

# GOLD ISLAND HOTEL SUSTAINABILITY REPORT

2017 – 2018



# 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, 2017 - 2018 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 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.

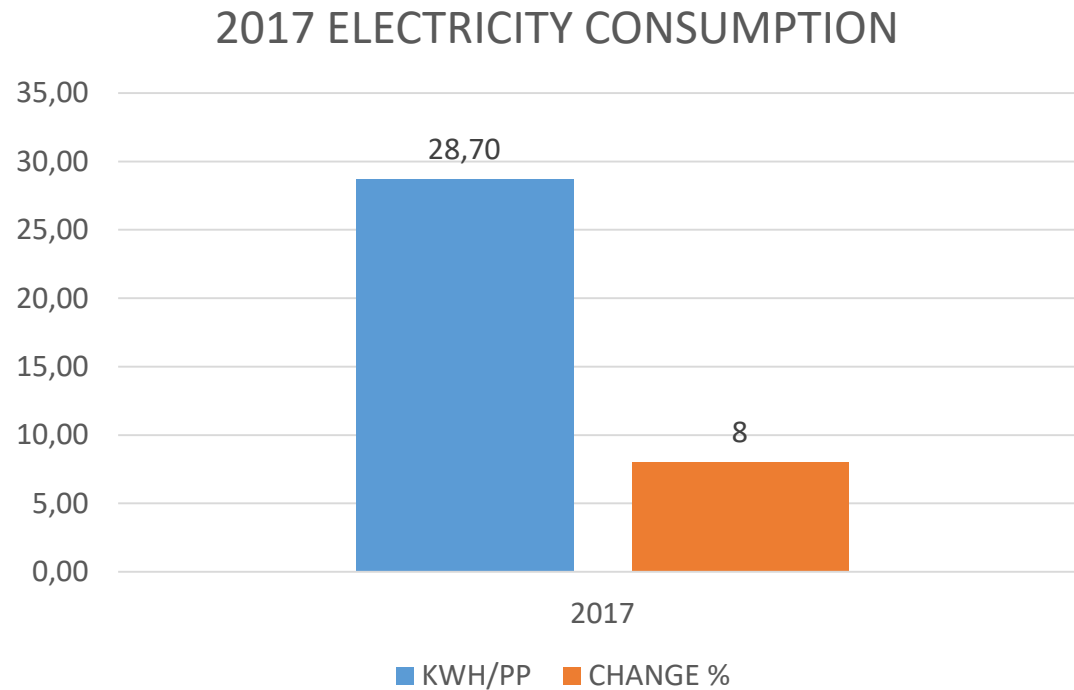
# QUALITY POLICY

**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
- 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

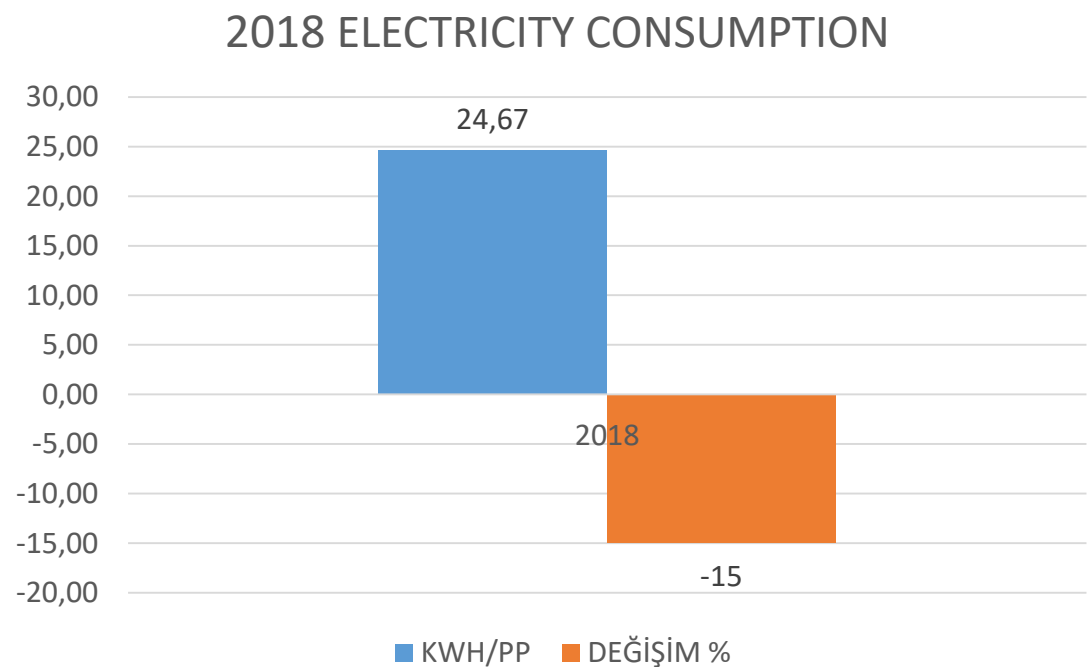
## ELECTRICITY CONSUMPTION



Average electricity consumption per guest is 28,70 KWh. In this context, an increase of 8% compared to 2015 is observed. When the data were analyzed, it was determined that this increase was caused