

# GOLDCITY INN 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, 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

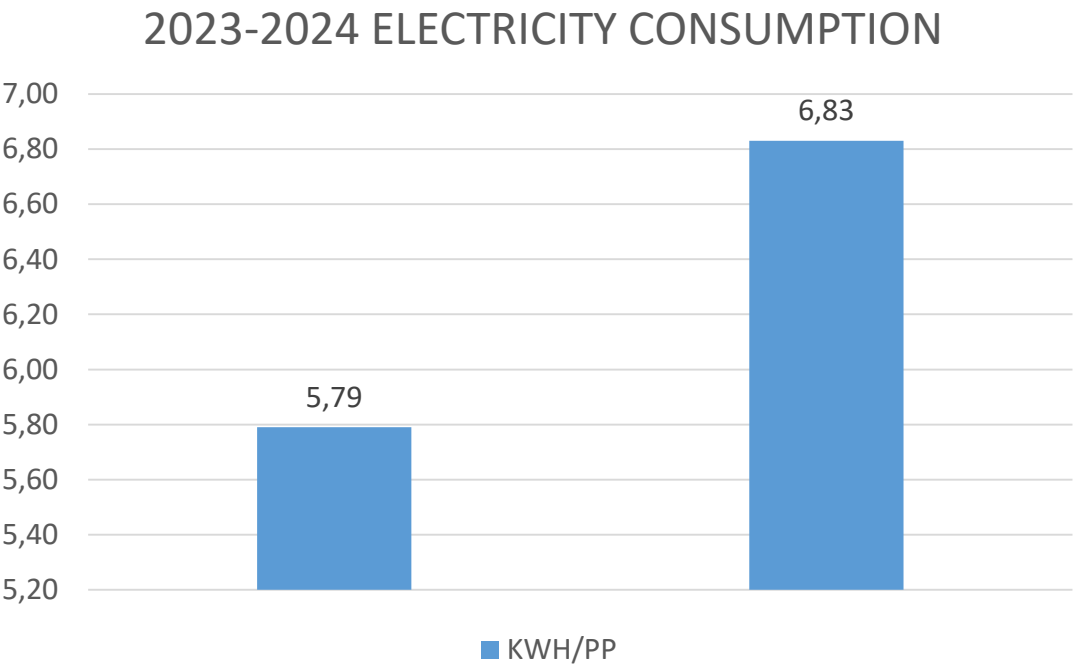
- **In order to provide the sustainability of environmental Management**
- Ensures proper disposal of waste and recycle in the highest level
- Contributes the carried out environmental projects to inherit livable environment for next generations
- Reduces waste by using raw materials, energy and natural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

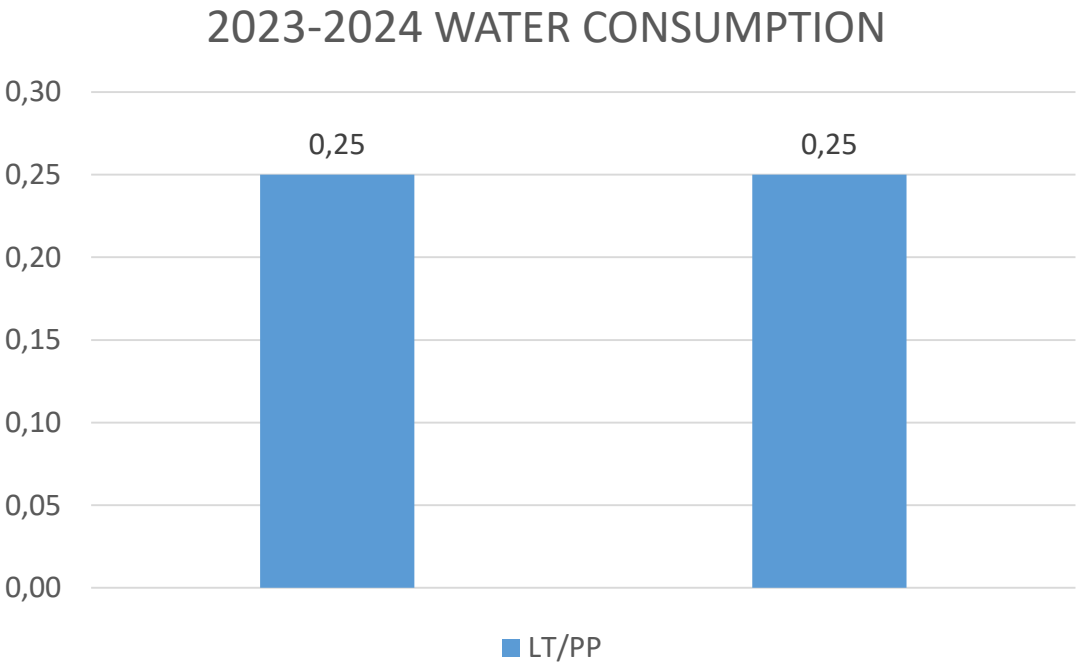
## ELECTRICITY CONSUMPTION



In 2024, Gold City Inn Hotel used 108,000 Kwh of electricity. The average daily electricity consumption per customer is 6.83 Kwh. However, the target for next year has been determined as a 0.1% decrease compared to 2023.

