



**ELA**  
**EXCELLENCE**  
RESORT BELEK

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**2023**  
**SUSTAINABILITY**  
**REPORT**

# 2023

## SUSTAINABILITY REPORT

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**ELA**

LIVE TODAY, RESPECT TOMORROW

# 2023

## SUSTAINABILITY REPORT

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**ELA**

LIVE TODAY, RESPECT TOMORROW



Since its establishment, ELA Excellence Resort has grown by upholding the values of reliability, integrity, diligence, flexibility, and innovation. Through its dedicated efforts in sustainability, the resort has consistently made a name for itself, positioning itself as one of the leading organizations in the hospitality industry.

Our 2023 Sustainability Report presents our approach towards sustainability, strategies, goals, and performance for the year to all our stakeholders.

At ELA Excellence Resort, we have seamlessly integrated our core growth strategy into all sustainability processes. Recognizing the critical role of sustainability in the tourism sector, we have incorporated these principles into both our environmental and social responsibility initiatives. While offering our guests a greener and more conscious experience, we also strive to enhance our employees' awareness of sustainability. This approach has been a key step in improving our hotel's overall performance and securing a pioneering position in the industry.

Today, we face an array of interconnected global risks that impact societies, businesses, and individuals all around the world.

In the short, medium, and long term, assessing and effectively managing these risks allows hotels to differentiate themselves and create new opportunities.

The 2023 edition of the Global Risks Report, published annually by the World Economic Forum (WEF), examines the impact of global risks over both the short and long term. It highlights the early years of the post-2020 decade as one of the most disruptive periods in human history. The business world is striving to adapt to a range of challenges, from natural resource crises and the effects of climate change to supply chain continuity and geopolitical tensions.

As we enter 2025, some of the anticipated and emerging risks are entirely new, while others stem from the re-emergence of challenges from the past, such as inflation, geopolitical instability, and capital outflows from developing markets. These legacy risks pose a significant challenge to the business world, particularly as a new generation of executives encounters them for the first time.

The Global Risks Report highlights a range of evolving short- and long-term risks, including failure to combat climate change, geopolitical unrest, natural resource crises, natural disasters, extreme weather events, forced mass migration, cybersecurity threats, and social fragmentation. While the prominence of environmental and social risks is striking, no singular economic risk dominates the outlook. Over the next two years,

environmental challenges are expected to become increasingly tangible, with issues such as energy supply, food security, and the inability to meet net-zero targets taking center stage.

At ELA Excellence Resort, we closely monitor social, environmental, economic, political, and technological shifts to maintain a strong performance in an ever-evolving world. We proactively adapt to changing conditions, take necessary measures to mitigate risks, and work towards transforming these challenges into opportunities. In this context, we analyze the WEF Global Risks Report, assess regional developments, and evaluate emerging initiatives to identify key trends, risks, and opportunities that allow us to lead change within the tourism sector.

Since 2022, we have been transparently sharing our social and environmental performance with all stakeholders through annual sustainability reports.

This report has been prepared in accordance with GRI Standards and includes our contributions to the United Nations Sustainable Development Goals (SDGs) as well as our performance under the United Nations Global Compact (UNGC). However, financial data is not included within the scope of this report.

For any feedback or suggestions regarding the report, please contact us at [callcenter@elahotels.com](mailto:callcenter@elahotels.com).



Ahmet Akbalık  
Chairman of the Board,  
Özak Global

“We began 2023 with great sorrow due to the devastating earthquakes that deeply affected our country. The destruction across multiple provinces and the loss of so many lives have left us in profound grief. I firmly believe that we can overcome these difficult times only by standing together, united in solidarity. Once again, I extend my deepest condolences and heartfelt wishes for recovery to our nation.

According to the 2023 Sustainable Development Report, our country ranks 72nd among 166 nations. Each year, Turkey continues to make progress in sustainability, and I have no doubt that we will steadily rise in the rankings in the years to come.

Since Turkey signed the United Nations Framework Convention on Climate Change (UNFCCC) in 2004, efforts in climate change and sustainability have gained momentum. Furthermore, our commitment was reaffirmed

in 2021 when we became a party to the Paris Agreement, setting ambitious goals for net-zero emissions and green development by 2053. The role of the private sector in achieving these targets is of critical importance.

At Akbalık Holding, we align our strategies with these national objectives. We are committed to developing all our business processes within the framework of sustainability principles, ensuring both flexibility and competitiveness as we move forward.”

I am very pleased to share the Ela Excellence Resort 2023 Sustainability Report with you, our valued stakeholders as well as extend my heartfelt gratitude to all of our employees whose dedicated efforts contributed to this achievement.

At Ela Excellence Resort, we adopt a comprehensive approach to sustainability reporting based on the internationally recognized GRI (Global Reporting Initiative) standards. These standards allow us to report our sustainability performance in a transparent, objective, and measurable manner, while enabling us to consider the environmental, social, and economic impacts of our activities from a broader perspective.

In this report, we not only present data and analyses in accordance with GRI standards, but also integrate the United Nations Sustainable Development Goals (SDGs), emphasizing our resort's commitment to contributing to sustainable development. Guided by the principles of the SDGs, we highlight the steps we have taken in priority areas such as energy efficiency, water conservation, biodiversity preservation, local employment, and social development. These efforts underline our goal of providing a sustainable future for our guests and business partners alike.

By integrating the GRI reporting standards with the SDGs, this report highlights Ela Excellence Resort's commitment to fulfilling its environmental and social responsibilities while demonstrating its efforts to contribute to the region as a value-creating organization. In doing so, we aim not only to make a difference today but also to contribute to a sustainable world for future generations. We are committed to

transparently presenting the results to all our stakeholders, ensuring the continuity of our journey of development.

In our sustainability report, we have harmonized the core elements of the internationally recognized GRI standards with the United Nations Sustainable Development Goals (SDGs), creating a comprehensive and meaningful framework. In line with this approach, we have integrated the data required by the GRI standards into our report, while also providing detailed insights on how each element connects with the SDGs.

### **1. Energy Management and Climate Action (Aligned with SDG 7 and SDG 13)**

In the areas of energy management and climate action, we have detailed our energy consumption, greenhouse gas emissions, and energy efficiency initiatives in accordance with GRI 302 (Energy) and GRI 305 (Emissions) standards. In alignment with SDG 7, "Affordable and Clean Energy," and SDG 13, "Climate Action," we are transitioning towards renewable energy sources and developing projects aimed at enhancing energy efficiency within our resort. These actions, focused on mitigating climate change, are designed to minimize our environmental impact and contribute to a more sustainable future.

## 2. Water and Waste Management (Aligned with SDG 6 and SDG 12)

Following the GRI 303 (Water and Wastewater) and GRI 306 (Waste) standards, we have provided detailed data on our water usage, recycling practices, and waste management efforts. These areas align with SDG 6, "Clean Water and Sanitation," and SDG 12, "Responsible Consumption and Production." Our projects aimed at optimizing water consumption, preserving water resources, and reducing waste volumes reinforce our environmental responsibility and help minimize our impact on the ecosystem.

## 3. Biodiversity Conservation (Aligned with SDG 15)

Under GRI 304 (Biodiversity), we have detailed our efforts to protect the natural areas and species around us. These initiatives align with SDG 15, "Life on Land," and contribute to biodiversity conservation through support for local projects. For instance, our collaboration with local partners on the Beydağları Endemic Plants Book and the Beydağları Bird and Butterfly Research Projects contributes to our ongoing efforts to preserve biological diversity.

## 4. Social Contribution and Social Responsibility (Aligned with SDG 1, SDG 8, and SDG 10)

In line with GRI 401 (Employment) and GRI 413 (Community Involvement) standards, we have addressed our local employment policies, social responsibility projects, and contributions to the community. Aligned with

SDG 1, "No Poverty," SDG 8, "Decent Work and Economic Growth," and SDG 10, "Reduced Inequality," we actively support local employment, invest in the development of our employees, and enhance societal contributions through our social responsibility projects.

## 5. Health, Safety, and Education (Aligned with SDG 3 and SDG 4)

Following GRI 403 (Occupational Health and Safety) and GRI 404 (Training and Education) standards, we have provided data related to the health and safety of our employees as well as training programs. Aligned with SDG 3, "Good Health and Well-Being," and SDG 4, "Quality Education," we undertake various initiatives to ensure a healthy and safe working environment and contribute to the education of our employees. This ensures that we uphold the highest standards of occupational health and safety while continuously supporting the professional development of our team.

We, as Ela Excellence Resort, by integrating GRI standards with the SDGs in our sustainability report, not only transparently present our sustainability performance but also highlight our contributions to global sustainability goals. This approach, which harmonizes GRI and SDG standards, allows us to address our environmental and social responsibilities holistically and share a common vision for a sustainable future with our stakeholders.





Korhan Alşan

Tourism Coordinator  
Ela Hospitality

At Ela Excellence Resort, we regard 'sustainability' not only as part of our environmental responsibility but also as a long-term commitment to our guests and the community. By implementing sustainable business models across all areas, we aim to preserve natural resources, fulfill our social responsibilities, and improve the efficiency of our operational processes. Through this approach of ours, we strive to make a contribution to both our environment and future generations.

At the base of our sustainability policy, there is the effort to develop and implement strategies in alignment with the United Nations Sustainable Development Goals (SDGs). We are engaged in a wide range of sustainability-focused projects such as the preservation of natural life, energy efficiency, waste management, and water conservation. Moreover, by collaborating with local communities, we contribute to social sustainability and ensure the continuous development of our employees.

At Ela Excellence Resort, we are committed to reducing our carbon footprint, investing in renewable energy sources, and optimizing our waste management processes. These initiatives reflect our sensitivity not only to the environment but also to the expectations of our guests. Every achievement reinforces our belief in the development of sustainable tourism and further solidifies our responsibility in this area.

The sustainability report we have prepared highlights the steps we have taken thus far and our goals for the future, while reiterating the importance of sustainability in the tourism sector. While continuing to provide our guests with a greener, more conscious, and responsible holiday experience, we remain determined to ensure environmental, social, and economic sustainability.

Sincerely.



Ela Excellence Resort Belek, which has been serving the Turkish tourism sector for over 15 years, is a part of Özak Global.

The foundation of Özak Global was laid with the establishment of Özak Tekstil in 1985. Today, Özak Global operates across various sectors, including tourism, construction, real estate investment trusts, and facility management. Today, Özak Global is one of the driving forces behind the Turkish economy, thanks to its core values, skilled human resources, strong financial structure, foresight and analytical abilities, strategic development skills, and belief in innovation.

Özak Global has contributed life with its long and successful history of nearly half a century, through its subsidiaries such as Aktay Tourism, Özak Tekstil, Özak Gyo, Int-Er Yapı, and Akyön Facility Management, all of which bring complementary expertise in various yet harmonized service sectors.

With its experience and vision in the service sector within Turkey's unique tourism potential, Özak Global established Aktay Tourism in 2004 and began operating in the tourism sector with Ela Excellence Resort Belek in 2007. Since its inception, Ela Excellence Resort Belek has continued to offer a personalized holiday experience and maintain international quality standards. It is the first hotel in Turkey with a concept focused on children and families.

Aktay Tourism aims to carry Özak Global's corporate culture and quality understanding into the tourism sector and plans to continue creating innovative vacation concepts in destinations such as Muğla Bodrum, Antalya Kemer, Antalya Demre, and Aydın Didim.

The information included within the report, which covers the period from January 1 to December 31, 2023, details the sustainability efforts made by Ela Excellence Resort.



## OUR CORPORATE STRATEGY:

At Ela Excellence Resort, via our extensive range of services and varied accommodation options, we welcome and serve our guests who are from diverse cultures and backgrounds. We adapt to innovative and dynamic approaches to meet the evolving expectations and needs of our guests. To achieve this goal, our hotel focuses on four key strategic areas and leverages three main accelerators to fulfill our mission.

Firstly, our mission, centered on continuously improving and personalizing the guest experience, aims to maximize customer satisfaction. Secondly, by prioritizing sustainability and environmentally friendly practices, we aim to minimize our environmental impact and showcase the best industry practices in this area. Thirdly, we modernize our hospitality services by effectively utilizing technology and enhancing our operational efficiency. Finally, we strive to contribute to both our guests and the surrounding communities by collaborating with local stakeholders.

