

DALYA RESORT AQUA & SPA HOTEL

SUSTAINABILITY REPORT

2024



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DALYA RESORT AQUA & SPA HOTEL SUSTAINABILITY MESSAGE

At Dalya Resort Aqua & Spa Hotel, we are fully aware that sustainability practices in tourism help minimize the negative impacts on environmental and cultural heritage, and we embrace the responsibilities that come with sustainable tourism.

In this context, without compromising the comfort of our guests, we aim to control the use of water, electricity, energy, chemicals, and the amount of solid waste, while minimizing potential harm to the environment, natural resources, and cultural heritage sites.

In line with the principles of sustainable tourism, we implement measures to reduce and where possible, eliminate damage to soil, water, and air.

DALYA RESORT AQUA & SPA HOTEL ABOUT

► Operating under the umbrella of **Öz Çağ Giyim Tekstil İnşaat ve Ticaret Ltd. Şti.** since 2020, **Dalya Resort Aqua & Spa Hotel** offers 149 rooms and combines the enchanting natural beauty and peaceful atmosphere of the Aegean with fun-filled activities in a single holiday experience.

The hotel provides an accessible holiday experience for all guests, featuring specially designed accessible rooms, parking spaces, restrooms, ramps, and an elevator equipped with Braille buttons and voice notifications.

- **Dalya Resort Hotel Datça**, located on a hillside overlooking the vast blue waters of the Aegean and just a short walk from the beach, invites guests to fully enjoy the summer with its spacious outdoor pool boasting sea views, as well as a separate children's pool.
- Enhancing holiday happiness with a rich culinary experience, **Dalya Resort Hotel Datça** operates on an all-inclusive basis throughout the summer season, serving delicious open buffet meals infused with local flavors for all meals of the day.
- For younger guests, the hotel features a waterslide pool, a children's pool, and a playground. Business travelers staying at the hotel can also benefit from a well-equipped meeting room.

Our Vision, Mission and Values

Our Vision

- ☐ To ensure unconditional guest satisfaction through high-quality and innovative service.
- ☐ To become a preferred brand in the hospitality industry.

Our Mission

- ☐ To provide our guests with a unique, original, and unforgettable holiday experience.
- ☐ To ensure that our guests enjoy a happy and peaceful vacation.

Our Values

- ☐ We are committed to ethical values and business integrity.
- ☐ We believe in human values and are devoted to family culture.
- ☐ We strive to instill a strong awareness of quality in all areas.
- ☐ We prioritize 100% guest satisfaction.
- ☐ We maintain an analytical way of thinking.

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Our Sustainability Management System Policies

Legal Requirements

Dalya Resort Aqua & Spa Hotel is committed to complying with all legal requirements in every stage of its product and service processes. In line with this principle, we inform the relevant personnel and provide the necessary training.

Employee Safety and Investment in People

Our employees are our most valuable asset. We continuously improve our processes to minimize risks that may endanger the health and safety of our employees and business partners, and to prevent occupational accidents.

We are firmly committed to ensuring that all employees benefit from equal rights regardless of race, color, gender, religion, belief, age, social or marital status, family background, physical or mental disability, or sexual orientation.

Our Investors and Business Partners

We aim to identify and meet the expectations and needs of our investors who provide a safe and peaceful working environment for our employees and business partners by offering better service than our competitors at optimum cost.

Our Sustainability Management System Policies

Accessibility

At Dalya Resort Aqua & Spa Hotel, we are committed to providing accessible tourism services for everyone. We strive to ensure full compliance with all legal regulations related to accessibility. To support accessibility, our hotel offers specially designed rooms and restrooms for guests with disabilities, an elevator equipped with Braille buttons and voice announcements, and ramps in necessary areas.

We are also dedicated to making continuous improvements not only for guests with physical disabilities, but also for those with visual or hearing impairments who may face challenges in participating in tourism activities.

Promotion of Cultural Heritage

At Dalya Resort Aqua & Spa Hotel, our architectural design incorporates authentic elements of the local culture.

Our cuisine features regional dishes, with a focus on traditional flavors.

We also organize themed events such as Turkish Nights to support the sustainability of local gastronomy and promote cultural heritage.

Our Sustainability Management System Policies

Food Safety and Hygiene

Our primary principle is to implement a food safety system that ensures the provision of high-quality products in compliance with food safety policies, continuous improvements, and prioritization of hygiene requirements throughout the food chain.

We regularly conduct and monitor all necessary measurements, maintenance, analyses, and pest control activities.

Guest Satisfaction – Guest Safety – Guest-Centric Approach

Our guests are the reason for our existence. It is a core value to track all guest complaints from any source, resolve these complaints, and turn them into opportunities by keeping our guests informed throughout the process.

