



Gold Hotels Sustainability Report

Gold City Hotel · Gold City Inn Hotel · Gold Island Selected Hotel
Alanya / Antalya

2025

REPORT STRUCTURE

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FROM THE MANAGEMENT

Foreword

Dear guests, business partners and colleagues;

At Gold Hotels we consider it among our fundamental principles to apply effectively the requirements of our Quality, Food Safety, Guest Satisfaction, Occupational Health and Safety and Environmental Management Systems, to adopt an approach of continual improvement and to act in compliance with legal requirements.

Our sustainability approach is built upon supporting the use of clean and renewable energy sources, increasing energy efficiency, reducing carbon emissions, using water resources efficiently and preventing the generation of waste and the wasting of resources. By considering together the expectations of our guests, the needs of the sector, our environmental responsibilities and the welfare of the local population, we aim to contribute to local development.

We regard sustainability as a holistic approach that is not limited to the protection of the environment alone, but that must be addressed in its economic, environmental and social dimensions. We attach importance to protecting the cultural and natural assets of the destinations in which we operate, to supporting the local population and to increasing local employment.

This sustainability report sets out the sustainability understanding of Gold Hotels, its



01

Our Hotels

Gold City Hotel · Gold City Inn Hotel · Gold Island Selected Hotel

SECTION 01

Gold City Hotel

Gold City Hotel is a 5-star hotel operating in the Alanya / Antalya region with a capacity of 122 rooms and 248 beds. The facility has several outdoor pools as well as an indoor pool unit.

122 rooms
5 Stars

248 beds
Year-round operation

SUSTAINABLE TOURISM AND ENVIRONMENTAL CERTIFICATES

- Zero Waste Certificate
- Blue Flag
- GSTC Sustainable Tourism Certificate (Stage 3)
- Travelife



SECTION 01

Gold City Inn Hotel

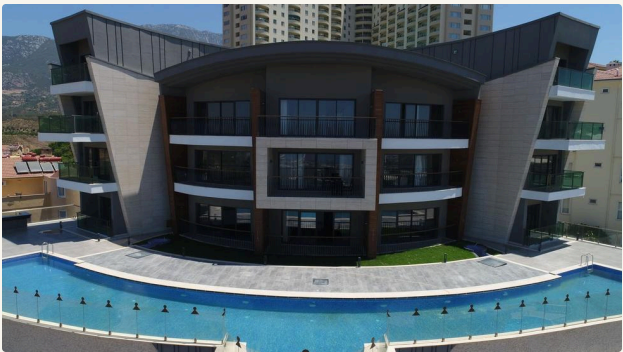
Gold City Inn Hotel is a 3-star hotel operating in the Alanya / Antalya region with a capacity of 50 rooms and 100 beds, and it serves guests from April to October.

50 rooms
3 Stars

100 beds
April – October season

SUSTAINABLE TOURISM AND ENVIRONMENTAL CERTIFICATES

- Zero Waste Certificate
- GSTC Sustainable Tourism Certificate (Stage 3)



SECTION 01

Gold Island Selected Hotel

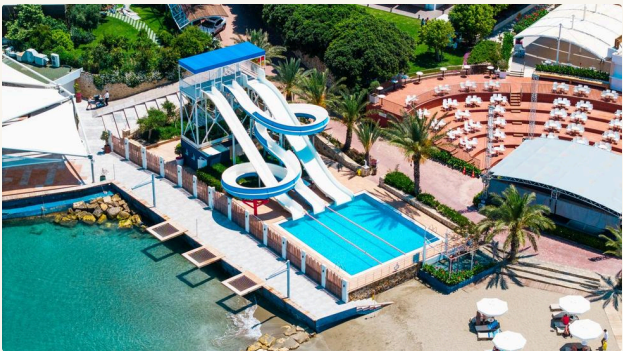
Gold Island Selected Hotel is a 5-star hotel operating in the Alanya / Antalya region with a capacity of 209 rooms and 418 beds.

209 rooms
5 Stars

418 beds
Year-round operation

SUSTAINABLE TOURISM AND ENVIRONMENTAL CERTIFICATES

- Zero Waste Certificate
- Blue Flag
- GSTC Sustainable Tourism Certificate (Stage 3)
- Travelife



02

Our Sustainability Approach

Our group, our facilities and our areas of operation.

SECTION 02

Gold Hotels

At **Gold City Hotel**, **Gold City Inn Hotel** and **Gold Island Selected Hotel** within the Gold Hotels group, services are successfully provided to domestic and international markets in accommodation, food production, food and beverage service and various sports, entertainment and social activity areas, with an experienced management team and a qualified service staff.

Our hotels operate in the **Alanya / Antalya** region.

- **Gold City Hotel** — a 5-star hotel with a capacity of 122 rooms and 248 beds. It has several outdoor pools as well as an indoor pool unit.
- **Gold City Inn Hotel** — a 3-star hotel with a capacity of 50 rooms and 100 beds.
- **Gold Island Selected Hotel** — a 5-star hotel with a capacity of 209 rooms and 418 beds.

