

GOLDCITY HOTEL SUSTAINABILITY REPORT

2021-2022



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.

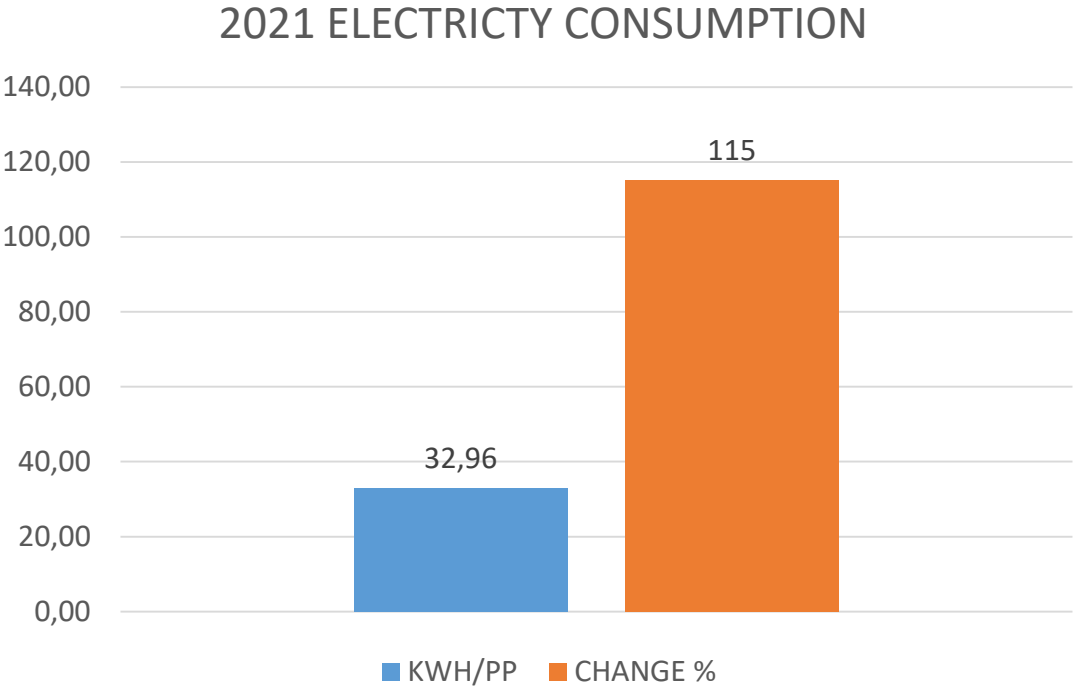
QUALITY POLICY

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,
- 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

