

# GOLDCITY HOTEL SUSTAINABILITY REPORT

2019 – 2020



# 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, 2019 - 2020 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.

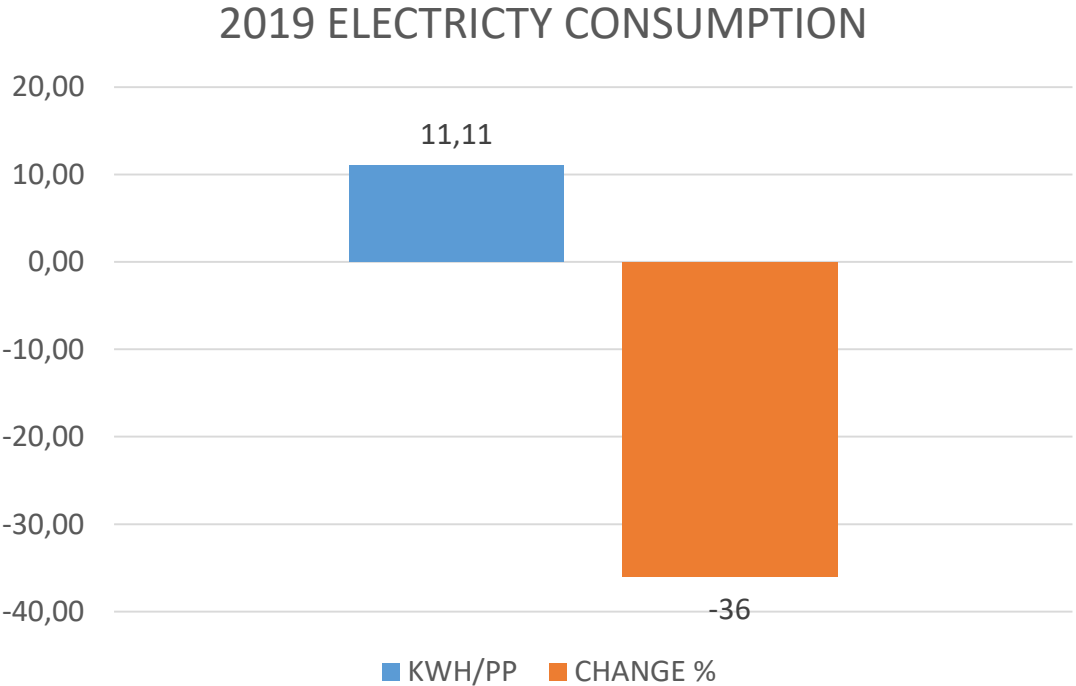
# QUALITY POLICY

## **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

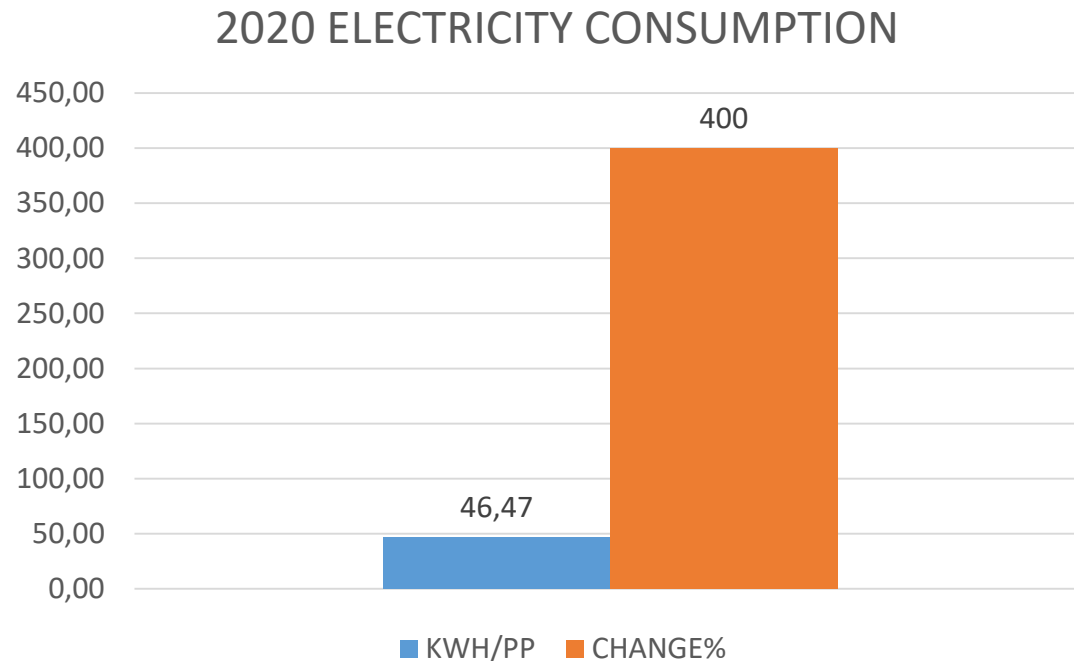
## ELECTRICTY CONSUMPTION



In 2019, the average daily electricity consumption per guest is 11,11 Kwh. In this context, it is seen that there is an decrease of 36 % compared to 2018. Considering the number of customers staying in 2018 and 2019, the increase has decreased in parallel with the number of customers. These data cover the dates January 2019 – December 2019. However, the target for the next year has been set as a 1% decrease compared to 2019.

