

# 2022 Sustainability Report

ELA EXCELLENCE RESORT BELEK



START TODAY FOR A BETTER TOMORROW





# Ela: the Colour of Sustainability

Ela's name means hazel in English. The name invokes the greens and browns of a shrub sprouting from the earth. That's why we have chosen to focus on sustaining all the shades of green that grow from the soil.

ELA



# About The Report

Since its establishment, ELA Excellence Resort has been growing and developing through adoption of the values of reliability, accuracy, hard work, flexibility, and innovation. ELA Excellence Resort has made a name for itself due to its work on sustainability and is now one of the organizations leading this initiative in the accommodation sector.

ELA Excellence Resort has positioned a sustainable development approach at the centre of its growth strategy and has integrated sustainability practices into all its processes.

ELA Excellence Resort has been sharing its economic, social, and environmental performance transparently with all its stakeholders through sustainability reports each year since 2022.

You can send any of your comments or suggestions concerning the report to: [callcenter@elahotels.com](mailto:callcenter@elahotels.com)



Today, if we are one of the strongest players of global competition in the business world:

It is because we have a creative and innovative identity that provides added value to our customers, engenders trust, and gives confidence to our employees. We believe in improving people's quality of life, and respecting nature and the environment.

Since the first day we were founded, we knew that only those who are the best at what they do can carry their reputation and prestige proudly into the future.

**Ahmed Akbalık**  
**Özak Global Chairman of the Board of Directors**





A close-up photograph of two hands, one from a person wearing a dark green sweater and the other from a person wearing a light green sweater, gently cupping a small, textured globe of the Earth. The globe is painted with blue oceans and green landmasses, showing a rough, clay-like texture. The background is a soft, out-of-focus green gradient.

# Sustainability Begins with Love

We cherish all living things including the soil, water, and the air that sustain us. We understand that we must be respectful of nature which is why Ela prioritizes sustainability efforts.

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A pair of hands, one from a darker-skinned person and one from a lighter-skinned person, are gently cupping a small, round object covered in vibrant green moss. The background is a soft, out-of-focus green, suggesting a natural, outdoor setting. The overall tone is peaceful and hopeful, emphasizing environmental care and global unity.

# Dear Stakeholders

The developments and challenges we have faced in recent years on regional, national, and global scales strongly emphasize the importance of sustainability and clearly demonstrate the need to act quickly in achieving sustainability goals.

Sustainability is at the heart of solving the challenges we face, whether they are caused by natural phenomena or human activities.

As ELA Excellence Resort, we are aware of our responsibility for sustainability actions.

We see technological development, research and development, and innovation as the building blocks of sustainable growth. We take all necessary measures to eliminate or minimize the negative impacts of our activities on the environment. We strive to turn potential threats posed by environmental problems into opportunities with environmentally friendly technologies, products, and solutions. We contribute to the protection of the ecosystem with our energy and water resource conservation strategies. We make social benefit investments in education and health and carry out social responsibility projects.



# Development Goals

The Sustainable Development Goals (SDGs) or Global Goals, are a universal call to action by the member states of the United Nations, with targets to be achieved by the end of 2030.

It focuses on solving 17 main social, cultural, and ecological issues such as ending hunger and poverty worldwide, combating climate change, ensuring gender equality, promoting quality education, and ensuring responsible production and consumption.

In January 2016, 193 United Nations member states adopted 17 goals to be achieved by 2030 to eradicate poverty, protect planet Earth, and ensure peace and prosperity for all people.

At ELA Excellence Resort, we have embarked on a journey to integrate these development goals into all our activities. We will share all the activities we carry out throughout this journey with all our stakeholders through the annual sustainability reports.





E C O - F R I E N D L Y

# green thumbs

We show our respect for and protect nature

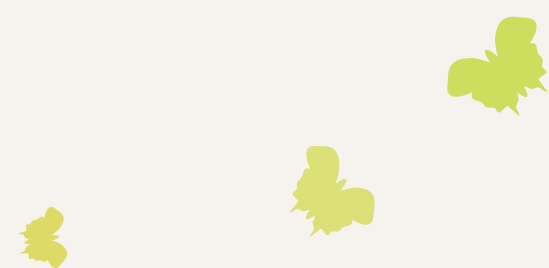
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# The Five Essential Elements of Life

The Five Elements in Chinese philosophy, represent the five simplest parts of the universe. The five elements, earth, fire, water, wood, and metal, represent specific qualities, principles, attributes, cycles and transformations. The harmony between the human body, physics, mental health, and nature are also interpreted through these same five elements.

According to the theory of Ying and Yang, it is accepted that when regular balance is maintained in the production and consumption cycle of the five elements, it is possible to benefit from the healing power of nature. Therefore, maintaining balance and restoring it when it is disturbed is a priority for the continuity of life.



# The Five Essential Elements of Life

**Earth:** Gives confidence, adds abundance by growing and developing, and expresses stability and value creation.

**Fire:** Signifies passion, dedication, success, and expansion.

**Water:** One of the most adaptable elements, it represents motion and transformation.

**Wood:** Represents life, vitality, development, and growth.

**Metal:** Associated with endurance, agility, leadership, and justice.

Our priority at ELA Excellence Resort is to protect and restore the natural environment of our resort and to make a sustainable life and business possible. With the value-added projects we develop, intended to leave a more liveable world for next generations, we will continue to support our vision of maintaining our status as a hospitality industry leader into the future.





# Definitions

Sustainability, Sustainability Management System, Sustainable Tourism





A close-up photograph of ornamental grasses with feathery, purple and brown seed heads. The background is a soft, out-of-focus bokeh of green and yellow light, suggesting a natural outdoor setting. The overall tone is warm and organic.

# Sustainability

Using resources in an environmentally sound, socially just, and economically viable manner that meets the needs of current users while not jeopardizing the possibility of use by future generations.



# Sustainability Management System

A set of interrelated elements for establishing a sustainability policy, sustainability goals, and processes for achieving these goals.





