

GOLDCITY HOTEL SUSTAINABILITY REPORT

2017 – 2018



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, 2017 - 2018 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

- GOLD Hotels 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 hygenic conditions, all levels of production, starting from raw metarials 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.

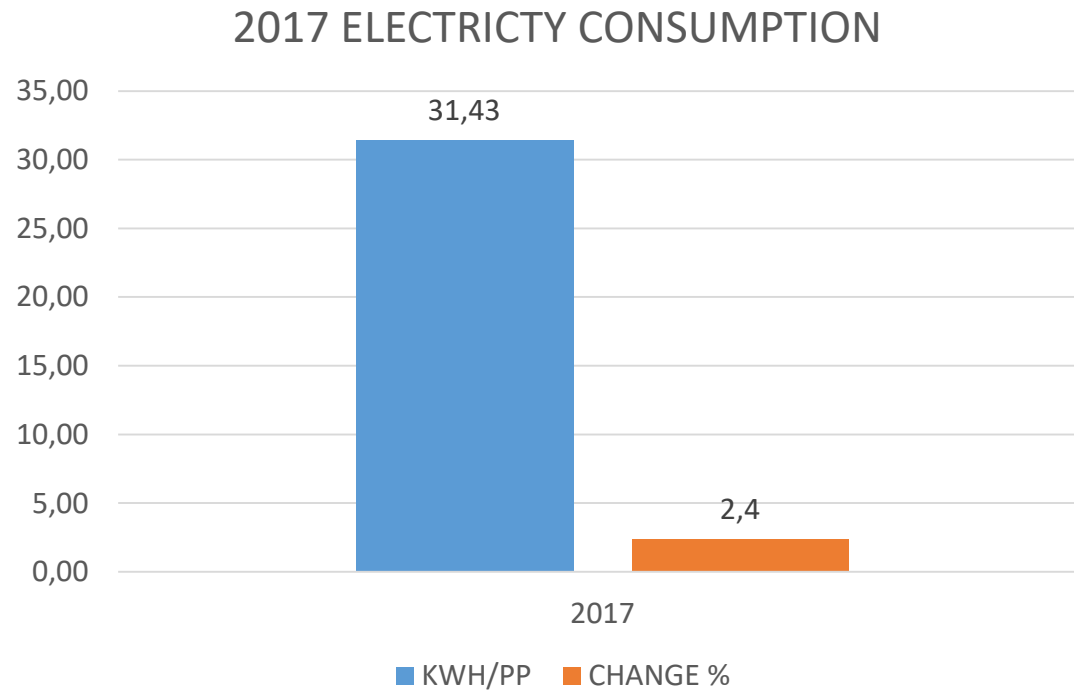
QUALITY POLICY

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
- Uses local products and services the possible highest level
- Helps by cooperating with comune and charity organisations, contributes the development of local culture
- Guarantees to respect to human and children rights and to protect children against whole types of neglect and exploitation
- Declares the welfare, health and safety needs of employees, guests, subcontractors and environment in the highest level.

