# ELVİNO HOTEL

Bodrum, Muğla

## SUSTAINABILITY REPORT 2025

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# 1. Executive Summary

ELVİNO HOTEL transparently presents its environmental and social performance in its 2025 sustainability report. Our hotel, operating in Bodrum, continues to make improvements to its operational processes by adopting the principles of sustainable tourism. This report covers the initiatives undertaken by our hotel throughout the year, the key data obtained, and our future objectives.

In 2025, ELVİNO HOTEL consumed 343,619.923 kWh of electricity and 1,106 m³ of water. These consumption figures resulted in total greenhouse gas emissions of 169.4 tonnes of CO2e. Our hotel serves its guests with a team of 24 staff members and demonstrates its commitment to guest satisfaction through an average rating of 4.7/5 on online platforms. However, data has not yet been entered for certain critical areas such as natural gas consumption, waste management, and customer and staff satisfaction.

Focusing on Sustainable Development Goals (SDGs) 3, 4, 5, 6, 7, 8, 12, 13, 14 and 15, ELVİNO HOTEL operates with a vision to reduce its environmental footprint, fulfil its social responsibilities and contribute to the local community. In the coming period, we aim to strengthen our data collection processes to report on our sustainability performance in greater detail and to achieve the set targets.

This report communicates the current status of our hotel's sustainability journey to our stakeholders and provides information in line with our principle of transparency. As ELVİNO HOTEL, we will continue our efforts with determination towards a greener future and a more responsible approach to tourism.

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# 2. Corporate Profile and Sustainability Policy

## Hotel Introduction and Location

ELVİNO HOTEL once again demonstrates its commitment to sustainability in its 2025 annual report. Located in Bodrum, Muğla – one of Turkey's most popular tourist destinations – our hotel offers guests a peaceful stay amidst the unique beauty of the Aegean. With a total of 20 rooms and a capacity of 50 beds, ELVİNO HOTEL embraces a boutique service philosophy and is spread across a spacious area of 1,500 m². The star rating of our hotel is not yet known.

## Sustainability Policy and Management Systems

ELVİNO HOTEL is guided by the principles of sustainability at every stage of its operations. We implement a sustainability policy aimed at minimising our environmental impact, fulfilling our social responsibilities and supporting economic vitality. Our hotel is taking steps towards compliance with the Global Sustainable Tourism Council (GSTC) criteria and is developing its processes accordingly. No data has yet been entered regarding quality and food safety management systems, but we aim to meet international standards in these areas as well.

## Certification and Procurement Policy

No data has yet been entered regarding our certification status in the field of sustainability. However, our hotel aims to obtain sustainability certifications with national and international validity in the future. Our procurement and supply policy aims to support the local economy and prioritise environmentally friendly products. Although no data is currently available regarding our proportion of local suppliers, we are continuing our efforts to increase this proportion. Transparency and ethical principles are prioritised throughout our supply chain.

## Guest Feedback Management

Our guests' experience is of the utmost importance to ELVİNO HOTEL. We regularly collect guest feedback and use it to continuously improve the quality of our service. The average online rating of 4.7/5 we have achieved on online platforms is a testament to our success in guest satisfaction. Our guests' views also play a significant role in enhancing our sustainability performance. Detailed data on the customer satisfaction rate has not yet been entered, but maintaining the highest level of satisfaction in this area is one of our key objectives.

## Property Information

| | |
|---|---|
| Room | 20 |
| Beds | 50 |
| m² Area | 1,500 |
| Swimming pool | 2 |

## Room Types

- Suite: 10
- Other: 10

## Hotel Policies

| Policy | Upload Date |
|---|---|
| PLT.024 - Risk and Crisis Management Policy.docx | 15 April 2026 |
| PLT.023 - Open-Door Policy for Staff.docx | 15 April 2026 |
| PLT.018 - Local Employment Protection Policy.docx | 15 April 2026 |