The accelerators supporting our strategic focus areas include ongoing training and development programs, investment in innovative technologies, and a robust customer

feedback mechanism. In this regard, we maintain an open-minded approach to innovation every day to deliver the highest quality to our guests and uphold our leadership role in the industry. At Ela Excellence Resort, we shape our goal of providing an exceptional accommodation experience around four main strategic focus areas:

**1. Employee Experience and Improvement:** Our priority is to preserve and enhance the existing skills of our employees. By offering them a unique working experience, we aim to enhance their competencies and maintain high levels of motivation. Through the training programs and career development opportunities we organize, we are building a talented team.

**2. Focusing on Guest Needs and Pursuing Innovation:** By assessing the evolving needs of our guests, we continuously strengthen our hotel services with innovations. Through the diverse accommodation and service options offered by our brand, we aim to maximize guest satisfaction and support the growth of our brand.

**3. Operational Excellence:** We focus on continuous improvement to increase quality and efficiency in our production and service processes. By managing our supply chain effectively, we continue to provide seamless, high-quality services to our guests. Throughout this process, we target excellence at every stage.

**4. Geographic Expansion and Growth:** We plan to expand into new potential markets and regions, aiming for growth via strategic acquisitions or partnerships. Therefore, we are exploring opportunities to serve a wider guest base on a global scale.

To accelerate our progress toward the strategic focuses mentioned, we have three key factors:

**1. Financial Discipline:** In alignment with our profit-driven growth strategy, we effectively manage our working capital and investments. This allows us to contribute to our system and continue to provide resources to our core business areas.

**2. Digitalization and Data Analytics:** By leveraging digital technologies and data-driven business analytics, we offer our guests a seamless multi-channel experience. We are continuously enhancing our technological infrastructure to make our hospitality services more efficient and innovative.

**3. Sustainability:** In line with our net-zero emissions goal, we aim to minimize our environmental impacts. Through social benefit projects, we are increasing our societal impact and strengthening our commitment to equality, inclusivity, and diversity.

We believe that these factors will enable us to reach our objectives more quickly and effectively. At Ela Excellence Resort, we will continue to deliver the highest quality of service to our guests while adopting a sustainable and socially responsible approach.

OUR VISION, PROMISE, AND MISSION



**Our Vision**

At Ela Excellence, Our Vision Is To Make Life Better Both Today And Tomorrow.

**Our Promise**

Our brand ELA EXCELLENCE hotels provide an unforgettable experience of well-being and joyful moments with a total 360-degree inclusivity, offering Feelwell – The Luxury of Good Living.

**Our Mission**

We move forward confidently towards achieving our vision, adhering to our principle of excellence in hospitality, by delivering Feelwell Luxury – The Luxury of Good Living, balanced with social responsibility and sustainability. Our mindful approach of awareness and sensitivity guides us in everything we do.



## OUR SUSTAINABILITY APPROACH

Based on our slogan, “Anytime we touch nature, show our gratitude and protect it,” we operate projects that integrate our sustainability approach into all our processes. We are committed to making sustainability a part of our corporate culture.

Many global, national, and sectoral developments have increasingly highlighted the impact of sustainability concepts on the business world. Along with this transformation, the focus has shifted from economic risks and performance-based approaches to a value-oriented model that also considers non-financial performance.

At Ela Excellence Resort, we shape our corporate strategy within the framework of the integrated caring model. This model directs our efforts in line with the sustainability expectations of the “new” world. By maintaining our leadership role in sustainability and fostering collaborations with our stakeholders, we aim to contribute to both current and future generations.

We structure our sustainability approach under four main headings and identify our priorities by considering the impacts across our value chain.

Those 4 main headings are as follows:

**Environmental Sustainability:** We develop innovative solutions to reduce our carbon footprint and increase energy efficiency. To minimize our environmental impact, we focus on sustainable energy sources and optimize our waste management processes.

**Social Responsibility and Societal Impact:** We develop social benefit projects for our guests, employees, and the communities we live in. By supporting diversity, equality, and inclusivity, we aim to create positive change in society.

**Economic Sustainability and Operational Efficiency:** We maintain financial discipline by effectively managing our working capital and investments. By optimizing our business processes, we reduce costs while providing high-quality services to our guests.

**Technology and Digitalization:** We continuously enhance the guest experience by utilizing digital technologies. With technological innovations, we modernize our services and increase operational efficiency. We shape our corporate strategy through the integrated caring model and apply our sustainability approach at every stage. By supporting our 2030 goals with short-term and medium-term targets, we measure our non-financial performance more effectively. In alignment with global trends, we aim to maximize our contribution to sustainable development goals.

Through this strategic coherence, Ela Excellence Resort continues to move forward with determination, creating value for both our guests and the environment, while taking the necessary steps toward a sustainable future. (GRI)



## OUR SUSTAINABILITY STRATEGY

Our “Sustainability Strategy” lies at the heart of all the activities we carry out under the umbrella of sustainability. The first step of the strategy is to ensure that sustainability is recognized as an integral part of our operations by all stakeholders in every product and service we offer to our guests. Additionally, our “Sustainability Strategy” is founded upon the following key principles;

- Reducing CO<sub>2</sub> and HFC/PFC emissions from energy sources during production, service development, and delivery processes.
- Developing projects to mitigate the effects of climate change as part of the global fight against it.

- Adopting a “Responsible Investment” approach in new investments, with a focus on increasing the positive impact on nature and the environment.
- Working dedicatedly for continuous customer satisfaction, with a primary focus on promoting Sustainable Tourism as one of the key drivers for achieving this satisfaction.
- Providing a fair working environment that respects human and employee rights, and recognizing that our differences contribute to enriching the corporate culture while ensuring equal opportunities for all.





## ECONOMIC GROWTH

Thanks to our rich range of services, extensive accommodation network and geographical location, we Ela Excellence Resort can welcome and serve guests from diverse cultures and profiles around the world. Through the journey, our strong corporate values and approach focused on financial discipline have been among our most important supporters.

**There are several key factors underpin our success in the hospitality industry:** Effective Marketing and Sales Strategies: We develop impactful marketing strategies that have enabled us to build an extensive customer network both in Turkey and internationally. This is the reason we have increased the global recognition of our brand.

### Continuous Investment and Pursuing Innovation:

We consistently make investments aimed at enhancing the guest experience. These investments improve the quality of our facilities and maximize customer satisfaction.

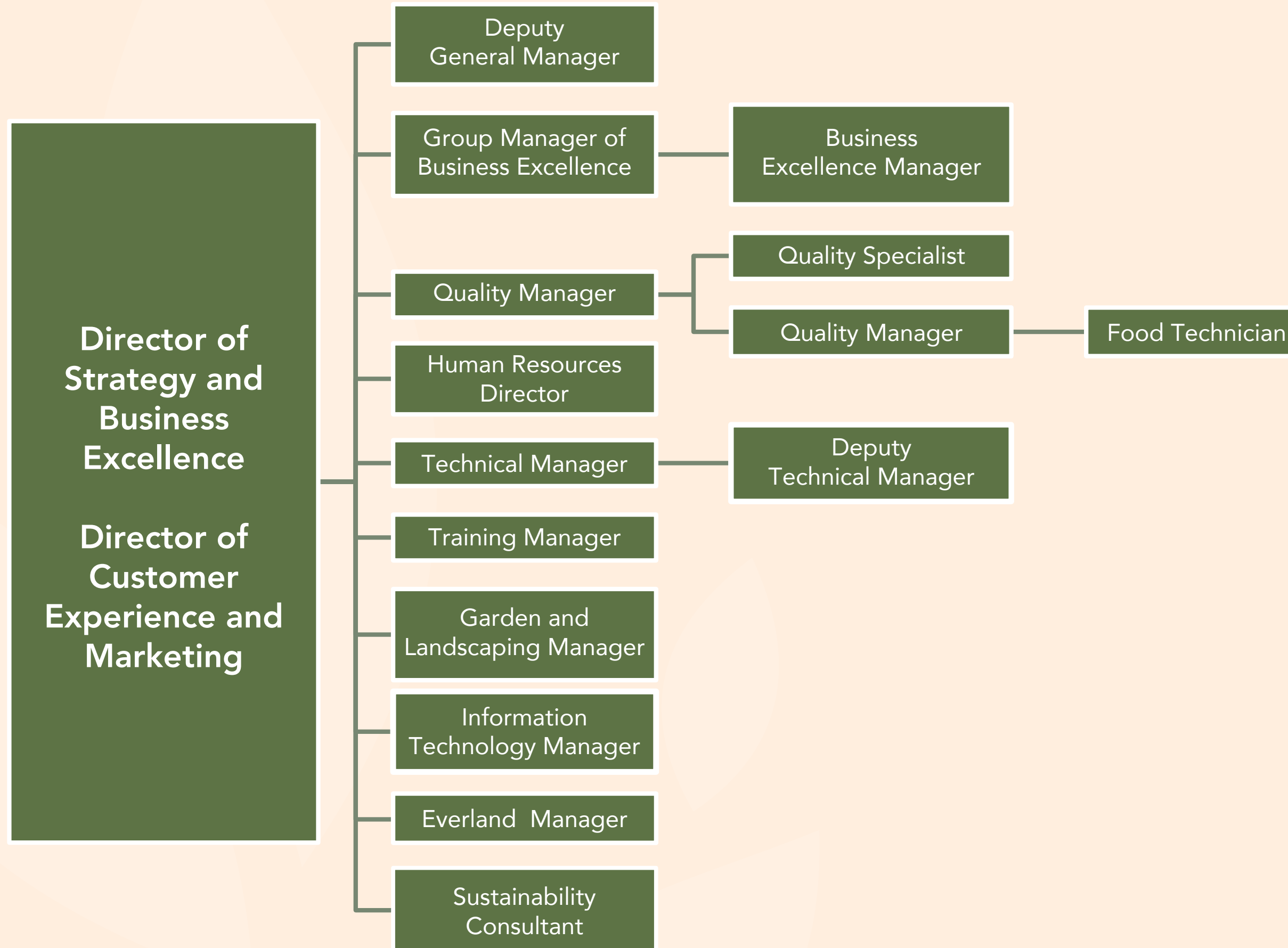
By prioritizing guest satisfaction, we quickly adapt to market changes.



- **Effective Pricing Policy:** We implement a rational pricing strategy that supports our operational profitability. This policy allows us to offer competitive prices to our guests while also enabling sustainable growth.
- **Effective Customer Communication:** We execute a robust customer communication strategy to increase our brand awareness. By building strong relationships with our guests, we are better able to meet their needs.
- **Agile and Efficient Organization:** We focus on maintaining an agile and efficient structure within our organization. This approach enhances our operational efficiency, ensuring we deliver the highest quality service to our guests.

In the near future, we will continue to expand in line with our plans to open new facilities. These new investments will strengthen the global presence of our brand and allow us to reach a broader guest base. We embrace sustainable growth as a core principle, balancing our environmental, social, and economic impacts to achieve our long-term success goals.

Thanks to our strong management capabilities and steady corporate culture, we create economic impacts in Turkey and other regions where we operate, delivering high financial performance. We, as Ela Excellence Resort, will continue to offer the best experience to our guests and contribute to a sustainable future.



**SUSTAINABILITY MANAGEMENT STRUCTURE:**

At ELA Excellence Resort, a sustainability governance model is implemented and led by the most steady management body within the framework of the existing sustainability governance structure. In this context, the Sustainability Committee operates under the leadership of the executives of ÖZAK Holding and the Deputy General Manager of the Facility.

The Sustainability Committee is responsible for ensuring the complete integration of sustainability within the structure of ELA Excellence Resort, identifying policies related to sustainability, implementing sustainability projects, conducting R&D and innovation activities, and ensuring coordination across all efforts.



At ELA Excellence Resort, our Sustainability Committee, which meets twice a year, is responsible for the creation of sustainability strategies of the hotel, the objectives, and the related policies, as well as their integration into all business processes.

