

GOLD ISLAND 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.

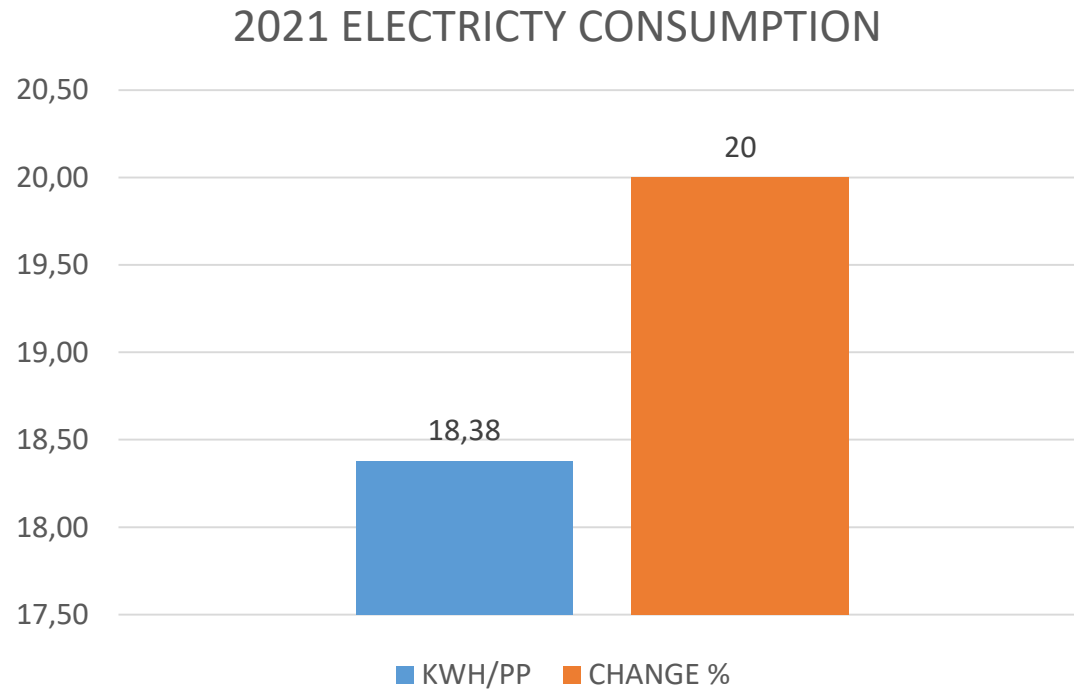
QUALITY POLICY

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

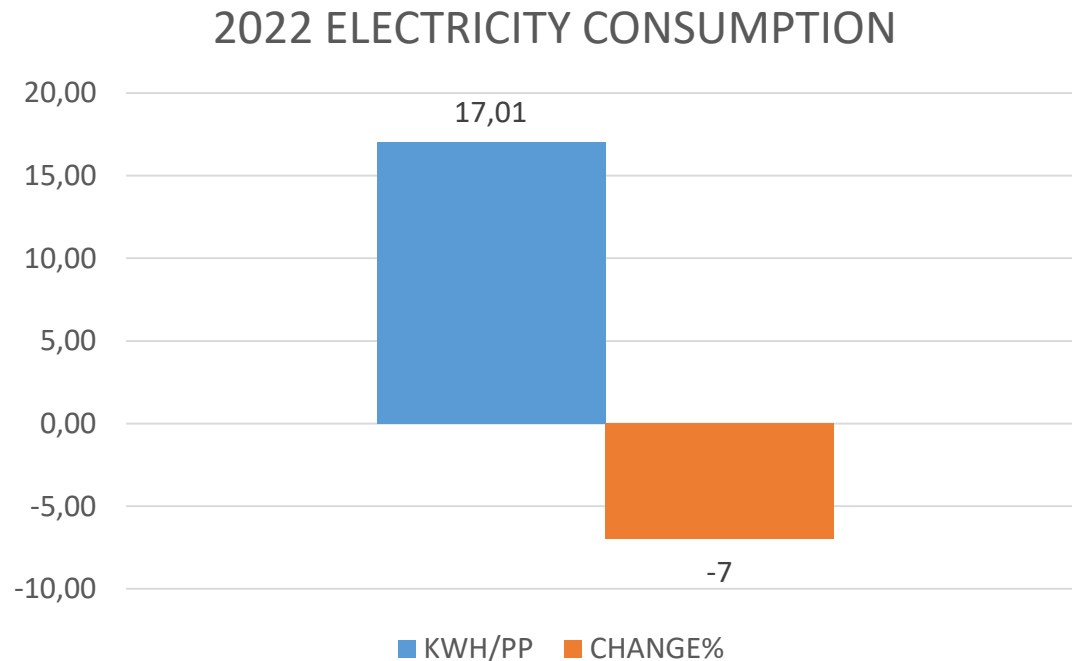
ELECTRICTY CONSUMPTION



In 2021, 3,918,599 Kwh of electricity was used as Gold Island Hotel and 3,103,749 TL was paid. The average daily electricity consumption per customer is 18.38 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. 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. In this context, there is a 20% increase in electricity consumption per customer compared to 2019. When these findings were examined, it was determined that the targets were not