possible,
- To ensure qualitative and quantitative control and continuous improvement of the results of our work,
- When making investment decisions, to support local producers and local employment, to be cautious and careful about their potential impact on the environment by taking into account guest-oriented environmental conditions,
- To fulfill national legal obligations and international requirements while raising awareness, which is most important by raising and promoting the environmental awareness of our employees, guests and stakeholders.

Food Policy

As Delphin Hotels & Resorts; to prioritize guest needs and expectations by providing quality, safe products and services in the tourism sector in which we operate we undertake;

- With the belief that "food safety is everyone's right and everyone's responsibility", to protect human health by fully applying the rules of health information in food production, presentation and storage areas from the purchase of raw materials to the consumption of produced foods,
- To establish effective communication channels with internal and external parties within the food production chain,
- To ensure that the food products used are sourced primarily from local communities,
- To ensure the realization, follow-up and continuous improvement of the targets that determine the level of Food Safety in accordance with legal regulations and guest conditions,
- To achieve our goals, we receive the most valuable support from our employees who are experts in their fields, and we are committed to organizing trainings to increase the competence levels of our employees.

HSE Policy

As Delphin Hotels & Resorts, we aim to be one of the leading and exemplary organizations in the tourism sector with all our employees, we undertake;

- To prevent potential occupational accidents, occupational diseases and harmful environmental impacts at source,
- To identify and eliminate unsafe situations & movements and possible accident risks that may cause occupational accidents and occupational diseases in our facility by conducting an effective risk assessment
- To provide trainings to ensure that our stakeholders (employees, subcontractors, visitors) have access to Occupational Health and Safety awareness, and to ensure its development, placement and continuity,
- To comply with Occupational Health and Safety legislation, laws, and the demands of the relevant parties we serve regarding Occupational Health and Safety.

Guest Satisfaction

As Delphin Hotels & Resorts; with the awareness and responsibility of being a well-established organization in tourism, we aim to accept all our customers as guests and to provide services by blending national and international values. We undertake that:

- With an impartial and honest approach, we will give importance without any discrimination and will start the solution process by recording it by our employees,
- We will examine and finalize the requests and complaints within the framework of the conditions and within the time required by guest satisfaction and inform our guests,
- We aim to improve and continuously improve the experiences our guests have shared with us within the framework of the principle of confidentiality and we are committed to providing all kinds of resources to achieve this goal.

Energy Policy

As Delphin Hotels & Resorts, in order to leave more resources and a livable environment for future generations with our measures to reduce energy and natural resource consumption by using energy resources effectively in all our activities we carry out, we undertake;

- To provide all information and resources necessary for the identification, realization and review of energy goals and objectives,
- To comply with legal and other requirements to comply with the necessary legislative obligations and the expectations of the relevant parties in making energy efficient choices in the design and revision of our processes,
- To ensure that new products and equipment purchased and supplied are energy efficient, and to ensure the supply of energy efficient products and services,
- Within the scope of our Integrated Management System, we are committed to continuous improvement by working in accordance with the Energy Management System standard.

Our Sustainability Policy

As Delphin Hotels & Resorts, we aim to contribute to the development of the environment, our employees and the society we live in, and to ensure sustainable tourism.

"To ensure the continuity of our activities by aiming to meet economic, environmental and social needs without harming the living conditions of future generations within the framework of the "more value with fewer resources" approach.

Local Community Policy

As Delphin Hotels & Resorts; to contribute to the development of our geography and local community, to contribute to accelerate economic and social development, to increase competitiveness and innovation capacity, to support local people and local businesses, to protect and promote our traditions.

Supporting local producers, local employment and the regional economy when making investment decisions, Supporting, respecting and, where necessary, communicating with communities engaged in legal, ethical, social, cultural and environmental activities in all regions where it operates,

Supporting the introduction of the food, activities, culture and traditions of the region to the guests (religious sites, cultural sites, natural riches, etc.) and ensuring that employees are trained in this regard.

Child Protection Policy

As Delphin Hotels & Resorts; in order to protect the rights of children everywhere; with the belief of creating a safe environment for both the children of our guests who spend their vacation with us and the children living in the region, we undertake the following;

- We advocate that all children have the right to be protected from violence, neglect and abuse. It is our priority to protect children from actions that harm their physical and mental health or hinder their development, including non-accidental physical, mental and sexual exposure of children to bad behavior by society.
- Children are not offered any treats within the boundaries of the hotel and in the restaurant without the permission of their parents. Physical interactions and contact that may occur during communication with children are avoided.
- We are committed to doing everything possible to protect children from all forms of harm, discrimination and exploitation, including sexual abuse, and to respect their rights, wishes and feelings.

Social Responsibility Policy

As Delphin Hotels & Resorts; we accept acting with social responsibility awareness in all our activities as an indicator of the value we attribute to human beings. While continuing our activities, we undertake that we will work to ensure that our social and economic impacts are beneficial for the people of the region as much as possible and that our negative impacts are reduced or eliminated.

Human Rights and Equality Policy

As Delphin Hotels & Resorts, we respect the freedom of opinion and belief of our employees in our corporate life; we are based on the principle of observing human rights and not discriminating among them based on gender, age, belief, etc. Within the framework of the principle of equality, we stand completely against all attitudes and behaviors that discriminate based on all individual characteristics such as gender, age, marital status, religion, language, ethnic origin, pregnancy status or possibility in career management practices starting from the recruitment process. We act with a sense of social responsibility to prevent the employment of persons under the age of 18 and/or child labor as required by law, legislation and regulations.

UFUK CÖMERTOĞLU
Board Chairman

OUR GUESTS

OUR GUESTS

As Delphin Hotels & Resorts, we welcome our guests with Turkish hospitality with the mentality of "guest" not "customer" and take care of all their problems during their vacation. We are aware that the most important way to make a difference is to provide quality services to our guests and to ensure a high level of guest satisfaction.

As Delphin Hotels & Resorts, we provide service within the framework of ISO 10002 Guest Satisfaction Management System in all our facilities.

Delphin Hotels & Resorts welcomes countless guests from many countries and has many awards for guest satisfaction. The requests of our guests are important for us to provide a quality service. In cases where we receive complaints from guests, we examine them objectively, diligently and carefully and provide feedback with a solution-oriented approach.

On special occasions and theme nights, we introduce our guests to our regional and local culture with our food, music, events and shows and try to keep guest satisfaction at the highest level. We advise our guests on how to reach our hotels and other tourist attractions by public transportation.

- We love to smile and make sure to make eye contact when we talk.
- We pay attention to details with the logic that small things make a big difference.
- We aim to be the most successful in the sector.
- We work in a guest-oriented manner and take the warnings of our guests into consideration.
- We do not compromise discipline in our work, but we do it within the framework of love and respect without adding fear to discipline.
- We trust our talented and trained staff and we are aware that the biggest share of our service quality is due to our staff working with team spirit.
- We carry out continuous improvement studies in the field of Occupational Health and Safety of our personnel with the goal of zero accidents.
- We are part of the Delphin family because we love what we do.

In 2024, with a total bed capacity of 8700 and more than 300,000 guests, we have reached a high level of guest satisfaction of 95% with a safe, peaceful, always friendly and excellent service philosophy.

DELPHIN HOTELS & RESORTS' SUCCESS STORY IN FIGURES



Indicator of
Quality Service



One Heart for
Guest Happiness



Where Comfort and
Luxury Meet in
Green



At the Most
Exclusive Points of
Mediterranean

COMMUNICATION

COMMUNICATION

We attach importance to the opinions of both our internal and external stakeholders while conducting our operations. At the same time, we communicate our performance and decisions to our stakeholders through various channels. We manage our stakeholder relations effectively by continuously exchanging views with different communication methods for each stakeholder group.

STAKEHOLDER GROUP	COMMUNICATION METHODS
OUR EMPLOYEES	One-to-one interviews and meetings, surveys, employee requests, suggestions, complaints box, monthly reward meetings, internal announcements, special day meetings, e-mail, telephone, trainings, social media accounts
OUR GUESTS	Satisfaction surveys, request forms, social media, guest opinion book, e-mail, telephone, corporate website.
AGENCIES	E-mail, telephone, online meetings, facility visits, agency visits, contracts.
SUPPLIERS	E-mail, telephone, supplier visits-audits, meetings, discussions on supplier evaluation reports, purchase specifications.
PUBLIC INSTITUTIONS	Audits, telephone, e-mail, institution visits, meetings, information requests (when necessary), activity report
OUR BUSINESS PARTNERS	E-mail, telephone, online meetings, facility visits, one-on-one meetings, seminar and expos.
LOCAL COMMUNITIES	E-mail, telephone, visits, social projects, information requests (when necessary), activity reports, meetings, Social media accounts
LOCAL RESIDENTS	Trainings, events, interviews organized to contribute to employment. social media accounts, e-mail, telephone
PRESS	E-mail, telephone, press interview, press conference, interview, social media accounts.

RISK MANAGEMENT

At Delphin Hotels & Resorts, we carry out studies to ensure the management of various risks that we are exposed to due to the service sector in which we operate and to create risk awareness within our organization by calculating the possible effects of these risks.

We strive to identify and monitor our impacts on soil, air, water, people, natural vegetation, biodiversity, local businesses and to improve areas where we see risks. At the same time, we want to identify sensitive business lines that may negatively affect the society and take measures and raise awareness in order to make improvements in these business lines, to address and mitigate risks correctly.

Delphin Hotels & Resorts conducts its practices on a risk-based basis and risk definitions are made on a process basis. Risk is defined as situations and events that may adversely affect the achievement of strategic goals and objectives and performance, and after determining the importance and probability values of all risks, the degree of risk is prepared to be defined according to the risk magnitude.



RISK MANAGEMENT

MIN

RISK

MAX

MANAGE THE RISKS

SHAPE THE FUTURE



OUR SUSTAINABILITY JOURNEY

OUR SUSTAINABILITY MANAGEMENT

As Delphin Hotels & Resorts, our sustainability journey started with full compliance with National Environmental Legislation during the construction phase of our facilities. Every step we take in this regard forms the solid foundations of our sustainable tourism approach today. Every day, we build new values on these foundations and further develop our responsibilities.

As Delphin Hotels & Resorts, our sustainability journey has evolved from past to present.

The Blue Flag Program supports sustainable development in freshwater and marine areas. As proof of our achievement of high standards in bathing water quality, environmental management, environmental education and life safety, our Botanik Hotel was first awarded the Blue Flag in 1999 and subsequently all Delphin Hotels & Resorts have received Blue Flag awards.

In 2014, a new one was added to our environmental awareness journey by obtaining the Environmentally Responsible Accommodation facility certificate (Green Star Certificate) as Delphin Hotels & Resorts. In 2015, with TRAVELIFE, an internationally recognized sustainability certification organization that works for the realization of the concept of sustainability in the tourism sector, encourages businesses with awards and internationally recognized sustainability certification organization, we started to direct our Delphin Imperial Hotel in 2015 with the importance we attach to sustainability in line with the determined criteria and we have received Travelife Gold Certificate in 3 of our facilities.

Our vision, which has been strengthened with Travelife, was first proven in 2016 at Delphin Imperial Hotel, where environmental activities are carried out in accordance with local and international criteria and in this context, all of our facilities were crowned with the Green Key award, which is an international awarding organization.



Within the scope of the Sustainable Tourism Certificate Audit prepared by the Republic of Turkey Ministry of Culture and Tourism and TGA with the Global Sustainable Tourism Council (GSTC), Delphin Be Grand Hotel received a Level 3 Certificate in 2022 and became one of the first hotels to receive the certificate.

In 2023, all of our hotels as Delphin Hotels & Resorts were entitled to receive the Green Key Award, an international program that supports initiatives to protect the environment by rewarding them and aims to contribute to the prevention of climate change and sustainable tourism.

In 2023, Delphin Hotels & Resorts received GSTC certified Sustainable Tourism Certificate in all our hotels.

Delphin Hotels & Resorts will continue to be a pioneer in sustainability by always going one step further. We continue to take new actions and generate ideas for the development and continuity of this structuring that we have laid the foundation for, with the creation of training plans and the continuous implementation of practices.

Having sustainability certificates at international standards is one of the most important indicators of our determination and success. However, we do not see this as enough, and we set new targets every day. Aware of our responsibility to leave a more livable world to future generations, we continue to expand our sustainability efforts.

Delphin Hotels & Resorts; We provide services for the preservation of Antalya's historical and cultural texture and its transfer to future generations intact. We are taking initiatives to reduce our carbon footprint in relation to the climate crisis, which has become a global problem.

In the light of sustainable tourism principles, we are taking stronger steps every day to control the amount of electricity, water, energy, chemicals, solid waste and to minimize the damage to the environment without compromising the comfort of our guests.

While increasing the scope of the service we offer to our guests, we also maintain the protection of natural resources at the highest level. We sign our signature with energy saving systems, water treatment facilities and waste management programs implemented in our hotels. We make significant contributions to minimize our carbon footprint, especially with our investments in the use of renewable energy and energy exchange projects. We do not limit our environmentally friendly policies to our own facilities; we also shape our supply chain accordingly. Through our strong partnerships with local groups, we contribute to the regional economy and reduce carbon emissions caused by degradation. We contribute to the protection of nature through our waste separation at source, recycling and reuse programs.

We have made environmental awareness a part of our corporate culture by providing regular trainings to our staff. The environmental teams we have formed work devotedly to achieve our sustainability goals. With monthly audits, evaluations and continuous studies, our impacts are continuously performance monitored and necessary measures are taken.

SUSTAINABILITY IN PRESS



At the TÜRÇEV 30th Anniversary celebration and environment award ceremony, Delphin hotels&resorts was deemed worthy of the award.



Delphin Hotels & Resorts, Türkiye'nin önde gelen otel zincirlerinden biridir ve misafirperverliği, lüks hizmetleri ve yüksek kalite standartlarıyla tanınır. Zincirimiz, Antalya ve Alanya bölgelerinde, doğayla iç içe, modern ve konforlu konaklama seçenekleri sunan tesisleriyle ön plana çıkar. Her biri farklı konsept ve temalarla tasarlanmış olan otellerimiz hem yerli hem de yabancı misafirlerimiz için unutulmaz tatil deneyimleri sunmayı hedeflemektedir. 42 yıllık tecrübemizle kazandığımız sayısız ödül ve sertifika, hizmet kalitemizin ve misafir memnuniyetine verdiğimiz önemin bir göstergesidir. Delphin Hotels & Resorts olarak, sürdürülebilir turizm hem çevreye hem de topluma olan sorumluluğumuzun bir parçası olarak görüyoruz. "T.C. Kültür ve Turizm Bakanlığı ve TGA'nın Global Sustainable Tourism Council (GSTC) ile hazırladığı Sürdürülebilir Turizm Sertifikası Denetimi kapsamında Delphin BE Grand Resort'e 2022 yılında 3. Aşama Sürdürülebilir Turizm Sertifikası olarak, sertifikayı alan ilk oteller arasında girmişti. 2023 yılında ise Delphin Hotels & Resorts olarak, tüm otellerimize GSTC 3. Aşama Sürdürülebilir Turizm Sertifikası başarı ile alındı. 1. Aralık 2022 itibarıyla, Delphin Hotels & Resorts olarak elektrik tüketimimizi yüzde 100

GSTC 3. Aşama Sürdürülebilir Turizm Sertifikamızı tüm otellerimizde almamızın yanı sıra elektrik tüketimimizi yüzde 100 yenilenebilir kaynaklardan karşılayarak, aldığımız IREC sertifikası, yeşil enerji kullanımında öncü rolümüzü belgelemektedir

yenilenebilir kaynaklardan karşılamaya başladık. Bu önemli adım, çevresel etkimizi azaltma ve sürdürülebilir bir geleceğe katkıda bulunma hedeflerimizin bir yansımasıdır. Çevre dostu bir yaklaşıma olan bağlılığımızı vurgulamak ve bu başarıya paydaşlarımızla güçlü bir şekilde paylaşmak amacıyla aldığımız IREC sertifikası, yeşil enerji kullanımında öncü rolümüzü belgelemektedir. Her sene yayınladığımız Sürdürülebilirlik raporlarımızla otellerimizin çevre üzerindeki etkilerini web sayfamız aracılığıyla tüm paydaşlarımızla paylaşmaktayız.

Sürdürülebilir Turizm Sertifikası oldukça önemli bir adım olmakla birlikte sertifikasyon sürecinde daha fazla eğitim ve rehberlik sağlanması gerektiğine inanıyoruz. Özellikle küçük ve orta ölçekli işletmeler için daha erişilebilir ve destekleyici programlar oluşturulabilir

"Delphin Hotels & Resorts olarak sürdürülebilir turizmi önemsiyor ve bu kapsamda çeşitli çevre dostu uygulamalarla hizmet veriyoruz. Sürdürülebilir Turizm Sertifikası, misafirlerimiz için önemli bir güvence niteliği taşımaktadır. Bu belge, sadece çevresel sorumluluğumuzu değil, aynı zamanda kalite ve misafir memnuniyetine verdiğimiz önemi de yansıtmaktadır. Misafirlerimiz, özellikle çevreye duyarlı ve sürdürülebilir uygulamalara önem veren kişiler, bu sertifikayı almamızın olumlu karşılama

ve tesislerimizi tercih etmektedirler. Talepler açısından bakıldığında, bu belgenin varlığı, özellikle bilinçli misafirlerin ve uluslararası müşterilerin tercihlerini etkileyen bir faktör haline gelmiştir. Sürdürülebilirlik bağlamında belirlediğimiz bazı somut hedefler şunlardır: 2025 yılına kadar enerji tüketimimizi yüzde 20 oranında azaltmayı hedefliyoruz. Su tasarrufu konusunda ise, 2027 yılına kadar yüzde 15'lik bir azalma sağlamayı planlıyoruz. Atık yönetimi konusunda, 2030 yılına kadar atıklarımızın yüzde 90'ını geri dönüştürmeyi ve kompost yapmayı amaçlıyoruz. Ayrıca, karbon ayak izimizi 2030 yılına kadar yüzde 50 oranında azaltmayı hedefliyoruz. Bu hedeflerimize ulaşmak için sürekli olarak yenilikçi çözümler ve teknolojiler geliştirmeye devam edeceğiz. Sürdürülebilir Turizm Sertifikası, otelcilik sektöründe çevresel farkındalığı artırmak ve sürdürülebilir uygulamaları teşvik etmek adına oldukça önemli bir adım. Bu sertifika, sektörün çevreye duyarlı bir şekilde gelişmesine katkı sağlıyor ve aynı zamanda misafirler için de güvence sağlıyor. Ancak, sertifikasyon sürecinde daha fazla eğitim ve rehberlik sağlanması gerektiğine inanıyorum. Özellikle küçük ve orta ölçekli işletmeler için daha erişilebilir ve destekleyici programlar oluşturulabilir. Ayrıca, sertifika kriterlerinin sürekli olarak güncellenmesi ve sektördeki en iyi uygulamaların paylaşılması da sürdürülebilirlik adına yapılan çalışmaları daha ileriye taşıyabilir.

Tourism Project Magazine September 2024

OUR SUSTAINABILITY MANAGEMENT

Delphin Hotels & Resorts aims to realize sustainability efforts in all its operations in line with the United Nations Sustainable Development Goals (SDGs).

We aim to ensure that the entire system interacts with each other by integrating our applications with in the framework of standards, needs arising as a result of different expectations and requirements with different objectives, and to ensure continuity with continuous improvements.

Our Quality Department leads the work as "Sustainable Tourism Representative" in order to integrate these systems with each other and combine them with the concept of sustainability.

Bu kapsamda;

1. Providing guidance in setting sustainability goals,
2. Ensure measurement of sustainability performance,
3. Ensuring that sustainability principles are integrated into operational activities,
4. To carry out projects and activities such as certification and audits to strengthen corporate sustainability with the approval of senior management
5. Supporting the realization of socioeconomic, cultural and environmental activities carried out with in the scope of sustainability in cooperation with the region
6. To follow important domestic and international legislative changes related to sustainability and to ensure coordination by transferring information to other departments.

