

GOLDCITY HOTEL SUSTAINABILITY REPORT 2024



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, 2024 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

GOLDCITY HOTEL 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.

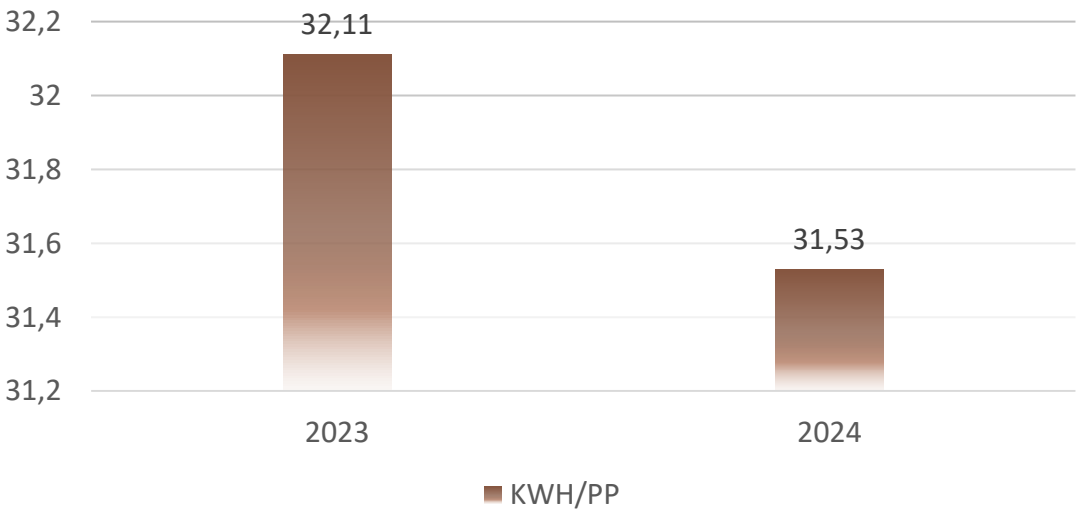
CHILD PROTECTION POLICY

Our commitment is to raise awareness and create a safe environment with our child protection policy and procedure to ensure that every child in contact with staff or guests in our hotel and the local community is protected from possible abuse, exploitation and institutional neglect and to respect the dignity and rights of every child. In this context, training is provided to our employees and awareness is raised. With these trainings and information, information is shared on what to do in any negative situation and how to report and report it.

