

# GOLD ISLAND 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

- GOLD ISLAND 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

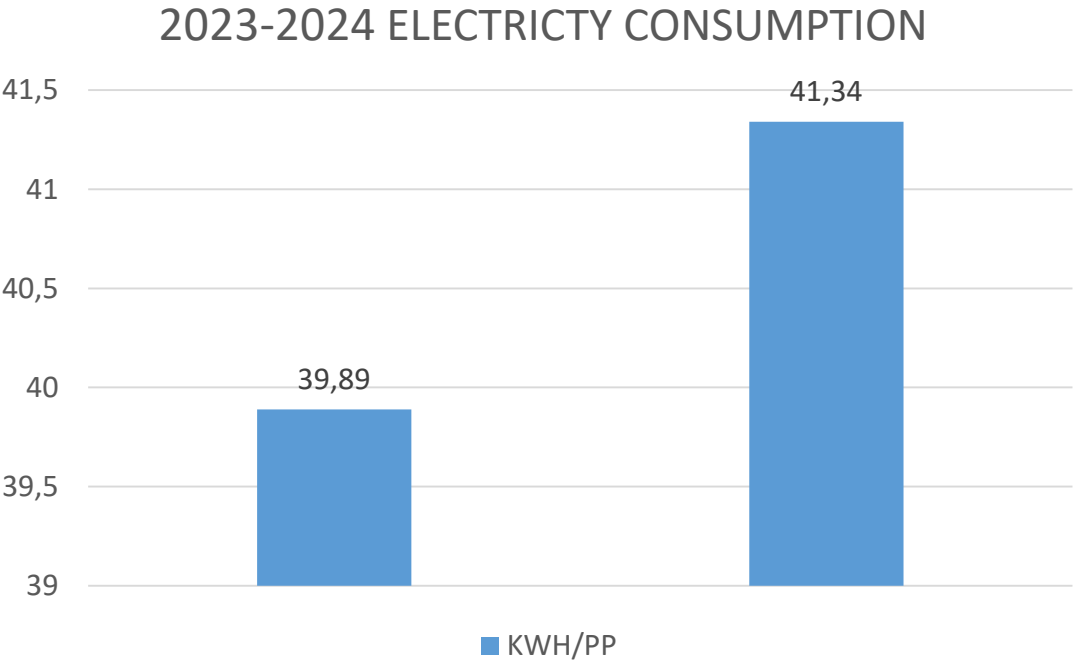
- **In order to provide the continuity of employee and local relations**
- Provides employees safe and appropriate standards of working conditions,
- Get our employees benefit in equal rights without distinction of gender or ethnicity,
- To adopt an open, equal, transparent, fair, common management approach 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

## ELECTRICTY CONSUMPTION

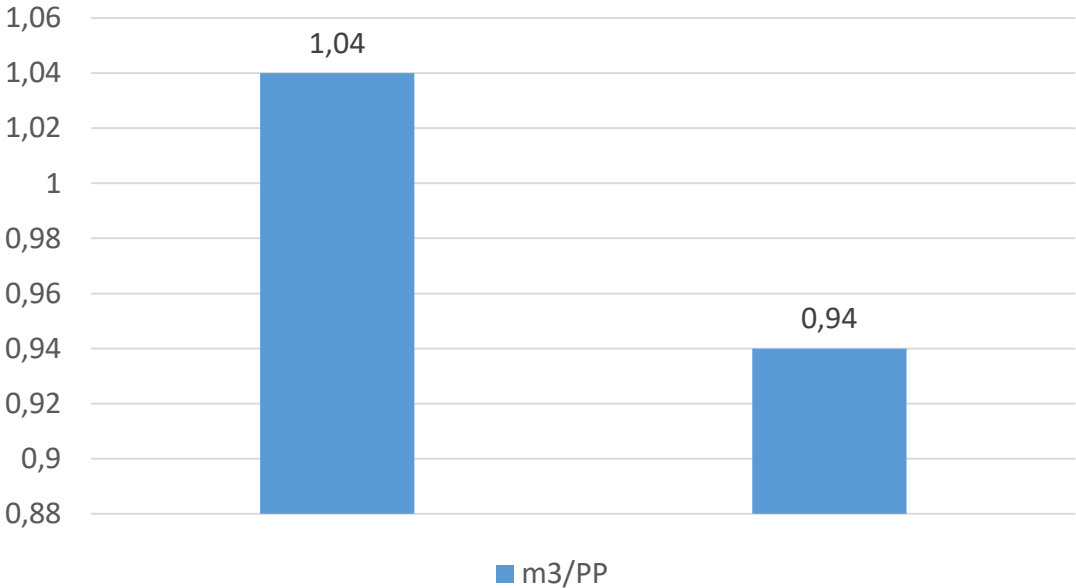


In 2024, Gold Island Hotel used 3,266,524 kWh of electricity. Average daily electricity consumption per guest was 41.34 kWh. This data covers January 2024 - December 2024. However, the target for next year is a 0.1% reduction.