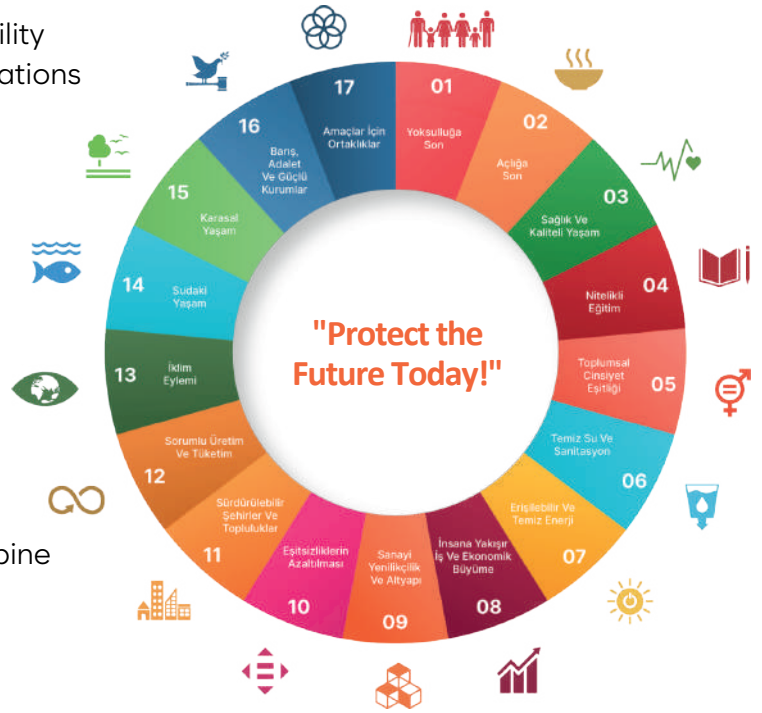
Our sustainability efforts are carried out under the leadership of our Board of Directors, with the active participation of our Business Managers and all our departments.

In order to protect the future of our region with sustainable tourism, we adopt an approach that aims to minimize the damages we may cause to our environment, our people and the social and cultural integrity of our people and to increase the contribution to our region.

At Delphin Hotels & Resorts, our sustainability activities are based on the following;

- Meeting the needs of the people of our region without compromising the comfort of our guests and considering future generations,
- Conservation of natural resources and biodiversity,
- Ensuring energy and water savings,
- Reduced chemical consumption and waste
- Improving quality of life.
- We train and inform each of our employees to actively contribute to our commitment to the environment.

Beyond simply meeting environmental regulations, we are proud of our practices in raising environmental awareness in our local communities, staff, business partners and guests. With the measures we take in the light of sustainable tourism principles, we carry out practices to reduce the use of natural resources, minimize and, if possible, eliminate the damages to soil, water and air.



As Delphin Hotels & Resorts, we carry out activities to provide social benefit. We attach importance to working with local suppliers and creating employment for local people.

Our Goals

- Developing methods to share our sustainability efforts with our stakeholders more effectively,
- Reviewing the resources used in data collection and conducting studies to create our targets in a way to achieve more effective results,
- Contributing to the development of the region,
- Use of environmentally friendly technologies,
- Protection of natural resources,
- Preparation of regular sustainability reports.
- Compliance with updated international standards, ensuring the requirements of ISO 14001, ISO 9001 revised in 2015 and ISO 50001 standards included in our system in 2023,
- In terms of Occupational Health and Safety, ensuring that our employees and subcontractors ensure that all conditions related to occupational safety and work safety are properly provided and that work accidents do not occur.

We strive to pass on the natural resources entrusted to us to future generations in the same way, or even in an improved way, within the principle of being aware and raising awareness for a livable world.



SOCIO-ECONOMIC SUSTAINABILITY



**We Draw Our Strength
from Unity and Build
the Future Together**

OUR BUSINESS LIFE

Delphin Hotels & Resorts works hard to unlock and develop the potential of each employee and contribute to their professional development, and is a big family united for common goals.

We see collective solidarity and collaboration as our most valuable capital, where the key to success is team spirit. We produce values that multiply as we share, and unite around a common vision of the future. We take our steps not only for today but also for tomorrow, and we join hands for sustainable success. Because we are not just a company, we are a big family sharing a common future, common dreams and common achievements.



Employees are provided with a work environment based on trust, integrity, diligence and innovation, supporting unity and a culture of working together. In order to ensure these conditions, it is guided by the provisions of the Labor Law and develops various systems to protect employee rights. The Company stands against all forms of violence and discrimination and works to ensure equality in opportunities, rights and resources for its employees and stakeholders regardless of race, language, religion, gender, ethnic identity, disability, pregnancy, religious and political views or marital status.

It is a Delphin Hotels & Resorts standard not to discriminate on the basis of race, language, religion, age, gender, etc. when hiring or promoting colleagues to all positions, positions and positions. In addition, Delphin Hotels & Resorts does not employ child labor. We do not cooperate with companies that employ child labor. If child workers are sent from suppliers, they are not allowed to work (for construction, gardening, etc.). All employees in our hotels are trained at least once a year on Child Abuse and Neglect against child abuse.

Our Employee Profile

As Delphin Hotels & Resorts, we prioritize our employees to work in a healthy, happy, peaceful and safe work environment. We host many cultures, beliefs and many different colors under the roof of Delphin Hotels & Resorts under the same conditions under the roof of Delphin Hotels & Resorts with the number of our employees from different parts of the world in different positions as well as the number of employees from the region where our hotels are located. Our Human Resources department plays a key role in ensuring that we comply with legislation on welfare and human rights in the workplace and that all contracts, working hours and wage structures are in line with national legislation.

serves with a team of approximately

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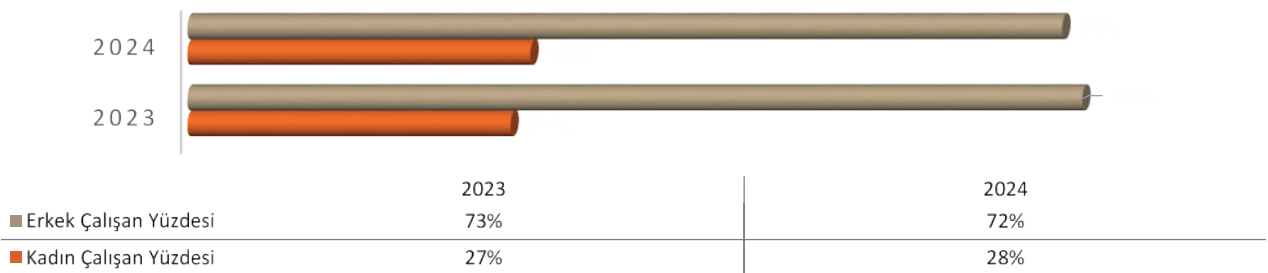
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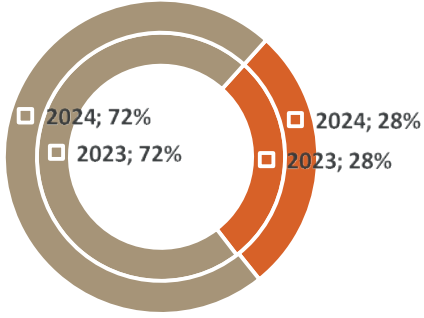
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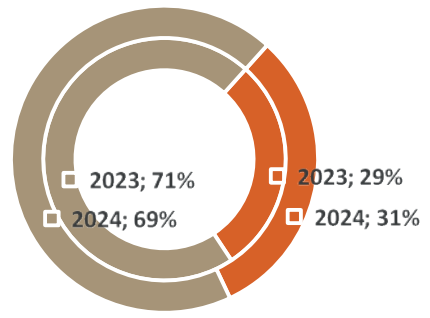
Delphin Hotels&Resorts
YEARS 2023-2024
DISTRIBUTION BY GENDER



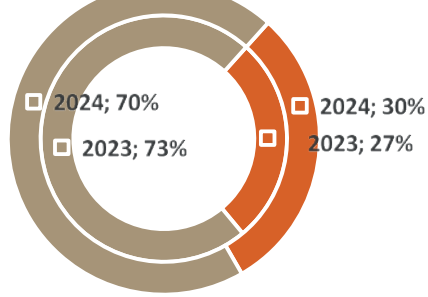
DELPHİN IMPERİAL
2023-2024 YILLARI
CİNSİYETLERE GÖRE DAĞILIM



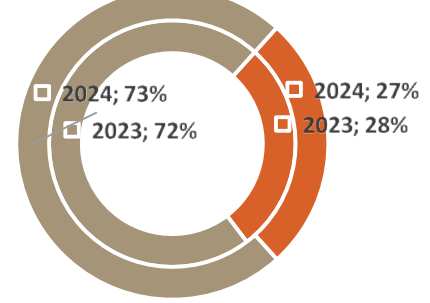
DELPHİN BE GRAND
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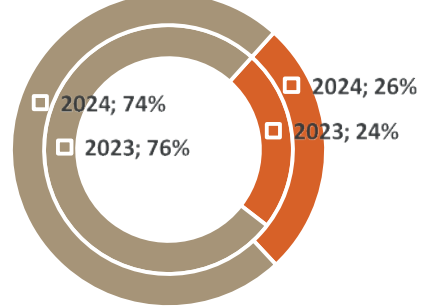
DELPHİN PALACE
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CİNSİYETLERE GÖRE DAĞILIM



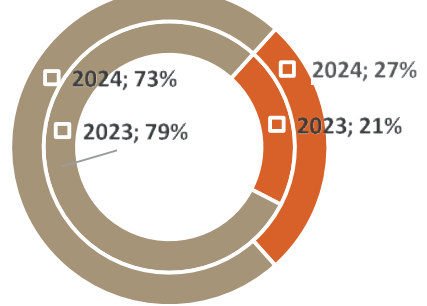
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2023-2024 YILLARI
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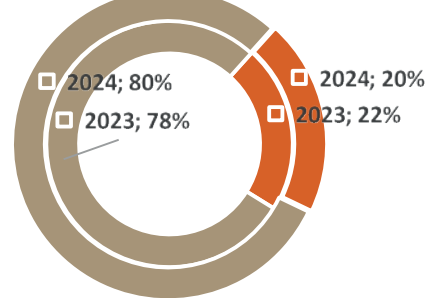
DELPHİN DELUXE
2023-2024 YILLARI
CİNSİYETLERE GÖRE DAĞILIM



BOTANİK PLATİNUM
2023-2024 YILLARI
CİNSİYETLERE GÖRE DAĞILIM



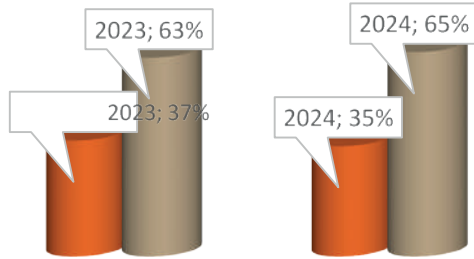
BOTANİK HOTEL&RESORT
2023-2024 YILLARI
CİNSİYETLERE GÖRE DAĞILIM



■ Kadın Çalışan Yüzdesi ■ Erkek Çalışan Yüzdesi

It is aimed to increase and maintain the ratio of female employees in tourism so that it does not remain below 3% every year.

Delphin Hotels & Resorts Percentage of Employees with Limited Mobility (Disabled)



■ Engelli Kadın Çalışan Sayısı ■ Engelli Erkek Çalışan Sayısı

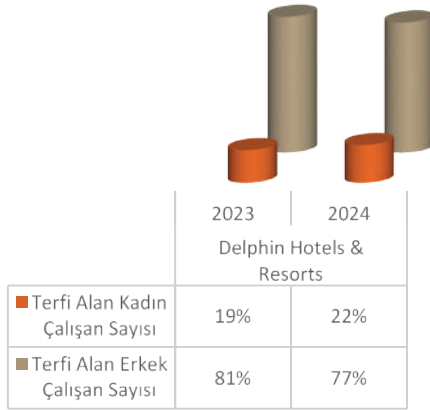
At Delphin Hotels&Resorts, the 5% change observed in the ratio of disabled female employees in the 2023-2024 period is considered as a natural consequence of workforce dynamics.

In this period:

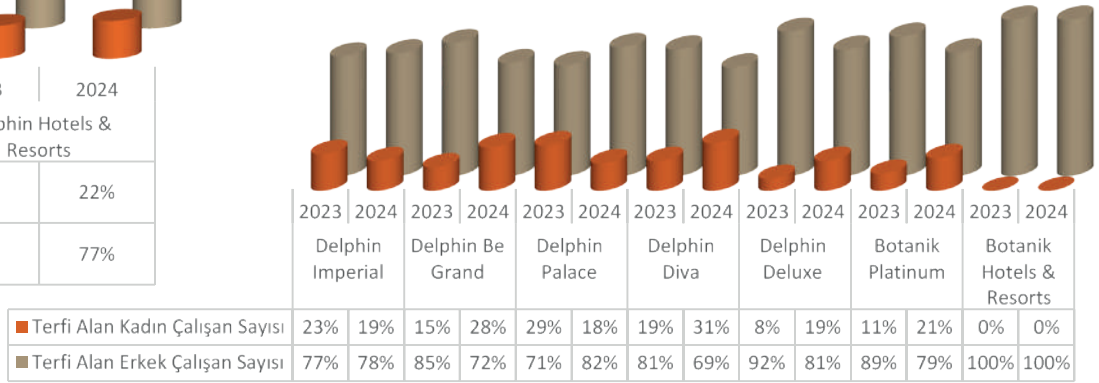
Within the scope of workforce mobility, there were natural changes and departures such as retirement and career changes.

We continue to maintain our principle of equal opportunity in our new recruitment rates.

DELPHİN HOTELS & RESORTS PERCENTAGE OF TOTAL EMPLOYEES PROMOTED



RATIOS OF EMPLOYEES PROMOTED BY



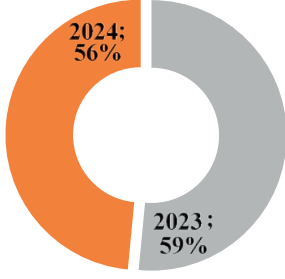
Positive results of our Company's policies to improve equal opportunities and career development are observed. A 15% increase was observed in the promotion rates of our female employees in the 2023-2024 period.

Key factors behind this success:

- Our management approach that considers equal opportunity in every career step
- Mentoring programs that discover and develop women's talent
- Flexible working models that support work-life integration

Our goal for the future is clear: To multiply the success stories of our women leaders and continue to be an organization that inspires business diversity. Because women's empowerment means not only the empowerment of individuals but also the empowerment of society.

Antalya Region



In 2024, the employment rate of Delphin Hotels & Resorts employees in the Antalya region will decrease from 59% to 56%, which is part of the challenge of finding a full workforce across Turkey. These challenges of systematic recruitment in our industry have led our company to develop complete solutions.

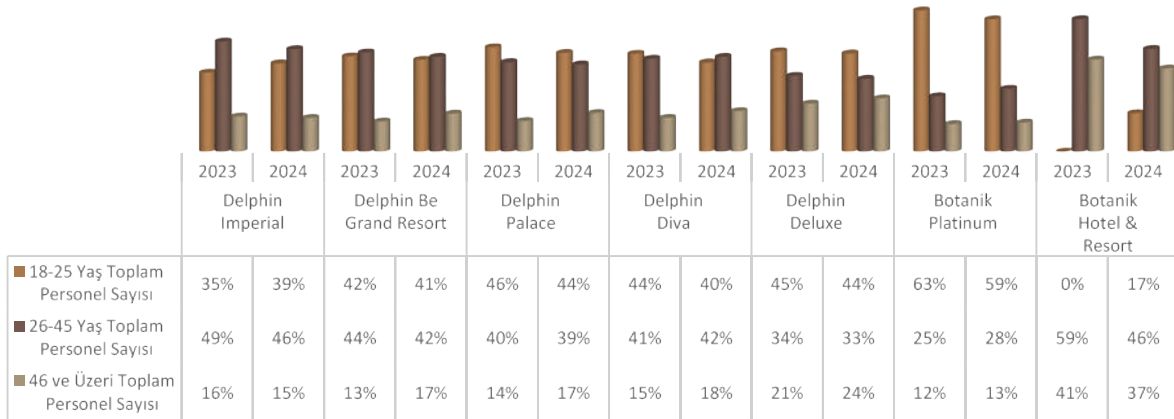
Delphin Hotels & Resorts employs a high percentage of our employees from the Antalya region. As well as being important in terms of local employment, it is a great source of local information for our guests who have questions about the region.

In the process, we were able to turn local employment challenges into a global opportunity:

- Access secured to international talent pool
- We transformed our company culture into a multicultural structure
- We increased our omcpetitiveness with global experience and knowledge transfer

We see this shift in local employment as strengthening our company's global vision. In each period, they are both trying to invest in local talent and continue to utilize the international workforce. Revitalizing the local economy through local employment, encouraging local consumption by increasing income levels and contributing to the growth of the regional economy, as well as contributing to the reduction of carbon footprint by reducing environmental impacts.

DELPHIN HOTELS & RESORTS
RATIO OF TOTAL EMPLOYEES BY AGE GROUPS



Delphin Hotels & Resorts determines the level of knowledge, attitudes and behaviors of different age groups on sustainability, integrates this information into development processes and thus ensures more effective developments in environmental awareness and sustainability issues.

The fact that the age of our employees is concentrated in the range of 18-25 and that they quickly adapt to the requirements of the digital age enables us to develop and create an energetic corporate structure. What we have gained with our young employee profile:

- Rapid technology adoption
- Creative problem solving solutions
- Understanding the expectations of the modern customer
- Dynamic and flexible work culture

This young and dynamic structure provides us with a great advantage in keeping up with the trends of the tourism sector. We gain new ideas and new perspectives with each of our work and shape the tourism vision of the future.

OPPORTUNITIES OFFERED TO OUR EMPLOYEES

Tailoring Service

The uniforms of all our employees and all kinds of work-related clothing are made free of charge by our tailors working within Delphin Hotels & Resorts.

Laundry Use

The uniforms of all our employees are cleaned free of charge in our laundry. In order not to mix the clothes of the staff and to make them personalized, our staff are given their own uniform numbers and are followed up by the laundry staff.

Lodging Use

Staff lodgings are open to the use of all our staff working at Delphin Hotels & Resorts. Textile needs, cleaning facilities, renovations and repairs of our employees staying in the lodging are provided free of charge by our hotel. A shuttle service is provided for the employees using the lodging at specified times to provide transportation during work and meal times. Internet service is provided to all our staff staying in the lodging. We offer a parking lot where our staff can park their vehicles in our lodgings.

Personnel Service

As it is known in the tourism sector, duties are performed in different shifts. This requires transportation by shuttle service at different times. For this reason, at Delphin Hotels & Resorts, we have shuttles between various regions and our hotels at different times of the day for the transportation of our employees.

Staff Dining Hall

Meals in the staff cafeteria are free of charge for employees. Breakfast, lunch and dinner (3 meals) are served in the staff cafeteria with menus that change every two weeks for employees.

Staff Rest Area

We offer a staff rest area for our employees to rest during working hours.

Staff Dressing Rooms

We offer personalized lockers where our employees can change their clothes and store personal belongings of each employee.

Doctor's Office – Hospital Help

In our hotels, we have a doctor's office where a workplace physician and a nurse serve for the benefit of our employees. Our employees can benefit from health services during working hours. In addition, in cases where they need to go to a hospital, they are referred to our contracted hospital. For all our employees, a special discount is provided by our contracted hospital for themselves and their families.

Complementary Health Insurance

Delphin Hotels & Resorts offers a special complementary health insurance to all of our managers and assistant managers and their families, as well as to all of our employees who have completed 9 years of service and their families.

Workwear and Equipment

Our employees are provided with 2 sets of uniforms and personal hygiene materials according to the work group they will work in. Personal protective equipment is provided to our employees who need to work with personal protective clothing.

Employee Motivation Dinner

At the beginning and end of each season, staff parties and dinners are organized in our hotel to celebrate our success and increase our motivation. Personnel entertainment is also organized at certain intervals in the lodgings. Women's matinees are organized at certain intervals during the season to increase the motivation of our female employees.

Ramadan Parcel Aid

Every year during Ramadan, we provide Ramadan parcel aid to our staff in need.

Stationery Aid

As Delphin Hotels & Resorts, we care about being there for our employees and their families and we give stationery vouchers to the children of our employees who go to school.

Staff Children's Party

On April 23, a "Staff Children's Party" is organized with the participation of the children of our employees.

March 8 International Women's Day Event - Employee Motivation

Every year on March 8, International Women's Day, we give small gifts to our female employees to show that we care and support them (flowers, bracelets, etc.).

Personnel Receiving Acknowledgement Program

It covers all staff of Delphin Hotels & Resorts. Every month, performances are evaluated and the best personnel from each department are selected. Delphin beach bag, passport bag, hat, t-shirt and pen are given as a gift to the personnel who receive a Certificate of Appreciation.

Employee of the Month Program

It covers all permanent staff of Delphin Hotels & Resorts below the chef level. Every month, personnel from departments are selected based on their performance. Staff of the Month receive additional remuneration to increase motivation.

Request and Suggestion Boxes

The opinions, requests, suggestions and complaints of our employees are very important for our Senior Management. Request and Suggestion Boxes, prepared for our employees to express their requests, suggestions and complaints, are located at the entrances of the personnel. The locked boxes are opened every month and evaluated by the Senior Management.

Marriage Congratulations

All of our employees working within Delphin Hotels & Resorts are given a bonus of one quarter gold in line with the marriage declaration they bring.

Birth Congratulations

All of our employees working within Delphin Hotels & Resorts are given a bonus worth one quarter gold in line with the birth declarations they bring.