# Sustainable Tourism

Taking full account of current and future economic, social, and environmental impacts, addressing the needs of guests, industry, the environment, and host communities.

Sustainable tourism should:

Make the best use of environmental resources, a fundamental element of tourism development, by sustaining essential ecological processes and helping to conserve natural heritage and biodiversity.

Respect the sociocultural authenticity of host communities, protect their historical and living cultural heritage, traditional values, and contribute to intercultural understanding and tolerance.

Ensure favourable, long-term economic transactions that provide socioeconomic benefits, equitably distributed to all stakeholders, including stable employment, income generation opportunities, and social services for host communities, and contribute to poverty reduction.





# T H E   N E W   L U X U R Y   S T A N D A R D S U S T A I N A B I L I T Y

Our dedication to sustainability is not limited to aesthetics, we set high standards for innovation and design in our pursuit of excellence. This undertaking mirrors our relationship with nature.

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# Dimensions of Sustainability

## ‘Economic, Social, Environment, Governance’







# Economic

Enterprises should create economic value for themselves and their stakeholders to ensure their continuity. If enterprises do not make a profit, they can't pay their employees, can't pay their suppliers regularly, and can't satisfy their customers, then they cannot survive. Therefore, the economic dimension of sustainability is essentially related to the capacity of the business to create long-term economic value.





# Social

Enterprises are part of the society in which they operate. The development of enterprises is only possible with the development of the society in which they operate. Enterprises should therefore be expected to contribute to the development of the whole society, including their employees (education, entrepreneurship, aid, etc.), and to work towards reducing inequalities.



A close-up photograph of two hands, one from the left and one from the right, holding a small amount of water. The hands are positioned above a larger pool of water, and the water being held is about to splash or has just splashed, creating a dynamic scene with many water droplets and ripples. The background is a soft, out-of-focus blue and white, suggesting a bright, sunny day. The overall tone is clean and fresh, emphasizing the theme of water and the environment.

# Environment

Enterprises need natural resources to realize their production and services. However, natural resources are limited. Disturbing the balance of nature affects the renewability of renewable resources. Enterprises should both minimize resource use and their harmful effects on the environment.



An aerial photograph of a white wind turbine standing in a vast, green agricultural field. The perspective is from above, looking down at the turbine's hub and two of its long, white blades. The blades extend diagonally across the frame. The surrounding landscape is a patchwork of green fields, with some darker green areas and thin lines of trees or roads visible in the distance. The lighting suggests a bright, sunny day.

# Governance

Successful and sustainable enterprises need to give importance to stakeholder participation in decision-making, adopt transparency and accountability, act fairly and consistently towards their stakeholders, and establish the infrastructure to ensure corporate trust.





Like any protector we are determined to keep our natural resources safe.  
Our endless love and respect extends from plants to animals to the soil and sea.



# Development

The World Economic Forum's "Global Risks Report" highlights some of the most serious risks we may face in the coming decade. The report states while the cost-of-living crisis is the biggest short-term risk, failure to mitigate and adapt to climate change is the biggest long-term concern.

Geopolitical rivalries and tendencies towards introversion will increase economic constraints and exacerbate both short-term and long-term risks. The Global Risks Report calls on countries to work together to avoid resource competition.



# The ten most severe risks facing the Earth in the next ten years:

1. Climate change action failure
2. Climate change adaptation failure
3. Natural disasters and extreme weather events
4. Biodiversity loss and ecosystem collapse
5. Large-scale forced migration
6. Natural resource crises
7. Erosion of social cohesion and social polarization
8. Widespread cybercrime and cyber insecurity
9. Geo-economic conflicts
10. Large-scale environmental damage