Additionally, the committee is tasked with coordinating sustainability efforts, monitoring performance, and determining the necessary training programs. This enables us to pursue our aim to provide the best service to our guests following the sustainability principle at our hotel.

The system which is managed and updated by our Sustainability Committee is based on our sustainability policies.

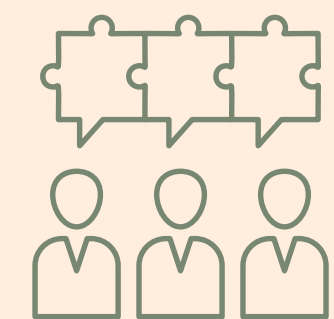
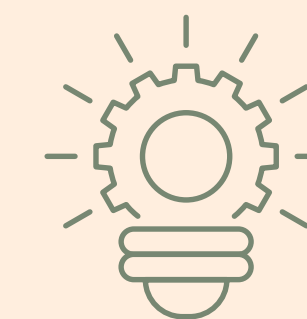
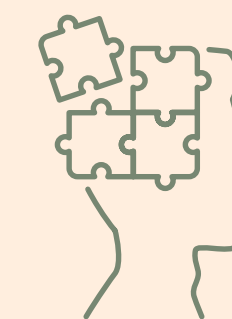
To access our Sustainability Policy, please [click here...](#)

At Ela Excellence Resort, General Management holds the responsibility for updating and implementing the sustainability policy. The policy is reviewed annually and updated as needed. All changes made to our sustainability policy are approved by the Board of Directors.



In today's world, societies, businesses, and individuals are facing numerous global risks. The risks should be carefully evaluated and effectively managed in the short, medium, and long term. This enables companies to differentiate themselves and create new opportunities. The 2024 Global Risks Report, published annually by the World Economic Forum (WEF), examines the short-term and long-term impacts of global risks. The first decade after 2020 is described as the period with the greatest disruptions in human history. During this time, the business world faces numerous challenges, ranging from natural resource crises and climate change to supply chain issues and international crises, and they follow adaptation processes being carried out across a wide spectrum.

At ELA Excellence Resort, we also highlight the global risks. By enhancing our sustainability and environmentally friendly practices in our facilities, we have formed a proactive approach to the effects of climate change. Additionally, we are developing strategies to secure our supply chain and ensure resilience against crises. In this way, we aim to provide the highest quality service to our guests while fulfilling our societal and environmental responsibilities.



ELA Excellence Resort implements a comprehensive corporate risk management approach to effectively assess potential risks. The risk management system ensures the identification and assessment of risks and opportunities, the development of risk strategies, and regular updates in case of necessity.

All activities carried out under Corporate Risk and Opportunities are subject to an internal audit each year. The scope, frequency, methodology, and responsibilities of internal audits are defined in the "Internal Audit Procedure."

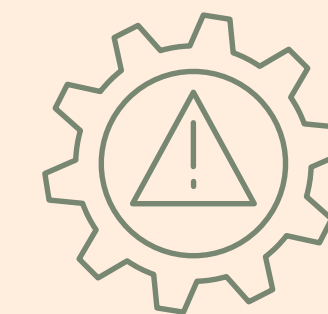
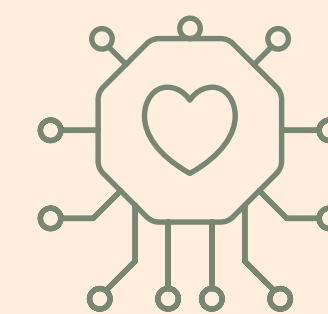
How risks and opportunities are addressed is detailed in the "Risk and Opportunities Procedure." In addition to internal audits, risk and opportunity analyses are reviewed when there are changes in legal requirements, facility conditions, customer conditions, or sustainability (SDG) requirements, or additional conditions.

The principles for tracking our environmental and social impacts are part of our Sustainability Management System and are further addressed in the "Sustainability Risk Analysis Form." While addressing these risks and opportunities, the United Nations Sustainable Development Goals are taken into consideration.

In the Global Risks Report, while short-term and long-term risks differ, the key risks affecting the world in both periods include failure to

combat climate change, geopolitical uncertainties, natural resource crises, natural disasters, extreme weather events, forced displacements, cyber risks, and disruptions in social cohesion. Among these risks, which are dominated by environmental and social issues, immediate direct economic threats are not visible. The effects of environmental risks are particularly felt in areas such as energy supply, food security, and the failure to achieve net-zero goals.

At ELA Excellence Resort, to maintain successful performance in the rapidly changing global environment, we continuously monitor social, environmental, economic, political, and technological changes. We develop strategies to adapt to these changes and minimize the impact of risks. By taking into account the latest developments in the regions where we operate and other relevant initiatives, we analyze risks and opportunities. These analyses provide crucial data that guide our operations and create opportunities for leading change. Our goal is to provide the best experience to our guests while demonstrating an exemplary approach to sustainability and responsible management.





## PRIORITIZATION PROCESS

During the sustainability committee meeting held at the beginning of each year, we carry out a prioritization exercise to identify the issues with high expectations from both internal and external stakeholders and review our existing priority topic list. As a dynamic process, we benefit from the views of numerous stakeholders, changing regulations and standards, corporate strategies, and emerging global developments.

### HOW DOES THE PRIORITIZATION PROCESS WORK?

#### 1. Identification of Issues:

We have created a list of issues that may be important for our facility. In this process, corporate strategies, changing regulations and standards, industry practices, corporate commitments, global trends, and stakeholder expectations are taken into account.

#### 2. Evaluation of Issues:

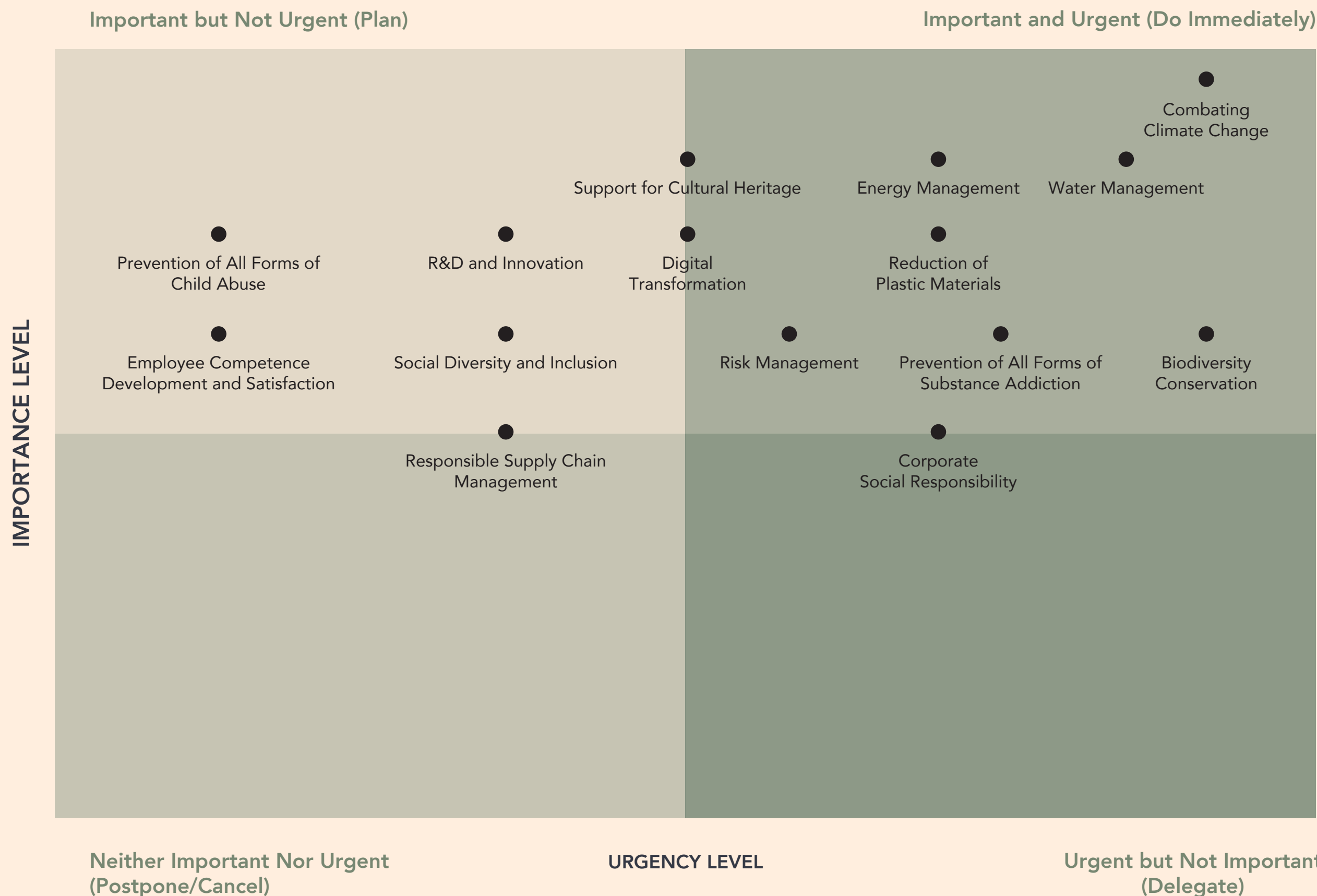
**a. Evaluation of Stakeholder Expectations:** Initially, surveys conducted with guests and employees are evaluated to determine the expectations of the most important stakeholders from ELA Excellence Resort in the field of sustainability.



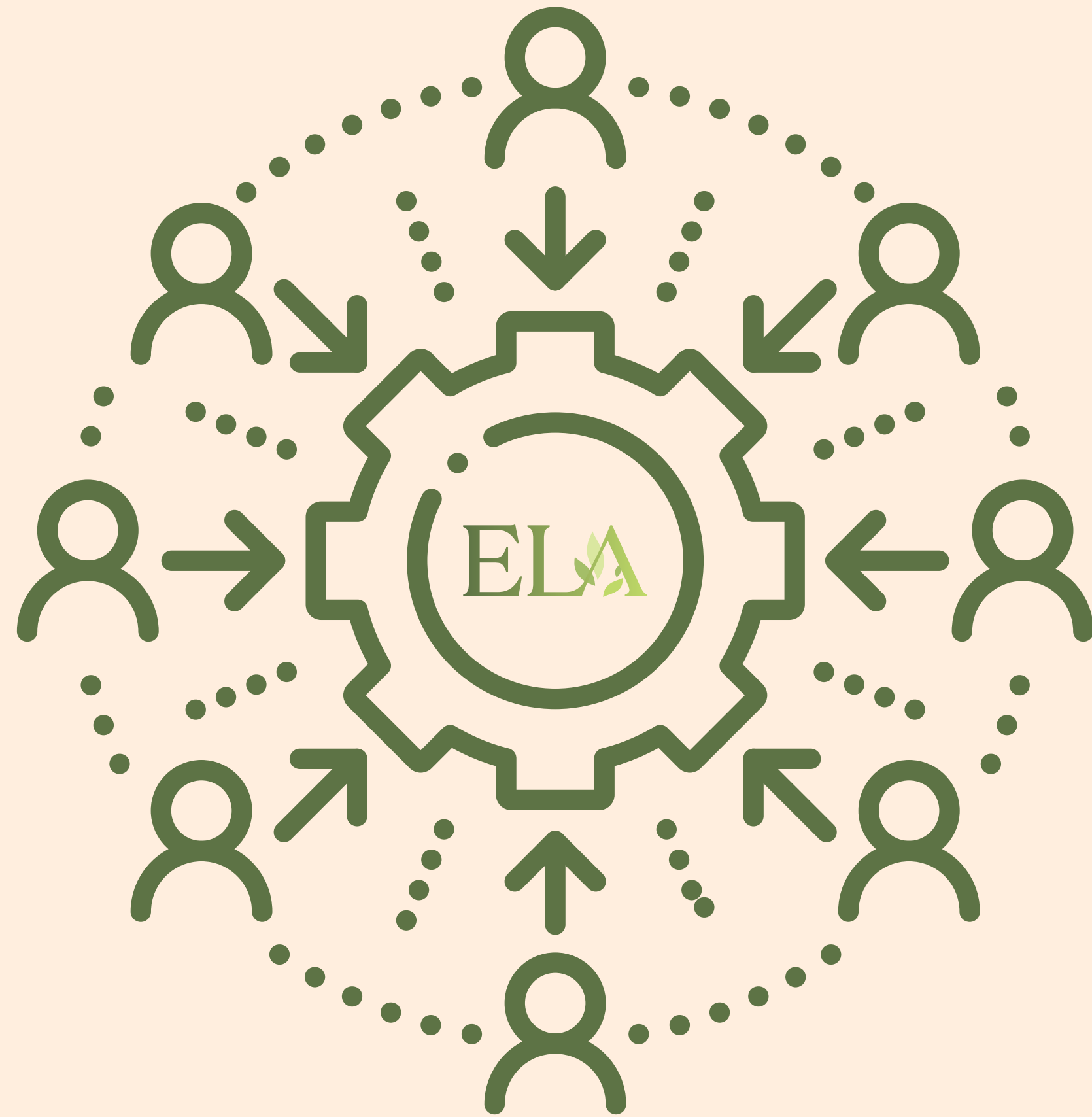
**b. Impact on Applications:** The survey results are evaluated from different perspectives to assess their level of importance in terms of their impact on business strategies.