achieved. There has been an increase due to the fluctuation in the number of accommodations with the pandemic. This data covers January 2021 – December 2021. However, next year's target has been determined as a 1% decrease compared to 2021.

ENVIRONMENTAL MANAGEMENT

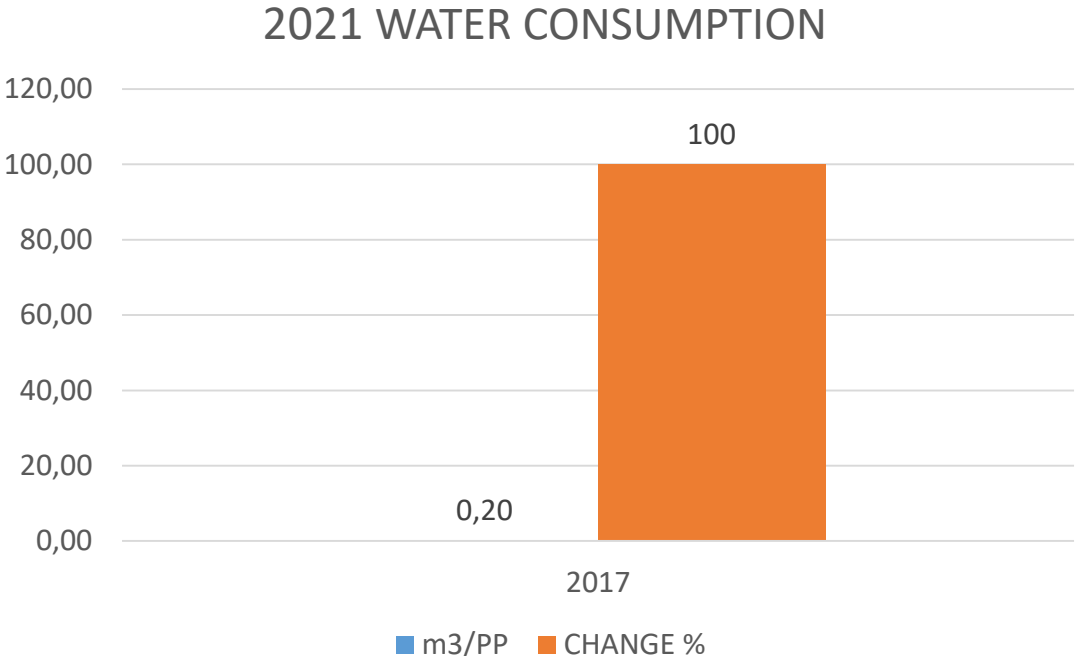
ELECTRICITY CONSUMPTION



In 2022, 3,106,249 Kwh of electricity was used as Gold Island Hotel and 12,968,461 TL was paid. The average daily electricity consumption per customer is 17.01 Kwh. In this context, there is a 7% decrease compared to 2021. When these findings were examined, it was determined that the targets were achieved. 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