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| | |
|---|---|
| PLT.017 - Conservation of Wildlife and Animal Health Policy.docx | 15 April 2026 |
| PLT.011 - Policy on Persons with Disabilities and Accessibility.docx | 15 April 2026 |
| PLT.002 - Quality Policy.docx | 15 April 2026 |
| PLT.014 - Destination Participation Policy.docx | 15 April 2026 |
| PLT.013 - Policy on Supporting the Local Community.docx | 15 April 2026 |
| POLICY ON PREVENTING HARASSMENT AND DISCRIMINATION | 15 April 2026 |
| POLICY ON VULNERABLE GROUPS AND CHILDREN'S RIGHTS | 15 April 2026 |
| HUMAN RIGHTS, EMPLOYEE RIGHTS AND EQUAL OPPORTUNITIES POLICY | 15 April 2026 |
| POLICY ON THE PROTECTION AND PRESENTATION OF CULTURAL HERITAGE | 15 April 2026 |
| POLICY ON THE PROTECTION OF BIODIVERSITY | 15 April 2026 |
| STAKEHOLDER COMMUNICATION POLICY | 15 April 2026 |
| CUSTOMER SATISFACTION POLICY | 15 April 2026 |
| FOOD SAFETY POLICY | 15 April 2026 |
| PURCHASING POLICY | 15 April 2026 |
| PURCHASING POLICY | 15 April 2026 |
| OCCUPATIONAL HEALTH AND SAFETY POLICY | 15 April 2026 |
| WATER CONSERVATION POLICY | 15 April 2026 |
| ENERGY MANAGEMENT POLICY | 15 April 2026 |
| ENVIRONMENTAL AND WASTE MANAGEMENT POLICY | 15 April 2026 |
| SUSTAINABILITY POLICY | 15 April 2026 |

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# 3. Environmental Sustainability

## Environmental Goals and Vision

ELVİNO HOTEL has adopted environmental sustainability as one of its core operational values. We operate with a vision to minimise environmental impacts, protect natural resources and combat climate change. In line with this, we are focusing on the Sustainable Development Goals, particularly Goals 6 (Clean Water and Sanitation), 7 (Affordable and Clean Energy), 12 (Responsible Consumption and Production), 13 (Climate Action), 14 (Life Below Water) and 15 (Life on Land). In the coming period, we aim to enhance our performance by setting concrete targets in these areas.

## Energy Management

Throughout 2025, ELVİNO HOTEL's electricity consumption totalled 343,619.923 kWh. This consumption was used to meet the hotel's operational needs. We are currently working on various measures to improve energy efficiency. No data has yet been entered regarding natural gas consumption; however, we aim to include this data in future reporting periods to assess our total energy footprint more comprehensively. Details of energy-saving measures have not yet been reported.

## Water Management

Water is a critical component of our sustainability strategy. In 2025, ELVİNO HOTEL's total water consumption was recorded as 1,106 m³. This consumption was used to meet the needs of guests and staff at our hotel, as well as for areas such as landscape maintenance. We plan to evaluate the implementation of smart irrigation systems and low-flow fittings to achieve water savings. The effective management of water resources is among our priorities in line with Sustainable Development Goal 6.

## Waste Management

Waste management is a key component of our environmental sustainability efforts. However, data regarding waste volumes and recycling rates for 2025 has not yet been entered. In the coming periods, we aim to minimise our waste footprint by effectively implementing waste separation, reduction and recycling programmes. Strengthening our data collection and reporting processes in this area is one of our key priorities.

## Biodiversity and Nature Conservation

Situated amidst the natural beauty of Bodrum, ELVİNO HOTEL places great importance on the conservation of biodiversity. Thirteen different plant species have been recorded in the vicinity of our hotel. No data has yet been entered regarding the number of endemic plant species or the presence of wildlife. The use of local and water-efficient plant species in our hotel's landscaping has the potential to enhance our contribution to the natural ecosystem. Sustainable Development Goals 14 and 15 serve as our guide in this area.

## Carbon Footprint

ELVİNO HOTEL's total greenhouse gas (GHG) emissions for 2025 have been calculated at 169.4 tonnes of CO2e. These emissions are entirely attributable to Scope 2 emissions (from purchased electricity). No data has yet been entered regarding Scope 1 emissions (such as direct fuel consumption). Reducing our carbon footprint is a demonstration of our commitment to combating climate change. Energy efficiency projects and the transition to renewable energy sources will form the basis of our future carbon reduction targets.

