

GOLDCITY INN HOTEL 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, 2023 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 INN 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

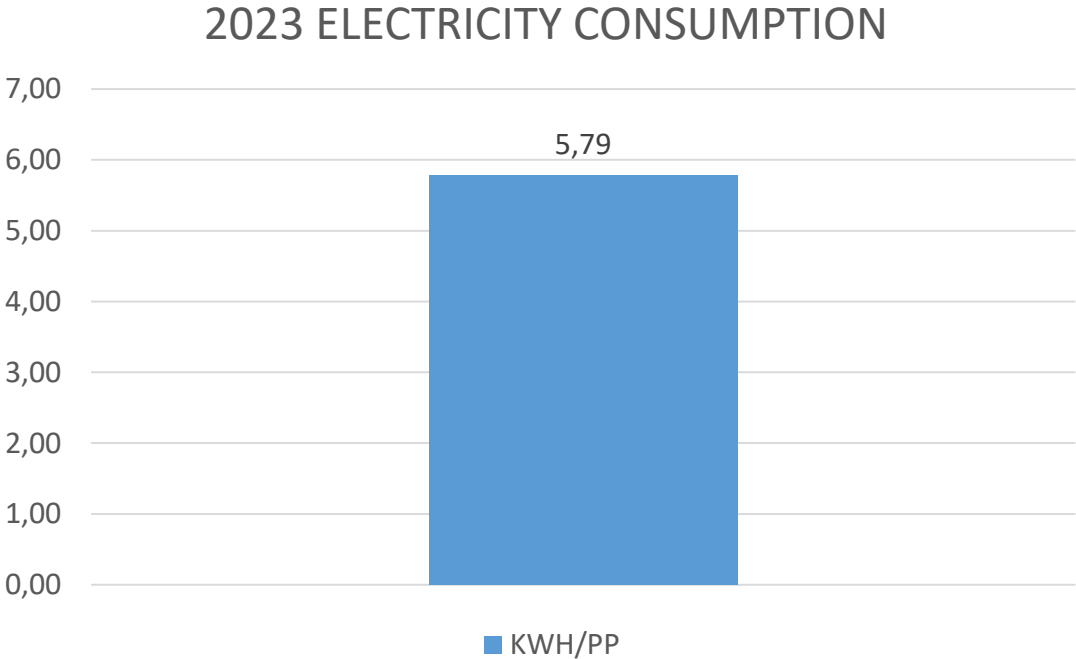
- **In order to provide the sustainability of environmental Management**
- Ensures proper disposal of waste and recycle in the highest level
- Contributes the carried out environmental projects to inherit livable environment for next generations
- Reduces waste by using raw materials, energy and natural 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

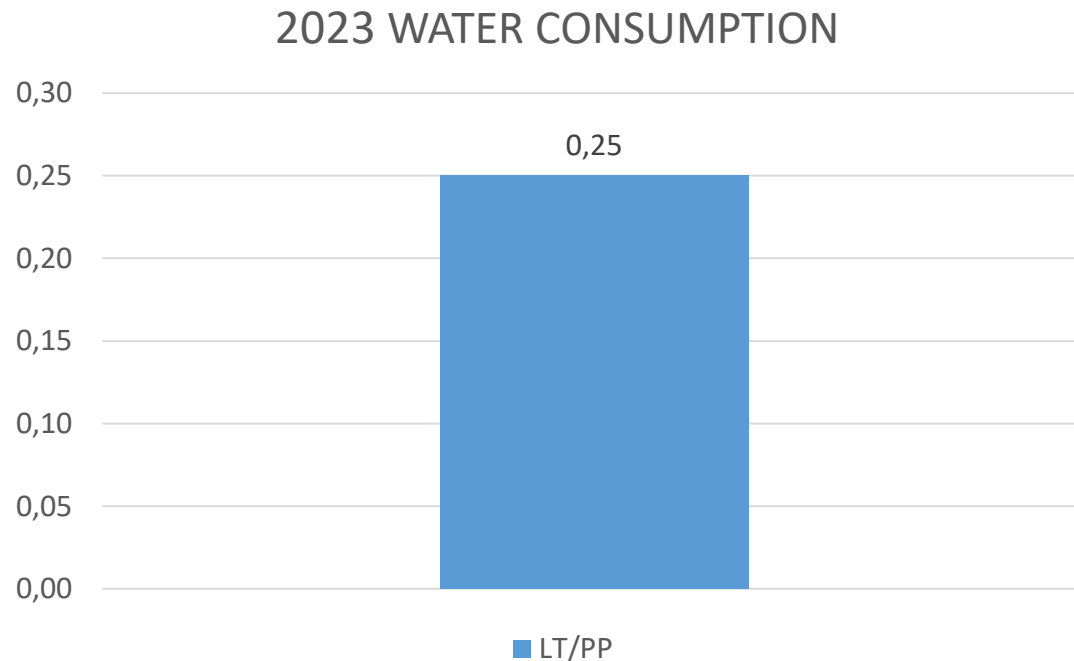
ELECTRICTY CONSUMPTION



Between June and October 2023, 83,657 Kwh of electricity was used as Gold City Inn Hotel. The average daily electricity consumption per customer is 5.79 Kwh. These data cover the period between June 2023 and October 2023. However, the target for next year has been determined as keeping consumption the same compared to last year.