# ENVIRONMENTAL MANAGEMENT

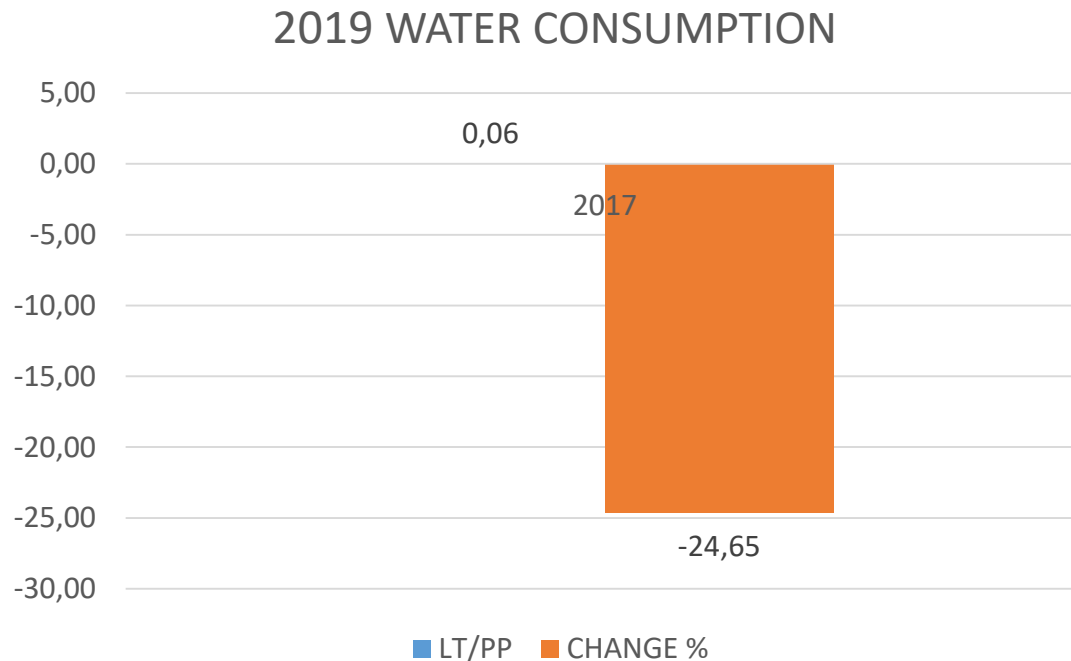
## ELECTRICITY CONSUMPTION



In 2020, the average daily electricity consumption per guest is 46,47 Kwh. In this context, it is seen that there is an increase of 4 times compared to 2019. The expected targets for 2019 were not achieved. Due to the Covid-19 pandemic, even though the hotel is open and the number of customers it accepts is low, consumption has increased with the measures and precautions taken. These data cover the dates January 2020 – December 2020. However, the target for the next year has been set as a 1% decrease compared to 2019. It is planned that 2020 should not be based on the targets, and if the pandemic continues, this situation will also be valid for 2021.