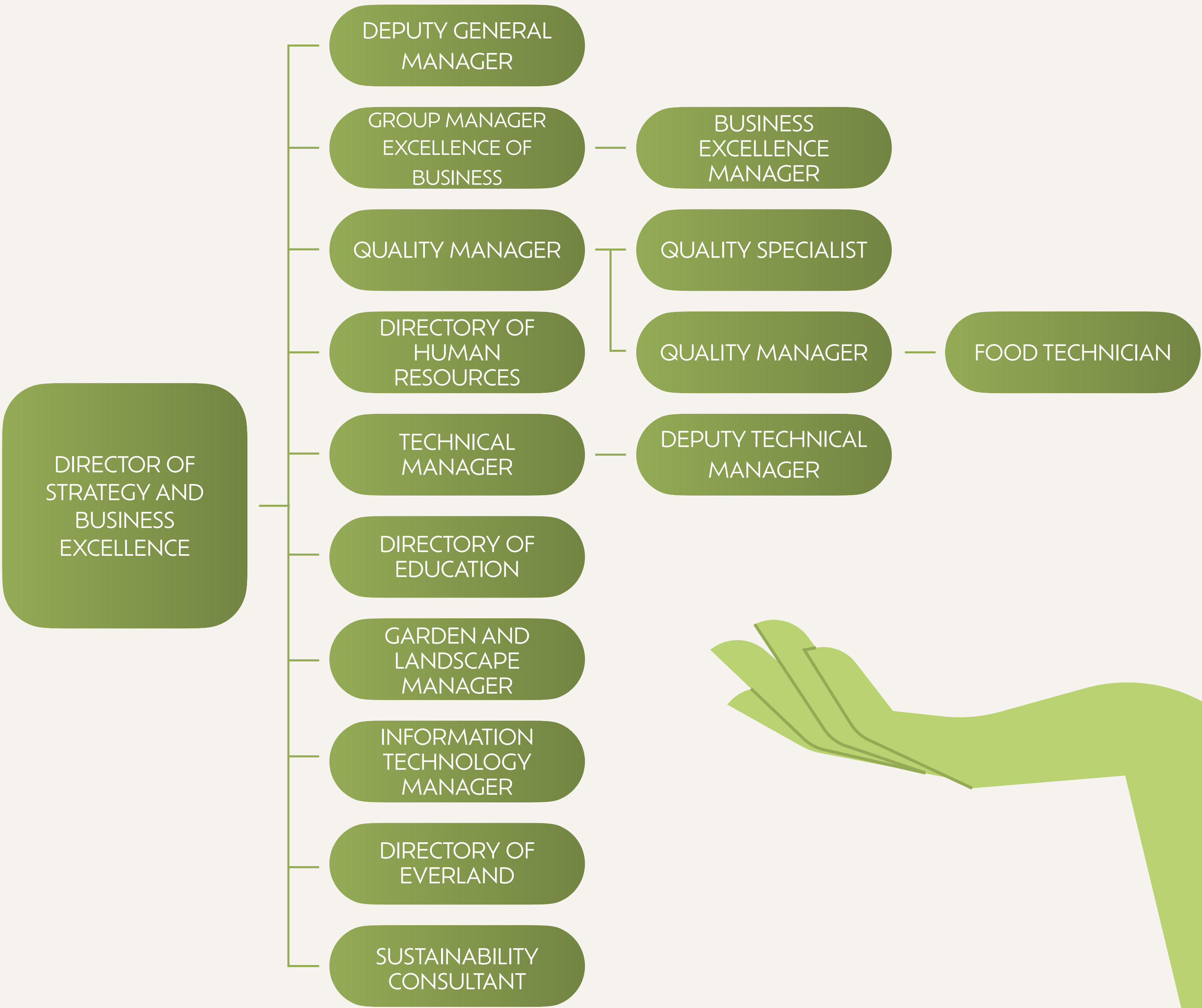


# Governance

## SUSTAINABILITY MANAGEMENT STRUCTURE

Within the existing sustainability governance model, ELA Excellence Resort applies a model where sustainability is led by the top management body. Established with this perspective, the Sustainability Committee operates under the leadership of ÖZAK Holding Executives and the Deputy General Manager of the Facility.

The Sustainability Committee is responsible for ensuring that sustainability is fully integrated into the ELA Excellence Resort’s structure, identifying sustainability-related policies and projects, conducting and coordinating research and development, and innovation activities.







# Business Ethics, Compliance, and Legislation

ELA Excellence Resort's code of business ethics is based on honesty, transparency, impartiality, confidentiality, respect for employees, sustainability, compliance with laws and regulations, and responsibility towards society. In this context, these basic principles are applied in relations with customers, suppliers, employees, agencies, governmental organizations, NGOs, and other stakeholders. ELA Excellence Resort emphasizes core corporate principles and values, and ethics and compliance. New investments brings compliance with numerous new local and international regulations. Our goal is to carry our company into the future with an inclusive system where all our values are disseminated.

ELA Excellence Resort is a member of Lebib Yalkın, follows the legal regulations set by the firm, and is able to adapt to changing regulations in a short period of time.



# P R E S E R V E D   P E R F E C T I O N :   N A T U R E

Ela believes that sustainability is essential for a better world today and in the future. We recognise the significance of putting our skills and passion for the environment to good use for future generations.

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# Our Sustainability Principles





## Our Principles

### WE CARE about future generations.

With the awareness that natural resources are not infinite and unlimited, we act with future generations in mind.

### WE ENCOURAGE our stakeholders.

We expect our stakeholders to embrace sustainable development goals.

### WE EMPOWER individuals.

As the ELA Excellence Resort family, we work by drawing strength from each other. We share the successes in our lives.

### WE SHARE with the community

We continue to serve society with our social responsibility approach





# what we do?

## RESULT



## INDICATOR

Limiting pesticide usage quantities and initiating pest control using ladybirds (You can access the explanation by scanning the QR codes.)

## GOAL

Reduction of pesticides used in the resort garden

## DEVELOPMENT TITLE





# what we do?

## RESULT

Substance addiction training given by the Narcotics Branch Directorate Officer.



## INDICATOR

Regular trainings on substance abuse

## GOAL

To raise awareness about substance abuse

## DEVELOPMENT TITLE





# what we do?

## INDICATOR

## The number of female employees

## RESULT

We met the target with a 34% female employment rate.