by the decrease in the number of customers and the construction of additional buildings due to the tourism crisis in 2017. This data covers the dates January 2017 - December 2017. However, next year's target is set as 1% decrease compared to 2017.

# ENVIRONMENTAL MANAGEMENT

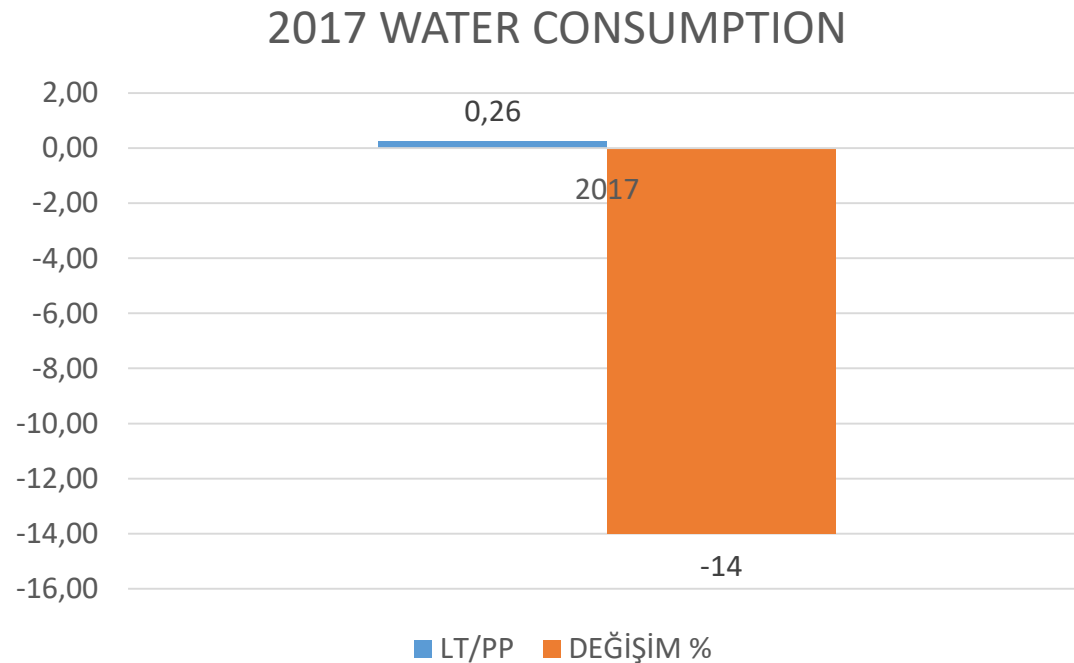
## ELECTRICITY CONSUMPTION



The average daily electricity consumption per guest is 24,67 Kwh. In this context, a decrease of 15% compared to 2017 is observed. When these findings were examined, it was determined that the targets were reached. This data covers the dates January 2018 - December 2018. However, the target for next year is set as 1% reduction.