ENVIRONMENTAL MANAGEMENT

ELECTRICITY CONSUMPTION

2023-2024 ELECTRICITY CONSUMPTION

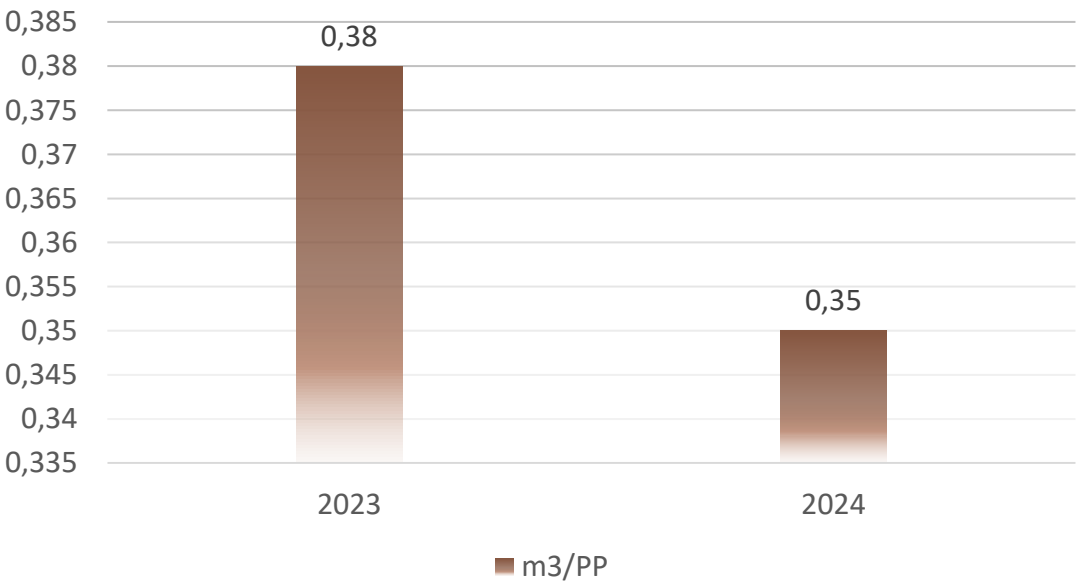


In 2024, Goldcity Hotel used 4,464,284 kWh of electricity. Average daily electricity consumption per guest was 31.53 kWh. This data covers January 2024 - December 2024. However, the target for next year is a 0.1% reduction.

ENVIRONMENTAL MANAGEMENT

WATER CONSUMPTION

2023-2024 WATER CONSUMPTION

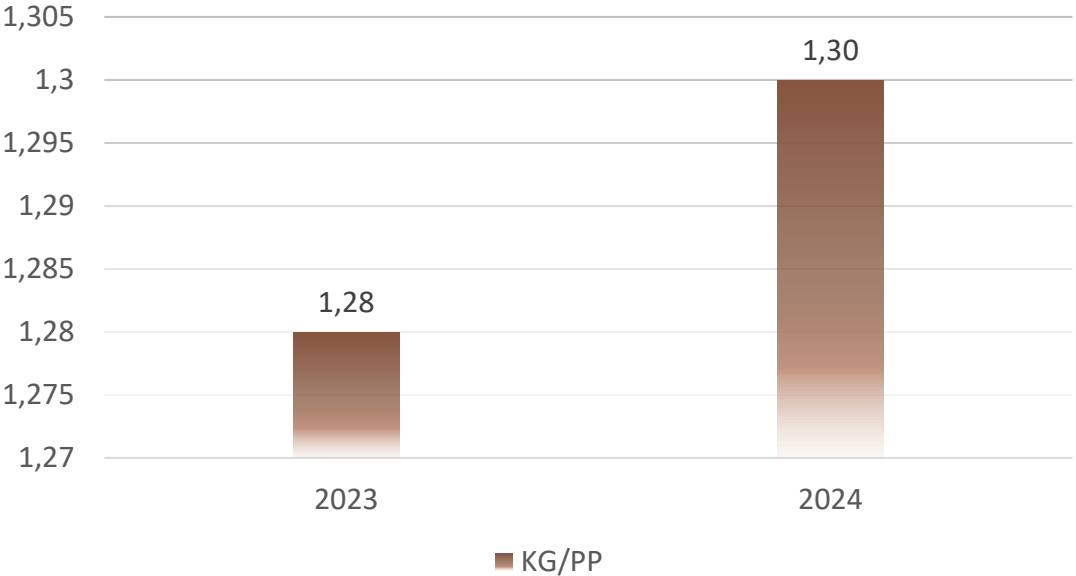


In 2024, Goldcity Hotel used 50,597 cubic meters of water. Average daily water consumption per guest is 0.35 cubic meters. This data covers January 2024 – December 2024. However, the target for next year is a 0.1% reduction.