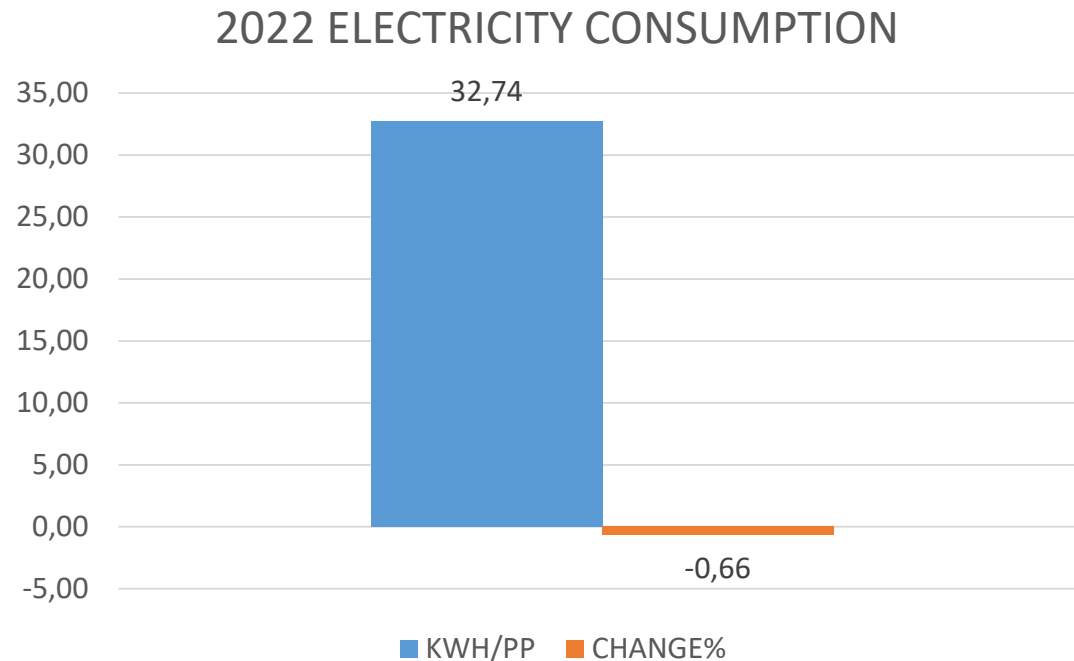
ELECTRICTY CONSUMPTION



In 2021, 4,009,162 Kwh of electricity was used as Gold City Hotel and 3,711,624 TL was paid. The average daily electricity consumption per customer is 32.96 Kwh. Due to the Covid-19 pandemic of 2020, there is a difference in consumption due to the limited period during which the facility is open and the number of customers it accepts. The reason for the decrease in consumption per person is due to the difference in the number of guests hosted within 2 years. For this reason, comparing 2 years that do not have the same period and accommodation intensity will not give reliable data. Based on the decision taken in 2020, 2021 will be compared with 2019. It was observed that there was an increase of 115% compared to 2019. Considering that Covid-19 pandemic measures continue, this increase was found acceptable. This data covers January 2021 – December 2021. However, next year's target has been determined as a 1% decrease compared to 2021.

ENVIRONMENTAL MANAGEMENT

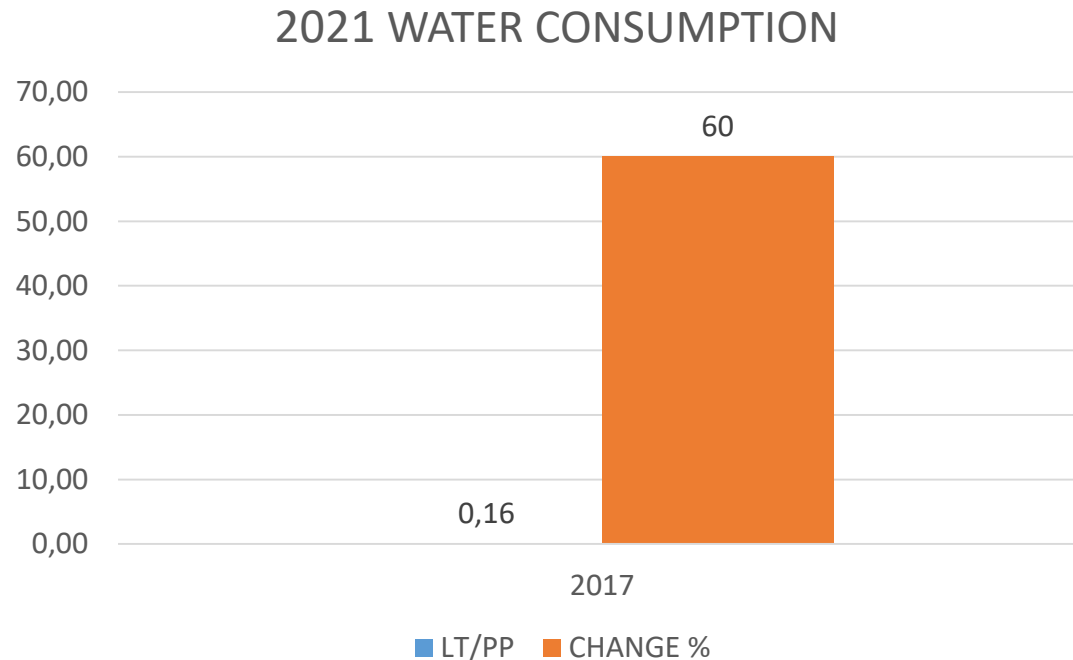
ELECTRICITY CONSUMPTION



In 2022, 4,752,302 Kwh of electricity was used as Gold City Hotel and 15,406,444 TL was paid. The average daily electricity consumption per customer is 32.74 Kwh. It was observed that there was a decrease of 0.66% compared to 2021. These data cover the period January 2022 – December 2022. However, next year's target is set as a 1% decrease compared to 2022.