# ENVIRONMENTAL MANAGEMENT

## WATER CONSUMPTION

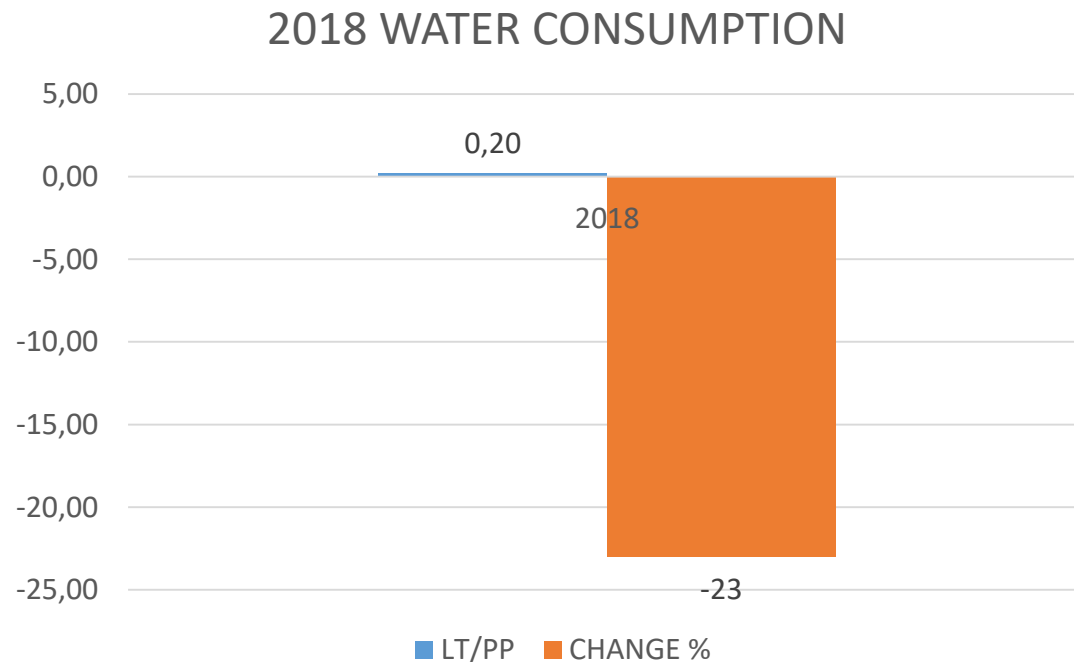


The average daily water consumption per guest is 0.26 liters. In this context, there is a 14% decrease compared to 2015. When the reason for not decreasing was investigated, it was determined that the facility hosted more guests in 2017 than in 2015. However, it was determined that certain pools were not opened during a certain period of time during which the facility was open. This data covers the dates January 2017 - December 2017. However, the target for next year is set as 1% reduction.



# ENVIRONMENTAL MANAGEMENT

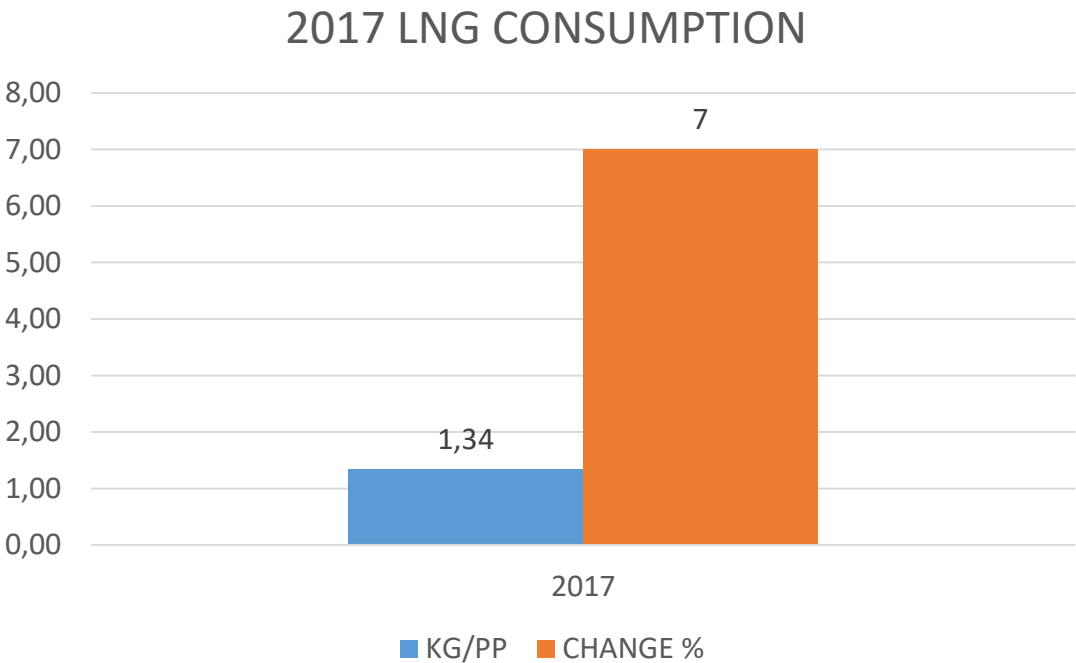
## WATER CONSUMPTION



The average daily water consumption per guest is 0.20 liters. In this context, a decrease of 23% compared to 2017 is observed. When these findings were examined, it was determined that the targets were reached. This data covers the dates January 2018 - December 2018. However, the target for next year is set as 1% reduction.

