



**DELPHIN GROUP HOTELS  
SUSTAINABILITY REPORT  
-2016-**

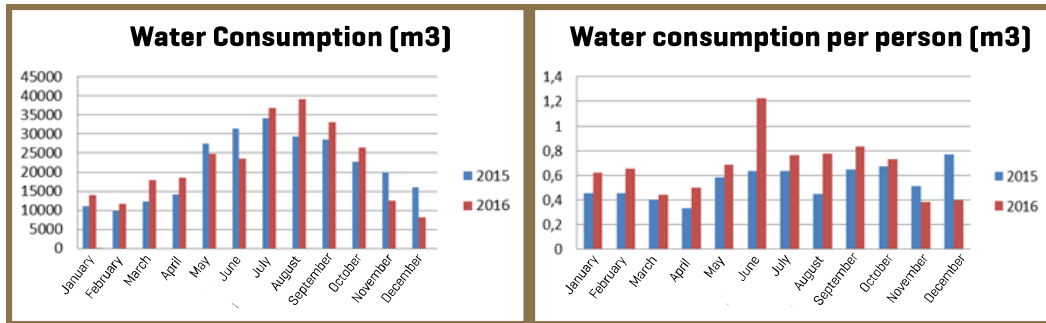
### Water Management

- Water usage in our facilities are regulated based on water usage-protection plans of local governments.
- We aim to leave a clean and usable water for future generation by economizing the water we use in our activities.
- Regular training is given to our employees to ensure that water is economized and possible leaks are reported.

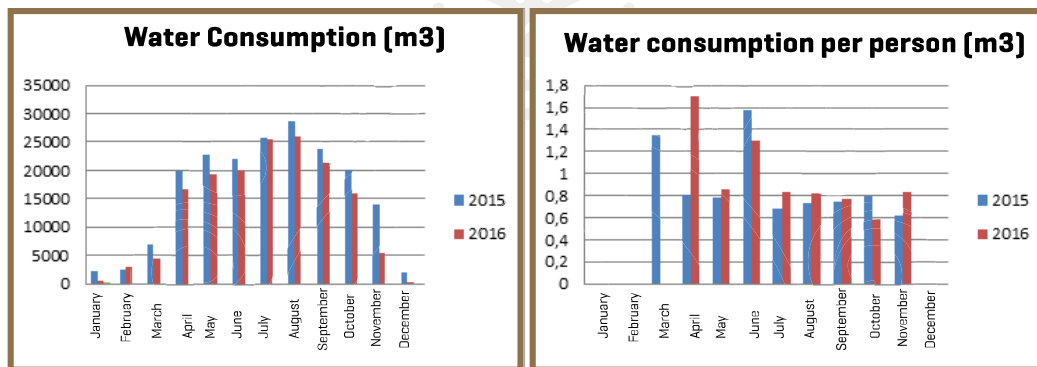
	Water Leaks Training					
	2015			2016		
	Number of Personnel	Number of personnel participating in training	Training duration	Number of Personnel	Number of personnel participating in training	Training duration
<b>Delphin Imperial Hotel</b>	800	53	60 Min.	675	18	60 Min.
<b>Delphin Palace Hotel</b>	723	46	60 Min	521	10	60 Min.

- In the garden irrigation, using less water is provided by using automatic, fountain and drip systems. Loss of water was decreased by watering the garden after the daylight had lost its effect.
- Systems with sensors were used in pissoirs that current is made automatically.
- For our guests, informative cards are provided for the rooms, environmental brochures, info channels, water economizing cards and water leaks declarations. Besides washing towels and linen cards places into guest rooms and towel and bedclothes are regulated as per demand and need of guests.
- The balconies in our guest rooms are cleaned by wiping and water is economized
- We record water consumption under observation constantly. In our facility there are water counters placed in many parts and with the help of this, separate observation can be made for each part.
- The aerator is placed into fittings in all room and common areas and less current is performed.
- In our facility water consumptions are recorded in a month, 3 months and annual intervals.
- Based on the kept records, water consumption and water consumption amount per person between 2015, 2016 years are demonstrated in the following chart.