## GOAL

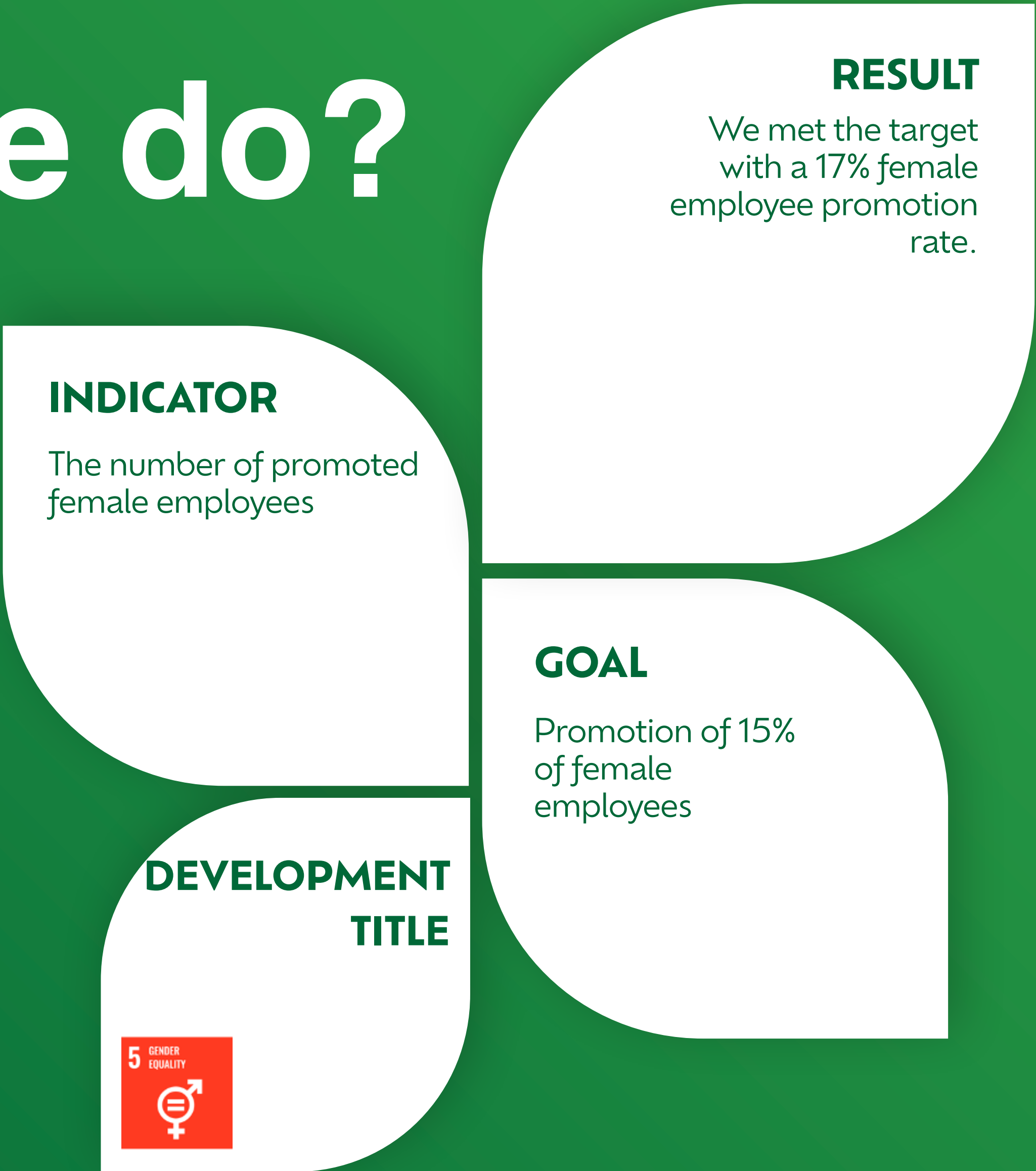
Increasing the  
number of female  
employees above  
30%