# ENVIRONMENTAL MANAGEMENT

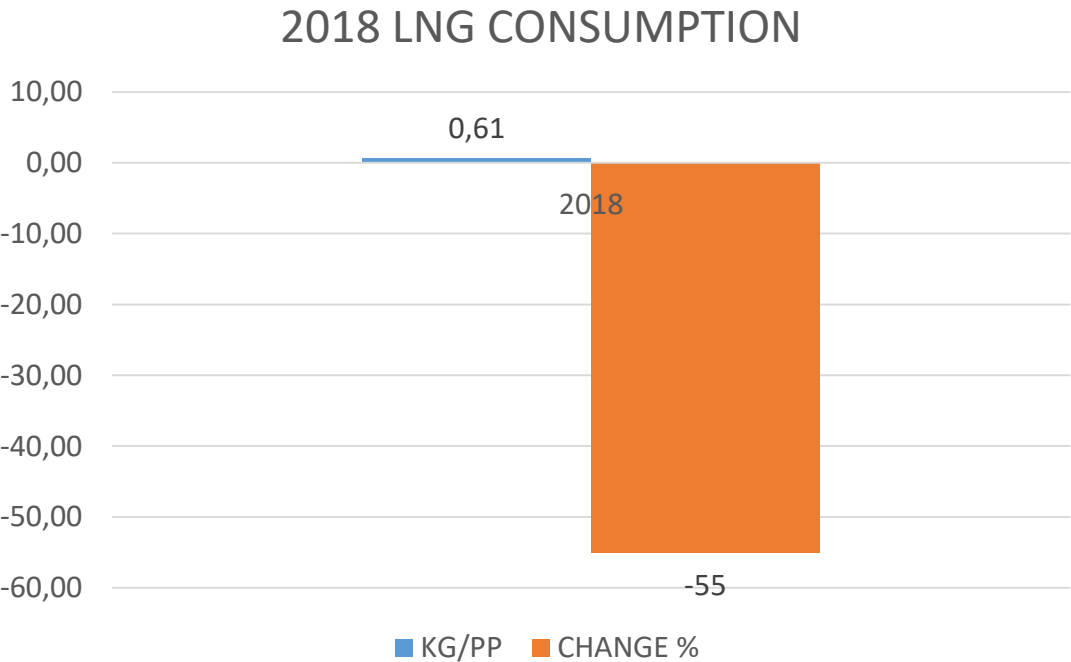
## LNG CONSUMPTION



Average Lng consumption per guest per day is 1.34 kilograms. In this context, there is an increase of 7% compared to 2015. When the data were analyzed, it was determined that this increase was due to the decrease in the number of customers in 2017 due to the tourism crisis. This data covers the dates January 2017 - December 2017. However, next year's target is set as 1% decrease compared to 2017.

