

**ÖZDİLEK
HOLDING**

INSTITUTIONAL CATALOGUE



“Peace at home, peace in the world.”

K. Atatürk



**“While people are
destined to be mortal,
institutions and the state
should be eternal.”**

Hüseyin ÖZDİLEK

As we present this document which will introduce you our company that we formed thread by thread over half a century of labor, I would also like to take the opportunity to share the core principles I have paid attention to in my business life.

First, if we believe in God, we should be grateful as created entites and be happy with the values we possess. Our lives begin with the nurture of our parents and then get reinforced with theoretical knowledge, followed by practical experience as our business life begins. As an entrepreneur, I must express that we must never forget this imperative fact: “Do what you love, or love what you do.”

One should love their country and we do love the Republic of Turkey. We give our best to carry it to the level of contemporary civilizations and believe all institutions and organizations should do the same.

We have placed a lot of emphasis on institutionalization since the foundation of Özdilek. Ethical values are at the forefront of institutionalization. Even more important than the amount of capital for institutions, is the human resources. Human resources should be managed and superintended with the amateur spirit, yet professionally. The focus should be on “appointing the right person for a job”, instead of “assigning an appropriate job for a person”.

The documentations for the certifications of ISO 9001 Quality Management System, ISO 22000 Food Safety Management System, ISO 10002 Customer Satisfaction Management System and ISO 50001 Energy Management System Özdilek has received, are being written out by professionals accordingly to their job definitions and are properly managed. Budgets are undoubtly at the forefront of the management process. An institution should be managed and superintended within the boundaries of the budget discipline. Debts and receivables should be paid in time and the institution should maintain within registries.

People are born and grow up, have descendants if it's God will and when the time comes, they move on to eternity. For this reason, one should never get the thought “What I was, what have I become, and what will I be?” out of their mind. One should be a philanthropist and have a love for nature. The aim is to supply the needs of food and drink, a total of 1,400 calories of cravings of self, clothing and shelter, to live in a standard without getting lost in luxury and care about human relations. The existence of institutions is of significance to global prosperity. While people are destined to be mortal, institutions and the state should be eternal.

With Respect and Love,

Hüseyin ÖZDİLEK
Chairman of the Board



**“People mean everything,
and each individual
means communication
fundamentally...”**

E. Murat ÖZDİLEK

You are holding Özdilek Holding Institutional Catalogue in your hands, which we tried to prepare with the intention to guide anyone who is kind enough to spare some of their time to learn more about us.

Özdilek Group, since 1971, has held firmly to the vision, mission, and values it internalized, as every consistent and strong structuring should do. It owes its consistent success and long-established reputation completely to this principle.

“If success is to climb a mountain, consistence is the ability to survive on that mountain.” We know there is no difference between possessing a value and not losing it. We see everything from this perspective in every field we perform and we move forward in our path, knowing that we are going through an endless examination in front of the community and the consumers; every day we learn new lessons and try to answer this question: “How can we do our job better?”

In every field we perform in, the customers, their expectations and satisfaction are the main focus. We believe, remembering this fact is one of the most important secrets of getting good results and we wake up every day knowing this very well. This awareness enables us to serve to 70 million visitors in retail and service sectors every year and helps us touch millions of lives with home textile.

With almost 3,700 suppliers, we have an extensive and strong Category Management and a Directorate of Supply Chain. Our suppliers, vendors and us are like two halves of an apple. We play on the same team, we perform together in the presence of the customer - whom we could call an evaluator - and we raise the cup together at the end, as a prize of our success as well. This is how we sustain our successful lives in business life; together.

We always care for people and their improvements. Together with our employees, we are one large family. In the year 2017, where we could reach a staff number of 8,500, we are still aware that people are in the focus of everything and holding fast to the humane emotions is what will save us from confusion in the path to final and eternal success.

Within this framework, friendliness and sincerity, interweaved with respect, an enhanced sense of empathy and a solution-oriented perspective in every



sector we serve in, are the keys which lead the customers to open a place in their heart for us.

To think local and to become global... Today, these are the two essential and inseparable notions for international companies' survival and are likewise regarded highly by Özdilek as well. In this context, we are bonded with the Republic of Turkey, with the region we are in and with its culture at heart. We are aware that every progress we make means the development of our country and the region we are in. We are also aware that such improvements, like the round waves cast by a pebble thrown into a pond, expand and generate value for the whole world in time as well.

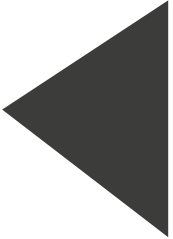
We adopt the message carried by the sentence "If everyone cleanse their doorstep, the streets would be completely clean." To put it simply; we believe that people, who do their job well, add value to their companies, and such companies add value to their countries, and the countries which adopt this approach, add value to the whole world. We know this is how overall prosperity and progress are achieved, and we work as a team with all our might to properly serve our part in this goal.

In this context, as a company established and primarily present in the Republic of Turkey, we conduct our business with this exact approach in every market we are active today and will do so in the future markets we will take place as well.

Hence in this framework, thinking local and becoming global are two essential notions we have adopted. Thinking local enables us to properly fulfill customer demands without fault, and becoming global clearly defines our target of continuous progress and becoming the best in our sectors on an international level. With this vision, we firmly walk the path of becoming the best in the sectors we exist and preserve our position with the same resolve.



At every moment of every act we commit and in every area, we care about simplicity and establishing open communications. Healthy communication, which is as essential as oxygen and water for us, is irreplaceable for us. At this



point, let's take a moment to consider these three quotes from the famous scientist, theoretical physicist Albert Einstein:

"God always takes the simplest way."

"Everything should be made as simple as possible, but not simpler."

"If you can't explain something to a six-year-old, you don't understand it yourself."

The Great Genius describes simplicity and ease almost as the code to a door that leads to great success and adds, avoid being ordinary as you achieve those...

We tried our best to be as plain and simple as possible in everything we have done, just like that, and we will keep adopting these principles in the future as well. We will also strive to avoid becoming ordinary as we try to achieve those and consider every act we conduct as a piece of art to keep them original and significant in their respective fields and even strive to pioneer new concepts when possible.

On the other hand, we internalize Einstein's words which emphasize that the best way to understand and describe something is through simplicity, so we will keep forming our force of individuals with high communication skills and stay an organization of communication in essence with all our might.