ENVIRONMENTAL MANAGEMENT

WATER CONSUMPTION

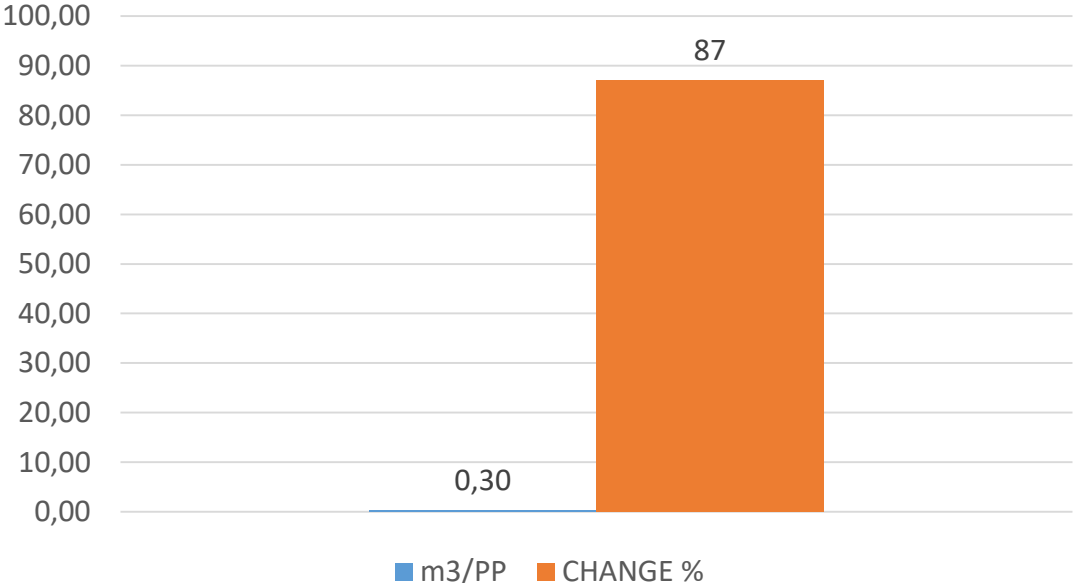


In 2021, 19,823 cubic meters of water was used at the Gold City Hotel and no payment was made since the water was obtained from our own source. The average daily water consumption per customer is 0.16 cubic meters. In this context, there is an increase of 60% compared to 2019. Considering that Covid-19 pandemic measures continue, this increase was found acceptable. This data covers January 2021 – December 2021. However, next year's target has been determined as a 1% decrease compared to 2021.