# ENVIRONMENTAL MANAGEMENT

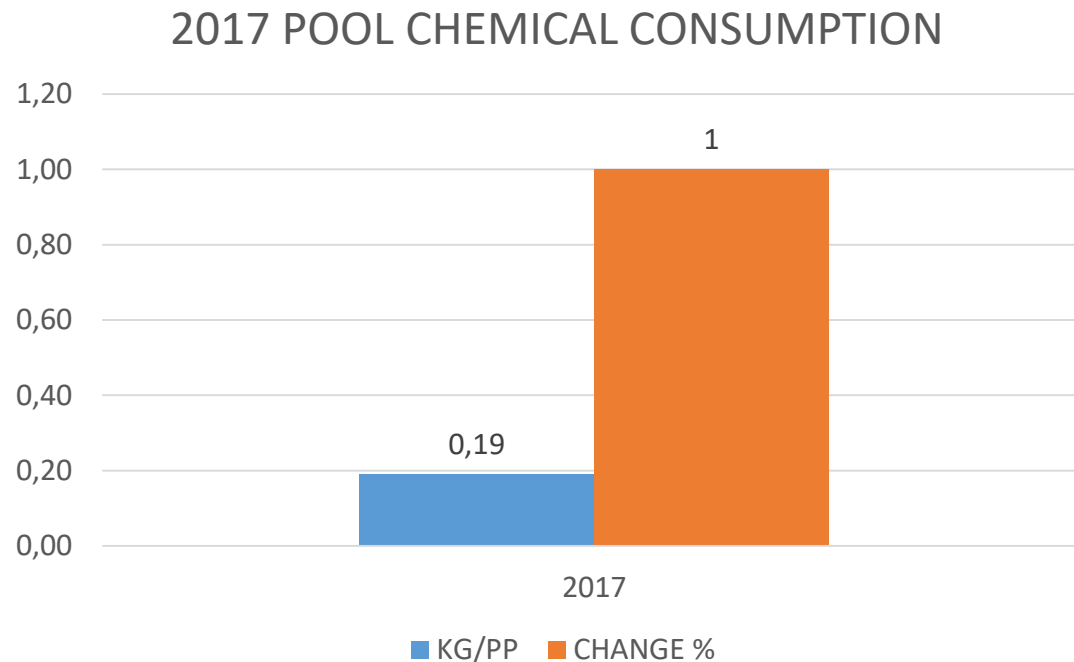
## LNG CONSUMPTION



Average Lng consumption per guest per day is 0,61 kilograms. In this context, a decrease of 55% compared to 2017 is observed. When these findings were examined, it was determined that the targets were reached. This data covers the dates January 2018 - December 2018. However, the target for next year is set as 1% reduction.

# ENVIRONMENTAL MANAGEMENT

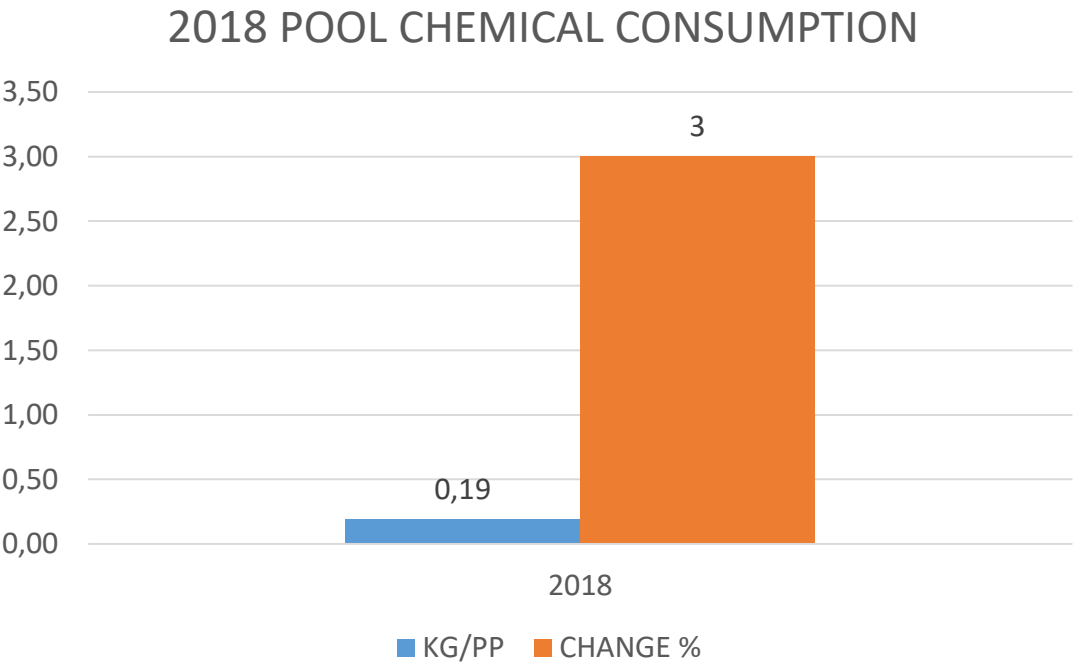
## POOL CHEMICAL CONSUMPTION



The amount of pool chemical consumption per guest per day is 0.190 kilograms. In this context, there is a 1% increase compared to 2015. When the reason for this increase is investigated, it is seen that the number of customers due to tourism crisis decreased. This data covers the dates January 2017 - December 2017. However, the target for next year is set as 1% reduction.