### Delphin Imperial Hotel Water Consumption Charts



### Delphin Palace Hotel Water Consumption Charts



### Our Goals

- Increase training hours and participation rate by 20% on water leakage and prevention in the name of raising awareness of our staff to reduce the water consumption rate each year.
- Decrease water consumption of 2016 year with 18% ratio compared to 2017.

### Energy Management

- We are aware of the drawbacks of the rapid depletion of energy resources and the harm that fossil fuels have on the environment. So, we prefer renewable energy sources and strive to reduce our carbon footprint in the country.

The following activities related to energy saving in our hotels are being carried out and continuity is ensured;

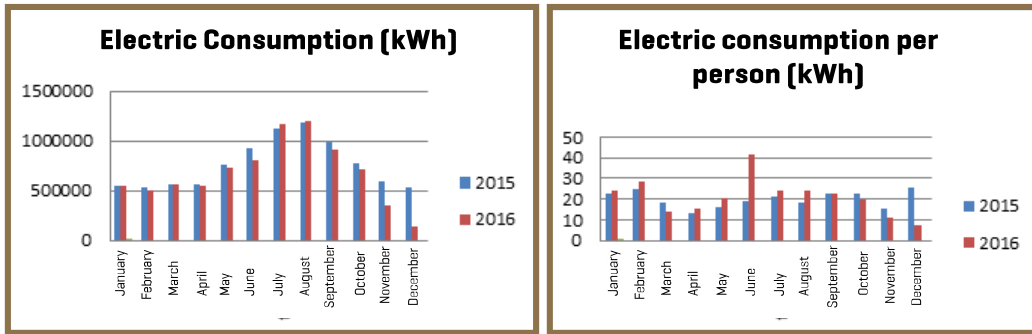
- The bulbs in all rooms and public areas throughout the facility have been replaced with energy saving bulbs. In 2016, the LED bulb ratio used in our facility is about 90%, and the use of LED bulbs has increased by 10% compared to 2015.
- In public areas that remain vacant for certain periods, the light bulbs are motion sensitive and automatically turn off the lights when not in use.
- Our facility is designed to receive daylight as architecture. This reduces the use of daylight.

- During the time when guests were not in the room, our staff members who were aware of closing the curtains.
- Electronic key cards and energy saver systems are used in our rooms.
- It has been noted that the equipment purchased to our facility consumes less energy. Thus, the energy consumption of the devices is reduced.
- Our conscious employees have been instructed against the use of electronic devices when not in use. Thus, unnecessary consumption is reduced.
- Electrically operated devices are positioned so as not to be exposed to the sun's rays.
- Energy losses are controlled because of the clogging of the cold air stores, the cooling cabinets, the freezers and the condensers of the ice machines regularly.
- Periodical maintenance and cleaning of gas ranges prevent the gas consumption due to clogging and deterioration of gas settings.
- Regularly chimney and greasy channel cleaning has been done to save the energy spent for ventilation.
- Wardrobe and oven door seals are periodically controlled with the aim of preventing heat loss and old ones are replaced with new ones.
- Energy conservation is carried out by making regular periodical inspection of the hydroformers and pressure vessels in the boiler room every year.
- Our facility takes energy consumption consultancy service.
- Natural gas and electricity consumption are monitored and recorded monthly, 3 months and annually in our facility.
- The personnel are given trainings regularly about energy saving and economized usage of devices.

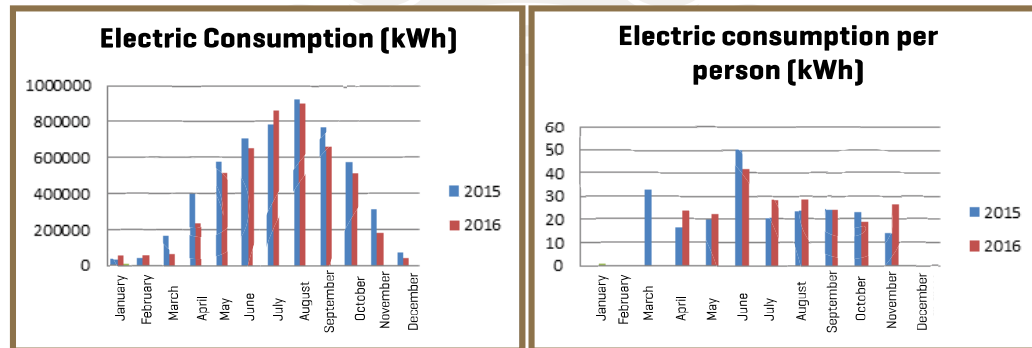
	Training of Economized Usage of Devices					
	2015			2016		
	Number of Personnel	Number of personnel participating in training	Training duration	Number of Personnel	Number of personnel participating in training	Training duration
<b>Delphin Imperial Hotel</b>	800	55	60 Min.	660	15	60 Min.
<b>Delphin Palace Hotel</b>	723	48	60 Min.	521	7	60 Min.