ENVIRONMENTAL MANAGEMENT

LNG CONSUMPTION

2023-2024 LNG CONSUMPTION

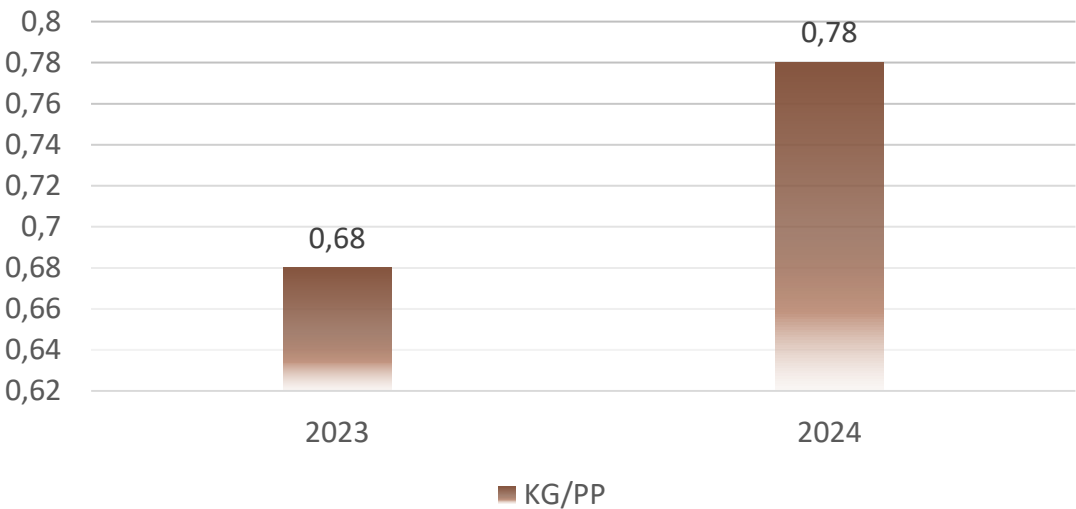


Goldcity Hotel used 184,155 kilograms of LNG in 2024. Total LNG used in 2023 was 2,375,047 kWh. The average daily LNG consumption per guest was 1.30 kilograms. This data covers January 2024 - December 2024. However, the target for next year is a 0.1% reduction.

ENVIRONMENTAL MANAGEMENT

POOL CHEMICAL CONSUMPTION

2023-2024 POOL CHEMICAL CONSUMPTION

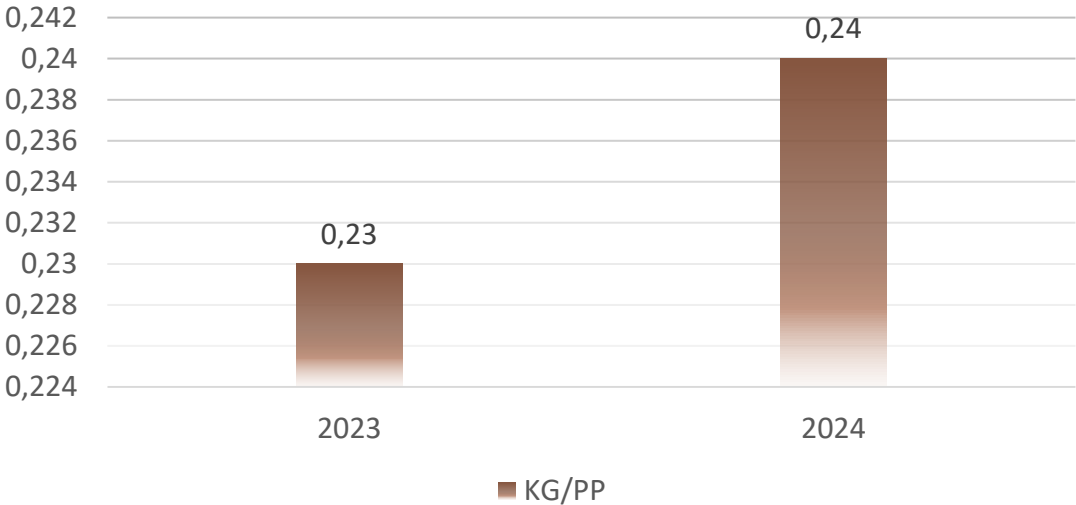


In 2024, Goldcity Hotel used 111,358 kilograms of pool chemicals. The average daily pool chemical consumption per guest is 0.78 kilograms. This data covers January 2024 – December 2024. However, the target for next year is a 0.1% reduction.