# ENVIRONMENTAL MANAGEMENT

## WATER CONSUMPTION

2023-2024 WATER CONSUMPTION

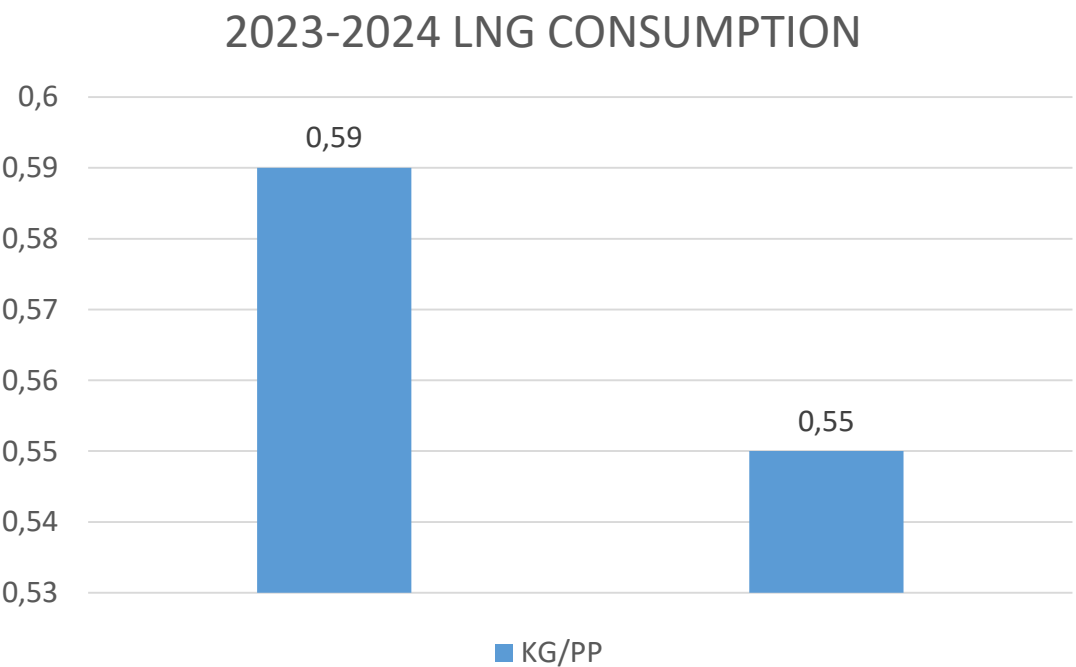


In 2024, Gold Island Hotel used 74,271 cubic meters of water. Average daily water consumption per guest is 0.94 cubic meters. This data covers January 2024 – December 2024. However, the target for next year is a 0.1% reduction.