**3. Selection of Priority Issues:**

The evaluated issues are submitted for approval by senior management, and a project plan is created for the actions to be taken.



At ELA Excellence Resort, we build relationships with both internal and external stakeholders based on mutual trust.

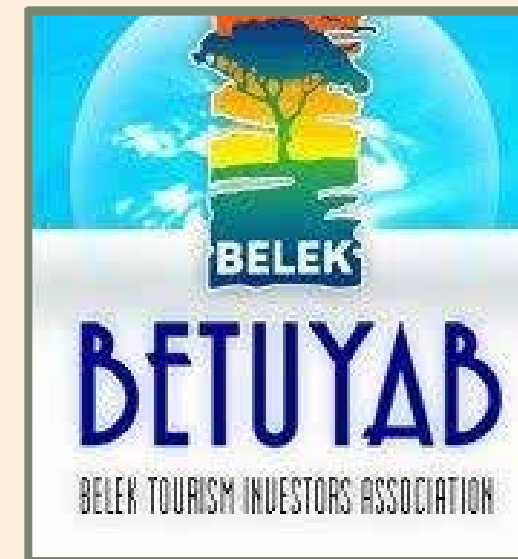


Stakeholder Group	Purpose of Communication	Frequency and Method of Communication
<b>Shareholders and Investors</b>	We ensure shareholders and investors have access to accurate and updated information about our company and can exercise their partnership rights swiftly.	???
<b>Official Institutions</b>	We fully comply with regulations. We engage in discussions with public institutions and regulatory bodies about new regulations.	Public institutions conduct periodic audits throughout the year. Legal updates are monitored daily.
<b>Guests</b>	We use various communication channels in order to comprehend guest expectations accurately and meet those expectations with our products and services.	Ela Assistant Service, application, call center, websites, review sites, and other communication tools are available for the guests.
<b>Employees</b>	We encourage employee communication to comprehend expectations of our employee and integrate their feedback into decision-making processes.	Communication meetings are held monthly. Employee Feedback Platform (PGB) is applied. Annually an employee satisfaction survey is conducted.
<b>Suppliers</b>	We build relationships with suppliers based on mutual trust. We specifically focus on raising awareness about sustainability among our suppliers.	The sustainability report is shared with suppliers annually. Sustainability practices are taken into account during supplier selection.





UNICEF's Country Program, aligned with the United Nations Convention on the Rights of the Child, focuses on the most vulnerable children living in Turkey, addressing their needs in areas such as education, child protection, health, social policy, adolescence, and youth.



BETUYAB was established on October 5, 1989, by investors in Belek to address infrastructure issues in the Belek Tourism Center through a public-private sector partnership. BETUYAB continues working on various areas, including infrastructure, promotion, security, and environmental sustainability, working with a board of directors consisting of eleven members chosen by the 47 partners/members.



We view the United Nations Sustainable Development Goals, created to find joint solutions to significant global issues, as a crucial component of our sustainability strategy. The goals we contribute to are included in our Sustainability Reports.

The Sustainable Development Goals we support are:

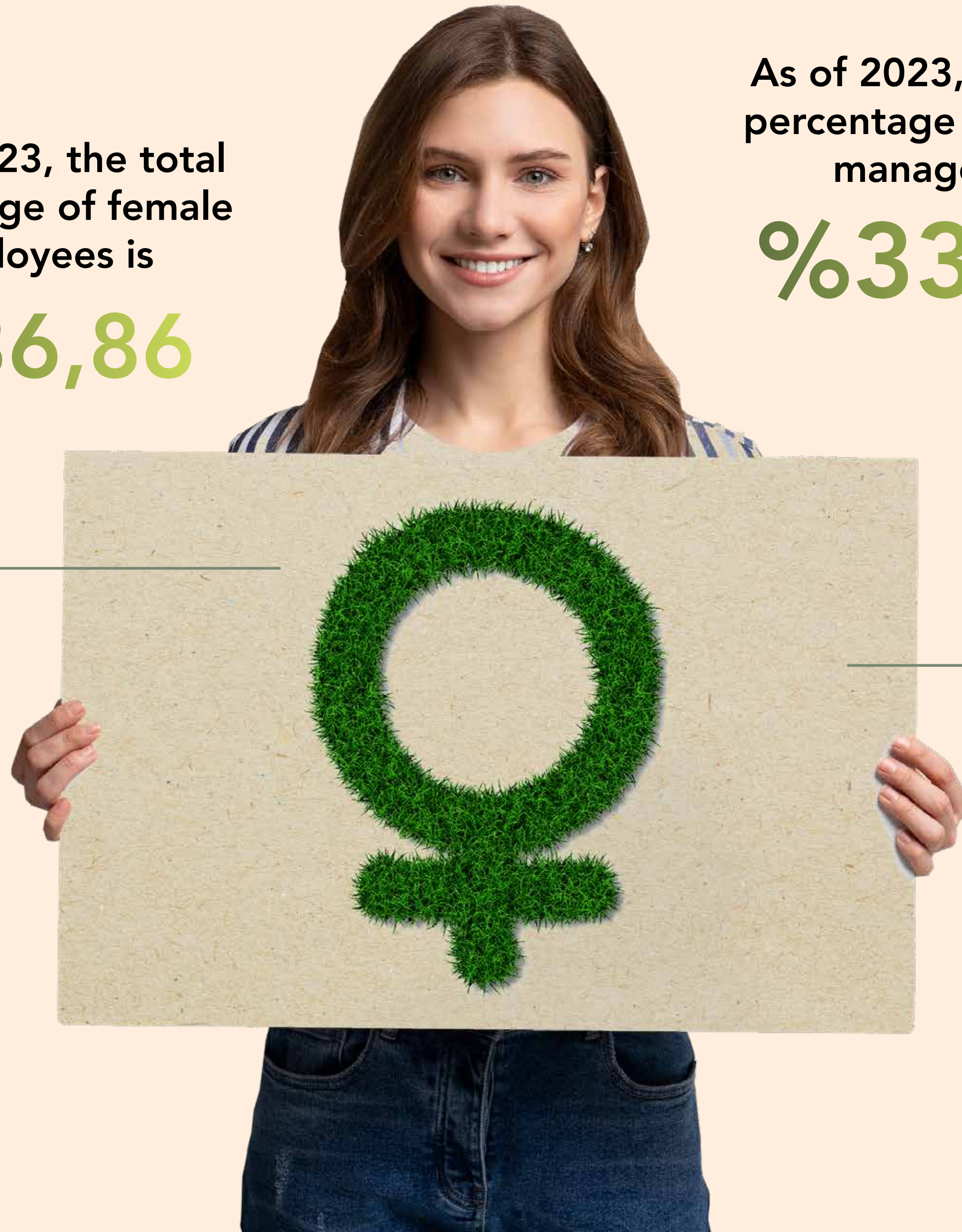
- Goal 03: Good Health and Well-being
- Goal 04: Quality Education
- Goal 05: Gender Equality
- Goal 07: Affordable and Clean Energy
- Goal 10: Reduced Inequality
- Goal 13: Climate Action
- Goal 14: Life Below Water
- Goal 15: Life on Land
- Goal 16: Peace, Justice, and Strong Institutions

As of 2023, the total percentage of female employees is

**%36,86**

As of 2023, the total percentage of female managers is

**%33,58**



We align our practices with the principles of United Nations Global Compact and the UN Women's Gender Equality and Women's Empowerment Unit, which is one of the most significant global initiatives of the private sector created in collaboration, although we are not a signatory to the Women's Empowerment Principles (WEPs).



At Ela Excellence Resort, our commitment to the social, cultural, and societal development of women extends not only through special programs for our female guests and employees but also through our corporate social responsibility projects. Empowering women and promoting gender equality are key priorities across all our business processes.

In our human resources practices, we emphasize equality at every stage, from compensation processes to recruitment and career development. We manage our compensation processes in line with the principle of “equal pay for equal work.” As part of this, we regularly conduct analyses to ensure equal pay for female and male employees. These analyses reveal that wage discrepancies

generally stem from differences in seniority and experience levels. To ensure pay equality, we continuously develop strategies to minimize seniority gaps and offer equal opportunities. Moreover, we support our female employees through mentorship programs, leadership development opportunities, and training, enabling them to enhance their professional skills and advance in their careers. We also run various social responsibility projects that promote women entrepreneurship and empower women within local communities.

At Ela Excellence Resort, we are continuously advancing our commitments to gender equality and strengthening the role of women in the workforce.

<b>EMPLOYEE DEMOGRAPHICS</b>	<b>2023</b>
Female Employee Ratio	%37,12
Male Employee Ratio	%62,88
<b>E</b> mployees by Education Level	
Primary Education	%30
High School	%42
Associate Degree	%15
<b>E</b> mployees	
Çalışan	
18-35	%54
36-49	%36
50+	%10

**Business Ethics**

Our hotel is committed to upholding internationally recognized human rights, the relevant standards of the International Labour Organization, and the United Nations Universal Declaration of Human Rights. We adhere to universal principles such as human rights, labor conditions, environmental protection, and the fight against corruption in shaping our work and business strategies.

We consider great importance to diversity and actively encourage it as well. In our recruitment, employment, and promotion processes, we consider only the qualifications and skills required for the position. Our compensation and promotion policies are based on the qualifications and performance of our employees.

We stand against all forms of discrimination and treat our employees fairly and equally, regardless of gender, marital status, age, religion, race, political views, social and economic status, language, ethnicity, nationality, sexual orientation, or disability.

We are committed to maintaining a work environment free from inappropriate behavior. We do not tolerate any forms of physical, sexual, racial, psychological, or verbal harassment and bullying. We do not employ child labor, nor do we engage in forced or compulsory labor. We hold the same expectations from our business partners.





The hospitality industry is one of the sectors where services are provided through direct human interaction. Therefore, our employees are our most valuable asset. We are committed to creating a safe, happy, and comfortable work environment for our qualified workforce and continually enhancing employee satisfaction.

