

# GOLD ISLAND OTEL 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, 2022 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

- GOLDHOTELS 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.

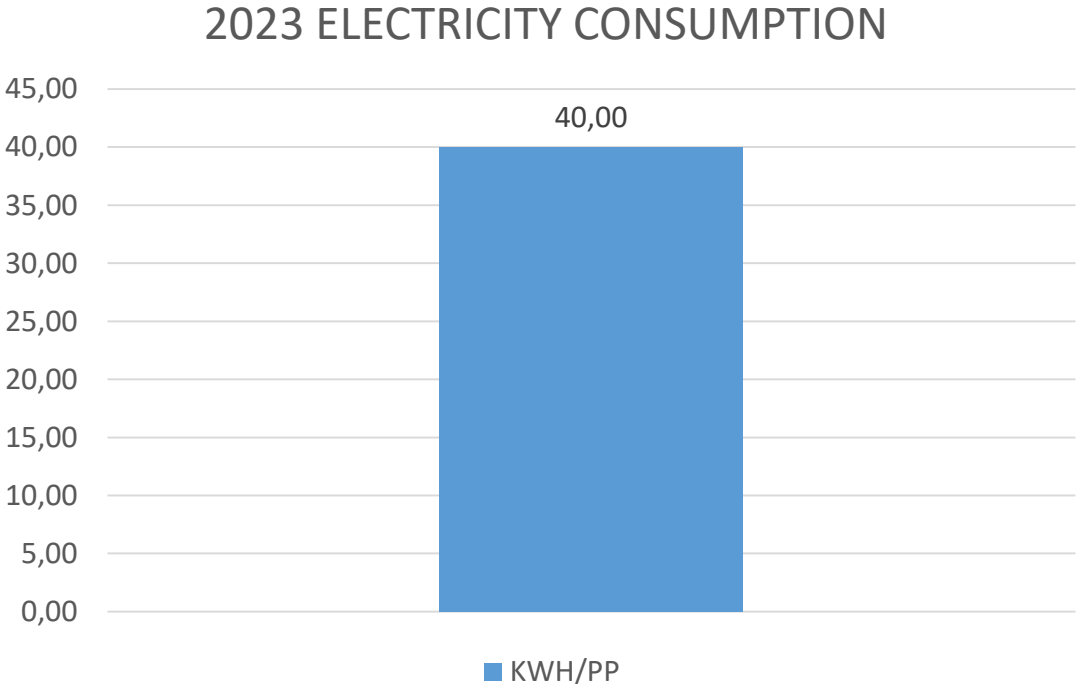
# QUALITY POLICY

## **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

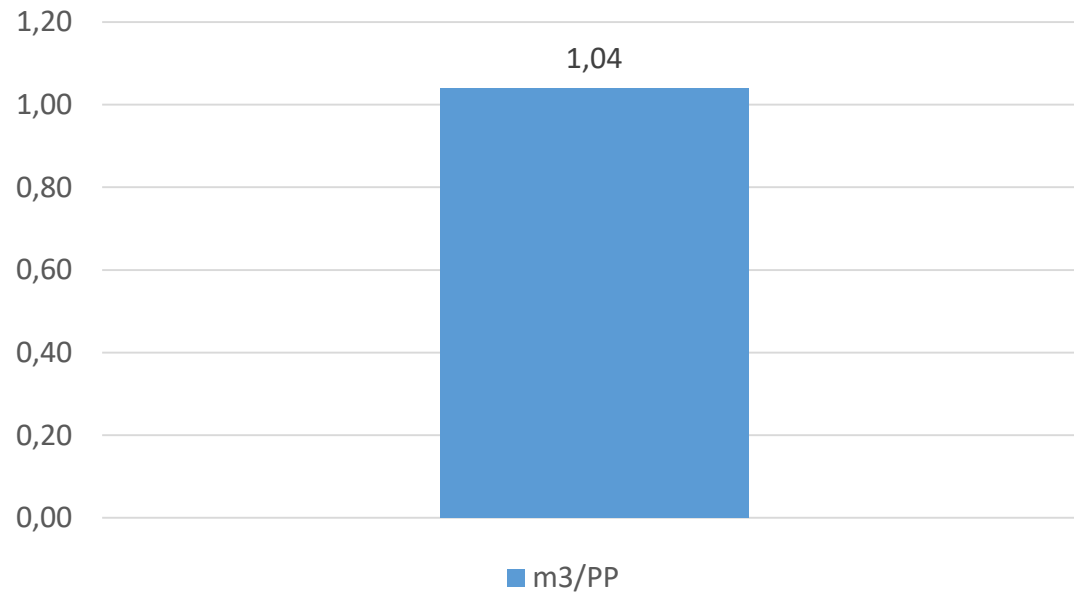


In 2023, Gold Island Hotel used 2.664.246 Kwh of electricity. The average daily electricity consumption per customer is 36,66 Kwh. This data covers the period January 2023 - December 2023. We are trying to keep our consumption under control by monitoring our consumption and taking saving measures.