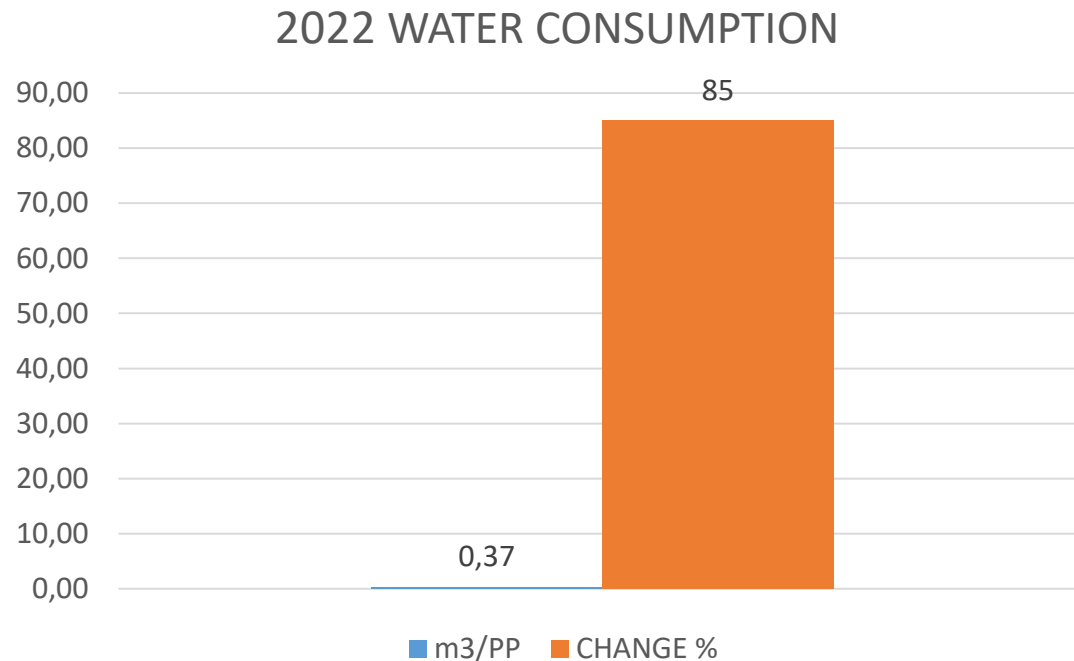
WATER CONSUMPTION



In 2021, Gold Island Hotel used 43,344 cubic meters of water and no payment was made since the water was obtained from our own source. The average daily water consumption per customer is 0.20 cubic meters. In this context, there is a 100% increase compared to 2019. When these findings were examined, it was determined that the targets were not achieved. Consumption has increased due to pandemic conditions. This data covers January 2021 – December 2021. However, next year's target has been determined as a 1% decrease compared to 2021.

