



DELPHIN
HOTELS & RESORTS



Delphin Hotels & Resorts Sustainability report 2023



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“Shaping a Green Legacy for the Future with Responsibility.”



As Delphin Hotels & Resorts, we are determined to adopt the principles of sustainability, aware of our presence in the tourism sector and aware of our responsibility. Economic success, protection of the environment, preservation of cultural values, in cooperation with local communities and maintaining the balance between our social responsibilities are the values that form the basis of our business strategy.

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, sustainability reports, in which we will publish our one-year period, are an important tool. Through 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;

- o Environmental Responsibility:
- o Efficient use of natural resources.
- o Waste reduction, reuse and recycling.
- o Reducing carbon footprint.
- o Protecting the local environment and biodiversity.
- o Social and Cultural Responsibility:
- o Respect and cooperate with local communities.
- o Provide fair wages and conditions for employees.
- o Raising environmental and social awareness.
- o Protect local culture and historical heritage.
- o Economic Responsibility:
- o Contributing to the local economy.
- o Developing sustainable tourism experiences.

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, 2023 and December 31, 2023.

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.

2023 Sustainability Report;

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

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

We would like to thank all our colleagues who have contributed to the issuance 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.

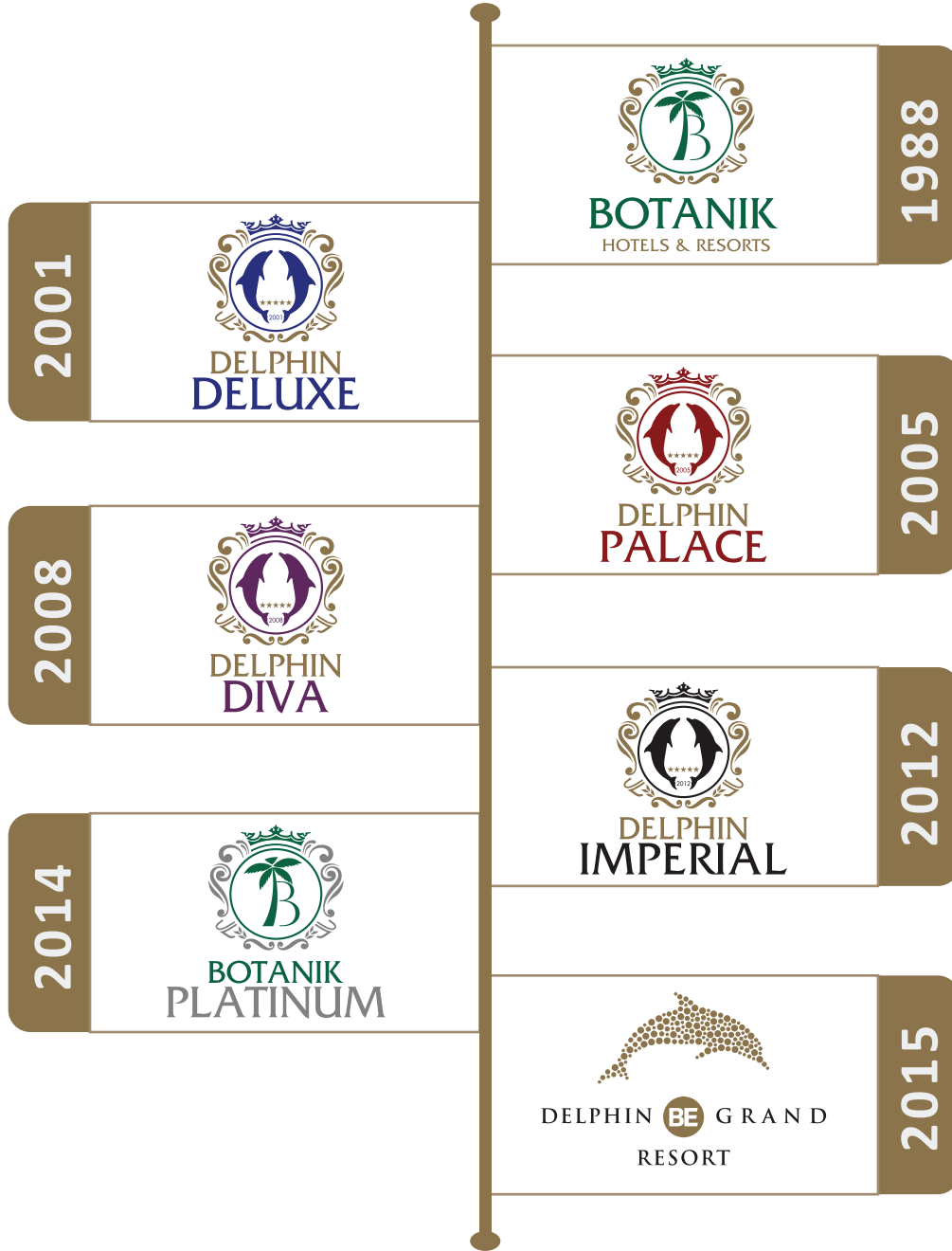
You can contact us through the following communication channels for any feedback (Requests - Suggestions - Complaints) that will contribute to the development of our work in the field of sustainability.

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DELPHIN HOTELS & RESORTS HISTORY

Delphin Hotels & Resorts has been serving in the field of tourism with 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 BOTANİK Laundry and Meat Integrated facilities. Our adventure started in 1982 with Camping Tourism and our first hotel BOTANİK Hotel & Resort started to host its guests in 1988. Over the years, Delphin Deluxe 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 were opened in order to contribute to tourism and to be the only address of the perfect vacation.



2023 Delphin Hotels & Resorts serves at national and international standards, with a total of 7 hotels, 4 in Lara, Antalya, one of the most beautiful beaches of the Mediterranean, 3 in Alanya Okurcalar, with a total capacity of approximately 8700 beds.



Delphin Imperial

Hotel Promotion: Our 798-room facility, consisting of a single 9-storey 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 see in the city from our facility. Bus and taxi station is located in front of the hotel.

Total Hotel Area: 54.000 sqm

Category: 5 Stars

Date of construction: 2012

Season: Summer-Winter



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: It offers an unforgettable holiday with the architecture, facilities and the excellence of the geography of our hotel, which is located 15 km from Antalya city center and 10 km from Antalya airport.

Total Hotel Area: 112.000 sqm

Category: 5 Stars

Renovasyon: 2016 (Facility completely renovated)

Season: Summer-Winter



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 sqm

Category: 5 Stars

Date of construction: 2005

Season: Summer



Delphin Diva

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

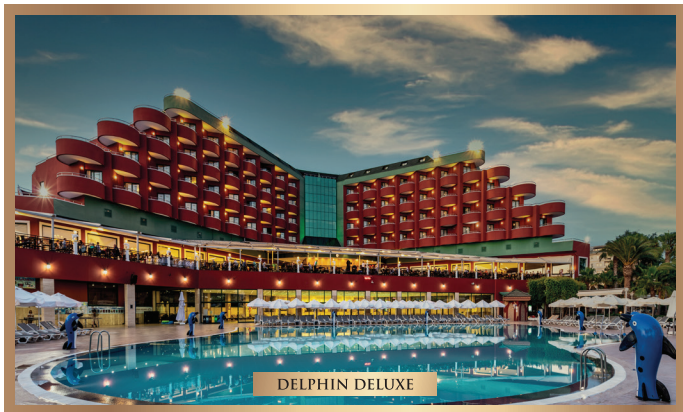
Location: Our hotel is located on the beaches of Lara, 15 km from Antalya city center and 10 km from Antalya Airport. Minibus and taxi stop is located in front of the hotel. It is very easy to reach shopping centers and places you want to see in the city.

Total Hotel Area: 24.000 sqm

Category: 5 Stars

Renovasyon: 2014

Season: Summer



Delphin Deluxe

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

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

Date of construction: 2001

Season: Summer

Botanik Platinum

Hotel Promotion: The facility consists of 6-storey single building with 445 rooms and different features and 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 sqm

Category: 5 Stars

Date of construction: 2014

Season: Summer



Botanik Hotel & Resort

Hotel Promotion: It consists of a 3-storey main building and a 3-storey annex building with 457 rooms and our hotel has a unique nature.

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

Total Hotel Area: 90.000 sqm

Category: 5 Stars

Date of construction: 1988

Season: Summer

OUR VISION

"Hospitality Experience of the Future "

As 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, Satisfaction in Guests"

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. It is our top priority 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 on every 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. By working in line with our values, we define how we treat our guests and each other, the quality of our work and the activities that lead us to success.

At the heart of everything we do is the trust our guests, stakeholders and employees place 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 "

"Through 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 fulfil 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: "We are Strengthened by Open Communication "

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

Employee Development and Co-operation: "Strong Team, Continuous Development, Perpetual Success"

"We achieve success by focusing on the development and co-operation 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 among the surrounding society, organisations 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 Environmentally Friendly; Our primary goal is to work for the protection of the environment and cultural heritage in the region where we carry out our activities and beyond as much as possible; protecting the environment is our primary goal.

Supporting the People of the Region; We pay attention to the fact that the personnel we employ are from the people of the region. We contribute to the revitalisation of the economy within the region by 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 by considering future generations, protecting natural resources and wildlife, saving natural resource consumption and improving the quality of life constitute the basis of our sustainability activities.

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

OUR AWARDS AND CERTIFICATES

Year 2023

Delphin Imperial

- Blue Flag
- Green Key
- Travelife Gold
- GSTC Sustainable Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award
- 2023 Travelers' Choice Best of the Best
- 2023 Traveller Reviews Awards

Delphin Be Grand Resort

- Blue Flag
- Green Key
- Travelife Gold
- GSTC Sustainable Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award
- 2023 Travelers' Choice
- 2023 Traveller Reviews Awards
- 2023 TUI Global Hotel Awards
- 2023 Ben Swiss Club

Delphin Palace

- Blue Flag
- Travelife Gold
- Green Key
- GSTC Sustainable Certificate
- Clean Pool Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award
- 2023 Tui Global Hotel Awards
- 2023 Travelers' Choice
- 2023 Traveller Reviews Awards

Delphin Diva

- Blue Flag
- Green Key
- GSTC Sustainable Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award
- 2023 Tui Global Hotel Awards
- 2023 Bentour Ben Swiss Club
- 2023 Travelers' Choice
- 2023 Traveller Reviews Awards

Delphin Deluxe

- Blue Flag
- Green Key
- GSTC Sustainable Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award
- 2023 Traveller Reviews Awards
- 2023 Ben Swiss Club
- 2023 Global Hotel Awards

Botanik Platinum – Botanik Hotel & Resort

- Blue Flag
- Clean Pool Certificate
- Green Key
- GSTC Sustainable Certificate
- Clean Pool Certificate
- Zero Waste Certificate
- Green Star Environmentally Friendly Facility Award
- 2023 Bentour Ben Swiss Club
- 2023 Tui Quality Hotel Botanik Hotel & Resort
- 2023 Tui Global Hotel Awards
- 2023 Traveller Reviews Awards



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 natural life 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 a result of our quality service approach, at Delphin Hotels & Resorts;



We have successfully implemented 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 Environmental Management System standards, and as a result of the audit process we completed in 2023, we included 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

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, we undertake the following to leave a livable environment for future generations;

- 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 the environmental awareness of our employees, guests and stakeholders and raising awareness, which is the most important thing by providing incentives.

Food Policy

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

- To protect human health by fully implementing the rules of health information in food production, presentation and storage areas from the purchase of raw materials to the consumption of food produced with the belief that "food safety is everyone's right and everyone's responsibility",
- 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 receive the most valuable support to achieve our goals from our employees who are experts in their fields, and to organize trainings to increase the competency levels of our employees.

OHS Policy

As Delphin Hotels & Resorts, with the goal of becoming one of the leading and exemplary organizations in the tourism sector, we undertake the following with all our employees;

- 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) access, develop, place and maintain Occupational Health and Safety awareness,
- 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; we aim to accept all our customers as guests with the awareness and responsibility of being a well-established organization in tourism and to provide services by blending national and international values.

- We undertake that we will start the solution process with an impartial and honest approach, without any discrimination, by giving importance and 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 will aim to improve and continuously improve the experiences our guests have shared with us within the framework of the principle of confidentiality, and we will provide all kinds of resources to achieve this goal.

Energy Policy

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

- 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 in a way to comply with the necessary regulatory obligations and the expectations of the relevant parties in making choices as per energy efficiency 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,
- To continuously improve our Integrated Management System by working in compliance 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.

Our aim is 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 less resources" approach.

Local Community Policy

As Delphin Hotels & Resorts, we aim to contribute to the development of our geography and local communities, 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.

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

To support the introduction of the food, activities, culture and traditions of the region to the guests (religious sites, cultural sites, natural riches, etc.) and to ensure 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 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 abuse of children 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 undertake to do 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 attach 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.

OUR GUESTS

As Delphin Hotels & Resorts, we welcome our guests with Turkish hospitality and take care of all their problems during their vacation with the mentality of "guest" not "customer". 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 wishes 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 provide our guests with directions on how to reach our hotels and other touristic places by public transportation.

- We love to laugh and make eye contact when we speak.
- 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 on 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 employee and we are aware that the biggest share of our service quality comes from our employee 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 our job.

As Delphin Hotels & Resorts, we hosted a total of approximately 244,000 guests in 2022 and approximately 245,000 guests in 2023 by providing high quality and unforgettable services.

In 2023, with 8700 total bed capacity and more than 250,000 guests, we have reached a high level of guest satisfaction of 95% with a safe, peaceful, always friendly and excellent service philosophy.

95% Guest satisfaction

More than 4500 employees

7 Hotels with Green Star

7 Hotels with Green Key

7 Hotels with GSTC Sustainable Certificate

7 hotels with Zero Waste Certificate

COMMUNICATION

We attach importance to the opinions of both our internal and external stakeholders while conducting our operations. At the same time, we announce 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.

AGENTS: E-mail, telephone, online meetings, facility visits, agency visits, contracts.

SUPPLIERS: E-mail, telephone, supplier visits-inspections, meetings, on supplier evaluation reports, interviews, purchasing specifications.

PUBLIC INSTITUTIONS: Audits, telephone, e-mail, institution visits, meetings, information requests (when necessary), annual report

OUR BUSINESS PARTNERS: E-mail, telephone, online meetings, site visits, one-on-one meetings, seminars and fairs.

LOCAL COMMUNITIES: E-mail, telephone, visits, social projects, information requests (when necessary), annual 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 call, press conference, interview, social media accounts.

RISK MANAGEMENT

At Delphin Hotels & Resorts, we work to manage the various risks 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 impacts 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 adversely 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.



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

By integrating our practices within the framework of requirements and standards that arise as a result of different expectations and requirements and standards with different objectives, we aim to ensure that the entire system interacts with each other and ensures continuity through continuous improvements.

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

Within this scope;

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

We carry out our sustainability efforts under the leadership of our Board of Directors, with the active participation of our Business Managers and all 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.

We are proud of our practices in creating environmental awareness in our local community, employee, business partners and guests beyond simply fulfilling environmental regulations.

Through the measures we take in the light of sustainable tourism principles, we implement 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, it is to ensure that our employees and subcontractors ensure that all conditions related to occupational 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.

SUSTAINABILITY MANAGEMENT



" Protect the Future Today!"

OUR SUSTAINABILITY POLICY

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 BOTANİK Hotel was first awarded the Blue Flag in 1999 and subsequently all Delphin Hotels & Resorts have received Blue Flag awards.

