

GOLDCITY OTEL SUSTAINABILITY REPORT

2023



ABOUT THE REPORT

- In order to protect the future of the tourism, Sustainable Tourism is the one that minimizes the damage that the tourism can give to the natural environment and the local folk culture and maximizes its contribution to the regional economy.
- As **GOLD HOTELS**, it is one of our priority activities to inform our stakeholders in a transparent and effective way about our activities and impacts. In this context, 2022 Sustainability Report;
- Environmental, social and economic performance evaluation of our complex,
- The objectives determined in order to improve this performance,
- It includes the measured performance results.

QUALITY POLICY

- GOLDHOTELS aims to be an organization makes difference in the industry by applying efficiently the requirements of Quality, Food Safety and Guest Satisfaction, Occupational Health and Safety and Environmental Management Systems, sustainable environmental practices and expert staff adopted a continuous improvement approach based on legal requirements and protect the interest of all shareholders.
- **QUALITY, FOOD SAFETY AND GUEST SATISFACTION, OCCUPATIONAL HEALTH AND SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEMS COMMON POLICY**
- **In order to provide the continuity of Guest Satisfaction and Food Safety;**
- Specify the expectations and needs of the guests in advance to maximize the guest satisfaction.
- Provides our guests the right ways of conveying their complaints at any time they wish and protect their rights
- Produces trustable food in hygienic conditions, all levels of production, starting from raw materials to presentation.
- Declares to obey the legislations and obligations related with the industry.

QUALITY POLICY

In order to provide the sustainability of environmental Management

- Ensures proper disposal of waste and recycle in the highest level
- Contributes the carried out environmental projects to inherit livable environment for next generations
- Reduces waste by using raw materials, energy and natural resources efficiently.
- Gives importance to wildlife and biodiversity and protect the ecological balance
- Encourages to employees, guests, suppliers and the local community to raise environmental awareness through environmental policies.

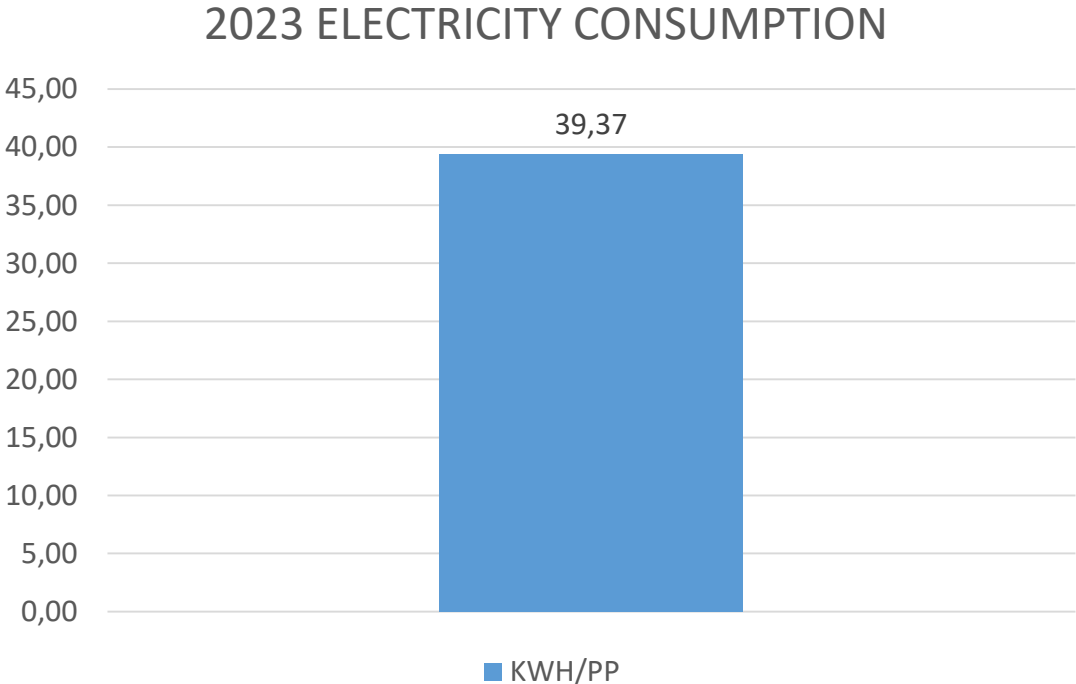
QUALITY POLICY

In order to provide the continuity of employee and local relations

- Provides employees safe and appropriate standards of working conditions,
- Get our employees benefit in equal rights without distinction of gender or ethnicity,
- To adopt an open, equal, transparent, fair, common management approach that includes employees,
- Receiving local employment, products and services as much as possible,
- Working in cooperation with local communities and charities to help, contribute to the development of local culture, opinions, ethnicity, beliefs, etc. not to allow discrimination,
- Guarantees to respect to human and children rights and to protect children against whole types of neglect and exploitation,
- To support the guests in promoting the food, activities, culture and traditions of the region,
- Declares the welfare, health and safety needs of employees, guests, subcontractors and environment in the highest level.