ENVIRONMENTAL MANAGEMENT

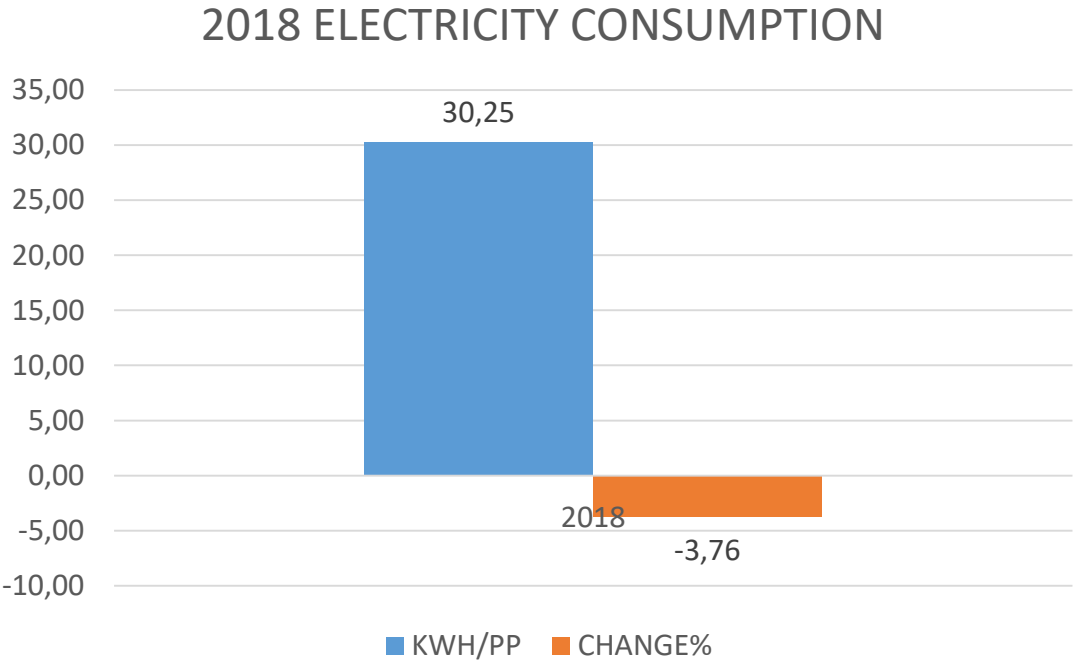
ELECTRICITY CONSUMPTION



The average daily electricity consumption per person is 31,43 Kwh. In this context, there is an increase of 2,4% compared to 2015. When the data were analyzed, it was found that this decrease was due to the decrease in the number of customers in 2016 due to the tourism crisis. In light of these data, the expected targets for 2015 were not reached. This data covers the dates January 2017 - December 2017. However, next year's target is set as 1% decrease compared to 2017.

ENVIRONMENTAL MANAGEMENT

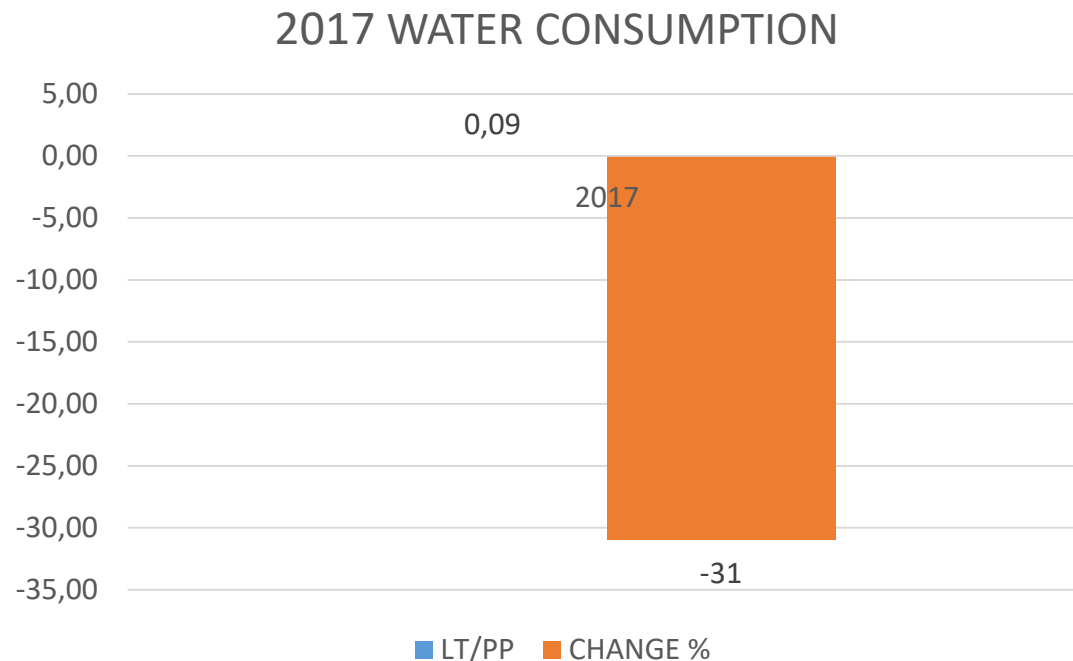
ELECTRICITY CONSUMPTION



The average daily electricity consumption per person is 30,25 Kwh. In this context, a decrease of 3.76% compared to 2017 is observed. In the light of these data, the expected targets were reached according to 2017. This data covers the dates January 2018 - December 2018. However, the target for the next year is set as 1% decrease compared to 2018.