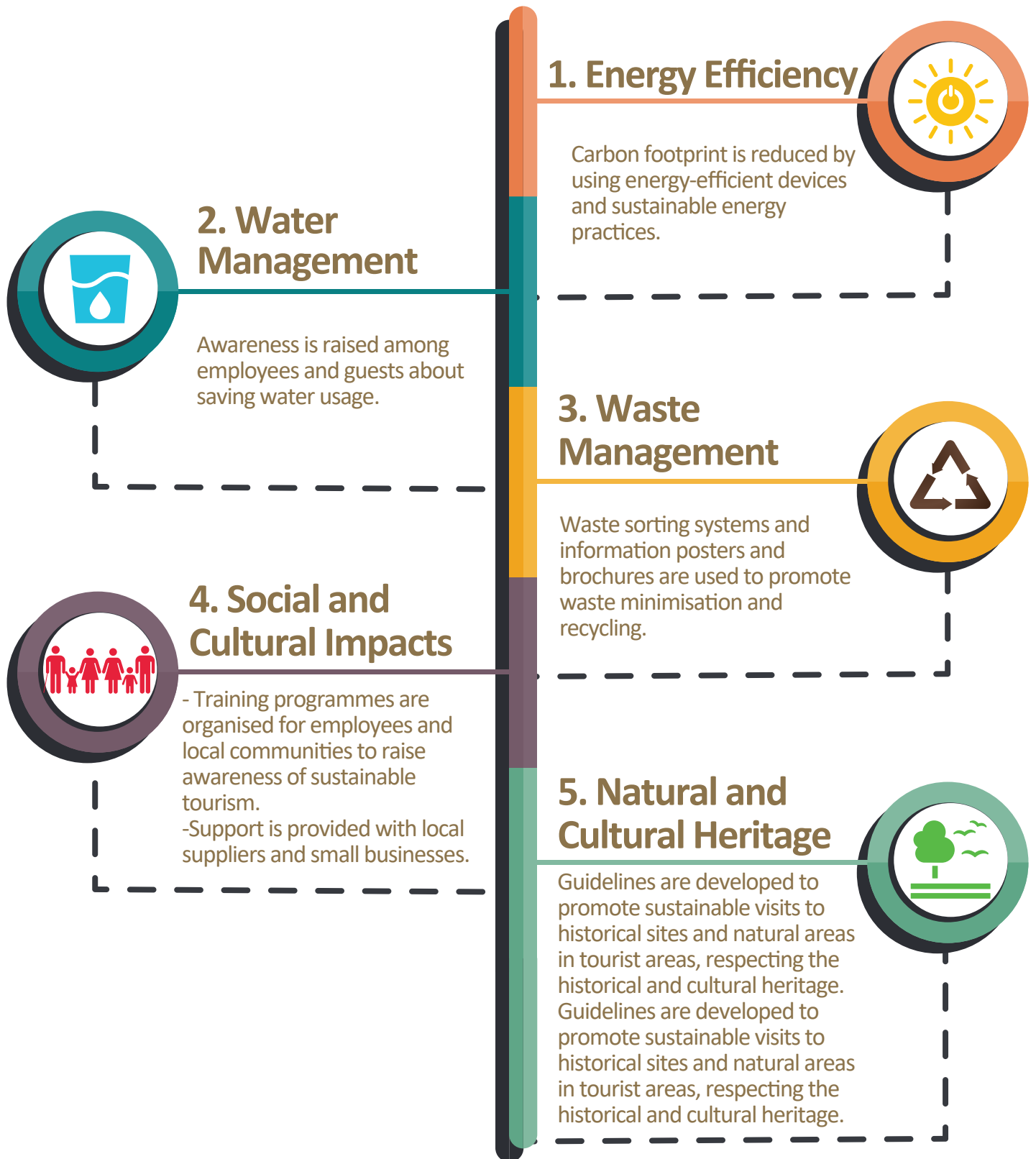
In 2014, a new one was added to our environmental awareness journey by obtaining the Environmentally Responsible Accommodation facility certificate (Green Star Certificate) as Delphin Hotels & Resorts. In line with the importance we attach to sustainability, we received the Travelife award with our Delphin Imperial hotel in 2015. Our vision strengthened with Travelife was first crowned with the Green Key award at Delphin Imperial Hotel in 2016.

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 awarded the Green Key Award, an international programme that rewards and supports initiatives to protect the environment and aims to contribute to the prevention of climate change and sustainable tourism.

In 2023, Delphin Hotels & Resorts was awarded the 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.



OUR WORKING LIFE

Delphin Hotels & Resorts follows a policy that respects human rights and the legal rights of employees are always protected. No discrimination is made during and after the recruitment process and equal opportunity is provided to everyone.

It is a Delphin Hotels & Resorts standard not to discriminate on the basis of race, language, religion, age, gender, etc. when recruiting or employing colleagues for all vacancies, departments and positions and when promoting them.

In addition, Delphin Hotels & Resorts does not employ child labour. We do not cooperate with companies that employ child labour. In case of sending employees with child labour status from suppliers, they are not allowed to work (for construction, gardening, etc.).

All employees in our hotels are provided with Child Neglect and Abuse information training at least once a year against child abuse.

Our Employee Profile

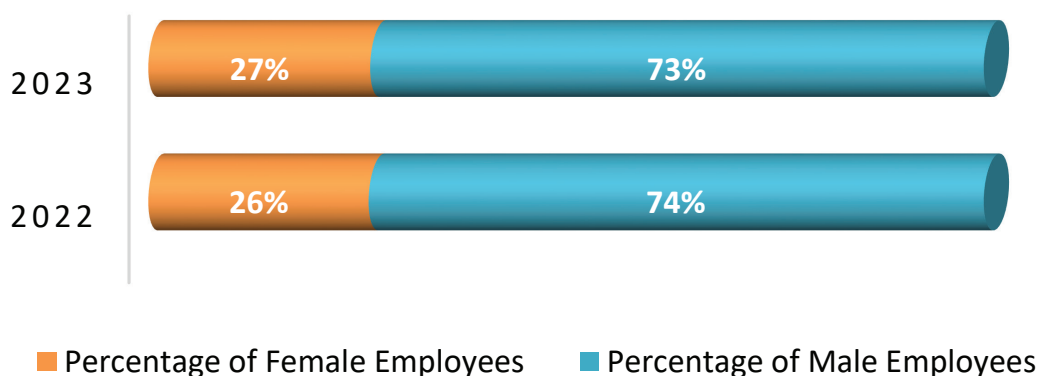
As Delphin Hotels & Resorts, we prioritise that our employees work in a healthy, happy, peaceful and safe work environment.

In addition to our employees working in different positions from different parts of the world, we host many cultures, beliefs and many different colours in the same conditions under the roof of Delphin Hotels & Resorts with the large number of employees from the region where our hotels are located.

Our Human Resources department plays an important 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 comply with national legislation.

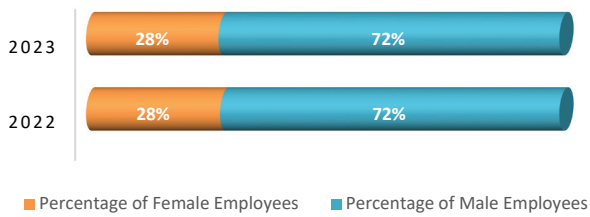
Delphin Hotels & Resorts serves with a team of approximately 4500 people every year.

DELPHIN HOTELS & RESORTS 2022-2023 Years Distribution According to Gender

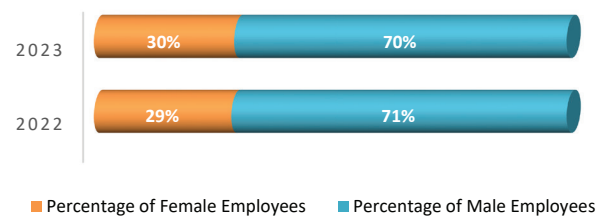


SOCIO-ECONOMIC SUSTAINABILITY

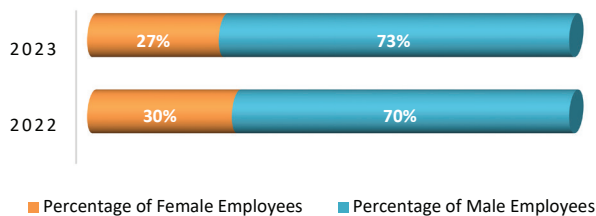
DELPHIN IMPERIAL
2022-2023 Years
Distribution According to Gender



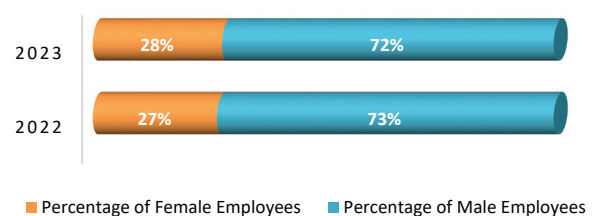
DELPHIN BE GRAND
2022-2023 Years
Distribution According to Gender



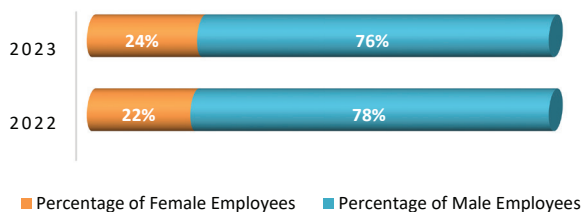
DELPHIN PALACE
2022-2023 Years
Distribution According to Gender



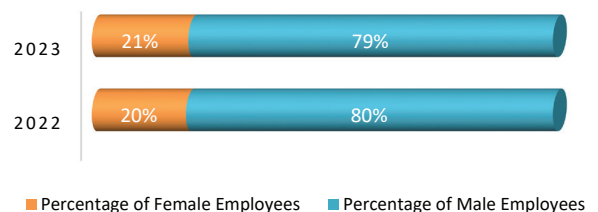
DELPHIN DİVA
2022-2023 Years
Distribution According to Gender



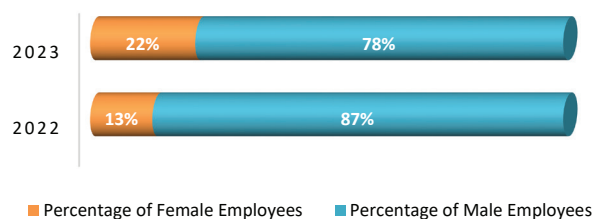
DELPHIN DELUXE
2022-2023 Years
Distribution According to Gender



BOTANİK PLATINUM
2022-2023 Years
Distribution According to Gender



BOTANİK HOTEL & RESORT
2022-2023 Years
Distribution According to Gender

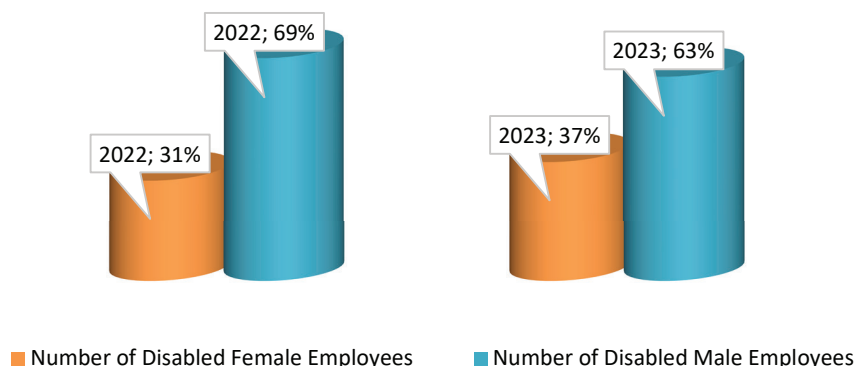


It is aimed to increase and maintain the ratio of female employees in tourism so that it does not remain below 3% every year.

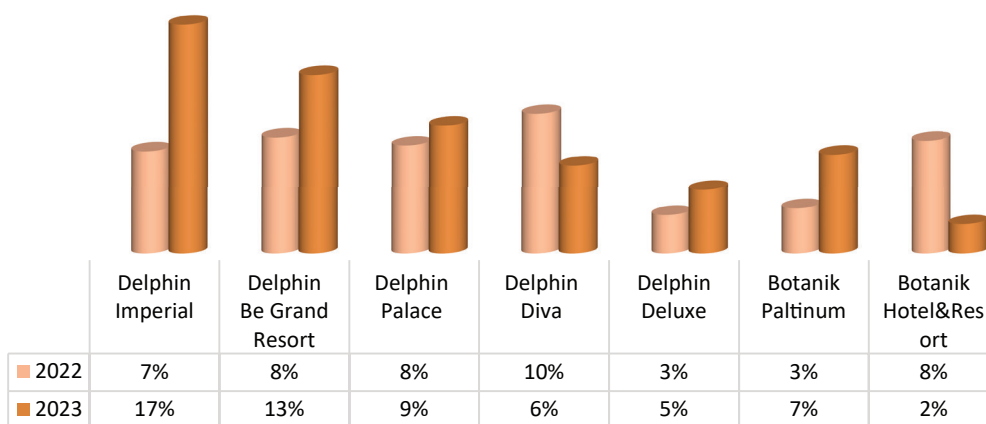
SOCIO-ECONOMIC SUSTAINABILITY

2022 annual rates of the number of disabled women working at Delphin Hotels & Resorts will increase by 19% in 2023. Restarting the employment of disabled women employees.

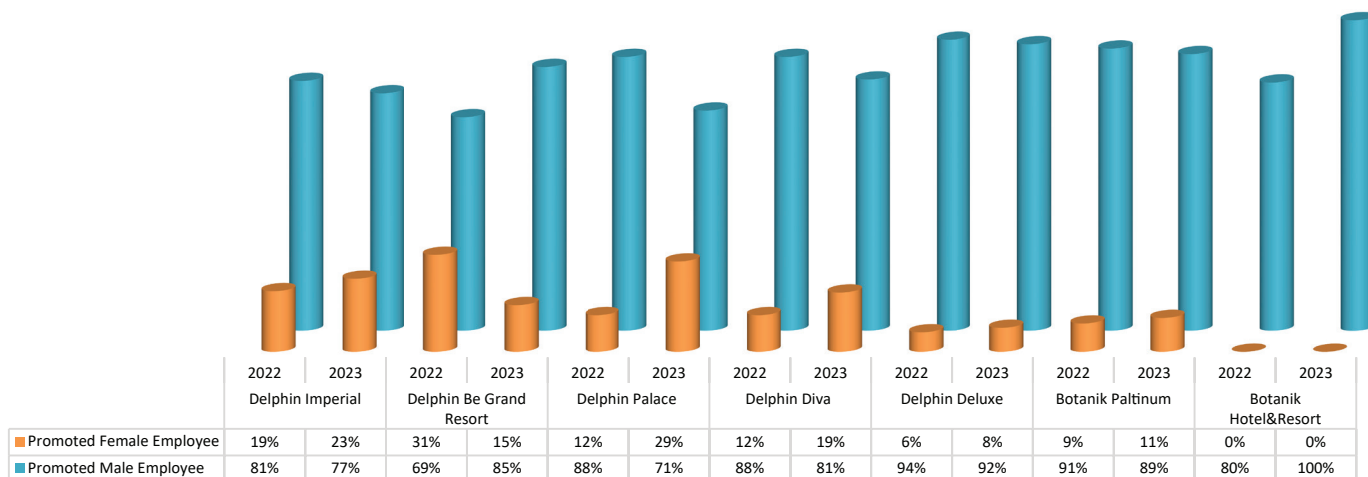
DELPHIN HOTELS & RESORTS 2022- 2023 Disabled Employee Ratio



DELPHIN HOTELS & RESORTS 2022-2023 Years Percentage of Total Employees Promoted



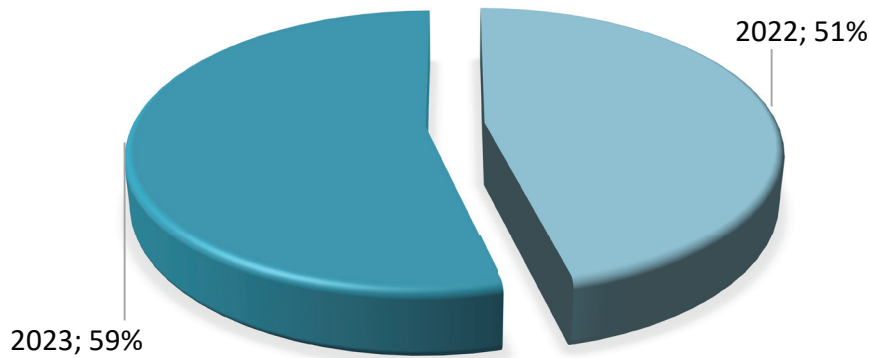
DELPHIN HOTELS & RESORTS 2022-2023 Years Percentage of Employees Promoted by Gender



Delphin Hotels & Resorts supports gender equality through fair and equal employment practices, encourages female leadership, ensures social equality, respects the rights of disabled employees and supports their active participation in social life.