# ENVIRONMENTAL MANAGEMENT

## WATER CONSUMPTION



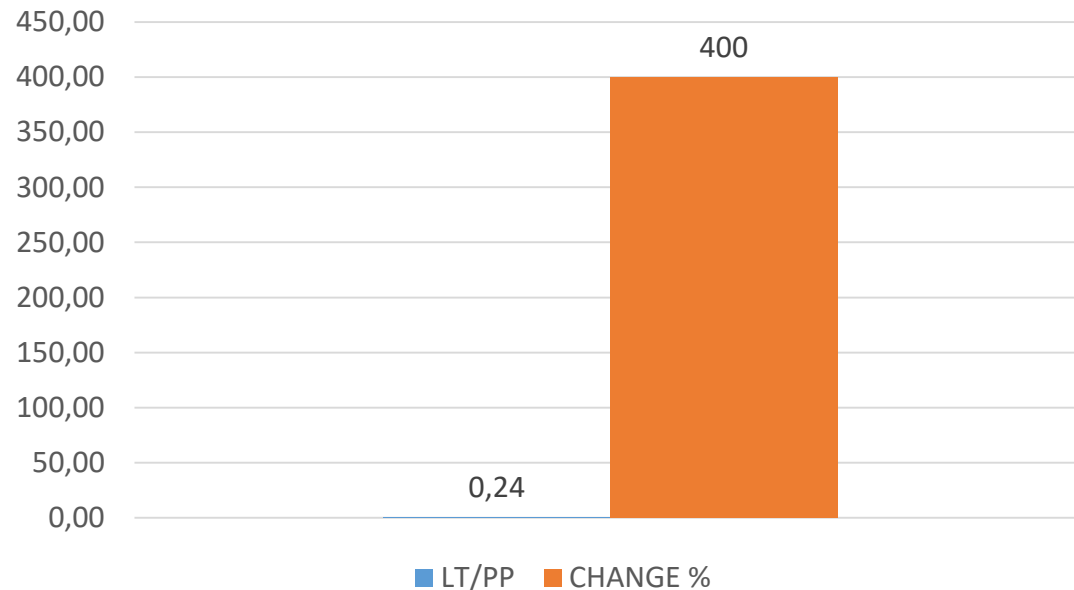
In 2019, the average daily water consumption per guest is 0.055 liters. In this context, there is a decrease of 24.65% compared to 2018. As a result of the plumbing maintenance and repairs at the beginning of the 2019 season, it was determined that there was a decrease in the daily water consumption. In addition, due to the increase in the number of guests, the amount of daily water consumption per person decreased. These data cover the dates January 2019 – December 2019. However, the target for the next year has been set as a 1% reduction.



# ENVIRONMENTAL MANAGEMENT

## WATER CONSUMPTION

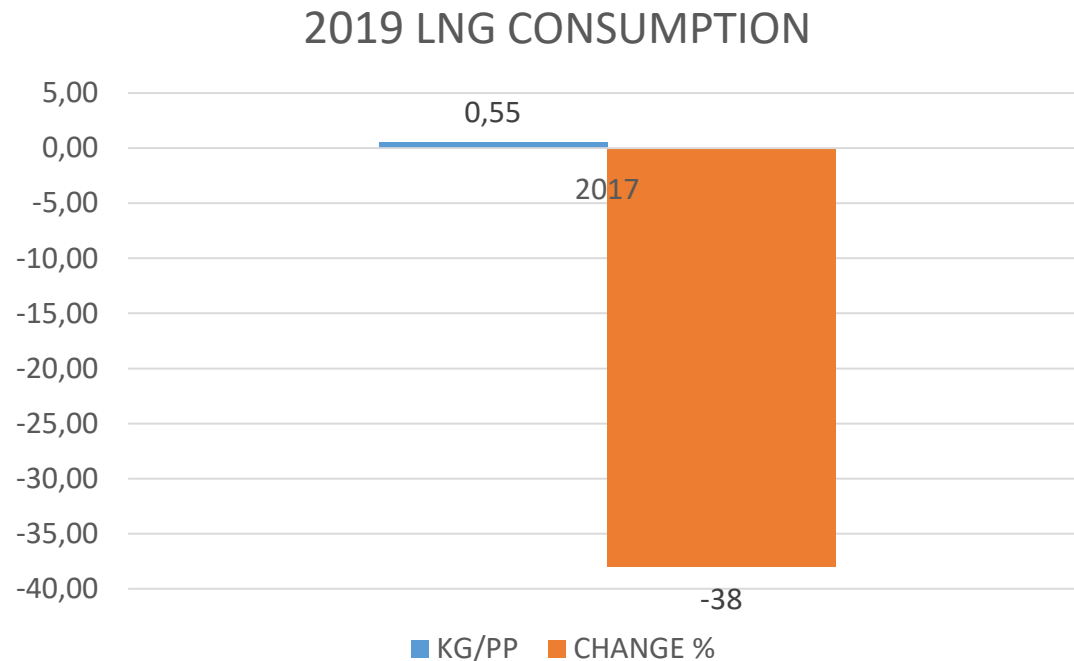
2020 WATER CONSUMPTION



In 2020, the average daily water consumption per guest is 0.24 liters. In this context, it is seen that there is an increase of 4 times compared to 2019. These data cover the dates January 2020 – December 2020. However, the target for the next year has been set as a 1% decrease compared to 2019.