ENVIRONMENTAL MANAGEMENT

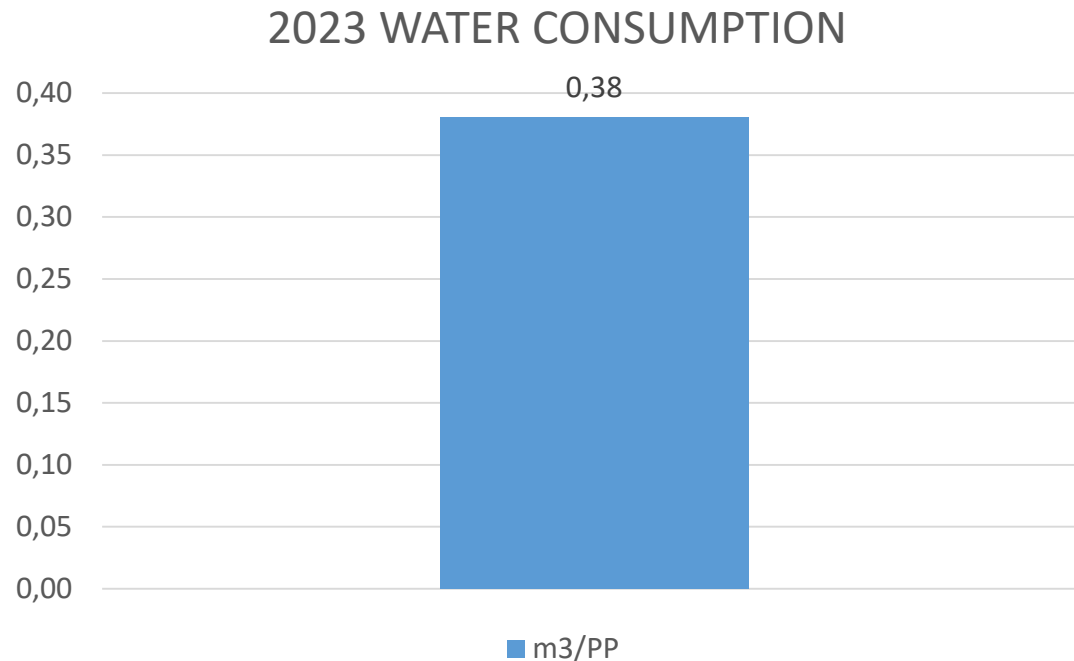
ELECTRICITY CONSUMPTION



In 2023, Gold City Hotel used 4,835,906 Kwh of electricity. The average daily electricity consumption per customer is 39.37 Kwh. This data covers the period January 2023 - December 2023. We try to keep our consumption under control by monitoring our consumption and taking saving measures.