ENVIRONMENTAL MANAGEMENT

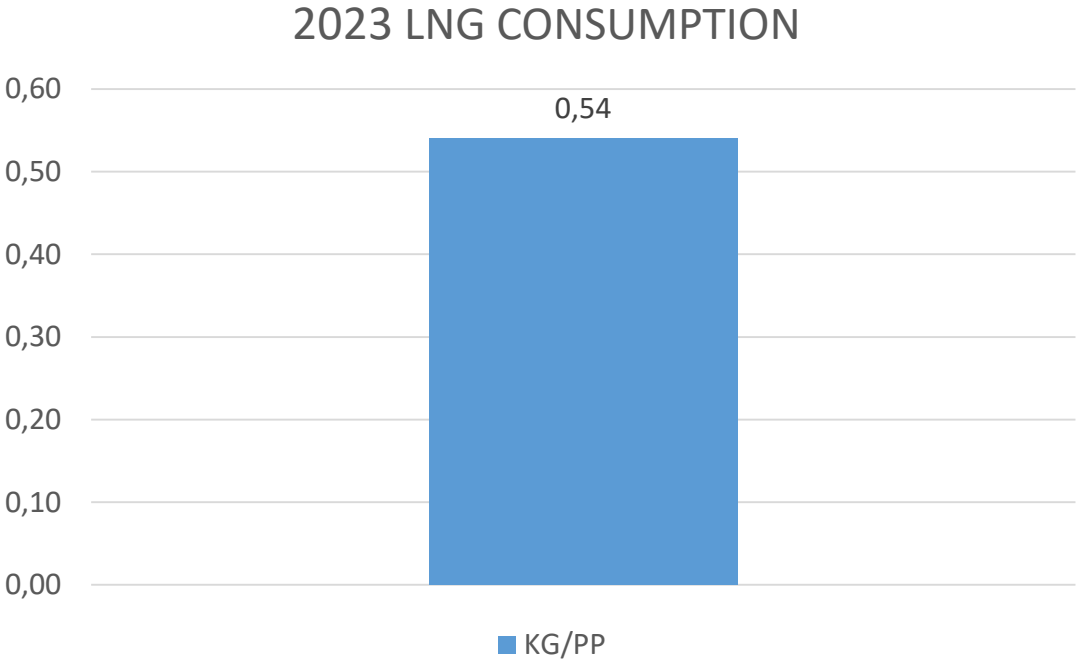
WATER CONSUMPTION



Between June and October 2023, 3,640 cubic meters of water were used at Gold City Inn Hotel. The average daily water consumption per customer is 0.25 cubic meters. These data cover the period between June 2023 and October 2023. However, the target for next year has been determined as keeping consumption the same compared to last year.

ENVIRONMENTAL MANAGEMENT

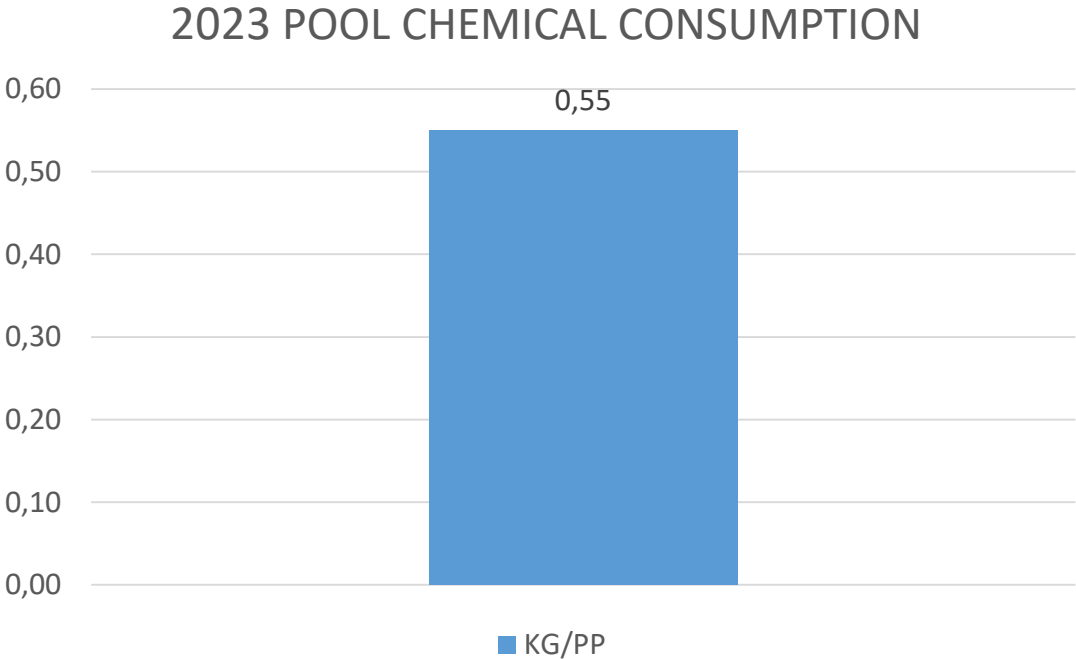
LNG CONSUMPTION



In 2023, 7,922 kilograms (99,953 kWh) of LNG was used in Gold City Inn Hotel. The average daily Lng consumption amount per customer is 0.54 kilograms. These data cover the period between June 2023 and October 2023. However, the target for next year has been determined as keeping consumption the same compared to last year.