Professional Competence Success Award

In order to support and encourage the talents of our employees, we reward their success in talent exams. Financial incentives are offered to our employees in return for the scores obtained in the exams held after the training. With this practice, we increase both the professional development of our employees and our service quality.

Foreign Language Incentive Program

Recognizing the increasing importance of foreign language competence in the tourism sector, we support our employees' language development skills. We create motivation for our employees to develop and improve themselves by rewarding their success in foreign language exams. Through this program, we provide career support to our employees and increase guest satisfaction.

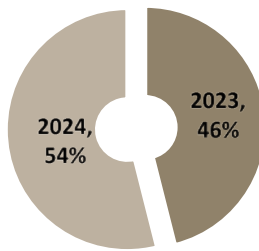
Success Bonus

As Delphin Hotels & Resorts, we reward our employees who contribute to the comfort of our guests. We keep our service quality and employee motivation constantly high by giving motivation-oriented success bonuses to our employees who stand out in internal and external surveys.

Career Management

We create internship opportunities for tourism students to gain work experience. We support our employees with trainings and a career management program. We aim to train our own employees as much as possible, promote our own employees to higher positions and grow together.

Intern Rate



Intern programs offer young people the opportunity to gain leadership skills and prepare them for leading positions in their professional lives.

Delphin Hotels & Resorts Attendance Program Employees who have completed 5, 10, 15, 20, 25 years of service at DELPHIN HOTELS & RESORTS affiliated businesses and hotels are rewarded with a plaque award for their loyalty and work.

- As 5 years of work award; 1 Star Plaque
- As 10 years of work award; 2 Star Plaque
- As 15 years of work award; 3 Star Plaque
- As 20 years of work award; 4 Star Plaque
- As 25 years of work award; 5 Star Plaque Award is given.

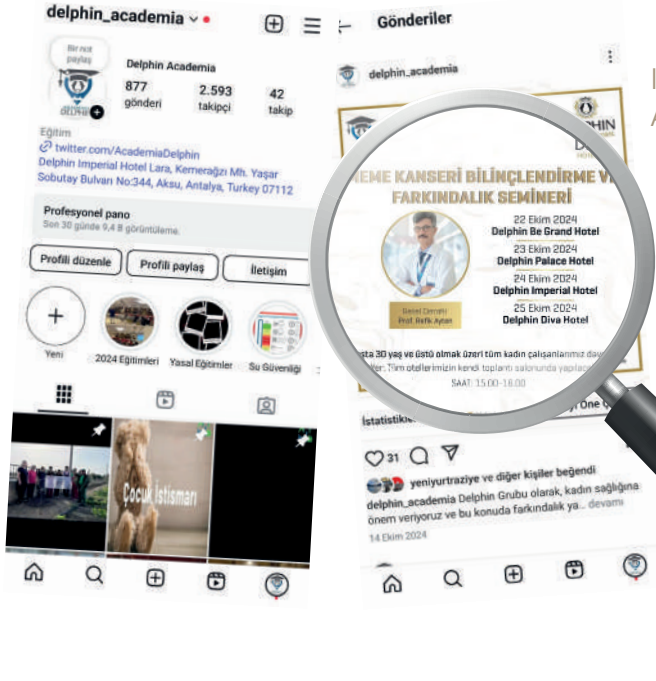
DEVELOPMENT OF OUR EMP



As Delphin Hotels & Resorts, all our employees are regularly trained. Vocational on-the-job trainings are provided to all our employees. Our business aims to strengthen personal development and organizational success by investing in the talents of employees. In this direction, the Company adopts the principle of providing a development environment and opportunities to ensure the continuous development of employees and increase their existing potential, creating a culture where managers take responsibility for the development of employees, ensuring regular monitoring and communication of employee performance, and creating a qualified, successful, global labor force and leader pool. In addition to on-the-job training and vocational trainings, our employees are also provided with awareness-raising trainings, communication skills trainings and interactive motivational trainings that will refresh their motivation throughout the year.

We follow the innovations in our sector and pioneer sustainable business practices by providing trainings (e.g. ChatGPT and Information Security training) to gain the knowledge and skills to use the innovations brought by the developing technology in a digitalizing world. In addition to these trainings, interactive motivational trainings are also organized to increase the motivation of our employees and contribute to their sustainable development throughout the year.

Images and short video recordings of Training, Activity and Social Responsibility projects for our employees are available on @delphin_academia instagram. With our actively used instagram account; informative live broadcasts, visuals, surveys made by experts in their fields about current events that concern the society and our employees, raise awareness of all our employees, the people of the region and the sector.



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OUR MAIN TRAININGS

The main goal of our training activities is to create a constructive culture that attaches importance to guest satisfaction, is conscious about hygiene, environment, health and occupational safety, and constructive in our stakeholder relations, and to make all employees a part of this culture. We know that we are the leader in the sector thanks to our qualified employees with high personal development and motivation.

At Delphin Hotels & Resort, we recognize the importance of our employees and contribute to their development. In our categorized trainings given for this purpose, our main trainings given in 2024 are;

• Orientation training;

- Personal development trainings;
 - o Behavior and Communication Training
 - o Motivation Training (Managers)
 - o Emotion Management Training in the Face of Objections and Complaints etc.
- Professional Development Trainings:
 - o Information Security and Risk Analysis Training
 - o Call Center Training
 - o Life Saving Training
 - o Cocktail Training
 - o Mixology Training
 - o Position Based Trainings
 - o Dutch and Romanian Training
 - o In-service Housekeeping Department Training
 - o In-service Food Drink Department Training
 - o In-service Kitchen Department Training etc.

• Legal Trainings

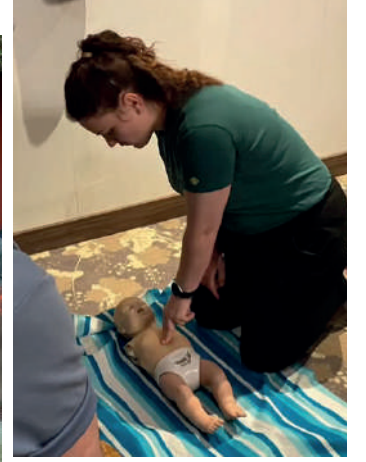
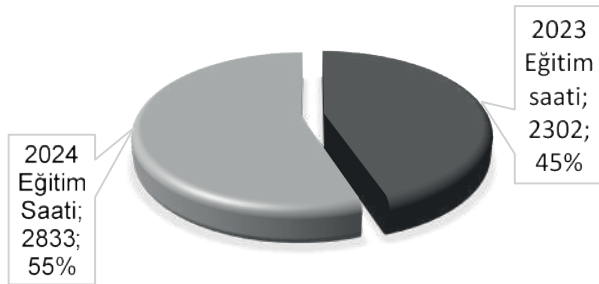
- o Emergency Teams' Duties Training
- o Environment Training
- o Food Safety, Hygiene Trainings
- o First Aid Training, Occupational Safety Training Occupational Safety Training After Work Accidents, Occupational Health Training
- o Kvkk and Cdpr Information Training
- o Orientation Training
- o Fire Training
- o Chemical Training
- o Work at Height Training
- o ADR General Awareness Raising Training
- o Legionella Training etc.

• **We contribute to the development of our employees through awareness raising and awareness trainings.**

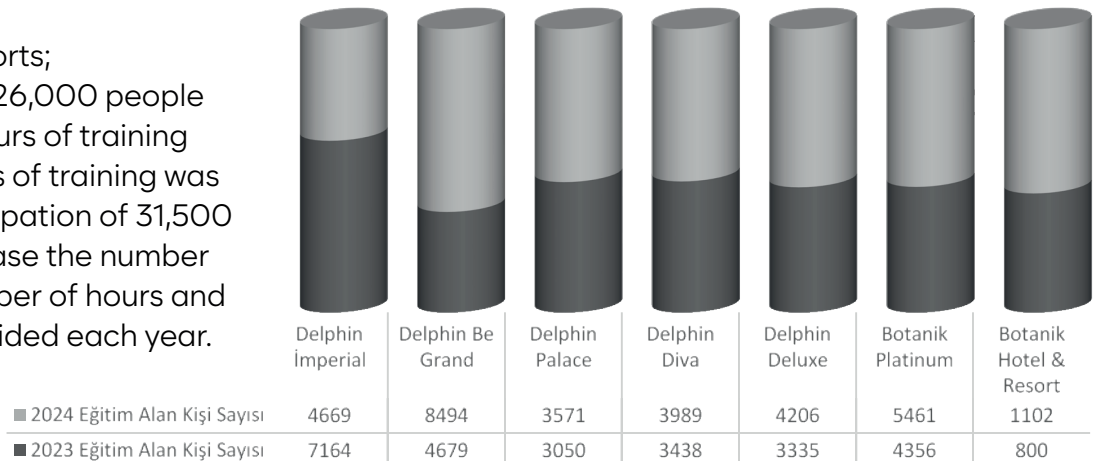
- o Complementary Health Insurance Briefing
- o Psychological Support and Psychological First Aid Training
- o ChatGPT Awareness Training
- o Training on Emotion Management Training in the Face of Objections and Complaints
- o Breast Cancer Awareness Training
- o Energy Saving Awareness Training
- o Story of a Journey Training
- o Training on Management in line with Employee Profile
- o Training on Understanding and Communicating with Employees
- o Conflict Management. Training on Reaching Conclusions from Excuses
- o Behavior Standards Training
- o Effective Communication and Generational Differences Training
- o Training on Creation of Effective Teams and Productivity
- o Management by Objectives and Results Orientation Training
- o Service Quality Excellence Training
- o Training on Intrinsic Motivation in Business Life
- o Management Training from a Leadership Perspective

• **ISO Certification Trainings**

- o 10002 Customer Satisfaction Training
- o ISO 22000 Food Management Systems
- o ISO 22000:2018 Food Safety Internal Auditor Training
- o ISO 22000:2018 Food Safety Management Systems
- o ISO 45001 Internal Analysis Training
- o ISO 45001 Occupational Health and Safety Management Systems
- o ISO 50001 Energy Management Systems
- o ISO 14001 Environment Management Systems
- o ISO 9001 Quality Management Systems
- o ISO 31000 Risk Management System Training
- o ISO 19011 Internal Auditing Training
- o Internal Auditor Training
- o Integrated Management Systems Training



As Delphin Hotels & Resorts;
In 2023, approximately 26,000 people participated in 2300 hours of training and in 2024, 2800 hours of training was provided with the participation of 31,500 people. We aim to increase the number of participants, the number of hours and the type of training provided each year.



DELPHIN ACADEMIA

We Announce Our Brand Values and Vision

As Delphin Hotels & Resorts, we aim to effectively communicate the values and vision of our brand with the Delphin Academia platform. We aim to make a difference with inspiring and informative content by actively participating in social media and the digital world. By establishing a strong interaction with our employees, guests and industry professionals, we continue to spread the values of our brand and create social awareness. The content offered by Delphin Academia is not only about training and development opportunities, but also about environmental awareness, sustainability, innovation and employee motivation. Through this platform, we increase our interaction with our followers, provide them with valuable information and raise awareness about innovations in our industry.

We continue to grow day by day with our loyal followers and announce our brand and values to a wider audience. Delphin Academia continues to grow not only as a social media platform, but also as a channel that reflects the vision of our brand and aims to make a difference in the sector. We share the notifications of all the trainings we conduct as stories and posts on our social media account and share short sections of our trainings as posts.

Each year, we aim to increase the variety, duration and number of participants. In this way, we support the continuous development of our employees and strengthen organizational success. By expanding the scope of our training activities, we aim to create a more efficient and sustainable work environment.

DELPHIN
HOTELS & RESORTS

Siz bize geleceğiniz biz size geliriz.
Sağlığınız bizim için önemli.
Çünkü biz büyük bir aileyiz.



P&B Eğitimi | Dİ Eğitimi | Housekeeping Eğitimi

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www.delphinhotel.com

DELPHIN
HOTELS & RESORTS

**UZMAN PSİKOLOG EŞLİĞİNDE
8 MART DÜNYA KADINLAR GÜNÜ SÖYLEŞİSİ**



8 Mart Cuma
11.00-12.00
Be grand Otel
Balo salonu

8 Mart Cuma
12.00-13.00
Imperial Otel
Balo salonu

8 Mart Dünya Kadınlar Günü Kitle Etkisi

www.delphinhotel.com +90 850 532 07 00 [delphinhotels](#) [delphinhotelsandresorts](#) [delphinhotels](#)

DELPHIN
HOTELS & RESORTS

Delphin Hotelleri
Eğitim ve söyleşilerimiz devam ediyor;
25 Aralık Cuma günü
19:00-20:00 saatleri arasında, Delphin Academia sayfasından
Eczacıbaşı Akademi Yöneticisi Pınar GÖNENÇ
Küresel Yüzen Covid-19 Salgınında ve Sonrasında
Turizm Sektörünün Covid-19 Yaklaşımları konulu Eğitim Semineri
ile evlerinizde ve ekranlarımızda konuk olacaktır.



Pınar GÖNENÇ
Eczacıbaşı Akademi Yöneticisi

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DELPHIN
HOTELS & RESORTS

Delphin Hotelleri
Eğitim ve söyleşilerimiz devam ediyor;
Psikiyatri Uzmanı Dr. Mahmut Emre Kızı
Delphin Academia sayfasından
19.00-20.00 saatleri arasında canlı yayını sizlerle buluşuyor;
27 Mart Cumartesi günü uzmanımız,
İddia ve bahis bağımlılığı: Bir baş etme yolunu yoksa bir tuzak mı?
konusu ile evlerinizde ve ekranlarımızda konuk olacak.



Psikiyatri Uzmanı
Dr. Mahmut Emre Kızı

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DELPHIN
HOTELS & RESORTS

**MEME KANSERİ BİLİNÇLENDİRME VE
FARKINDALIK SEMİNERİ**



Kadın hastalıkları
Op. Ertuğrul Akdağ
26.09.2022
Delphin Palace
15:30
27.09.2022
Delphin Be Grand
15:30

Genel Cerrahi
Prof. Refik Ayten
Genel Konuşmacı
28.09.2022
Delphin Diva
15:30
29.09.2022
Delphin Imperial
15:30

Kadın hastalıkları
Op. Sezin Kapulu
28.09.2022
Delphin Diva
15:30
29.09.2022
Delphin Imperial
15:30

Yer: Tüm otellerimizin kendi toplantı salonunda yapılacaktır.

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DELPHIN
HOTELS & RESORTS

Maskelerimizi Delphin otellerimizde kendimiz ürettiriyoruz.
Tüm maskeler koşullara uygun olarak paketlenildikten
sonra 150 derecede 3 saat dezenfekte edilmektedir.

We produce our mask ourselves in our Delphin hotels.
All Masks are disinfected for 3 hours at 150 degrees
after being packed according to the conditions.



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OUR CONTRIBUTIONS TO EDUCATION

MESEM PROJECT

What is a Vocational Training Center (MESEM)?

In the simplest definition, it is an educational institution that provides individuals with the necessary professional knowledge and behaviors to perform a job that is valid in the labor market.

The student is registered in the e-MESEM system by the school. There is no age limit for registration.

Signing a contract with a workplace related to the occupational branch to be registered (The workplace to sign a contract must have a master with a "Master Teaching Certificate"). What is the purpose of opening a Vocational Training Center? Vocational training centers; After completing primary education, instead of continuing a normal high school education after completing primary education, it is to help the person to receive both skills training in the contracted workplace and to enter business life at a young age. With the Mesem project, it is aimed to close the intermediate staff deficit in our country and to contribute to the qualified workforce and to ensure that the employees in the enterprises have a certificate in the work they do and also to have a secondary education diploma after completing their 4-year education.

What are the Advantages of a Vocational Training Center?

- The opportunity to learn the job at a young age, to have a profession at the workplace, under a master,
- The opportunity to earn money while being a student,
- For those who struggle with academic courses, the opportunity to obtain a high school diploma by taking only difference courses,
- Opportunity to find a job and open a workplace more easily with a Certificate of Mastery,
- Vocational training in 33 fields and 181 different branches,
- From 9th Grade onwards, insurance against work accidents and occupational diseases,
- At least 30% of the minimum wage for 9th, 10th, and 11th grade students,
- For journeymen in 12th grade, a salary of at least half the minimum wage,
- 88% employment rate in the field of graduation,

MESEM PROJECT FIRST STARTED ON NOVEMBER 2020.



MEB PROJECT / OUR PROJECT SCHOOLS

We continue our project with 10 schools within the scope of the project school signed between the Ministry of National Education and the Ministry of Tourism and our company group.

Within the scope of Project;

Providing skills training to intern students in our enterprise,

Providing foreign language training to intern students in our company,

Providing employment to students who do internship in our company after completing their internship without any problems and after they are successful,

Paying intern students higher wages than their contractual wages,

Covering the cost of students receiving protection services,

Opportunity to receive a scholarship for 6 months after completing their internship,

Scholarship students must work for 8 months,

Possibility for students who do not want to study to opt out,

Providing materials to the workshops of schools within this scope,

Helping schools in case of general needs,

Covering the travel costs to and from our company at the beginning and end of the internship,

SCHOLARSHIP RECIPIENT



OCCUPATIONAL HEALTH AND SAFETY

At Delphin Hotels & Resorts, occupational health and safety plays a critical role in fulfilling environmental and social responsibilities, protecting the health of employees and providing a safe environment in the workplace.

All activities carried out under the guidance of the OHS Policy are carried out in full compliance with ISO 45001 Occupational Health and Safety Management System standards and it is aimed to continuously improve OHS performance.

Protecting the health and safety of our employees is one of the core values of our business.

1. Education and Awareness Programs:

We implement regular training and awareness programs for the safety of our employees. These programs aim to increase safety awareness, raise awareness of potential risks and strengthen skills to deal with emergencies.

2. Legal Compliance and Conformity to Standards:

We continuously strive to fully comply with legal regulations on occupational health and safety, protect the rights of our employees and create a safe environment in our workplace. We are also committed to maintaining full compliance with ISO 45001 Occupational Health and Safety Management System standards.

3. Risk Assessments and Preventive Measures:

In order to prevent occupational accidents and health problems, we conduct effective risk assessments and continuously review the preventive measures taken based on these assessments. Our aim is to ensure that our employees work in a safe environment and minimize potential risks.

4. Emergency Plans and Drills:

We create emergency plans and provide our employees with the necessary training. We also test the effectiveness of these plans with the drills we organize and ensure that they are ready for emergencies.

5. Performance Monitoring and Continuous Improvement:

We regularly monitor and evaluate our occupational health and safety performance and continue continuous improvement efforts.



By putting the health and safety of all our employees at the center, we carry out our activities with the goal of preventing zero occupational accidents and occupational diseases, and we make improvements every year to provide a safe working environment. Our focus is to manage OHS risks in the best and most effective way and to provide a safe working environment without accidents.

OUR SUSTAINABLE SUPPLY CHAIN MANAGEMENT

As Delphin Hotels & Resorts, our suppliers in the procurement process are our business partners who provide us with materials, packaging, machinery and other products and services, including those used in product ingredients.

Our purchases are carried out within the framework of a management system in accordance with international standards and our corporate policies. The main components of this system include our Minimum Standards, Supplier Selection and Evaluation Process.

The purchasing department accepts the materials procured through purchasing specifications, supplier audits, meetings and interviews, confirming that they comply with the specifications.

Within the scope of sustainable tourism, more environmentally sensitive businesses are preferred every year. It is our priority to have ISO 14001 Environmental Management System certificate and ISO 22000 Food Safety Management System certificate when choosing a supplier. In addition, we work with suppliers that comply with all legal regulations.

When selecting materials-products-services in our sustainable procurement approach, our primary criteria are:

- Local and locally produced products,
- Recycled or recyclable products,
- Minimum package usage
- Energy and water saving,
- Sustainably produced / sourced from sustainable sources,
- Product with Fair Trade / Organic /FSC / ECO etc. label
- Products/services provided from the immediate environment are prioritized within the scope of sustainability.

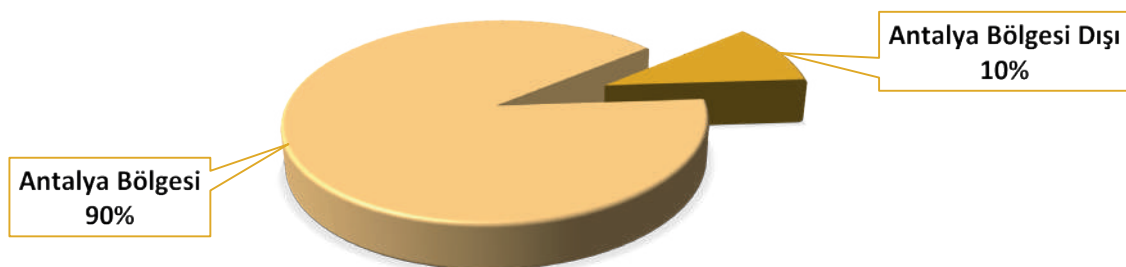
We make our purchases from nearby regions as much as possible. Thus, by minimizing the CO2 emissions of the delivery vehicles of supplier companies, we aim to reduce the impact on the environment and support the employees of the region. Support the economic development of the region by cooperating with local businesses.