## Energy Consumption

| Energy Source | Consumption | Unit |
|---|---|---|
| Electricity | 343,619.923 | kWh |

## Water Consumption

| Usage Area | Consumption | Unit |
|---|---|---|
| Mains Water | 1,106 | $m^3$ |
| **TOTAL** | **1,106** | **$m^3$** |

## The Company's Carbon Footprint

| Scope | Emissions (tonnes CO2e) |
|---|---|
| Scope 2 (Indirect – Electricity) | 169.40 |
| **TOTAL** | **169.40** |

- Emissions per Guest: 71.18 kg CO2e
- Emissions per Room: 8,470.23 kg CO2e

## Biodiversity

### Plants (13)

Bougainvillea (1), Oleander (Nerium Oleander) (1), Olive (Olea Europaea) (1), Mint (Mentha spp.) (1), Mandarin (1), Orange (1), Pitos (1), Mimosa (1), Violet (1), Palm (1), Jacaranda (1), Honeysuckle (1), Arabian jasmine (1)

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# 4. Social Sustainability

## Employee Rights and Well-being

ELVİNO HOTEL regards its staff as its most valuable asset and prioritises their rights, well-being and development. As of 2025, a total of 24 staff members are employed at our hotel; 9 of these are women and 15 are men. Twenty-three of our staff are local residents, whilst one is a foreign national. This demonstrates the importance we place on local employment. Data on staff satisfaction and the proportion of disabled staff has not yet been entered, but we have targets for transparent reporting and improvement in these areas. Sustainable Development Goals 5 (Gender Equality) and 8 (Decent Work and Economic Growth) guide our work in this area.

## Education Policy

We place great importance on training for the continuous development of our staff. However, no data has yet been entered regarding our training policy for 2025 or the details of the training programmes currently in place. In the coming periods, we aim to enhance our staff's competencies and support their career development by offering regular training on topics such as sustainability, health and safety, and guest services. This approach is aligned with Sustainable Development Goal 4 (Quality Education).

## Guest Experience and Safety

Our guests' experience and safety at ELVİNO HOTEL are our top priority. The average online rating of 4.7/5 on online platforms is an indication of our guests' satisfaction with our service quality. Detailed data regarding the guest satisfaction rate has not yet been entered. Unfortunately, the number of accessible rooms at our hotel is recorded as 0; this highlights a significant area for improvement regarding accessibility. Plans are in place to make arrangements to meet the needs of guests with disabilities in the future.

## Social Contributions and Cultural Heritage

ELVİNO HOTEL is committed to forging strong ties with the Bodrum community in which it operates and to contributing to the local economy. However, there are currently no formal initiatives in place regarding collaborations with local entrepreneurs or the preservation of cultural heritage. In the coming periods, we aim to strengthen our social contribution by increasing the proportion of supplies sourced from local producers and supporting local cultural events. This approach aligns with Sustainable Development Goals 3 (Good Health and Well-being), 8 (Decent Work and Economic Growth) and 12 (Responsible Consumption and Production).

## Staff Statistics

| Information | Value |
|---|---|
| Total Staff | 24 |
| Women | 9 |
| Men | 15 |
| Local Staff | 23 |
| Foreign Staff | 1 |

# 5. GSTC Performance Assessment

### Compliance with GSTC Criteria and Achievements

ELVİNO HOTEL remains committed to assessing its sustainability performance in line with the Global Sustainable Tourism Council (GSTC) criteria. Based on current data, we are monitoring electricity and water consumption as part of our environmental sustainability efforts, which serves as a starting point for tracking environmental impacts. In the social sphere, the fact that the vast majority of our 24-strong staff are local residents (23 people) is a significant indicator of our contribution to local employment. However, no data has yet been entered for a more detailed performance assessment based on the GSTC's four main criteria (Governance, Social/Economic, Cultural, Environmental).

### Online Reputation and Guest Satisfaction

Our hotel's average online rating of 4.7/5 reflects the importance we place on guest satisfaction and the quality of our service. This high score strengthens our hotel's online reputation and contributes to our sustainability efforts being perceived positively by guests. Guest feedback provides a valuable resource for the continuous improvement of our services and sustainability practices.