# ENVIRONMENTAL MANAGEMENT

## WATER CONSUMPTION

2023 WATER CONSUMPTION

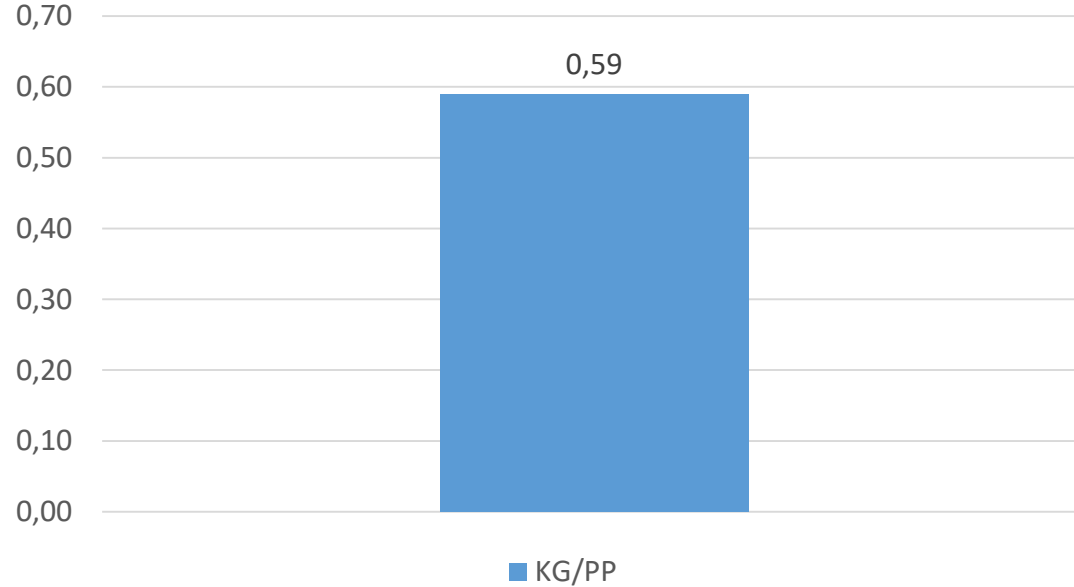


In 2023, Gold Island Hotel used 83,091 cubic meters of water. The average daily water consumption per customer is 1.04 cubic meters. This data covers the period January 2023 - December 2023. We are trying to keep our consumption under control by monitoring our consumption and taking saving measures.