# ENVIRONMENTAL MANAGEMENT

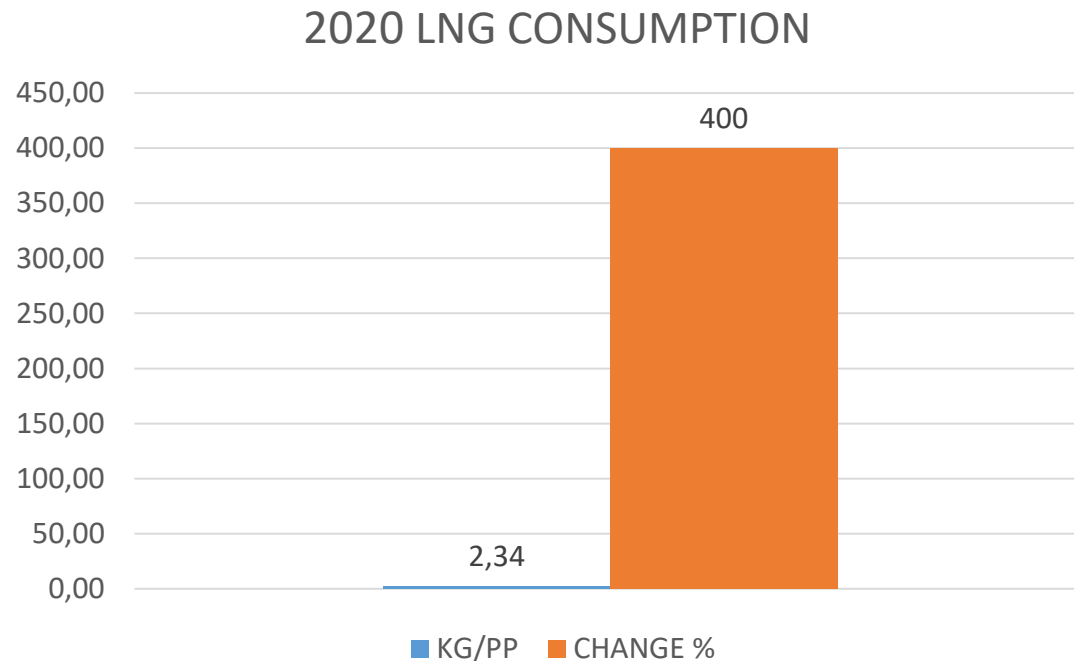
## LNG CONSUMPTION



In 2019, the average daily Lng consumption per customer is 0,55 kilograms. In this context, it is seen that there is a decrease of 38% compared to 2018. The reason for a decrease in this rate is that the number of days the facility is active during the winter period is less compared to the previous year. The main reason is the increase in the number of football teams staying. These data cover the dates January 2019 – December 2019. However, the target for the next year has been set as a 1% reduction.