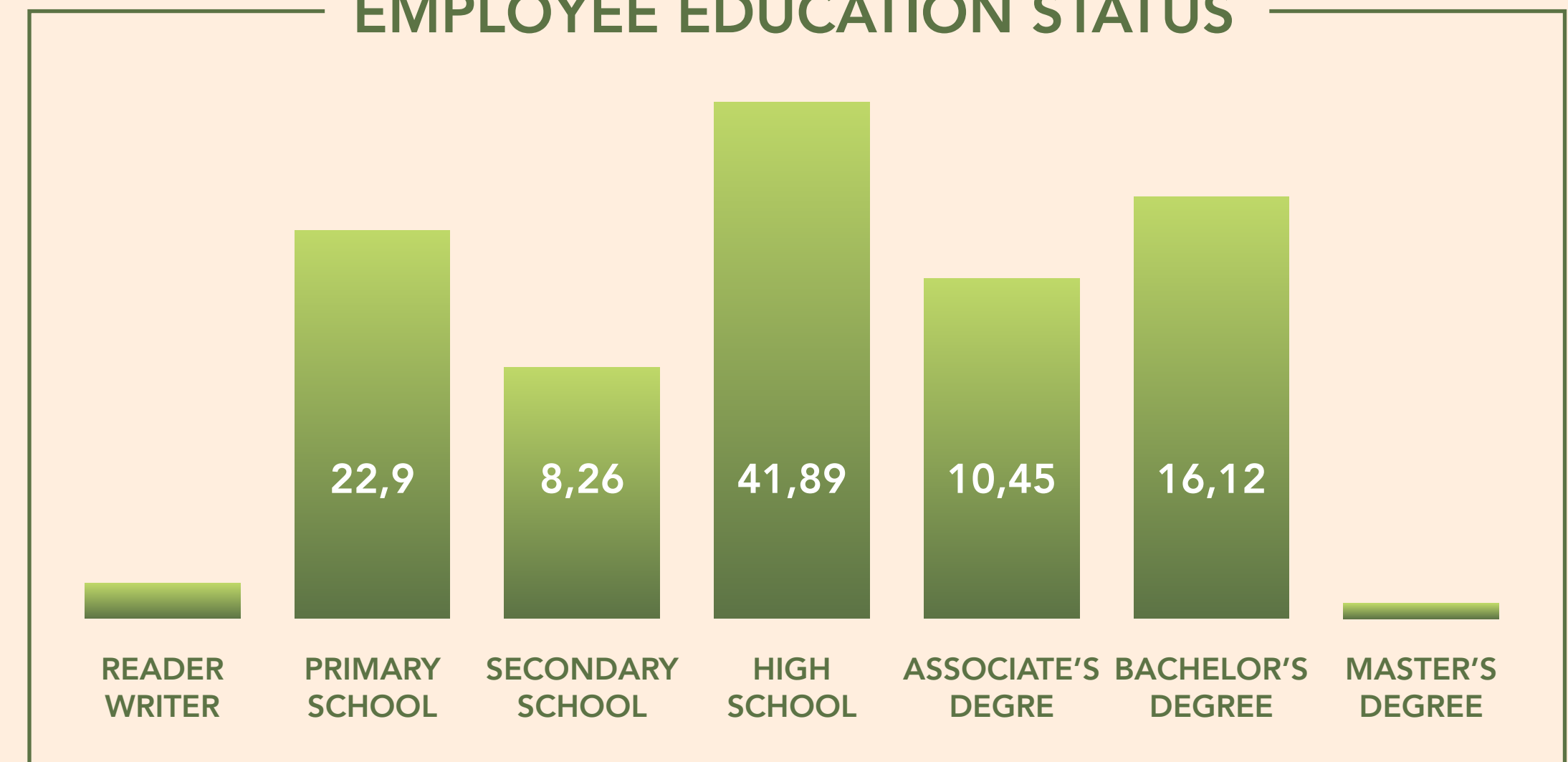
Through the “Employee Satisfaction Survey” and the “ELA Online Feedback Platform,” we assess employee satisfaction levels and pay close attention to the guidance provided by our most valuable stakeholders - our employees.

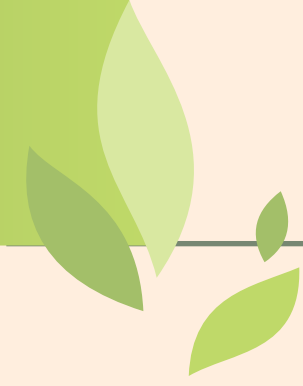
We believe that investments in human resources not only advance the individual but also the organization they work for and, ultimately, the community in which they live, raising its welfare to a higher level. With this awareness, we support the professional and personal development of our employees by offering training programs that contribute to their expertise in their field, equipping them with knowledge, enhancing their technological skills, and fostering creativity.

In 2023, Ela Excellence Resort provided a total of **9,054** person-hours of training to **745** employees. This equates to an average of **12.15** hours of training per employee annually. Our training programs are designed to support the professional development of our employees and enhance their competencies. As Ela Excellence Resort, we prioritize continuous education and development opportunities for our employees. In addition to the training programs we offer to improve employee satisfaction and growth, we regularly evaluate the competencies and contributions of our employees through annual performance assessments.

At Ela Excellence Resort, we continue to support the career development of our employees and help maximize their talents with our performance management system. Through training and performance evaluation processes, we aim to assist our employees in achieving their personal and professional goals while promoting continuous improvement.

EMPLOYEE EDUCATION STATUS





At Ela Excellence Resort, all aspects of work life and human resources practices are managed by the Human Resources Directorate.

**Under the Ela Excellence Sustainability Policy;**

- The principle of providing equal opportunities to all candidates during recruitment is applied.
- Discrimination based on race, religion, language, or gender is prohibited, and respect for human rights is fundamental.
- All necessary precautions are taken to protect the physical, mental, and emotional integrity of employees within the company.
- Forced labor and child labor are strictly prohibited. These issues are also addressed during supplier audits.
- Employees can directly reach top management through the "Online Portal."

As Ela Excellence Resort, we uphold the principle of offering equal opportunities to all candidates who meet the conditions of the job during recruitment. Our recruitment criteria are clearly defined for each position, and our practices are carried out in accordance with these criteria. We respect human rights

and take all necessary measures to prevent physical, mental, or emotional mistreatment of employees, ensuring that there is no discrimination based on race, religion, language, or gender. Ethical violations such as forced labor and child labor are not tolerated.

Job descriptions, responsibilities, and performance criteria are set by the management of Ela Excellence Resort and are communicated to employees clearly. We ensure that objective data is used in training, assignments, and promotion processes while prioritizing the interests of Ela Excellence Resort.

To facilitate access to information for our employees, updated announcements are regularly shared through our corporate portal.

Additionally, we encourage employees to share their creative ideas related to Ela Excellence Resort activities and practices, collecting individual suggestions, and rewarding the successful ideas. Under our Suggestion System Instruction, one employee was rewarded according to the system in 2023. This approach helps appreciate our employees' contributions and innovative thoughts, supporting overall improvement within the company.

Ela Excellence Resort continues to apply the principles of open communication, equality, and continuous development throughout all of our business processes.





## Practices on Children's Rights and Child Labor at Ela Excellence Resort

Ela Excellence Resort prioritizes the protection of children's rights in the tourism sector and holds a Child-Friendly Tourism Certificate. We work diligently to ensure the welfare and safety of children. We support this commitment with policies aligned with GRI 408: Child Labor standards. Below are the details of the practices we have implemented in this area:

### 1. Child Labor Prevention Policy

Ela Excellence Resort has adopted a Child Protection Policy that ensures the strict prohibition of child labor in both our operations and supply chain. All of our suppliers are required to comply with the zero-tolerance principle regarding child labor in their contracts. Regular audits are conducted to verify the implementation of these policies.

### 2. Protection of Children's Rights and Education

- **Employee Awareness Training:** All of our employees receive regular training on children's rights, combating child labor, and promoting safe tourism. These trainings are based on the United Nations Convention on the Rights of the Child and GRI standards.

- **Institutional Collaborations:** We contribute to the widespread promotion of children's rights in the tourism sector by collaborating with organizations such as UNICEF and similar entities

- **Informing the Guests:** We provide informative materials to our guests to raise awareness about the protection of children's rights. We specifically, prepare guides supporting children's rights in family-friendly services and activities.

### 3. Child Safety and Welfare

- **Child-Friendly Areas:** To ensure the physical and emotional safety of children, our children's clubs are designed with their well-being in mind. All staff members working in these areas are trained in child sensitivity. Additionally, taking or sharing images of children without their consent is strictly prohibited in these areas.

- **Psychological Support:** We offer creative, educational, and supportive activities guided by expert staff to ensure children have a positive holiday experience.

### 4. Community Contribution Projects

- **Local Children Support Programs:** We conduct various social responsibility projects aimed at improving the education and welfare of local children. These initiatives help protect children from the negative impacts of the tourism industry and support their access to quality educational opportunities.

- **Institutional Collaborations:** We contribute to the widespread promotion of children's rights in the tourism sector by collaborating with initiatives such as UNICEF and similar in.

### 5. Reporting and Transparency

We transparently share our activities and progress related to the protection of children's rights through regular reporting in line with GRI standards. In this context, all processes, from our supply chain to on-site practices, are closely monitored, and our evaluations are made publicly available.

Ela Excellence Resort aims to be a role model in the industry for the protection and advocacy of children's rights, positioning this mission as an integral part of our sustainability policies.



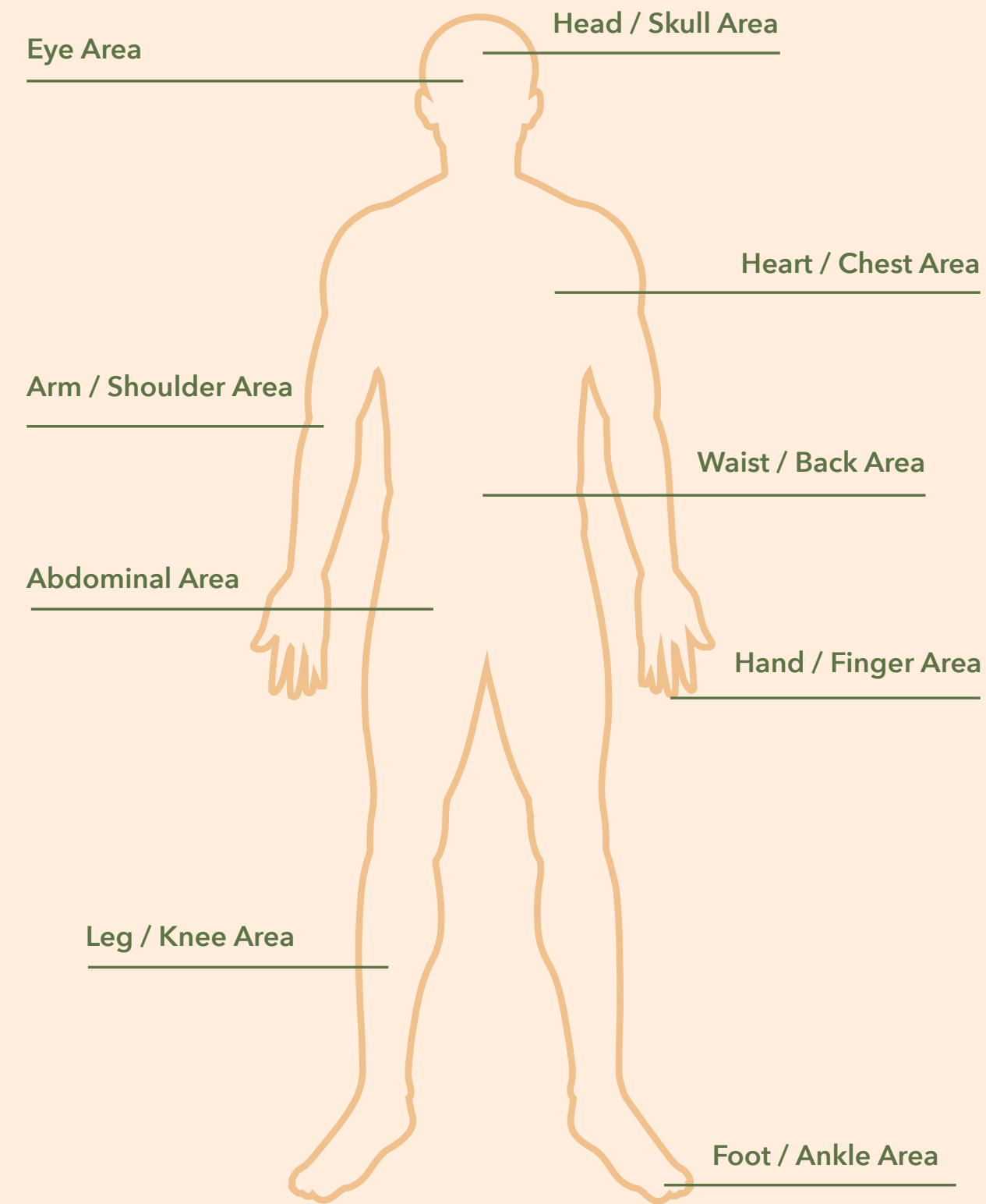
At Ela Excellence Resort, we consider great importance to Occupational Health and Safety (OHS) and our OHS Procedures cover all our employees. As required by law, we have a mandatory OHS Committee in place at all our workplaces, and its activities are carried out under the Occupational Health and Safety Law No. 6331. During the reporting period, the OHS Committee consisted of a total of 4 employee representatives and 20 members.