Our Sustainability Management System Policies

Procurement Policy

Our procurement policy includes principles focused on local, environmentally conscious, fair trade, and efficient purchasing.

We are aware of our contribution to the local economy, and therefore, we source the majority of our supplies from local producers. Additionally, we regularly audit our suppliers, inform them about sustainability, and verify their documents and certifications.

We measure the proportion of goods and services purchased from the local community and aim to reduce greenhouse gas emissions by sourcing from the closest possible locations.

For sustainable tourism, we purchase energy-, water-, and waste-efficient, environmentally friendly products (eco-labeled products) and services. We prefer products that are deposit-based, reusable, recyclable, and returnable.

Our hotel does not use threatened species such as certain fish or plants, nor do we allow the sale of prohibited items. We prioritize avoiding unnecessary and excessive plastic, nylon, paper, glass, and wooden packaging in the products delivered to our hotel.

Our Sustainability Management System Policies

Quality Policy

At Dalya Resort Aqua & Spa Hotel, we aim to enhance communication in process management and foster a shared responsibility among all employees to continuously improve and develop our business continuity performance.

In this context, we commit to:

- Applying risk-based thinking when setting our objectives and goals,
Continuously improving our service standards to ensure sustainability based on the philosophy of happy employees and happy guests,
- Ensuring compliance with all national and international legal requirements and other obligations,
Leading the sector in implementing management systems aligned with the requirements of the digital age,
- Meeting all legal requirements, guest expectations, standards, and regulations,
Creating value for all our stakeholders,
- Enabling our guests to reach us at any time with their complaints and protecting their rights,
- Maintaining the continuity of management systems developed with the participation of all employees through a continuous improvement approach.

We hereby commit to these principles as our quality policy.

Our Sustainability Management System Policies

Use of Energy Resources

Dalya Resort Aqua & Spa Hotel aims to prevent environmental pollution, protect nature, and continuously improve energy efficiency by using our energy resources in the most efficient way possible. Our policy includes regularly measuring, monitoring, and reducing energy consumption by categorizing it according to energy types.

In line with our energy-saving goals, we inform and guide our staff and stakeholders. We prioritize the use of renewable energy sources such as solar energy to reduce consumption and achieve savings. For this purpose, we utilize heat pumps, sensor-operated and environmentally friendly lamps, machines, and equipment. Additionally, our hotel has an electric vehicle charging station.

Food Waste and Solid Waste

Our hotel has a solid waste management plan. According to this plan, we monitor waste generation and implement measures for waste reduction, recycling, and reuse. We inform and guide our staff and stakeholders in line with this plan.

Our solid waste is separated into categories such as wet waste, recyclable waste (glass, plastic, paper, cardboard, and other packaged materials), and hazardous waste. During the separation process, recycling and reuse opportunities are also tracked.

Our Sustainability Management System Policies

Water Management and Wastewater

Our policy includes regularly measuring, monitoring, and reducing water consumption. Due to our hotel's water use activities, aquatic life in seas, lakes, and other bodies of water is not harmed. We have specific targets to reduce water consumption. Accordingly, our hotel plans and implements corrective actions to achieve these goals.

We inform and guide our staff and stakeholders in line with these objectives.

To conserve water, drip irrigation is used in our garden watering system. Additionally, network water is purified and reused as drinking water in the hotel. Water-saving practices are also carried out in common areas by using sensor-operated faucets, aerators on taps, and changing bed linens and towels only upon guest request.

We comply with all regulations related to the disposal of wastewater.

Our Sustainability Management System Policies

Child Protection and Prevention of Abuse

Dalya Resort Aqua & Spa Hotel operates under a family and child-friendly hotel concept. We are aware that our future is shaped by children. We condemn all forms of child exploitation and do not employ anyone under the age of 18 except for educational purposes.

Dalya Resort Aqua & Spa Hotel commits to respecting children's rights, preventing child abuse, and cooperating with all legal organizations working on issues related to children in need of care and protection. We also ensure that our employees are made aware and educated on these matters.

Social Responsibility

At Dalya Resort Aqua & Spa Hotel, we consider contributing to the development of the environment, our employees, and the community as part of our responsibilities.

Within the scope of social responsibility:

- We facilitated the promotion of Datça through a film shoot conducted at our hotel.
- We sponsor the Hızırşah Events and Can Yücel Culture and Arts Festival.

Our Sustainability Management System Policies

- During the earthquake that occurred in our country, we provided accommodation at our hotel for the affected citizens. We also created a special area at the reception to exhibit drawings made by children affected by the earthquake during this period.