ENVIRONMENTAL MANAGEMENT

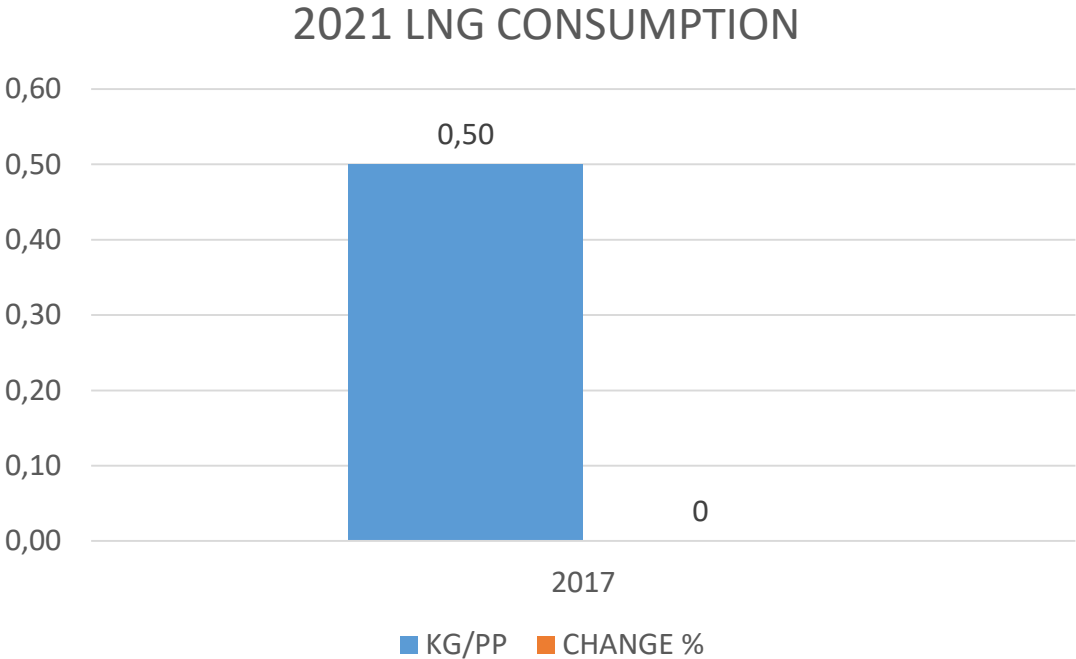
WATER CONSUMPTION



In 2022, Gold Island Hotel used 68,443 cubic meters of water and no payment was made since the water was obtained from our own source. The average daily water consumption per customer is 0.37 cubic meters. In this context, there is an 85% increase compared to 2021. When these findings were examined, it was determined that the targets were not achieved. Consumption has increased due to pandemic conditions. 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

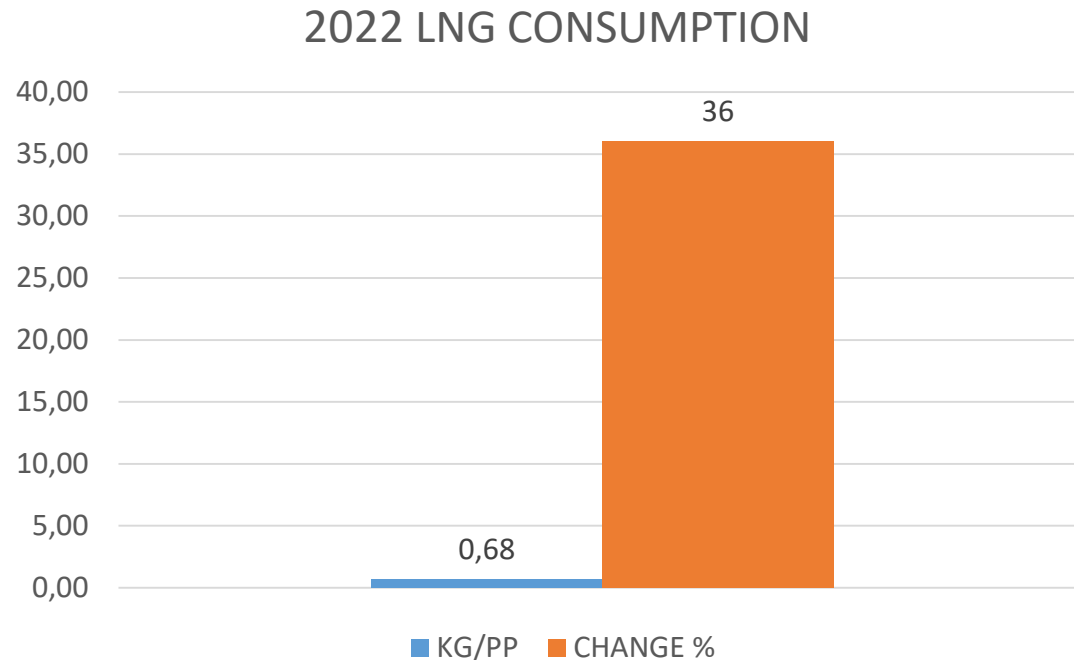
LNG CONSUMPTION



In 2021, 109,453 kilograms of LNG was used in Gold Island Hotel and 507,662 TL was paid. The average daily Lng consumption amount per customer is 0.5 kilograms. In this context, there was no change compared to 2019. This data covers January 2021 – December 2021. However, next year's target has been determined as a 1% decrease compared to 2021.