# ENVIRONMENTAL MANAGEMENT

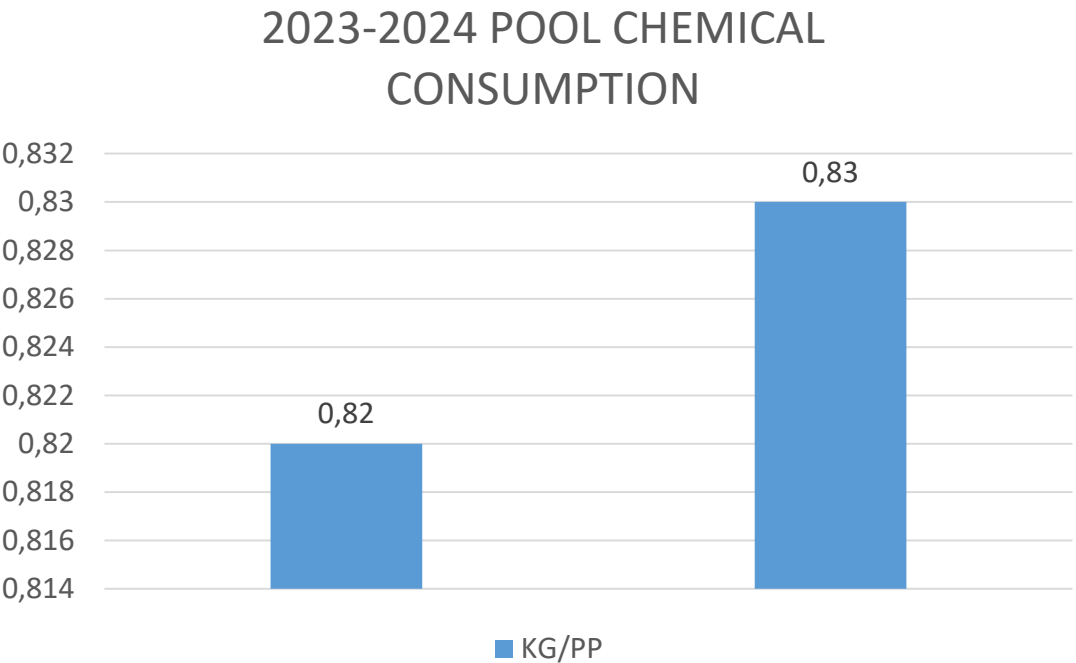
## LNG CONSUMPTION



In 2024, Gold Island Hotel used 43,652 kilograms of LNG. Total LNG used in 2023 was 562,979 kWh. The average daily LNG consumption per guest was 0.55 kilograms. This data covers January 2024 - December 2024. However, the target for next year is a 0.1% reduction.

# ENVIRONMENTAL MANAGEMENT

## POOL CHEMICAL CONSUMPTION

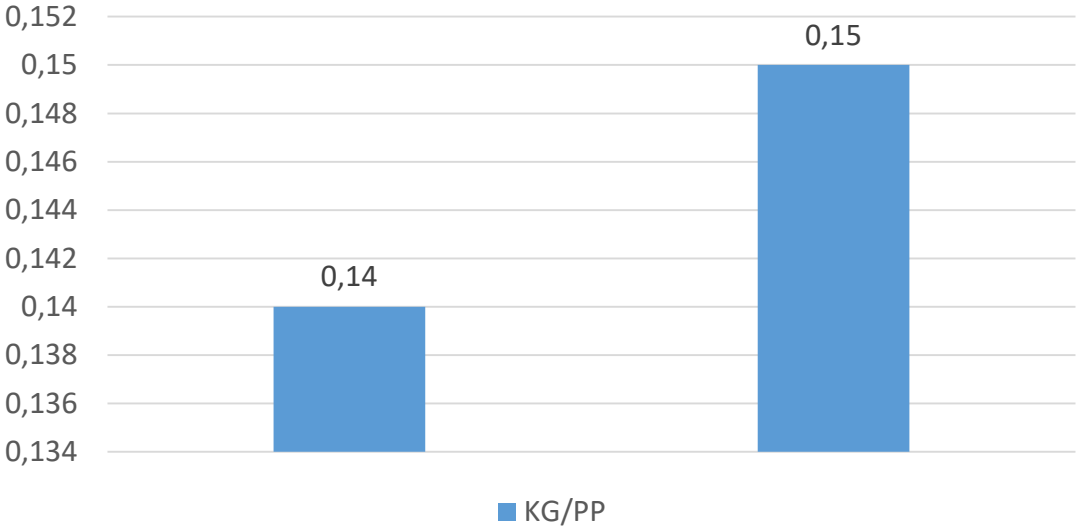


In 2024, Gold Island Hotel used 66,283 kilograms of pool chemicals. The average daily pool chemical consumption per guest is 0.83 kilograms. This data covers January 2024 – December 2024. However, the target for next year is a 0.1% reduction.

# ENVIRONMENTAL MANAGEMENT

## CLEANING CHEMICAL CONSUMPTION

2023-2024 CLEANING CHEMICAL CONSUMPTION



In 2024, Gold Island Hotel used 12,326 kilograms of cleaning chemicals. The average daily consumption of cleaning chemicals per guest is 0.15 kilograms. This data covers January 2024 – December 2024. However, the target for next year is a 0.1% reduction.