# ENVIRONMENTAL MANAGEMENT

## LNG CONSUMPTION

### 2023 LNG CONSUMPTION

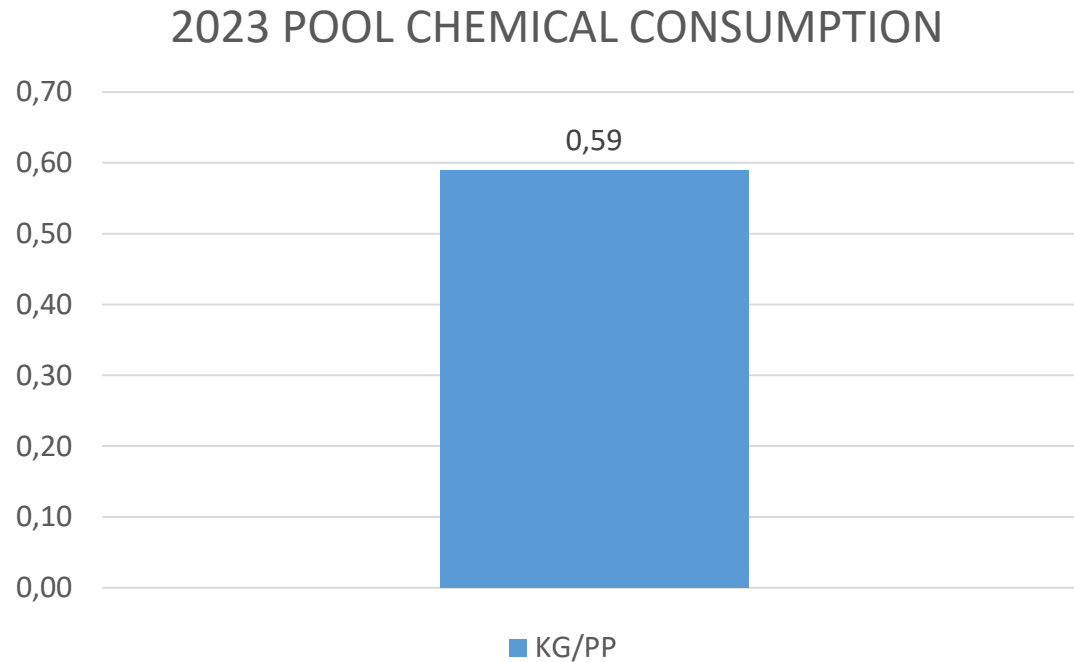


2023 yılında Gold Island Otel 47.184 kilogram Lng kullanılmıştır. Müşteri başına günlük Lng tüketim miktarı ortalama 0,59 kilogramdır. Bu veriler Ocak 2023 – Aralık 2023 tarihlerini kapsamaktadır. Tüketimlerimizi takip ederek, tasarruf önlemleri ile kullanımlarımızı kontrol altında tutmaya çalışıyoruz.



# ENVIRONMENTAL MANAGEMENT

## POOL CHEMICAL CONSUMPTION

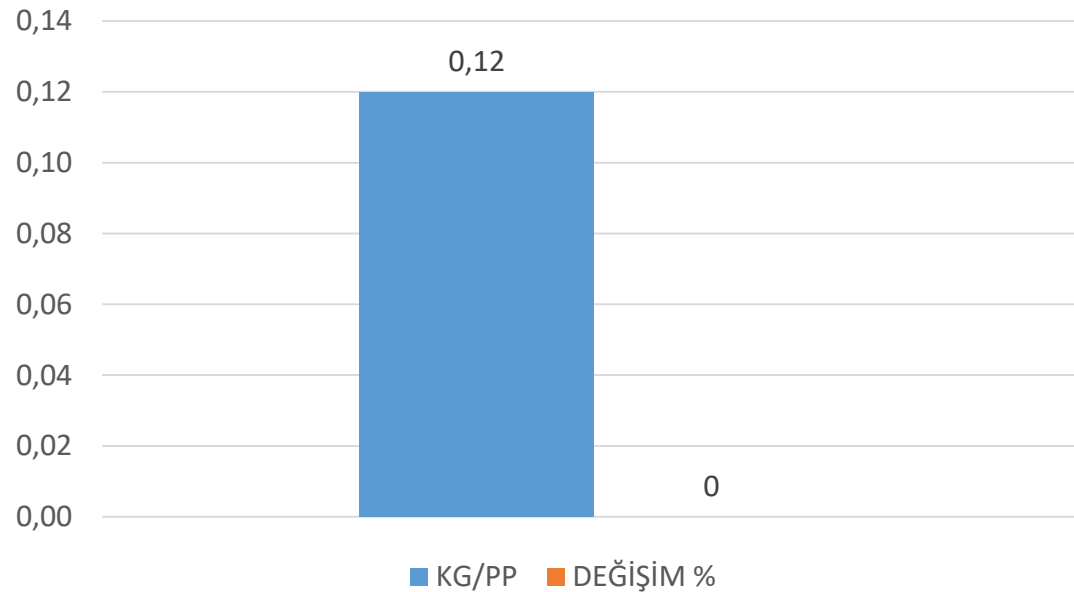


2023 yılında Gold Island Otel 44.807 kilogram havuz kimyasalı kullanmıştır. Müşteri başına günlük havuz kimyasalı tüketim miktarı ortalama 0,59 kilogramdır. Bu veriler Ocak 2023 – Aralık 2023 tarihlerini kapsamaktadır. Tüketimlerimizi takip ederek, tasarruf önlemleri ile kullanımlarımızı kontrol altında tutmaya çalışıyoruz.