Our Certificates, Licenses, and Awards

- Tripadvisor Travelers' Choice 2023
- Safe Tourism Certificate 2023
- Zero Waste Certificate 2021-2026
- Sustainable Tourism Phase 3 Certificate 2024
- Jolly Tour Achievement Award 2022
- Appreciation Plaque from Hacı Bektaşî Veli Anatolian Culture Foundation Datça Branch Cemevi for the 12th Hızırşah Events
- Certificate of Appreciation from Datça Culture and Art Solidarity for the Can Yücel Culture and Art Festival

WASTE MANAGEMENT

Waste Management

Our primary goal in the waste management system we implement is to reduce the amount of waste, properly manage the waste generated to minimize environmental impact, and recover recyclable materials.

- Our staff receive training on the importance of waste separation.
- Packaging waste separation is facilitated through packaging waste bins placed in common areas.
- All collected recyclable packaging waste is delivered to licensed companies to ensure recycling.
- Our hotel was awarded the Zero Waste Certificate by the Ministry of Environment and Urbanization on August 5, 2021.



WASTE MANAGEMENT

Additional Waste Management Practices

- Our waste vegetable oils and hazardous wastes are stored in compliance with legal regulations and sent for recovery through licensed companies.
- To reduce paper consumption, internal communications and announcements are carried out via email. For printing, we use ISO 9000, 14000, 5001, and 45001 EN 12281 certified A4 paper that is efficient in toner use. Draft papers are reused to further minimize A4 paper consumption.
- In public restrooms, refillable soap dispensers are used to significantly reduce packaging waste.



WASTE MANAGEMENT -- OUR PRACTICES



Food waste is collected and utilized by sending it to local producers to feed their animals and to shelters.

Staff training is provided



Guests are provided with information on preventing food waste at open buffet areas.

In cases of excessive food waste, informational cards are placed on the tables, and the table is not cleared for a certain period of time.



WASTE MANAGEMENT - OUR PRACTICES

Our Sustainability Practices

- Organizing internal and external training sessions to raise awareness among our staff on sustainability topics such as waste separation, environmental awareness, zero waste, and proper chemical use
- Implementing initiatives aimed at increasing our guests' awareness of sustainability
- Reducing the use of single-use plastics



2025	2024	2023													
Misafir Başı Atık	Birim	OCA	SUB	MAR	NİS	MAY	HAZ	TEM	AĞU	EYL	EKİ	KAS	ARA	Ort.	
Sitkisel Yağ	Kg.	0,00	0,00	0,00	0,00	0,14	0,02	0,03	0,00	0,00	0,00	0,00	0,00	0,06	
T.K. Sampuan	Adet	0,00	0,00	0,00	0,00	0,30	0,19	0,15	0,92	0,00	0,00	0,00	0,00	0,45	
T.K. Terlik	Adet	0,00	0,00	0,00	0,00	0,86	0,27	0,21	0,27	0,61	0,00	0,00	0,00	0,34	
T.K. Duş Jelİ	Adet	0,00	0,00	0,00	0,00	1,04	0,32	0,24	0,95	0,00	0,00	0,00	0,00	0,57	
Geri Dönüşüm (Karıpık Ambalaj)	Kg.	0,00	0,00	0,00	0,00	0,13	0,08	0,01	0,01	0,09	0,27	0,00	0,00	0,05	

2025	2024	2023													
Oda Başı Atık	Birim	OCA	SUB	MAR	NİS	MAY	HAZ	TEM	AĞU	EYL	EKİ	KAS	ARA	Ort.	
Sitkisel Yağ	Kg.	0,00	0,00	0,00	0,00	0,28	0,05	0,06	0,00	0,00	0,00	0,00	0,00	0,12	
T.K. Sampuan	Adet	0,00	0,00	0,00	0,00	0,62	0,40	0,32	1,91	0,00	0,00	0,00	0,00	0,94	
T.K. Terlik	Adet	0,00	0,00	0,00	0,00	1,76	0,57	0,43	0,56	1,24	0,00	0,00	0,00	0,71	
T.K. Duş Jelİ	Adet	0,00	0,00	0,00	0,00	2,11	0,66	0,49	1,98	0,00	0,00	0,00	0,00	1,17	
Geri Dönüşüm (Karıpık Ambalaj)	Kg.	0,00	0,00	0,00	0,00	0,26	0,16	0,02	0,02	0,19	0,51	0,00	0,00	0,10	

- The use of brochures has been eliminated to reduce waste volume..

Energy Usage Management

At our hotel, energy consumption values are monitored daily and any issues are addressed promptly. Areas with excessive consumption are identified, and potential savings opportunities are determined.