ENVIRONMENTAL MANAGEMENT

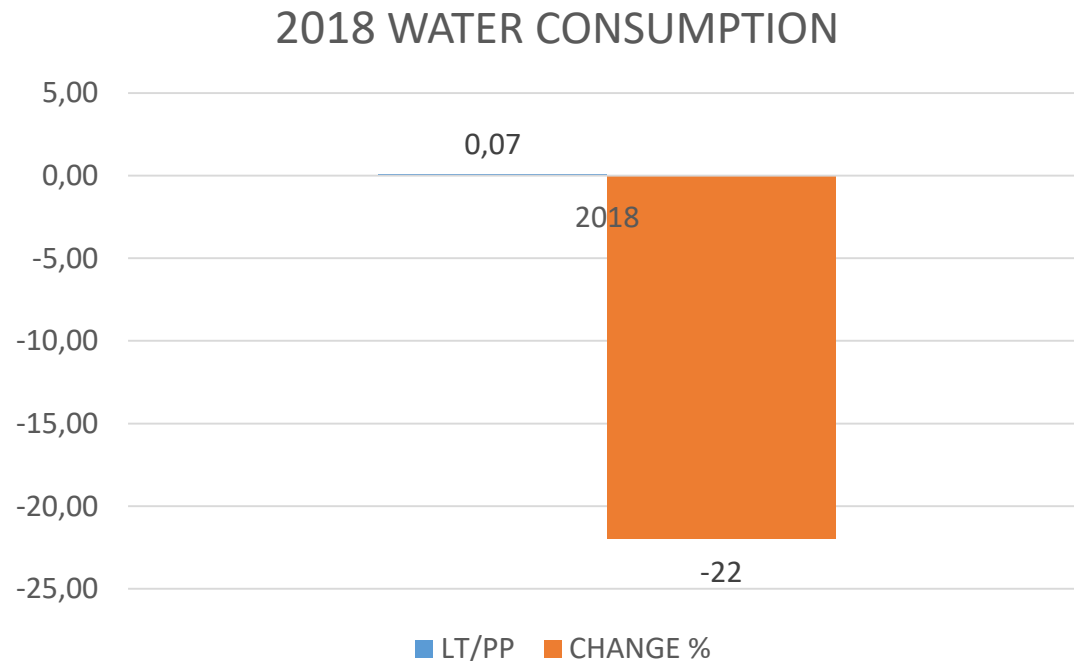
WATER CONSUMPTION



Daily average water consumption per customer is 0,094 liters. In this context, there is a 31% decrease compared to 2015. When the findings were examined, it was found that water consumption decreased significantly in 2017 compared to 2015. The reason for this decline was determined as not having all the pools open to prevent the tourism crisis. This data covers the dates January 2017 - December 2017. However, the target for next year is set as 1% reduction.