Because people mean everything, and each individual means communication fundamentally...

With My Sincerest Best Wishes and Respects,

E. Murat Özdilek
Vice Chairman of the Board





T A B L E O F C O N T E N T S

ÖZDİLEK HOLDİNG	12
VISION / MISSION / VALUES	14
OUR ISO 22000 FOOD SAFETY POLICY.....	18
OUR ISO 10002 CUSTOMER SATISFACTION POLICY.....	18
OUR ISO 50001 ENERGY MANAGEMENT POLICY.....	19
OUR OCCUPATIONAL HEALTH AND SAFETY POLICY.....	19
AREAS OF ACTIVITY	20
RETAIL AND MERCHANDISING.....	21
PRODUCTION.....	22
IMPORT - EXPORT.....	23
SHOPPING MALLS.....	24
INSURANCE BUSINESS.....	26
CAFE - RESTAURANT MANAGEMENT.....	27
CONSTRUCTION.....	28
MOVIE THEATRE MANAGEMENT.....	33
TOURISM - HOTEL MANAGEMENT.....	34
SPA AND WELLNESS CENTER MANAGEMENT.....	35
AGRICULTURE AND LIVESTOCK BREEDING.....	36
E - COMMERCE.....	38
OFFICE MANAGEMENT.....	39
CORE AREAS OF ACTIVITY	42
SHOPPING MALL.....	43
ÖZDİLEKPARK ANTALYA.....	44
ÖZDİLEKPARK BURSA NİLÜFER.....	45
ÖZDİLEKPARK İSTANBUL.....	46
HYPERMARKETS.....	47
DEPARTMENT STORES.....	48
HOME TEXTILE STORES.....	49
OZDILEKTEYIM.COM.....	50
HOME TEXTILE PRODUCTION.....	52
HOTEL - TOURISM.....	59
WYNDHAM GRAND İSTANBUL LEVENT.....	60
WYNDHAM GRAND İZMİR ÖZDİLEK.....	62
IMPORT - EXPORT.....	64
SUBSIDIARY COMPANIES AND BRANDS	66
SOCIAL RESPONSIBILITY PROJECTS	68
OUR AWARDS	70

ÖZDİLEK HOLDING



Founded in 1971, Özdilek Holding firmly walks towards its 50th year, still preserving the excitement and faith of the first day.

With its foundations set through an innovative perspective and customer satisfaction, Özdilek aims to become a reliable, dynamic and leading brand in every area of activity it conducts business in.

Main areas of interest for Özdilek Holding, in addition to the home textile production, which it has specialized in, are food and energy production; retail merchandising; spa and wellness center, cafe - restaurant, movie theatre, tourism - hotel management; shopping malls, e - commerce, construction and insurance businesses.

With a team of 8,500 individuals in production, retail and service operations, Özdilek Holding serves to 70 million visitors yearly and touches the lives of millions through home textile products. Özdilek Group maintains its businesses through the sincere and emotional connections it establishes with its customers, an uncompromised quality level, a customer-oriented approach, constant improvements and honesty towards all its employees and customers. The company keeps achieving professional results through an amateur spirit while working and producing value for both Turkey and the global world.





VISION / MISSION / VALUES

OUR VISION

To become a pioneering, dynamic and leading company that serves high quality products and services through an ideal of continuous improvement in its areas of activity.

OUR MISSION

To become a reliable, efficient, innovative company that adopts a customer-focused approach.

OUR VALUES

- To Be Innovative.
- To Be Far-sighted.
- To Be Customer and Quality Oriented.
- To Be Reliable and Honest.
- To Be Hard-working.
- To Believe in Teamwork.
- To Value and Trust People.

OUR ISO 9001 QUALITY POLICY

1. Here's how we define quality: Quality is a way of life. It is a duty for all of us. It is our responsibility towards our customers.
2. To care for humans and human progress.
3. To do every job properly on the first try.
4. To build our sales policy on "Customer Satisfaction", keeping in mind the idea that "We only exist if we have customers".
5. To establish healthy communication within the company.
6. To constantly improve.
7. To be aware that every work we conduct means "development of Turkey" and "added value for the whole world".
8. To be aware of the risks and find solutions for them.



OUR ISO 22000 FOOD SAFETY POLICY

1. To serve safe and quality food to our customers.
2. To prepare food by laws and rules of hygiene.
3. To ensure customer satisfaction by establishing control over all our processes.
4. To constantly improve.
5. To ensure food safety through control discipline.

OUR ISO 10002 CUSTOMER SATISFACTION POLICY

1. To make sure our customers are satisfied.
2. To ensure that all our employees are solution-oriented.
3. To keep records of all complaints, requests and credits and keep survey over them.
4. To be objective and customer-oriented.
5. To serve by legal obligations.
6. To be the fastest company in responding to customer complaints and problem solving.
7. To ensure constant enhancement of products and services.



OUR ISO 50001 ENERGY MANAGEMENT POLICY

1. To utilize energy and natural resources efficiently.
2. To take into consideration energy efficiency during the planning and providing of the products and the services.
3. To work by legal obligations.
4. To constantly enhance our awareness of energy efficiency and savings.
5. To increase the success of our company through enhancement of our energy efficiency.
6. To be aware that we are contributing to the sustainability of energy efficiency (preservation of nature).

OUR OCCUPATIONAL HEALTH AND SAFETY POLICY

1. To constantly improve all our processes.
2. To ensure the contribution of all levels of the organization.
3. To take preventive and regulatory steps.
4. To increase awareness of all employees.
5. To ensure all individuals are capable of protecting themselves.
6. To create a culture of occupational safety and to turn this culture into a life style.
7. To remove all the risks for a safe working environment.
8. To abide by the standards projected by legal legislations.



AREAS OF ACTIVITY

RETAIL AND MERCHANDISING

The course of Özdilek Holding, which began with a 30 square meters towel shop in Bursa Kapalı Çarşı (covered bazaar) in 1967, continues today with 14 shopping malls, 6 hypermarkets, 4 department stores outside of the company-owned shopping malls, 143 home textile stores and Ozdilekteyim.com online shopping website, “without any compromises from quality, aiming to serve quality products and services to its customers wherever the need arises”.

In addition to these locations, Özdilek serves home textile products at 800 domestic and 30 foreign sales points through a total of 20 regional dealers, 12 of which are in Turkey, adding value to retailing, both with high quality products and an outstanding service concept.