ENVIRONMENTAL MANAGEMENT

WATER CONSUMPTION

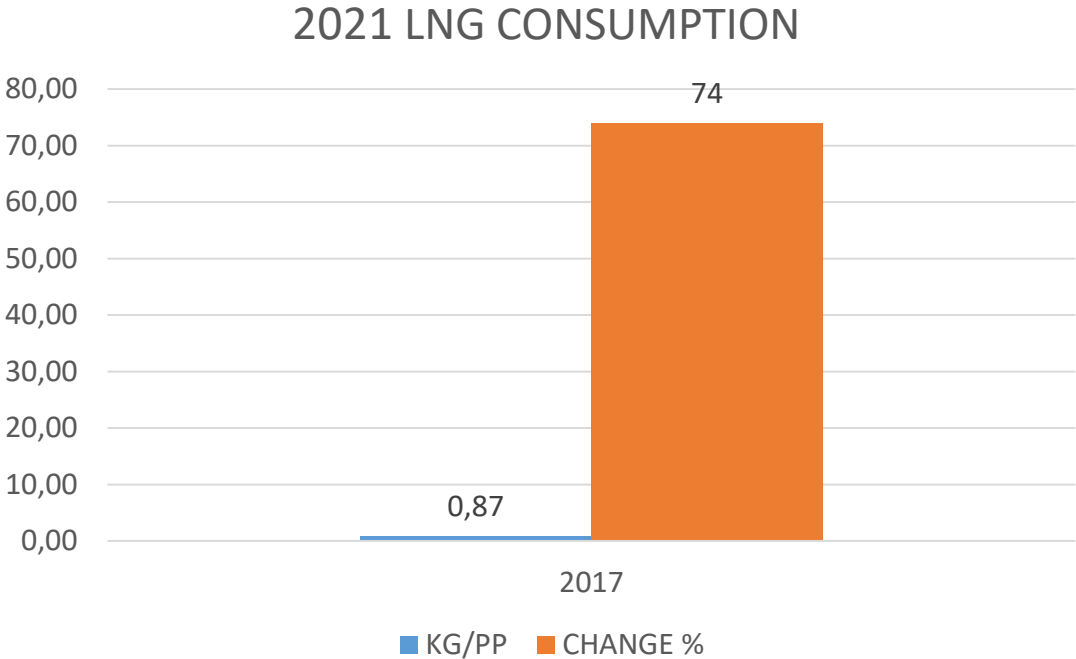
2022 WATER CONSUMPTION



In 2022, 44,147 cubic meters of water was used at the Gold City Hotel and no payment was made since the water was obtained from our own source. The average daily water consumption per customer is 0.30 cubic meters. In this context, there is an increase of 87% compared to 2021. The increase occurred due to winter football camp accommodations. This data covers January 2021 – December 2021. However, next year's target is set as a 1% decrease compared to 2022.

ENVIRONMENTAL MANAGEMENT

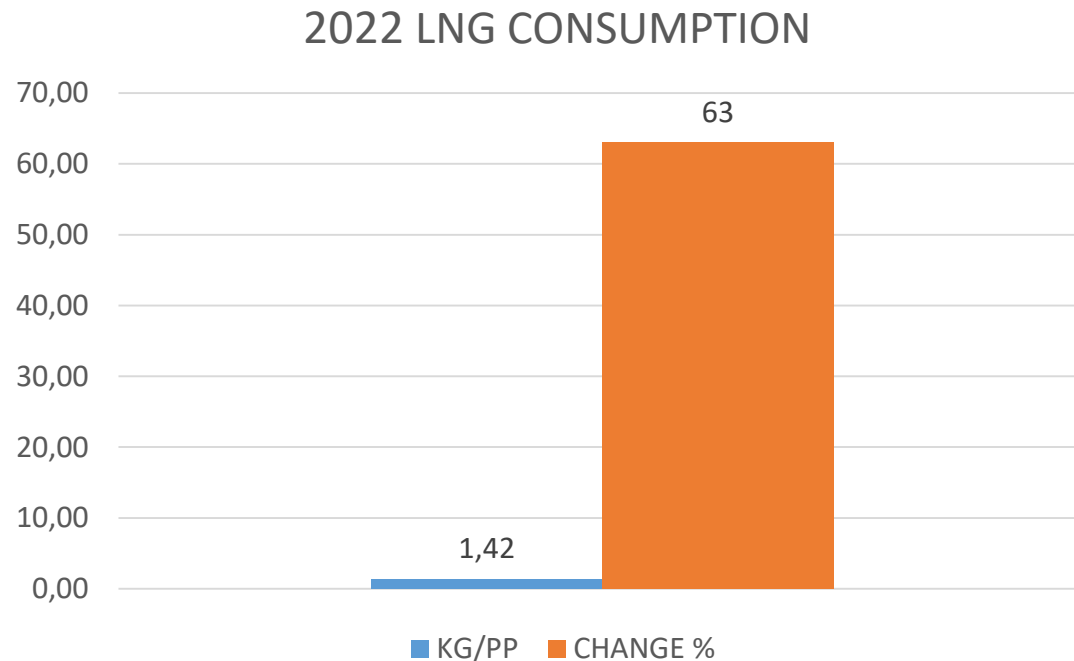
LNG CONSUMPTION



In 2021, 105,864 kilograms of LNG was used in Gold City Hotel and 580,674.74 TL was paid. The average daily Lng consumption amount per customer is 0.87 kilograms. In this context, there is an increase of 74% compared to 2019. Considering that Covid-19 pandemic measures continue, this increase was found acceptable. When these data are examined, the 1% reduction target set for the 2019 period has been achieved. This data covers January 2021 – December 2021. However, next year's target has been determined as a 1% decrease compared to 2021.