ENVIRONMENTAL MANAGEMENT

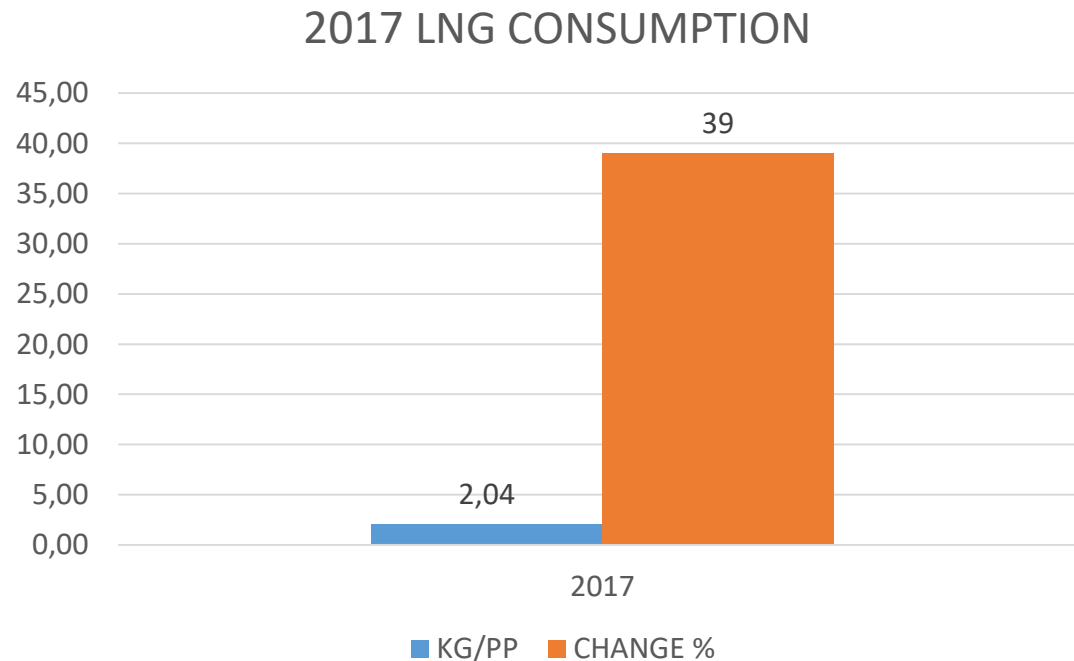
WATER CONSUMPTION



The average daily water consumption per person is 0.073 liters. In this context, a decrease of 22% compared to 2017 is observed. When the cause of such a large decrease was investigated, it was determined that some pools were not opened due to the tourism crisis, whereas the number of customers increased due to the increase in the demand for tourists. This data covers the dates January 2018 - December 2018. However, next year target is set as 1% reduction

ENVIRONMENTAL MANAGEMENT

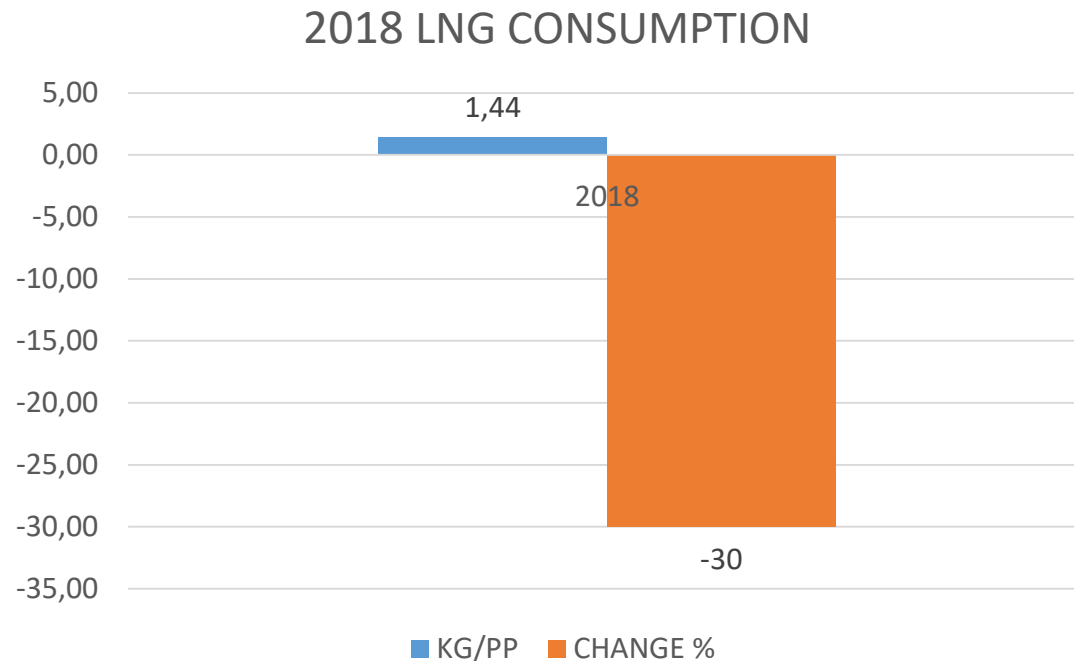
LNG CONSUMPTION



The average Lng consumption per person is 2.035 kilograms. In this context, there is a 39% increase compared to 2015. When the cause of the increase was investigated, it was determined that the plant was open in winter season in 2017. When these data are analyzed, the target of 1% reduction for 2015 targets has not been achieved. This data covers the dates January 2017 - December 2017. However, the target for next year is set as 1% reduction.