# ENVIRONMENTAL MANAGEMENT

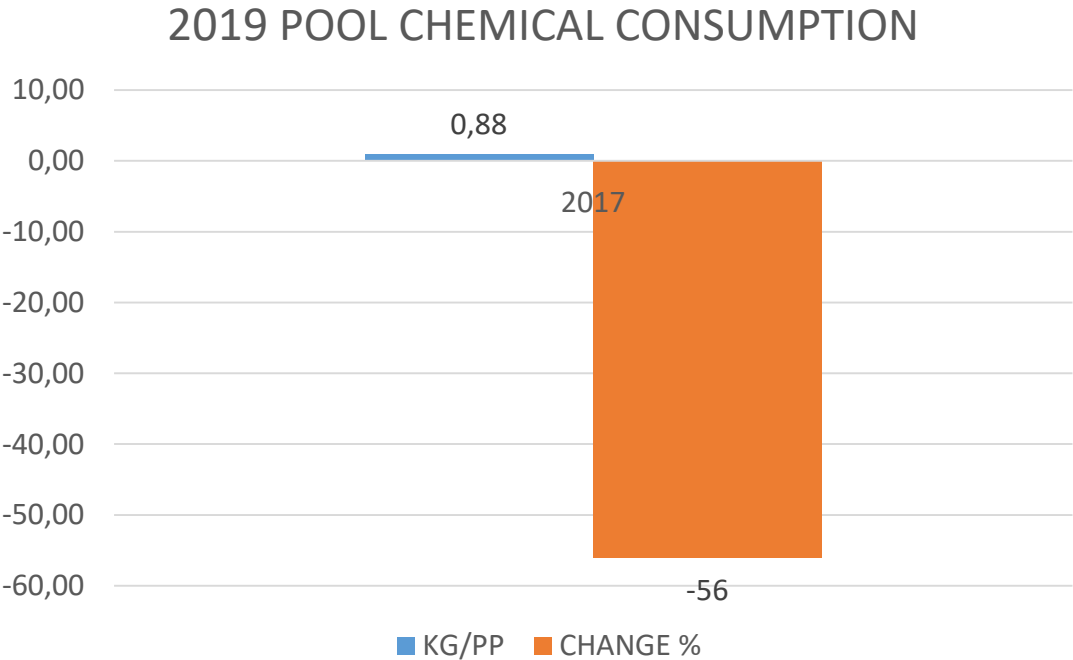
## LNG CONSUMPTION



In 2020, the average daily Lng consumption per guest is 2.34 kilograms. In this context, it is seen that there is an increase of 4 times compared to 2019. When these data are examined, the 1% reduction target set for the 2019 period could not be reached. These data cover the dates January 2020 – December 2020.

# ENVIRONMENTAL MANAGEMENT

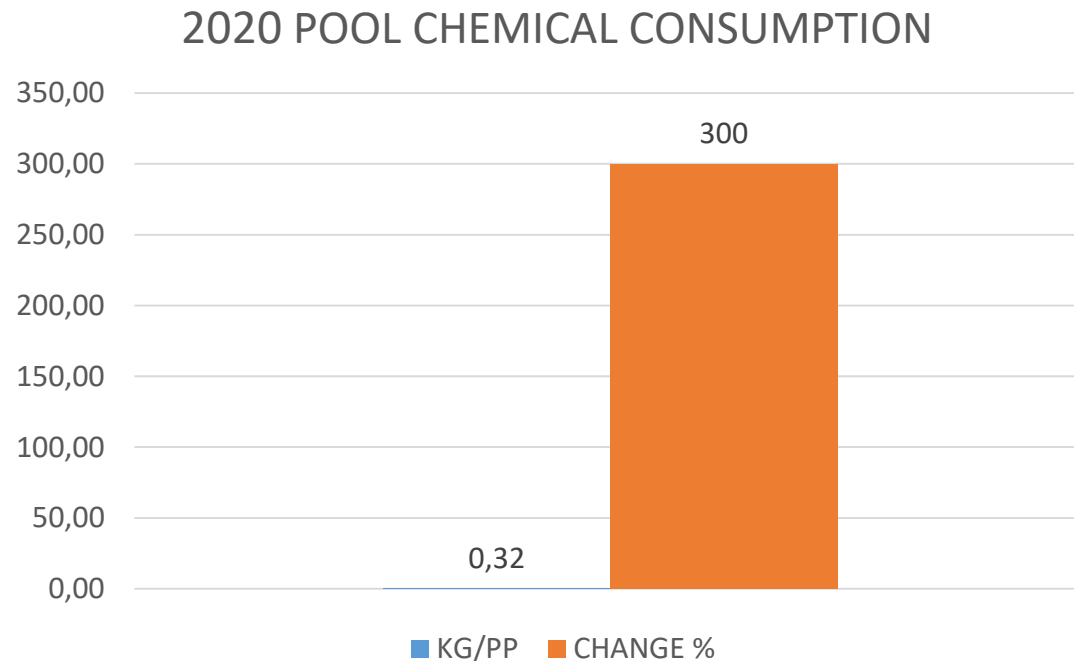
## POOL CHEMICAL CONSUMPTION



The average daily consumption of pool chemicals per guest is 0,88 kilograms. In this context, it is seen that there is an decrease of 56% compared to 2018. These data cover the dates January 2019 – December 2019. However, the target for the next year has been set as a 1% reduction.