We emphasize our sustainability- focused purchasing criteria by sharing information about our policies, management systems, sustainability efforts, environmental and social responsibility projects with suppliers. By sharing this information with suppliers, we aim to contribute to the procurement of products and services in line with our sustainability values. At the same time, we encourage our business partners in our supply chain to make a similar commitment to sustainability. In this way, we continue our efforts to make advances in sustainability in the industry and for future generations.

The basic principles we expect our suppliers to comply with:

- Full compliance with human and labor rights
- Prohibition on the protection of child labor
- Fair wage policy
- HSE Compliance
- Ethical business writing rules

Delphin Hotels & Resorts
YEAR 2024 LOCAL SUPPLIER RATE



EVERY PURCHASE IS AN ECOSYSTEM

Our 2025 Goals

1. Environment Movements

- 10% reduction in packing wastes
- Contributing to the fight against climate change by reducing our carbon footprint from our supply operations by 5%

2. Economic Goals

- Ensuring our contribution to the economy by increasing our local supplier ratio by 10%
- Increasing efficiency and saving resources by digitizing our supply expansion

As Delphin Hotels & Resorts, we continue to break new ground in our industry with our sustainable supply chain management. The successful results we achieved in 2023 are a strong source of motivation to reach our 2025 targets.

We will continue to contribute to our vision of leaving a more livable world to future generations by continuing to implement our sustainability principles at every stage of our supply chain.



ACCESSIBILITY

Delphin Hotels & Resorts is committed to full compliance with legal regulations on accessibility and to continuous improvement in this regard.

Our hotels have elevators for our disabled guests, disabled rooms in accordance with the law, disabled wc and a disabled elevator in our hotel. Our elevators are marked on the keypad for our visually impaired guests.



Disability accessibility is controlled through internal and external audit mechanisms

Our hotel is committed to providing accessible tourism services for everyone within its means and informs its guests and stakeholders about the level of accessibility clearly and accurately through its website.

ENVIRONMENTAL SUSTAINABILITY



Delphin Hotels & Resorts is an organization committed to responding to the expectations of our guests, employees, stakeholders and the law in the most effective way. Adoption, implementation and continuous improvement of ISO 14001 Environmental Management System and ISO 50001 Energy Management System are among our primary targets. In order to protect the environment and ensure the necessity of sustainable tourism, Delphin Hotels & Resorts identifies its impacts on the environment and controls negative impacts and potential hazards.

- It strives to minimize the use of natural resources, energy consumption, air, water and soil pollution and monitors the waste from its facilities.
- We strive to ensure that environmental awareness and sustainability efforts are adopted not only by our employees but also by our guests, suppliers and all our stakeholders.
- Resource consumption amounts are monitored regularly.
- LED lighting is preferred in facilities.
- Sensor (photocell) luminaires are preferred to save water.
- Fan-coil (air conditioning) and energy-saving card system are used to produce hot water using hot air, which reduces energy consumption.
- There is no use of fireworks and measures are taken to ensure that there is no noise / sound pollution due to music near the beach at night.
- Feedback is received from guests through guest satisfaction surveys and actions are taken for continuous improvement.
- Various activities are carried out to reduce the amount of waste in facilities
- Care is taken to purchase products in large packaging rather than small packaging.
- Especially in restaurants, large containers are used instead of disposable containers. For example, jam is served in large containers instead of jam packets, and products such as postmix and premix are used instead of disposable beverage cans.
- Dosing systems are implemented and monitored to prevent uncontrolled use of chemical products.

ENERGY MANAGEMENT



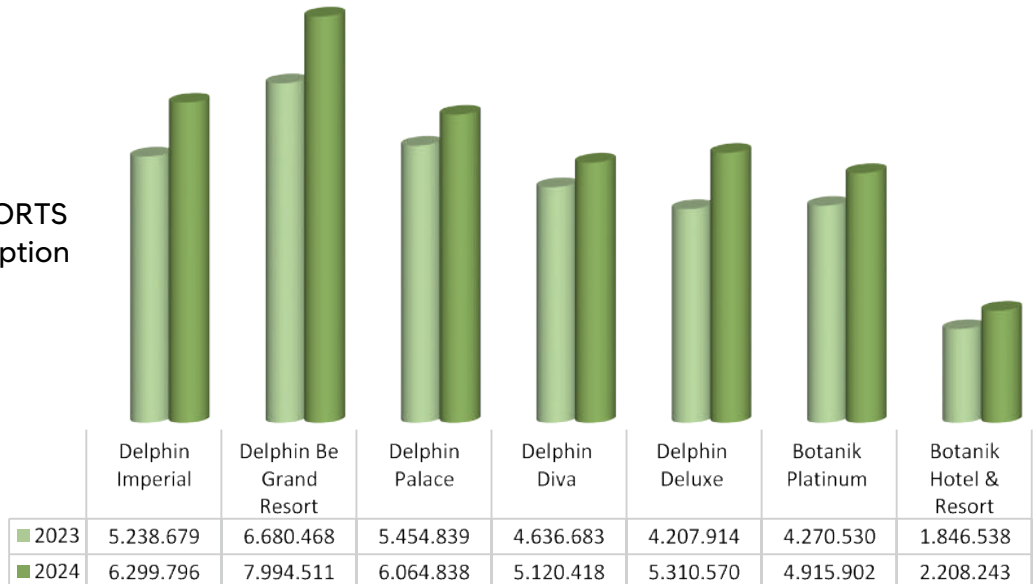
We are aware of the limited energy resources available in the world. We prefer the energy sources used in our hotels to be from renewable energy sources. Our consumption is monitored daily, monthly and annually. We raise awareness of our employees and guests to reduce our resource consumption. Photocell luminaires, LED lamps, fan-coil systems, energy cards in rooms, photocell lamps in public areas are used. Our employees are regularly trained on preventing water leaks and resource consumption. Our goal is to reduce energy consumption compared to the previous years by continuously monitoring and improving energy efficiency studies.

ELECTRICITY CONSUMPTION

The following activities are carried out in our hotels to save electricity and their continuity is ensured.

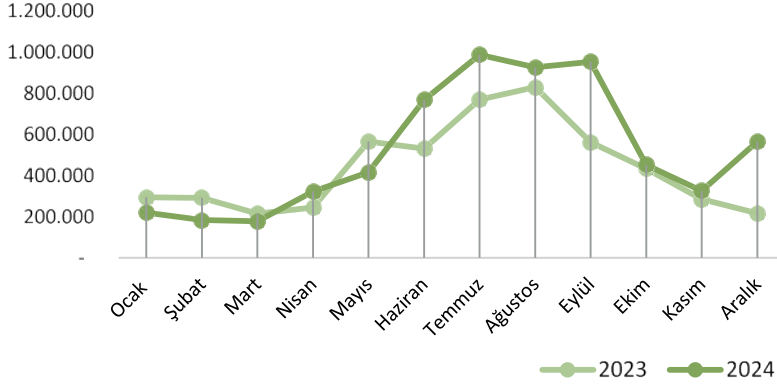
- All rooms are equipped with systems that disable heating/cooling devices when the balcony door is opened,
- Energy-saving light bulbs or LED lights are used in our hotels,
- Sensors are used for lighting in toilets in common areas, corridors, staff areas and ground floors,
- Exterior lighting is controlled by timers,
- Electronic key cards are used in our rooms,
- LED TVs are used in our rooms, (Class A, low consumption TVs are used in our rooms.)
- In our rooms, our mini bars are positioned away from the heat source in order to save energy.
- The curtains of our empty rooms are kept closed in the summer season and open in the winter season to reduce the use of air conditioning devices
- Cooling air curtains are used on the doors opening from the general areas where the cooling system operates to the terrace, garden, etc.,
- Electrically powered devices are positioned so that they are not exposed to sunlight,
- Periodic maintenance and controls of equipment such as large pumps etc. in the engine rooms are carried out,
- Cogeneration is actively used.

DELPHIN HOTELS & RESORTS
Total Electricity Consumption
(kWh)

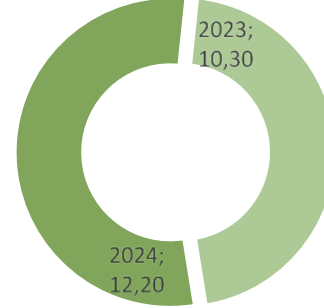


DELPHİN IMPERIAL

Monthly Electricity Consumption
(kWh/pp)



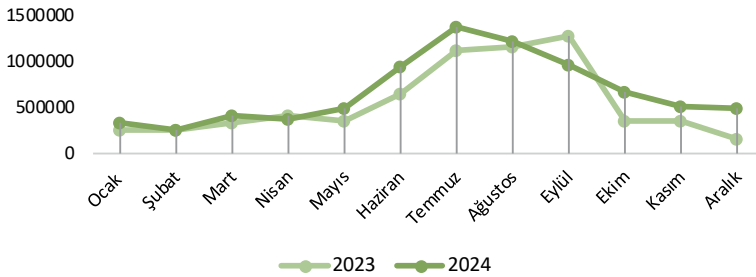
Electricity Consumption
Per Person
(kWh/pp)



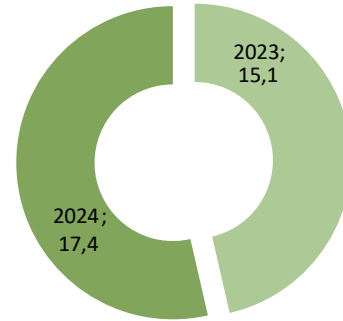
Annual electricity consumption increased by 20% and per capita electricity consumption by 18%. The reasons for this increase are the diversification of services, less use of our cogeneration system compared to last year due to the price increase in natural gas, seasonal temperatures above normal, and the construction of the Aqua Park, which is also owned by our company, on the next parcel of our hotel, and the electricity consumption during the construction process was covered by our hotel and accordingly, our consumption has also increased.

DELPHİN BE GRAND RESORT

Monthly Electricity Consumption
(kWh/pp)

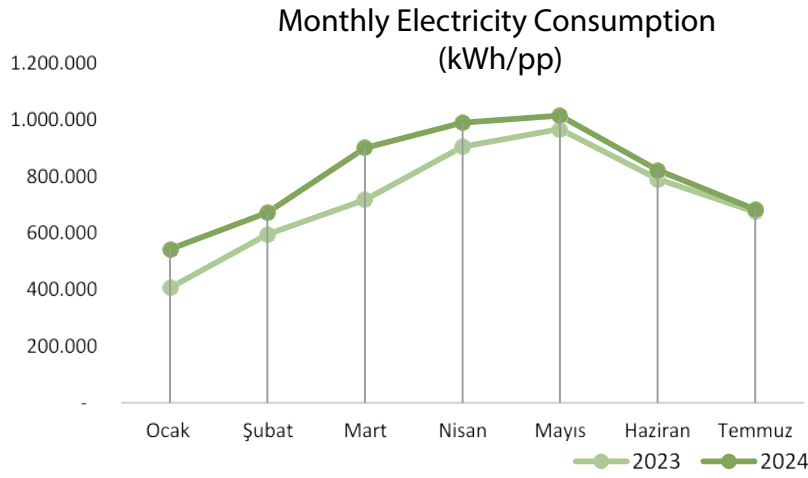


Electricity Consumption
Per Person
(kWh/pp)

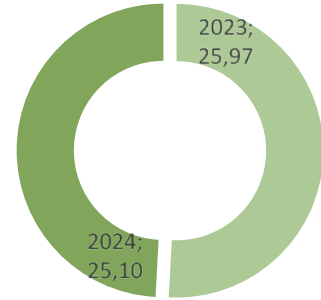


Annual electricity consumption increased by 19.5% and per capita electricity consumption by 15%. The reasons for this increase include the expansion in service diversity, less use of our cogeneration system compared to last year due to the price increase in natural gas, and above normal seasonal temperatures also affected the changes in electricity consumption.

DELPHİN PALACE

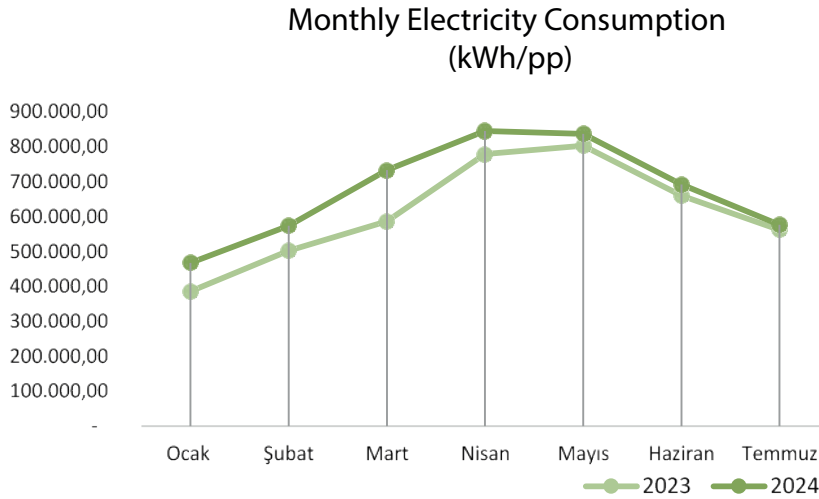


Electricity Consumption Per Person (kWh/pp)

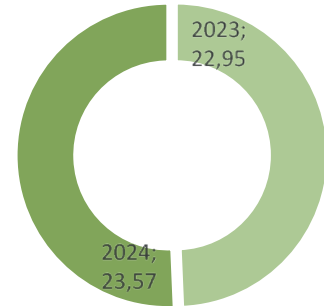


Annual electricity consumption increased by 10% and per capita consumption by 2.5%. The renovation of the snack kitchen and the construction of new cold storage facilities are the main reasons for the increase in electricity consumption. Weather above normal seasonal temperatures also contributed to the increase.

DELPHİN DİVA

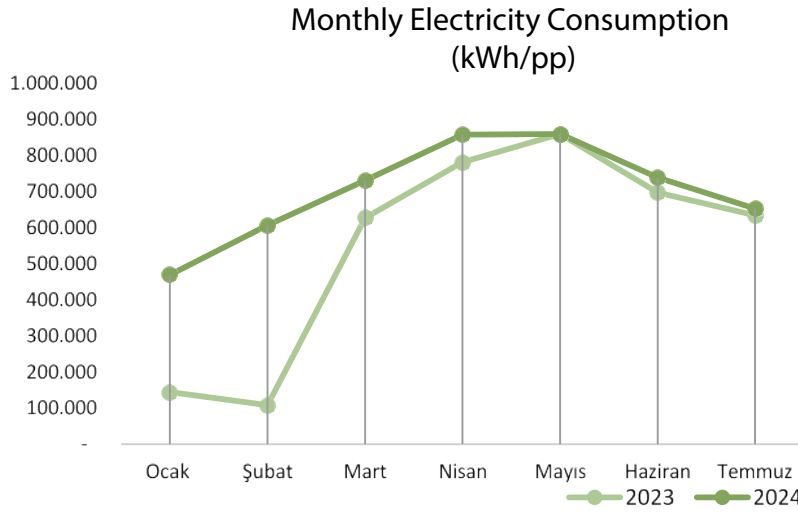


Electricity Consumption Per Person (kWh/pp)

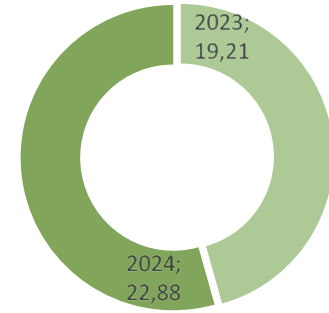


Annual electricity consumption increased by 11% and per capita electricity consumption decreased by 3.3%. Among the reasons for this increase was weather conditions above normal seasonal temperatures. An increase in the number of guests led to a decrease in per capita consumption.

DELPHİN DELUXE

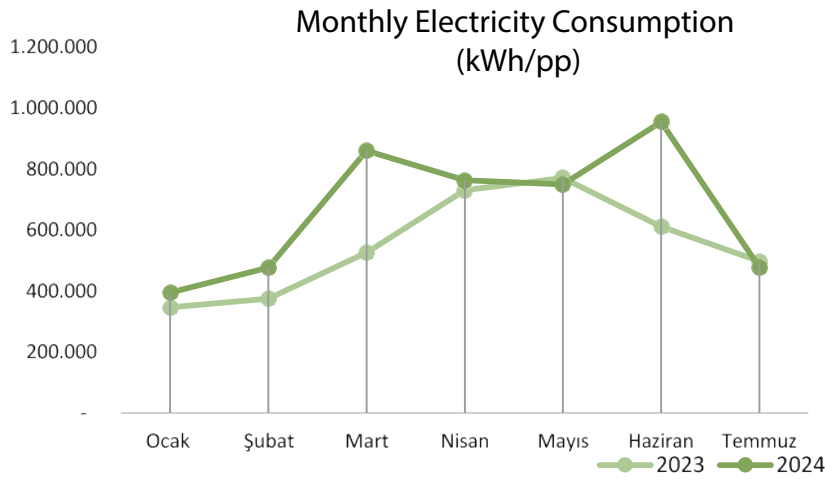


Electricity Consumption Per Person (kWh/pp)

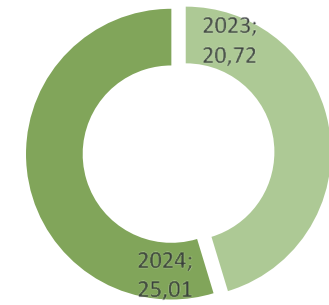


There was a 15% increase in annual electricity consumption and a 20% increase in per capita consumption. The biggest factor in the increase is the higher number of guests in 2024 compared to 2023, the increased need for cooling due to climatic conditions and the weather above normal seasonal temperatures also contributed to the increase.

BOTANİK PLATINUM

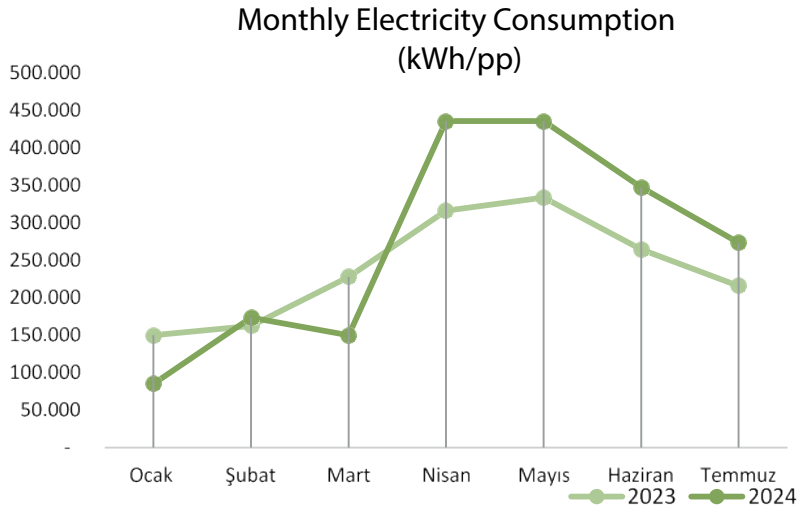


Electricity Consumption Per Person (kWh/pp)

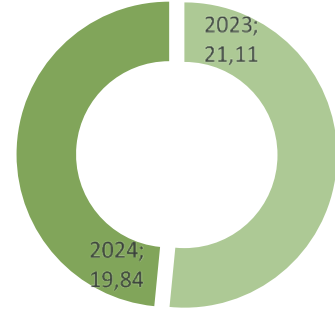


There was a 26% increase in annual electricity consumption and a 19% increase in per capita consumption. The biggest factor in the increase is the higher number of guests in 2024 compared to 2023, and the weather above normal seasonal temperatures also contributed to the increase.

BOTANİK HOTEL & RESORT



Electricity Consumption Per Person (kWh/pp)



There was a 20% increase in annual electricity consumption and a 6% decrease in per capita consumption. The biggest factor in the increase is the higher number of guests in 2024 compared to 2023, and the weather above normal seasonal temperatures also contributed to the increase.

Our 2025 Goals;

We focus on

Optimizing electricity consumption per capita with our energy systems

Ensuring more efficient operation of equipment by organizing preventive maintenance programs

Increasing the share of renewable energy

Expanding smart building automation systems

Continuing trainings to improve employee performance

improving our energy efficiency while ensuring guest comfort and service protectioni with this comprehensive approach.