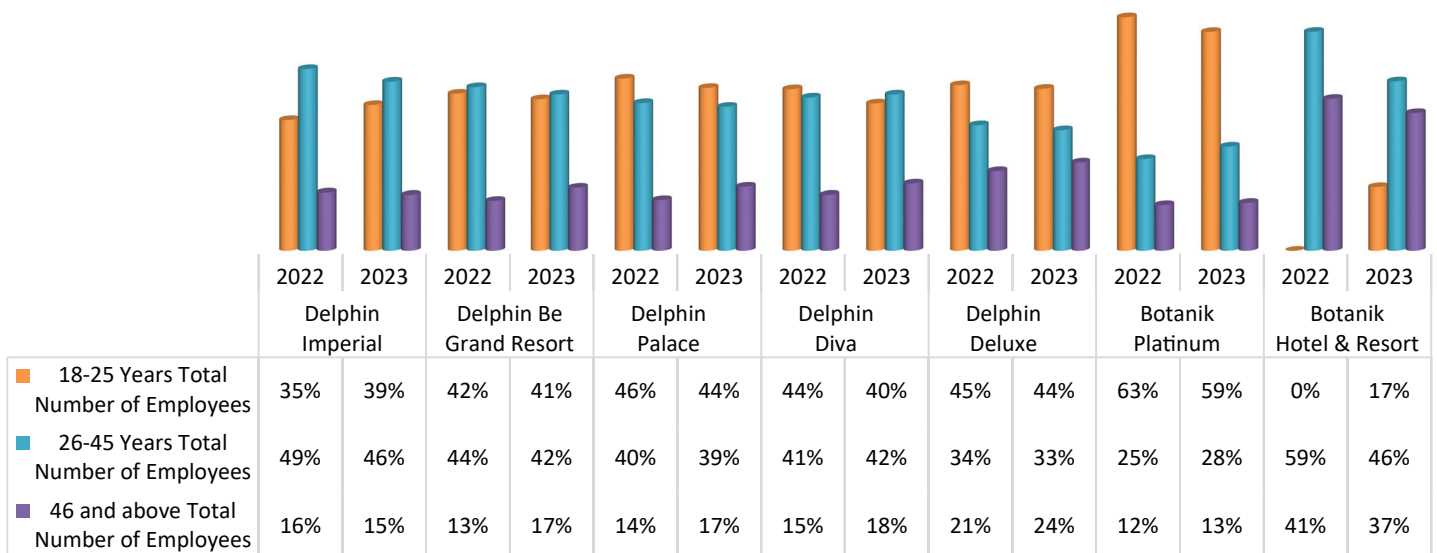
Delphin Hotels & Resorts employs a high percentage of our employees from the Antalya region. As well as being important in terms of local employment, it is a great source of local information for our guests who have questions about the region. In 2023, 59% of Delphin Hotels & Resorts employees will reside in the Antalya region. In 2023, our local employment rate will increase by 15% compared to 2022.

DELPHIN HOTELS & RESORTS
2022-2023 Years Local Employment Rate



It contributes to the reduction of carbon footprint by reducing environmental impacts as well as revitalising the local economy through local employment, encouraging local consumption by increasing income levels and contributing to the growth of the regional economy.

DELPHIN HOTELS & RESORTS
2022-2023 Ratio of Total Employees by Age Groups



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

OPPORTUNITIES OFFERED TO OUR EMPLOYEES

Tailor 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 Facilities

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

Lodging Use

Employee lodgings are open to the use of all our employees working at Delphin Hotels & Resorts. The textile needs, cleaning facilities, renovations and repairs of our employees staying in the lodgings are provided free of charge by our hotel. For employees who use lodging, transport service is provided at specified times to provide transport during work and meal times. Internet service is provided to all our employee staying in lodgings. We offer car parking facilities in our lodgings where our employee can park their vehicles.

Employee Transport

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

Employee Cafeteria

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

Employee Rest Area

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

Employee Changing Rooms

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

Doctor's Office - Hospital Assistance

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 the 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 our managers and assistant managers and their families, as well as to all our employees who have completed 10-15 years of service and their families.

Work Clothes 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, employee entertainment and dinners are organised in our hotel to celebrate our success and increase our motivation. Employee entertainment is also organised in the lodgings at certain intervals. In order to increase the motivation of our female employees, a women's matinee is organised at certain intervals during the season.

Ramadan Box Aid

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

Employee Children's Party

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

8 March International Women's Day Event - Employee Motivation

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

Employee Receiving Acknowledgement Programme

It covers all employees of Delphin Hotels & Resorts. Every month, performances are evaluated and the best personnel are selected from the departments. Employees who receive a Certificate of Appreciation are presented with a Delphin beach bag, passport bag, hat, t-shirt and pen.

Employee of the Month Programme

It covers all permanent employees of Delphin Hotels & Resorts below the chef level. Every month, employees from departments are selected by evaluating their performances. Additional remuneration is given to the Employees of the Month 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.

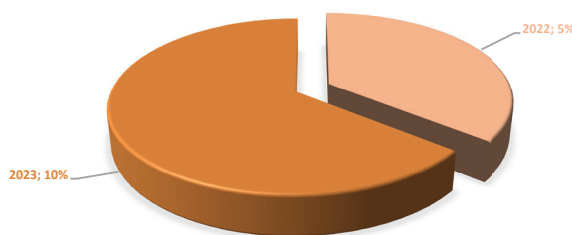
Birth Congratulations

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.

Career Management

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

DELPHIN HOTELS & RESORTS
2022 - 2023 Trainee Ratio



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

Delphin Hotels & Resorts Continuity Programme 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 a reward for 5 years of work; 1 Star Plaque
- As a reward for 10 years of work; 2 Star Plaque
- As a reward for 15 years of work; 3 Star Plaque
- As a reward for 20 years of work; 4 Star Plaque
- As a reward for 25 years of work; 5 Star Plaque.

DEVELOPMENT OF OUR EMPLOYEES

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 organisational success by investing in the talents of employees. In this direction, it adopts the principle of providing a development environment and opportunities to ensure the continuous development of employees and increase their current 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 labour force and leader pool. In addition to on-the-job training, vocational trainings, awareness raising trainings, communication skills trainings and interactive motivational trainings that will refresh their motivation throughout the year are also provided to our employees.

In the digitalising world, ChatGPT and Information Security trainings are also provided to gain the knowledge and skills to use the innovations brought by the developing technology.

Visuals 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 and 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.

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 recognise the importance of our employees and contribute to their development. Our main trainings given in 2023 in our categorised trainings given for this purpose;

- Orientation training
- Personal development trainings;
- Behaviour and Communication Training
- Motivation Training (Managers)
- Emotion Management Training in the Face of Objections and Complaints etc..
- Professional Development trainings:
- Information Security and Risk Analysis Training
- Call Centre Training
- Life Saving Training
- Cocktail Training
- Position Based Trainings
- Dutch and Romansh Education etc.
- Legal Trainings
- Duties of Emergency Teams Training
- Environmental Training
- Food Safety, Hygiene Trainings
- First Aid Training, Occupational Safety Training
- ISO 19011:2018 Internal Audit Training etc.
- We contribute to the development of our employees through awareness raising and awareness trainings.
- Supplementary Health Insurance Information
- Psychological Support and Psychological First Aid Training
- ChatGPT Awareness Training
- Emotion Management Training in the Face of Objections and Complaints
- Breast Cancer Awareness Training
- Energy Saving Awareness Training

		Delphin Imperial	Delphin Be Grand Resort	Delphin Palace	Delphin Diva	Delphin Deluxe	BOTANİK Platinum	BOTANİKHotel & Resort
2022	Number of People Trained	5037	3744	3749	4531	1075	1979	301
	Training Duration (min.)	16139	15485	14600	13230	4093	4833	2700
2023	Number of People Trained	7164	4679	3050	3438	3335	4356	800
	Training Duration (min.)	30550	18100	16720	15775	20820	20640	15540

As Delphin Hotels & Resorts;

In 2022, approximately 20,000 people participated in 1,184 hours of training and in 2023, 2,300 hours of training was provided with the participation of 26,000 people.

We aim to increase the number of training types, hours and participants every year.

OUR CONTRIBUTIONS TO EDUCATION

MESEM PROJECT

What is a Vocational Training Centre (MESEM)?

In the simplest definition; it is an educational institution that provides individuals with the necessary vocational knowledge and behaviours to perform a job that is valid in the labour market.

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

Signing an agreement with a workplace related to the vocational branch to be registered (There must be a master with a "Master Teaching Certificate" in the workplace where the contract will be signed).

What is the purpose of opening a Vocational Training Centre?

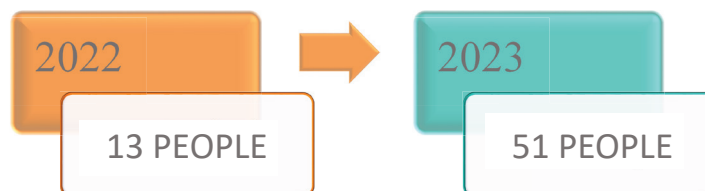
Vocational training centres; after completing primary education, instead of continuing a normal high school education after completing primary education, it is to help the person to receive both skills training in the contracted workplace and to enter business life at a young age.

Through the Mesem project, it is aimed to close the intermediate staff deficit in our country and to contribute to the qualified labour force in order 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 Vocational Training Centre?

- The opportunity to learn the job at a young age, to have a profession in the workplace, under a master,
- The opportunity to earn money while being a student,
- For those who have difficulty in academic courses, it is possible to obtain a high school diploma by taking only difference courses,
- Opportunity to find a job and open a workplace more easily with a Master Certificate,
- Vocational training in 33 fields and 181 different branches,
- From 9th grade onwards, insurance against occupational accidents and 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 of the minimum wage,
- 88% employment rate in the field of graduation,

THE MESEM PROJECT WAS FIRST LAUNCHED IN NOVEMBER



MEB PROJECT / OUR PROJECT SCHOOLS

We continue our project with 2 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 the project

Providing skills training to intern students in our enterprise,

Providing foreign language training to intern students in our enterprise,

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

Paying higher wages to trainee students than the wages stated in the agreement,

Covering the cost of students receiving protection services,

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

The students we give scholarships have to work for 8 months,

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

Providing materials to the workshops of the schools within this scope,

Assisting schools in case of general needs,

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



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 guided by the OHS Policy are carried out in full compliance with ISO 45001 Occupational Health and Safety Management System standards and aim to continuously improve OHS performance. Protecting the health and safety of our employees is one of the core values of our business.

1. Training 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 Compliance with 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 Evaluations and Preventive Measures:

In order to prevent occupational accidents and health problems, we conduct effective risk evaluations and constantly review the preventive measures taken based on these evaluations. 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 necessary trainings to our employees. We also test the effectiveness of these plans through 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 our 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 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.

SUSTAINABLE PURCHASING

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

The purchasing department accepts the materials it procures through purchasing specifications, supplier audits, meetings and interviews to confirm that they meet the specifications. Our purchasing agreements include our responsible purchasing principles.

Within the scope of sustainable tourism, more environmentally sensitive companies 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.

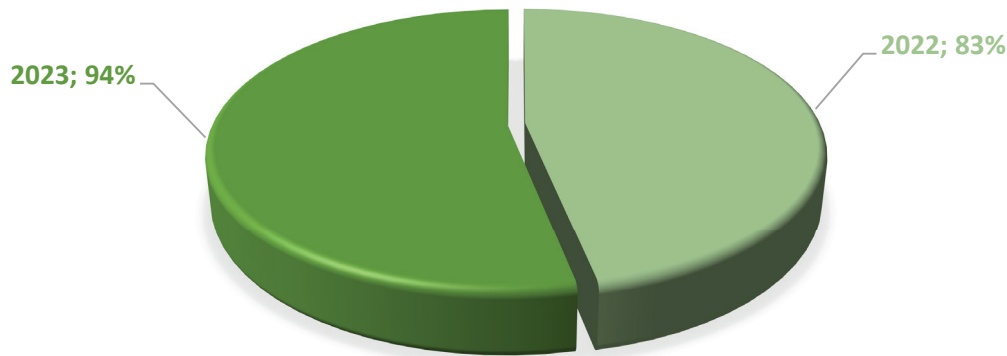
When selecting materials-products-services,

- Local and locally produced products,
- Recycled or recyclable products,
- Less packaged use,
- Energy and water saving,
- Sustainably produced/sourced from sustainable sources,
- Products with Fair Trade / Organic / FSC / ECO label etc.
- 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, we aim to minimize the CO2 emissions of the delivery vehicles of supplier companies, thereby reducing the impact on the environment and supporting the employees of the region. We support the economic development of the region by cooperating with local businesses.

We emphasize our sustainability-oriented 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 purchasing 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.

DELPHIN HOTELS & RESORTS
2022-2023 Year Local Supplier Ratio



“Every Purchase is an Ecosystem.”

ACCESSIBILITY

As Delphin Hotels & Resorts; we follow and undertake to fully comply with the legal regulations regarding accessibility and to continuously improve 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.

Disabled accessibility is controlled through internal and external audit mechanisms

Our hotel undertakes to provide 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 that has adopted the principle of 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.

- The Company strives to minimize the use of natural resources, energy consumption, air, water and soil pollution and monitors the waste generated 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 regularly monitored.
- LED lighting is preferred in the facilities.
- Sensor (photocell) faucets are preferred to save water.
- Fan-coil (air conditioning) and energy saving card systems are used to produce hot water by using hot air, which reduces energy consumption.
- We do not use fireworks and measures are taken to prevent noise / sound pollution due to music near the beach at night.
- We receive feedback from guests through guest satisfaction surveys and take actions for continuous improvement.
- Various activities are carried out to reduce the amount of waste in the facilities.
- We pay attention to purchasing products in large packages rather than small packages.
- 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 armatures, 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.

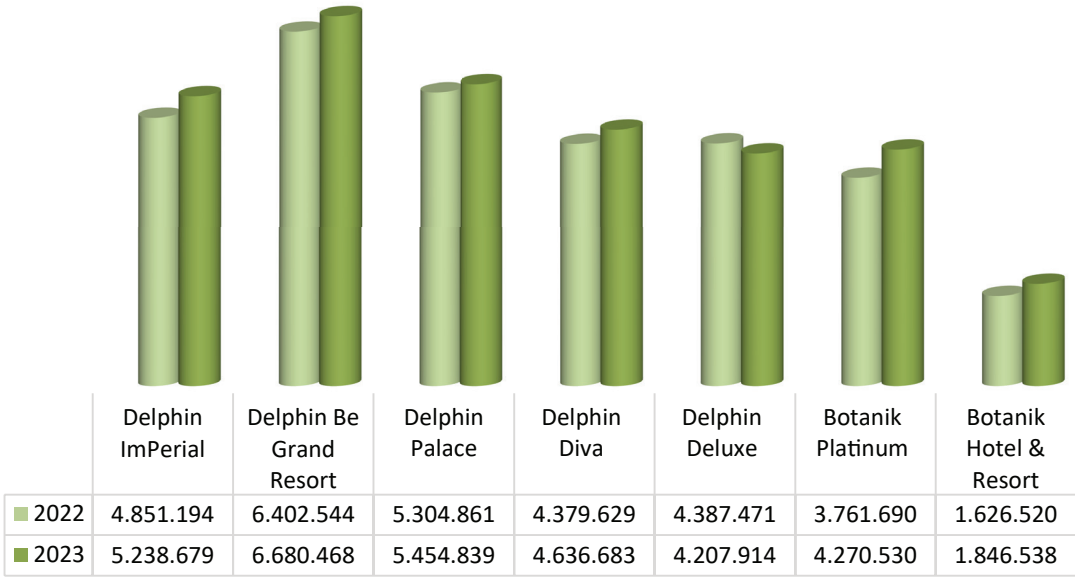
Our goal is to reduce energy consumption compared to the previous years by continuously monitoring and improving energy efficiency studies.

ELECTRICITY CONSUMPTION

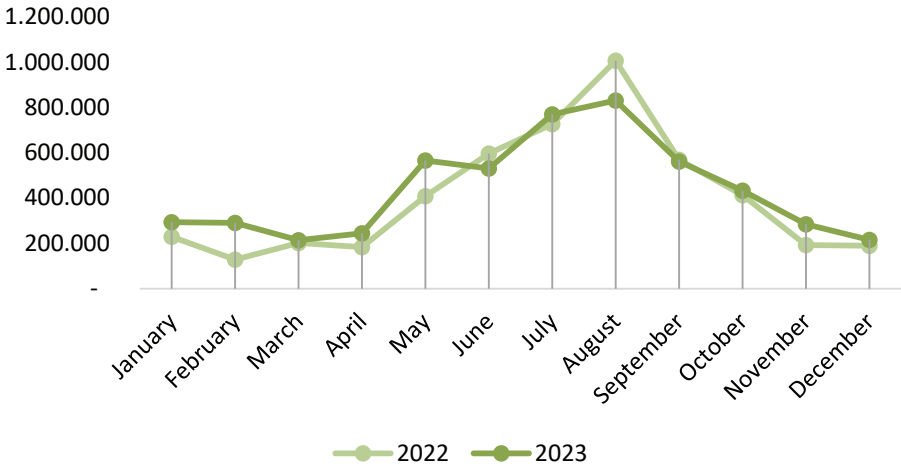
The following activities are carried out in our hotels to save electricity and their continuity is ensured.