# DEVELOPMENT TITLE





# what we do?





# what we do?

## INDICATOR

The survey participation results

## DEVELOPMENT TITLE



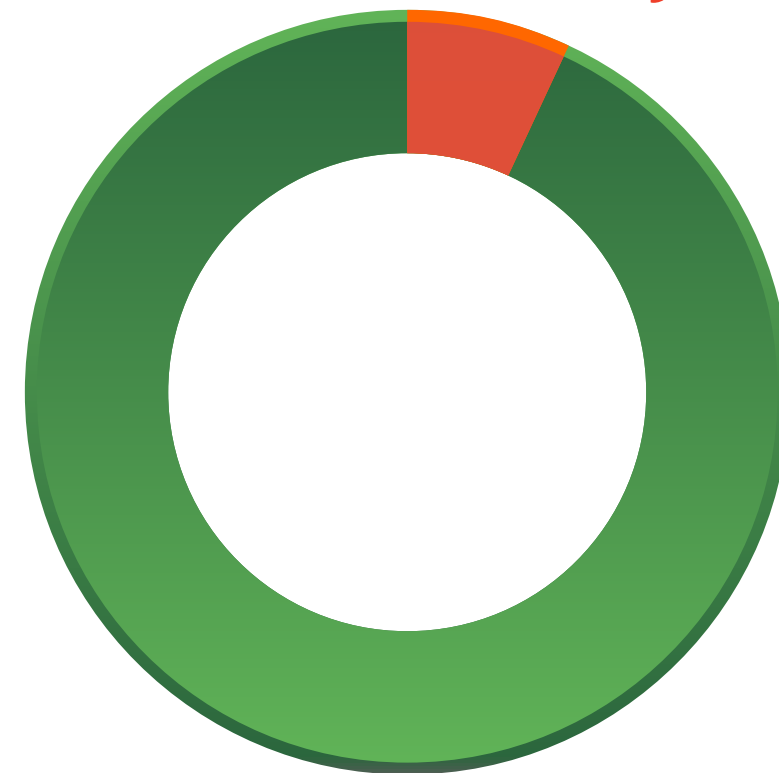
## RESULT

Number of Completed Surveys

Number of Incomplete Surveys

**%6,9**

**%93,1**



## GOAL

Including the employee survey results in decision-making processes



# what we do?

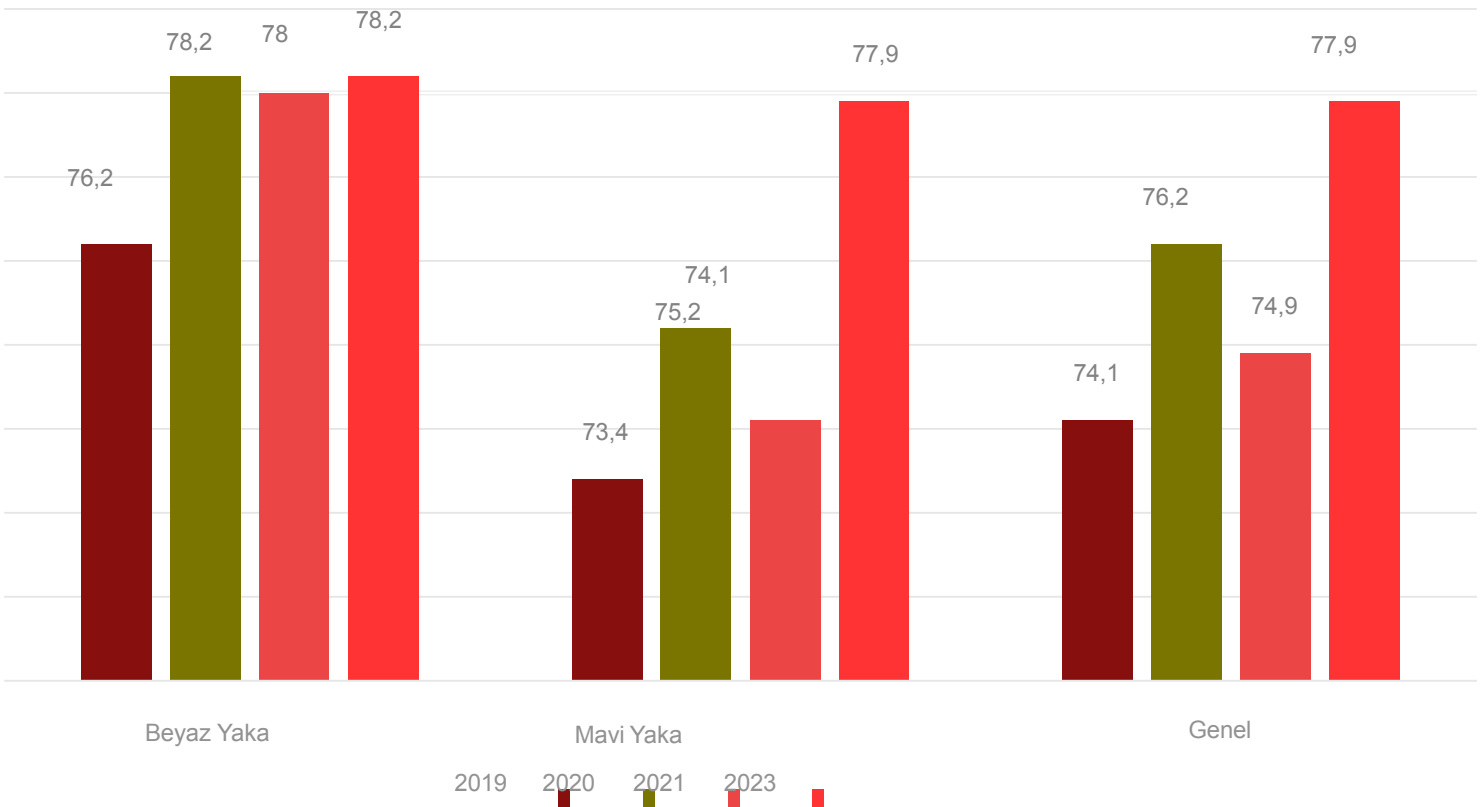
## INDICATOR

The survey participation results

## DEVELOPMENT TITLE



## RESULT



## GOAL

Including the employee survey results in decision-making processes



# what we do?





# what we do?

## INDICATOR

The digitalization infrastructure and digitalization process

## RESULT

The digitalization process in our facility continues in line with current needs. BPM Software was commissioned in 2022 for document management and making business plans, and the harmonization process is ongoing.

## GOAL

Establishing technological infrastructure in all processes and maintaining all possible processes digitally