ENVIRONMENTAL MANAGEMENT

CLEANING CHEMICAL CONSUMPTION

2023-2024 CLEANING CHEMICAL CONSUMPTION

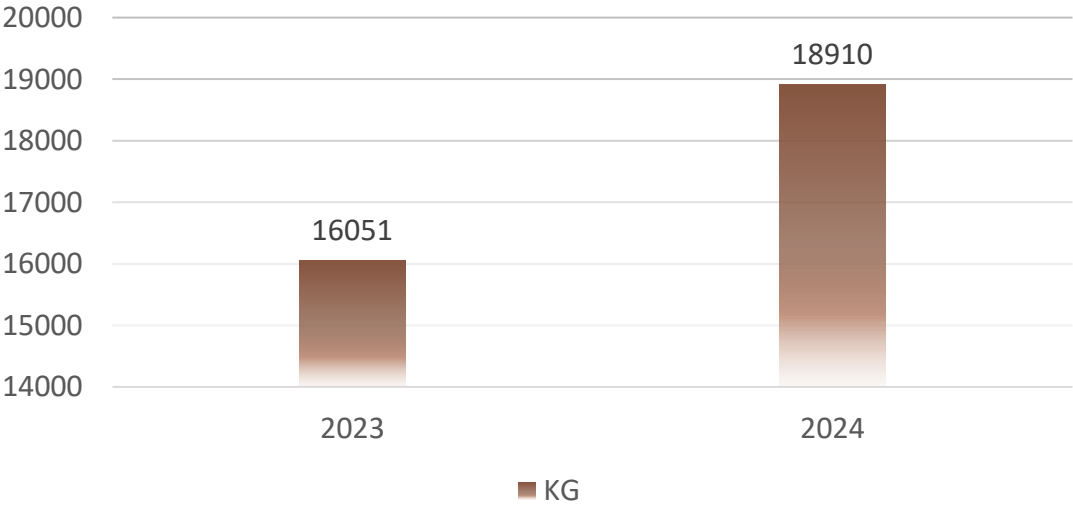


In 2024, Goldcity Hotel used 34,752 kilograms of cleaning chemicals. The average daily consumption of cleaning chemicals per guest is 0.24 kilograms. This data covers January 2024 – December 2024. However, the target for next year is a 0.1% reduction.

ENVIRONMENTAL MANAGEMENT

SOLID WASTE AMOUNT

2023-2024 SOLID WASTE AMOUNT

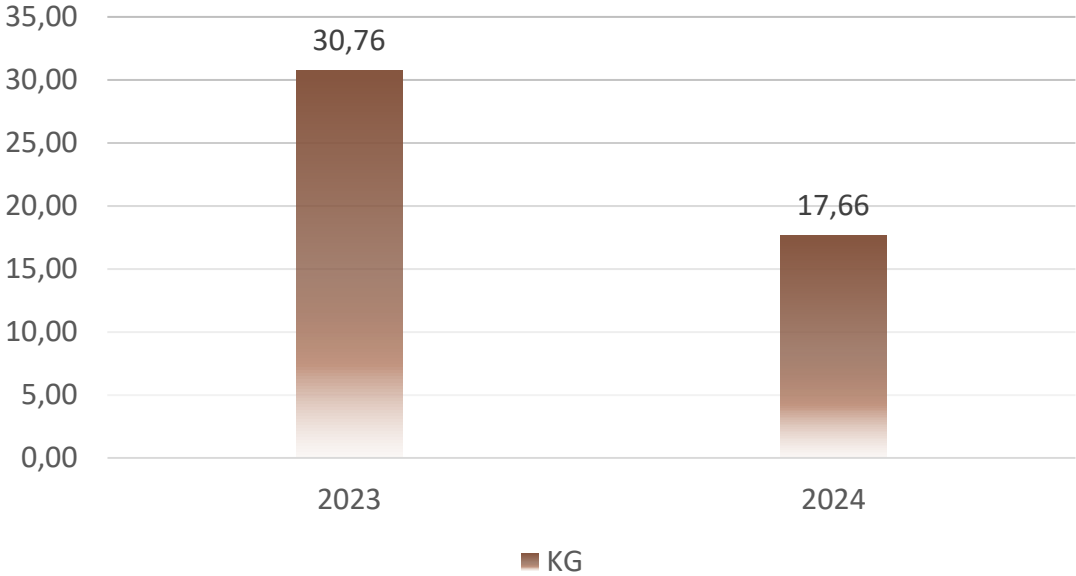


In 2024, Goldcity Hotel separated 2,630 kilograms of plastic, 2,860 kilograms of glass, 2,250 kilograms of metal, and 11,170 kilograms of paper. Therefore, total solid waste consumption in 2024 was 18,910 kilograms. This data covers the period January 2024 to December 2024. However, the target for next year has been set at a 0.1% reduction.