# ENVIRONMENTAL MANAGEMENT

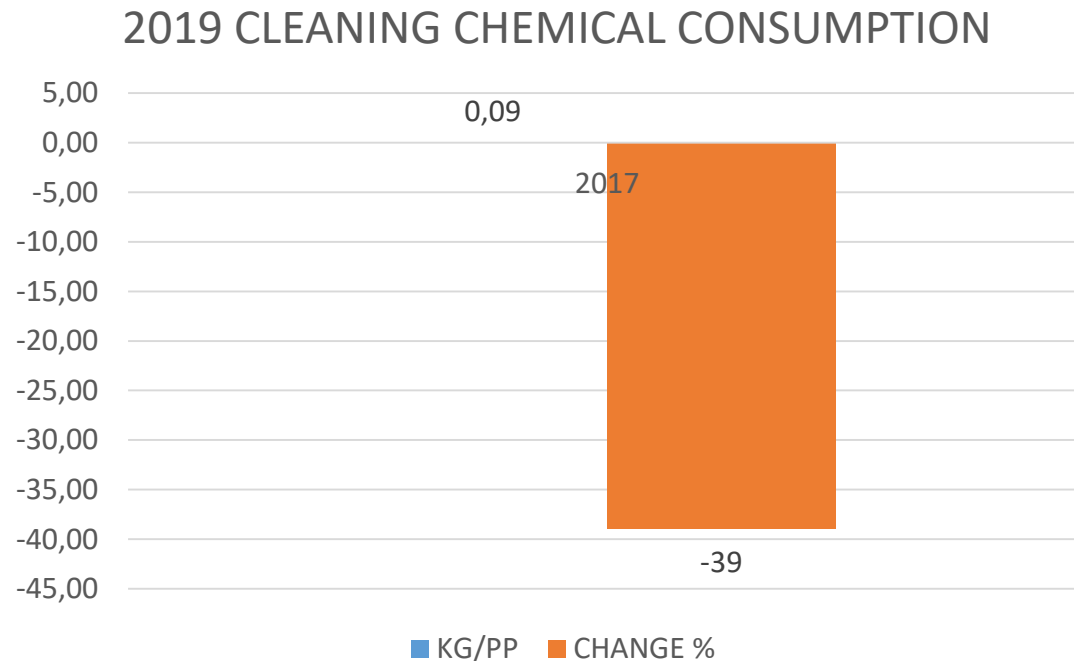
## POOL CHEMICAL CONSUMPTION



The average daily consumption of pool chemicals per guest is 0,32 kilograms. In this context, it is seen that there is an increase of 3 times compared to 2019. When these data are examined, the 1% reduction target set for the 2019 period could not be reached. These data cover the dates January 2020 – December 2020. However, the target for the next year has been set as a 1% decrease compared to 2019.

# ENVIRONMENTAL MANAGEMENT

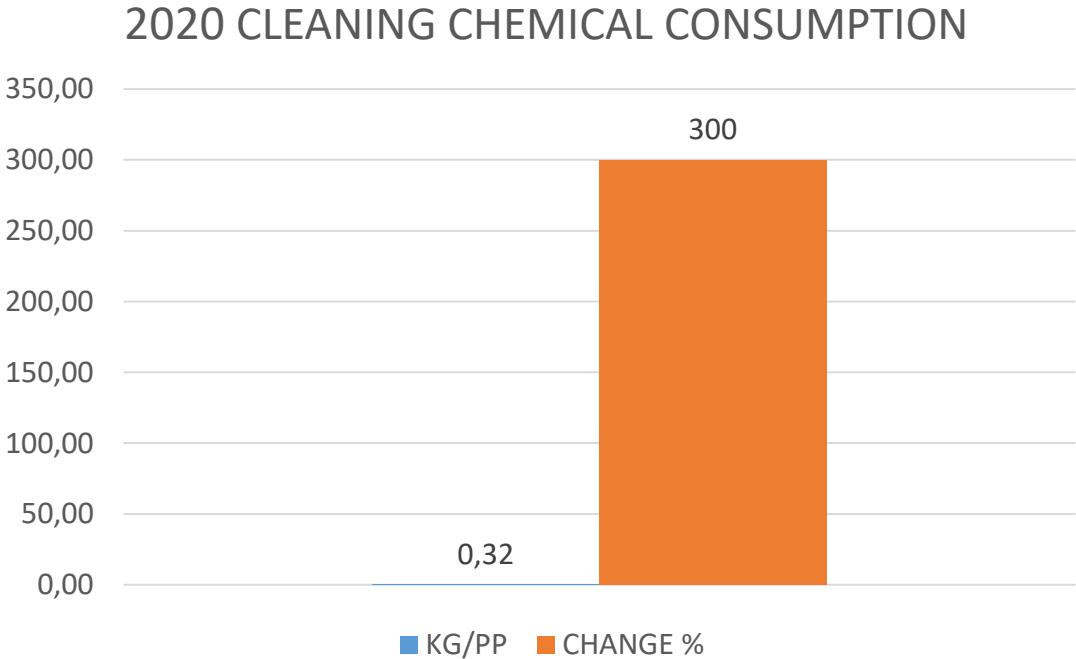
## CLEANING CHEMICAL CONSUMPTION



The average daily consumption of cleaning chemicals per guest is 0.09 kilograms. In this context, it is seen that there is a decrease of 39% compared to 2018. When these data are examined, the 1% reduction target set for the 2018 period has been achieved. These data cover the dates January 2019 – December 2019. However, the target for the next year has been set as a 1% reduction.