ENVIRONMENTAL MANAGEMENT

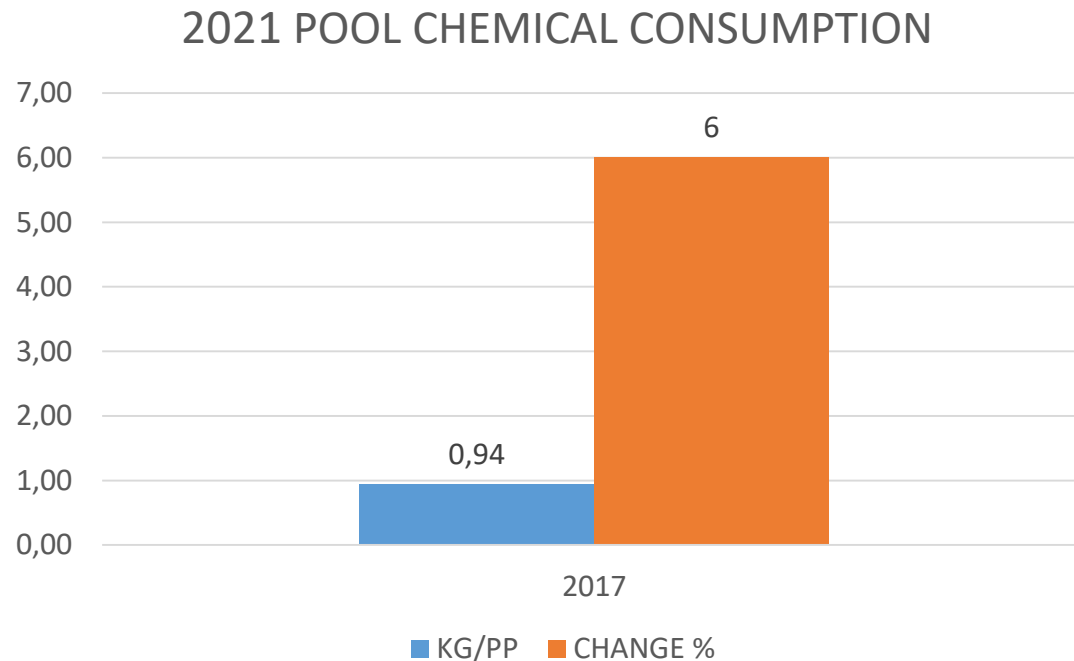
LNG CONSUMPTION



In 2022, 125,344 kilograms of LNG was used in Gold Island Hotel and 2,858,075 TL was paid. The average daily Lng consumption amount per customer is 0.68 kilograms. In this context, there was an increase of 36% compared to 2021. When these findings were examined, it was determined that the targets were not achieved. The increase occurred due to winter accommodation. 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