In summary, Özdilek branded products are available at almost a thousand locations in Turkey, in addition to many locations in Albania, Iraq, Iran, Montenegro, Cyprus, Kosovo, Lebanon, Romania, and Russia.

Furthermore, Özdilek Hypermarkets serve to the customers at 20 spots in total, both in company-owned shopping malls and as separate entities in Ataevler, Gemlik, Gürsu, İnegöl, Kaplıkaya and Özlüce within the boundaries of Bursa province, providing abundant products of a wide variety at affordable prices.



PRODUCTION

The history of production of Özdilek, which began in the year 1971 with two weaving looms, 5 employees and a yearly production capacity of 10 tons of towels in Bursa, where the towel was first produced, continues today in facilities with 122,000 square meters closed production area, with yearly production capacities of 14,000 tons of cotton yarns, 10,000 tons of towels - bathrobes and 18,000,000 meters of beddings - bed linens.

Özdilek Home Textile, with fully integrated production facilities, is among the top manufacturers in towel - bathrobe production and is currently the highest capacity manufacturer and exporter in Europe, North America and the Middle East. It is also the highest capacity manufacturer in Turkey as well, with 110 million USD worth of turnover.

Today, Özdilek is positioned as one of the outstanding producers with its cotton yarn, towel - bathrobe weaving, towel - bathrobe dyeing, towel - bathrobe manufacturing, dye printing and bedding - bed linen manufacturing facilities, thanks to its quality-oriented production.

22

In addition to the textile manufacturing, in line with the philosophy of serving even more quality products to its customers in food sector, Özdilek produces ice-cream under “Sütfest” brand in its headquarters in Bursa, Turkish delights in Afyonkarahisar facilities under the brand of “Özdilek Lokum”, and performs stock farming activities in Tabiat Agriculture Farm, located in Bursa Yenişehir.

Özdilek produces its own electricity to supply the needs of the holding's factories, shopping malls and management offices located in Bursa, along with half of their heating and hot water needs, in Özakım Cogeneration Facilities, utilizing natural gas.

This facility was built in 2001 and used to supply these needs with a gas turbine. It was completely renovated in 2011 and a gas engine cogeneration facility was added to it, making it more efficient and effective. Today the facility produces 4,300 kW/h electricity, 3 tons of steam and 1,600 kW hot water energy.

On the other hand, Özakım Trigeneration Facilities located within Wyndham Grand İzmir Özdilek Hotel, which is under the corporate body of Özdilek Hotel - Tourism, came into operation in 2017, and are capable of supplying all the electricity need of this facility, along with 70% of the heating need and 50% of the cooling need, utilizing natural gas for the process. The production volume of this facility is 800 kW/h electricity, 800 kW heat and 850 kW cooling energy.



IMPORT - EXPORT

Within Özdilek Holding, a portion of clothing, food and non-food products are being imported from abroad, prioritizing quality and price balance, to be sold in Özdilek Shopping Malls. Yearly import value for clothing and non-food products has been around 2 to 3 million USD since 1997. The range of these products varies from souvenirs to decoration and clothing to glassware. In addition to this, with Tabiat Agriculture company, Özdilek imports 2,500 livestock, the worth of which is around 3 million USD.

Özdilek Holding has conducted export operations with a total worth of 750 million USD since the foundation of its export structure in 1978. As a result of exporting to all over the world with a particular focus on the USA and EU countries, Özdilek Holding earns 30 million USD every year.



23

SHOPPING MALLS

Özdilek touches to the lives of millions of customers through Özdilek Shopping Mall service locations, where it serves for all demands ranging from fashion to food and technology to entertainment, for all ages from 7 to 70, with the principle of “Absolute Customer Satisfaction”.

In 2009 in Antalya, a new “ÖzdilekPark Concept” was created with ÖzdilekPark Antalya Shopping Mall, which was designed diversely from the traditional Özdilek Shopping Mall concept. With its leasable selling spaces, this new concept assembles different brands under the same roof, serving to customers in Antalya, Bursa and İstanbul.

As of today, Özdilek and ÖzdilekPark Shopping Malls serve in 12 cities of Turkey, namely in Afyonkarahisar, Antalya, Bolu, Bursa, Düzce, Eskişehir, İstanbul, İzmir, Kocaeli, Manisa, Uşak, and Yalova, in a total of 14 locations.



INSURANCE BUSINESS

Özlü Insurance was founded in Bursa in 1992 to serve Özdilek Companies Group and now provides insurance services in the elementary branch to many customers.

Özdilek maintains the customer satisfaction orientation here as well, and offers global standards and innovative approaches with Özlü Insurance, aiming to deliver insurance services and products to its consumers with ease.

Özlü Insurance serves mandatory earthquake, traffic, automobile, residence, workplace (fire), responsibility and personal accident, construction (All Risk), aircraft, hull and transportation insurances with the experience of many years of devoted service.



CAFE - RESTAURANT MANAGEMENT

Özdilek Holding hosts its guests with Safahat Restaurant, Cafe Safahat, Carème Restaurant, Partly Cloudy Cafe, Cafe Gold Time and Vertice Cafe & Brasserie brands with over 30 years of experience in cafe and restaurant management sector.

Özdilek began its cafe and restaurant management journey at its headquarters in Bursa, in 1983 and crowned this operation with “Safahat” brand in 2015. Safahat Restaurant and Cafe Safahat serve in 17 locations in Turkey, in Özdilek Shopping Malls and Hypermarkets in Afyonkarahisar, Bolu, Bursa, Düzce, Eskişehir, İstanbul, İzmir, Manisa, Uşak and Yalova, with many years of experience, offering delights, meticulously prepared by master chefs.

Careme Restaurant brings unique tastes from Turkish and world cuisines together, hosting its guests in Wyndham Grand İstanbul Levent and Wyndham Grand İzmir Özdilek with its impeccable service quality and chic decoration.

Partly Cloudy Cafe has a menu of numerous healthy and fresh snacks and provides delicious and enjoyable meals to its guests. Partly Cloudy Cafe currently serves in three locations, namely Qualitasspa Eskişehir, Qualitasspa İstanbul and Qualitasspa İzmir.