# ENVIRONMENTAL MANAGEMENT

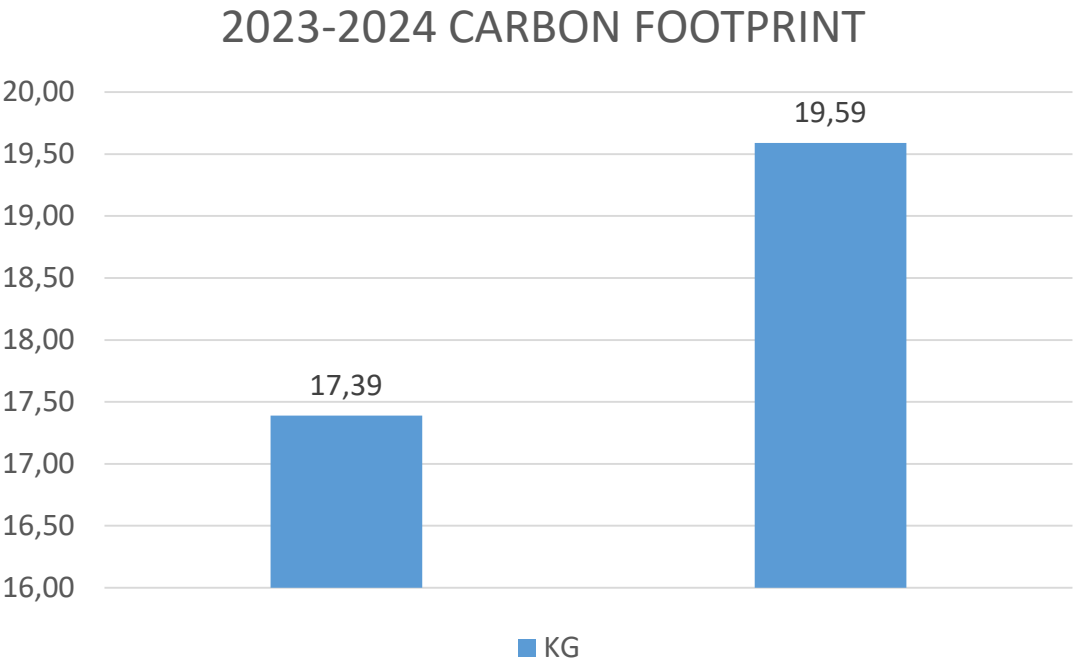
## SOLID WASTE AMOUNT



In 2024, Gold Island Hotel separated 2,125 kilograms of plastic, 3,250 kilograms of glass, 1,510 kilograms of metal, and 7,570 kilograms of paper. Therefore, total solid waste consumption in 2024 was 14,455 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