- ☐ We use a key card system that automatically turns off the electricity when guests leave their rooms.
- ☐ All rooms are equipped with systems that deactivate heating/cooling devices when balcony doors are opened.
- ☐ Energy-efficient bulbs are used throughout the hotel, along with motion sensor lights and faucets in common areas.
- ☐ Electric vehicle charging stations are available in the parking area.
- ☐ Our hotel saves energy by using solar collectors and heat pumps.
- ☐ Environmentally friendly machines (printers, air conditioners, etc.) are utilized.
- ☐ Regular maintenance and cleaning are performed on all electrical devices to minimize potential energy losses.
- ☐ Laundry operation hours are scheduled according to a program.
- ☐ Our eco-friendly garden is irrigated using a drip irrigation system.
- ☐ Faucet aerators are installed to reduce water consumption.
- ☐ Natural gas is not used in our hotel.

OUR ENERGY MANAGEMENT PRACTICES

Providing training to personnel

With the linen change card system, we change bed linens and towels every other day, reducing electricity, water, and chemical consumption related to washing and drying.



OUR ENERGY MANAGEMENT PRACTICES



- ▶ Despite the increase in the number of guests and overnight stays, a decrease in electricity and water consumption has been observed. Electricity and water consumption are under control..

2025

2024

2023

Misafir Başı Tüketim	Birim	OCA	ŞUB	MAR	NİS	MAY	HAZ	TEM	AĞU	EYL	EKİ	KAS	ARA	Ort.
Propan	kg	0,00	0,00	0,00	0,00	0,43	0,18	0,15	0,11	0,13	0,38	0,00	0,00	0,16
Elektrik	kWh	0,00	0,00	0,00	0,00	38,83	19,42	16,76	16,08	17,45	47,12	0,00	0,00	18,86
Su	m³	0,00	0,00	0,00	0,00	0,75	0,10	0,06	0,10	0,17	1,52	0,00	0,00	0,16
Jeneratör Yakıtı	Lt	0,00	0,00	0,00	0,00	0,30	0,08	0,06	0,05	0,05	0,24	0,00	0,00	0,07

2025

2024

2023

Oda Başı Tüketim	Birim	OCA	ŞUB	MAR	NİS	MAY	HAZ	TEM	AĞU	EYL	EKİ	KAS	ARA	Ort.
Propan	kg	0,00	0,00	0,00	0,00	0,87	0,38	0,30	0,24	0,26	0,72	0,00	0,00	0,33
Elektrik	kWh	0,00	0,00	0,00	0,00	79,10	40,88	34,53	33,40	35,46	87,94	0,00	0,00	38,88
Su	m³	0,00	0,00	0,00	0,00	1,52	0,21	0,13	0,21	0,34	2,83	0,00	0,00	0,34
Jeneratör Yakıtı	Lt	0,00	0,00	0,00	0,00	0,61	0,16	0,12	0,10	0,10	0,45	0,00	0,00	0,15

- ▶ With the increase in the number of guests and overnight stays, a decrease in electricity and water consumption has been observed. Electricity and water usage are under control.

Our Other Sustainability Activities

- Greenhouse Gas Emissions Monitoring
To reduce greenhouse gas emissions and carbon footprint:
- Kilometers of hotel vehicles are monitored,
- Purchasing is done locally,
- Energy consumption is tracked based on guest overnight stays,
- Natural gas is not used,
- LPG consumption is monitored,
- Waste packaging and waste oil production are tracked, and proper disposal and recycling are ensured,
- Renewable energy is generated through solar collectors and heat pumps,
- An annual carbon footprint calculation is performed, and improvement actions are implemented based on the results.



Our Other Sustainability Activities

Protection of Wildlife

Birdhouses installed on trees help protect the birds coming from the surrounding environment.

We have dedicated cat houses for our cats.