- Based on the kept records, electric consumption and electric consumption amount per person between 2015, 2016 years are demonstrated in the following chart;

### Delphin Imperial Hotel Electric Consumption Charts

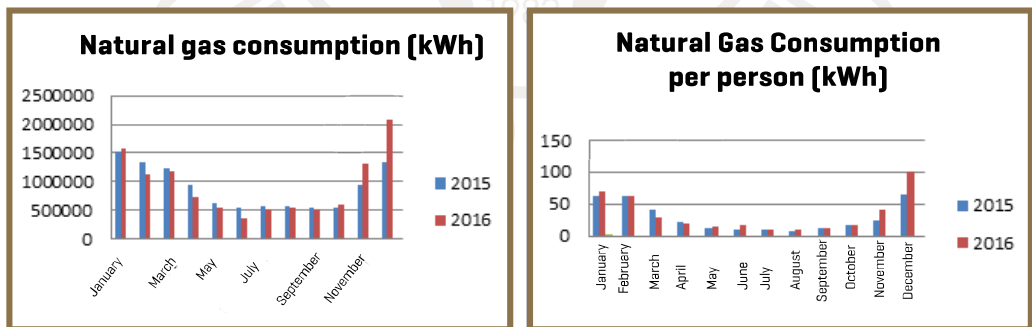


### Delphin Palace Hotel Electric Consumption Charts



● Based on the kept records, natural gas consumption and natural gas consumption amount per person between 2015, 2016 years are demonstrated in the following chart;

### Delphin Imperial Hotel Natural Gas Consumption Charts



Because of monitoring and examinations;

● In 2016, a 10% saving in electricity consumption was achieved compared to the year 2015.

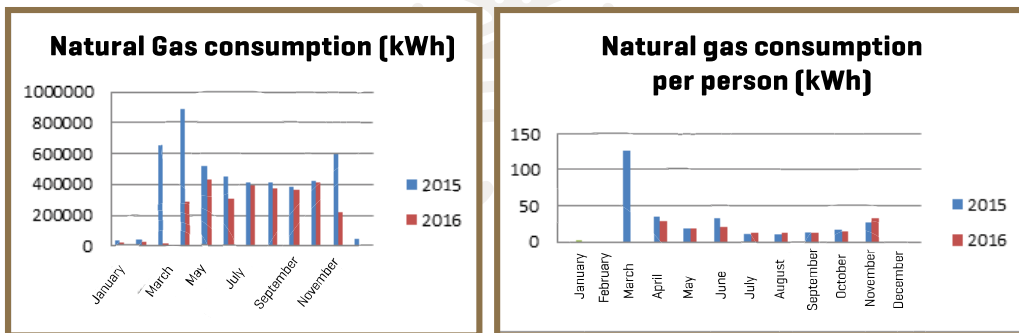
● In 2016, electricity consumption per person increased by 5% compared to the year 2015. The reason for this is the decrease in the number of guests who are late in the crisis experienced in Turkey.

- Natural gas consumption increased by 3% in 2016 compared to the year 2015. The reason for this increase is the active use of a combined energy system where electricity and heat are produced together by burning in a turbine of natural gas. For this reason, the amount of electricity consumption at the Delphin Imperial Hotel has also decreased considerably.

- In 2016, electricity consumption per person increased by 2.5% compared to the year 2015. The increase in electricity consumption per person is due to the decrease in the number of guests by 15% in 2016 compared to 2015.