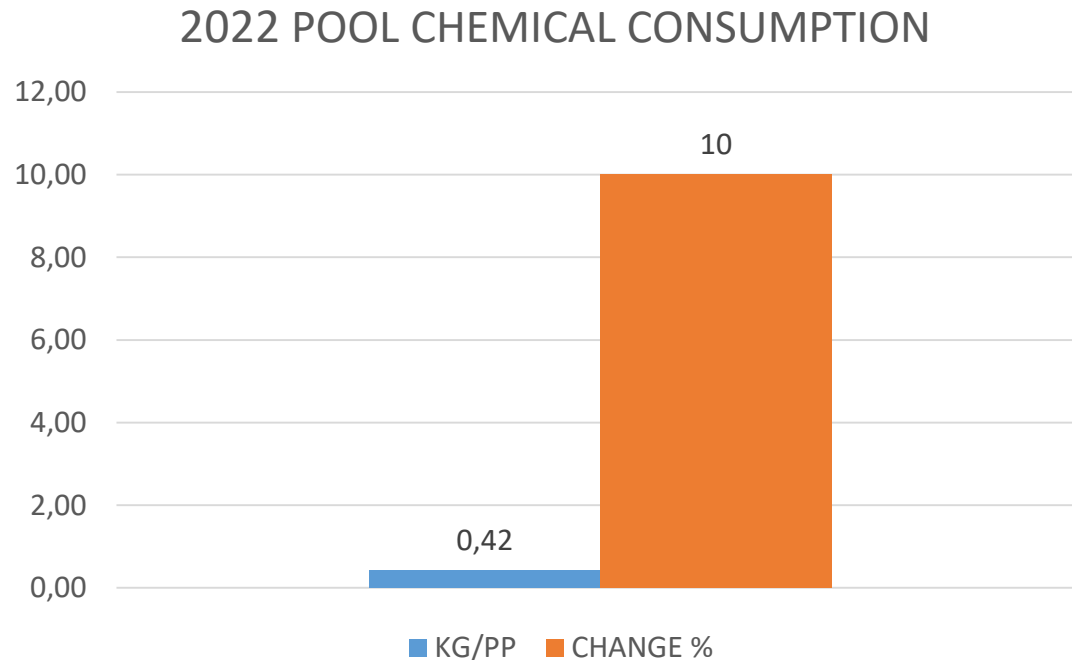
POOL CHEMICAL CONSUMPTION



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

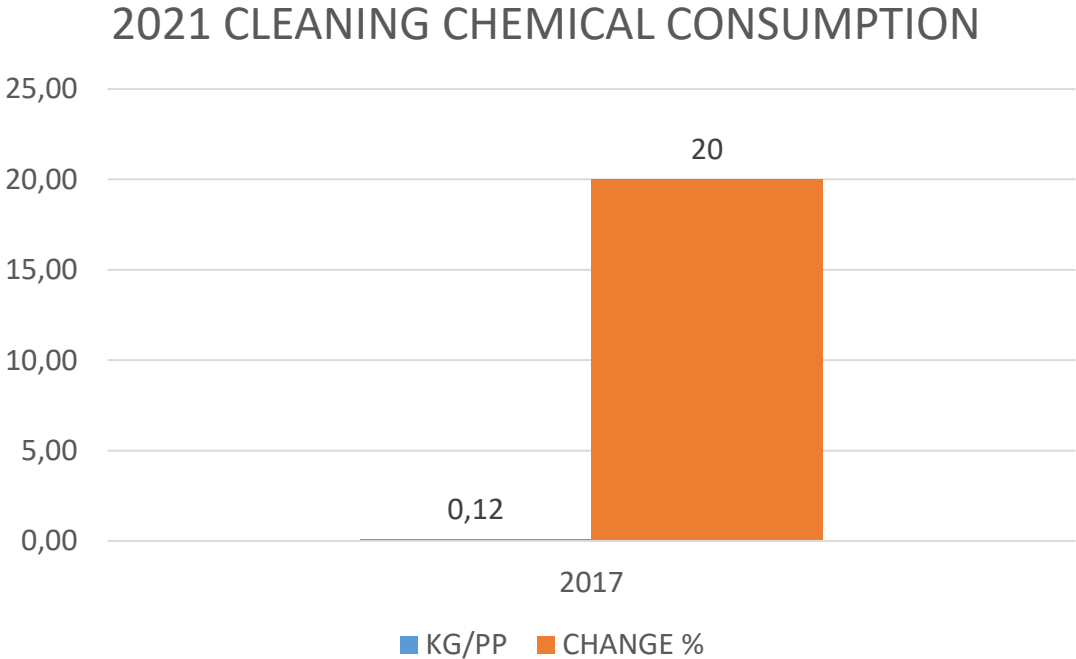
POOL CHEMICAL CONSUMPTION



In 2022, Gold Island Hotel used 76,681 kilograms of pool chemicals and 551,530 TL was paid. The average daily pool chemical consumption per customer is 0.42 kilograms. In this context, there is an increase of 10% compared to 2021. When these data are examined, the 1% reduction target was not achieved. Consumption has increased due to pandemic conditions. These data cover the period January 2022 – December 2022. Due to pandemic conditions, pool chemical consumption has increased. However, next year's target is set as a 1% decrease compared to 2022.