- All rooms are equipped with systems that disable the heating/cooling devices in case 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).
- Mini bars in our rooms 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 that open from the general areas where the cooling system operates to areas such as terraces, gardens, etc,
- Electrically powered devices are positioned so that they are not exposed to the sun's rays,
- 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 2022-2023 Years Total Electricity Consumption (kWh)

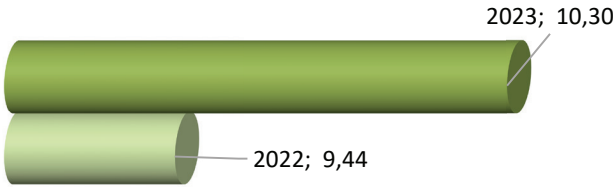


Delphin Imperial 2022-2023 Monthly Electricity Consumption (kWh)

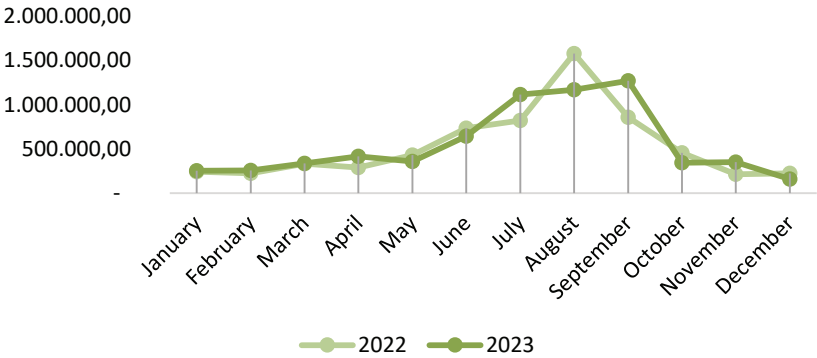


Annual electricity consumption increased by 8% and per capita electricity consumption by 9.1%. This increase was due to the diversification of services, the addition of air conditioners in transformer rooms and additional toys in the water sports section. Changes in electricity consumption were also influenced by a decrease in the number of guests compared to the previous year and below normal seasonal temperatures.

Delphin Imperial 2022-2023 Electricity Consumption Per Capita (kWh/pp)

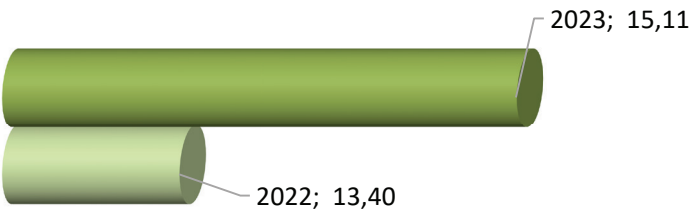


Delphin Be Grand Resort 2022-2023 Monthly Electricity Consumption (kWh)

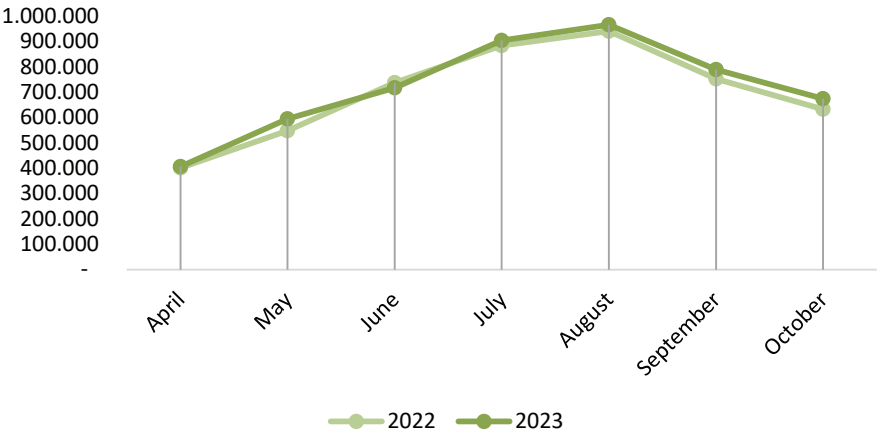


Annual electricity consumption increased by 4.3% and per capita electricity consumption by 12.8%. The reasons for this increase include an expansion in the range of services and an increase in the number of pool pumps. Changes in electricity consumption were also influenced by a decrease in the number of guests compared to the previous year and below normal seasonal temperatures.

Delphin Be Grand 2022-2023 Electricity Consumption Per Capita (kWh/pp)

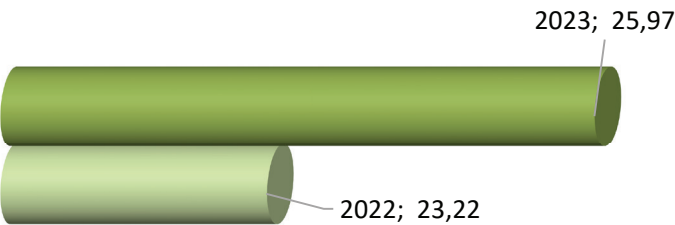


Delphin Palace 2022-2023 Monthly Electricity Consumption (kWh)

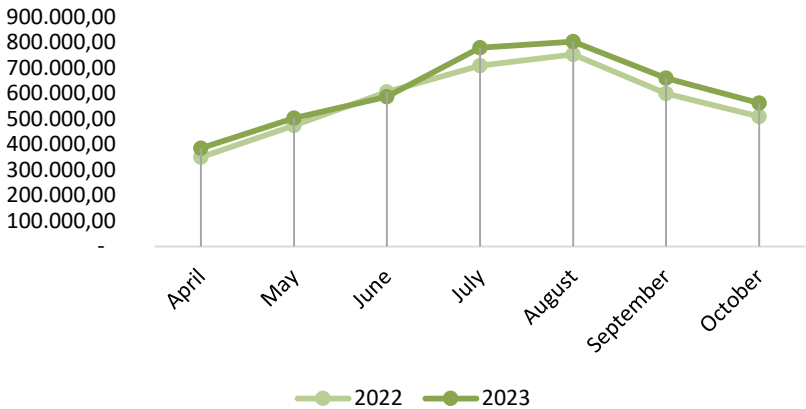


Annual electricity consumption increased by 2.8% and per capita consumption by 11.8%. The reasons for this increase include the renovation of the central ventilation system, overhauls of the kitchen and bars, and the addition of new equipment. Weather below normal seasonal temperatures also contributed to the increase.

Delphin Palace 2022-2023 Electricity Consumption Per Capita (kWh/pp)

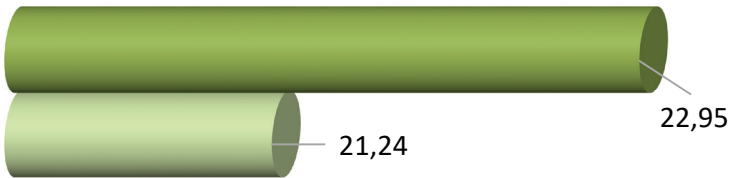


Delphin Diva
2022-2023 Monthly Electricity Consumption
(kWh)

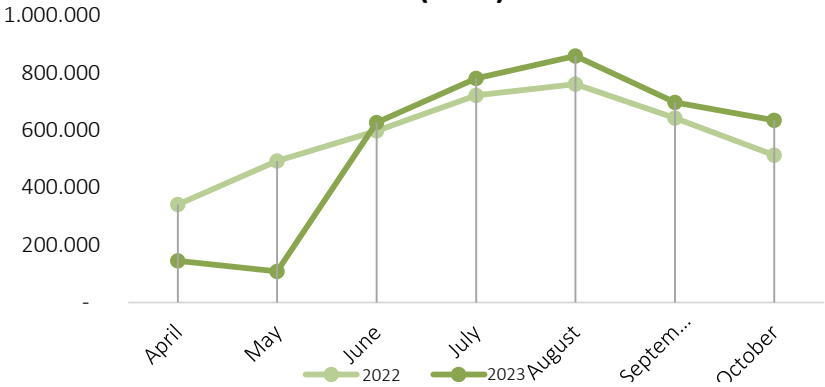


Annual electricity consumption increased by 5.9% and per capita consumption by 8%. The renovation of the restaurant and the construction of a new cold storage room are the main reasons for the increase in electricity consumption. Weather below normal seasonal temperatures also contributed to the increase.

Delphin Diva
2022-2023 Electricity Consumption Per Capita
(kWh/pp)

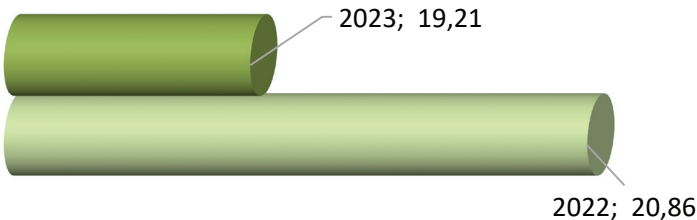


Delphin Deluxe
2022-2023 Monthly Electricity Consumption
(kWh)

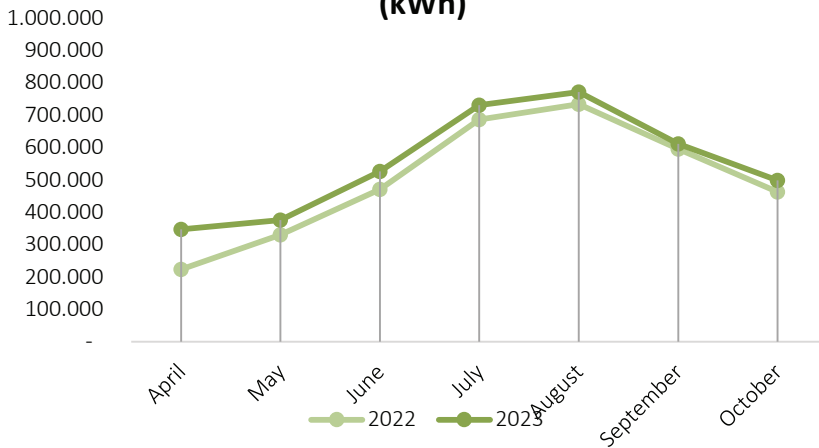


Annual electricity consumption decreased by 4.1% and per capita consumption by 7.9%. This reduction is attributable to the replacement of air handling units with inverter units. This resulted in a significant reduction in electricity consumption.

Delphin Deluxe
2022-2023 Electricity Consumption Per Capita
(kWh/pp)

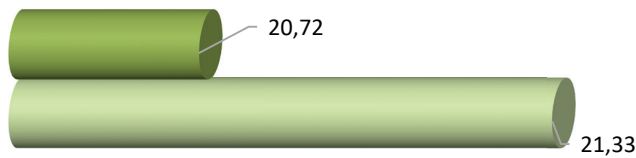


Botanik Platinum
2022-2023 Monthly Electricity Consumption
(kWh)

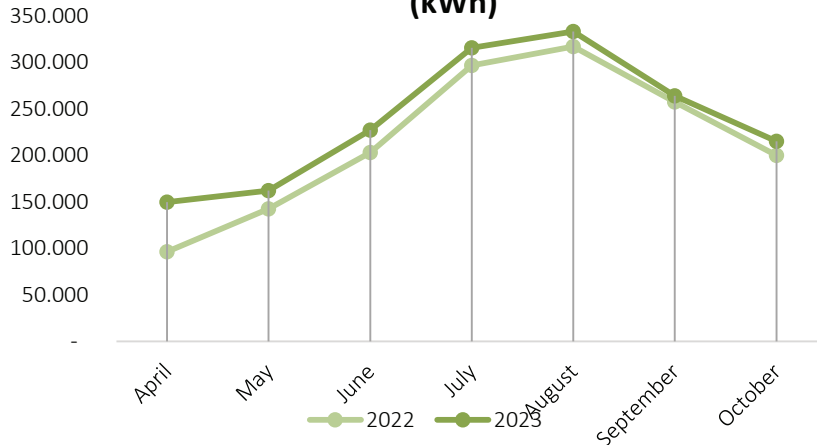


Annual electricity consumption increased by 13.5%. However, there was a 2.8% decrease in per capita consumption due to the increase in the number of guests. This shows that despite the increase in energy efficiency, the increase in total consumption is due to the guest density.

Botanik Platinum
2022-2023 Electricity Consumption Per Capita
(kWh/pp)

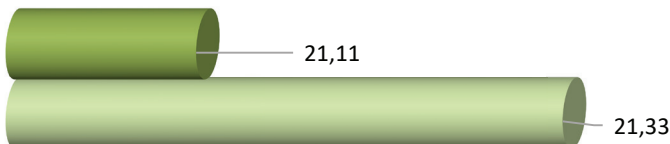


Botanik Hotel & Resort
2022-2023 Monthly Electricity Consumption
(kWh)



Annual electricity consumption increased by 13.5%. However, there was a 1% decrease in per capita consumption due to the increase in the number of guests. This suggests that part of the increase in total consumption is due to guest density and the decrease in per capita consumption reflects the impact of energy efficiency efforts.

Botanik Hotel & Resort
2022-2023 Electricity Consumption Per Capita
(kWh/pp)




OUR GOALS,

- To save 0.5 per cent of total energy consumption in 2024.
- To continue to purchase devices with high energy efficiency.
- To replace age-advanced devices with energy-efficient devices.
- To ensure that we reach our targets by raising awareness of our employees by continuing energy saving trainings every year.

USE OF ELECTRICITY GENERATED FROM 100% 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. In order to emphasize our commitment to an environmentally friendly approach and to share this achievement with our stakeholders in a powerful way, this certificate certifies our pioneering role in the use of green energy.

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

**THE INTERNATIONAL
REC STANDARD**

This Redemption Statement has been produced for

CÖMERTOĞLU OTELCİLİK VE TİC.A.Ş.

by

CK ENERJİ ORTAKLIĞI TOPTAN ELEKTRİK SATIŞ A.Ş.

confirming the Redemption of

18 150.000000

I-REC Certificates, representing 18 150.000000 MWh of
electricity generated from renewable sources

This Statement relates to electricity consumption located at or in


**Antalya
Turkey**

in respect of the reporting period


2022-12-01 to 2023-12-31

The stated Redemption Purpose is:

Scope 2 Reporting-Electricity Consumption



Evident


**QR Code Verification**

Verify the status of this Redemption Statement by scanning the QR code on the
left and entering in the Verification Key below

Verification Key

7 8 7 0 0 8 8 4

<https://evident.app/public/certificates/en/15P9S/18D1K4NGeK9A80Z5DzmsbC6kwtUN0NGm0010y6u73AFPMU>

**THE INTERNATIONAL
REC STANDARD**

This Redemption Statement has been produced for

LARES TURİZM İNŞAAT TAAHHÜT SAN. VE TİC. A.Ş.

by

CK ENERJİ ORTAKLIĞI TOPTAN ELEKTRİK SATIŞ A.Ş.

confirming the Redemption of

4 654.000000

I-REC Certificates, representing 4 654.000000 MWh of
electricity generated from renewable sources

This Statement relates to electricity consumption located at or in


**Antalya
Turkey**

in respect of the reporting period


2022-12-01 to 2023-12-31

The stated Redemption Purpose is:

Scope 2 Reporting-Electricity Consumption



Evident

**QR Code Verification**

Verify the status of this Redemption Statement by scanning the QR code on the
left and entering in the Verification Key below

Verification Key

6 4 5 4 1 3 4 0

<https://evident.app/public/certificates/en/15P9S/18D1K4NGeK9A80Z5DzmsbC6kwtUN0NGm0010y6u73AFPMU>

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 that the sun provides abundantly and free of charge. Our Solar Energy System, which was completed in Isparta province in 2023, started operation as 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. In this way, it has been realized to provide a sustainable energy source by minimizing environmental impacts.