ENVIRONMENTAL MANAGEMENT

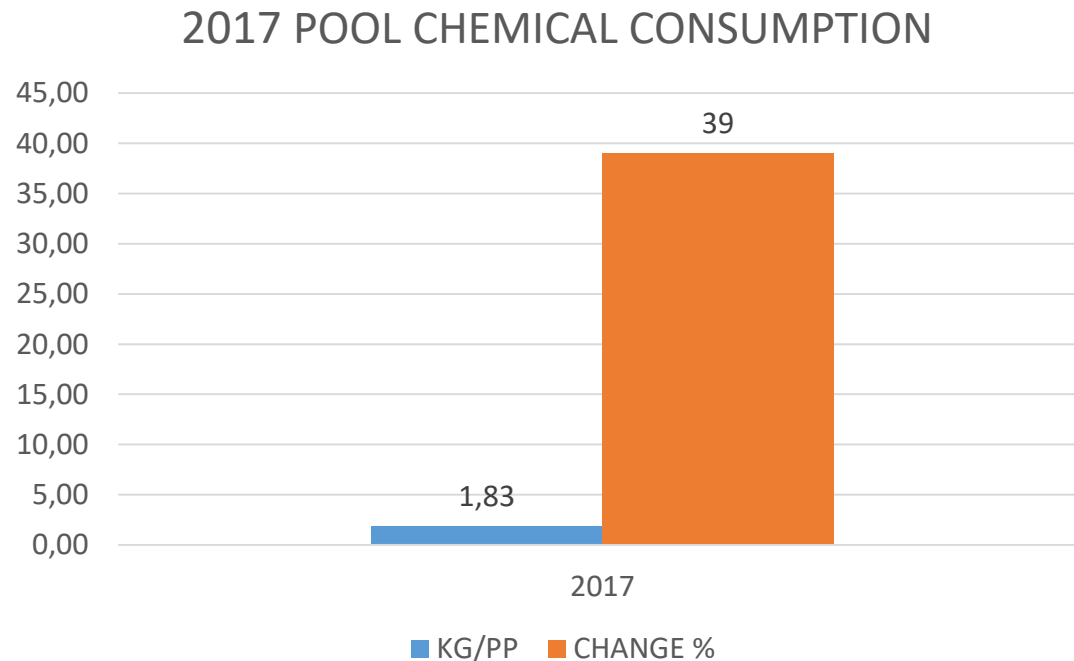
LNG CONSUMPTION



The average daily consumption per person is 1.44 kilograms. In this context, a decrease of 30% compared to 2017 is observed. When these data are analyzed, the target of 1% reduction for 2015 targets has not been achieved. This data covers the dates January 2018 - December 2018. However, the target for next year is set as 1% reduction.