ENVIRONMENTAL MANAGEMENT

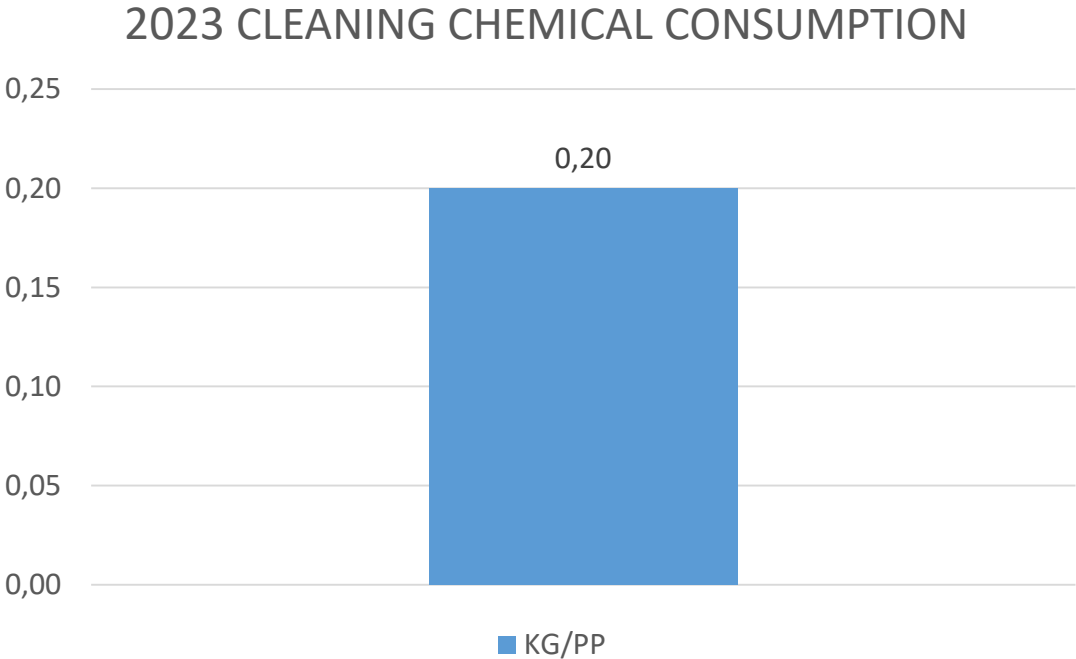
POOL CHEMICAL CONSUMPTION



In 2023, Gold City Inn Hotel used 7,958 kilograms of pool chemicals. The average daily pool chemical consumption per customer is 0.55 kilograms. These data cover the period between June 2023 and October 2023. However, the target for next year has been determined as keeping consumption the same compared to last year.

ENVIRONMENTAL MANAGEMENT

CLEANING CHEMICAL CONSUMPTION



In 2023, Gold City Inn Hotel used 2,929 kilograms of cleaning chemicals. The average daily consumption of cleaning chemicals per customer is 0.20 kilograms. These data cover the period between June 2023 and October 2023. However, the target for next year has been determined as keeping consumption the same compared to last year.

ENVIRONMENTAL MANAGEMENT

SOLID WASTE AMOUNT



In June and October 2023, Gold City Inn Hotel separated 271 kilograms of plastic, 69 kilograms of glass, 20 kilograms of metal and 194 kilograms of paper. In this context, total packaging waste is 554 kilograms in 2023. These data cover the period between June 2023 and October 2023. However, the target for next year has been determined as keeping consumption the same compared to last year.

EMPLOYEE RELATIONS MANAGEMENT

- The annual employee turnover rate at Gold City Inn Hotel in 2023 is calculated as 18.32%. An average of 19 personnel work in our business annually. The average number of personnel leaving during the year is 3.
- 17 internal trainings were held at Gold City Inn Hotel in 2023, and outsourced trainings such as OHS, Fire, Environment, First Aid and internal trainings are carried out together with Goldcity Hotel.

GUEST AND LOCAL RELATIONS MANAGEMENT

- • Since the management of Gold City Hotel and Goldcity Inn Hotel became partners in 2023, Goldcity Hotel has continued its existing local relations, and participation in the meetings of these organizations has been made and continues by paying annual dues to all affiliated associations and organizations.
- • As Gold City and Goldcity Inn Hotel, our relations with our existing suppliers continued in good health in 2023.
- • Between June and October 2023, an online survey system was used within the scope of customer satisfaction at Gold City Inn Hotel, and it was determined that a satisfaction rate of 89.75% was reached.