ENVIRONMENTAL MANAGEMENT

GREENHOUSE GAS EMISSIONS

2023-2024 CARBON FOOTPRINT

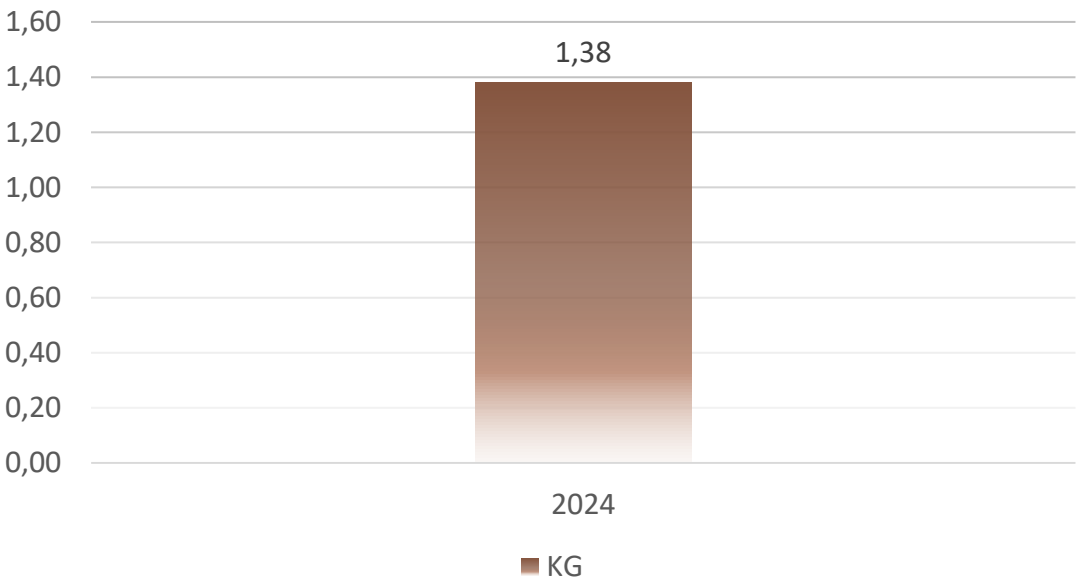


In 2024, the carbon footprint of electricity, water and fuels, waste, disposable products, and high-emission foods was calculated to be 2,499,845.64 kg CO₂e. Emissions per guest were 17.66 kg CO₂e. However, the target for next year has been set at a 0.1% reduction.

ENVIRONMENTAL MANAGEMENT

HIGH EMISSION FOOD

2024 HIGH EMISSION FOOD

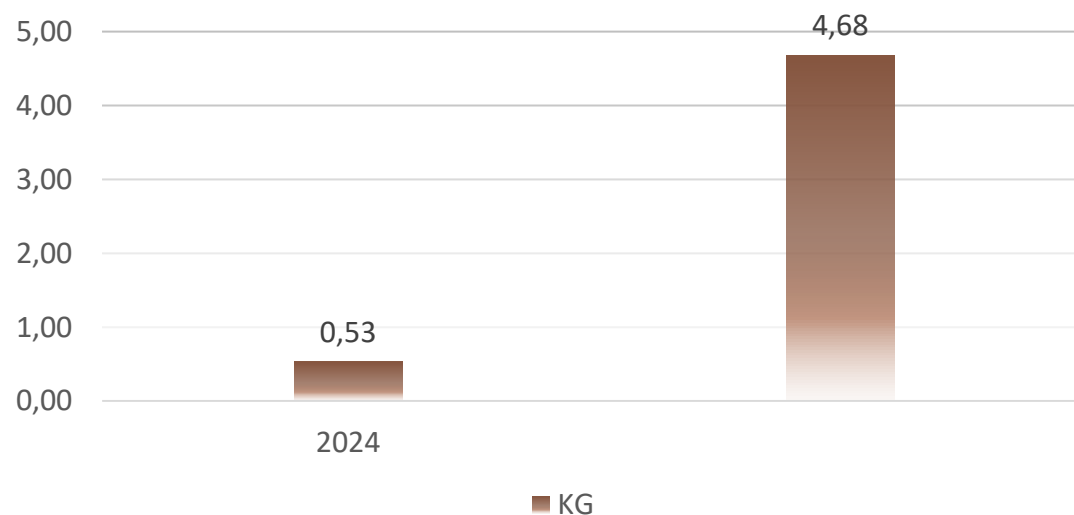


High-emission food intake (meat, dairy, fish) was monitored at Goldcity Hotel in 2024. Per-guest consumption of high-emission food was 1.38 kg. This data covers the period January 2024 to December 2024. However, the target for next year has been set at a 0.1% reduction.