- Total energy consumption [natural gas, electricity and coal] was saved by 3% in 2016 compared to 2015.

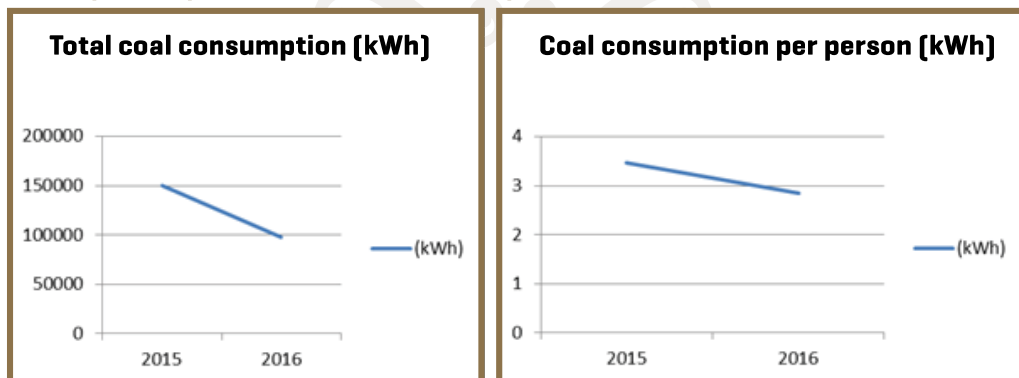
### Delphin Palace Hotel Natural Gas Consumption Charts



As a result of monitoring and examinations;

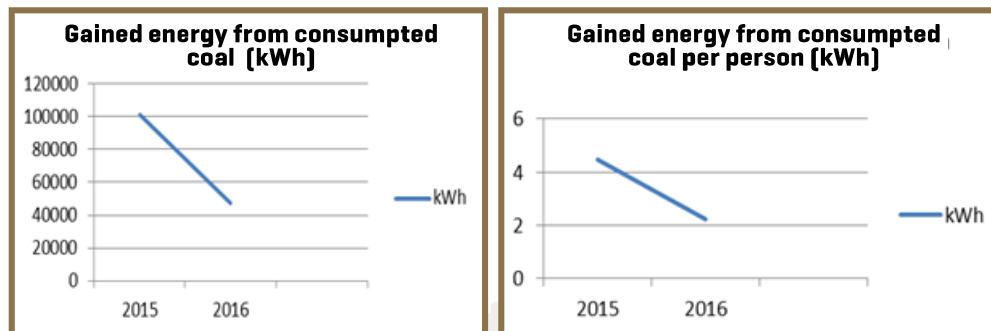
- In 2016, 40,7% savings in natural gas consumption was achieved compared to the year 2015.
- In 2016, 11,87% savings in electric consumption was achieved compared to the year 2015.
- In 2016, 4,44% savings in electric consumption per person was achieved compared to the year 2015.
- In the total energy consumption [Natural gas, electric and coal] 25% savings was achieved in 2016 compared to 2015.

### Delphin Imperial Hotel Coal Consumption Charts



- In 2016, 34% savings in coal consumption was achieved compared to the year 2015.

### Delphin Palace Hotel Coal Consumption Charts



In 2016, 53% savings in coal consumption was achieved compared to the year 2015.

#### Our Goals

- Increase training hours and participation rate by 10% on energy saving in the name of raising awareness of our staff to reduce the water consumption rate each year.
- Decrease energy consumption by 5% in 2017 compared to 2016.
- Decrease natural gas consumption by 2% in 2017 compared to 2016.