When each new employee joins, they receive training about the OHS procedures, and a copy of the Occupational Health and Safety Regulations is provided to them. In addition, in accordance with the Occupational Health and Safety Law, we regularly provide basic OHS training to all employees, and in 2023, a total of 985 employees attended OHS training, with an average of 0.75 person/hour of training.

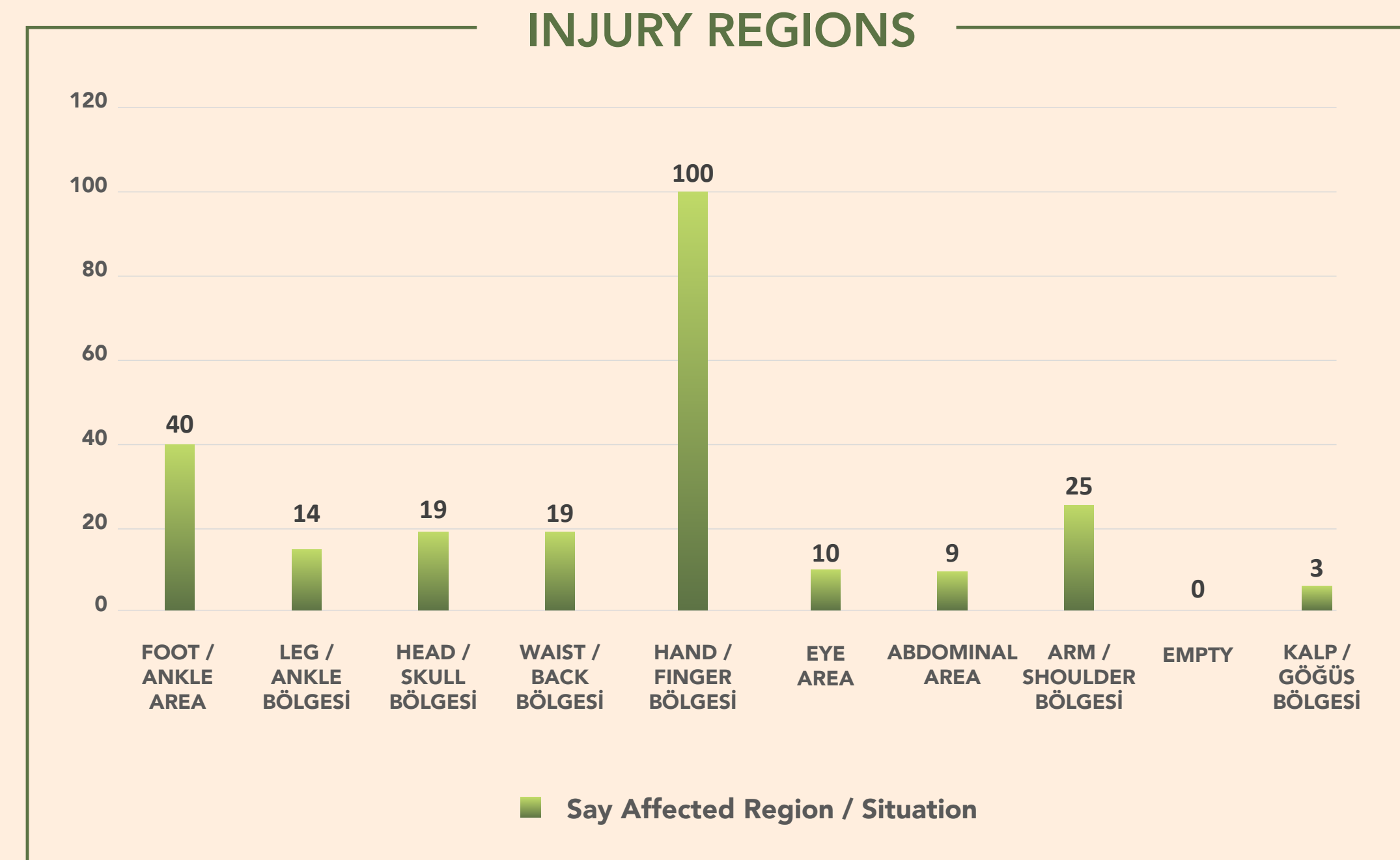
At Ela Excellence Resort, we prioritize providing a healthy, safe, stress-free, and ergonomic work environment for our employees' health and safety. To achieve this, we continuously make necessary improvements in our workplaces and implement various health and safety measures to enhance the well-being of our employees. We regularly review and make improvements to ergonomic working conditions, stress management, and overall health standards.

Furthermore, we support the physical and psychological health of our employees through seminars, health screenings, and safety drills. We take all necessary measures to ensure that all our employees work in a safe and supportive environment.

At Ela Excellence Resort, we continue to fulfill our commitments to occupational health and safety and aim to maintain the highest standards of employee safety.



INJURY REGIONS





As the hospitality sector is a highly regulated field, it is critical for Ela Excellence Resort to ensure full legal compliance in all of our operations.

The Board of Directors of our company holds ultimate responsibility for ensuring that all activities are conducted in accordance with regulations and standards, and for effectively managing compliance risks. Senior Management is responsible for ensuring that company operations and employee behaviors remain consistently in line with relevant laws and standards, within the framework of the Compliance and Compliance Risk Management Policy.

The Excellence in Business and Quality Group Department effectively identifies, assesses, monitors, and reports compliance risks while coordinating these tasks. Furthermore, all new regulations concerning our products and services are thoroughly reviewed by the relevant departments before coming into effect. All contracts with third parties are reviewed for legal compliance by the Legal Counsel before the signing process begins.

The Legal Counsel evaluates company practices from a legal perspective based on requests from various departments, provides recommendations, and identifies potential improvements in processes that could lead to disputes. Additionally, the Legal Counsel notifies the relevant units of any changes in regulations and provides legal support during the compliance process. We regularly organize training programs to raise awareness among our employees regarding developments in the regulatory field and potential compliance risks.

As of 2023, there are no significant lawsuits filed against Ela Excellence Resort that could affect our financial position. Furthermore, we have not faced any major fines or penalties due to non-compliance with regulations. There have been no complaints or lawsuits filed against our company concerning anti-competitive practices or monopolistic behavior.

During the reporting period, there have been no complaints or lawsuits regarding breaches of confidentiality, including the loss or disclosure of customer information to third parties.



At Ela Excellence Resort, our goal in business continuity management is to minimize adverse impacts, manage issues effectively, and protect our assets and reputation. Within the scope of business continuity management, strategies are developed based on pre-determined risk criteria, and prioritized actions and measures are identified for unplanned situations.

We carry out comprehensive planning for emergencies, establishing effective response mechanisms for such events. Our business continuity management principles are meticulously documented, and plans are prepared that include key personnel, resources, and actions needed during the crisis management process. These plans are created by evaluating the potential risks and impacts of various scenarios on our operations.

Special business continuity plans are prepared for our facility, and necessary technical infrastructure arrangements are made to ensure the uninterrupted continuation of information technology processes. This infrastructure is of critical importance for responding quickly and effectively in the event of an emergency.

In the event of an extraordinary situation, business continuity plans are thoroughly reviewed and updated to ensure that facility operations continue effectively and without interruption. These plans include recovery strategies, critical processes, dependencies, and effective communication methods, as well as business impact analyses. Business continuity plans are reassessed at least once a year or in the event of significant changes.

Regular training and awareness activities are conducted to ensure that our employees clearly understand their roles and responsibilities during extraordinary situations. Additionally, our business continuity plans are tested against potential short- or long-term disruptions. These tests are carried out involving stakeholders to validate the effectiveness of the plans and make any necessary improvements.

At Ela Excellence Resort, we are committed to fulfilling our obligations in business continuity management, ensuring that our operations are carried out smoothly and effectively without disruption in the event of any interruptions. All necessary precautions are taken to guarantee the continuity and efficiency of our operations.



Freshwater ecosystems around the world are under significant pressure due to agricultural, industrial, and daily human activities. The increasing population and the high water demands of the business world are making the sustainable use of water resources more challenging every day. This pressure on water resources is not only limited to rising consumption; climate change is also deeply affecting the water cycle through more frequent and intense droughts, heavy rainfall, and natural disasters. As a result, both the global population's needs are increasing, and the efficient use of water resources is becoming more difficult.

The hospitality sector, as one of the areas with the highest water consumption, plays a crucial role in this global issue. The efficient and responsible use of water to ensure guest comfort is one of the cornerstones of sustainable tourism. In particular, in resorts and hotels, the efficient use of water is of great importance in terms of both environmental and economic sustainability. However, changing climate conditions are making the management of water resources more complex. On one hand, access to water is becoming more difficult due to droughts, while on the other hand, sudden and intense rainfall can lead to floods. This dual threat further emphasizes the critical importance of protecting water resources.

At Ela Excellence Resort, we are fully aware of the situation and act with full awareness of these realities. Protecting and efficiently using freshwater resources is one of the top priorities of our sustainability strategy. Through the measures we take in water

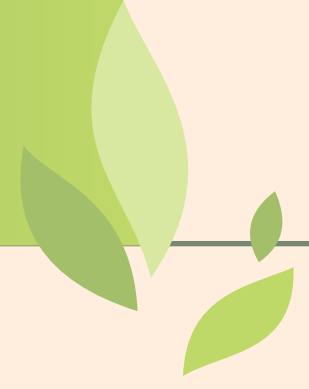
management, we not only reduce our negative environmental impacts but also aim to raise awareness among our guests about the importance of conserving water resources. We implement technological solutions that save water, use systems that minimize water consumption for landscape irrigation, and encourage the recycling of wastewater.

The contributions of the hospitality sector to water efficiency will make a significant impact on both the conservation of natural water resources and the long-term sustainability of businesses. As a water-conscious organization, it is our responsibility to raise awareness in this area and lead the sector in this regard. Given the increasing water scarcity and changing climate conditions, the value of every drop of water becomes even more apparent, making it inevitable to take steps toward solving this issue.

Water is essential for the sustainability of communities, ecosystems, and economic activities, and is considered a fundamental resource within the framework of human rights. At Ela Excellence Resort, we are aware of our responsibility to protect and use water efficiently, and we shape our sustainability policies in line with this awareness.

We understand that the efficient use of water is critical not only for environmental sustainability but also for social and economic sustainability. We consciously, aim to further develop our water management policies and expand our activities for the protection of water resources.





		Criterion	Source (Control Point)	+ -	Target (Above / Below)	Calculation	Target	JANUARY	FEBUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTEBER	NOVEMBER	DECEMBER	Average	Difference
<b>2023</b> 01.01.2023 30.12.2023	OVERNIGHT						Monitoring				13.638	21.895	24.452	19.406	41.745	36.699	51.685	14.676	7.024		
	ENVIRONMENT	Water Consumption Amount (m <sup>3</sup> / overnight stay.month)	Technical	-	Below Target	A2	,20				1,30	0,70	0,90	1,10	0,70	0,80	0,60	1,10	0,00	0,80	TARGET ACHIEVED 1,40
	ENERGY	Water Consumption per Square Meter of Indoor Area	Technical	-	Below Target	A	Monitoring	0,11	0,13	0,25	0,50	0,44	0,58	0,60	0,80	0,81	0,80	0,45	0,26	0,48	
<b>2022</b> 01.01.2022 31.12.2022	OVERNIGHT						Monitoring				2.810	20.612	39.440	44.392	53.426	33.064	49.019	18.016			
	SUSTAINABILITY	Water Consumption Amount (m <sup>3</sup> / overnight stay.month)	Accounting Data	-	Below Target	A4	.00				8,70	1,00	0,70	0,70	0,70	0,80	0,60	1,10		1,79	TARGET ACHIEVED 2,21



The concept of Waste Management refers to activities involving the prevention of waste generation, reduction at the source, reuse, separation based on its characteristics and types, collection, temporary storage, transportation, recycling, recovery including energy recovery, disposal, monitoring and control of disposal processes, and supervision.