# ENVIRONMENTAL MANAGEMENT

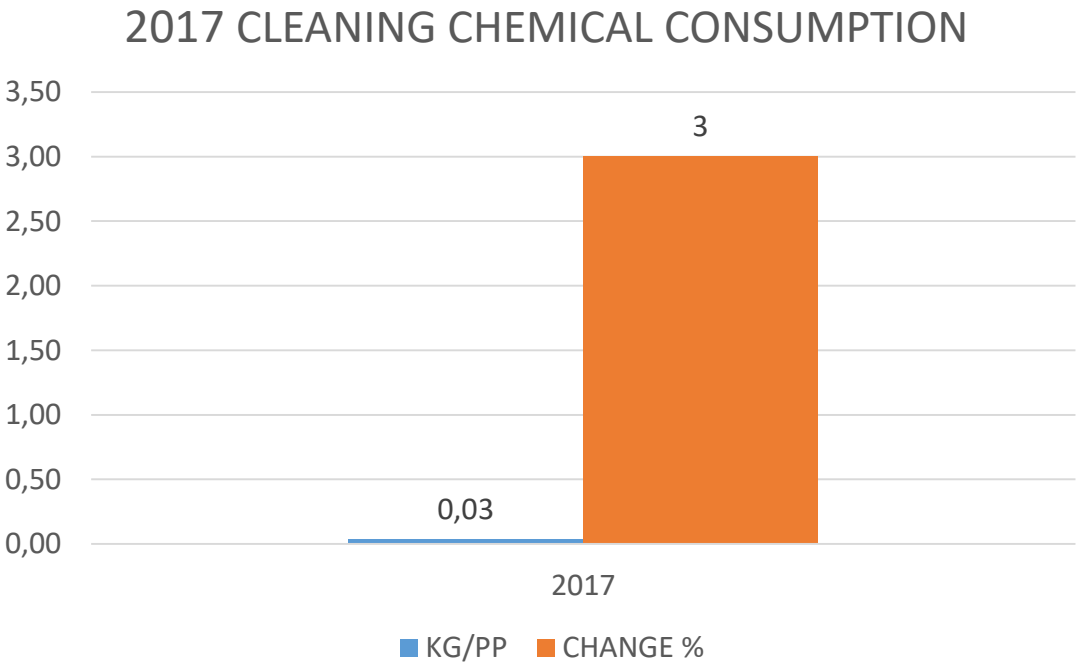
## POOL CHEMICAL CONSUMPTION



The average amount of pool chemical consumption per guest per day is 0,194 kilograms. In this context, an increase of 3% compared to 2017 is observed. When these data are analyzed, the target of 1% reduction for 2017 targets has not been achieved. This data covers the dates January 2018 - December 2018. However, the target for next year is set as 1% reduction.

# ENVIRONMENTAL MANAGEMENT

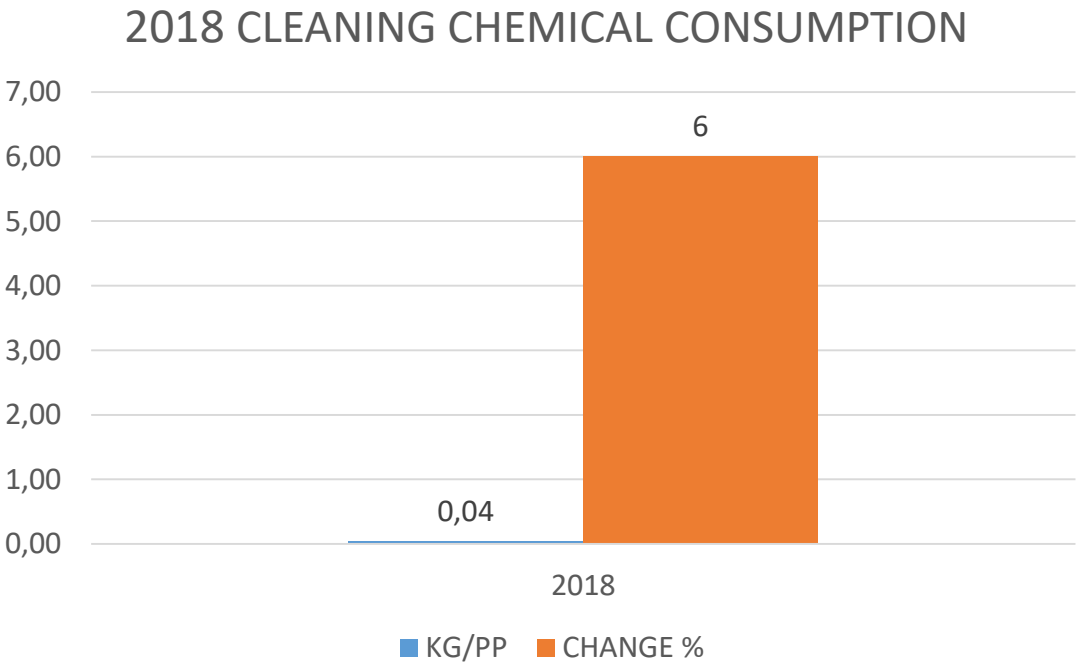
## CLEANING CHEMICAL CONSUMPTION



The average daily cleaning chemical consumption per guest is 0.034 kilograms. In this context, an increase of 3% compared to 2015 is observed. When the reason for this increase is investigated, it is seen that the number of customers due to tourism crisis decreased. This data covers the dates January 2017 - December 2017. However, the target for next year is set as 1% reduction.