Cafe Gold Time localities can be found in Özdilek Kocaeli Shopping Mall, ÖzdilekPark Bursa Nilüfer and ÖzdilekPark İstanbul, having wide and delicious range of products, from hot beverages to cold drinks and from ice cream to cakes and cold sandwiches.

Vertice Cafe & Brasserie provides a chic location alternative with masterfully crafted delights, food and drink aperitifs and is located both in Wyndham Grand İstanbul Levent and Wyndham Grand İzmir Özdilek; while Ozone Night Club hosts its guests for the most enjoyable evenings, combining local and foreign beverages with music.



CONSTRUCTION

Özdilek is also a rising value in construction sector thanks to its housing projects and keeps sharing its experience and knowledge in this area for the satisfaction of its customers as well.

Eskişehir Loft Housing Project, which was realized in the most prestigious region of Eskişehir in 2013, was built to become a comfortable and luxurious residential area surrounded with the peace of nature and green. This project is the first housing project of Özdilek. The Group's second investment in this area is the Atakent Housing Project, located in Kocaeli.

Offering comfortable residences with a greenery area and a natural living environment, Orange City Fethiye Project was realized in 2017 in Nilüfer, which reflects the modern face of Bursa - home to numerous civilizations with its natural beauties and historical background.

Along with these housing projects, Özdilek has been undertaking the constructions of all its entities in collaboration with expert subcontractor companies since 1996 and shares its know-how and experience in construction sector.





 **ÖZDİLEK
HOLDING**



MOVIE THEATRE MANAGEMENT

Özdilek began movie theatre management in 1998 with Özdilek Kocaeli Shopping Mall and today serves under the brand of “Cinetime” in 9 different locations with 36 3D theatres and 2 units of Atmos sound technology for a total of 70 movie theatres with a seat capacity of 7,873.

Organizing numerous gala activities at different service points in İstanbul and Anatolia, Cinetime has been gathering Turkey’s talented and popular actors and actresses with movie lovers.





TOURISM - HOTEL MANAGEMENT

Özdilek Hotel - Tourism company within Özdilek Holding, stepped into tourism sector in 2003 with the five-star, 219-room hotel investment in İzmir. Collaborating with Wyndham Hotel Group in 2013, the hotel now continues its journey under the name of Wyndham Grand İzmir Özdilek. The hotel received “Skalite 2004 City Hotel of the Year” award by İstanbul Skal Club and proved the brand’s power in the sector.

In 2014, Wyndham Grand İstanbul Levent Hotel was opened within Özdilek Center in İstanbul Levent, which includes a hotel, a business center and a shopping center in order to reflect the company’s outstanding comfort and service ideals to Özdilek Hotel – Tourism guests, who visit İstanbul.

Having 360 degrees command over the magnificent view of İstanbul, Wyndham Grand İstanbul Levent provides constant comfort to its visitors with 389 rooms of various classifications, smart room management system, fast internet access and easy transportation to every location.

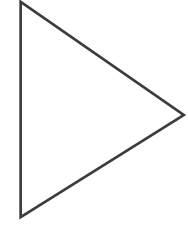
SPA AND WELLNESS CENTER MANAGEMENT

Özdilek Holding began its activities in the health sector with the spa and wellness center, located inside the hotel project that was put into service in İzmir in 2003, today offering its outstanding quality and service ideals to over 2,000 guests in Eskişehir, İstanbul, and İzmir under the brand of “Qualitasspa”.

Qualitasspa maintains its services since 2003 with a total of 11,428 square meters of sauna, Finnish bath and Turkish bath, utilizing cutting edge technology - particularly shock and jet showers - along with its professional, customer satisfaction oriented personnel.

The brand currently delivers its services in Özdilek Eskişehir Shopping Mall, Wyndham Grand İstanbul Levent Hotel, and Wyndham Grand İzmir Özdilek Hotel.





AGRICULTURE AND LIVESTOCK BREEDING

The company also has taken steps into agriculture and livestock breeding with Tabiat Agriculture Farm that was built with the idea of “Producing the highest quality and most delicious meat in Turkey and the world”. In that regard, Tabiat Agriculture and Özdilek always deliver reliable and quality products to their customers.

Tabiat Agriculture is built upon 800 decares of land and contains 40 decares of breeding farm and quarantine area, 730 decares of agriculture land, and 30 decares of training and research facilities.

Tabiat Agriculture Breeding Farm was built in 2012, having a yearly capacity of 2,400, with an adhoc capacity of 1,600 bovine livestock. With 1.5 million USD investment in 2017, its adhoc capacity was increased to 2,400 bovine livestock and yearly capacity was increased to 3,600. Tabiat Agriculture prefers to breed Charolais, Limousine, Holstein, Angus, Simmental and Belgian Blue cattle breeds.

All production processes in the farm are conducted under ISO 22000 Food Safety Management System essentials and in hygienic and reliable environments.



E - COMMERCE

Building all its production and sales processes based on customer satisfaction, Özdilek activated its online shopping website “Ozdilektheyim.com” to deliver the highest quality products to its customers with almost half a century of experience and know-how. Ozdilektheyim.com is composed of two separate parts, namely the hypermarket and the store, and is a rich platform where users can reach to numerous brands in an online environment.

The shop operation of Ozdilektheyim.com serves all over Turkey, and the hypermarket operation serves to 5 cities, forming a service point where users can find numerous products under one roof and shop safely.



OFFICE MANAGEMENT

Located in Özdilek Center, which was built on a 27,000 square meters land on the Büyükdere Lane in Levent, the heart of İstanbul, where Europe and Asia come closest to each other, River Plaza has 35,000 square meters leasable area. It contains a special, 2,800 square meters green recreational area on a patio, designed for office clients. To increase the life quality and the productivity of the office workers, River Plaza has a direct connection to ÖzdilekPark İstanbul, located right next to it and aims to deliver the best services to its clients out of working hours as well.

River Plaza is located in Levent, one of the most prominent regions of the city, and distinguishes itself with ease of transportation. Thanks to the direct connection to Şişhane - Haciosman and Levent - Hisarüstü subway lines, clients and visitors have easy access to River Plaza under any kind of weather condition. Not only it is located in the heart of mass transit, but it also readily has access to highways and both Bosphorus bridges.

With professional building administration, high-level security systems and fully automatized building management systems, River Plaza fully serves to professional life and creates an unparalleled working environment for its clients.