2023 Solar Energy System commissioned in June;
Electricity generation 21,332 GWh
Total Energy Production 28,868 GWh
Annual CO₂ Emission Reduction 21,267,745 Kg

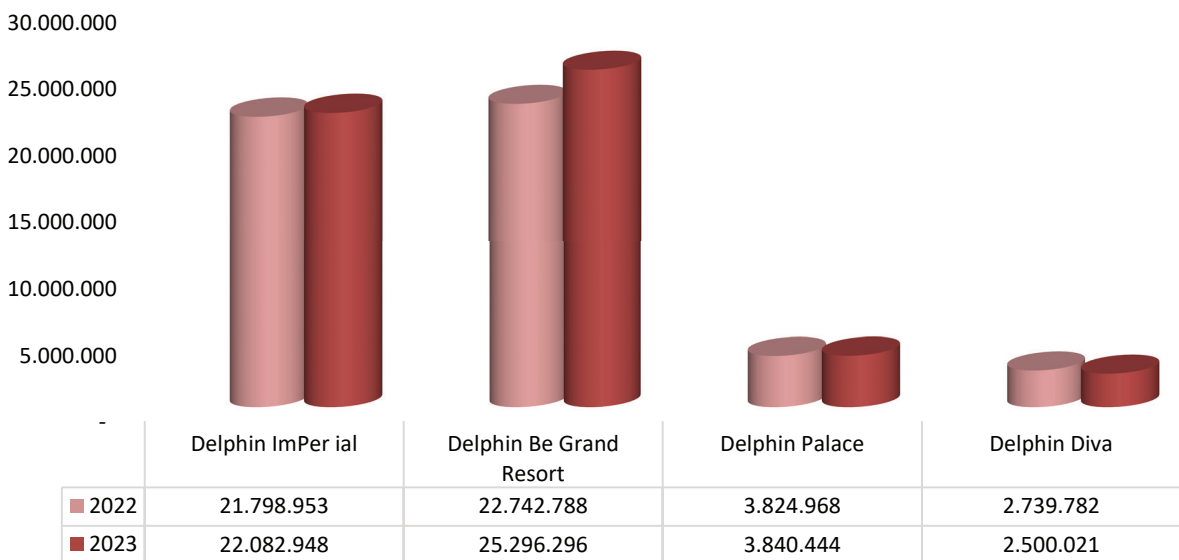


FUEL CONSUMPTION

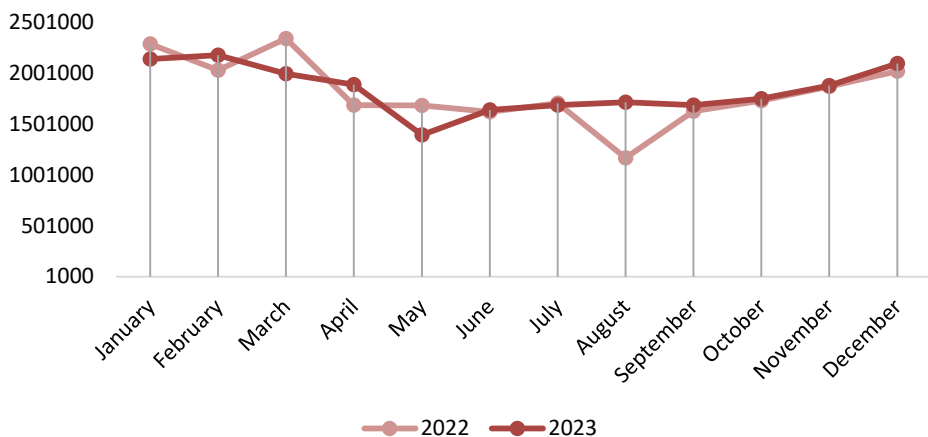
With the developing technologies, the world is experiencing changes and as a result, our natural resources are rapidly depleting.

As Delphin Hotels & Resorts, we are aware of this situation and show the necessary dedication for the effective use of resources.

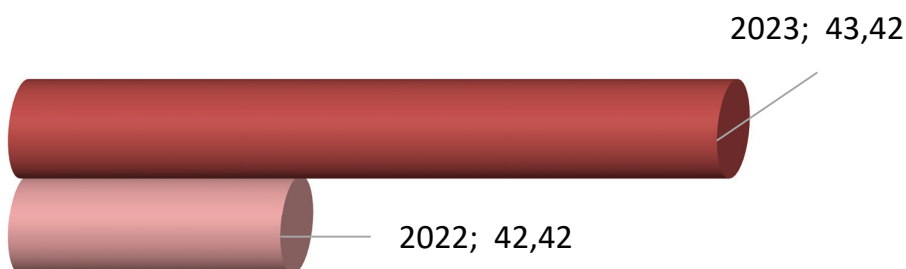
DELPHIN HOTELS & RESORTS 2022-2023 Years Total Natural Gas Consumption (kWh)



Delphin Imperial 2022-2023 Years Monthly Natural Gas Consumption (kWh)

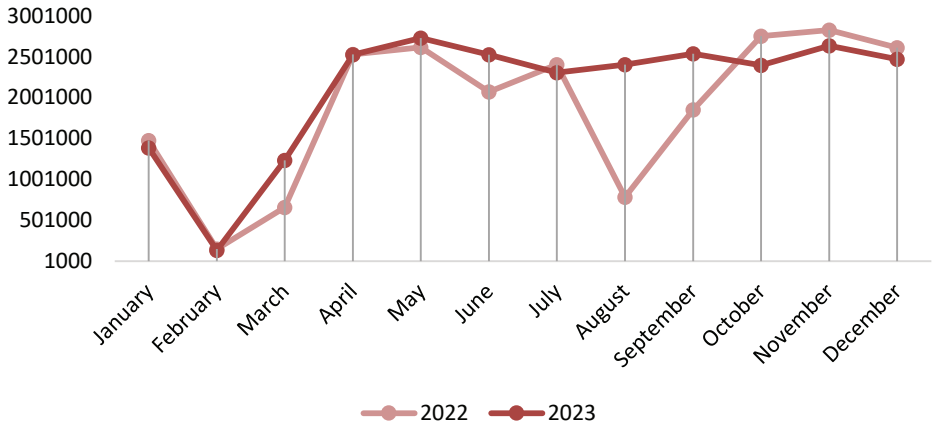


Delphin Imperial 2022 - 2023 Years Natural Gas Consumption Per Capita (kWh/pp)



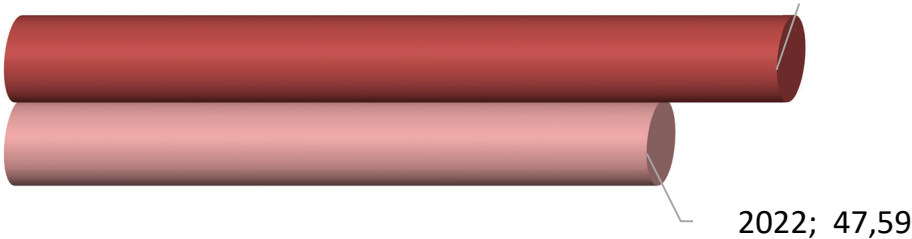
Annual natural gas consumption increased by 1.3% and per capita natural gas consumption by 2.4%. This increase in natural gas consumption was driven by an increase in service diversity. There was also a decrease in the number of guests compared to the previous year.

Delphin Be Grand Resort
2022-2023 Years Monthly Natural Gas Consumption
(kWh)

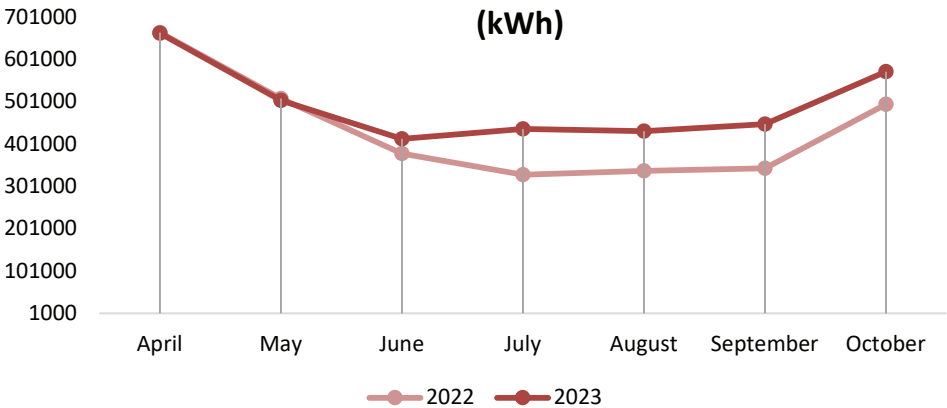


There was an 11.2% increase in annual natural gas consumption and a 20.2% increase in per capita natural gas consumption. This increase in natural gas consumption was driven by an expansion in service diversity. In addition, the decrease in the number of guests compared to last year also contributed to the increase in natural gas consumption.

Delphin Be Grand Resort
2022 - 2023 Years Natural Gas Consumption Per Capita
(kWh/pp)

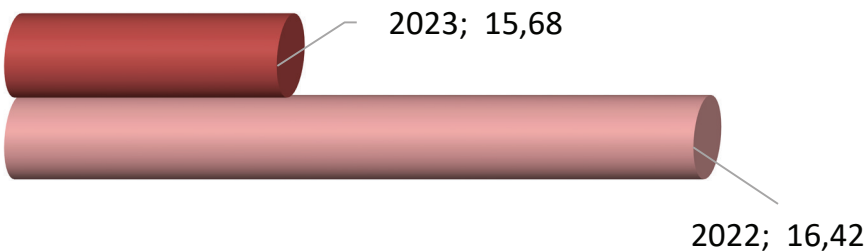


Delphin Palace
2022-2023 Years Monthly Natural Gas Consumption
(kWh)



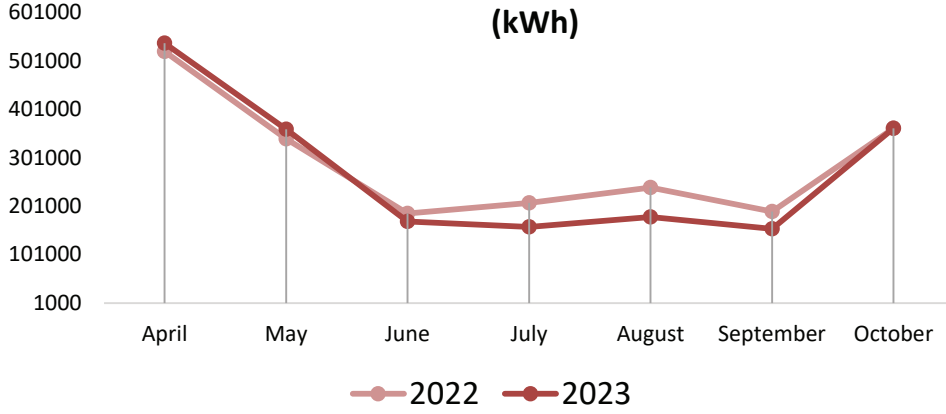
Annual natural gas consumption increased by 2.1% and per capita consumption decreased by 4.5%. One of the main reasons for this decrease is that the switch to electric cookers led to a decrease in natural gas consumption.

Delphin Palace
2022 - 2023 Years Natural Gas Consumption Per Capita
(kWh/pp)



Delphin Diva

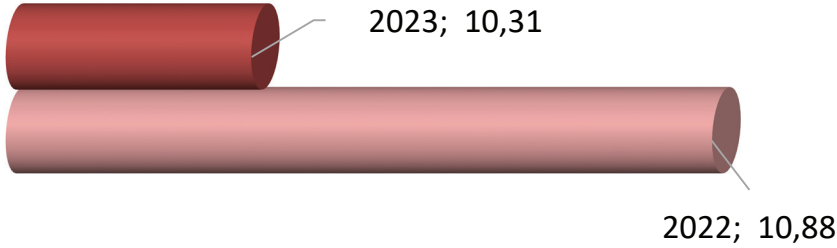
2022-2023 Years Monthly Natural Gas Consumption (kWh)



There was an 8.8% reduction in annual natural gas consumption and a 5.3% decrease in per capita consumption. This positive development can be attributed to the implementation of energy efficiency measures, the use of more effective thermal insulation systems and the replacement of natural gas-using equipment with more energy efficient electrical alternatives.

Delphin Diva

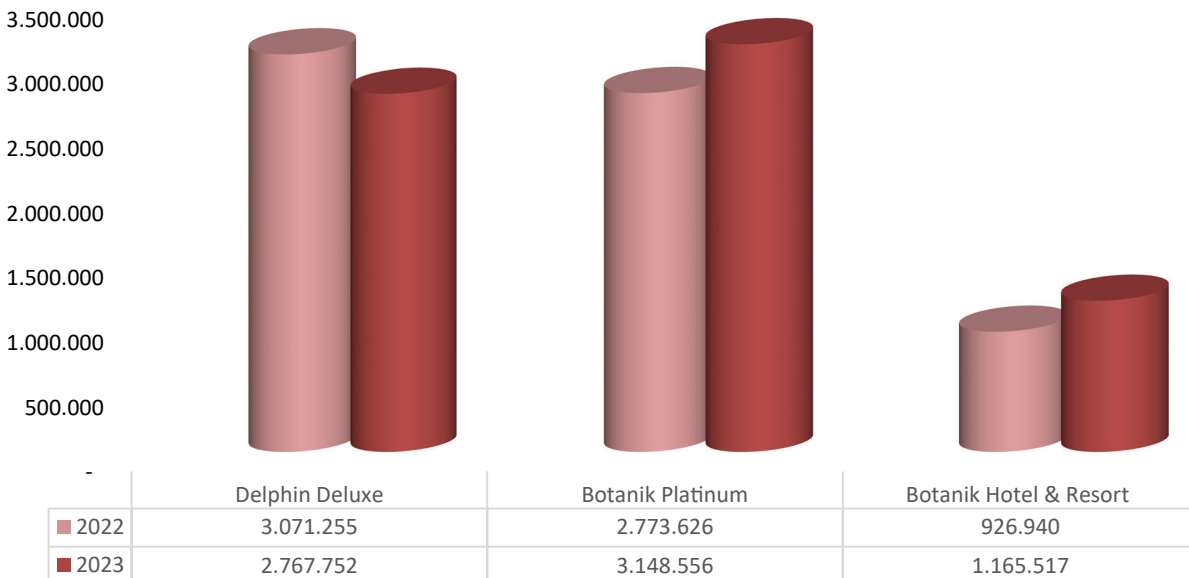
2022 - 2023 Years Natural Gas Consumption Per Capita (kWh/pp)



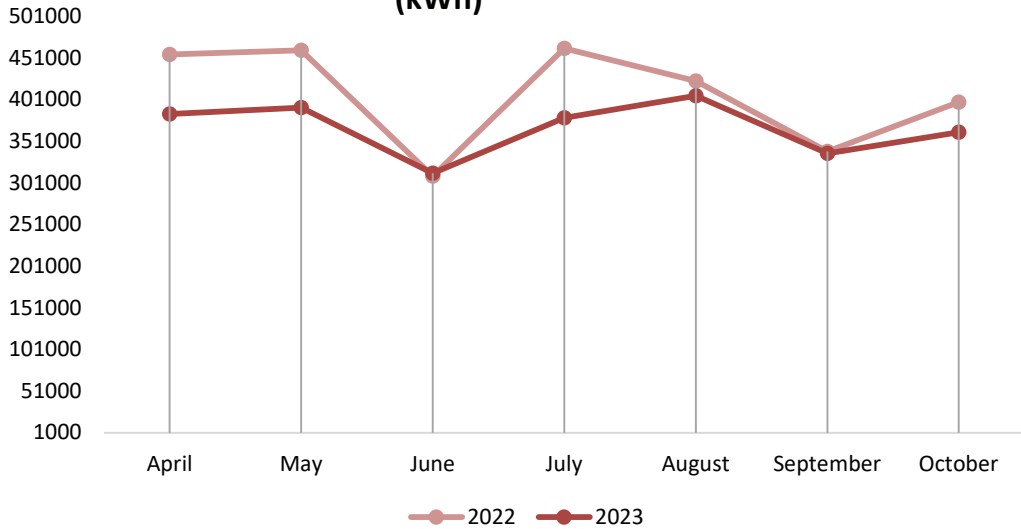
Alanya bölgesinde Delphin Deluxe, Botanik Platinum ve Botanik Hotel & Resort tesislerinde; enerji üretimi ve ısıtma sistemlerinde LNG kullanarak enerji ihtiyaçlarını karşılanmaktadır. LNG, yüksek enerji yoğunluğuna sahip bir yakıt olduğu için etkili bir şekilde enerji üretimine katkıda bulunur ve düşük karbon salınımı ile çevresel etkilerini azaltmaya ve çevre dostu bir konaklama deneyimi sunmaya yardımcı olur.