## DEVELOPMENT TITLE





# what we do?

## INDICATOR

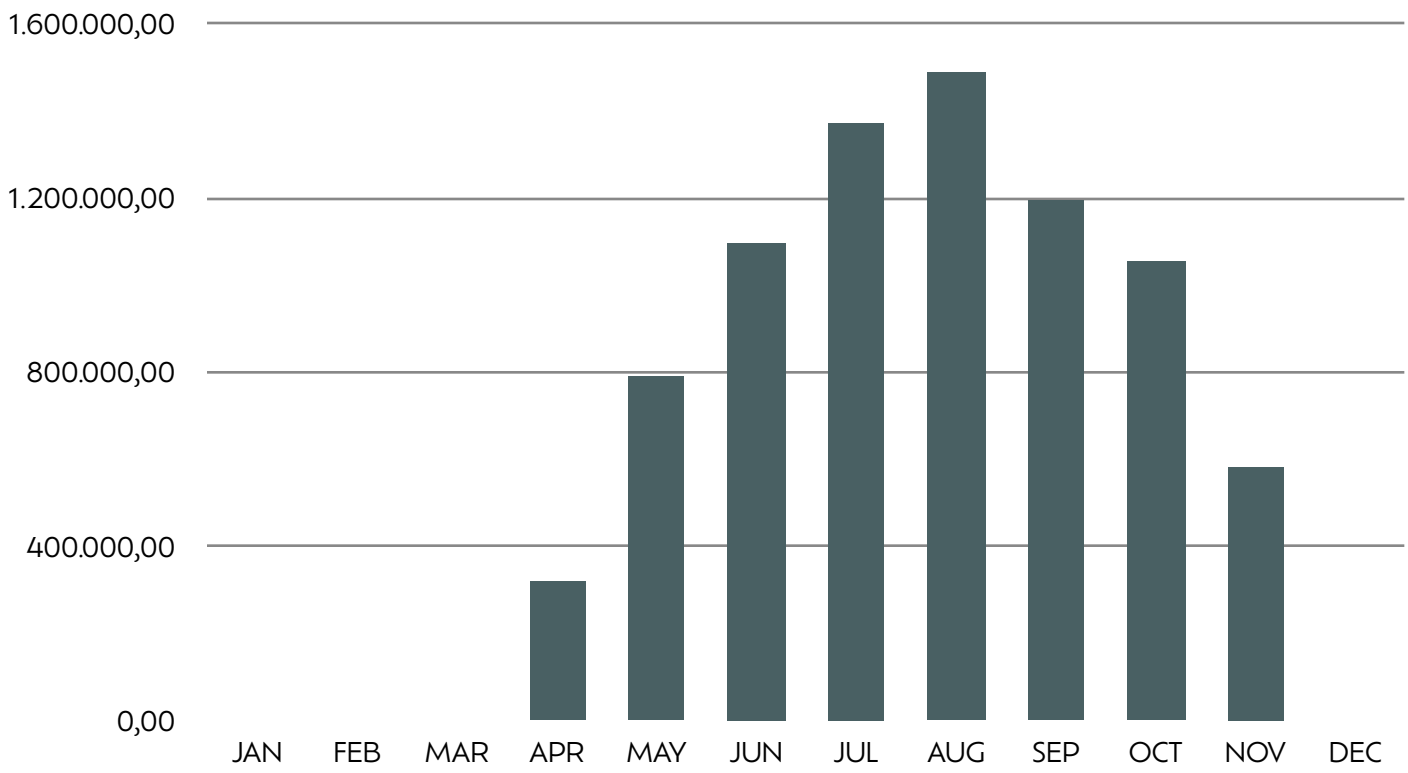
Energy Monitoring  
Tables

## DEVELOPMENT TITLE



## RESULT

ENERGY CONSUMPTION FOR THE YEAR 2022  
ELECTRICITY QUANTITY PER MONTH



## GOAL

Improvement in  
energy  
consumption each  
year



# what we do?

## INDICATOR

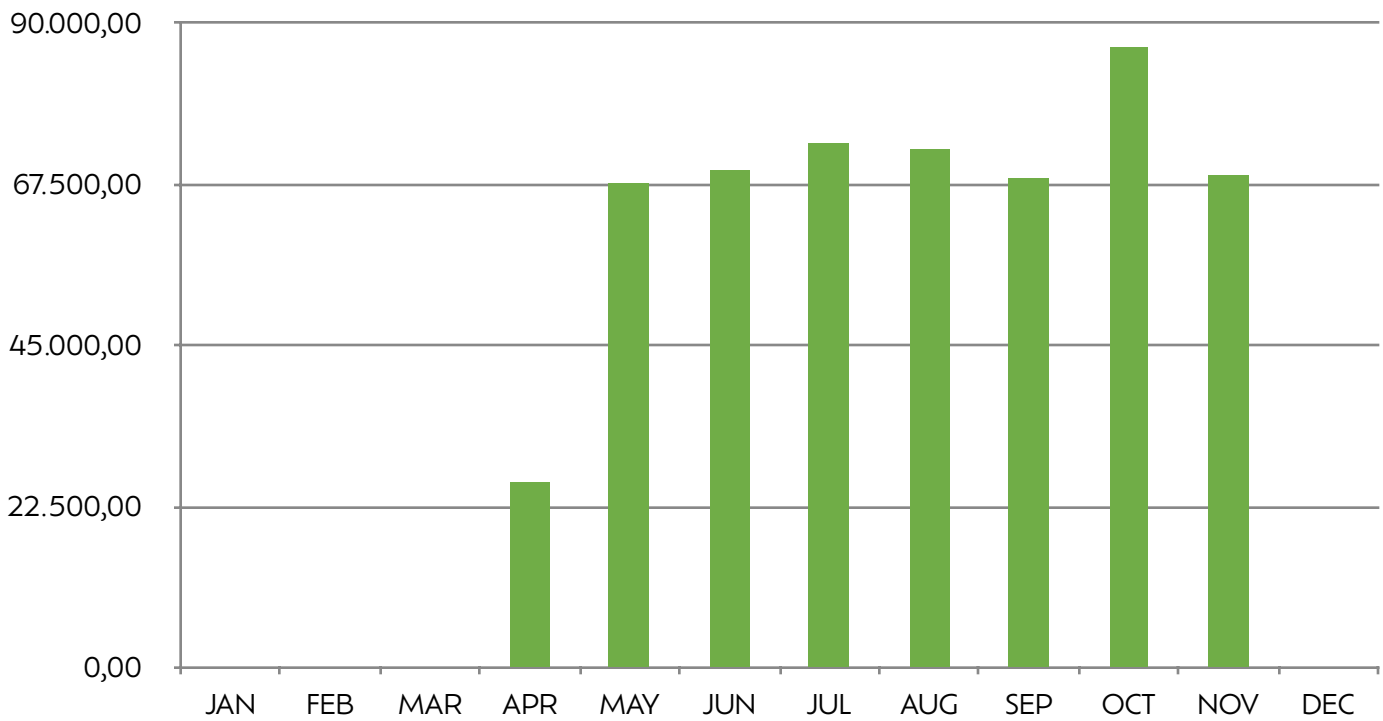
Energy Monitoring  
Tables

## DEVELOPMENT TITLE



## RESULT

ENERGY CONSUMPTION IN 2022  
LNG QUANTITY PER MONTH

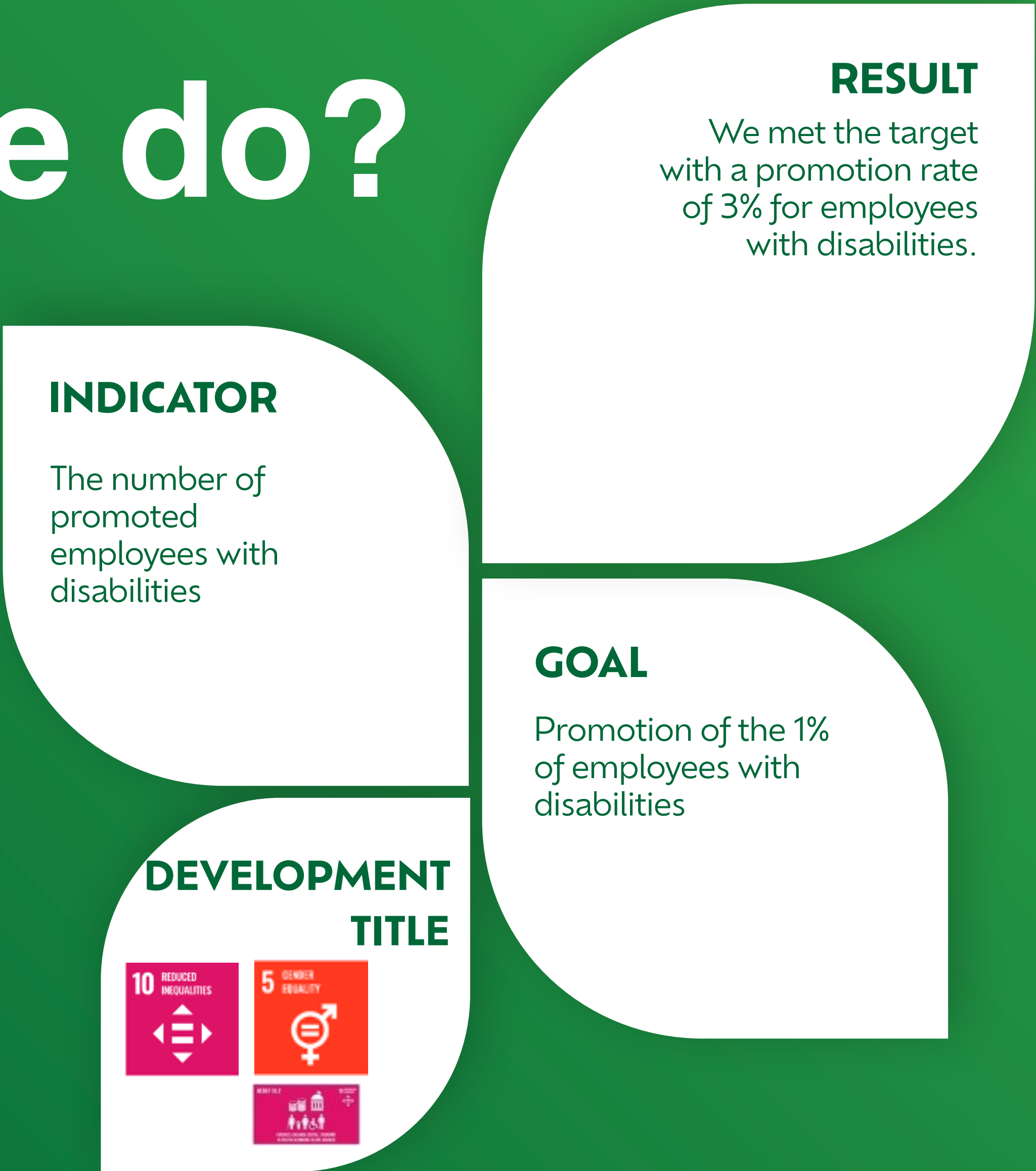


## GOAL

Improvement in  
energy  
consumption each  
year



# what we do?





# what we do?

INDICATOR

Employment of meritorious employees without discrimination based on region, sexual orientation, religious beliefs, and ethnic origin, etc.

RESULT

We have employees from different regions, ethnic backgrounds, sexual preferences, and religious beliefs.



Region	Count
Northwest	18
West	104
Central	115
Southwest	246
East	77
South	114
Far East	56

GOAL

Hiring meritorious employees without discrimination

DEVELOPMENT TITLE





# what we do?

## INDICATOR

The sustainability report, web page, and trainings

## DEVELOPMENT TITLE



## RESULT

As of 2020, Türkiye is home to 16 cultural and two mixed UNESCO World Heritage Sites. Mixed heritage sites contain elements of both natural and cultural significance. History comes alive as you travel around Türkiye. Places of unique cultural and historical significance can be awe-inspiring and will enrich your knowledge of humanity's extensive heritage.

Türkiye has many sites on the UNESCO World Heritage Tentative List. As of 2020, the number of Turkish sites of cultural, historical, and natural value on the Tentative List reached 84. All of these are of great historical importance and undoubtedly deserve protection and international recognition.

Many civilizations from the earliest ages of humanity have settled in Türkiye and left traces all over this beautiful country. Magnificent examples of natural wonders stand side by side with this rich cultural heritage.