River Plaza is also known to have been granted LEED Gold Certificate.





 **ÖZDİLEK
HOLDING**





CORE AREAS OF ACTIVITY

SHOPPING MALL

Özdilek Shopping Malls, where numerous products and brands can be found and all kinds of needs, ranging from fashion to food and technology to entertainment, are met with the principle of “Absolute Customer Satisfaction”, invite all consumers of all age groups from 7 to 70 and serve them a unique lifestyle. Özdilek Shopping Malls offer products of distinguished domestic and foreign brands ranging from fast moving consumer goods to glassware and food to non-food goods, and are composed of a department store, a hypermarket, cafe - restaurant, a nursery, a child entertainment center and a parking lot.

As of today, Özdilek Shopping Malls serve in 10 different cities in total, namely Afyonkarahisar, Bursa, Bolu, Düzce, Eskişehir, İzmir, Kocaeli, Manisa, Uşak and Yalova.

Considering the ÖzdilekParks in Antalya and İstanbul, the total number of the cities, where Özdilek Shopping Malls are located, rises to 12.

ÖzdilekPark Antalya

ÖzdilekPark Antalya Shopping Mall opened its doors to its visitors in 2009 and has been the most enjoyable shopping address for Antalya since then.

The shopping mall serves to its visitors with 114 stores and numerous brands on a 38,752 square meters leasable area and was designed as a four-storey shopping and entertainment center with a two-storey closed parking lot.

Architectural aspects that underline a nice lighting, spaciousness, safety and comfort were adopted in the construction of the shopping mall. In addition to being the best multi-alternative shopping mall of the city with its mix of brands, it also has a rich store combination of popular brands, including a hypermarket, the biggest construction market in Antalya, an electronic store, a department store and Cinetime Cinemas.



ÖzdilekPark Bursa Nilüfer

Founded 46 years ago in Bursa, Özdilek Holding is positioned as an irreplaceable brand for Bursa citizens with its shopping malls, hypermarkets, department stores and home textile stores. The latest investment of Özdilek Holding, ÖzdilekPark Bursa Nilüfer is a project which adds value to the city.

Nilüfer - the fastest growing and improving town in Bursa - reflects the modern face of the city with its work and life centers. Nilüfer, where life never stops, welcomes thousands every day with its accessibility and modern architecture.

ÖzdilekPark is located at this distinctive area and reaches to thousands of guests every day. In addition to its architecture, special privileges and store diversity, its accessibility, central location, food & beverage areas, cinema and entertainment center, make ÖzdilekPark Bursa Nilüfer the favorite spot for Bursa citizens.



ÖzdilekPark İstanbul

ÖzdilekPark İstanbul is in Özdilek Center, located on Büyükdere Avenue in Levent, which is one of the most popular and important areas of İstanbul. Having a technical infrastructure, which provides convenience to visitors and leaseholders, ÖzdilekPark İstanbul consists of a total closed area of 118,000 square meters and a leasable area of 45,000 square meters, 170 distinguished stores, an Özdilek Hypermarket, an electronic store, a 3,200 square meters common terrace, children entertainment areas, Cinetime Cinemas and a food & beverages area with a seating capacity of 1,500 people.

Designed for customers' convenience, comfort and pleasure, ÖzdilekPark İstanbul serves to its customers as a life center with its 3,200 square meters terrace, where visitors can spend quality time with their family and friends.



Hypermarkets

Having entered the retail sector in 1983 with Özdilek Bursa Shopping Mall, Özdilek aims to provide in demand, thousands of always-fresh and quality products with the principle of "Absolute Customer Satisfaction" in its 6 hypermarkets (Ataevler, Gemlik, Gürsu, İnegöl, Kaplıkaya and Özlüce) in Bursa.

Özdilek Hypermarkets sustain the emotional and honest bond they have build up with their customers, thanks to their product quality, customer-oriented approach, constant improvement and uncompromised customer satisfaction, within the frame of honesty they evoke among their employees and customers.

Özdilek Hypermarkets continuously increase their product range in line with the customer needs and preferences, appealing to all ages from 7 to 70. The customers are offered various opportunities every week with various discount campaigns. In order to provide quality service to all customers, Özdilek builds its hypermarkets at easily accessible spots.



Department Stores

Along with its 14 shopping malls, 6 hypermarkets and 70 home textile stores within the corporate body, Özdilek also serves with department stores, 3 of which are located in İstanbul in Torium, Vialand and Mall of İstanbul shopping malls, and 1 in Erzurum in MNG Mall shopping mall. These concept stores offer Özdilek home textile products, glassware, accessories, handbags and shoes, decorations, small household items and textile products for sale.

Özdilek has eternally adopted the words of Özdilek Holding Chairman Hüseyin Özdilek "Turkey deserves the best." as a principle, and brings its customers together with best quality products and services at affordable prices in its department stores, as it does in all other business areas it operates in.

Home Textile Stores

Özdilek began producing towels - bathrobes in 1971 and has brought its products directly to İstanbul consumers by opening its first home textile store in İstanbul Ataköy in 1988.

Today Özdilek serves its customers with 143 official home textile stores, 70 of which are within its corporate body.

On the other hand, through the agency of 20 local dealers, 12 of which are located in Turkey, Özdilek has 800 domestic and 30 foreign sales points, which add value to retailing both with distinguished product and service quality.





► OZDILEKTEYIM.COM —

Özdilek Holding started investing in e - commerce sector in 2010, building an e - commerce website, which initially sold only Özdilek products. In 2013, it expanded its scope, adding department store and hypermarket stocks to the operation and the brand of “Ozdilektheyim.com” was created.

Seeing the potential in e - commerce business, Özdilek defined higher goals in 2015 and started using IBM Websphere Commerce software, a commonly used e - commerce software platform worldwide.

Owing to SSL and PCI DSS security protocols, the data flow between Ozdilektheyim.com and the bank is transferred as encrypted data; thus, Ozdilektheyim.com is able to provide a completely secure shopping experience.

Ozdilektheyim.com Store offers 10,000 and Ozdilektheyim.com Hypermarket offers 12,000 different product alternatives to their visitors. The online hypermarket provides delivery in Antalya, Bursa, Eskişehir, İzmir and Kocaeli, whereas customers from all cities in Turkey are able to receive delivery from the online store.