# ENVIRONMENTAL MANAGEMENT

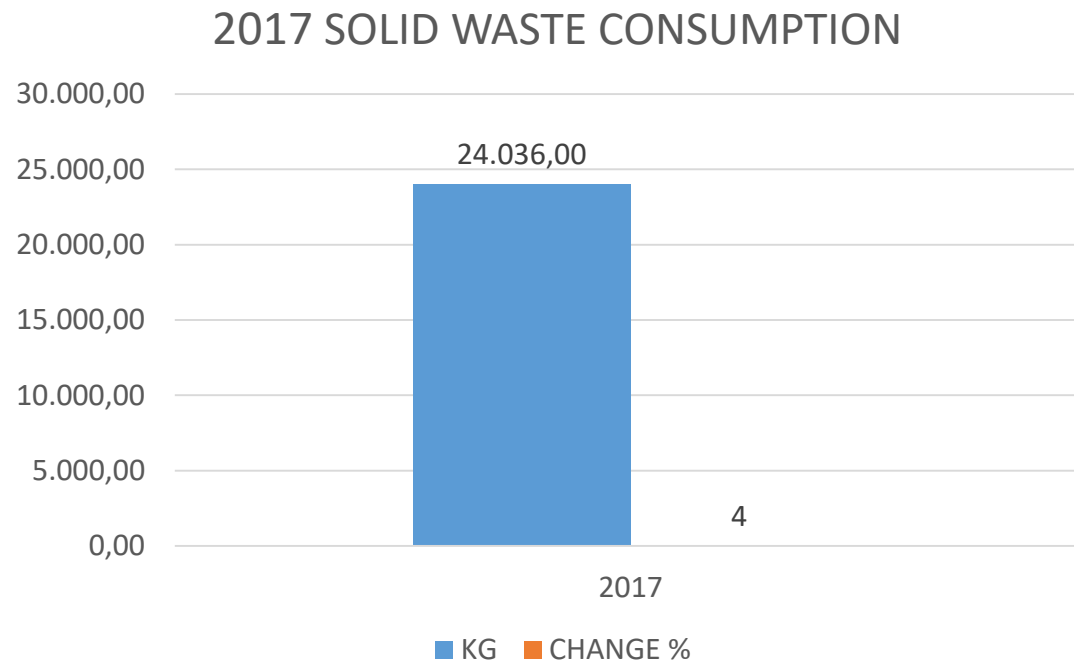
## CLEANING CHEMICAL CONSUMPTION



The average daily consumption of cleaning chemicals per guest is 0.036 kilograms. In this context, an increase of 6% compared to 2017 is observed. When these data are analyzed, the target of 1% reduction for 2017 targets has not been achieved. This data covers the dates January 2018 - December 2018. However, the target for next year is set as 1% reduction.