DELPHIN HOTELS & RESORTS

2022-2023 Years Total LNG Consumption (kWh)

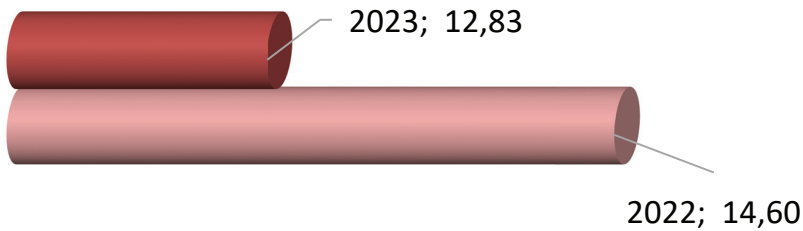


Delphin Deluxe
2022-2023 Years Monthly LNG Consumption
(kWh)

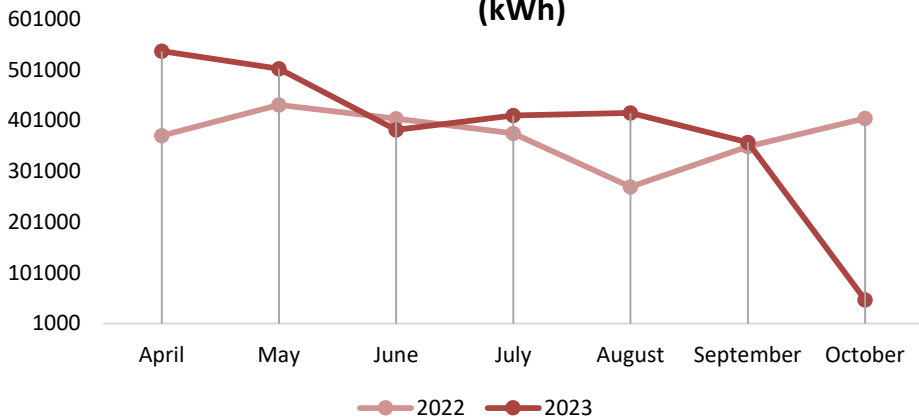


Annual LNG (Liquefied Natural Gas) consumption increased by 13.5%, while per capita consumption decreased by 10.2%. The main reason for this decrease is that despite the increase in LNG consumption across the facility, there was a decrease in per capita consumption due to the increased number of guests.

Delphin Deluxe
2022 - 2023 Years LNG Consumption Per Capita
(kWh/pp)

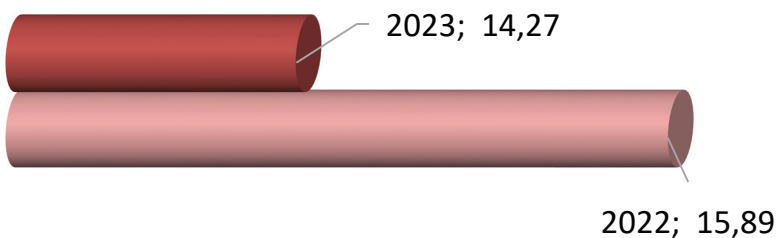


Botanik Platinum
2022-2023 Years Monthly LNG Consumption
(kWh)



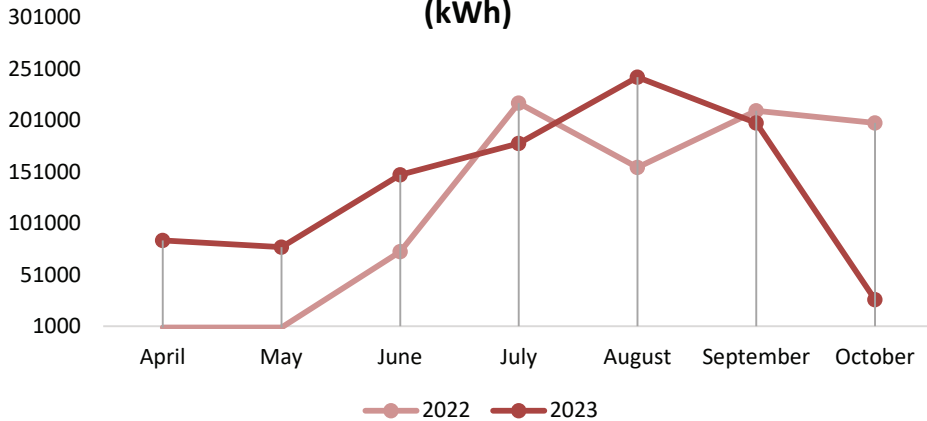
Annual LNG (Liquefied Natural Gas) consumption decreased by 9.9% and per capita by 12.1%. This decline was mainly due to equipment replacements.

Botanik Platinum
2022 - 2023 Years LNG Consumption Per Capita
(kWh/pp)



Botanik Hotel & Resort

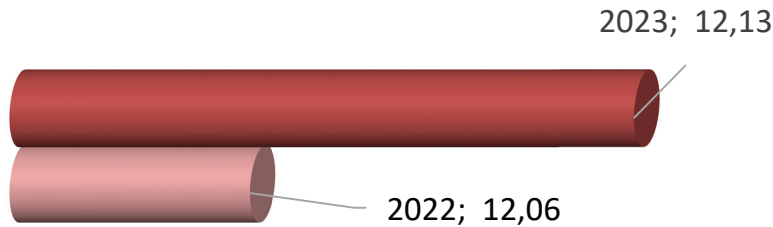
2022-2023 Years Monthly LNG Consumption (kWh)



There was a 25.7% increase in annual LNG (Liquefied Natural Gas) consumption and a 0.6% increase in per capita consumption. The main drivers of this increase are the fact that the facility is open throughout the season and the increase in the number of guests. An increase in the facility's energy demand during peak guest periods may explain the increase in total LNG consumption.

Botanik Hotel & Resort

2022 - 2023 Years LNG Consumption Per Capita (kWh/pp)



OUR GOALS,

- To save 1% per capita in natural gas consumption in 2024.
- To prefer economical devices in new appliances to be purchased.

WATER MANAGEMENT

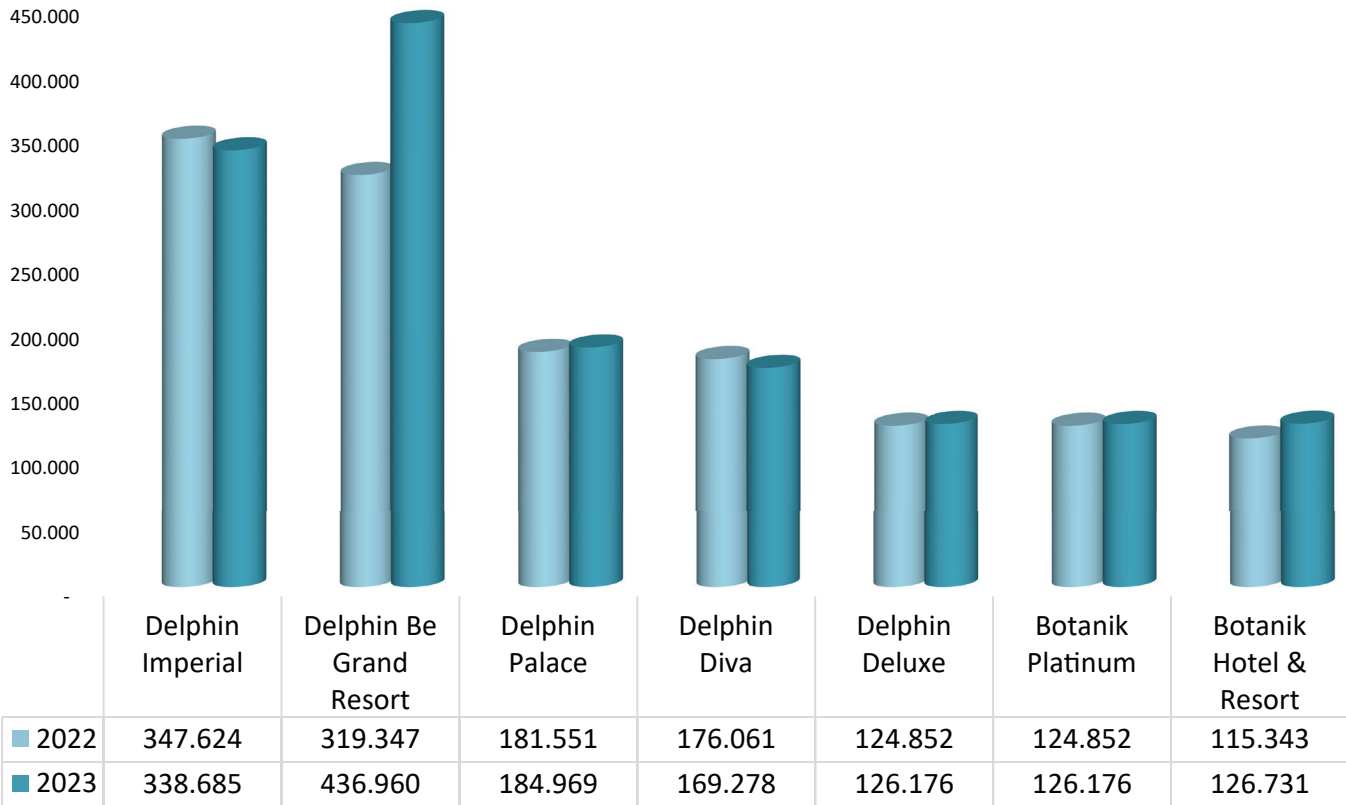
At Delphin Hotels & Resort, we use water-saving equipment to reduce overall water consumption without compromising on health, hygiene and guest satisfaction. The water system is monitored and controlled through daily, weekly and monthly measurements and analyzes. Water consumption data is monitored through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

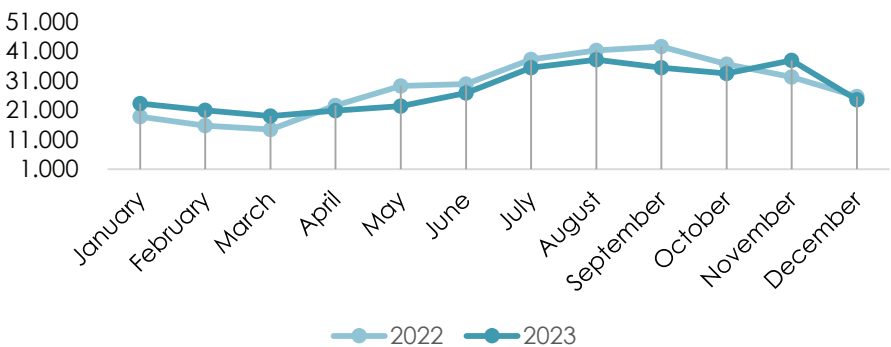
The following activities are carried out in our hotels regarding water saving and their continuity is ensured.

- 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 during the winter months and any water leaks are prevented,
- All reservoirs drain no more than 6 liters of water per use,
- Urinals use systems where water flows automatically,
- Our staff are 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 daylight has lost its effect (00:00 - 08:00), preventing both excessive water consumption and evaporation.
- Water consumption is constantly monitored and recorded,
- Rooms and public areas are cleaned using microfiber cloths and mops instead of washing with water,
- Towel and bed linen changes are made only upon guest request,
- Information on water saving is available in guest and staff areas.

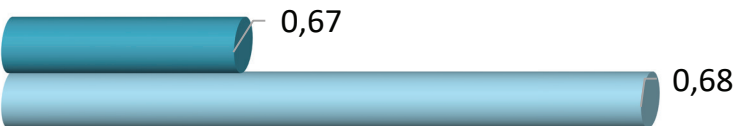
DELPHIN HOTELS & RESORT 2022 - 2023 Years Total Water Consumption (m³)



Delphin Imperial 2022-2023 Years Monthly Water Consumption (m³)

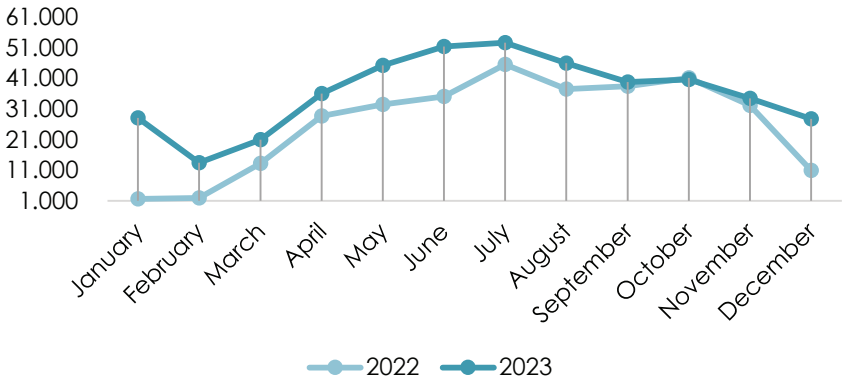


Delphin Imperial 2022 - 2023 Years Water Consumption Per Capita (m³/pp)



A 5.2% reduction in annual water consumption and a 4.2% reduction in per capita water consumption was recorded. This positive development is based on effective measures such as the systematic implementation of regular leak checks and the creation of an immediate response team. Thanks to these strategic approaches, the reduction in water consumption has been successfully achieved.

Delphin Be Grand Resort
2022-2023 Years
Monthly Water Consumption
(m³)

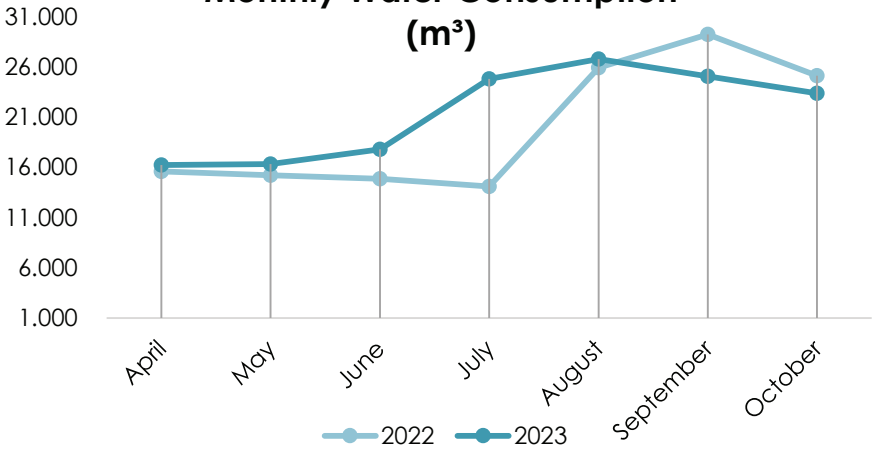


There was an 8.5% increase in annual water consumption and a 17.2% increase in per capita consumption. The main reason for this increase is the expansion in the range of services, which had a direct impact on the increase in water consumption.

Delphin Be Grand Resort
2022 - 2023 Years Water Consumption Per Capita
(m³/pp)

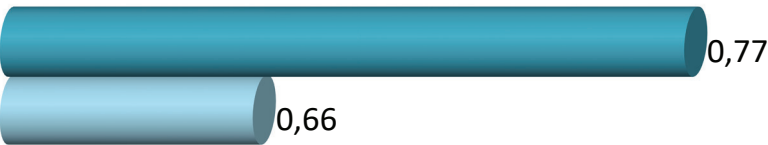


Delphin Palace
2022-2023 Years
Monthly Water Consumption
(m³)

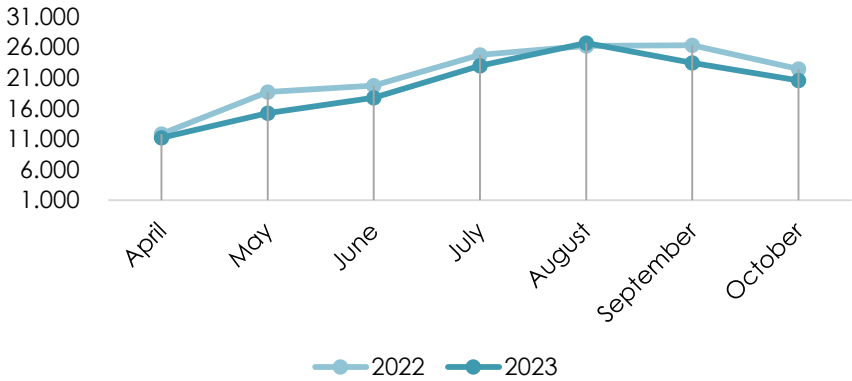


There was a 1.2% increase in annual water consumption and an 11.4% increase in per capita consumption. One of the main reasons for this increase is the increased evaporation in the pools due to the unseasonably high temperatures during the summer months. In addition, the decrease in the number of guests compared to the previous year also shapes the background of this increase in water consumption.