HOME TEXTILE PRODUCTION

Özdilek Holding holds a prominent position amongst the producers of the sector with its quality oriented production in cotton yarn, towel - bathrobe weaving, towel - bathrobe dyeing, towel - bathrobe manufacturing, dye printing and bedding - bed linen manufacturing facilities.

The towel - bathrobe production journey of Özdilek began in 1971, and today towel - bathrobe and bedding - bed linen manufacturing operations are being conducted in facilities with a total closed area of 122,000 square meters with yearly production capacities of 14,000 tons of cotton yarns, 10,000 tons of towels and 18,000,000 meters of beddings and bed linens.

A fully integrated production is conducted in Özdilek production facilities, from raw cotton to cotton yarns; from woven yarns to dyehouse and manufacturing stages.

The quality processes begin with choosing raw cotton, and the process controls are conducted at every stage of the production, ending with final quality controls. All bathrobes and towels that carry Özdilek and Sadem brands are manufactured with yarns that were produced in Özdilek facilities. Furthermore, yarns produced by Özdilek are offered to various other strong manufacturers in the sector as well.

Özdilek is positioned amongst the top 6 in the world in towel and bathrobe production with its integrated facilities with fully automatized modern technology and holds the top position in Europe. Due to its company vision and ideals of quality, Özdilek invests into technological developments every year and has become a top-quality towel and bathrobe producer in the world, claiming its rightful position amongst world class brands.





HOME TEXTILE PRODUCTION - TECHNICAL INFORMATION

Cotton Yarn Facility

The facility was built in İnegöl in 1993 with a yearly capacity of 25,000 spindles and 7,000 tons of yarns, which reached to 50,000 spindles and 14,000 tons of yarns in 2001. The facility is built upon a 29,000 square meters closed area, producing 100% cotton yarns, in ring carded and combed cotton forms. The process controls, conducted in all of the production lines, ensure the highest quality production. From Ne 7 to Ne 30 sizes, 40 tons of single ply yarns and 18 tons of two ply yarns are produced daily.

Towel - Bathrobe Weaving Facility

The weaving facility which has a total closed area of 20,000 square meters, has 168 towel - bathrobe weaving looms, 5 cone sectional warping machines, 2 slashing machines, 2 direct warping machines, 3 shearing machines and 4 warp knitting machines. The facility has automated air conditioning systems which ensure the required moisture and temperature levels for cotton yarn weaving; therefore enabling the cotton yarns, produced in the facility to be weaved with high efficiency. The facility has an annual production capacity of 10,000 tons of towel - bathrobe fabric.

Towel - Bathrobe Dyeing Facility

The facility has continuous fabric dyeing and yarn dyeing lines in 12,000 square meters closed area. It also has an extensive machinery park so that towel - bathrobe fabrics can be dyed with the desired colors and handles. The fabric dyeing line has 2 stenter machines, 1 continuous tension machine, 2 Padh - Batch machines and 3 Tumbler drying machines. The coil dyeing line has 14 dyeing vessels and 4 RF frequency dryers.

Towel - Bathrobe Manufacturing Facility

The towel - bathrobe fabrics that were processed in the dyehouse then move to the automated length sewing and cross hemming machines to be sewn. The required labels and barcodes for the products in desired sizes are also automatically produced, untouched by human hands. The products then go through 100% quality control and are packaged after being fold.

The facility has 5 length sewing and 9 cross hemming machines. The fabrics which will be made into bathrobes, on the other hand, are cut according to patterns on the automated cutting table and brought together as bathrobes in workshops.

Dye Printing Facility

The bedding - bed linen dye printing facility has 35,000 square meters closed area, and it turns 50,000 meters of raw cloth into products. It has 1 rotation and 1 flat printing machine, along with burning, tension, mercerization, stenter, washing - sanforizing, calendar and raising machines. Özdilek quality is preserved with quality controls applied to all of the processes, from the intake of raw fabric to the facility, to the delivery of the end product.

Bedding - Bed Linen Manufacturing Facility

Our manufacturing facilities are equipped with fully automated bedding and bed linen sewing machines, which are used to sew dyed and printed fabrics with the desired sizes and specifications. The cutting and sewing processes are conducted untouched by human hands with these high quality, serial production machines.

Beddings, sleeping sets, coverlet sets, pillows and quilts are produced in this facility.



 **ÖZDİLEK
HOLDING**



HOTEL - TOURISM

Özdilek Hotel - Tourism company within Özdilek Holding, entered the tourism sector in 2003 with the five-star, 219-room hotel investment in İzmir. Collaborating with Wyndham Hotel Group in 2013, the hotel now continues its journey as Wyndham Grand İzmir Özdilek. The hotel received “Skalite 2004 City Hotel of the Year” award by İstanbul Skal Club and proved the brand’s power in the sector.

In 2014, Wyndham Grand İstanbul Levent began offering its guests outstanding comfort and service within the Özdilek Center project which is formed of a hotel, a business center and a shopping mall.



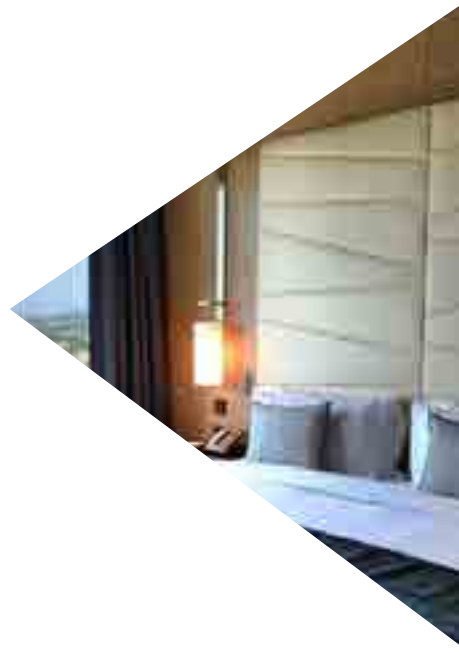
Wyndham Grand İstanbul Levent

Located on Levent Büyükdere Lane, where the most modern business and shopping centers are found, Wyndham Grand İstanbul Levent serves to its guests, who travel for business, meeting and holiday purposes and meets all the expectations as a five-star hotel.

32-floored Wyndham Grand İstanbul Levent within Özdilek Center, contributes significantly to the dynamics of the city along with River Plaza Business Center and ÖzdilekPark İstanbul Shopping Mall.