# ENVIRONMENTAL MANAGEMENT

## SOLID WASTE CONSUMPTION

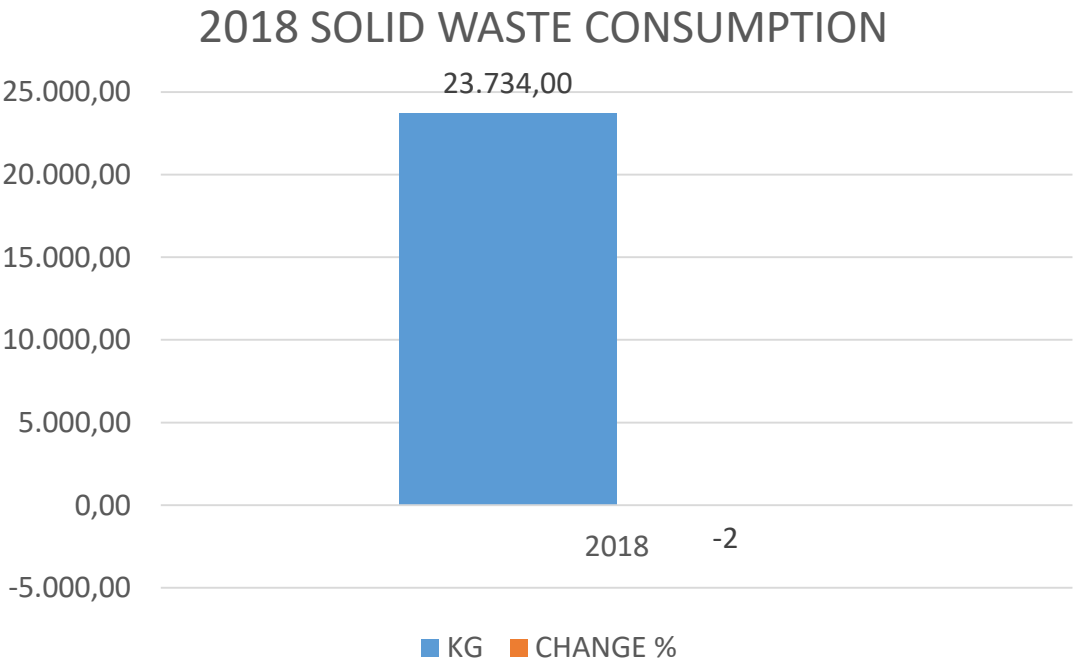


In 2017, Gold Island Hotel decomposed 5.107 kilograms of plastic, 5.921 kilograms of glass, 1.877 kilograms of metal, 8.188 kilograms of paper and 2.943 kilograms of composite. In this context, total solid waste consumption in 2017 is 24,036 kilograms. In this context, an increase of 4% compared to 2015 is observed. When the reason for this increase is investigated, it is seen that the number of customers due to tourism crisis decreased. This data covers the dates January 2017 - December 2017. However, the target for next year



# ENVIRONMENTAL MANAGEMENT

## SOLID WASTE CONSUMPTION



In 2018, Gold Island Hotel decomposed 5.002 kilograms of plastics, 5.854 kilograms of glass, 1.858 kilograms of metal, 8.106 kilograms of paper and 2.914 kilograms of composite. In this context, total solid waste consumption in 2018 is 23,734 kilograms. In this context, there is a 2% decrease compared to 2017. When these data are analyzed, the target of 1% reduction for 2018 targets has been achieved. This data covers the dates January 2018 - December 2018. However, the target for next year is set as 1% reduction.

# EMPLOYEE RELATIONS MANAGEMENT

- In 2017, the annual turnover rate of Gold Island Hotel was calculated as 12%. There are 147 staff working in our company annually. The average number of personnel allocated during the year is 232.
- In 2017, Gold Island Hotel had 21 units for the Security Department, 13 for the Service Department, 9 for the Accounting Department, 9 for the Human Resources Department, 12 for the Animation Department, 12 for the Kitchen Department, and 15 for the Housekeeping Department. There were 8 units for the Landscape Department, 13 for the Technical Department, 12 for the Front Office Department and 12 in-house training for Guest Relations.

# EMPLOYEE RELATIONS MANAGEMENT

- In 2018, the annual turnover rate of Gold Island Hotel was calculated as 10%. Our company employs an average of 90 employees per year. The number of staff allocated during the average year is 124.
- In 2018, Gold Island Hotel had 21 units for the Security Department, 16 for the Service Department, 12 for the Accounting Department, 9 for the Human Resources Department, 8 for the Animation Department, 12 for the Kitchen Department and 12 for the Housekeeping Department. 10 units for the Landscape Department, 16 for the Technical Department, 10 for the Front Office Department and 12 in-house training for Guest Relations have been provided.

# GUEST AND LOCAL RELATIONS MANAGEMENT

- In 2017, the existing local relations were maintained as Gold Island Hotel, and annual dues were paid to all related associations and organizations and attendance was held at the meetings of these organizations.
- As Gold Island Hotel in 2017, our relations with our current suppliers continued in a healthy way and no changes were made.
- In 2017, as a result of customer satisfaction measurements at the Gold Island Hotel, a satisfaction rate of 89,40% was found in our hotel.

# GUEST AND LOCAL RELATIONS MANAGEMENT

- In 2018, the existing local relations were continued as Gold Island Hotel, and annual dues were paid to all related associations and organizations and participation was made in the meetings of these organizations.
- As Gold Island Hotel in 2018, our relations with our current suppliers have continued in a healthy manner and there has been no change.
- In 2018, as a result of customer satisfaction measurements at the Gold Island Hotel, a satisfaction rate of 91.60% was found in our hotel.