# ENVIRONMENTAL MANAGEMENT

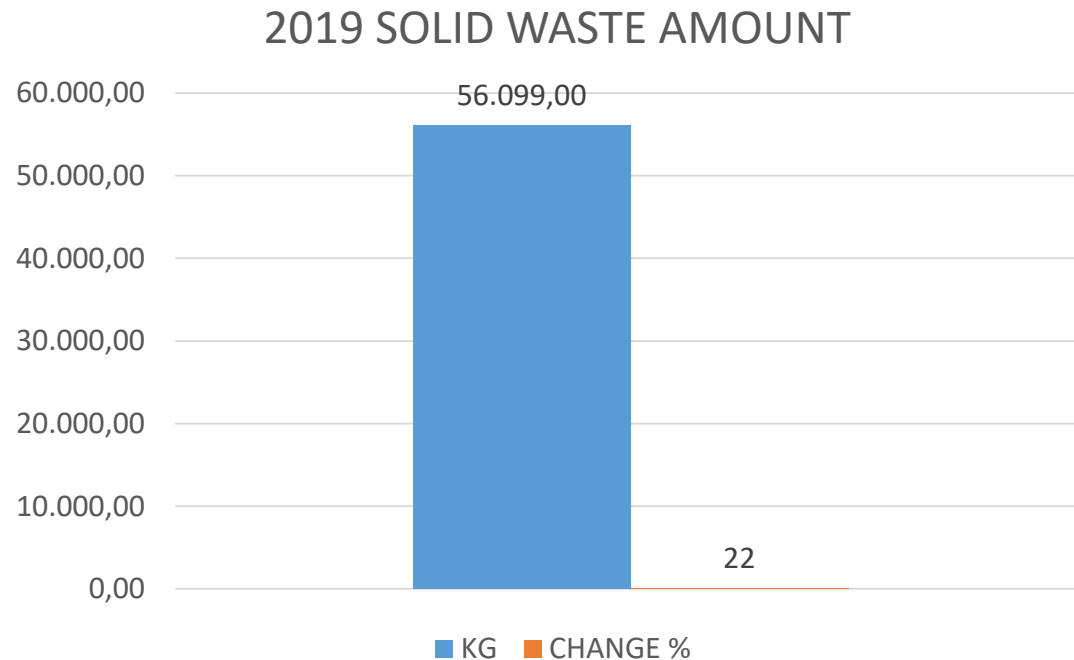
## CLEANING CHEMICAL CONSUMPTION



The average daily consumption of cleaning chemicals per guest is 0.32 kilograms. In this context, it is seen that there is an increase of 3 times compared to 2019. When these data are examined, the 1% reduction target set for the 2019 period could not be reached. These data cover the dates January 2020 – December 2020. However, the target for the next year has been set as a 1% decrease compared to 2019.