# ENVIRONMENTAL MANAGEMENT

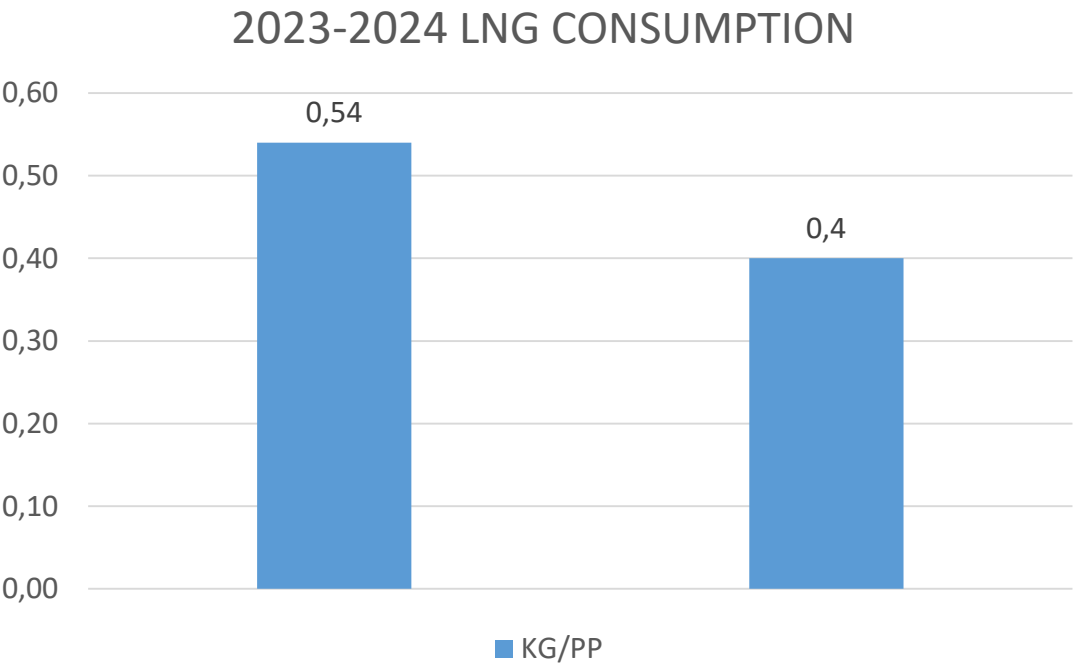
## WATER CONSUMPTION



In 2024, 3978 cubic meters of water were used at the Gold City Inn Hotel. The average daily water consumption per customer is 0.25 cubic meters. These data cover the period between May 2024 and October 2024. However, the target for next year has been determined as a 0.1% decrease compared to 2023.

# ENVIRONMENTAL MANAGEMENT

## LNG CONSUMPTION

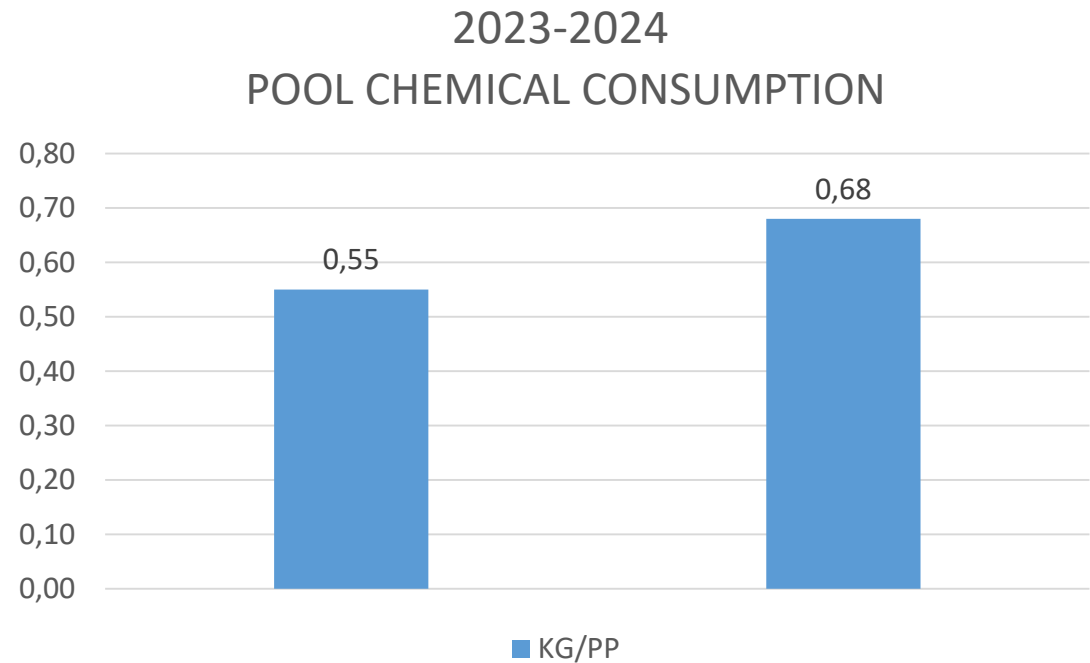


In 2024, Gold City Inn Hotel used 6474 kilograms of Lng. The average daily Lng consumption per customer is 0.40 kilograms. These data cover the period between May 2024 and October 2024. However, the target for next year has been determined as a 0.1% decrease compared to 2023.