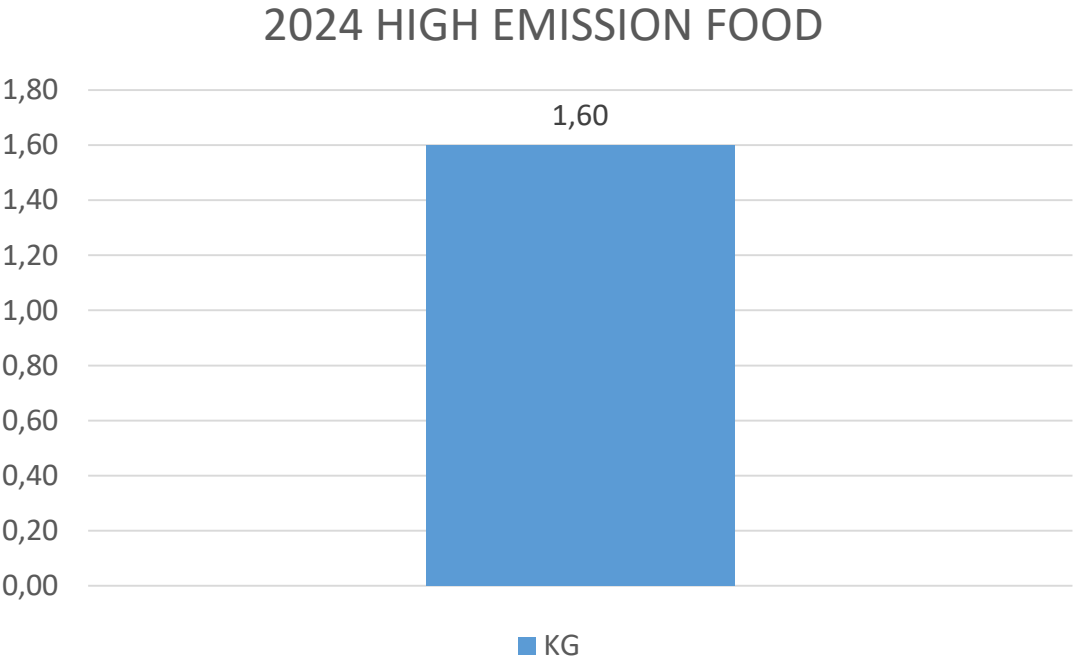
## GREENHOUSE GAS EMISSIONS



In 2024, the carbon footprint of electricity, water and fuels, waste, disposable products, and high-emission foods was calculated to be 1,547,366 kg CO<sub>2</sub>e. Emissions per guest were 19.59 kg CO<sub>2</sub>e. However, the target for next year has been set at a 0.1% reduction.

# ENVIRONMENTAL MANAGEMENT

## HIGH EMISSION FOOD

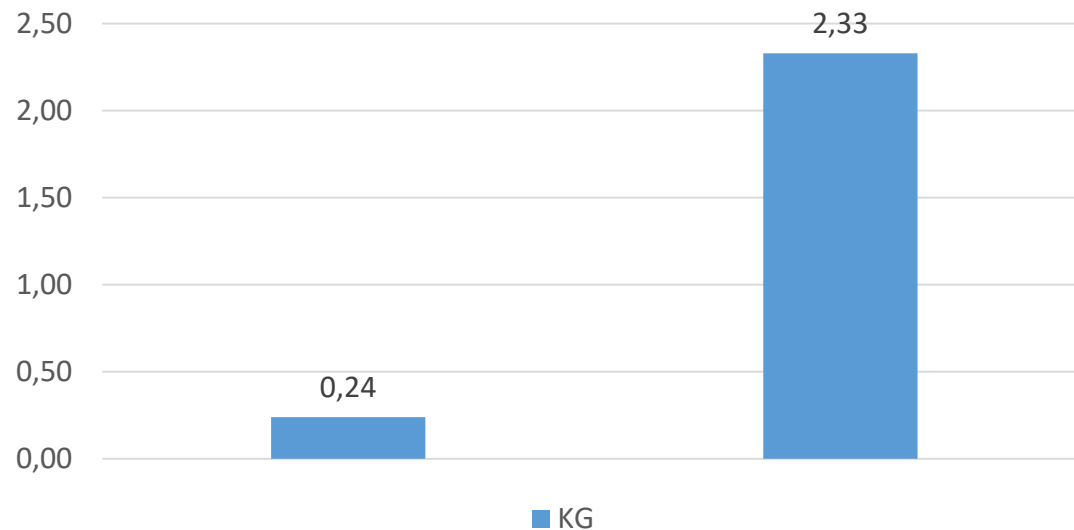


High-emission food intake (meat, dairy, fish) was monitored at Gold Island Hotel in 2024. Per-guest consumption of high-emission food was 1.60 kg. This data covers the period January 2024 to December 2024. However, the target for next year has been set at a 0.1% reduction.

# ENVIRONMENTAL MANAGEMENT

## CONSUMABLES & DISPOSABLE MATERIALS

### 2024 CONSUMABLES – SINGLE-USE MATERIAL



Consumable and disposable material consumption was tracked at Gold Island Hotel in 2024. Consumable consumption per guest was 0.24 kg, while disposable consumption was 2.33 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.

# EMPLOYEE RELATIONS MANAGEMENT

- As in previous years, internal and external training programs were held at Gold Island 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, 1 female employee were promoted, and as of year-end, there were 11 male and 3 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 95% satisfaction in our hotel.

# LANDSCAPE & BIODIVERSITY

- As the Gold Island Hotel, the garden area is used in conjunction with the Gold Island Mondo Hotel. Our garden contains a total of 326 trees.
- The trees have a carbon sequestration capacity of 2,184,200 kg.
- Two endemic, seven tropical, and 14 drought-tolerant species are present. Maintenance and irrigation activities are carried out by 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 two endemic plant species at Gold Island hotel. You can see endemic plant species, spartium and vitex agnus, in our garden.

SPARTIUM



VITEX AGNUS



# 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 Gold Island Hotel Sustainability Report and to submit your comments and suggestions:
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