ENVIRONMENTAL MANAGEMENT

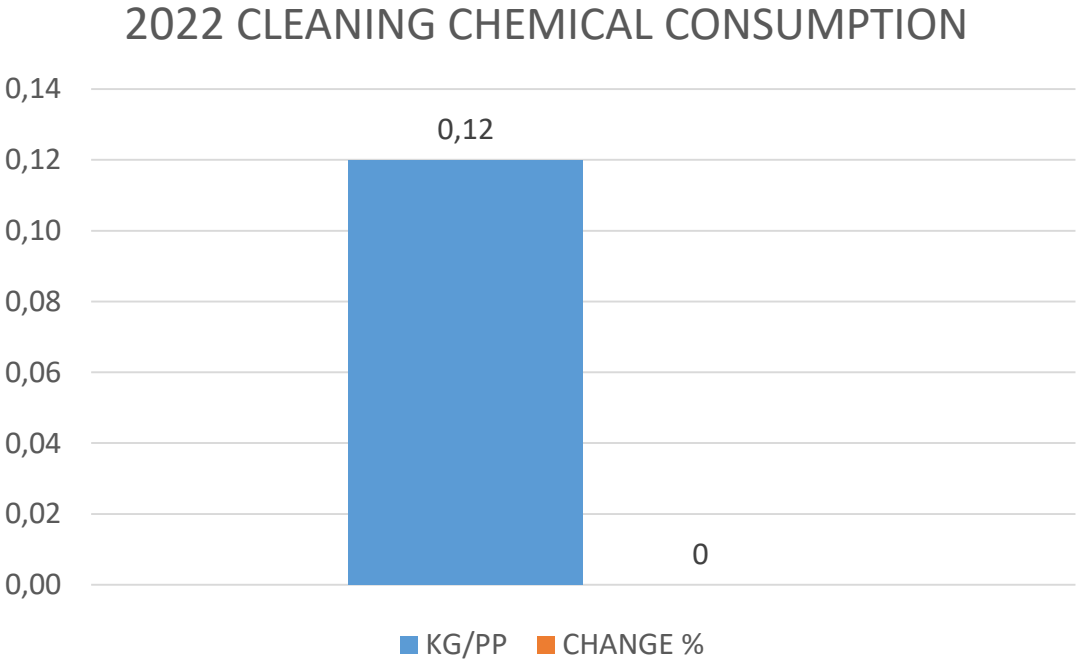
CLEANING CHEMICAL CONSUMPTION



In 2021, Gold Island Hotel used 25,999 kilograms of cleaning chemicals and 277,437.57 TL was paid. The average daily consumption of cleaning chemicals per customer is 0.12 kilograms. In this context, there is an increase of 20% compared to 2019. This data covers January 2021 – December 2021. Chemical consumption has increased due to pandemic conditions. However, next year's target has been determined as a 1% decrease compared to 2021.

ENVIRONMENTAL MANAGEMENT

CLEANING CHEMICAL CONSUMPTION



In 2022, Gold Island Hotel used 20,083 kilograms of cleaning chemicals and 496,964 TL was paid. The average daily consumption of cleaning chemicals per customer is 0.12 kilograms. In this context, there is no change 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