ENVIRONMENTAL MANAGEMENT

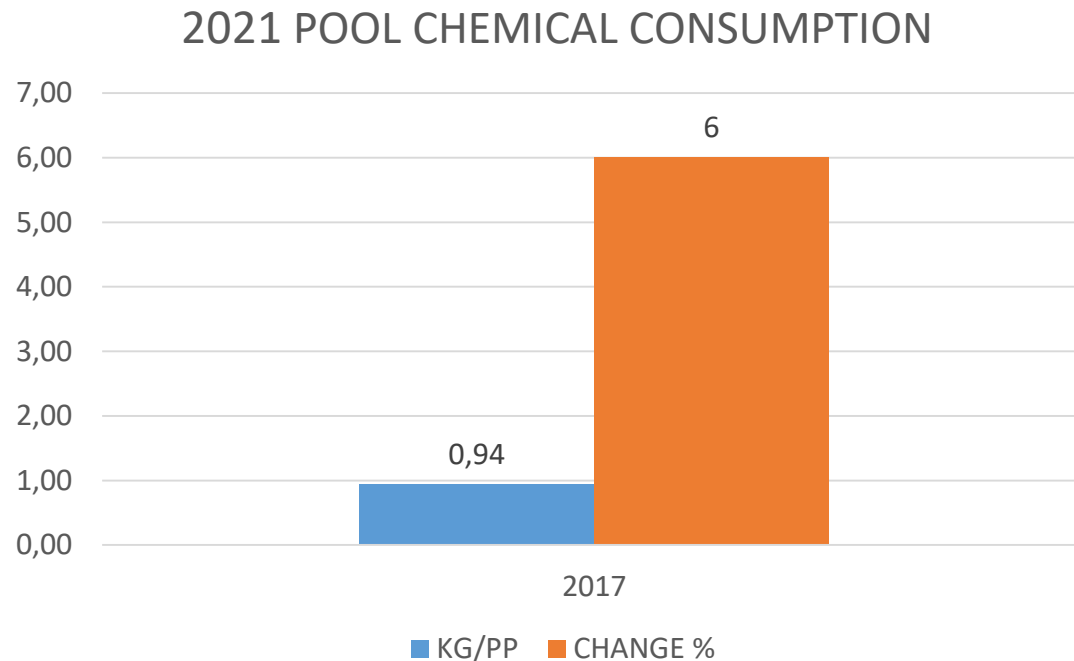
LNG CONSUMPTION



In 2022, 206,268 kilograms of LNG was used in Gold City Hotel and 5,085,554 TL was paid. The average daily Lng consumption amount per customer is 1.42 kilograms. In this context, there is an increase of 63% compared to 2019. The increase occurred due to winter football camp accommodations. These data cover the period January 2022 – December 2022. However, next year's target is set as a 1% decrease compared to 2022.