# ENVIRONMENTAL MANAGEMENT

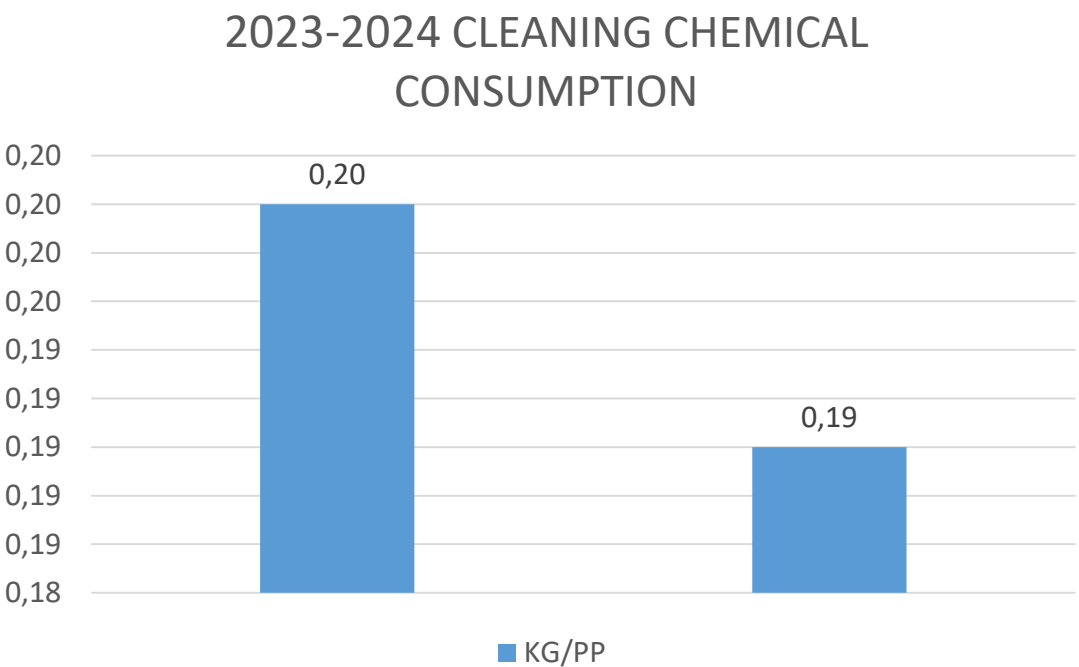
## POOL CHEMICAL CONSUMPTION



In 2024, Gold City Inn Hotel used 10,847 kilograms of pool chemicals. The average daily pool chemical consumption per customer is 0.68 kilograms. This data covers the period between May 2024 and October 2024. However, the target for next year has been determined as a 0.1% decrease compared to 2023.

# ENVIRONMENTAL MANAGEMENT

## CLEANING CHEMICAL CONSUMPTION



In 2024, Gold City Inn Hotel used 3070 kilograms of cleaning chemicals. The average daily cleaning chemical consumption per customer is 0.19 kilograms. This data covers the period between May 2024 and October 2024. However, the target for next year has been determined as a 0.1% decrease compared to 2023.

# ENVIRONMENTAL MANAGEMENT

## SOLID WASTE AMOUNT



In 2024, Gold City Inn Hotel separated plastic, glass, metal, paper. In this context, the total packaging waste in 2023 is 539 kilograms. This data covers the period between April 2024 and October 2024. However, the target for next year has been determined as a 0.1% decrease compared to 2023.

# EMPLOYEE RELATIONS MANAGEMENT

- In 2024, internal and external trainings were carried out within the annual plan at Goldcity Inn Hotel.
- Every month, the employee of the month, the smiling face of the month and our colleagues who are mentioned most in social media comments are rewarded.
- Employee satisfaction surveys are carried out.
- Our colleagues benefit from special discounts for themselves and their families with our contracted hospital contracts.
- It is aimed for the whole team to be together and have a good time with various organizations organized throughout the year.
- In order to ensure the continuity of employee and local relations, personnel transactions were carried out within the framework of our policy of providing safe and appropriate standard work areas for our employees, ensuring that our employees benefit from equal rights regardless of gender and ethnicity, adopting an open, equal, transparent, fair, shared management approach that includes employees, and employing as much local as 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 Inn Hotel, it was determined that there was 92% satisfaction in our hotel.