ENVIRONMENTAL MANAGEMENT

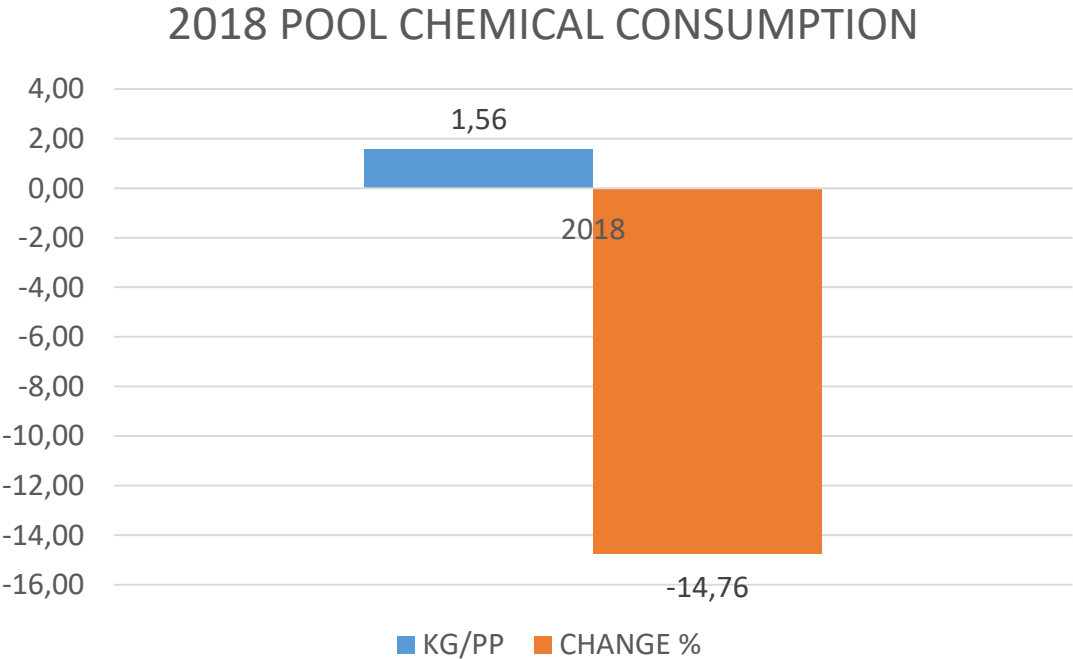
POOL CHEMICAL CONSUMPTION



The daily amount of pool chemical consumption per person is 1.83 kilograms. In this context, an increase of 15.8% compared to 2015 is observed. When the data were analyzed, it was determined that this increase was due to the decrease in the number of customers in 2017 due to the tourism crisis. This decrease is not sustainable due to the mentioned reasons. This data covers the dates January 2017 - December 2017. However, next year's target is set as 1% decrease compared to 2017.

ENVIRONMENTAL MANAGEMENT

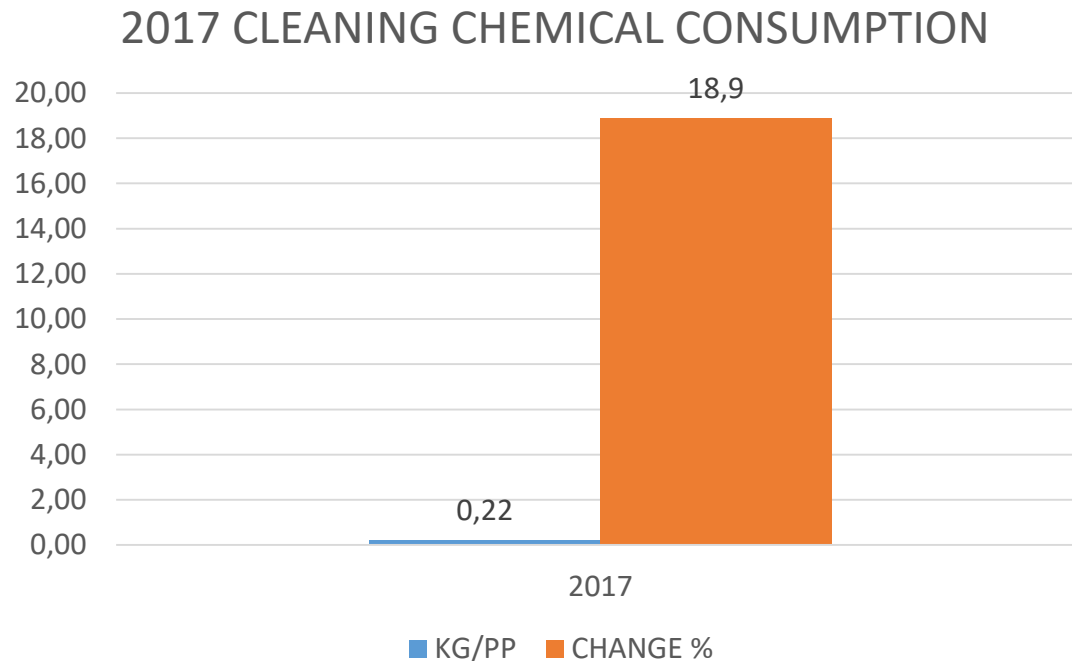
POOL CHEMICAL CONSUMPTION



The average daily amount of pool chemical consumption per person is 1.56 kilograms. In this context, a decrease of 14.76% compared to 2017 is observed. When these data are analyzed, the target of 1% reduction for 2017 targets has been achieved. This data covers the dates January 2018 - December 2018. However, the target for next year is set as 1% reduction.