Delphin Palace
2022 - 2023 Years Water Consumption Per Capita
(m³/pp)

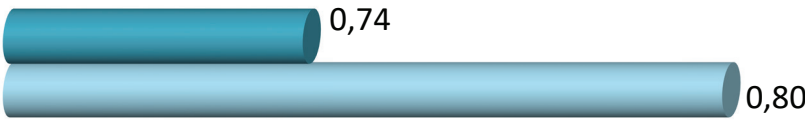


Delphin Diva 2022-2023 Years Monthly Water Consumption (m³)

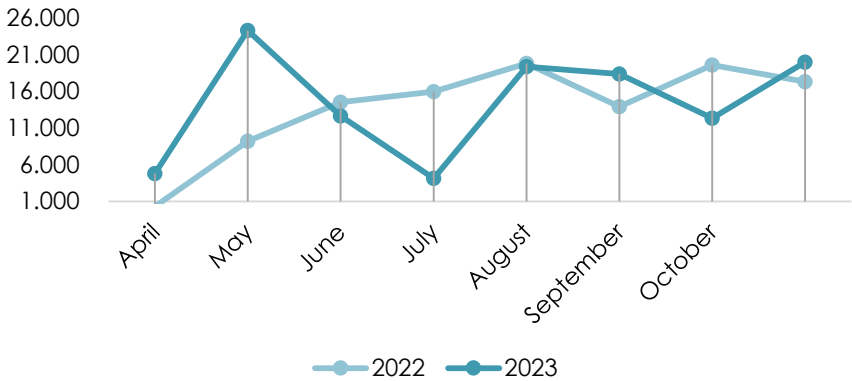


A 4.2% reduction in annual water consumption and a 5% reduction in per capita consumption was recorded. This positive development is based on effective practices such as water recycling, leak detection and regular maintenance. By successfully implementing sustainable water management policies, our facility has achieved water savings.

Delphin Diva 2022 - 2023 Years Water Consumption Per Capita (m³/pp)

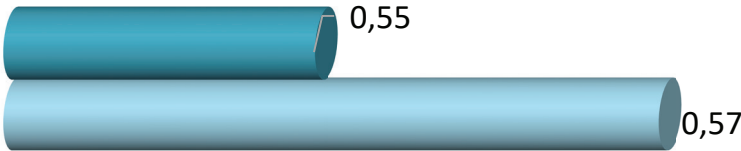


Delphin Deluxe 2022-2023 Years M onthly Water Consumption (m³)

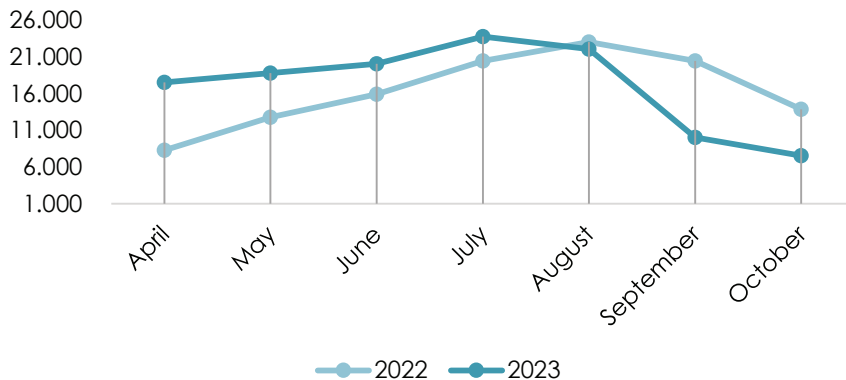


There was a 1% increase in annual water consumption, but a 7.1% decrease in per capita consumption. This positive decrease is attributed to regular leak checks and the creation of an immediate response team. These effective water management practices at our facility have significantly reduced per capita consumption, supporting water savings. However, overhaul works carried out in the pools resulted in an increase in water consumption.

Delphin Deluxe 2022 - 2023 Years Water Consumption Per Capita (m³/pp)

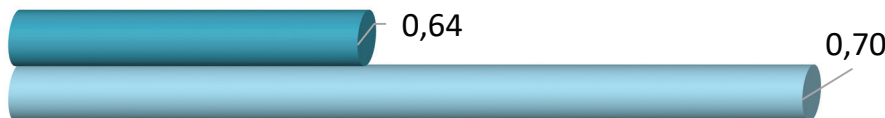


Botanik Platinum
2022-2023 Years
Monthly Water Consumption
(m³)

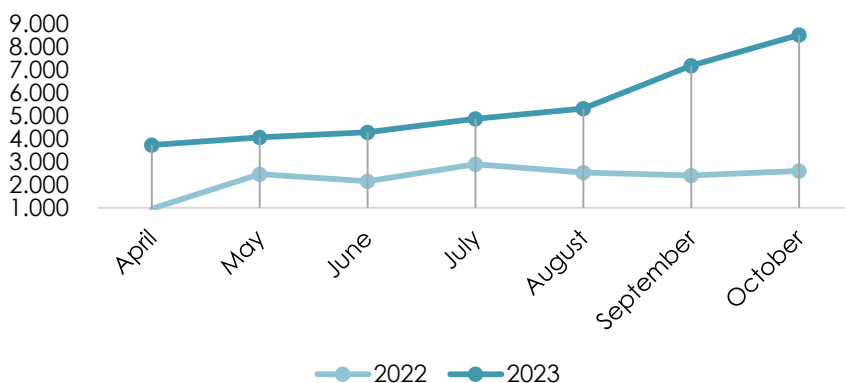


A 13.7% reduction in annual water consumption and a 28.1% reduction in per capita consumption. This positive development was driven by the digitalization of the manual backwash process. Thanks to this digitalization, water use was managed more effectively and efficiently, resulting in a significant reduction in water consumption. Through such innovations, the company aims to manage water resources in a sustainable way.

Botanik Platinum
2022 - 2023 Years Water Consumption Per Capita
(m³/pp)

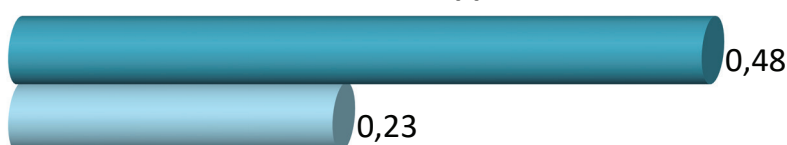


Botanik Hotel & Resort
2022-2023 Years
Monthly Water Consumption
(m³)



There was a 76.9% increase in annual water consumption and a 38.7% increase in per capita consumption. One of the main reasons for this significant increase is the increasing number of guests, but factors such as more intensive use of the facility and more frequent emptying and cleaning of the pools have also been effective in this increase in water consumption.

Botanik Hotel & Resort
2022 - 2023 Years Water Consumption Per Capita
(m³/pp)



OUR GOALS

- To reduce our total water consumption by 1% in 2024.
- To prefer saving devices in the new devices to be purchased.
- To continue water saving and water leakage trainings every year to raise awareness of the staff.

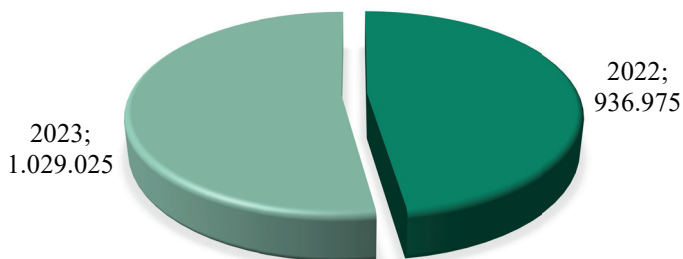
WASTE MANAGEMENT

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 the 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 have the following applications;

- 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 to separate battery waste.
- Hazardous wastes are regularly collected in the hazardous waste warehouse and recycled and recovered by companies that have received an Environmental License from the Ministry of Environment and Urbanization.
- In order to collect and recycle recyclable waste separately, separate waste sorting containers have been placed in each department for each waste and our employees are constantly supported with trainings and brochures on the importance of the issue.
- Packaging waste is minimized by purchasing large packaged products such as boxes, sacks, jerry cans 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 area toilets.
- Waste oil used in frying is collected in the waste oil collection depot and disposed of through our contracted company.
- For the recycling of glass, paper, metal, oil, plastic and food waste, waste sorting containers are located in various departments and office areas, 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.

DELPHIN HOTELS & RESORTS
2022-2023 Years
Total Recyclable Waste (kg)



DELPHIN HOTELS & RESORTS
2022-2023 Years Recyclable Waste
Consumption Per Capita(kg/pp)

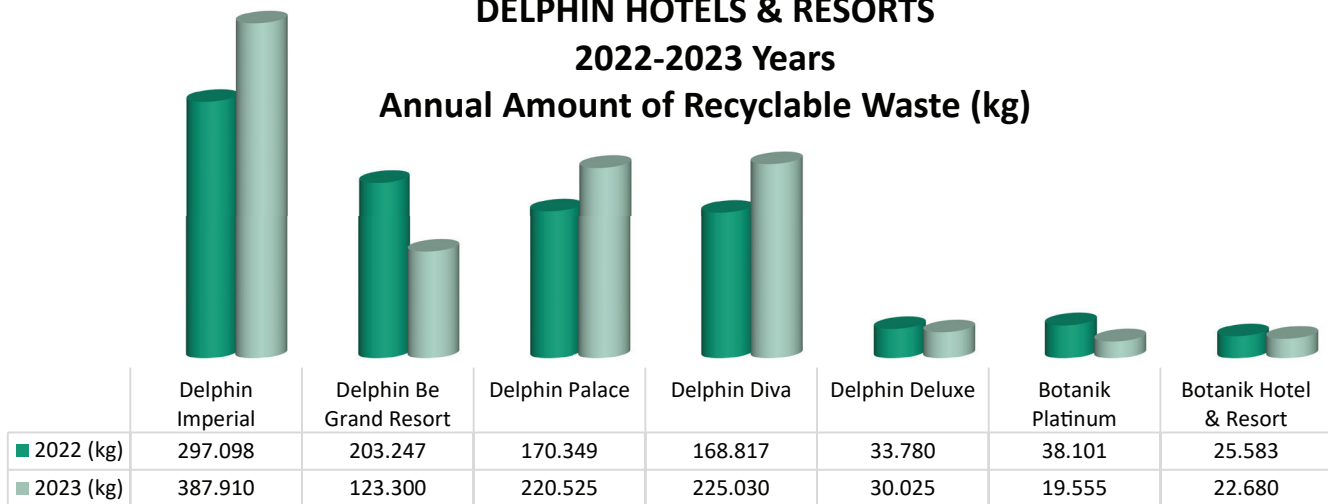


In 2023, a 10% increase was observed in our total amount of recyclable waste. This increase shows that sorting processes are being implemented more effectively and that our employees have an increased awareness on this issue.

DELPHIN HOTELS & RESORTS

2022-2023 Years

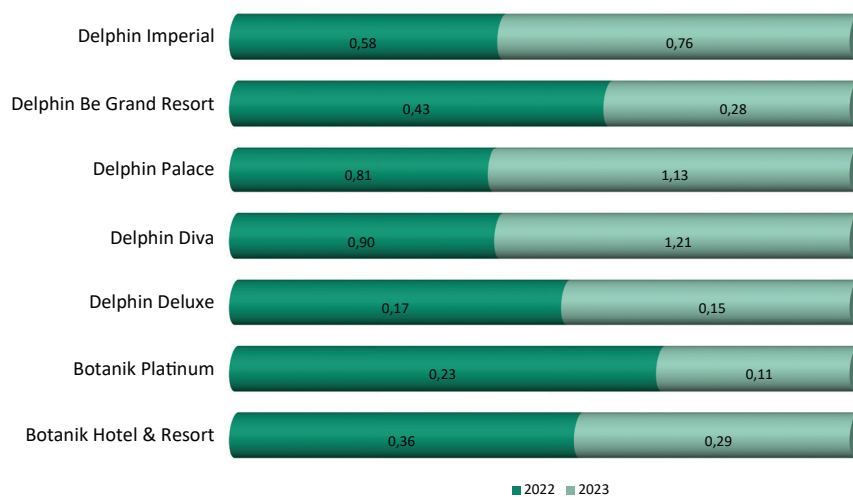
Annual Amount of Recyclable Waste (kg)



DELPHIN HOTELS & RESORTS

2022-2023 Years

Annual Amount of Recyclable Waste Per Capita(pp/kg)



Delphin Imperial	There has been an increase in the total amount of recyclable waste by 23% during the year and 24% per overnight stay, which is an indication that waste sorting is carried out more effectively and that we have the infrastructure for sorting.
Delphin Be Grand Resort	There has been a decrease in the total amount of recyclable waste by 65% during the year and 53% per overnight stay, the main reason for the decrease is the use of bulk products instead of disposable products.
Delphin Palace	There has been an increase in the total amount of recyclable waste by 23% during the year and 29% per overnight stay, this is an indication that waste sorting is carried out effectively and that we have the infrastructure for sorting.
Delphin Diva	There has been an increase in the total amount of recyclable waste by 25% during the year and 26% per overnight stay, which is an indication that waste sorting is also carried out effectively and we have the infrastructure for sorting.
Delphin Deluxe	There has been a decrease in the total amount of recyclable waste by 13% during the year and 16% per overnight stay, the main reason for the decrease is the use of bulk products instead of disposable products.
Botanik Platinum	There has been a decrease in the total amount of recyclable waste by 95% during the year and 121% per overnight stay, the main reason for the decrease is the use of bulk products instead of disposable products.
Botanik Hotel & Resort	There has been a decrease in the total amount of recyclable waste by 13% during the year and 26% per overnight stay, the biggest reason for the decrease is the use of bulk products instead of disposable product

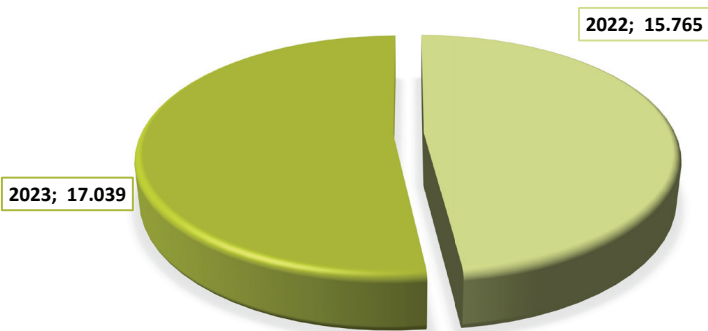
OUR GOALS

- In 2024, our primary goal is to take measures to reduce the amount of paper, plastic, glass and metal waste per overnight stay by 1% and to ensure the recycling of waste by sorting it correctly.
- To continue to raise the awareness of our employees by increasing the number of participation and hours of training in the environmental trainings we provide every year.
- To continue to raise awareness by informing our guests and employees about waste through various communication methods.
- To continue increasing our activities with our little guests on sustainability and recycling issues.