Ela Excellence Resort implements a waste management model within the framework of "Zero Waste" certification. We raise awareness among our employees, particularly regarding the separate collection of waste, through regular training programs. With Waste Stations located throughout the facility, we manage Waste Management with the support of our guests.

In 2023, Ela Excellence Resort measured the waste amounts, examining the results:



**PLASTIC**  
59.420,00 KG



**PAPER-CARDBOARD**  
76.610,00 KG



**METAL**  
19.730,00 KG



**ORGANIC**  
526.909,96 KG



**GLASS**  
103.830,00 KG



3,747 trees have been prevented to be cut.



6,171 m<sup>3</sup> of water has been saved to be wasted.



Global energy sources are under significant pressure due to rapidly increasing population and industrial activities. Energy demand is growing across all sectors, from industry to transportation, from housing to tourism. This demand leads to the rapid depletion of natural resources and contributes to climate change through greenhouse gas emissions generated by energy production and consumption. The pressure on energy resources is increasing every day due to the effects of climate change, rising energy costs, and the demands of the global population.

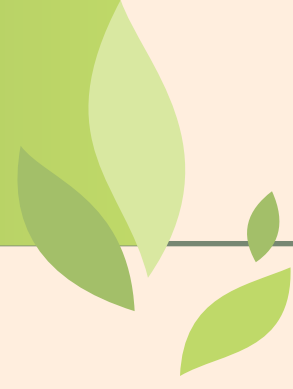
The hospitality sector plays a key role in addressing this issue due to its high energy consumption. Hotels and resorts require significant energy to ensure guest comfort. However, managing this energy consumption sustainably is of critical importance, both environmentally and economically. Efficient energy use not only reduces costs but also significantly contributes to reducing the carbon footprint.

At Ela Excellence Resort, we place energy efficiency at the heart of our sustainability strategy. We are implementing various innovative technologies and practices to optimize energy

consumption and minimize our environmental impact. We are investing in renewable energy sources, using energy-saving devices, and developing solutions to improve energy efficiency in areas such as lighting, heating, and cooling. These efforts are supporting both the sustainability of our operations and our environmental protection goals.

The importance of using energy responsibly and efficiently is growing every day. Rising energy costs and the fight against climate change make energy management a strategic priority in the tourism sector. Any steps taken toward energy efficiency in the sector will not only contribute to environmental sustainability but also play a significant role in the long-term success of businesses. By saving energy and conserving natural resources, we can offer our guests a more sustainable lodging experience.

Ela Excellence Resort aims to lead the sector in energy management and make the most efficient use of energy resources with the awareness of the subject.



	Criterion	Source (Control Point)	+ -	Target (Above / Below)	Calculation	Target	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	Average	Difference
<b>2023</b> 01.01.2023 30.12.2023	OVERNIGHT					İzleme				13.638	21.895	24.452	19.406	41.745	36.699	51.685	14.676	7.024		
	ENVIRONMENT / ENERGY	Electricity Consumption Amount (overnight stay.month)	Technical	-	Hedef Altı	A	65,00			57,50	35,80	35,70	48,20	27,10	33,80	17,90	42,00	68,70	40,74	TARGET ACHIEVED 24,26
	ENERGY	Electricity Consumption per Square Meter of Indoor Area	Technical	-	Hedef Altı	A	İzleme	12,64	11,70	8,02	15,91	21,24	23,80	22,50	22,73	33,72	25,18	16,73	13,11	18,94
<b>2022</b> 01.01.2022 30.12.2022	OVERNIGHT					İzleme				2.810	20.612	39.440	44.392	53.426	33.064	49.019	18.016			
	SUSTAINABILITY	Electricity Consumption Amount (overnight stay.month)	Accounting Data	-	Accounting Data	A	50,00			115,3	38,40	27,90	31,00	27,90	36,20	21,50	31,90			TARGET ACHIEVED 8,74



Ela Excellence Resort comprehends the importance of biodiversity conservation, recognizing the value of ecosystems and the environmental benefits they provide. We we regularly monitor and assess the direct and indirect impacts of our operations on local ecosystems and biodiversity with awareness. Among our objectives is minimizing the negative effects on biodiversity, as well as actively supporting and protecting ecosystems and endangered species.

At Ela Excellence Resort, we consider great importance on the protection of natural habitats. For instance, our facility in the Belek region takes various measures to protect the habitats of both rare and endangered plant and animal species found in the area. The sea lilies on our beach, which are protected by the International Union for Conservation of Nature (IUCN), are specifically safeguarded through special conservation measures to prevent any damage. All of our team members undergo training in line with our environmental policies, which enhances their awareness of protecting these plants.

At Ela Excellence Resort's beach in Belek, we also host nests of Caretta Caretta sea turtles. With the aim of protecting these nests, we share our sensitivity regarding beach usage with both our employees and guests as part of a project led by the Ecological Research Association, supported by the Belek Tourism Investors Association. Our teams working in the coastal areas regularly receive periodic training on Caretta caretta turtles and sea lilies, keeping this information up to date. Furthermore, to raise environmental awareness, we have informative panels throughout the facility, as well as signboards placed in specially protected sea lily areas.



At Ela Excellence Resort, we not only focus on preserving the vegetation and natural habitats of the Belek region but also actively support significant projects in the area. In this regard, we make a valuable contribution to the Sea Turtle Conservation Project in Belek. This project is a vital initiative aimed at protecting the breeding grounds of sea turtles and ensuring the sustainability of their populations. As part of the project, efforts include monitoring the nesting

areas of sea turtles, implementing conservation measures, and carrying out awareness-raising activities.

Via all these efforts, we aim to fulfill our responsibility to the environment and society, leaving a protected and positive legacy for future generations. At Ela Excellence Resort, we continue our commitment to nature conservation and are dedicated to minimizing our environmental impact through continuous improvement.



(GRI 3-3 GRI 302-1 GRI 302-2 GRI 302-3 GRI 302-4 GRI 305-1 GRI 305-2  
GRI 305-3 GRI 305-4 GRI 305-5 GRI 306-1 GRI 306-2 GRI 306-3 GRI 306-5  
GRI 303-1 GRI 303-2 GRI 303-3 GRI 303-4 GRI 303-5)

With the awareness that reducing negative environmental impacts is of critical importance, Ela Excellence Resort strives to minimize environmental effects by making both positive and negative evaluations in investment decisions. We effectively and regularly monitor the environmental impacts of our operations, transparently report them, and take various steps each year to reduce these impacts.

As part of our efforts to combat climate change, we are conscious of the necessity to monitor, report, and reduce greenhouse gas emissions. Since 2023, we have been implementing Carbon Footprint Management practices. Within this framework, we calculate the carbon footprint resulting from our activities, purchase an equivalent amount of carbon credits, and provide financial support to renewable energy projects. Our carbon footprint calculation takes into account Scope 1, Scope 2, and Scope 3 emissions.

In 2023, we purchased and used electricity generated from renewable energy sources, which we documented with an I-REC Certificate. In 2023, our activities resulted in 37,889.29 tons of carbon dioxide equivalent (tCO<sub>2</sub>e) greenhouse gas emissions. The total greenhouse gas emission intensity per square meter of total floor area, tracked as a key performance indicator, was calculated at 1.029 tCO<sub>2</sub>e/m<sup>2</sup>.

To save energy and reduce greenhouse gas emissions, we utilize central automation systems. We perform efficient maintenance and control processes for all air conditioners, electrical installations, and other systems in our buildings. We pay particular attention to minimizing the impact of refrigerant gases, which have a high global warming potential, on the environment and climate change. Additionally, we increase energy efficiency by using smart building systems in our regional offices.

Ela Excellence Resort’s greenhouse gas emissions are calculated annually in collaboration with consulting firms using the ISO 14064-1 Standard. The greenhouse gas emissions report for 2023 covers the period from 01.01.2023 to 31.12.2023, with calculations based on international standards such as the Greenhouse Gas Protocol (GHG Protocol) Corporate Reporting Standard and GHG Protocol Corporate Value Chain.





## Ela Excellence Resort's Efforts to Combat Climate Change and Reduce Fossil Energy Use

At Ela Excellence Resort, we are initiating a comprehensive transformation in our operations to reduce the impacts of climate change and support a sustainable future. In line with this goal, we have adopted a transparent reporting system in accordance with the GRI Climate Change Standards.

### Our Strategic Goals:

#### 1. Reducing Fossil Energy Consumption

We are accelerating investments in renewable energy to convert the energy sources used at our hotel into sustainable alternatives. Our goal is to meet our electricity needs through solar panels and innovative energy efficiency technologies. Additionally, we will implement an extensive energy transformation program by 2026 to reduce direct fossil fuel use in our accommodations by 50%.

#### 2. Reducing Carbon Footprint

We encourage energy efficiency and environmentally friendly practices in our operational processes to reduce our carbon emissions. We prioritize working with local and low-carbon producers to minimize the carbon impact in our supply chain.

#### 3. Climate Adaptation and Resilience

To adapt to climate change, we are enhancing our water management and environmental resilience practices. In our landscaping projects, we prefer local and endemic plant species with low water consumption.

#### 4. Community and Employee Engagement

We organize training sessions and support awareness projects to foster energy efficiency and environmental consciousness among our employees and guests.

Via all these efforts, we aim to contribute not only to the protection of our hotel but also to the preservation of the natural resources and ecosystems around us. By reporting our progress in line with GRI standards, we remain committed to the principles of transparency and accountability.

At Ela Excellence Resort, we are taking action today for a greener future!



At Ela Excellence Resort, our strong supply network, built with 474 suppliers, impacts a broad stakeholder ecosystem within our value chain. To enhance our positive influence and create sustainable impact, it is critical for our stakeholders to understand and internalize our business principles.

While managing our collaboration with suppliers, we operate within the framework of our Supplier Code of Conduct, which encourages suppliers to adhere to specific standards. These principles provide a framework that defines our working conditions and ensures that our suppliers operate in compliance with the standards. Additionally, we implement a rigorous supplier evaluation procedure at every stage, from the selection process to performance assessments. This ensures a responsible and sustainable procurement process.

We recognize that the resilience of our supply chain plays a critical role in our operational success. Therefore, we proactively manage risks within the supply chain and respond quickly to potential issues. Through the Supplier Code of Conduct, we provide a clear framework for working conditions to all our suppliers, developing strategies to minimize risks in our supply chain and enhance resilience.

By integrating sustainability into our entire supply chain, we minimize our environmental and social impacts. This approach not only increases the efficiency of our current operations but also contributes to our long-term goal of building a sustainable and responsible supply chain.

At Ela Excellence Resort, we continue to provide the highest quality service to our guests while demonstrating best practices in the industry through a sustainable and responsible supply chain by carefully managing all of the processes.



At Ela Excellence Resort, we conduct comprehensive risk assessment processes to anticipate and prevent potential disruptions in our production and supply chains. Effectively measuring our risks helps us develop action plans and achieve our goal of building a resilient supply chain.

In this regard, we regularly assess the environmental performance of our suppliers and identify variability risks such as raw material and water stress. Additionally, we strengthen the resilience of our supply chain and responsible procurement processes by identifying critical suppliers.

The agility, responsibility, and significant environmental and social impacts of our suppliers directly affect our hotel operations. Therefore, we plan to conduct a comprehensive survey to evaluate the environmental performance of our suppliers by 2025. This survey will be an important step in gathering and analyzing environmental performance data.

We aim to maintain and enhance the resilience of our supply chain by identifying our critical suppliers. Our critical suppliers include high-volume suppliers, providers of critical components, and irreplaceable suppliers. Accordingly, we are establishing close relationships with the 10 suppliers we consider critical, working to minimize any disruptions in our supply chain.