ENVIRONMENTAL MANAGEMENT

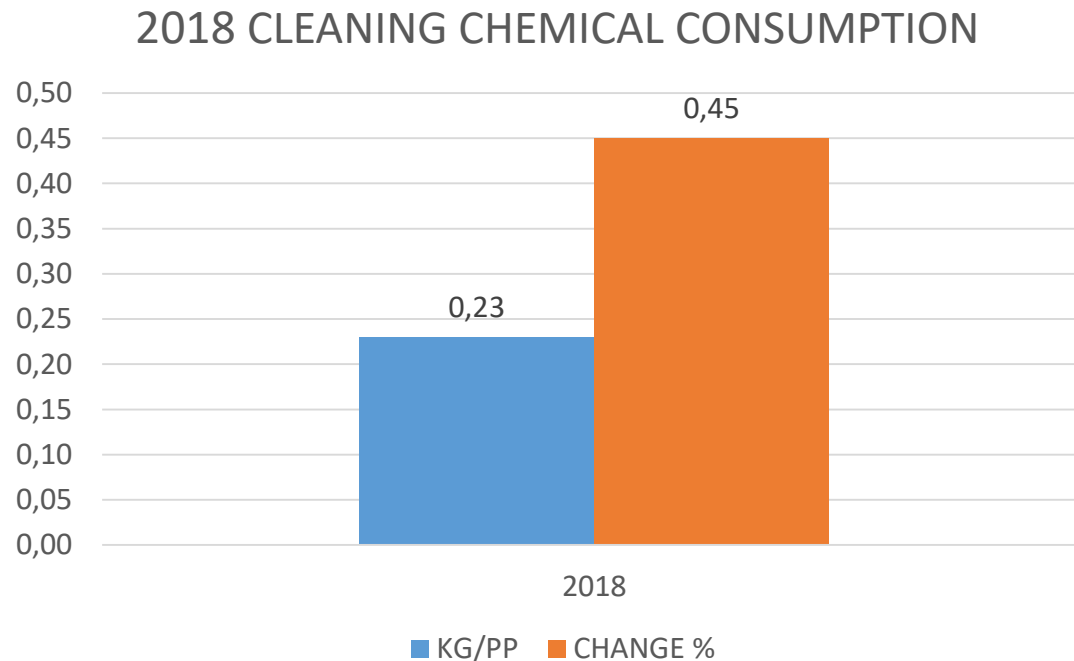
CLEANING CHEMICAL CONSUMPTION



The average daily consumption of cleaning chemicals per person is 0.22 kilograms. In this context, there is an increase of 18.9% compared to 2015. When the data were analyzed, it was determined that this increase was due to the decrease in the number of customers in 2017 due to the tourism crisis. This decrease is not sustainable due to the mentioned reasons. This data covers the dates January 2017 - December 2017. However, next year target is set as 1% decrease compared to 2017

ENVIRONMENTAL MANAGEMENT

CLEANING CHEMICAL CONSUMPTION



The average amount of daily cleaning chemicals per person is 0.23 kilograms. In this context, there is an increase of 0.45% compared to 2017. When these data are analyzed, the target of 1% reduction for 2017 targets has not been achieved. When the reason of the increase is examined, it is determined that the parts of the facility which were closed in 2016 and 2017 were opened in 2018. This data covers the dates January 2018 - December 2018. However, the target for next year is set as 1% reduction.