### Contribution to the Local Economy

ELVİNO HOTEL has the potential to contribute to the local economy. Whilst there is currently no information available regarding the proportion of local suppliers, we aim to increase this proportion in the future to support local producers. There is currently no formal collaboration with local entrepreneurs. Developments in these areas will enhance our contribution to economic sustainability in line with Sustainable Development Goal 8 (Decent Work and Economic Growth) and Goal 12 (Responsible Consumption and Production).

### Areas for Improvement and Concrete Recommendations

There are significant areas for improvement in ELVİNO HOTEL's sustainability journey. Firstly, it is necessary to establish data collection systems and implement regular reporting for critical performance indicators such as natural gas consumption, waste management (volumes and recycling rates), and customer and staff satisfaction. The fact that there are currently no accessible rooms necessitates an urgent action plan regarding accessibility. Furthermore, determining and increasing the proportion of local suppliers, developing partnerships with local entrepreneurs, and launching concrete projects aimed at preserving cultural heritage will further strengthen compliance with GSTC criteria. The collection of Scope 1 carbon footprint data is also essential for a comprehensive environmental assessment.

## Internet Scores

| Platform | Score | Comment |
|---|---|---|
| Google | 4.6 / 5 | 533 |
| TripAdvisor | 4.8 / 5 | 1,400 |
| Booking.com | 9.2 / 10 | 373 |
| Trivago | 9 / 10 | 2747 |
| ZenHotels | 9.6 / 10 | 1400 |
| Otelpuan | 9.9 / 10 | 40 |
| Trip.com | 4.6 / 5 | 85 |

## SDG Goals

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# 6. Goals and Future Plans

## Sustainability Goals and Strategic Planning

At ELVİNO HOTEL, we are moving forward with determination on our sustainability journey and setting ambitious targets for the coming years. First and foremost, we aim to achieve a
by 10% by 2026. To achieve this target, concrete steps will be taken, such as switching to energy-efficient lighting systems and installing water-saving equipment like sensor-activated taps and shower heads. Regarding waste management, a comprehensive plan will be implemented to increase the waste separation rate to 50% by the end of 2026 and to boost the volume of recyclable waste.

## Certification and Environmental Improvements

Our hotel will draw up a roadmap with the aim of obtaining an internationally recognised sustainability certification. During this process, all necessary steps will be taken to ensure full compliance with GSTC criteria. In line with our goal of reducing our carbon footprint, we will begin collecting Scope 1 emissions data and assess the feasibility of investing in renewable energy sources. To protect biodiversity, we will develop projects aimed at increasing the use of local and endemic species in the hotel's surrounding landscape.

## Social Responsibility and Guest Experience

In the area of social responsibility, we will begin regularly measuring staff satisfaction and aim to raise the satisfaction rate to over 80% by 2026. We plan to create at least one fully equipped accessible room by the end of 2026 to ensure the comfort and accessibility of our guests with disabilities. To enhance our contribution to the local community, we will bring our proportion of local suppliers to measurable levels and support social development by establishing regular collaborations with local entrepreneurs. We aim to further develop our guest feedback system to safeguard our online reputation and continuously improve guest satisfaction.

## 2025 Sustainability Targets

| Target | Target Value | Achieved | Unit |
|---|---|---|---|
| Local Procurement | 1 | - | % |
| Disposable Materials | 1 | - | % |
| Electricity per Guest | 49.83 | - | kWh |
| Water per Guest | 1.1 | - | m³ |
| Female Employment | 1 | - | % |
| Total Water Consumption | 4,179 | - | m³ |
| Increase the proportion of local staff | 2 | - | % |

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# 7. Appendices / Data Tables

This section contains summary tables of the data used in the report.

## Consumption Data Summary

| Indicator | Value | Unit |
|---|---|---|
| Electricity Consumption | 343,619.923 | kWh |
| Water Consumption | 1,106 | $m^3$ |
| Total Guests | 2,380 | |
| Total Overnight Stays | 9,448 | |
| Greenhouse Gas Emissions | 169.40 | tonnes of CO2e |

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# 8. Contact and Feedback

## Sustainability Officer

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## Contact Details

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## QR Code

You can view our hotel's current sustainability profile by scanning this QR code.

https://surpo.net/hotel/public/def7b602-afed-4b91-ab8f-d6b8fde75f5d



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