# ENVIRONMENTAL MANAGEMENT

## CLEANING CHEMICAL CONSUMPTION

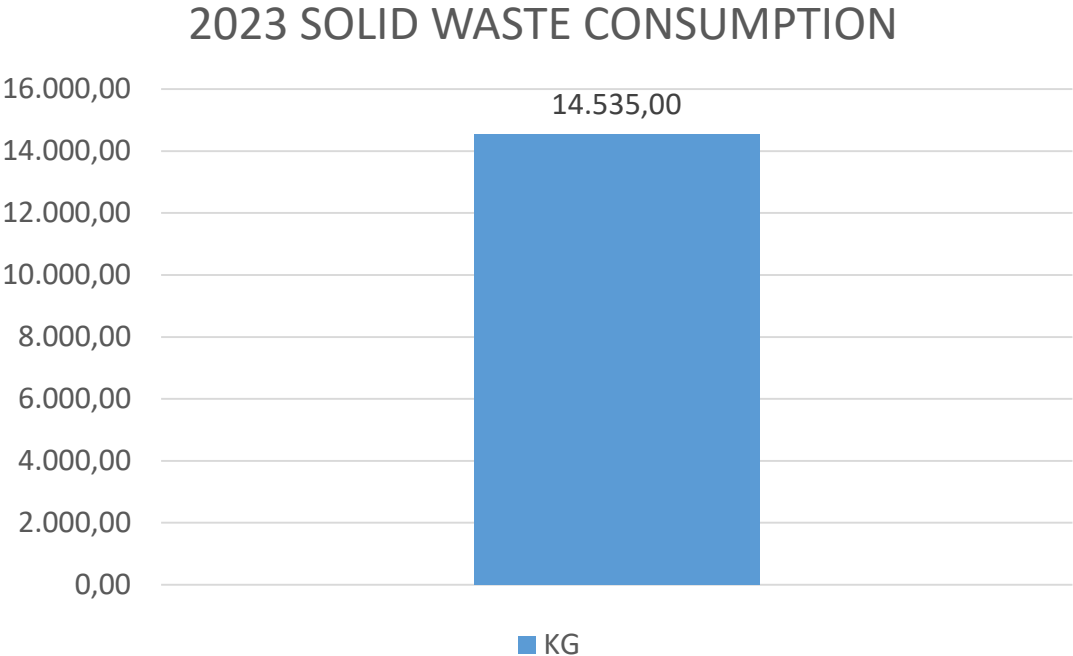
2023 CLEANING CHEMICAL CONSUMPTION



In 2023, Gold Island Hotel used 9,773 kilograms of cleaning chemicals. The average daily cleaning chemical consumption per customer is 0.12 kilograms. We try to keep our consumption under control by monitoring our consumption and taking savings measures.

# ENVIRONMENTAL MANAGEMENT

## SOLID WASTE CONSUMPTION



In 2023, Gold Island Hotel separated 2315 kilograms of plastic, 3690 kilograms of glass, 1750 kilograms of metal, and 6780 kilograms of paper. In this context, total solid waste consumption in 2023 is 14,535 kilograms. This data covers the period January 2023 - December 2023. We are trying to keep our consumption under control by monitoring our consumption and taking savings measures.

# EMPLOYEE RELATIONS MANAGEMENT

- When selecting our employees, we evaluate applications from every region of our country. We provide equal opportunities to everyone and adopt an approach against any discrimination.
- Personnel training plans are made to ensure that all employees receive training related to both their own fields of work and the sector, thus contributing to their career development.
- Each month, the employee of the month, the smiling face of the month and our colleagues who are mentioned the most in social media comments are awarded.
- Employee satisfaction surveys are conducted.
- With our contracted hospital contracts, our colleagues are provided with special discounts for themselves and their families.
- The aim is for the entire team to be together and have a good time with various organizations organized throughout the year.

# GUEST & LOCAL RELATIONS MANAGEMENT

- In 2023, as Gold Island Hotel, existing local relations were continued, annual dues were paid to all affiliated associations and organizations and participation was made in the meetings of these organizations.
- In 2023, as Gold Island Hotel, our relations with our existing suppliers continued healthily and our purchasing transactions were continued on the axis of an environmental approach. As a result of customer satisfaction measurements at Gold Island Hotel in 2023, it was determined that there was a 91% guest satisfaction rate in our hotel.

# LANDSCAPE & BIODIVERSITY STUDIES

- As Gold Island hotel, we have endemic, tropical and drought-resistant species in our garden. Maintenance and irrigation activities are carried out with the work of our landscape architect and team.
- In the event that Caretta Caretta eggs are laid on our beaches and nests are formed during the period when the babies reach the sea (May-September), protection is carried out.

# THANKS

- To obtain more detailed information about the Gold Island Hotel Sustainability Report and to submit your opinions and suggestions:

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