ENVIRONMENTAL MANAGEMENT

WATER CONSUMPTION

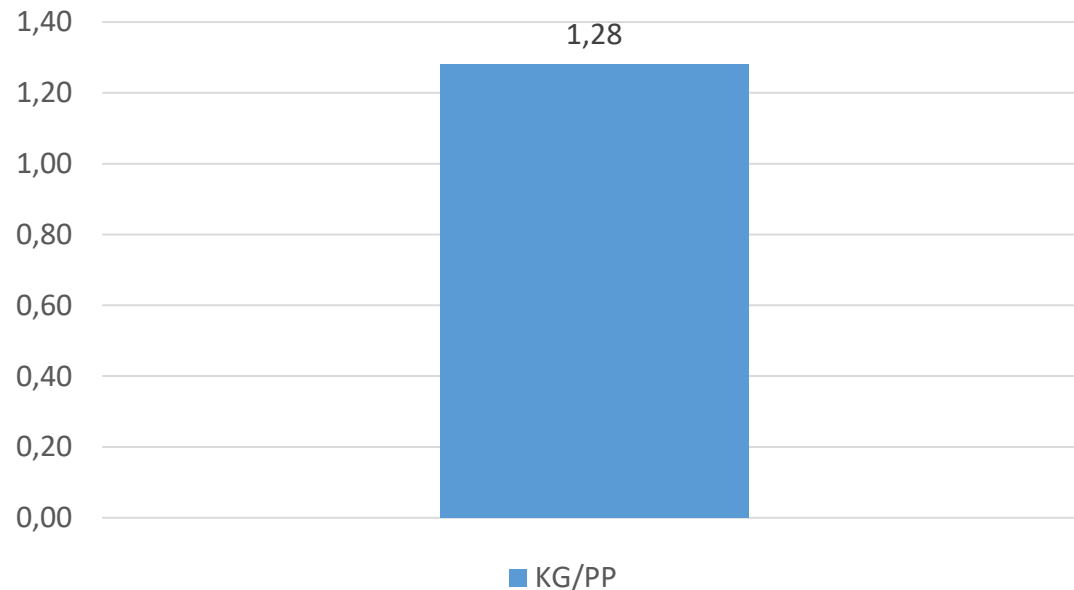


In 2023, 46,697 cubic meters of water were used at Gold City Hotel. The average daily water consumption per customer is 0.38 cubic meters. This data covers the dates of January 2023 - December 2023. We are trying to keep our consumption under control by monitoring our consumption and taking saving measures.

ENVIRONMENTAL MANAGEMENT

LNG CONSUMPTION

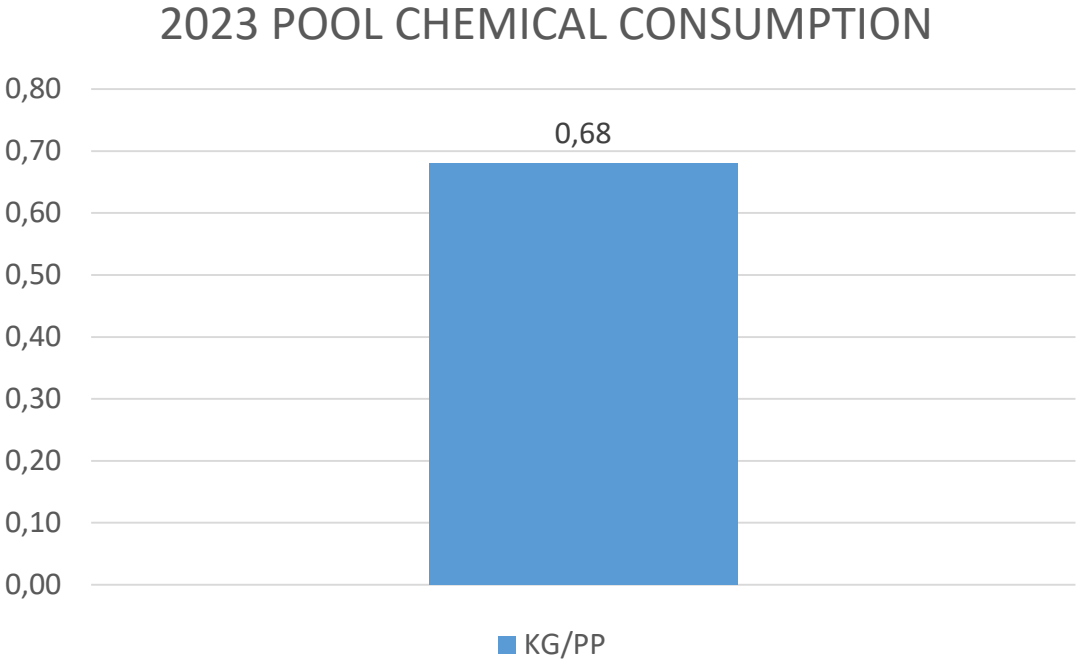
2023 LNG CONSUMPTION



In 2023, Gold City Hotel used 157,730 kilograms of LNG. The average daily LNG consumption per customer is 1.28 kilograms. This data covers the period January 2023 - December 2023. We are trying to keep our consumption under control with savings measures by monitoring our consumption.