100% ELECTRICITY GENERATED FROM RENEWABLE RESOURCES

As of December 1, 2022, Delphin Hotels & Resort has started to meet 100% of our electricity consumption from renewable sources. This important step is a reflection of our goals to reduce our environmental impact and contribute to a sustainable future. To emphasize our commitment to an environmentally friendly approach and to share this achievement with our stakeholders in a powerful way, this certification certifies our leading role in the use of green energy.

We will continue to serve our guests, employees and all our stakeholders with a sustainable tourism approach and contribute to a greener future by focusing on environmentally friendly practices.

SOLAR ENERGY SYSTEM

A solar energy system is a system that has an important place among renewable energy sources and produces electrical energy using the direct rays of the sun. This system receives light from the sun through solar panels and converts it into electricity through the photovoltaic cells they contain. The process of converting light into electricity allows for an environmentally friendly energy production by utilizing a resource provided abundantly and free of charge by the sun. Our Solar Energy System, completed in Isparta province in 2023, is a modern facility based on this principle. The system, which supports high efficiency and environmental sustainability, has a production capacity of 25 megawatts and is spread over a large area of 400 acres. The system, which converts solar energy into electricity through solar panels, is designed to meet the electricity needs of 7 hotels within Cömertoğlu Otelcilik.



Gönen Plant

Our 7 megawatt power (MWp) modern solar power plant, built on approximately 110 acres of land, was successfully commissioned in March 2024.

Elmalı Plant

It is located on a 21,539 square meter plot of land in the Karyağdı region of Elmalı. This power plant, which was established about 7 years ago, operates with 6,072 solar panels, each with 270W power. With a total capacity of 1,639 MWp, our power plant provides uninterrupted service to meet our growing energy needs.

Aksaray Plant

Built on 70 acres of land, this modern power plant has an energy capacity of 5 MW. The 11,088 highly efficient solar panels used in our power plant are designed to provide maximum efficiency in energy production.



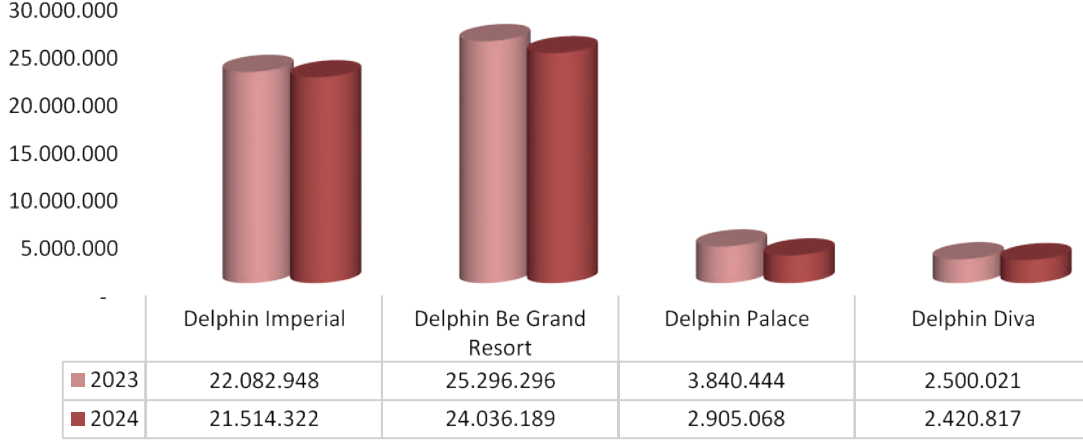
**In 2024 from Solar Energy Systems;
Total energy production was approximately
48.000.000 kWh.**

In this way, it has been realized to provide a sustainable energy source by minimizing environmental impacts.

FUEL CONSUMPTION

With the developing technologies, the world is experiencing changes and as a result, our natural resources are rapidly depleting. As Delphin Hotels & Resorts, we are aware of this situation and we show the necessary dedication for the effective use of resources.

DELPHIN HOTELS & RESORTS Natural Gas Consumption(kWh)



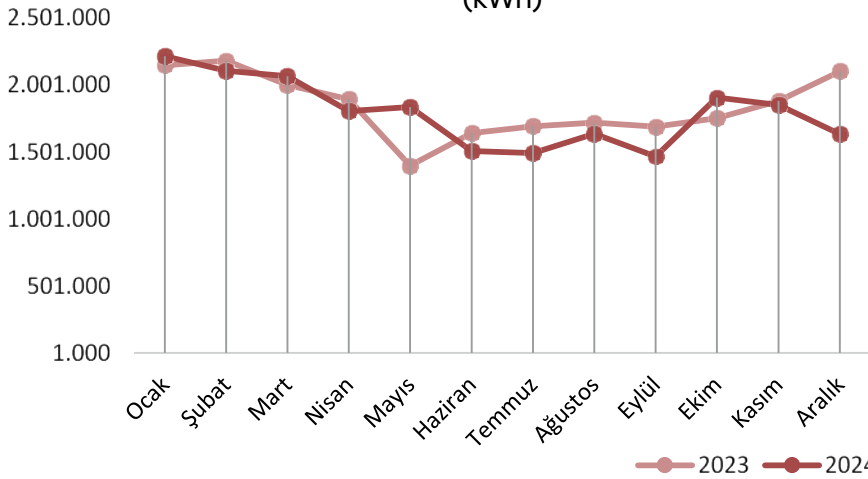
In 2024, a 2.5% reduction in our total natural gas consumption and a 4% reduction in per capita consumption was achieved thanks to

- Thermal insulation in buildings
- More efficient operation of boilers
- The use of new technology heating.

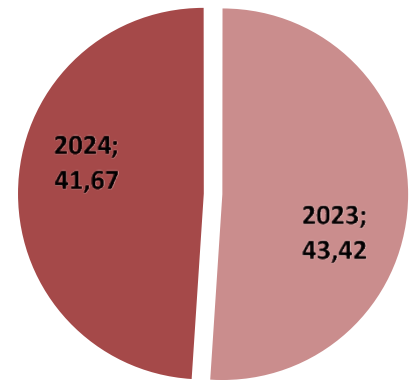
We aim to reduce energy use by continuing similar projects in the coming period.

DELPHİN IMPERIAL

Monthly Natural Gas Consumption (kWh)



Natural Gas Consumption Per Person (kWh/pp)

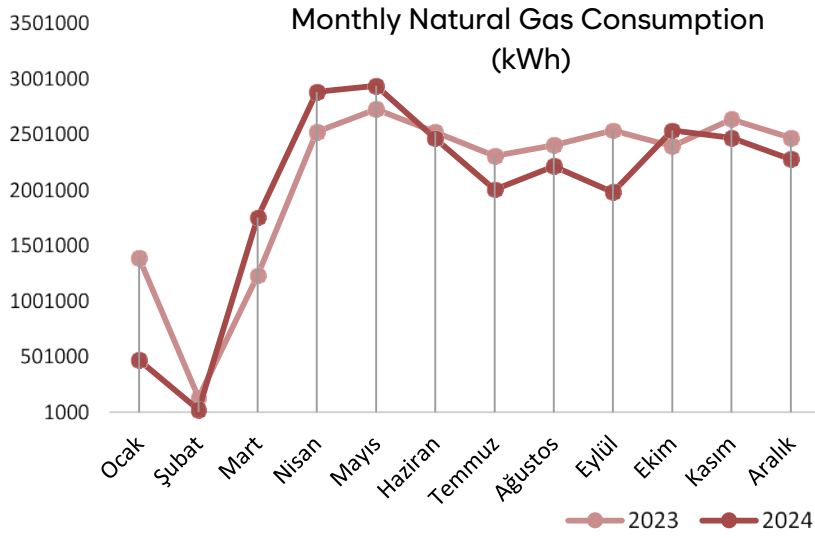


In 2024, a 2.5% reduction in our total natural gas consumption and a 4% reduction in per capita consumption was achieved thanks to

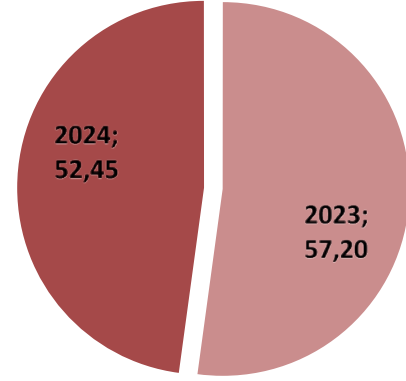
- Thermal insulation in buildings
- More efficient operation of boilers
- The use of new technology heating.

We aim to reduce energy use by continuing similar projects in the coming period.

DELPHİN BE GRAND RESORT



Natural Gas Consumption Per Person (kWh/pp)

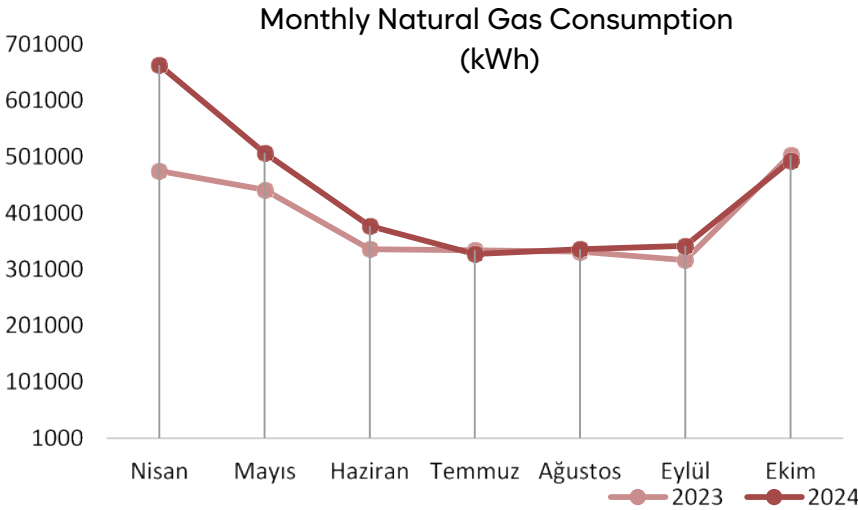


In 2024, a 5% reduction in our total natural gas consumption and a 8% reduction in per capita consumption was achieved thanks to

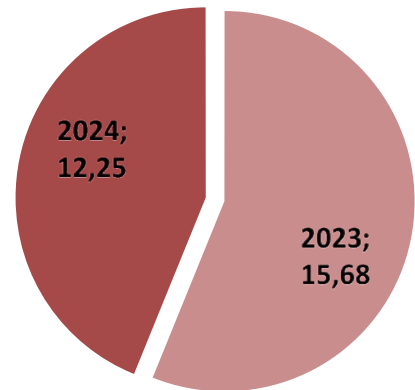
- Thermal insulation in buildings
- The use of modern heating systems
- Regular maintenance plans.

We aim to reduce energy use by continuing similar projects.

DELPHİN PALACE



Natural Gas Consumption Per Person (kWh/pp)

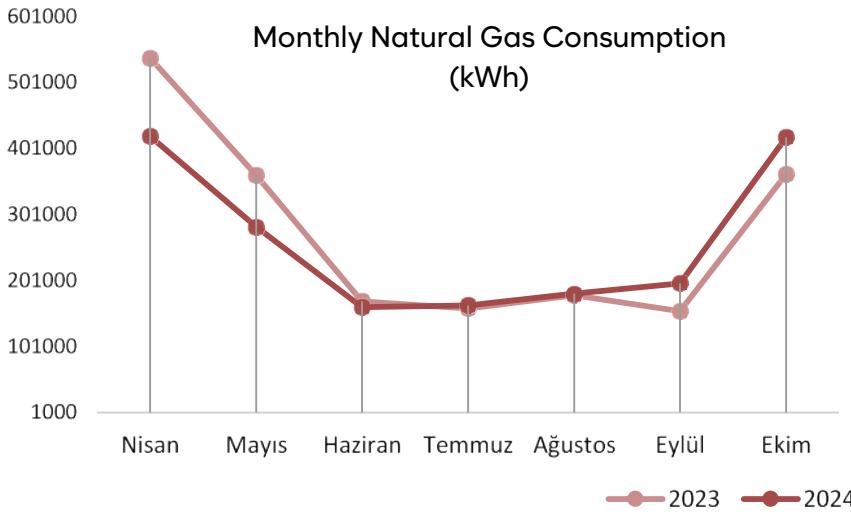


In 2024, a 24% reduction in our total natural gas consumption and a 12% reduction in per capita consumption was achieved thanks to

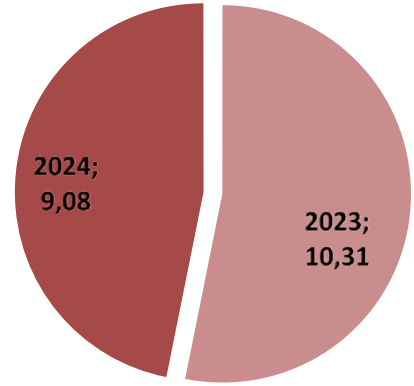
- Thermal insulation in buildings
- Transition to new technology heating systems
- Regular maintenance plans.

We aim to reduce energy use by continuing similar projects.

DELPHİN DİVA



Natural Gas Consumption Per Person (kWh/pp)

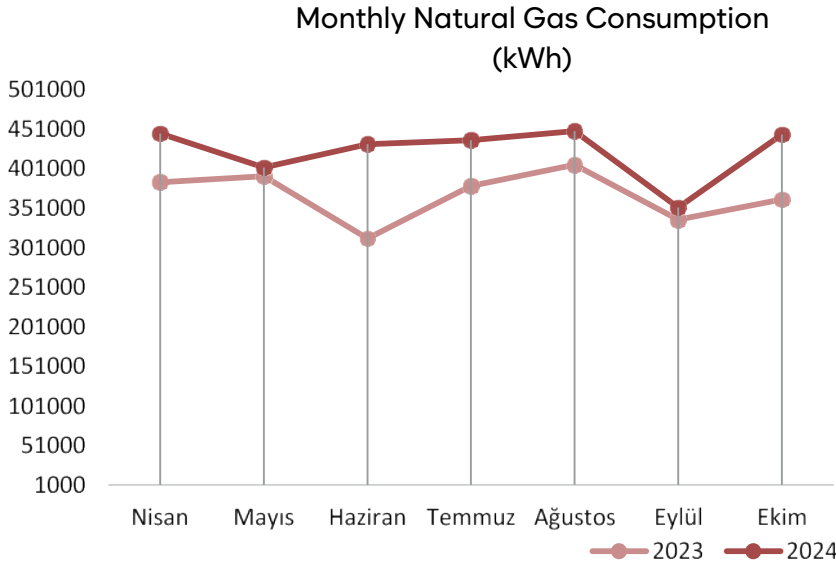


In 2024, energy efficiency efforts yielded positive results, despite reaching high occupancies in our facilities and an increase in the number of guests:

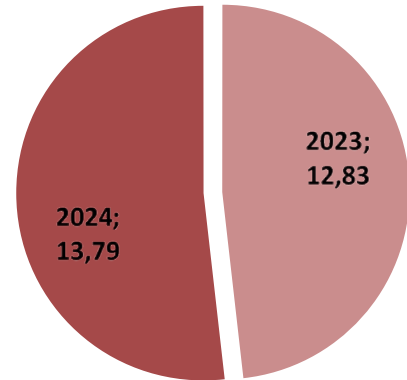
- Total natural gas consumption decreased by 3%
- We achieved a 12% decrease in our per capita consumption

This is achieved by regular maintenance activities and awareness of employees.

DELPHİN DELUXE



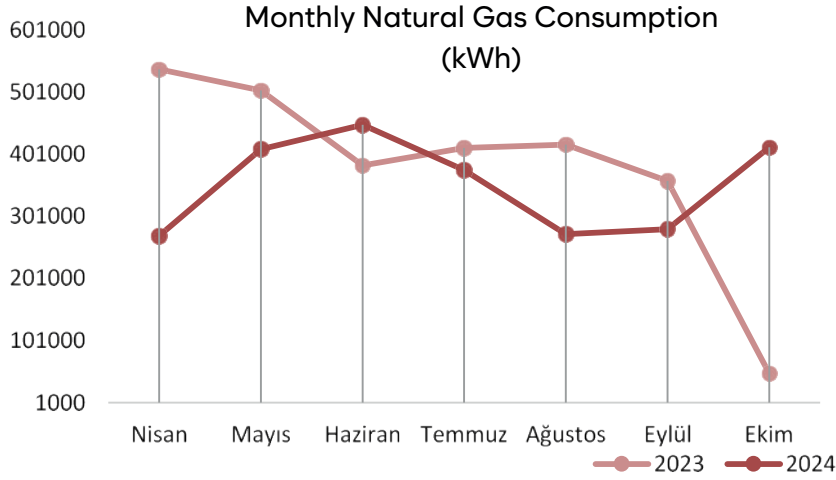
Natural Gas Consumption Per Person (kWh/pp)



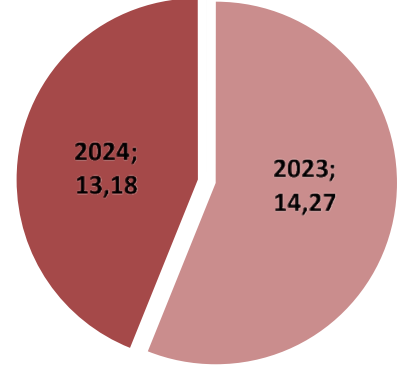
Our LNG consumption increased by 18% in total and 7% per capita. Reasons for this increase: Newly commissioned kitchen equipment and increased restaurant capacity. Measures taken to optimize consumption are:

- Use of energy efficient kitchen products
- Personal training
- Regular maintenance programs.

BOTANİK PLATİNUM



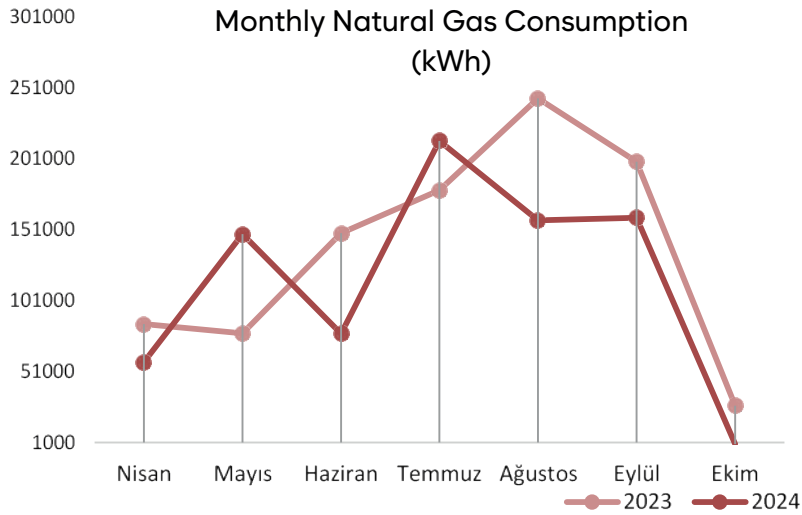
Natural Gas Consumption Per Person (kWh/pp)



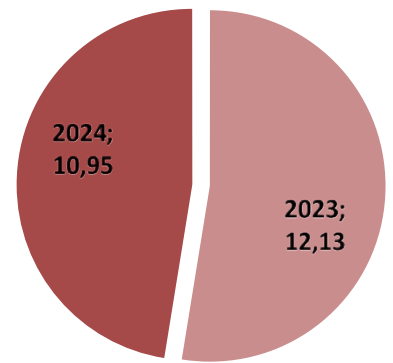
We achieved significant improvements in our consumption in 2024, with a 21% reduction in our total LNG consumption and a 7% reduction in per capita LNG consumption. We achieved these successful results by:

- Efficient planning of our kitchen operations
- Using energy-efficient industrial kitchen equipment
- Detailed maintenance work before the opening of season.

BOTANİK HOTEL & RESORT



Natural Gas Consumption Per Person (kWh/pp)



In 2024, our total LNG consumption at our facilities increased by 5% and our per capita LNG consumption decreased by 10%. Despite the increase in total consumption across the facility, we achieved a significant decrease in per capita consumption due to our increasing number of guests. We managed to reduce per capita consumption with the total efficiency impact of our new service areas, efficient equipment use and consumption practices used.

In Alanya region, Delphin Deluxe, Botanik Platinum and Botanik Hotel & Resort facilities meet their energy needs by using LNG in power generation and heating systems. Since LNG is a fuel with high energy density, it effectively contributes to energy generation and helps to reduce environmental impact and provide an eco-friendly accommodation experience with low carbon emissions.

In 2025, we aim to realize a 1% decrease in total natural gas and LNG consumption and per capita consumption. Planned activities to achieve this goal are as follows:

- 1.Technological investments**
Use of energy efficient equipment
Smart automation systems
- 2.Communication with guests and employees**
Energy saving briefings
Environmental impact reduction programs
- 3.Operational Improvement**
Regular maintenance programs
Efficient work
Consumption tracking systems
- 4.Trainings**
Increase in annual training person/hour numbers
Efficiency-focused working culture
Sustainability trainings

As Delphin Hotels & Resorts, we aim to increase our energy efficiency without compromising guest comfort.