Our Other Sustainability Activities

Biodiversity Conservation & Drought Mitigation

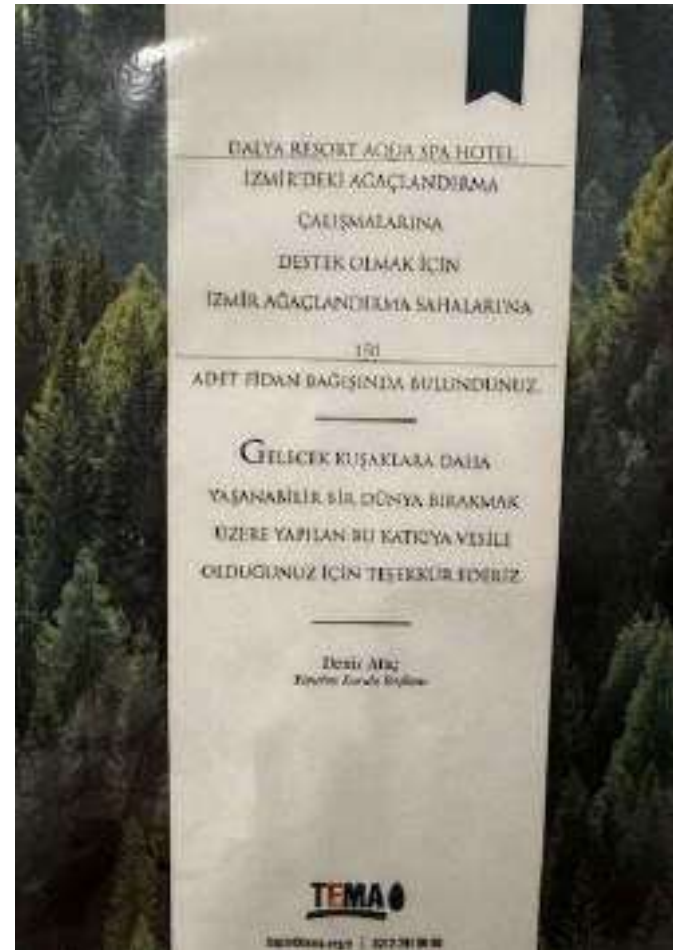
- Drought-resistant, native plants are preferred in landscaping areas.
- Local almond tree saplings have been planted in the region.



Our Other Sustainability Activities

Conservation of Biological Diversity

A donation has been made to the Tema Foundation..



- Support has been provided to Magame..



Our Other Sustainability

A drought-resistant sapling planting event has been organized..



An excursion to the ancient city of Knidos has been organized.



Our Other Sustainability

Promotion of Local Cuisine and Culture

As part of the Turkish Night event, contributions are made to the promotion of Turkish cuisine and traditions.



Our Other Sustainability

Support for Local Entrepreneurs

Products purchased from local entrepreneurs are placed in the honeymoon rooms. The gift bag includes beeswax, body massage oil, and lavender pillow spray..



EMPLOYEE RIGHTS AND EMPLOYEE MOTIVATION

Staff Housing Usage

Staff housing at Dalya Resort Aqua & Spa Hotel is available for employees who do not reside in Datça.

Staff Cafeteria

Three meals are provided free of charge for our employees in the staff cafeteria. Water, tea, cold drinks, fruits, and desserts are also offered.

Staff Transportation

Transportation is provided free of charge for employees living in Datça.

Laundry Usage

Our staff can wash their work uniforms and personal laundry free of charge.

Employee Health

Agreements have been made with private hospitals to provide discounts to our employees.

EMPLOYEE RIGHTS AND EMPLOYEE MOTIVATION

►Career Management and Staff Training

We provide internship opportunities for tourism students to gain practical experience in the workforce. Our employees receive both internal and external training programs, and upon completion, they are awarded participation certificates or diplomas.

Our training programs include:

- ❑ Orientation (including Sustainability Training)
- ❑ Guest Satisfaction Training
- ❑ Occupational Health and Safety
- ❑ Chemical Usage
- ❑ Hygiene
- ❑ Environmental Awareness, Waste and Zero Waste Management
- ❑ Department-Based Trainings



Occupational Health and
Safety Training



Environmental Awareness, Waste
and Zero Waste Management
Training



Guest Satisfaction Training



Orientation (Sustainability) Training

EMPLOYEE RIGHTS AND EMPLOYEE MOTIVATION

? Equality

It is our non-negotiable principle that our employees benefit from equal rights regardless of race, color, gender, religion, opinion, age, social and marital status, family background, physical or mental disability, and sexual orientation. This topic is explained during the orientation training provided to our staff, ensuring that it is embraced by all personnel.

? Employee Suggestions and Feedback

To evaluate the opinions and thoughts of our employees, we conduct an employee satisfaction survey. Necessary improvements are made based on the survey results. Additionally, suggestions from employees are collected through a suggestion and request box.



EMPLOYEE RIGHTS AND EMPLOYEE MOTIVATION

Events

- Every month, the birthdays of employees born in that month are celebrated together with a cake-cutting ceremony.
- At the end of the year, the Employee of the Year is selected and rewarded with a one-week vacation.
- An annual staff party is organized at the end of the year.



T.C. KÜLTÜR VE TURİZM
BAKANLIĞI



TÜRKİYE TURİZM
TANITIM VE GELİŞTİRME
AJANSI