# ENVIRONMENTAL MANAGEMENT

## SOLID WASTE AMOUNT

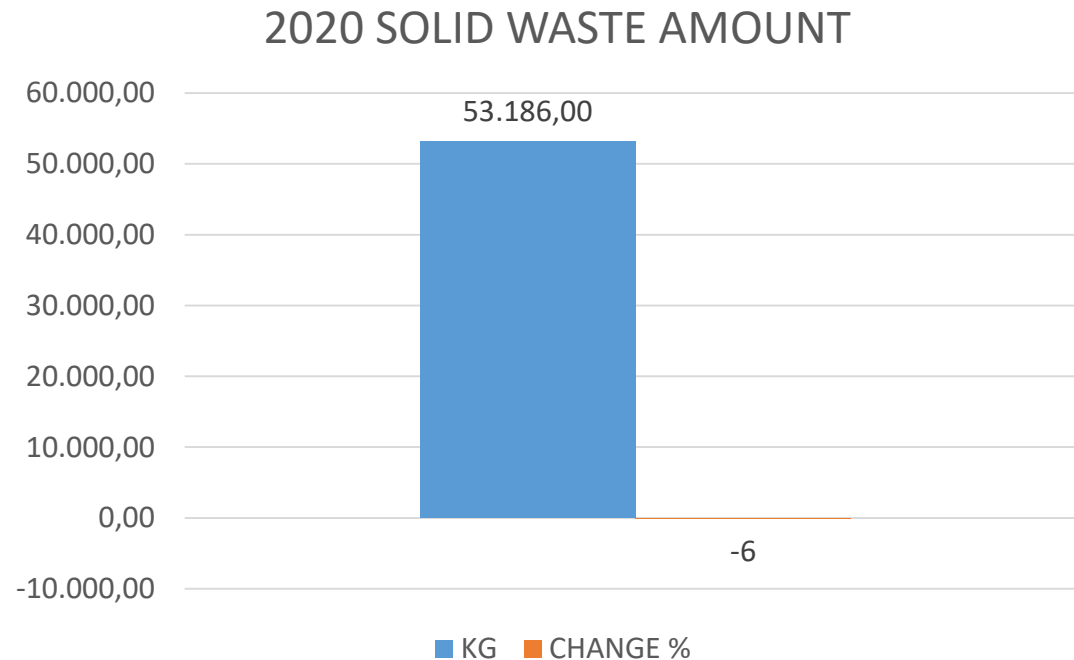


In 2019, Gold City Hotel separated 9,097 kilograms of plastic, 11,501 kilograms of glass, 3,211 kilograms of metal, 14,498 kilograms of paper and 8,173 kilograms of composites. Total solid waste consumption in 2019 is 56,099 kilograms. In this context, it is seen that there is a 22% increase compared to 2018. When these data are examined, the 1% reduction target set for the targets for 2018 could not be reached. As stated before, the target could not be reached due to the increase in the number of customers compared to the previous year. These data cover the dates January 2019 – December 2019. However, the target for the next year has been set as a



# ENVIRONMENTAL MANAGEMENT

## SOLID WASTE AMOUNT



In 2020, Gold City Hotel separated 8.737 kilograms of plastic, 11,204 kilograms of glass, 2,919 kilograms of metal, 13,597 kilograms of paper and 16,729 kilograms of composites. In this context, the total solid waste consumption in 2020 is 53,186 kilograms. In this context, it is seen that there is a 6% decrease compared to 2019. When these data are examined, the 1% reduction target set for the targets for the 2019 period has been achieved. It has increased according to the days of stay and the number of people. However, an increase is observed due to the increase in disposable products and legal obligations that come with the pandemic conditions. However, when looked at on a yearly basis, there seems to be a decrease compared to 2019 due to the low number of accommodation days. These data cover the dates January 2020 – December 2020. However, the target for the

GOLDCITY next year has been set as a 1% decrease compared to 2019.

# EMPLOYEE RELATIONS MANAGEMENT

- In 2019, the annual employee turnover rate at Gold City Hotel was calculated as 4.87%. Our company employs an average of 140 personnel annually. The average number of staff quitting is 11 during the year.
- In 2019 we have following departmental educations; 22 for the Security Department, 8 for the Service Department, 13 for the IT Department, 23 for the Human Resources Department, 7 for the Quality Management System Department, 7 for the Transfer Department, 13 for the Kitchen Department, 15 for the Housekeeping Department, 19 for the Technical Department, 16 for the Front Office Department, 22 for the Food Safety Department, and 9 for Guest Relations, and 11 outsourced educations were given to all departments.

# EMPLOYEE RELATIONS MANAGEMENT

- In 2020, the annual employee turnover rate at Gold City Hotel was calculated as 2.53%. Our company employs an average of 104 personnel annually. The average number of staff quitting is 3 during the year. The main factor behind such a low number is the support allowances such as the dismissal restriction and short-time working allowance that took place with the pandemic.
- In 2020 we have following departmental educations; 4 for the Security Department, 8 for the Service Department, 2 for the IT Department, 6 for the Human Resources Department, 7 for the Quality Management System Department, 4 for the Transfer Department, for the Kitchen Department 7 in-departmental trainings, 11 for Housekeeping Department, 5 for Technical Department, 8 for Front Office Department, 7 for Food Safety Department and 8 for Guest Relations, in addition to this, 12 outsourced educations were given to all departments. Although the numbers are less compared to previous year, due to the pandemic, it found sufficient because the hotel's open period was short.

# GUEST AND LOCAL RELATIONS MANAGEMENT

- In 2019, the existing local relations as Gold City Hotel were continued, and annual dues were paid to all affiliated associations and organizations and participation in the meetings of these organizations was realized.
- In 2019, as Gold City Hotel, our relations with our current suppliers continued in a healthy way and there was no change.
- As a result of customer satisfaction measurements at Gold City Hotel in 2019, it has been determined that our hotel has 92.43% satisfaction.

# GUEST AND LOCAL RELATIONS MANAGEMENT

- In 2020, the existing local relations as Gold City Hotel were continued, and annual dues were paid to all affiliated associations and organizations, and the meetings of these organizations were attended to the extent permitted by the pandemic conditions.
- In 2020, as Gold City Hotel, the parties have fulfilled their obligations with our current suppliers within the framework of the pandemic conditions, our relations have continued in a healthy way and there has been no change.
- As a result of customer satisfaction measurements at Gold City Hotel in 2020, it has been determined that our hotel has reached a satisfaction rate of 95.54%.