<https://unesco.goturkiye.com/unesco-world-heritage-sites-and-routes>

## GOAL

To inform all our stakeholders about natural and cultural heritage



# what we do?

## INDICATOR

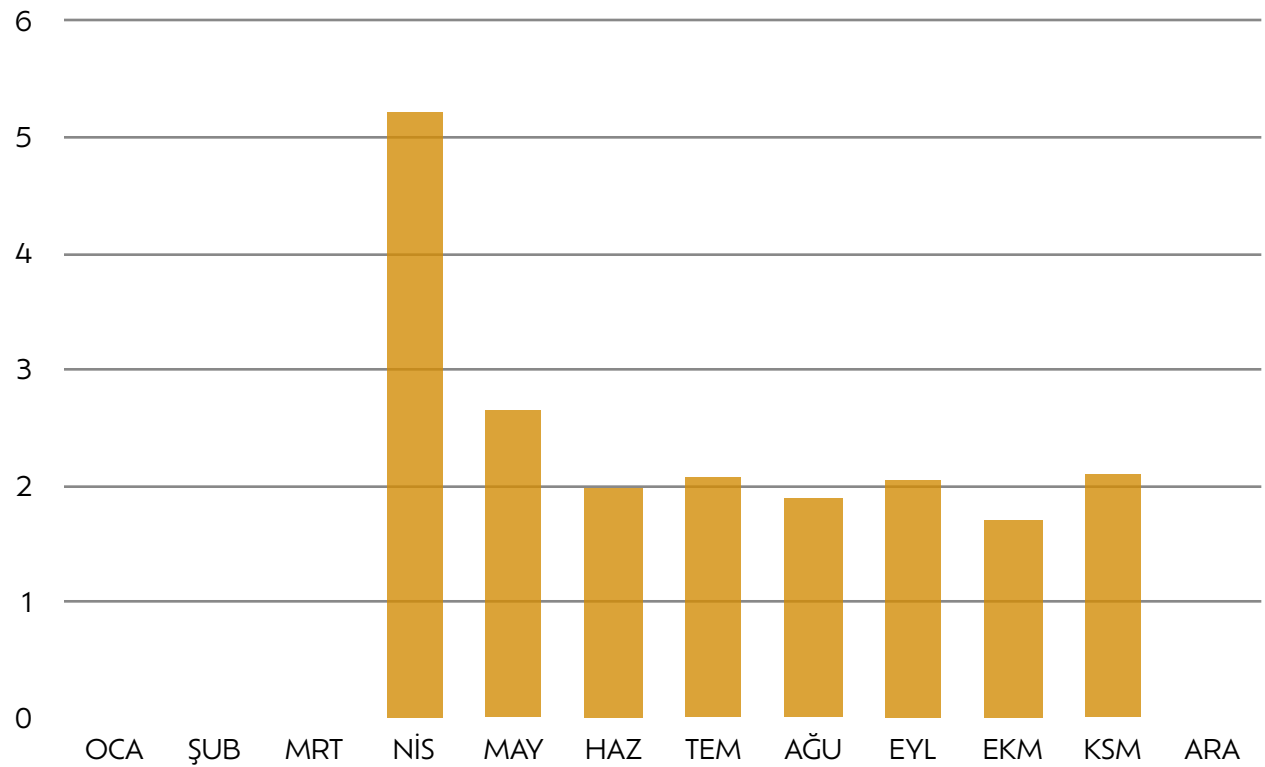
The regular monitoring of waste

## DEVELOPMENT TITLE



## RESULT

2022 Per Capita Packaging Waste Amounts



## GOAL

Minimize the negative impact of waste on the environment and reduce waste through reduction, reuse, and recycling



# what we do?

## RESULT



## INDICATOR

The Belek Region  
Biodiversity List

(You can access the list  
by scanning QR code.)

## GOAL

To carry out studies on  
Belek Biodiversity

## DEVELOPMENT TITLE





# what we do?

## INDICATOR

The preparation of plant and Mediterranean invasive species lists (You can access lists by scanning QR codes.)

## DEVELOPMENT TITLE



## RESULT

### LIST OF INVASIVE SPECIES



### FACILITY PLANT LIST



## GOAL

Not to use invasive species in the facility garden, keeping invasive species under control if in existence



# what we do?

## RESULT



## INDICATOR

Completion of Child-Friendly Tourism trainings

## GOAL

To raise awareness about children's issues

## DEVELOPMENT TITLE





# what we do?

## INDICATOR

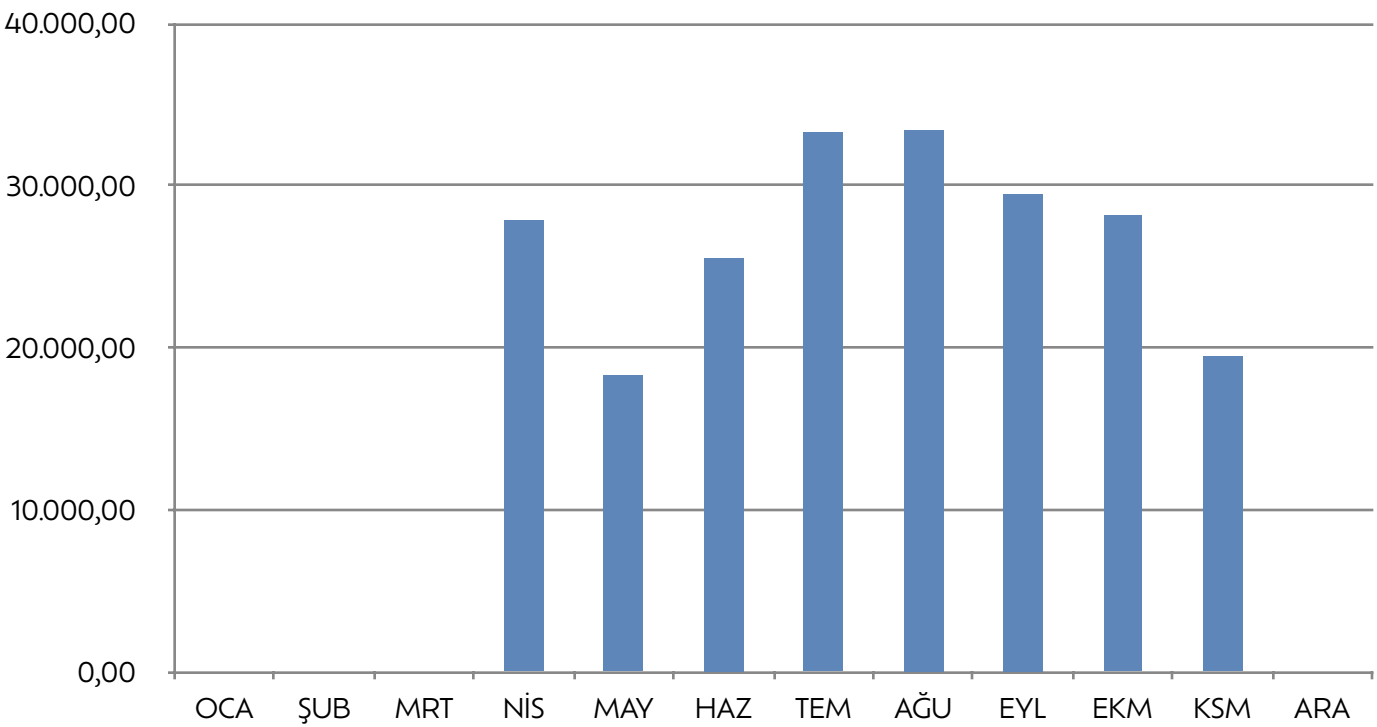
Instructions for the Utilization of Natural Resources. KPI table

## DEVELOPMENT TITLE



## RESULT

WATER CONSUMPTION IN 2022 QUANTITY/  
MONTH



## GOAL

The efficient use of natural resources



Thanks, for mor information:

<https://www.ozakglobal.com> and <https://www.elahotels.com/tr>



START TODAY FOR A BETTER TOMORROW