Having a 360 degrees command of the magnificent view of İstanbul, Wyndham Grand İstanbul Levent offers an unforgettable experience to its guests with its 389 rooms in total, including specially designed rooms and suites, smart room management system, fast internet accesss, together with its easily accessible location and Qualitasspa Healty Life Center, located on a 7,900 squaremeters area.

The hotel, which has a capacity of 1,200 guests, offers ideal solutions for both national and international congresses, seminars, conferences, meetings and invitations, with its rooms varying in sizes from 1,270 square meters and 54 square meters, 23 halls with modern infrastructure and a poolside area.



Wyndham Grand İzmir Özdilek

The hotel, managed by Özdilek Hotel - Tourism, which made its first investment in tourism and hotel management sector in 2003 in İzmir, collaborated with one of the largest hotel chains in the world; the Wyndham Group. Preferring the most luxurious brand of the chain, Wyndham Grand, it started serving under the name of Wyndham Grand İzmir Özdilek as of 1st August 2013.

Wyndham Grand İzmir Özdilek, with its prestigious position by the seaside at the İzmir Bay, serves as a five-star luxury city hotel. The luxurious rooms with sea and nature views offer five-star quality comfort, along with meeting and accommodation services which satisfy high expectations. Together with its location, in touch with nature, the hotel also gets credit from its guests with its free transportation to the airport and the city center, enabling easy access.



IMPORT - EXPORT

Özdilek Holding earns 30 million USD turnover every year, as a result of exporting to European Union and various regions of the world, particularly to the USA and Germany.

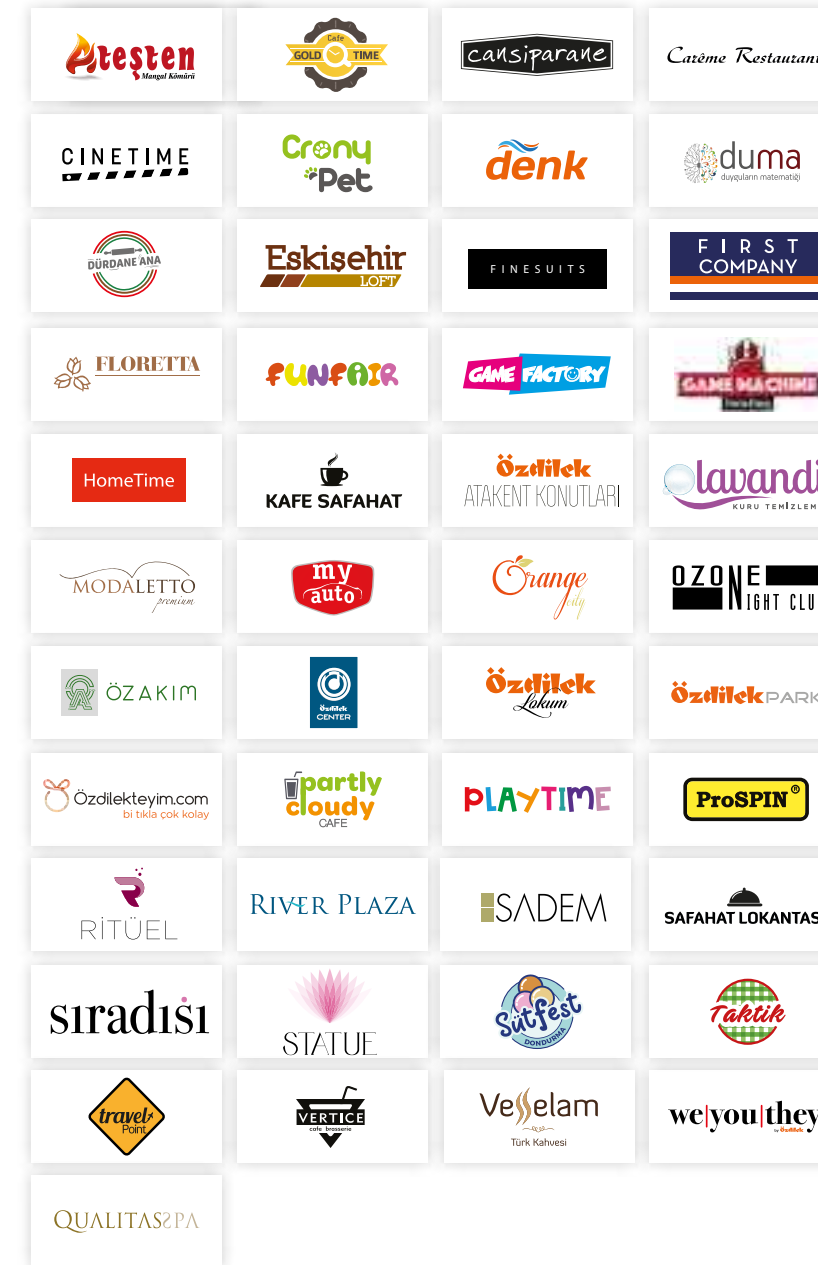
Furthermore, it has conducted a total of 750 million USD worth of exports since its foundation.

Özdilek owns 47.5% share of Tex Idea GmbH company, which was founded in 2007 in Germany. Through Tex Idea company, Özdilek exports a good deal of products, ranging from textile to furniture to European market, Germany being in the first place. As a result of these activities, Tex Idea earns 50 million EUR turnover annually.

Özdilek USA company was established in the USA, Florida, in 2017 with the primary aim of exporting various Özdilek branded products to the USA under the brand of "Sadem".