ENVIRONMENTAL MANAGEMENT

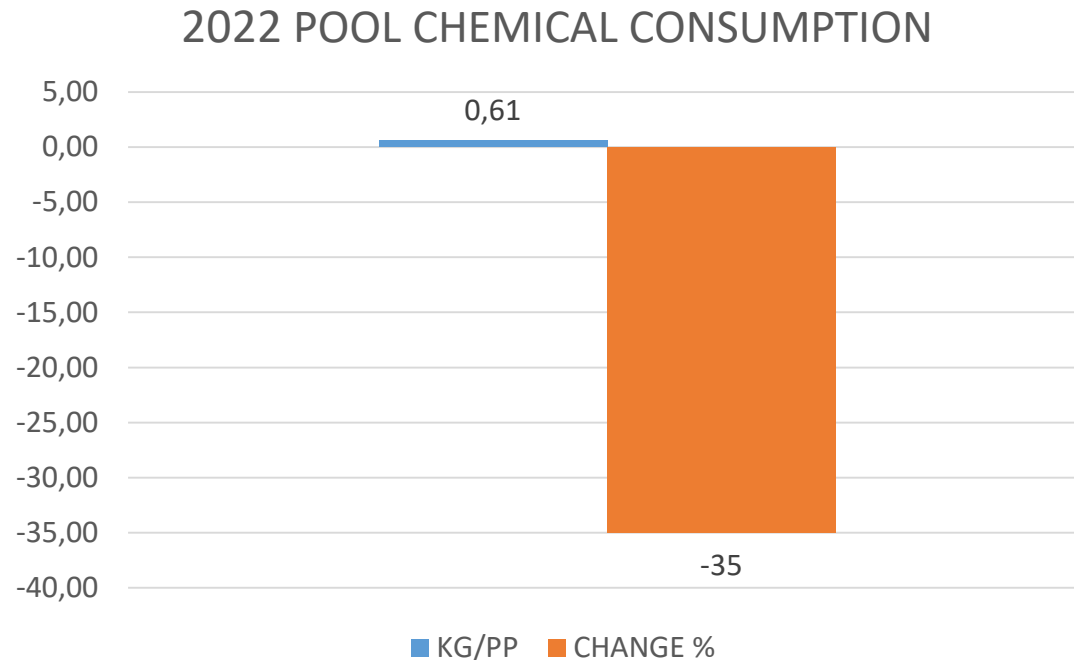
POOL CHEMICAL CONSUMPTION



In 2021, Gold City Hotel used 114,892 kilograms of pool chemicals and 431,422 TL was paid. The average daily pool chemical consumption per customer is 0.94 kilograms. In this context, there is an increase of 6% compared to 2019. When these data are examined, the 1% reduction target set for the 20219 period has not been achieved. This increase occurred due to the increase in pool chemicals due to pandemic precautionary measures. This data covers January 2021 – December 2021. However, next year's target has been determined as a 1% decrease compared to 2021.

ENVIRONMENTAL MANAGEMENT

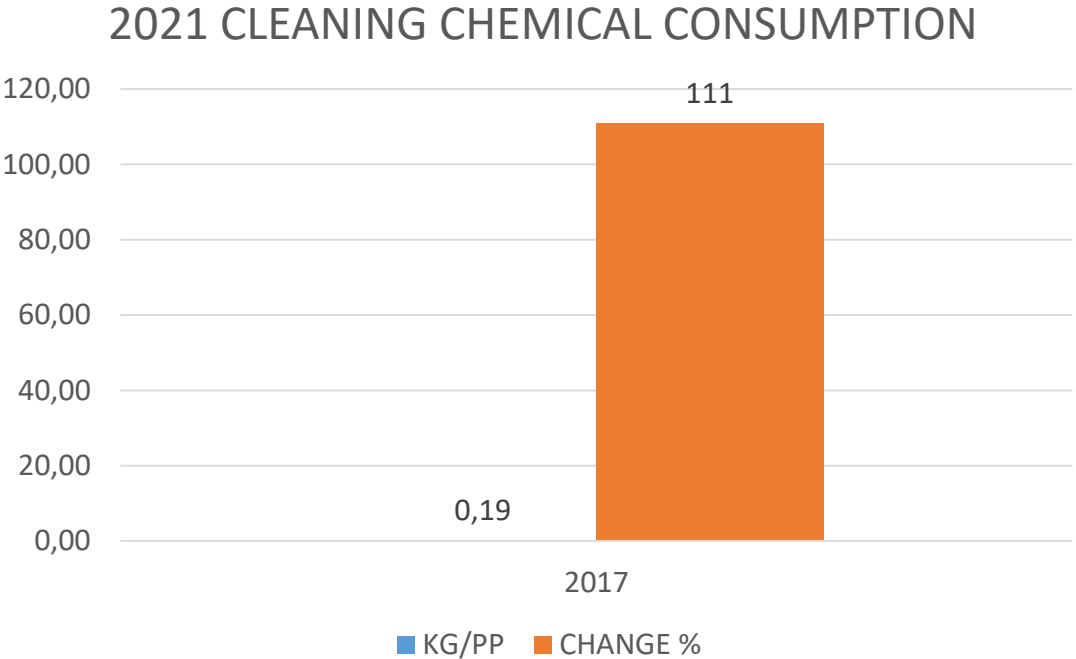
POOL CHEMICAL CONSUMPTION



In 2022, Gold City Hotel used 88,708 kilograms of pool chemicals and 900,801.69 TL was paid. The average daily pool chemical consumption per customer is 0.61 kilograms. In this context, there is a 35% decrease compared to 2021. Savings were achieved by introducing an automatic dosing system and effective use of pool chemicals. These data cover the period January 2022 – December 2022. However, the target for next year has been determined as a 1% decrease compared to 2023.