At Ela Excellence Resort, we enhance the resilience of our supply chain with these strategies and continue our mission of delivering high-quality service. We maintain our commitment to creating a sustainable and responsible supply chain by collaborating with our stakeholders.

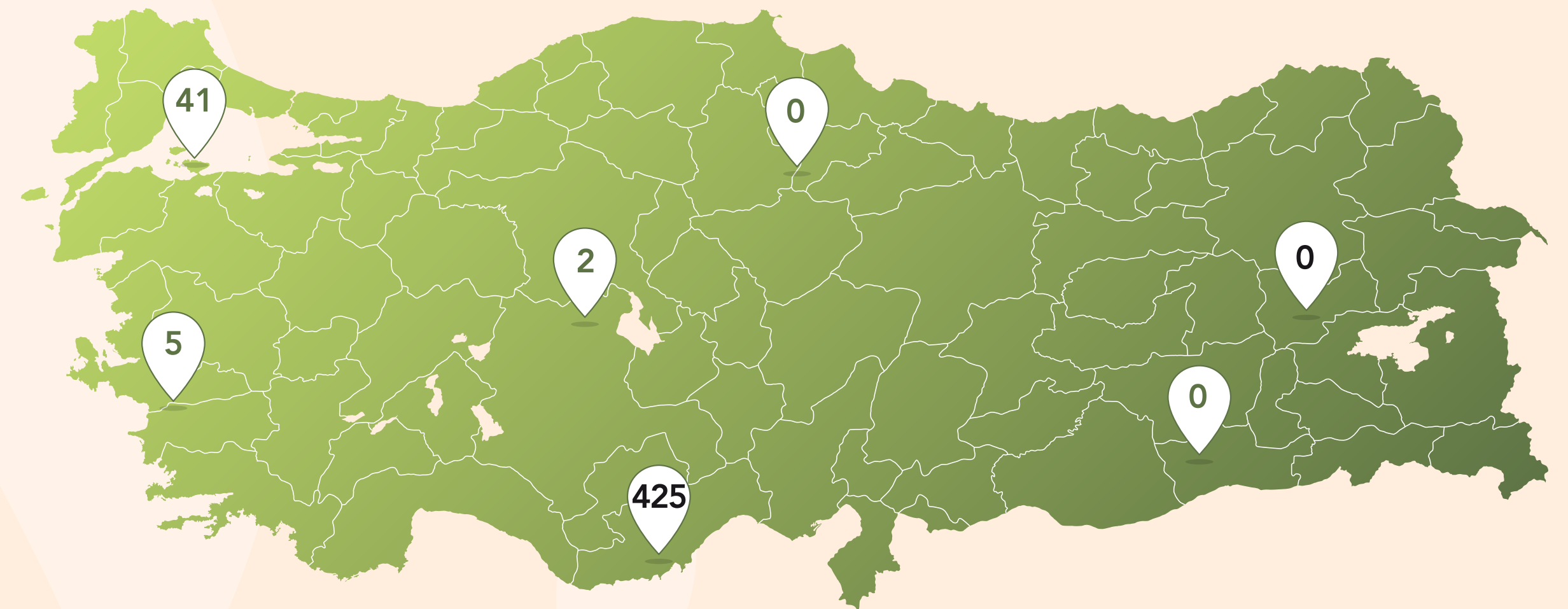
Sustainability is critically important, particularly in reducing environmental footprints in the face of the growing impacts of the climate crisis. A significant portion of greenhouse gas emissions from agricultural food systems arises from supply chain processes such as distribution and transportation. Accordingly, sourcing raw materials locally stands out as an important strategy for reducing greenhouse gas emissions. With this approach, we aim to reduce logistics-related carbon emissions.

However, prioritizing local suppliers not only supports our environmental sustainability goals but also strengthens our communities by directly supporting local development and employment through payments made to local suppliers. Our local procurement practices help mitigate dependency on external sources, create a positive impact on the local economy, and support the economic development of our regions.

In 2023, compared to the previous year, we increased the proportion of local suppliers in our operations by 2% bringing the total number of local suppliers to ..... which is .... Has risen to the level of..... We also achieved ..... as the percentage of payments made to local suppliers within our total payments. These figures

demonstrate the importance we place on local suppliers and highlight the effectiveness of our sustainable supply chain strategy and our contribution to local economies.

At Ela Excellence Resort, while minimizing our environmental impact through sustainable and responsible supply chain management, we continue to contribute to the economic development of local communities. This approach of ours ensures that we fulfill our environmental and societal responsibilities while providing our guests with the highest quality service.



LIVE TODAY, RESPECT TOMORROW



### AWARDS RECEIVED BY THE FACILITY IN 2023

TUI GLOBAL HOTEL AWARDS – QUALITY HOTEL 2024	
JET2HOLIDAYS QUALITY AWARD 2023	
BEST 100 HOTELS AWARD 2024	
STARWAY CHILD-FRIENDLY HOTEL 2023	
STARWAY ENVIRONMENTALLY FRIENDLY HOTEL 2023	
BOOKING.COM - TRAVELLER REVIEW AWARDS 2022: 8,9/10	

CHRISTIAN TOUR - BEST ACCOMMODATION AWARD 2022	
OTELZ GUEST REVIEW AWARDS 2022: 8.8/10	
STARWAY CHILD-FRIENDLY HOTEL 2022	
STARWAY OVERALL SATISFACTION 2022	
TRIPADVISOR: TRAVELLER’S CHOICE 2021	
HOLIDAYCHECK 5.5/6 2021	

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OUR CERTIFICATES	SCOPE OF THE CERTIFICATE
ISO 9001 QUALITY MANAGEMENT SYSTEM	A standard that ensures continuous improvement of business processes with a focus on quality. It covers customer satisfaction and continuous improvement objectives.
ISO 22000 FOOD SAFETY MANAGEMENT SYSTEM	Aimed at ensuring safe food throughout the food production and supply chain. It focuses on controlling food safety risks.
ISO 10002 CUSTOMER SATISFACTION MANAGEMENT SYSTEM	A standard that ensures the effective handling of customer complaints. It covers the processes related to how complaints will be evaluated, resolved, and recorded.
ISO 14001 ENVIRONMENTAL MANAGEMENT SYSTEM	A management system that ensures the minimization of negative environmental impacts. It supports the business’s sustainability policy with environmental protection objectives.
ISO 45001 OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM	Developed to protect employees’ health and safety, it covers objectives aimed at preventing work accidents and occupational diseases.
ISO 50001 ENERGY MANAGEMENT SYSTEM	A standard aimed at improving an organization’s energy performance and optimizing energy usage. It covers increasing energy efficiency, reducing costs, and minimizing environmental impacts.
GSTC SUSTAINABLE TOURISM CERTIFICATE	A certificate that promotes environmental, social, and economic sustainability practices. It covers the sustainable operation of tourism activities without harming the environment or local communities.
CHILD-FRIENDLY HOTEL CERTIFICATE	A certificate that indicates the hotel provides services suitable for children, prioritizing their safety and comfort.

GRI REPORTING STANDARDS	SDG CORRESPONDENCE	SDG SYMBOLS
<p><b>General Information (2-1 to 2-5):</b> Includes details about the organization, reporting structure, and external audit information.</p>	<ul style="list-style-type: none"> <li>• <b>SDG 16 - Peace, Justice, and Strong Institutions:</b> Ensuring accountability, transparency, and reliability in the operations of organizations.</li> <li>• <b>SDG 17 - Partnerships for the Goals:</b> Information about partnerships and explanations regarding the reporting cycle.</li> </ul>	 
<p><b>Governance (2-6 to 2-21):</b> Covers governance structure, roles of governing bodies, conflict of interest management, and compensation policies.</p>	<ul style="list-style-type: none"> <li>• <b>SDG 5 - Gender Equality:</b> Ensuring diversity and equality within governance bodies.</li> <li>• <b>SDG 16 - Peace, Justice, and Strong Institutions:</b> Good governance, conflict of interest prevention, and performance evaluation of the board of directors.</li> <li>• <b>SDG 8 - Decent Work and Economic Growth:</b> Fair compensation and protection of employee rights.</li> </ul>	  
<p><b>Sustainability Strategy and Policy (2-22 to 2-30):</b> Statements regarding sustainability strategy, policy commitments, compliance, stakeholder engagement, and collective agreements.</p>	<ul style="list-style-type: none"> <li>• <b>SDG 12 - Responsible Consumption and Production:</b> Developing sustainability strategies and aligning corporate policies with these goals.</li> <li>• <b>SDG 16 - Peace, Justice, and Strong Institutions:</b> Transparency, ethical standards, and legal compliance.</li> <li>• <b>SDG 17 - Partnerships for the Goals:</b> Stakeholder engagement and cooperation.</li> </ul>	  
<p><b>Material Topics (3-1 to 3-3):</b> The process used to identify and manage material topics.</p>	<ul style="list-style-type: none"> <li>• <b>SDG 16 - Peace, Justice, and Strong Institutions:</b> Identifying and managing the societal impacts of the organization's activities.</li> <li>• <b>SDG 8 - Decent Work and Economic Growth:</b> Working conditions and occupational health and safety issues.</li> </ul>	 
<p><b>Biodiversity (101-1 to 304-4):</b> Policies and management approaches related to biodiversity, including the impacts on ecosystems, habitats, and species.</p>	<ul style="list-style-type: none"> <li>• <b>SDG 15 - Life on Land:</b> Preventing biodiversity loss, conserving, and restoring ecosystems.</li> <li>• <b>SDG 14 - Life Below Water:</b> Protecting marine and freshwater ecosystems.</li> <li>• <b>SDG 12 - Responsible Consumption and Production:</b> Responsible resource use and the sustainability of ecosystems.</li> </ul>	  

GRI RAPORLAMA STANDARTLARI	SDG KARŞILIĞI	SDG SEMBOLLERİ
<p><b>Economic Parameters (201-1 to 207-4):</b> Information on economic value creation, government assistance, social investments, and taxation.</p>	<ul style="list-style-type: none"> <li>• <b>SDG 8 - Decent Work and Economic Growth:</b> Economic value creation and contributions to the local economy.</li> <li>• <b>SDG 9 - Industry, Innovation, and Infrastructure:</b> Investments in social infrastructure.</li> <li>• <b>SDG 10 - Reduced Inequalities:</b> Policies for local communities and local employment.</li> <li>• <b>SDG 1 - No Poverty:</b> Economic value creation for local development and poverty reduction.</li> </ul>	
<p><b>Environmental (301-1 to 308-2):</b> Material usage, energy, water, emissions, waste, and supply chain environmental impacts.</p>	<ul style="list-style-type: none"> <li>• <b>SDG 6 - Clean Water and Sanitation:</b> Water usage, water consumption, and conservation of water resources.</li> <li>• <b>SDG 7 - Affordable and Clean Energy:</b> Energy consumption, energy intensity, and renewable energy use.</li> <li>• <b>SDG 13 - Climate Action:</b> Reduction of carbon emissions and fighting climate change.</li> <li>• <b>SDG 12 - Responsible Consumption and Production:</b> Use of recycled materials, waste management, and sustainable production.</li> <li>• <b>SDG 15 - Life on Land:</b> Habitat protection and restoration efforts.</li> </ul>	
<p><b>Social (401-1 to 418-1):</b> Metrics related to employees, occupational health and safety, diversity, human rights, community engagement, and customer privacy.</p>	<ul style="list-style-type: none"> <li>• <b>SDG 3 - Good Health and Well-Being:</b> Occupational health and safety, preventing work-related accidents and diseases.</li> <li>• <b>SDG 4 - Quality Education:</b> Employee training and career development.</li> <li>• <b>SDG 5 - Gender Equality:</b> Diversity, equal pay policies, and female employment.</li> <li>• <b>SDG 8 - Decent Work and Economic Growth:</b> Fair working conditions, employee rights, and worker health and safety.</li> <li>• <b>SDG 10 - Reduced Inequalities:</b> Diversity, contribution to local communities, and equal opportunities.</li> <li>• <b>SDG 16 - Peace, Justice, and Strong Institutions:</b> Customer privacy, prevention of human rights violations, and anti-discrimination measures.</li> </ul>	