SUBSIDIARY COMPANIES AND BRANDS



COMPANIES

Özdilek Shopping Malls and Textile Ind. Inc.
Özdilek Home Textile Industry and Trade Inc.
Özdilek Import - Export and Marketing Ltd. Co.
Özdilek Hotel - Tourism Management and Trade Ltd. Co.
Özdilek USA
Özlü Insurance Broker Services Ltd. Co.
Tabiat Agriculture and Food Products Production and Marketing Ltd. Co.
Tex Idea Ltd. Co.
Mariner Tourism Ind. Trade Co.
Özdilek Education, Health, Culture and Art Foundation Commercial Undertake

BRANDS

Ateşten
Cafe Gold Time
Cafe Safahat
Cansiparane
Carême Restaurant
Cinetime
Crony Pet
Denk
Duma
Dürdane Ana
Eskişehir Loft
Finesuits
First Company
Floretta
Funfair
Game Factory
Game Machine Bowling
Hometime
Kocaeli Atakent Housing
Lavandi
Modaletto
My Auto
Orange City
Ozdilektheyim.com
Ozone Night Club
Özakim
Özdilek Center
Özdilek Turkish Delight
ÖzdilekPark
Partly Cloudy
Playtime
ProSPIN
Ritüel
River Plaza
Sadem
Safahat Restaurant
Sıradışı
Statue
Sütfest
Taktik
Travel Point
Vertice
Vesselam
Qualitasspa
WeYouThey



SOCIAL RESPONSIBILITY PROJECTS

With the aim of being an exemplary company for the community through social responsibility projects, Özdilek has had constructed 8 schools and handed them over to Ministry of Education, contributing to the Turkish education, that is of paramount importance. These schools are:

An elementary school each in Bursa, Tokat and Kocaeli provinces, Vocational High School of Tourism and Hotel Management in Afyonkarahisar, along with the Practice Hotel, Bursa Anatolian Textile Vocational High School and Girl's İmam Hatip High School, Anatolian İmam Hatip High School in İstanbul and Anatolian Vocational High School in Antalya.

Özdilek Education, Health, Culture and Art Foundation was founded on 24th August 2002 and it delivers scholarship to around 100 successful university students in need.

A police center in İzmir and a community clinic in İnegöl were also put into service as social responsibility projects.

Furthermore, Özdilek Culture Center was opened in Eskişehir, Tepebaşı on 16th June 2011. Özdilek Culture Center serves within the scope of Eskişehir Metropolitan Municipality.

Finally, within ÖzdilekPark İstanbul Shopping Mall, the Wax Museum, which exhibits around 100 celebrity wax statues, was opened by Özdilek Foundation in 2017. All of the income from this museum is used to fund the projects of Özdilek Foundation.

OUR AWARDS

RETAIL

YEAR	AWARDING INSTITUTION / FOUNDATION	AWARD
2004	MINISTRY OF CUSTOMS AND COMMERCE	"THE COMPANY CONSTANTLY ADOPTING CUSTOMER SATISFACTION PRINCIPLE" AWARD
2005	SUPERBRANDS	SELECTED AS ONE OF THE SUPER BRANDS OF TURKEY
2006	MINISTRY OF CUSTOMS AND COMMERCE	"THE COMPANY CONSTANTLY ADOPTING CUSTOMER SATISFACTION PRINCIPLE" AWARD
2007	CONSUMER MAGAZINE DIRECTORY	CONSUMER FRIENDLY BRAND AWARD
2013	DORUK.NET	GOLDEN SPIDER (www.ozdilek.com.tr website received the best design and software award.)

HOME TEXTILE

YEAR	AWARDING INSTITUTION / FOUNDATION	AWARD
2006	MATTEL	BARBIE LICENCED PRODUCT BEST SALES PERFORMANCE AWARD

FOREIGN TRADE

YEAR	AWARDING INSTITUTION / FOUNDATION	AWARD
1998	WAL-MART	THE INTERNATIONAL SUPPLIER OF THE YEAR

WYNDHAM GRAND İSTANBUL LEVENT

YEAR	AWARDING INSTITUTION / FOUNDATION	AWARD
2016	WYNDHAM HOTEL GROUP	BEST INTERNATIONAL HOTEL IN EUROPE - MIDDLE EAST - EURASIA - AFRICA COUNTRIES
2016	WYNDHAM HOTEL GROUP	SUSTAINABILITY CHAMPION
2016	WYNDHAM HOTEL GROUP	HIGH AND TOP QUALITY BRAND CHAMPION IN EUROPE - MIDDLE EAST - EURASIA - AFRICA COUNTRIES
2016	ACE OF M.I.C.E.	THE BEST CONFERENCE AND CONGRESS HOTEL OF THE YEAR
2016	TRIPADVISOR	TRIPADVISOR CERTIFICATE OF EXCELLENCE
2017	WORLD TOURISM FORUM	MARMARA REGION BEST MEETING HOTEL
2017	TRIPADVISOR	TRIPADVISOR CERTIFICATE OF EXCELLENCE



WYNDHAM GRAND İZMİR ÖZDİLEK

YEAR	AWARDING INSTITUTION / FOUNDATION	AWARD
2004	SKAL	SKALITE THE CITY HOTEL OF THE YEAR
2009	INTERCONTINENTAL HOTELS GROUP	LEADER HOTEL AWARD
2010	INTERCONTINENTAL HOTELS GROUP	QUALITY EXCELLENCE AWARD
2011	INTERCONTINENTAL HOTELS GROUP	LEADER HOTEL AWARD

TAX RANKING

YEAR	COMPANY	AWARD
2006	ÖZDİLEK SHOPPING MALLS AND TEXTILE IND. INC.	12 th in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2007	ÖZDİLEK SHOPPING MALLS AND TEXTILE IND. INC.	3 rd in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2008	ÖZDİLEK SHOPPING MALLS AND TEXTILE IND. INC.	13 th in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2009	ÖZDİLEK SHOPPING MALLS AND TEXTILE IND. INC.	4 th in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2010	ÖZDİLEK SHOPPING MALLS AND TEXTILE IND. INC.	2 nd in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2011	ÖZDİLEK SHOPPING MALLS AND TEXTILE IND. INC.	28 th in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2011	ÖZDİLEK HOME TEXTILE IND. TRADE INC.	14 th in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2012	ÖZDİLEK SHOPPING MALLS AND TEXTILE IND. INC.	6 th in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2012	ÖZDİLEK HOME TEXTILE IND. TRADE INC.	19 th in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2013	ÖZDİLEK SHOPPING MALLS AND TEXTILE IND. INC.	12 th in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2013	ÖZDİLEK HOME TEXTILE IND. TRADE INC.	15 th in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2014	ÖZDİLEK SHOPPING MALLS AND TEXTILE IND. INC.	17 th in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2015	ÖZDİLEK SHOPPING MALLS AND TEXTILE IND. INC.	10 th in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List
2015	ÖZDİLEK HOME TEXTILE IND. TRADE INC.	49 th in Bursa Directorate of Tax Office Corporation Income Tax Top 100 Taxpayers List