ENVIRONMENTAL MANAGEMENT

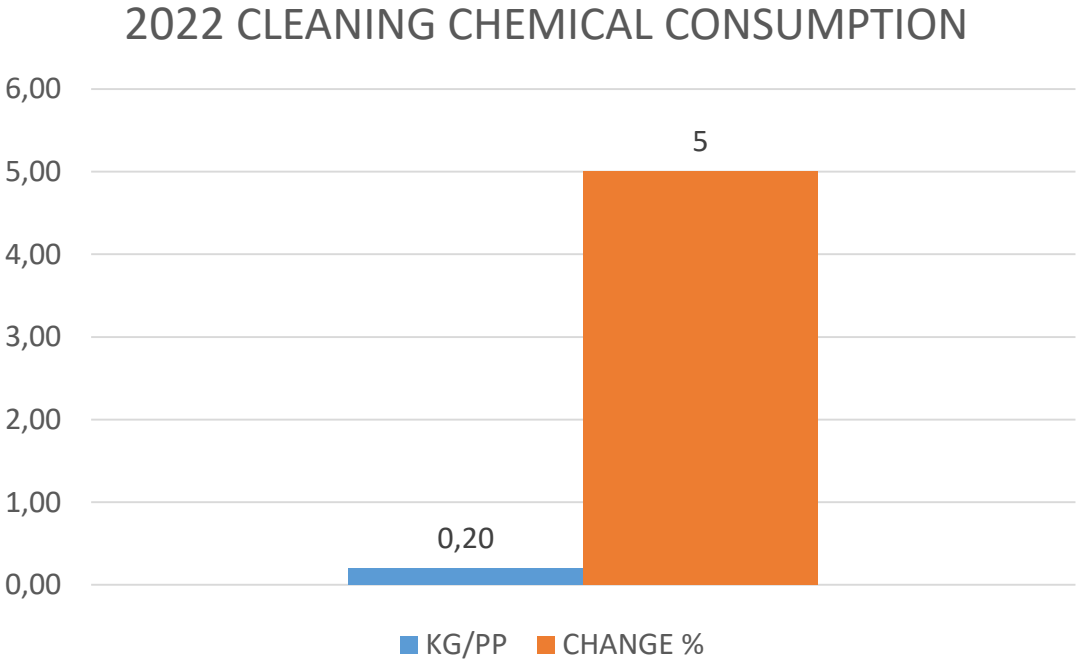
CLEANING CHEMICAL CONSUMPTION



In 2021, Gold City Hotel used 24,067 kilograms of cleaning chemicals and 337,070 TL was paid. The average daily consumption of cleaning chemicals per customer is 0.19 kilograms. In this context, there is an increase of 111% compared to 2019. When these data are examined, the 1% reduction target set for the 2019 period was not achieved. This increase occurred due to the increase in pool chemicals due to pandemic precautionary measures. This data covers January 2021 – December 2021. However, next year's target has been determined as a 1% decrease compared to 2021.

ENVIRONMENTAL MANAGEMENT

CLEANING CHEMICAL CONSUMPTION



In 2022, Gold City Hotel used 29,503 kilograms of cleaning chemicals and 674,552.19 TL was paid. The average daily consumption of cleaning chemicals per customer is 0.20 kilograms. In this context, there is an increase of 5% compared to 2021. Due to the pandemic, this rate was found acceptable. These data cover the period January 2022 – December 2022. However, the target for next year has been determined as a 1% decrease compared to 2023.