#### Waste Management

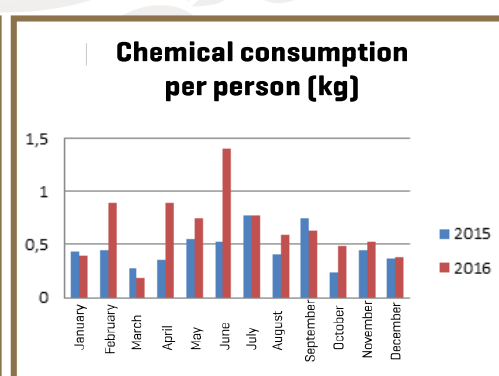
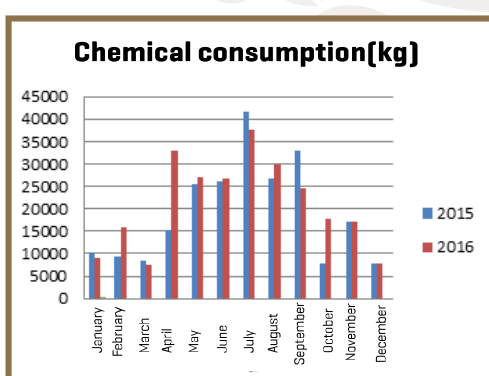
- Our facility has ISO 14001 environmental management system and sensitivity to waste sorting.
- In our facility, the waste that can be recycled is separated and delivered to the authorized company.
- Hazardous wastes are stored separately and are handed over to a licensed contractor for disposal.
- Domestic wastes are kept in the specially separated cold room at +4 °C and delivered to the competent licensed firm.
- There are battery collection boxes at certain points in our facility.
- In our facility, elevators and info channels in the guest rooms, visuals have been added and support is requested about the sorting of waste.
- In the entire facility, there are enough litter boxes to dispose of waste.
- The disposal of disposable boxes of beverages has not been done and the service units have been provided with drink units to reduce waste.
- Large packaging boxes and bucket products were purchased instead of single-use breakfast products, reducing packaging waste.

- Guest rooms have refillable packaging instead of disposable shampoo and soap in their bathrooms.
- Pouring the used oils into the waste was prevented by personnel awareness training and waste oils were collected and disposed of thanks to the oil holders. The waste oils used in frying are collected and disposed of in the waste oil collection tank.
- We are aware of the contribution of packaging waste and recycling of waste oils to the country's economy and the prevention of environmental pollution and we aim to raise our staff aware of this issue and to produce less waste and to provide 100% recycling of packaging waste and hazardous wastes.

	Environment Training					
	2015			2016		
	Number of Personnel	Number of personnel participating in training	Training duration	Number of Personnel	Number of personnel participating in training	Training duration
<b>Delphin Imperial Hotel</b>	800	54	60 Min.	650	40	60 Min.
<b>Delphin Palace Hotel</b>	723	86	60 Min.	521	10	60 Min.

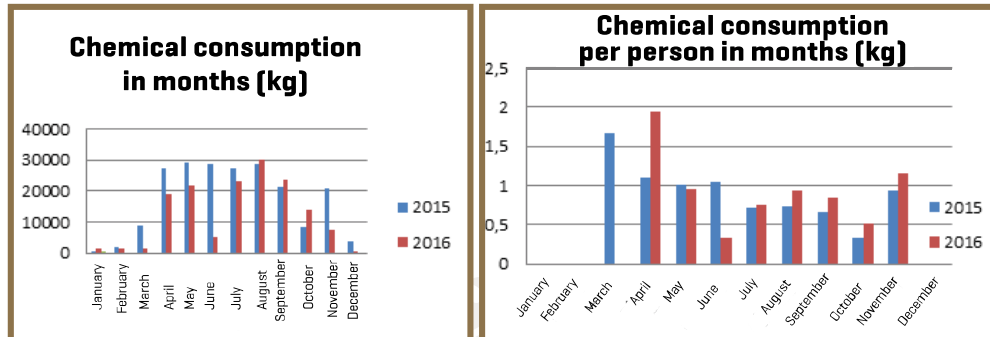
	Usage of Chemicals Training					
	2015			2016		
	Number of Personnel	Number of personnel participating in training	Training duration	Number of Personnel	Number of personnel participating in training	Training duration
<b>Delphin Imperial Hotel</b>	800	71	60 Min.	660	54	60 Min.
<b>Delphin Palace Hotel</b>	723	62	60 Min.	520	16	60 Min.

#### Delphin Imperial Hotel Chemical Consumption Charts





## Delphin Palace Hotel Chemical Consumption Charts



### Our Goals

- Increase training hours and participation rate by 8% on decreasing waste production ratio each year and in the name of raising awareness about environment and waste sorting.
- Decrease fabrication of packing wastes by 15% in 2017 compared to 2016.
- Decrease fabrication of hazardous wastes by 15% in 2017 compared to 2016.
- Decrease waste oil recycling by 15% in 2017 compared to 2016.