WATER MANAGEMENT



At Delphin Hotels & Resort, we use water-saving equipment to reduce overall water consumption without compromising on health, hygiene and guest satisfaction. The water system is monitored and controlled through daily, weekly and monthly measurements and analysis. Water consumption data is monitored through meters.

The wastewater generated as a result of use is connected to the ASAT line and all of our facilities have Connection Quality Control Licenses.

The following activities are carried out in our hotels to save water and their continuity is ensured.

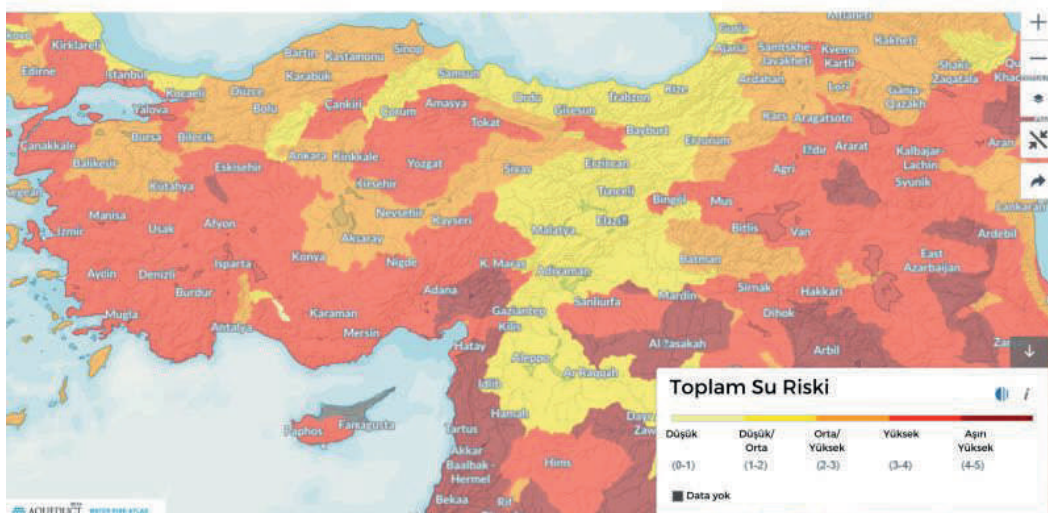
- The water flow rate is set to not exceed 5 liters per minute in all room and general area sink faucets and 9 liters per minute in showers. This practice is regularly monitored by measuring the flow rate of one faucet and one shower in each block and the flow rate of faucets and showers with high flow rates is reduced,
- Sensor faucets are used in sinks in public areas,
- Saving and/or dual flush systems are used in toilets,
- We have a connection quality control license from the relevant municipality to show that all wastewater sources are treated and discharged safely without affecting the local community or the environment, and our wastewater is connected to the sewage system in accordance with the discharge regulations.
- Water tanks are maintained in winter months and water leaks that may occur are prevented,
- All reservoirs drain no more than 6 liters of water per use,
- Urinals use systems where water flows automatically,
- Our staff is regularly trained on water conservation and reporting possible water leaks,
- Automatic, sprinkler and drip systems are used for garden irrigation to reduce water consumption. Garden irrigation is carried out after the daylight loses its effect (00:00 - 08:00), preventing both excessive water consumption and evaporation.
- Water consumption is continuously monitored and recorded,
- Rooms and public areas are cleaned using microfiber cloths and mops instead of washing with water,
- Towel and linen change is only available upon guest request,
- Information on water saving is available in guest and staff areas.

Based on data from the World Resources Institute (WRI) water risk atlas;

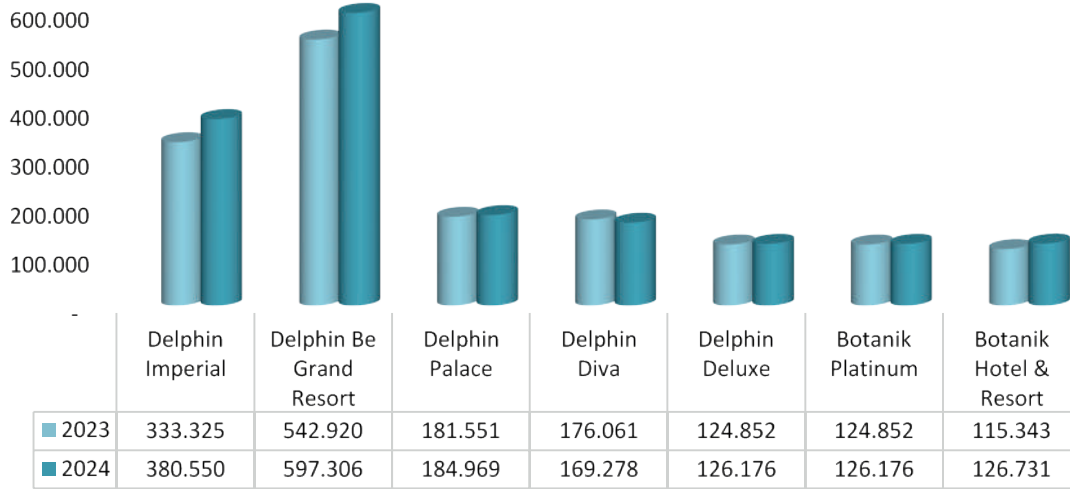
It measures all water-related risks by combining all indicators selected from the categories of General Water Risk, Physical Quantity, Quality and Regulatory and Reputational Risk.

The water risk situation in the region where our hotels are located has been determined. For this, the Water Risk Atlas prepared by the World Resources Institute is used. Here is the link to the relevant website.

Water Risk Atlas

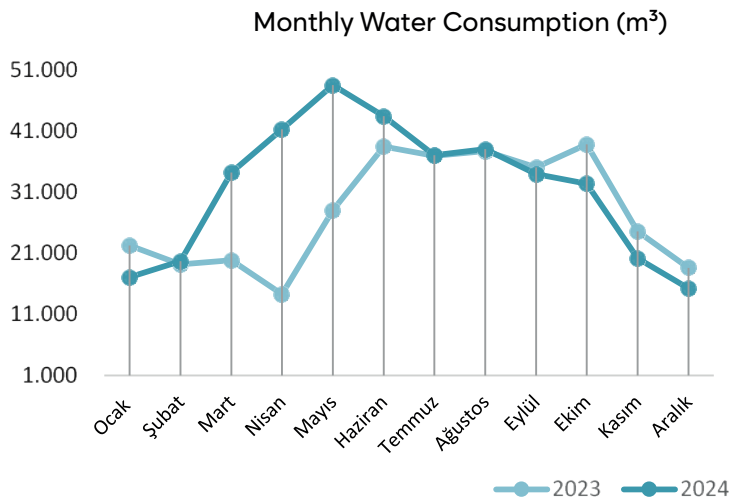


DELPHIN HOTELS & RESORT Total Water Consumption (m³)

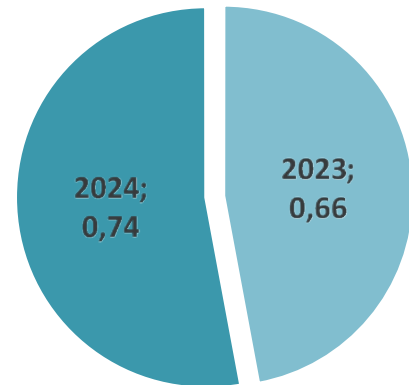


In 2024, there was a 10% increase in our total water consumption and a 4% increase in our per capita water consumption.
The biggest factors of this change are as follows:
Increasing occupancy rates
Commissioning of new services.

DELPHİN IMPERIAL



Water Consumption Per Person (m³/pp)

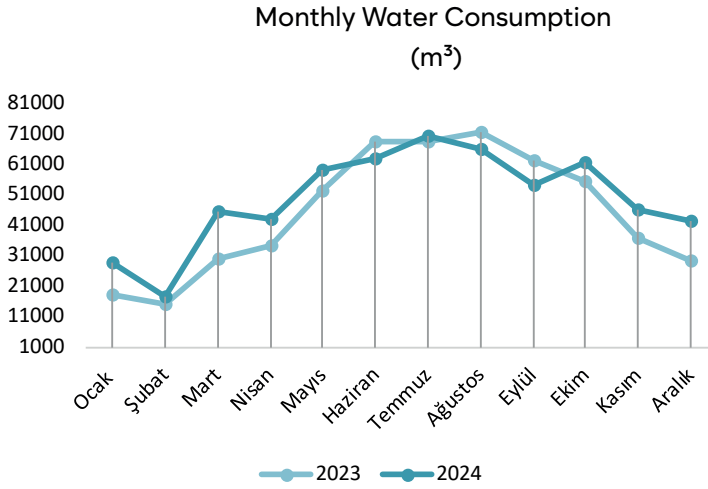


In 2024, the water consumption of our facilities increased by 14% in total and our per capita water consumption increased by 12%.

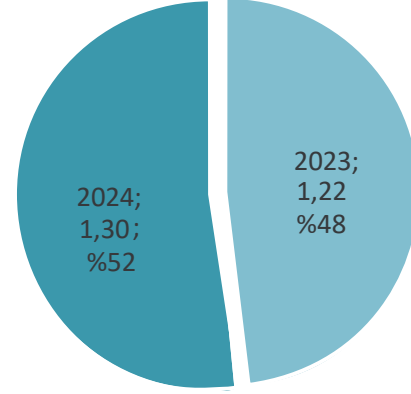
The main reasons for the increases are as follows:

- Increase in irrigation due to climatic conditions, supplying water from the facility to the newly built aqua parks
- The size of our landscape areas.

DELPHIN BE GRAND RESORT

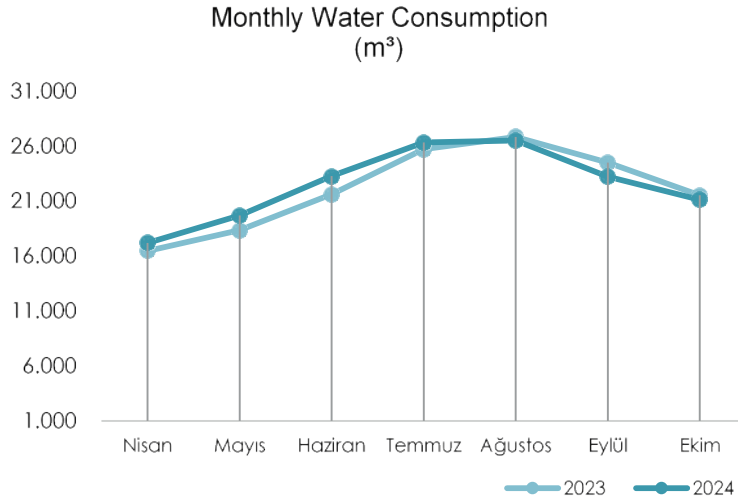


Water Consumption Per Person (m³/pp)

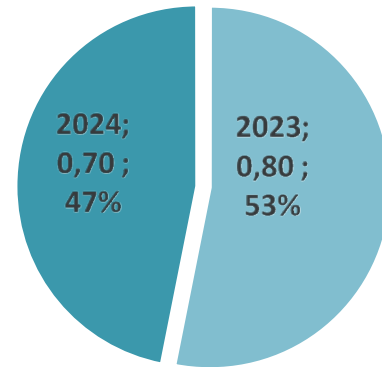


In 2024, our total water consumption increased by 10% and per capita consumption by 6%. This increase is due to the expanded landscape areas in our facilities and our high season occupancy rates.

DELPHIN PALACE

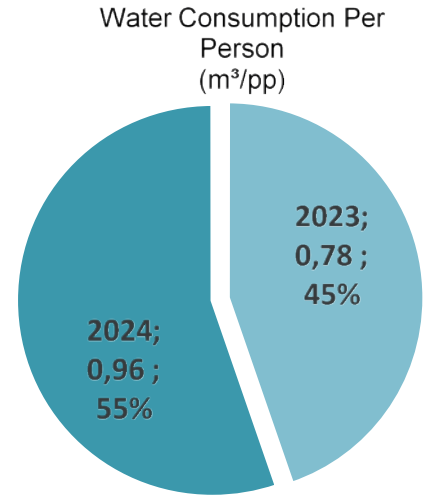
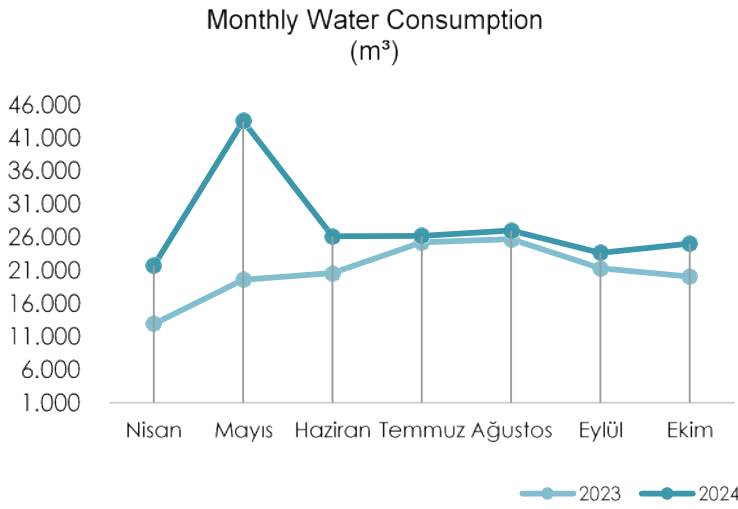


Water Consumption Per Person (m³/pp)



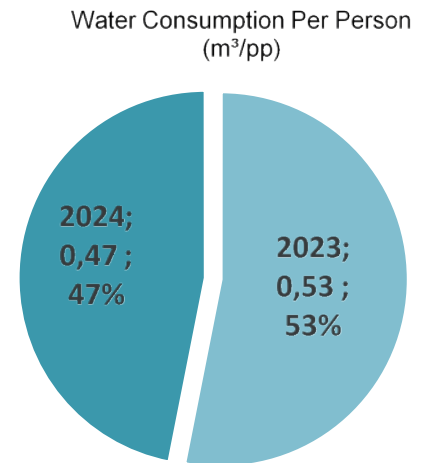
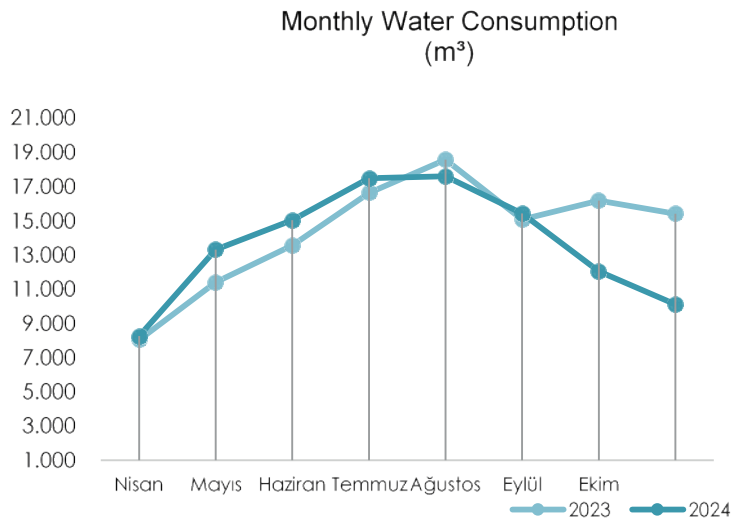
In 2024, our total water consumption increased by 3%, while our per capita water consumption decreased by 12%. These results demonstrate the performance of our water management practices despite our increasing number of guests. We achieved this positive development thanks to the efficient water management systems we implemented in our facilities. We optimized our water use with smart irrigation systems, water-saving fixtures and regular maintenance programs. Our employees' knowledge of water use also played an important role in this success.

DELPHIN DİVA



In 2024, the changes in our water consumption at our facilities reflect our increased capacity. There was a 30% increase in our total water consumption and a 20% increase in our per capita water consumption. The main reasons for this increase were: Expansion of our kitchen capacities, new service points added, increased occupancy rates.

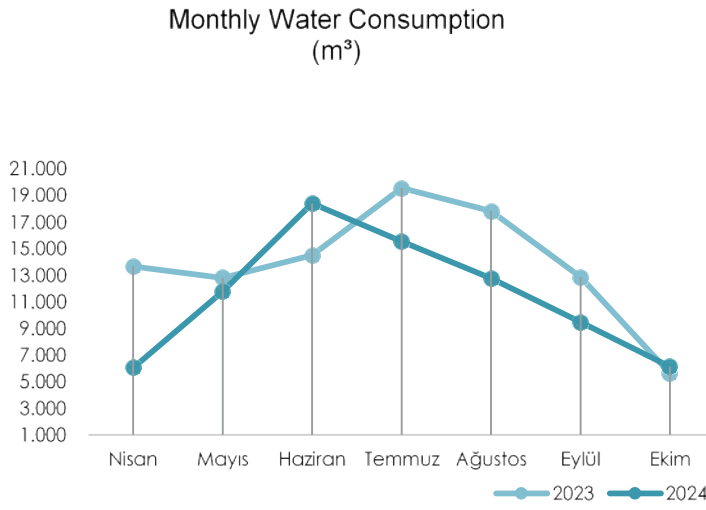
DELPHIN DELUXE



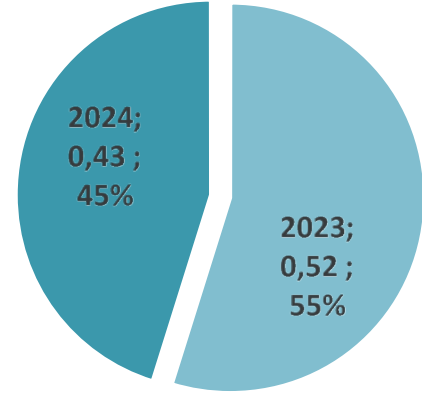
While our water consumption decreased by 5%, we achieved a 12% reduction in our per capita water consumption. This positive development demonstrates the performance of our water efficiency projects implemented throughout the year.

These results were achieved thanks to profitable water savings and automatic dosing systems in our kitchen and housekeeping departments. Smart irrigation systems in our public areas also played an important role in saving water. In addition, our regular awareness-raising activities for all our employees and guests were also instrumental in this success.

BOTANİK PLATINUM

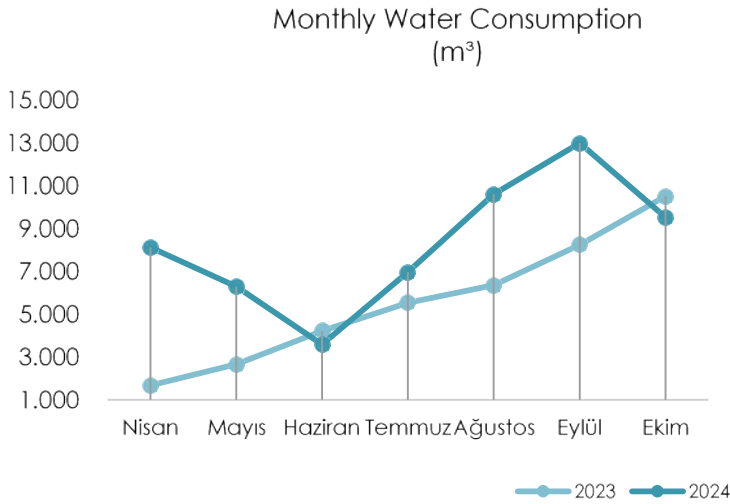


Water Consumption Per Person (m³/pp)

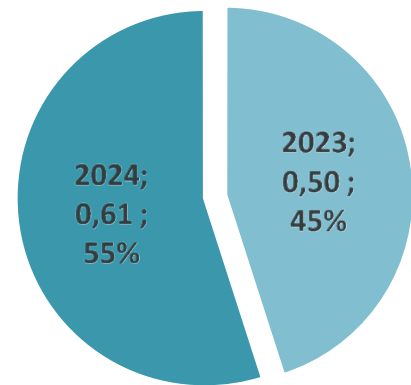


In 2024, we made significant progress in water marketing in our facilities, achieving a significant 18% reduction in both our total water consumption and per capita consumption. We achieved this through regular maintenance programs, conscious water use by our employees, determining optimum irrigation hours, and rapid detection and response to water leaks.

BOTANİK HOTEL & RESORT



Water Consumption Per Person (m³/pp)



In 2024, our total water consumption increased by 34% and per capita consumption by 22%. This increase was driven by increased irrigation demand due to high temperatures in the summer period, our high seasonal occupancy rates and the expansion of the new service range.