ENVIRONMENTAL MANAGEMENT

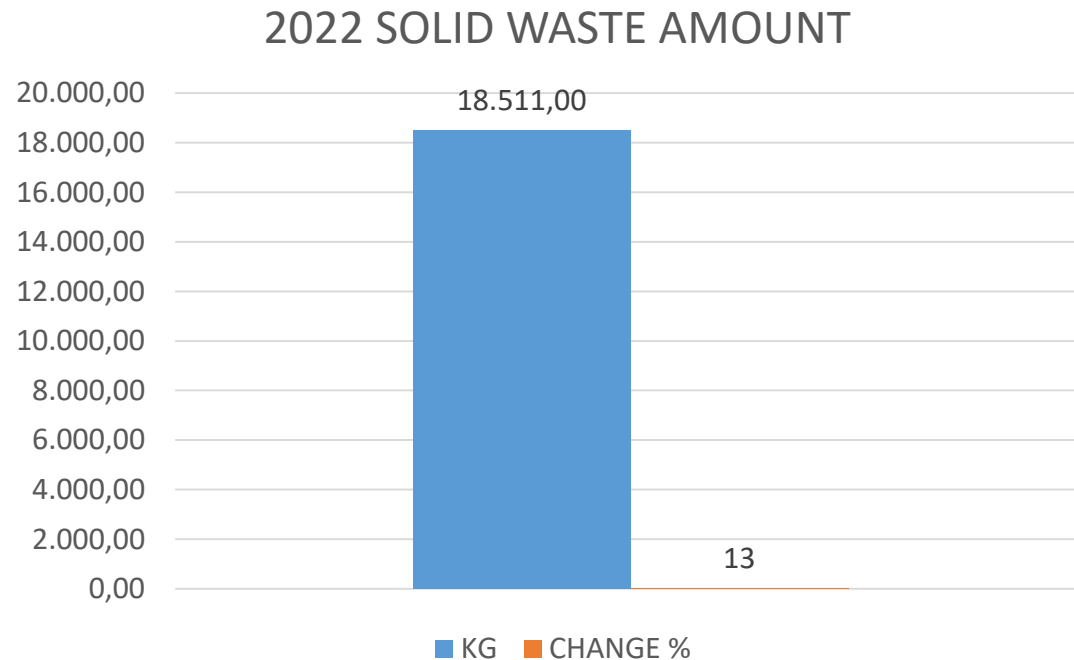
SOLID WASTE AMOUNT



In 2021, Gold City Hotel sorted 2427 kilograms of plastic, 3362 kilograms of glass, 748 kilograms of metal, 4129 kilograms of paper and 5373 kilograms of composites. In this context, total solid waste consumption in 2021 is 16039 kilograms. There was a decrease of 76% compared to 2019. This data covers January 2021 – December 2021. However, the target for next year has been determined as a 1% decrease compared to 2021 in the absence of pandemic conditions.

ENVIRONMENTAL MANAGEMENT

SOLID WASTE AMOUNT



In 2022, Gold City Hotel sorted 3,443 kilograms of plastic, 1,110 kilograms of glass, 2,728 kilograms of metal, and 11,230 kilograms of paper. In this context, total solid waste consumption in 2022 is 18511 kilograms. There was an increase of 13% compared to 2021. These data cover the period January 2022 – December 2022. However, the target for next year has been determined as a 1% decrease compared to 2023 in the absence of pandemic conditions.

EMPLOYEE RELATIONS MANAGEMENT

- In 2021, the annual employee turnover rate at Gold City Hotel was calculated as 14.97%. An average of 117 personnel work in our business annually. The average number of personnel leaving during the year is 33. Due to the pandemic in 2020, layoff restrictions and number of employees differ compared to 2021.
- In 2021, at Gold City Hotel, there will be 4 units for the Security Department, 9 units for the Service Department, 3 units for the IT Department, 8 units for the Human Resources Department, 8 units for the Quality Management System Department, 5 units for the Transfer Department, and 5 units for the Kitchen Department. 7 in-department trainings were given, 11 for the Housekeeping Department, 6 for the Technical Department, 9 for the Front Office Department, 7 for the Food Safety Department and 8 for Guest Relations, and a total of 12 trainings were given to all outsourced departments. given and the numbers were found sufficient.

EMPLOYEE RELATIONS MANAGEMENT

- The annual employee turnover rate at Gold City Hotel in 2022 is calculated as 15.12%. An average of 135 personnel work in our business annually. The average number of personnel leaving during the year is 42.
- In 2022, Gold City Hotel will have 4 units for the Security Department, 9 units for the Service Department, 3 units for the IT Department, 8 units for the Human Resources Department, 6 units for the Quality Management System Department, 5 units for the Transfer Department, and 5 units for the Kitchen Department. 7 in-department trainings were given, 22 for the Housekeeping Department, 6 for the Technical Department, 16 for the Front Office Department, 7 for the Food Safety Department and 7 for Guest Relations, and a total of 15 trainings were given to all outsourced departments. given and the numbers were found sufficient.

GUEST AND LOCAL RELATIONS MANAGEMENT

- In 2021, as Gold City Hotel, existing local relations were continued and annual dues were paid to all related associations and organizations and participation in the meetings of these organizations was made.
- As Gold City Hotel, our relations with our existing suppliers continued in good health in 2021.
- As a result of customer satisfaction measurements at Gold City Hotel in 2021, it was determined that a satisfaction rate of 89.59% was reached in our hotel.

GUEST AND LOCAL RELATIONS MANAGEMENT

- In 2022, as Gold City Hotel, existing local relations were continued and annual dues were paid to all affiliated associations and organizations and participation was made in the meetings of these organizations.
- As Gold City Hotel, our relations with our existing suppliers continued in good health in 2022.
- As a result of customer satisfaction measurements at Gold City Hotel in 2022, 9707 surveys were completed in our hotel and it was determined that a satisfaction rate of 81.98% was reached.