ENVIRONMENTAL MANAGEMENT

POOL CHEMICAL CONSUMPTION

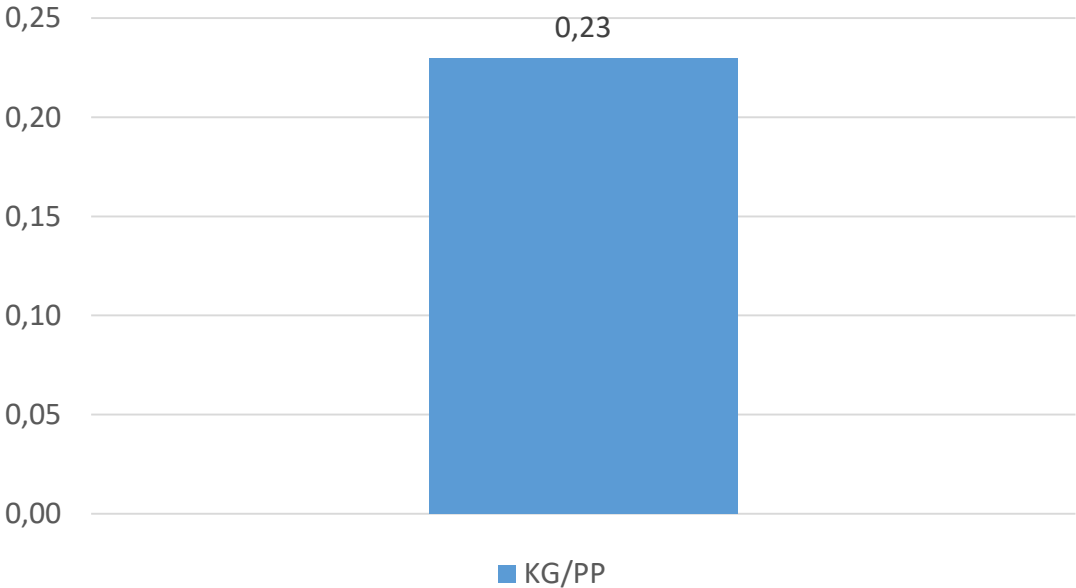


In 2023, Gold City Hotel used 84,161 kilograms of pool chemicals. The average daily pool chemical consumption per customer is 0.68 kilograms. This data covers the period January 2023 - December 2023. We are trying to keep our consumption under control by monitoring our consumption and taking savings measures.

ENVIRONMENTAL MANAGEMENT

CLEANING CHEMICAL CONSUMPTION

2023 CLEANING CHEMICAL CONSUMPTION



In 2023, Gold City Hotel used 28,370 kilograms of cleaning chemicals. The average daily cleaning chemical consumption per customer is 0.23 kilograms. This data covers the period January 2023 - December 2023. We are trying to keep our consumption under control by monitoring our consumption and taking savings measures.

ENVIRONMENTAL MANAGEMENT

SOLID WASTE CONSUMPTION



2023 yılında Gold City Otel 2.403 kilogram plastik, 1.360 kilogram cam, 2.140 kilogram metal, 9.076 kilogram kağıt ayrıştırmıştır. Bu bağlamda, 2022 yılında toplam katı atık tüketimi 16.051 kilogramdır. Bu veriler Ocak 2023 – Aralık 2023 tarihlerini kapsamaktadır. Tüketimlerimizi takip ederek, tasarruf önlemleri ile kullanımlarımızı kontrol altında tutmaya çalışıyoruz.

EMPLOYEE RELATIONS MANAGEMENT

- When selecting our employees, we evaluate applications from every region of our country. We provide equal opportunities to everyone and adopt an approach against any discrimination.
- Personnel training plans are made to ensure that all employees receive training related to both their own fields of work and the sector, thus contributing to their career development.
- Each month, the employee of the month, the smiling face of the month and our colleagues who are mentioned the most in social media comments are awarded.
- Employee satisfaction surveys are conducted.
- With our contracted hospital contracts, our colleagues are provided with special discounts for themselves and their families.
- The aim is for the entire team to be together and have a good time with various organizations organized throughout the year.

GUEST & LOCAL RELATIONS MANAGEMENT

- In 2023, as Goldcity Hotel, existing local relations were continued, annual dues were paid to all affiliated associations and organizations and the meetings of these organizations were attended.
- In 2023, as Goldcity Hotel, our relations with our current suppliers continued healthily and our purchasing transactions were continued on the axis of an environmental approach.
- As a result of customer satisfaction measurements at Goldcity Hotel in 2023, it was determined that there was a 91% guest satisfaction rate in our hotel.

LANDSCAPE & BIODIVERSITY STUDIES

- As Goldcity hotel, we have a garden area of 211,677 m². Our afforestation and maintenance activities are carried out regularly.
- Our garden contains endemic, tropical and drought-resistant species. Maintenance and irrigation activities are carried out with the work of our landscape architect and team.
- In the event that nests are formed on our beaches during the Caretta Caretta egg-laying and hatchlings reaching the sea period (May-September), protection is carried out.

THANKS

- To obtain more detailed information about the Goldcity Hotel Sustainability Report and to submit your opinions and suggestions:

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