Our 2025 goals:

1% reduction in our total water consumption and per capita water consumption
Planned Activities to Achieve These Goals:

1. Infrastructure Improvements

Renewal of plumbing
Popularizing devices with water saving feature
Regular maintenance programs

2. Operational Improvements

Monitoring the results of water consumption
Implementation of optimum irrigation hours
Fast detection of leaks and leakages
Regular structuring of pool maintenance

3. Awareness Activities

Personal training programs
Guest awareness raising activities
Department-based consumption targets
Regular performance reviews
In line with these goals, we aim to both reduce water consumption and increase our efficiency.

Bu hedeflere bağılı olarak hem su tüketimini azaltmayı hem de verimliliğimizi artırmayı amaçlıyoruz.



WASTE MANAGEMENT



As Delphin Hotels & Resorts, our primary goal in our waste management system is to minimize the amount of waste, to ensure the disposal of our wastes without harming the environment by managing them well and to regain the recyclable ones. All our hotels receive environmental and hazardous material safety consultancy services. Hazardous and recyclable wastes are segregated on-site and stored in waste areas within our hotels. Our wastes are given to licensed disposal and recycling companies with which we have an agreement. Our employees are regularly trained on waste and garbage segregation every year.

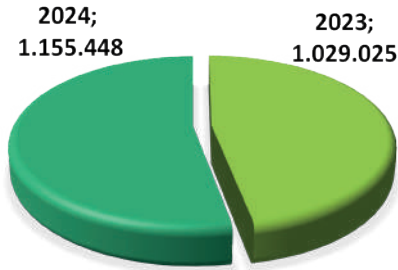
As Delphin Hotels & Resorts we are practicing the following;

- There are sorting stations in public areas where our guests and employees can separate their solid waste.
- There are special boxes in the Lobby for our guests to separate their battery waste and at many points in our facility for them to separate their battery waste.
- Hazardous wastes are regularly accumulated in the hazardous waste warehouse and recycled and recovered by companies that have obtained an Environmental License from the Ministry of Environment and Urbanization.
- Separate waste sorting containers for each waste have been placed in each department for separate collection and recycling of recyclable wastes, and our employees are constantly supported with trainings and brochures on the importance of the subject.
- Packaging waste is minimized by purchasing large packaged products such as boxes, sacks, drums and buckets instead of disposable products.
- Disposable water consumption is reduced by having water dispensers in areas where we ensure the welfare of our employees.
- Refillable soap dispensers are used in bathrooms and toilets in guest rooms and public toilets.
- Waste oils used in frying are collected in the waste oil collection depot and disposed of through our contracted company.
- Waste sorting containers are located in various departments and office areas for recycling glass, paper, metal, oil, plastic and food waste, creating an area suitable for on-site sorting.
- In order to reduce our paper consumption, our correspondence and announcements are made via e-mail as much as possible.
- In order to create environmental awareness in our correspondence, we inform our employees not to print unless necessary and thus minimize paper consumption. Double-sided paper is used when necessary. Draft papers are also used for our printout needs.

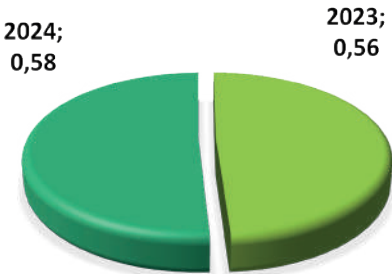


RECYCLABLE WASTES

DELPHIN HOTELS & RESORT
ToTAL RECYCLABLE WASTE
CONSUMPTION (kg)

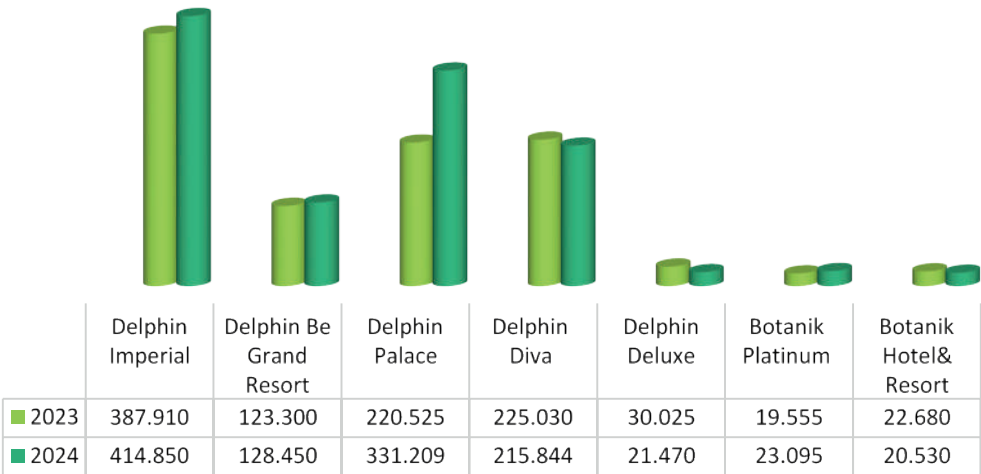


DELPHIN HOTELS & RESORT
RECYCLABLE WASTE CONSUMPTION
PER PERSON (kg/pp)

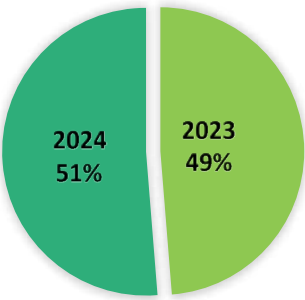


In 2024, our total amount of recyclable waste increased by 12% and recyclable waste per capita by 3%. The biggest factors are the increasing awareness of our staff, the environmental friendliness of our guests and our effective recycling programs. This positive development demonstrates our success in terms of proper waste separation and recyclability. We will continue our goal of contributing to the circular economy.

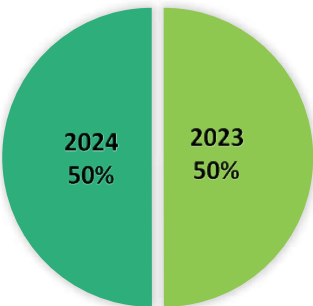
DELPHIN HOTELS & RESORTS
Recyclable Waste Amount (kg)



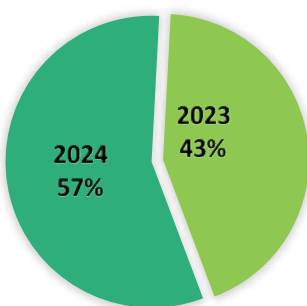
Delphin Imperial
ANNUAL RECYCLABLE WASTE
AMOUNT PER PERSON (kg/pp)



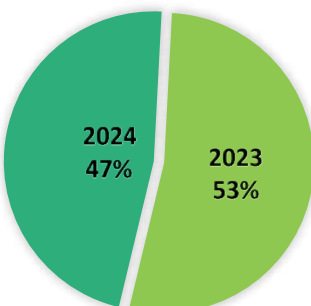
Delphin Be GRAND
ANNUAL RECYCLABLE WASTE
AMOUNT PER PERSON (kg/pp)



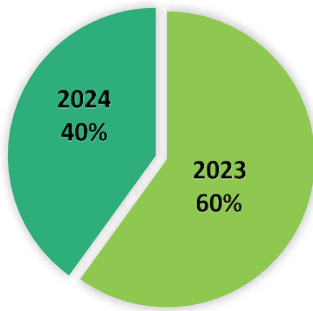
Delphin Palace
ANNUAL RECYCLABLE WASTE
AMOUNT PER PERSON (kg/pp)



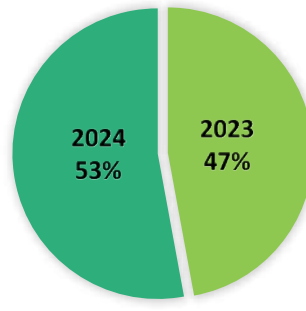
Delphin DİVA
ANNUAL RECYCLABLE WASTE
AMOUNT PER PERSON (kg/pp)



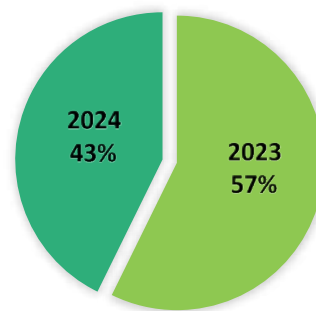
Delphin Deluxe
ANNUAL RECYCLABLE WASTE
AMOUNT PER PERSON (kg/pp)



BOTANİK PLATINUM
ANNUAL RECYCLABLE WASTE
AMOUNT PER PERSON (kg/pp)



BOTANİK HOTEL & RESORT
ANNUAL RECYCLABLE WASTE
AMOUNT PER PERSON (kg/pp)



Delphin Imperial	There was a 7% increase in the total amount of recyclable waste and a 5% increase in the amount per capita. This increase is an indication that separation is carried out more effectively and that we have the infrastructure for separation.
Delphin Be Grand	Total amount of recyclable waste increased by 5%. While our total amount of waste increased in parallel with our increasing number of guests, we managed to keep the per capita rate in balance thanks to effective waste management.
Delphin Palace	The total amount of recyclable waste increased by 50% and the per capita amount by 30%. The main reasons for the remarkable increase are the increase in the number of our guests and the high occupancy rates of our facilities.
Delphin Diva	Our total amount of recyclable waste decreased by 5% and our per capita recyclable waste rate decreased by 11%. This is due to our awareness-raising efforts on waste reduction and preferences for less packaged products.
Delphin Deluxe	Our total amount of recyclable waste decreased by 28% and our per capita recyclable waste rate decreased by 33%. This is due to our awareness-raising efforts on waste reduction and preferences for less packaged products.
Botanik Platinum	There was an 18% increase in the total amount of recyclable waste and a 12% increase in the amount per capita. This increase is an indication that separation is carried out more effectively and that we have the infrastructure for separation.
Botanik Hotel & Resort	Our total amount of recyclable waste decreased by 9% and our per capita recyclable waste rate decreased by 25%. This is due to our awareness-raising efforts on waste reduction and preferences for less packaged products.

For a sustainable environment, we fulfill our responsibility towards the environment by separating our wastes at the source and ensuring their recovery.



Greenhouse Gas
176,30 Kg



Energy Saving
24828,20 kWh



Storage Space
9,89 M3



Oil Savings
70,09 Varil

HAZARDOUS WASTES

DELPHIN HOTELS & RESORT
ToTAL HAZARDOUS WASTE CONSUMPTION
(kg)



A 9% reduction in hazardous waste management was achieved. The factors underlying these positive developments are:

- A good waste management system
- Waste reduction by and training or employees
- Sustainable supply chain management

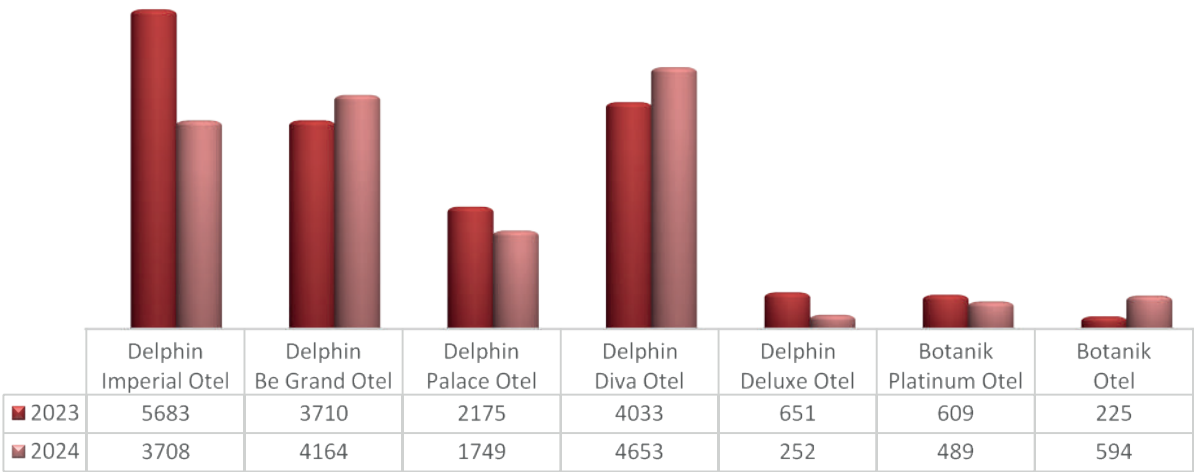
DELPHIN HOTELS & RESORT
HAZARDOUS WASTE CONSUMPTION PER PERSON
(kg)



The 13% reduction in per person consumption demonstrates the increasing awareness of our employees on sustainability and the positive transformation of our corporate culture in this direction.

This bidirectional success shows that we are performing beyond our targets. In 2024, double-digit success is proof of the realization of sustainability strategies. With a 9% reduction in hazardous waste and a 13% reduction in per capita consumption, we continue to take firm steps towards achieving our sustainability goals. This successful performance demonstrates our determination and potential to reach our 2025 targets.

DELPHIN HOTELS & RESORT
Total Hazardous Waste Consumptions
(kg)



2025 Goals

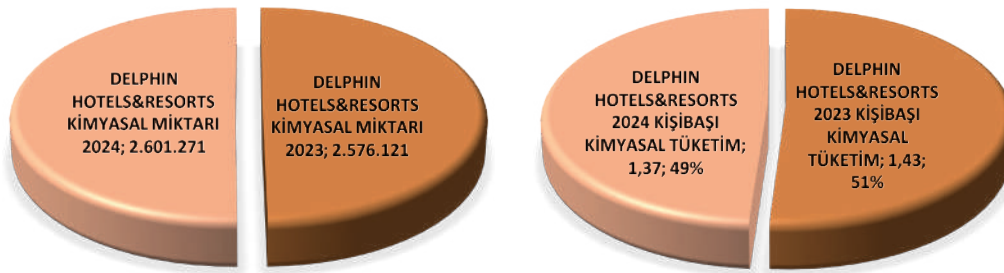
- Additionall 2% reduction in the amount of hazardous waste
- Reduction per person consumption by an additional 3% in addition to maintaining existing safeguards
- Full implementation of zero waste management

CHEMICAL MANAGEMENT

In order to protect the health of our employees from the dangers and harmful effects of chemicals used or processed in any way, to provide a safe working environment and to protect our future, as Delphin Hotels & Resorts;

- We control the amount of chemicals used and train our employees to prevent wasteful and incorrect use of chemicals,
- We work with authorized companies for the safe disposal of chemicals and monitor our own chemical waste,
- We keep the use of chemicals under control by using an automatic dosing system in the pools and Housekeeping departments
- We take necessary precautions for situations such as hazardous chemical waste, leakage, etc., and protective equipment is provided to our employees to respond to spills, exposure and other incidents, and regular trainings are provided and drills are organized during the period,
- Chemical materials are transferred from large drums to small bottles, minimizing the amount of contaminated waste,
- The surfactants in the formulations of the chemical products used are preferred to be biodegradable in nature

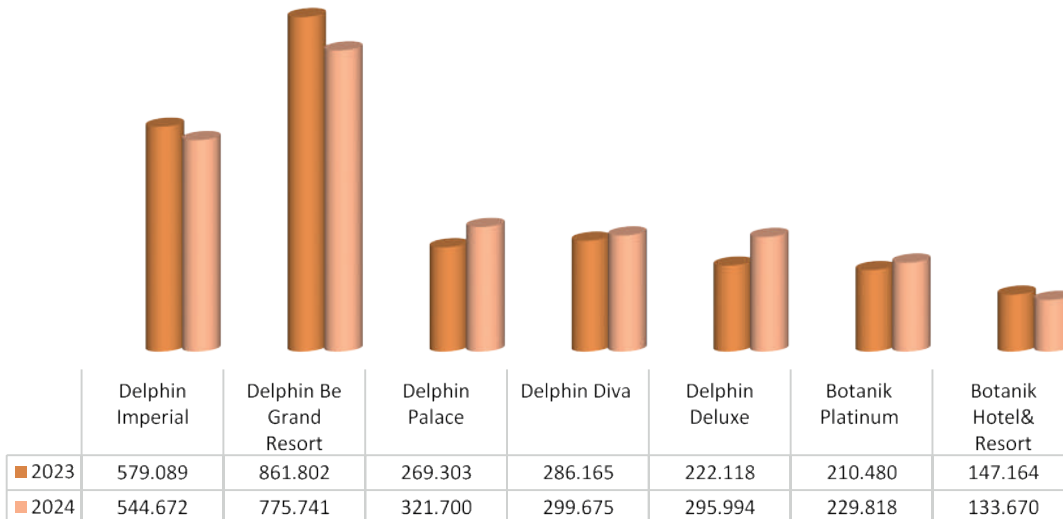
CHEMICAL CONSUMPTIONS WITH DATA



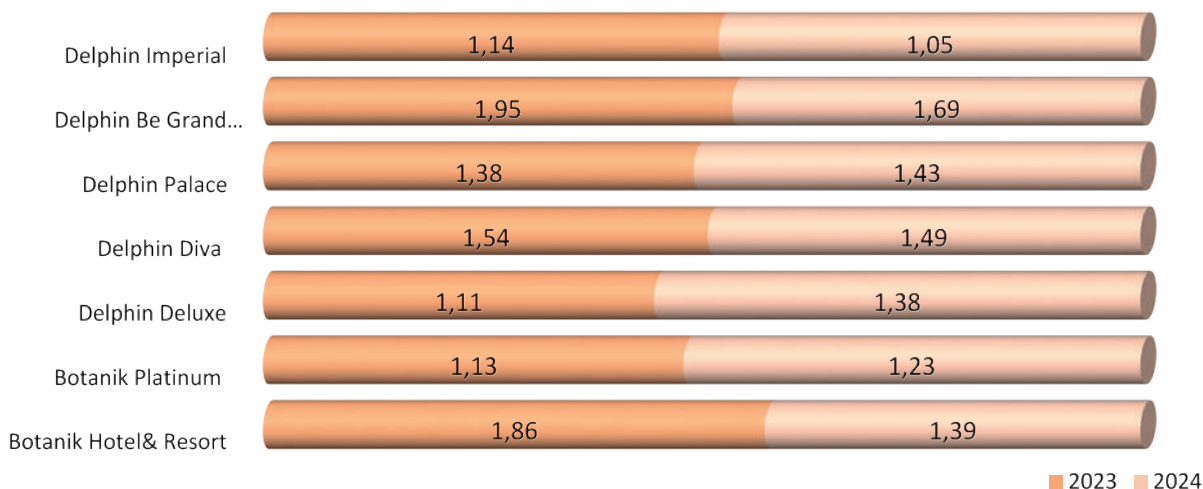
Our total chemical consumption increased by 1% and our per capita chemical consumption decreased by 5%. These results indicate that:

- Despite our increasing number of guests, while there was a minimal increase in total consumption,
- Thanks to efficient use, we achieved a significant reduction in per capita consumption.

DELPHIN HOTELS & RESORTS
Chemical Consumption Amount
(KG)

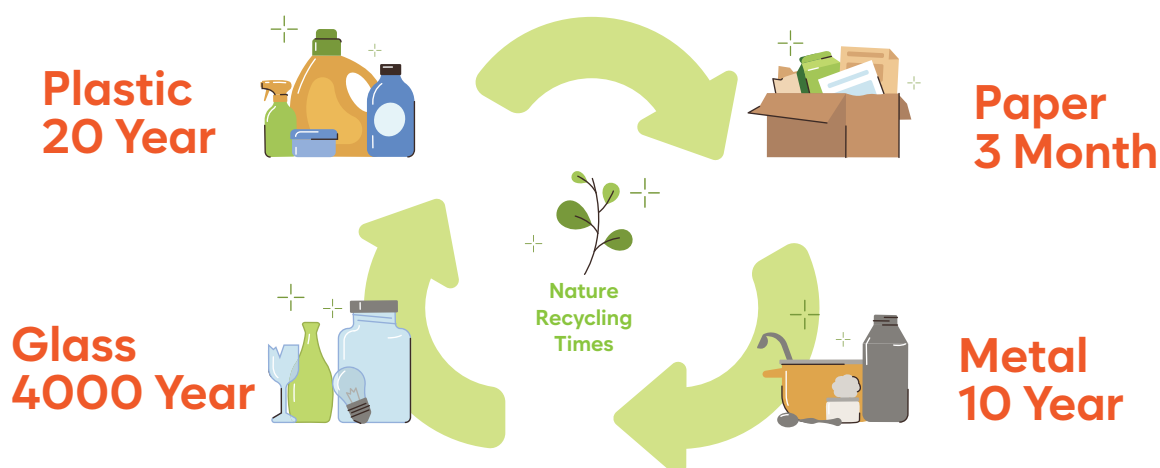


DELPHIN HOTELS & RESORTS
Chemical Consumption Amount Per Person
(pp/kg)



Delphin Imperial	Total chemical consumption decreased by 5% and per capita consumption by 7%. The reason for these positive results is the use of efficient dosing systems and our trained staff.
Delphin Be Grand	Total chemical consumption fell by 5% and per capita by 7%. The reasons for these significant savings: Smart dosing technologies, use of nano-technological cleaning products and preference for concentrated products.
Delphin Palace	Total chemical consumption increased by 19% and per capita consumption by 3%. This change is due to the acquisition of new service areas, high seasonal occupancy rates and expanding operational areas.
Delphin Diva	Total chemical consumption increased by 4% and per capita consumption decreased by 2%. the indicator of this change is that while we increased total consumption due to our increasing number of guests, we achieved a decrease in per capita consumption thanks to our efficient use practices.
Delphin Deluxe	Total chemical consumption increased by 33% and per capita consumption by 24%. This change is due to our newly opened points, increasing number of guests and expanding operation areas.
Botanik Platinum	Total chemical consumption increased by 9% and per capita consumption by 8%. This change was driven by the acquisition of new service areas, high seasonal occupancy rates and expanding operational areas.
Botanik Hotel & Resort	Total chemical consumption increased by 9% and per capita consumption by 25%. This change is due to our newly opened points, increasing number of guests and expanding operation areas.