ENVIRONMENTAL MANAGEMENT

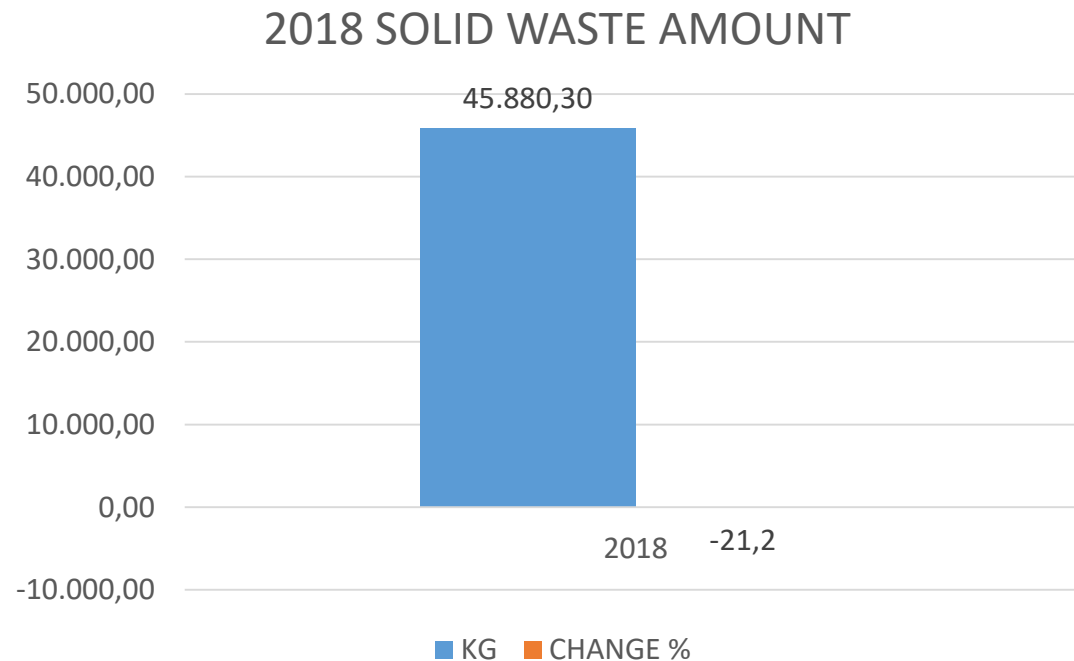
SOLID WASTE AMOUNT



In 2017, the Gold City Hotel decomposed 9.283.1 kilograms of plastic, 11.704.6 kilograms of glass, 3.276.9 kilograms of metal, 14.794.1 kilograms of paper and 18.335.4 kilograms of composites. In this context, the total solid waste consumption in 2017 is 57.394.1 kilograms. In this context, there is an increase of 20.2% compared to 2016. When the data were analyzed, it was determined that this increase was due to the decrease in the number of customers in 2017 due to the tourism crisis. This decrease is not sustainable due to the mentioned reasons. This data covers the dates January 2017 - December 2017. However, next year's target is set as 1% decrease compared to 2017.

ENVIRONMENTAL MANAGEMENT

SOLID WASTE AMOUNT



In 2018, the Gold City Hotel decomposed 9.189.8 kilograms of plastics, 11.617.4 kilograms of glass, 3.244.2 kilograms of metal, 14.646.4 kilograms of paper and 16.372.3 kilograms of composite. In this context, the total solid waste consumption in 2018 is 45.880.3 kilograms. In this context, there is a 21.2% decrease compared to 2017. When these data are analyzed, the target of 1% reduction for 2017 targets has been achieved. This data covers the dates January 2018 - December 2018. However, the target for next year is set as 1% reduction.

EMPLOYEE RELATIONS MANAGEMENT

- In 2017, the annual turnover rate of Gold City Hotel was calculated as 21%. Our company employs a total of 138 staff. The number of personnel allocated within the average year is 292.
- In 2017, Gold City Hotel has 22 units for the Security Department, 8 for the Service Department, 13 for the IT Department, 17 for the Human Resources Department, 7 for the Quality Management System Department, 7 for the Transfer Department, 7 for the Department of Kitchen. There are 12 units for the Housekeeping Department, 21 for the Technical Department, 10 for the Front Office Department, 13 for the Department of Food Safety and 9 in the Department for Guest Relations. it is given.

EMPLOYEE RELATIONS MANAGEMENT

- In 2018, the annual turnover rate of Gold City Hotel was calculated as 19%. There are 237 personnel working in our company annually. The average number of personnel allocated during the year is 493.
- In 2018, Gold City Hotel has 22 units for the Security Department, 8 for the Service Department, 13 for the IT Department, 17 for the Human Resources Department, 7 for the Quality Management System Department, 7 for the Transfer Department, 7 for the Department of Kitchen. There are 14 units for the Housekeeping Department, 20 for the Technical Department, 17 for the Front Office Department, 16 for the Food Safety Department and 10 for the Guest Relations Department. it is given.

GUEST AND LOCAL RELATIONS MANAGEMENT

- In 2017, the existing local relations were maintained as Gold City Hotel and annual dues were paid to all affiliated associations and organizations and attendance was held at these organizations.
- As the Gold City Hotel in 2017, our relations with our current suppliers have continued in a healthy manner and there has been no change.
- In 2017, as a result of customer satisfaction measurements at the Gold City Hotel, 83,84% satisfaction was found in our hotel.

GUEST AND LOCAL RELATIONS MANAGEMENT

- In 2018, the existing local relations were continued as Gold City Hotel, and annual dues were paid to all related associations and organizations and attendance was held at these organizations.
- As the Gold City Hotel in 2018, our relations with our current suppliers have continued in a healthy manner and there has been no change.
- In 2018, as a result of customer satisfaction measurements at the Gold City Hotel, a satisfaction rate of 85.91% was found in our hotel.