### Guest Satisfaction

- We are aware that the most important way of making a difference is to provide high quality services to our guests and to reach customer satisfaction at a high level.
- Our facility has ISO 10002 guest satisfaction management system.
- Delphin Group Hotels welcomes innumerable guests from many countries and has a lot of gratitude for guest satisfaction.
- The guests' willingness is important to provide quality service. When there is a complaint we receive from our guests, we look objectively, diligently and carefully and act as solutions-oriented.
- We welcome our guests with Turkish hospitality, not the "customer" but the "guest" mentality and we deal with all the problems during the holidays.
- We try to keep the satisfaction of our guests at the highest level with Turkish and International dishes, special theme nights and à la carte specialties served throughout the day.

### Our suppliers

In addition to our basic guest satisfaction, we also comply with legal regulations and establishment requirements to create a more livable environment for our employees, our guests, our suppliers, and the people we are in. Our preference is to have the certificate of 14001 Environmental Management System and the certificate of ISO 22000 Food Safety Management System in preference of the supplier company. As Delphin Group Hotels we choose local suppliers when choosing our suppliers. We work with close to 30 local companies and we aim to increase this number by 10% in 2017.

### Human Resources

Cömertoğlu supports the people in the region that we are in hotel management and we give priority to the selection of personnel.

	2015			2016		
	IMPERİAL	PALACE	DİVA	IMPERİAL	PALACE	DİVA
NUMBER OF PERSONNEL LIVING IN AKSU	73	40	29	106	62	56

We contribute to the passing of theoretical knowledge to practice by providing internship opportunities for tourism students. We support our employees with language and motivation training and a career management program. By raising our own employees as much as possible and taking our trainees to our own self, we aim to raise our own employees and grow together in top positions

	2015			2016		
	IMPERİAL	PALACE	DİVA	IMPERİAL	PALACE	DİVA
NUMBER OF INTERNEES LIVING IN ANTALYA	15	22	2	12	9	12

In Cömertoğlu Otelcilik ve Tic A.Ş, recruitment of personnel is assessed regardless of differences in race, color, sex, religion, political belief, national and social origin. [Except for the specificity required by the nature of the work.] [According to ILO Discrimination (Work and Occupation) Agreement, Content of Article 1]

### **Delphin Imperial Hotel Employee Distribution**

2015 YEAR	
2015 TOTAL AMOUNT OF EMPLOYEES	1603
2015 WOMEN EMPLOYEES	349
2015 MEN EMPLOYEES	1254
2015 YEAR DISABLED EMPLOYEES	360
ACTIVE EMPLOYEES -WOMEN	88
ACTIVE EMPLOYEES -MEN	272
2015 YEAR DISABLED EMPLOYEES	15

2016 YEAR	
2016 TOTAL AMOUNT OF EMPLOYEES	1159
2016 WOMEN EMPLOYEES	270
2016 MEN EMPLOYEES	889
2016 YEAR ACTIVE EMPLOYEE	417
ACTIVE EMPLOYEES -WOMEN	101
ACTIVE EMPLOYEES -MEN	316
2016 YEAR DISABLED EMPLOYEES	23

### **Delphin Palace Hotel Employee Distribution**

2015 YEAR	
2015 TOTAL AMOUNT OF EMPLOYEES	892
2015 WOMEN EMPLOYEES	169
2015 MEN EMPLOYEES	723
2015 YEAR ACTIVE EMPLOYEES	86
ACTIVE EMPLOYEES -WOMEN	28
ACTIVE EMPLOYEES -MEN	58
2015 YEAR DISABLED EMPLOYEES	9

2016 YEAR	
2016 TOTAL AMOUNT OF EMPLOYEES	677
2016 WOMEN EMPLOYEES	149
2016 MEN EMPLOYEES	528
2016 YEAR ACTIVE EMPLOYEE	101
ACTIVE EMPLOYEES -WOMEN	30
ACTIVE EMPLOYEES -MEN	71
2016 YEAR DISABLED EMPLOYEES	13

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