DID YOU KNOW?



CARBON EMISSIONS

Delphin Hotels & Resorts, with the awareness of the damage caused to our world by global warming, has identified the activities that generate carbon emissions and plans to reduce them as follows,

- Purchasing high efficiency machines and devices, consuming less energy and using energy efficiently,
- Increasing the efficiency of recycling with more visual information and activities for our guests and employees about recycling,
- Reducing CO2 emissions from transportation by selecting our suppliers from as close to the region as possible,
- Supporting the production of O2 for some of the CO2 we produce through afforestation,
- To instill the awareness of using public transportation systems in our transportation modes and to use fuel efficiently by making arrangements on vehicle routes.

WILDLIFE CONSERVATION

Within the scope of World Environment Days, we try to contribute to the development of environmental awareness of our little guests, who are the owners of our future, with flower planting, waste collection, recycling products made from packaging waste and exhibition activities in the children's clubs of each of our facilities.

The cleanliness of sea water is one of the issues we prioritize within the scope of both protecting natural life and sustainable tourism. In this context, we have sufficient number of garbage bins coded in a way to inform about waste separation on our beaches and they are emptied regularly. We control the cleanliness of our beaches and keep them clean. We are trying to protect the sea population by cleaning the sea bottom by our lifeguards.

PROTECTING THE BIODIVERSITY

Biodiversity is of great importance for the conservation and sustainable use of ecosystems and species and for maintaining the natural balance. Factors such as human activities, habitat loss, climate change, pollution and overfishing can negatively affect biodiversity. Therefore, the conservation and sustainable management of biodiversity is of global importance. In this direction, as Delphin Hotels & Resorts operating in the global arena, we are aware that we can reach out to people of all nations and nationalities, set an example for them and make them partners in our activities.

CARETTA CARETTA (SEA TURTLES)

Antalya coastline is one of the Caretta Caretta nesting areas. Between May 1st and October 1st, necessary arrangements are made on the beach to protect sea turtles, which are in breeding season, and to live with them, and our guests are informed about caretta with information boards placed on our beaches. Spawning areas are surrounded and protected until they hatch. When the baby caretta hatch, the lights on the beach are turned off by the security to help them reach the sea. In order to raise awareness about biodiversity in our hotel, our guests are informed about the names and contents of the plants in the outdoor area.





Mediterranean Monk Seal (*Monachus monachus*)

Until the beginning of the 20th century, Mediterranean monk seals lived freely along the entire Mediterranean and eastern Atlantic coasts from Portugal to Senegal on the West African coast, with populations numbering in the thousands. As a result of overfishing and deliberate killing, and more recently, loss of coastal habitats and disturbance in their caves, the species' population began to decline and its world distribution narrowed. Today, the Mediterranean monk seal lives in only 4 countries in the world; Greece, Turkey, Mauritania and Madeira Islands, and while the Mediterranean monk seals on the Mauritanian coast live together as a true seal colony, the Mediterranean basin population has been forced to choose to roam and live alone instead of being together due to human pressure.ve yalnız yaşama şeklini seçmeye zorlanmışlardır.

ENDEMIC PLANTS

Endemic means "growing only in one region". This region can cover a country or it can be a small area within the borders of a country. The word "endemic" comes from the Latin word "endemus" meaning "native". Our country is very rich in "native" plants and our main endemic plants at Delphin Hotels & Resorts are as follows;

SAND LILY (*PANCRATIUM MARITIMUM*)

The sand lily is a bulbous endemic plant species of the daffodil family (Amaryllidaceae) that grows in coastal dunes. It grows in all Mediterranean countries and on the southern shores of the Black Sea. The species is endangered. It is a crime to take lilies out of Turkey. It grows naturally on the beaches of many of our hotels and the areas where it is present are marked with a warning sign and our guests are guided to see this beauty. The protection of the sand lily is ensured and the development and number of sand lilies on the beach is increased.



SERIK PEAR (*PYRUS SERIKENSIS*)

Pyrus serikensis (Serik pear), which grows in the Serik district of Antalya province in Turkey, is an endemic pear species. Serik pear, popularly called 'Zingit' or 'Gurmut', has a limited distribution in our country. *P. Serikensis* is a plant species in the form of a tree or shrub, which tends to become bushy and can grow up to 10 meters in length. It is found in the gardens of many of our hotels and signs are placed in the areas where it is present and our endemic species belonging to our region is promoted.

OUR PLANT DIVERSITY

As Delphin Hotels & Resorts, in our gardens;

- The use of chemical pesticides is reduced as much as possible and more organic and environmentally friendly products are used.
- Organic fertilizers are used and the use of chemical fertilizers is reduced.
- Perennial plants are preferred in our gardens instead of seasonal plants.
- The amount of drip irrigation has been increased throughout the facility. Automated systems have been introduced.
- Ribbon flower and Pasha sword plants, which have air purifying properties, are available and propagated.
- Plants such as sage, rosemary and lavender are available for the removal of harmful insects. In our garden, we are increasing the number of plants such as Laurel, Sage, Rosemary, which are in the category of medicinal and aromatic plants, in order to maintain their populations.



OLIVE (OLEA)

Olive cultivation began in Asia Minor, including Turkey, around 4000 BC. The southern and southeastern parts of Turkey, with their wild olive forests, played a role in the cultivation and cultivation of olives. Olive production has continued as an important economic activity in Anatolia since then.

FIG (FICUS CARICA)

Large fig communities are found along river banks (as well as in open areas, mixed forests, stony slopes, river valleys and rock crevices) in the Black Sea, Marmara, Aegean, Mediterranean, Southeastern and Central Anatolia regions. There are two subspecies of *Ficus carica* in Turkey, *ssp. carica* and *ssp. rupestris*.



CITRUS

Although citrus fruits are not native to Turkey, they are among the most distinguished export products of the agricultural sector. Production of all citrus species in Turkey has been steadily increasing over the last 20 years. This is due to the increasing number of citrus groves, the development of high-yielding varieties and the extension services provided to growers.

İRESINE HERBSTII

Our carefully selected tropical plants are perfectly suited to the warm climate of Antalya.

It is a strikingly colored red-leaved plant. The leaves and branches are a more eye-catching shade of beet red. The leaves of the gypsy shalwar are slightly shiny and sturdy enough to last for months. As the leaves age, they lighten in color.



VIBURNUM TINUS

It is one of the most recognized species in our country. It lives naturally in Southeastern Europe. They are evergreen shrub-shaped plants. Its leaves are 3-4 cm long and long egg-shaped. Laurel-leaved viburnum flowers bloom in early spring and are white in color. Fruits are in the form of sparse exponential berries, blue in color, later becoming almost black. Resistant to active lime. Suitable for heavy clay, slightly acidic and saline soils and coastal areas. It likes moist and mild winters. Laurel-leaved viburnum, not very cold hardy, sensitive to frosts. Viburnum tinus is an evergreen or summer green shrub. Leaves are opposite, with toothed or segmented margins.

OLEANDER (NERIUM OLEANDER)

It is a shrub or small tree cultivated as an ornamental and landscape plant in temperate and subtropical regions of the world. It is so widely cultivated that no precise region of origin has been defined, although it is often associated with the Mediterranean Basin.



LAUREL (LAURUS NOBILIS)

It is one of the plants collected from nature in Turkey. This plant grows along the entire coastline of the Mediterranean region and its leaves and fruits are collected to produce dried bay leaves and essential oils. Plant diversity compatible with the local region has been created in our facilities. These plants are both endemic and thirst-resistant species.

ENDANGERED SPECIES

As Delphin Hotels & Resorts, we are in cooperation in order to protect threatened species by monitoring and avoiding the consumption of banned fish during the breeding period. We do not purchase species during their breeding periods and monitor the hunting ban.



OUR HOMELESS ANIMAL FRIENDS

There are cat houses in certain areas of our facility. Regular feeding is provided by our hotels and with the support of our guests, care and veterinary checks are carried out for our small animal friends.

CULTURAL SUSTAINABILITY

OUR CULTURAL CONTRIBUTIONS

As Delphin Hotels & Resorts, in order to protect and promote our cultural heritage, we provide access to information about the settlements, historical beauties, crafts (pottery, pumpkin carving, etc.), archaeological ruins and Turkish culinary delicacies in our vicinity through many communication channels, especially our <https://blog.delphinhotel.com/> page. In our blog page, we introduce both the natural beauties of our Antalya and the natural beauties of the neighboring provinces. We contribute to the recognition and development of the region globally. We contribute to the center of attention of our Antalya by addressing issues that will make Antalya attractive, such as the nationally recognized Santa Claus coming from Antalya. For detailed information: <https://blog.delphinhotel.com/>

PROMOTION OF NATURAL CULTURAL HISTORICAL ASSETS

Cultural and historical sites are the common heritage of humanity. Historical sites, which sometimes fascinate us with their beauty and sometimes help us feel what happened, are protected both by the countries in which they are located and by various international organizations, and the visitors also have a duty. If we want cultural heritage to be passed on to the next generations without any damage, we need to follow certain rules during our visit.



As Delphin Hotels & Resorts, we are aware of our duty and in this direction, we inform our guests and employees about the things to be considered while visiting cultural and historical places.

Things to Consider When Visiting Cultural and Historical Sites;

1. Do not take any objects from historical sites

Taking objects even with good intentions as souvenirs from the sites of historically important ruins can cause irreparable damage to the historical artifact.

2. Cultural and historical sites should not be polluted

A garbage dumped on the ground will not only cause pollution of the environment, but it may also cause damage or even destruction of historical sites by igniting due to hot weather.

3. Fire should not be lit in historical sites

Lighting fires in and around historical sites can cause great harm

4. Objects in historical sites should not be touched, written on or climbed

Touching historical artifacts, climbing on them, writing on them, in short, making damaging actions can cause irreversible damage.

5. Be Careful with Your Bag When Visiting Historical Sites in a Narrow Area

While visiting historical sites, it may cause damage to the bags in narrow and crowded areas as a result of rubbing against any point or hitting the object.

6. Visits should be carried out in accordance with religious and cultural sensitivities

When visiting historical sites belonging to a different culture and faith, certain sensitivities and rules of that faith should be followed. The head should be covered, shoes should not be worn and loud voices should not be spoken in religious sites.

During their visits to historical sites, visitors should take care to follow the general rules and avoid damaging historical textures. These world heritages, which are protected by institutions as much as possible and transferred to the present day, should be given the necessary self-sacrifice in order to transfer them to the next generations in all their beauty.

DISCLOSURE: As a museum card holder, you can learn about the culture and history of our country and help protect cultural heritage at the same time.

**DELPHIN**
HOTELS & RESORTS

	Do not take any historical objects, even as souvenirs, when visiting historical sites.		Do not write or engrave names on historical buildings or objects.
	Do not throw litter on the ground in historical areas.		To protect biodiversity, do not buy products from endangered species.
	Do not light fires in historical areas.		Walking around with large bags or backpacks in narrow and crowded places may knock over a piece or scratch a picture on the wall, causing it to get damaged; be careful.
	Do not climb or damage historical buildings.		Carry out your visits in accordance with religious and cultural sensitivities. Do not enter the mosque with shoes and wear a headscarf at the entrance.
	Do not touch historical objects.		Hunting must be done in accordance with the laws and rules determined for hunting. Wildlife and natural life must be respected.

SOME OF THE CULTURAL SITES WITH NEARBY LOCATIONS

"There is no doubt that Antalya is the most beautiful place in the world."

Mustafa Kemal ATATÜRK



OLYMPUS ANCIENT CITY

Olympos Ancient City, located within the borders of Beydağları-Olympos National Park in Kumluca district of Antalya, is known as the City of Gods. Olympos Ancient City is one of the most important settlements of the Lycian civilization. When the Lycian Union, consisting of 23 cities and accepted as the first democratic union in history, was established in 167 BC, Olympos Ancient City became one of the 6 cities (Xanthos, Patara, Pinara, Olympos, Myra, Tlos) with 3 voting rights.

SIDE ANCIENT CITY

Side, the most important port city of Pamphylia, has been home to many civilizations from Lydians to Persians, from Alexander the Great to Romans with its history dating back to the 8th century BC, traces of all these civilizations can be found.



ASPENDOS / ASPENDOS THEATRE

Aspendos, which has the best preserved Roman period theatre, is located in Serik district. The Aspendos Theater, built in the 2nd century BC and gigantic in size compared to its ancient counterparts, has an audience capacity of 15 thousand people. As one of the first places that many local and foreign tourists want to see in Antalya, it also hosts various festivals every year.

PROMOTION OF TURKISH CUISINE

We offer the unique flavors of Turkish cuisine in our buffets and a la carte restaurants.

In addition to the special flavors of Antalya such as Citrus Jam, Bergamot Peel Jam, hibeş, pumpkin dessert with tahini and piyaz with tahini, we also offer our guests local flavors specific to Turkey and introduce the gastronomic culture of our country to our guests.

We offer cultural experiences to our guests with the Turkish Night concept.

Authentic presentation tools such as pottery and copper pots are used in the presentation of our special and regional foods.



Antalya piyaz is one of the unique flavors of traditional Turkish cuisine. Unlike other piyaz varieties, this special dish is distinguished by its special sauce with tahini as the main ingredient. Dry beans, onions, parsley and preserved eggs are combined with a creamy tahini-based sauce, making this dish unique in both taste and texture. Served cold, these appetizers are an indispensable part of Antalya's culinary culture. The creamy texture and slightly bitter taste of the tahini sauce distinguishes it from the classic piyaz made with plain olive oil and lemon and gives it a character of its own.



Antalya Pumpkin Dessert is made by soaking peeled pumpkin slices in granulated sugar, cooking them on the stove and then frying them in the oven or in the oven. Double roasted tahini is poured over the fried pumpkins, sprinkled with walnuts and made ready for consumption.



The production of Antalya Bergamot Peel Jam, It is made with local bergamot grown in Antalya province, harvest period is between January-February, the fruit peel is orange, dark colored and rough. It is produced using bergamot peels, which are strung on cotton threads and rolled into a roll shape and first boiled in water and then kept in cold water to remove bitterness.

REFLECTION OF REGIONAL CULTURE

We reflect the culture of the region with local and souvenir showcases in our businesses. The subcontractor shops within the hotel are entirely composed of local entrepreneurs. We organize special celebration programs on Religious and National Holidays and celebrate with our guests. While celebrating, we inform them about our history and let them get to know us. With the Turkish Bath in all our facilities under the roof of Delphin Hotels & Resorts, the Turkish bath, which has an important place in Turkish culture, is introduced.

OUR SOCIAL CONTRIBUTIONS

As Delphin Hotels & Resorts, we are aware that being a community can be achieved by protecting our values. We are aware of our social responsibilities and we organize our voluntary social activities throughout the year with the participation of our employees.

- We choose our product and service suppliers from local companies.
- We prefer to use local products.
- Our hotels offer internship opportunities for university and high school students.
- Disabled and foreign citizens are offered the opportunity to work.
- On our blog.delphinhotel.com page, we contribute to the promotion of our region by providing information about nearby settlements, historical beauties, crafts and archaeological remains.
- With Delphin Academia, we deliver all the trainings given in our hotels to everyone through social media.
- We collect blue caps by supporting the Plastic Cap Campaign organized by the Spinal Cord Paralytics Association of Turkey (TOFD), which works nationally and internationally to solve the medical, professional, economic and social problems of all orthopedically disabled people, especially spinal cord paralytics.
- We do not throw away the waste of bakery products produced in our hotels, we give it to local people and use it as animal feed.
- We provide food and beverage aid as well as technical support to schools in need.

Our 2024 Developments;

- Financial aid was provided to Bolu Mengen Cooks Vocational and Technical Anatolian High School, Siirt Abdulhamithan Vocational and Technical Anatolian High School, Hatay Uluğınar Vocational High School, Erzincan Hürriyet Vocational and Technical Anatolian High School, Hızır Reis Vocational and Technical Anatolian High School.
- We supported Prof. Dr. Brigadier General Cevdet Demirkol Ayhan Demirkol Vocational and Technical Anatolian High School in the construction of field workshops.



- In cooperation with Latuyab, 400 trees were donated to TEMA on the occasion of the 86th anniversary of the death of our Great Leader Atatürk in Erzurum Taşağıl region.



- Contributed to cultural heritage by purchasing museum cards for our employees.



- TÜRÇEV; Since 1993, TÜRÇEV has been working for 30 years to raise environmental awareness in the society with various national and international funded projects, as well as carrying out international Eco-Schools, Forest in Schools and Young Spokespersons of the Environment for the purpose of education for sustainable development, especially the Blue Flag, and international Green Key programs that contribute to sustainable tourism. We were given a 30th Anniversary Appreciation Plaque by TÜRÇEV for our contributions to these studies.



- In order to raise awareness and take action in our region; we participated in Kumköy Event in cooperation with LATUYAB on June 5, 2024 Environment Day.



- Participated as a collaborator in the "Plastic-Free Coasts, Plastic-Free Waters" Project, which was carried out for the second time with the partnership of Ecological Research Association (EKAD), Turkish Environmental Education Foundation (TÜRCÜV) and Antalya Metropolitan Municipality, in the Lara region on September 4-8, 2024.



- Every year, blue caps are collected and sent to the Spinal Cord Paralytics Association of Turkey to buy wheelchairs for those in need.



- On July 2024, we participated in the event organized in cooperation with LATUYAB for the protection of wildlife and the recognition of reptile species in our region.



- In cooperation with Latuyab / Lara Tourism Investors Association; we carried out an event where we aimed to introduce local flavors to secondary school students with a puzzle showing geographically indicated products specific to Antalya.

OUR RESPONSIBILITIES FOR THE FUTURE

As Delphin Hotels & Resorts, we bring together the steps we take to protect nature, preserve culture and leave a greener legacy for the future. Sustainability is not only a responsibility for us, but also the key to a livable world. With our steps, we not only make today beautiful, but also strive to make tomorrow better." For this cause, we will increase our efforts;

- To increase the frequency of training to reduce resource consumption rates, to raise awareness with more visual information,
- To ensure the continuity of sustainability with environmentally friendly and energy efficient machinery, equipment and consumables in new equipment to be purchased,
- To spread zero waste awareness to all our stakeholders and reduce our waste amounts in order to reduce waste and prevent recyclable waste from mixing with domestic waste with an effective waste management program,
- To carry out afforestation works to reduce carbon emissions and damage to nature to a small extent,
- When determining our approved suppliers, our priority is to cooperate with them to be from the local region and to provide services with electric or vehicles with the lowest carbon emissions,
- To develop projects for stray animals in the name of protecting natural life and supporting wildlife,
- To increase our cultural promotions and contribute with financial support to protect our cultural heritage,
- In the name of career management, to create more internship opportunities for tourism students to gain work experience.

**“Delphin Hotels & Resorts, A Journey Full of Nature,
Culture and Creative Solutions for the Future!”**

Message from the Chairman of the Board of Directors

Ufuk Cömertoğlu, President of Lara Tourism Investors Association and the Chairman of the Board of Directors of Delphin Hotels



It is the responsibility of all of us to leave a livable world for future generations. Conscious use of natural resources, environmentally-friendly production processes and social awareness are the cornerstones of a sustainable life. We are committed to producing solutions that support economic and social development by protecting the ecological balance.

Every step we take to protect our environment and natural resources is an investment in a healthier and more livable future. Together, we can make a sustainable world possible by developing conscious consumption habits and creating innovative solutions.

As the Delphin Hotels & Resorts family, we see our respect for nature and the environment as part of the service we offer to our guests. In 2024, we managed sustainability in tourism in the best way possible through our practices prioritising energy and water saving, recycling policies and collaborations with local communities. We will continue to support sustainability for the future and our future generations. We invite our guests to be a partner in our journey to protect nature by offering an environmentally-friendly accommodation experience.

Let's take action today to add value to the future!

Ufuk Cömertoğlu
Chairman of the Board of Directors

Delphin Hotels & Resorts