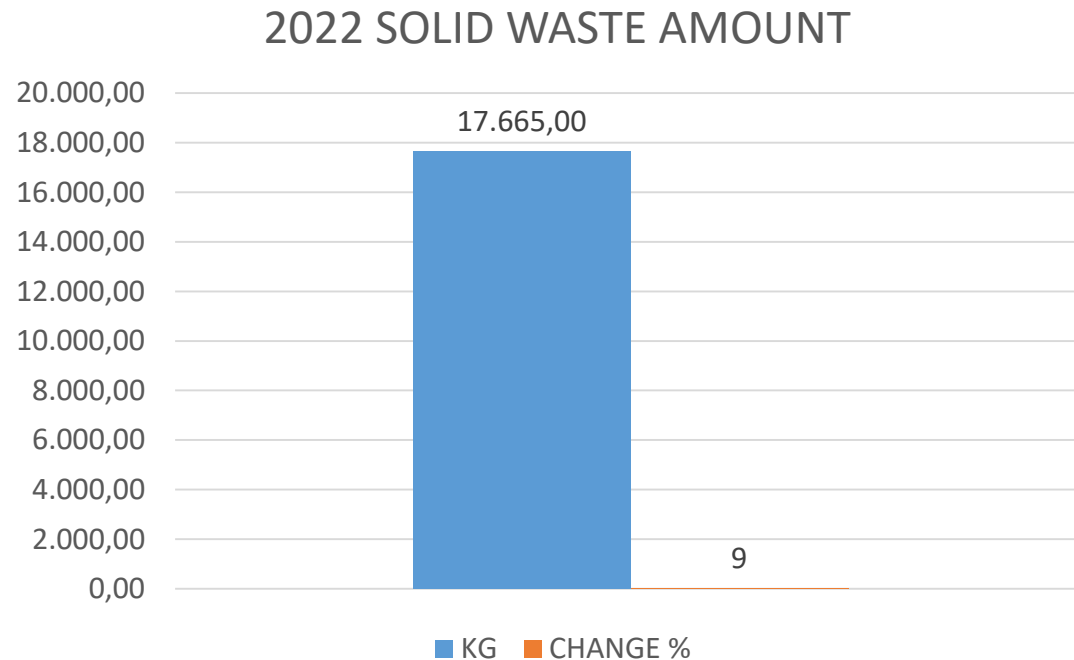
SOLID WASTE AMOUNT



In 2021, Gold Island Hotel sorted 1869 kilograms of plastic, 6050 kilograms of glass, 1779 kilograms of metal and 6445 kilograms of paper. In this context, total solid waste consumption in 2021 is 16,143 kilograms. In this context, there is a 22% decrease compared to 2019. When these data were examined, the 1% reduction target was achieved. This data covers January 2021 – December 2021. However, next year's target has been set as a 1% reduction.

ENVIRONMENTAL MANAGEMENT

SOLID WASTE AMOUNT



In 2022, Gold Island Hotel sorted 2325 kilograms of plastic, 6311 kilograms of glass, 1829 kilograms of metal and 7200 kilograms of paper. In this context, total solid waste consumption in 2022 is 17,665 kilograms. In this context, there is an increase of 9% compared to 2021. When these data are examined, the 1% reduction target set for the 2018 period was not achieved. These data cover the period January 2022 – December 2022. However, next year's target has been set as a 1% reduction.

EMPLOYEE RELATIONS MANAGEMENT

- In 2021, the annual employee turnover rate at Gold Island Hotel is calculated as 16%. An average of 136 personnel work in our business annually. The average number of personnel leaving during the year is 25.
- In 2021, at Gold Island Hotel, there will be 17 units for the Security Department, 13 units for the Service Department, 15 units for the Accounting Department, 11 units for the Human Resources Department, 7 units for the Animation Department, 15 units for the Kitchen Department, and 14 units for the Housekeeping Department. 12 in-department trainings were given for the Landscaping Department, 18 for the Technical Department, 12 for the Front Office Department and 15 for Guest Relations, and a total of 8 trainings were given to all outsourced departments.

EMPLOYEE RELATIONS MANAGEMENT

- In 2022, the annual employee turnover rate at Gold Island Hotel is calculated as 20%. An average of 149 personnel work in our business annually. The average number of personnel leaving during the year is 37.
- • In 2022, 17 units for the Security Department, 13 units for the Service Department, 15 units for the Accounting Department, 11 units for the Human Resources Department, 7 units for the Animation Department, 15 units for the Kitchen Department, 14 units for the Housekeeping Department at Gold Island Hotel. 12 in-department trainings were given for the Landscaping Department, 18 for the Technical Department, 12 for the Front Office Department and 15 for Guest Relations, and a total of 8 trainings were given to all outsourced departments.

GUEST AND LOCAL RELATIONS MANAGEMENT

- • In 2021, as Gold Island 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 Island Hotel, our relations with our existing suppliers continued in good health in 2021 and there were no changes.
- • As a result of customer satisfaction measurements at Gold Island Hotel in 2021, it was determined that there was 89.91% satisfaction in our hotel.

GUEST AND LOCAL RELATIONS MANAGEMENT

- In 2022, as Gold Island 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 Island Hotel, our relations with our existing suppliers continued in good health in 2022 and there were no changes.
- As a result of customer satisfaction measurements at Gold Island Hotel in 2022, it was determined that there was a 91% satisfaction rate in our hotel.