DELPHIN HOTELS & RESORT

2022-2023 Years

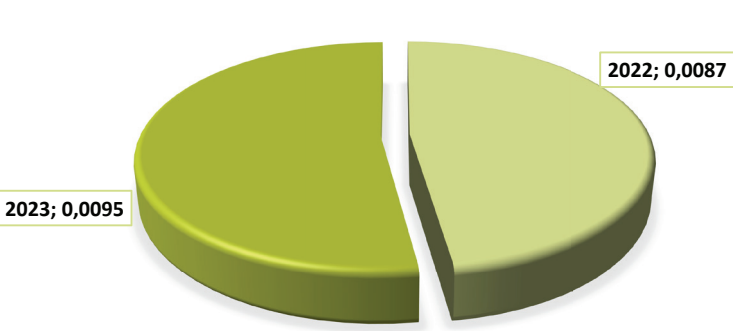
Total Dangerous Waste Consumption (kg)



DELPHIN HOTELS & RESORT

2022-2023 Years

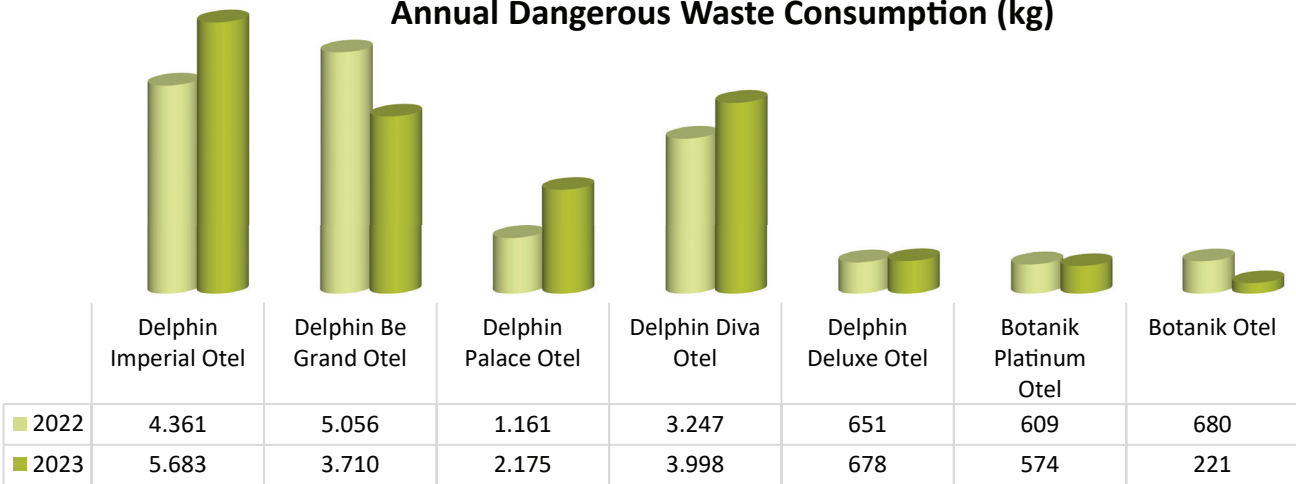
Hazardous Waste Consumption Per Capita(kg/pp)



DELPHIN HOTELS & RESORT

2022-2023 Years

Annual Dangerous Waste Consumption (kg)



OUR GOALS

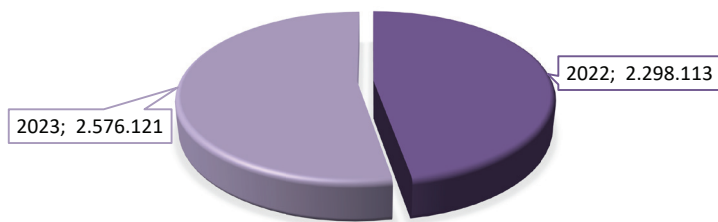
- In 2024, our primary goal is to take measures to reduce our total dangerous wastes by 3% with conscious use and to ensure that the wastes generated are separated correctly and delivered to authorized companies.
- We will continue to raise awareness of our employees by providing environmental trainings and conducting drills every year.
- Battery waste will continue to be collected at designated locations

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, we do the following at Delphin Hotels & Resorts;

- The amount of chemicals used is controlled and our employees are trained to prevent wasteful and incorrect use of chemicals,
- We work with authorized companies for the safe disposal of chemicals and monitor our chemical wastes,
- The use of chemicals is kept under control by using an automatic dosing system in the pools and Housekeeping departments,
- Necessary precautions are taken for situations such as dangerous 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.

DELPHIN HOTELS & RESORT
2022-2023 Years
Total Chemical Consumption (kg)

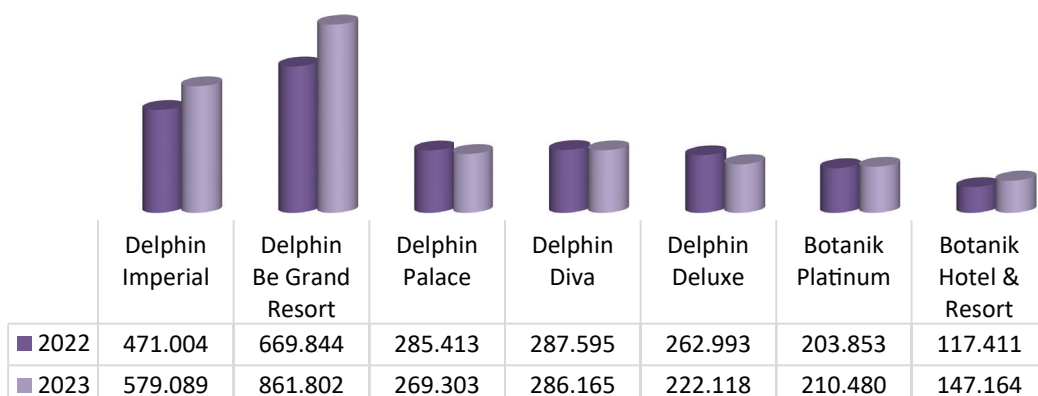


DELPHIN HOTELS & RESORT
2022-2023 Years
Chemical Consumption Per Capita(kg/pp)



In 2023, our total amount of hazardous waste increased by 12% and 13%. These increases are also due to the cleaning carried out as a result of the renovation works carried out in our facilities and the profiles of the incoming guests.

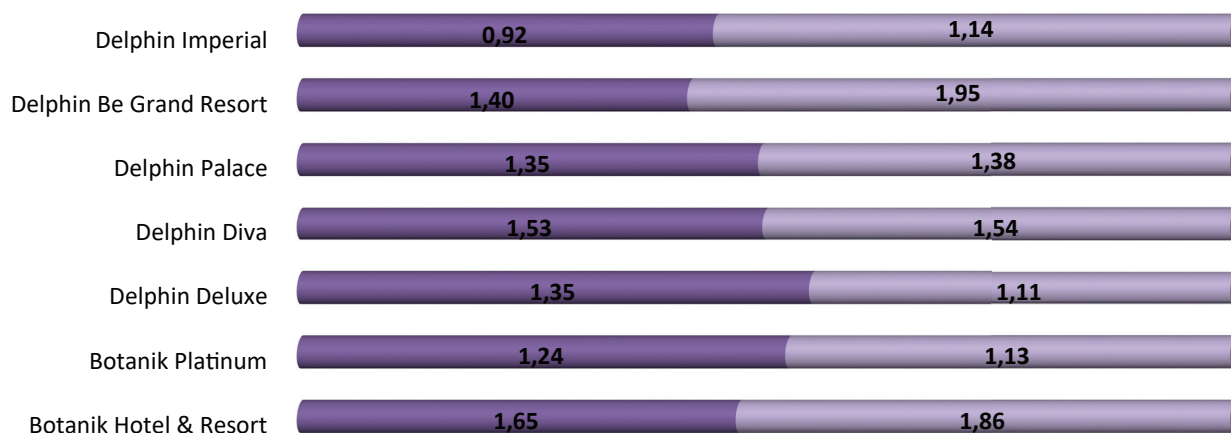
DELPHIN HOTELS & RESORTS
2022-2023 Years
Total Chemical Consumption 2022-2023 (kg)



DELPHIN HOTELS & RESORTS

2022-2023 Years

2022-2023 Year Annual Chemical Consumption Per Capita (kg/pp)



Delphin Imperial	There has been an increase in total chemical consumption by 23% during the year and 24% per overnight stay, due to the increase in the number of service areas and the decrease in the number of guests
Delphin Be Grand Resort	There has been an increase in total chemical consumption by 29% during the year and 39% per overnight stay, due to the increase in the number of service areas and the decrease in the number of guests
Delphin Palace	The main reasons for the 6% decrease in total chemical consumption during the year were the more effective use of environmentally friendly cleaning products and the correct dosage and proper use of chemicals. The decrease in the number of overnight stays in the same period led to a 2% increase in consumption per overnight stay.
Delphin Diva	The main reasons for the 0.5% decrease in total chemical consumption during the year were the more effective use of environmentally friendly cleaning products and the correct dosage and proper use of chemicals. The decrease in the number of overnight stays in the same period led to a 0.5% increase in consumption per overnight stay
Delphin Deluxe	There has been a 16% decrease in total chemical consumption during the year and an 18% decrease per overnight stay. This is due to the more effective use of products and the correct dosage and proper use of chemicals.
Botanik Platinum	There has been a 3% increase in total chemical consumption during the year, due to the increase in service areas and a decrease in the number of guests.
Botanik Hotel & Resort	There has been a 25% increase in total chemical consumption during the year and 13% per overnight stay, increasing the cleaning requirements of natural factors.

OUR GOALS

- To ensure a 1% reduction in our consumption by increasing our measures to reduce the amount of chemical consumption in 2024.
- The chemical usage training provided to our employees every year will continue to raise awareness of our employees by increasing the number of participation and training hours.
- We will procure more biodegradable products from our contracted chemical company and minimize the damage to the environment.

CARBON EMISSIONS

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

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

WILDLIFE PROTECTION

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 check 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 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 every nation and nationality, set an example for them and make them a partner in our activities.



Caretta Caretta (Sea Turtles)

Antalya coastline is one of the *Caretta Caretta* nesting areas. Between May 1 and October 1, necessary arrangements are made on the beach to protect and live with sea turtles, which are in breeding season, and our guests are informed about loggerheads with information boards placed on our beaches. Spawning areas are surrounded and protected until they hatch. When the baby caretas hatch, the security guards turn off the lights on the beach and 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, with populations numbering in the thousands from Portugal to Senegal on the West African coast. As a result of overfishing and deliberate killing, and more recently, loss of habitat on the coasts and disturbance in their caves, the species' population began to decline and its global distribution narrowed. Today, the Mediterranean monk seal lives in only 4 countries in the world; Greece, Turkey, Mauritania and Madeira Islands. 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.

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", which means "native". Our country is very rich in "native" plants and our main endemic plants at Delphin Hotels & Resorts are;

Kum zambağı (*Pancratium Maritimum*)

The *pancratium* is a bulbous endemic plant species of the *Amaryllidaceae* family that grows in coastal sand 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 found in Turkey out of the country. 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. By protecting the *pancratium*, the development and number of *pancratium* on the beach is increased.





Serik Pear (*Pyrus Serikensi*)

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 shrubbery and can grow up to 10 meters tall. 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 instead of seasonal plants in our gardens.
- The amount of drip irrigation has been increased throughout the facility. Automated systems have been introduced.
- Spider plant and sansevieria plants, which have air purifying properties, are available and reproduced.
- Plants such as sage, rosemary and lavender are available for the removal of harmful insects. In order to maintain the populations of plants such as Laurel, Sage, Rosemary, which are in the category of medicinal and aromatic plants in our garden, we are increasing their number more and more.

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 raising 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 cultivars and the extension services provided to growers.

Iresine 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 beef plant are slightly shiny and sturdy enough to last for months. The leaves lighten in color as they age.

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. A 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 with Delphin Hotels & Resorts in order to protect endangered 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.



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 Riches

Cultural and historical sites are the common heritage of humanity. Historical sites, which sometimes fascinate us with their beauty and sometimes help us to feel what happened, are protected both by the countries in which they are located and by various international organizations, and those who visit them 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 we inform our guests and employees about the things to be considered while visiting cultural and historical places in this respect.

Considerations When Visiting Cultural and Historical Places;

1. Do not take any objects from historical places

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

2. The Environment of Cultural and Historical Sites should not be Polluted

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

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 movements can cause them to be irreversibly damaged.

5. Pay Attention to Your Bag When Visiting Historical Artifacts Located in a Narrow Area

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

6. One should visit in accordance with religious and cultural sensitivities

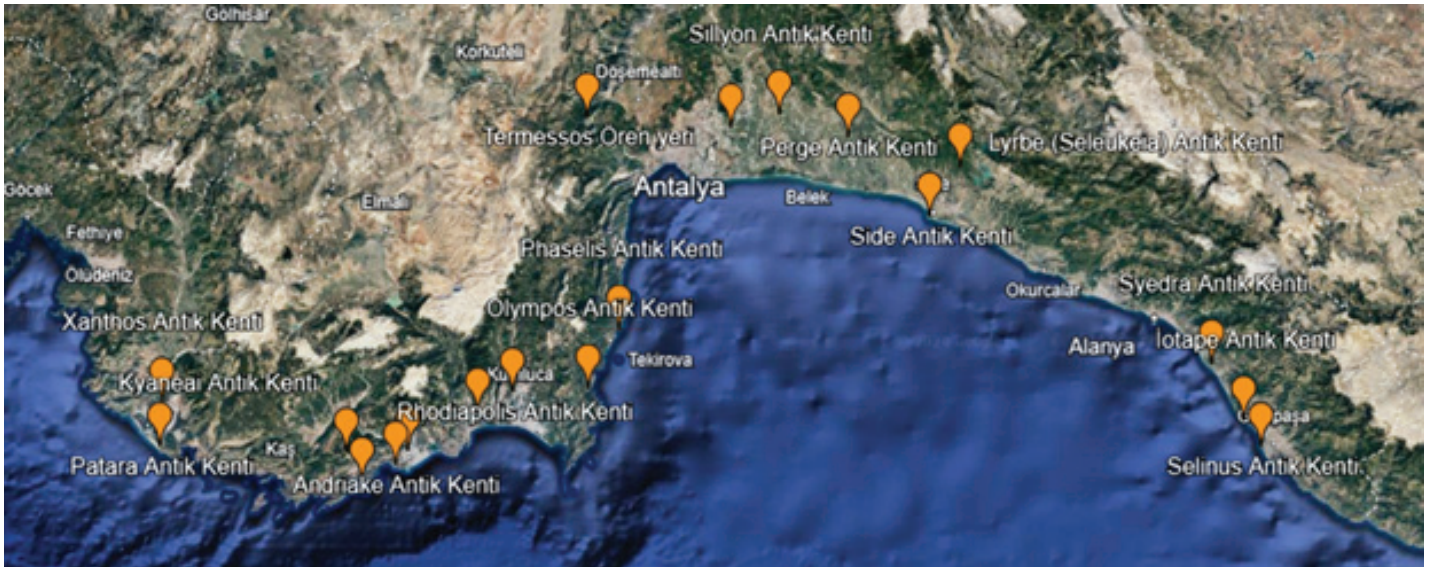
When visiting historical sites belonging to a different culture and faith, certain sensitivities and rules of that faith should be followed. One should cover one's head, not wear shoes and not speak in a loud voice in religious sites.

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.

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

Some of the Cultural Places with Close Location

“There is no doubt that Antalya is the most beautiful place in the world.” Mustafa Kemal ATATÜRK



HISTORICAL SITES

Andriake Ancient City, Ancient Aspendos and Theater, Antiocheia Ad Cragum Ancient City, Arykanda Ancient City, Iotape Ancient City, Kyaneai Ancient City, Letoon Ancient City, Limyra Ancient City, Lyrbe (Seleukeia) Ancient City, Myra Ancient City, Olympos Ancient City, Patara Ancient City, Perge Ancient City, Phaselis Ancient City, Rhodiapolis Ancient City, Selinus Ancient City, Selge Ancient City, Side Ancient City, Sillyon Ancient City, Simena (Castle), Syedra Ancient City, Termessos Ancient City, Xanthos Ancient City.

Olympos 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 was 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, is home to many civilizations from Lydians to Persians, 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 Theater

Aspendos, which has the best preserved Roman period theater, is located in Serik district. Aspendos Theater, which was built in the 2nd century BC and has gigantic dimensions compared to its examples in ancient times, 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 Pumpkin Dessert; It is produced 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.

In the production of Antalya Bergamot Peel Jam; It is made with local bergamot, which is grown in Antalya province, harvest period is between January and February, 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.

REFLECTING REGIONAL CULTURE

We reflect the culture of the region with local and souvenir showcases in our businesses.

The subcontractor shops within the hotel consist entirely 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 help them get to know us.

With the Turkish Bath in all our facilities under the roof of Delphin Hotels & Resorts, we promote the Turkish bath, which has an important place in Turkish culture.

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 to 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 informing about nearby settlements, historical beauties, crafts and archaeological ruins.
- 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, occupational, economic and social problems of all orthopedically disabled people, especially those with spinal cord paralysis.
- We do not throw away the wastes of bakery products produced in our hotels, we give them to local people and ensure that they are used as animal feed.
- We provide food and beverage aid as well as technical support to schools in need.

Our 2023 Developments;

- Delphin Hotels & Resorts wishing that the painful event in our country will not happen again as much as we can; we opened the doors of our Botanik Hotel to the earthquake victims and tried to heal their pain by providing the necessary needs.
- We supported the earthquake region with clothing, food and containers.
- We provided assistance to the necessary institutions for our special children to adapt to life more easily.
- Bolu Mengen Cooks Vocational and Technical Anatolian High School and Siirt Abdulhamithan Vocational and Technical Anatolian High School, Hatay Uluçınar Vocational High School, Erzincan Hürriyet Vocational and Technical Anatolian High School, Hızır Reis Vocational and Technical Anatolian High School were given financial aid.
- For a greener world, we presented olive saplings to Aysel Akın-klaus Wagner Vocational and Technical Anatolian High School in our region and planted them together with the students.



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



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 just a responsibility for us, it is 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;

- To increase the frequency of trainings to reduce resource consumption rates and 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 with an effective waste management program and to prevent recyclable waste from mixing with domestic waste,
- To carry out afforestation works to reduce carbon emissions and damage to nature,
- When identifying our approved suppliers, our priority is to cooperate with them to be from the local region and to provide services with electric vehicles 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 financially to protect our cultural heritage,
- In the name of career management, we will increase our efforts 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!"