ENVIRONMENTAL MANAGEMENT

CONSUMABLES & DISPOSABLE MATERIALS

2024 CONSUMABLES – SINGLE- USE MATERIAL



Consumable and disposable material consumption was tracked at Goldcity Hotel in 2024. Consumable consumption per guest was 0.53 kg, while disposable consumption was 4.68 kg. This data covers the period January 2024 to December 2024. However, the target for next year is a 0.1% reduction.

EMPLOYEE RELATIONS MANAGEMENT

- As in previous years, internal and external training programs were held at Goldcity Hotel in 2024 as part of an annual plan.
- Each month, employees of the month, smiley faces of the month, and colleagues most mentioned in social media comments are recognized.
- Employee satisfaction surveys are conducted.
- Our hospital agreements allow our colleagues to benefit from special discounts for themselves and their families.
- Various events are organized throughout the year to bring the entire team together and have a good time.

EMPLOYEE RELATIONS MANAGEMENT

- As of 2024, seven female employees were promoted, and as of year-end, there were 15 male and six female managers.
- To ensure the continuity of employee and local relations, personnel procedures were carried out within the framework of our policy of providing safe and appropriate workspaces for our employees, ensuring equal rights for all employees regardless of gender or ethnicity, adopting an open, equal, transparent, and fair management approach that includes employees, and employing local employees whenever possible.

GUEST AND LOCAL RELATIONS MANAGEMENT

In 2024, Gold Hotels continued its existing local relations, and annual dues were paid to all affiliated associations and organizations and the meetings of these organizations were attended.

In 2024, Gold Hotels continued its relations with its existing suppliers in a healthy manner and there was no change. In purchasing activities, priority was given to local, sustainable, bulk purchases in order to reduce packaging waste, reusable and recyclable products, economical - environmentally friendly products and shopping from local companies, and the purchasing process was carried out.

In 2024, as a result of customer satisfaction measurements at Goldcity Hotel, it was determined that there was 92% satisfaction in our hotel.

LANDSCAPE & BIODIVERSITY

As Goldcity Hotel there are a total of 4511 trees in our garden.

The carbon storage capacity of the trees is 30223700 kg.

There are 9 endemic, 10 tropical and 25 drought-resistant species. Maintenance and irrigation activities are carried out with the work of our landscape architect and team.

In case of nest formation during the *Caretta caretta* egg-laying and hatchlings reaching the sea periods (May-September) on our beaches, protection procedures are carried out. *Caretta caretta* nests are monitored, if found, they are surrounded and information is hung and information activities are carried out. Guests are informed about the endemic, tropical, drought-resistant plants and endemic animal species in our garden.

LANDSCAPE & BIODIVERSITY

There are 9 endemic plant species at Goldcity Hotel. You can see endemic plant species, Bay Tree, Carob, Myrtle, Ful Plant, Wil Strawberry, Cranberry, Sage, Anatolian Sweetgum and Prickly Fig in our garden.



DEFNE



KEÇİBOYNUZU



MERSİN



FUL



DAĞ ÇİLEĞİ



KIZILCIK



ADAÇAYI



SIĞLA



DİKENLİ İNCİR

ADAÇAYI

SIĞLA

DİKENLİ İNCİR

GOLDCITY

SUSTAINABLE & SOCIAL WORKS

As Goldhotels, our child guests staying at our facility are very valuable to us. We create awareness about sustainability by organizing different activities for our child guests on sustainability issues.

We emphasize the importance of environmental cleanliness by organizing environmental cleanliness events with our volunteer guests and staff.

We also collaborate with schools to organize events for students studying in our area to spend time at our facility.

We support school bazaars and other events.



THANK YOU

To learn more about the Goldcity Hotel Sustainability Report and to submit your comments and suggestions:

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