Gold Hotels operates a sustainability management system that addresses environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management matters and that aims at continual improvement.



03

Our Policies

Our sustainability, child protection, human rights and business ethics, procurement, and environmental and social sustainability policies.

SECTION 03

Our Sustainability Policy

At Gold Hotels we consider it among our fundamental principles to apply effectively the requirements of our Quality, Food Safety, Guest Satisfaction, Occupational Health and Safety and Environmental Management Systems, to adopt an approach of continual improvement and to act in compliance with legal requirements.

We regard sustainability as a holistic approach that is not limited to the protection of the environment alone, but that must be addressed in its **economic, environmental and social** dimensions. We carry out our activities with the objective of conserving natural resources, supporting social welfare and leaving a more liveable world to future generations.

Our sustainability approach is built upon supporting the use of clean and renewable energy sources, increasing energy efficiency, reducing carbon emissions, using water resources efficiently and preventing the generation of waste and the wasting of resources.

In order to make this vision an inseparable part of our corporate culture, a holistic **“Environment and Sustainability Commitment”** covering environmental sustainability, human rights, animal welfare, local community participation and the protection of cultural heritage has been published.



Our Sustainability Commitments

- to increase resource efficiency and reduce our environmental impacts by managing energy and natural resource use effectively,
- to minimise the environmental impacts of the materials and products used, and to safeguard the protection of the natural environment and of biological diversity,
- to reduce greenhouse gas emissions and to improve our carbon footprint per person every year by measuring it regularly,
- to reduce the use of fossil fuels gradually and to support the transition to energy-efficient systems such as heat pumps,
- to contribute to the protection of the wildlife of the region, of the marine ecosystem and of natural habitats, above all of Caretta caretta,
- to protect the natural and cultural heritage of the destinations in which we operate and to introduce the cultural assets of Alanya to our guests,
- to provide high added value to the tourism sector by continuously improving the quality of the products and services we offer,
- to act in compliance with the relevant legal obligations and with national and international standards,
- to improve sustainability performance in our supply chain by working in cooperation with our suppliers,
- to provide the human resources, the technological infrastructure and the financial resources required to reach our sustainability targets, and to use these resources efficiently,
- to ensure equality and equality of opportunity without discrimination on grounds such as religion, sect, language, race, colour, gender, marital status, political opinion, age and physical disability,
- to give priority to the occupational health and safety of our employees and our stakeholders,
- to create positive and inclusive working environments that enable people of different beliefs, ideas and opinions to work together in mutual respect and harmony,
- to develop our relations with our employees on the basis of trust, mutual respect and ethical principles,
- to show no tolerance whatsoever towards bribery and corruption,
- to develop projects, or to support existing projects, that will contribute to the development of the regions in which our hotels are located and to raising the level of welfare of the community,
- to encourage our employees to take part voluntarily in social and community activities,
- to increase the employment of local people, to support local enterprises and to contribute to the economic and social empowerment of the local population,
- we undertake to monitor and evaluate our sustainability performance regularly and to improve it continually in line with measurable targets.

SECTION 03

Child Protection Policy

With expert teams that effectively apply the requirements of its Quality, Food Safety, Guest Satisfaction, Occupational Health and Safety and Environmental Management Systems and that have adopted an approach of continual improvement, Gold Hotels aims to be an organisation that makes a difference in the sector, taking legal requirements as its basis and protecting the interests of all its stakeholders.

Through our **Child Protection Policy and Procedure** it is our commitment to ensure, in our hotels and in the local community, that every child who comes into contact with staff or guests is protected from possible abuse, exploitation and institutional neglect, and that the dignity and the rights of every child are respected.

- Regular training is provided to our employees in order to raise awareness.
- Information is shared on what should be done in an adverse situation and on how it should be reported and notified.
- The age details of employees are kept on record; all activities are carried out in compliance with the relevant legislation.
- Information on the subject is given during induction training at the start of employment.



SECTION 03

Equality, Human Rights and Access

At Gold Hotels we attach importance to protecting the rights of our employees, our guests and our stakeholders and to **the prevention of harassment, abuse and discrimination**. All our activities are carried out in compliance with the relevant legislation, the age details of employees are kept on record and information on the subject is given during induction training at the start of employment.

- Labour rights are respected; a safe and secure working environment is provided.
- Employees are **never paid below the minimum wage**.
- Regular training, experience and opportunities for advancement are offered; compliance with international labour standards is observed.
- Training records showing the level and frequency of the training received are kept for all staff.
- Water, sanitation and hygiene facilities are provided for all employees within the facility.
- Employee satisfaction is monitored and an **employee grievance mechanism** is in place.

EMPLOYEE COMMITMENT AND CAREER DEVELOPMENT

In order to increase employee satisfaction and motivation, it is intended that a **staff night** be held at the end of the season and that environmental awareness and contribution to sustainability work be taken into account in the selection of the **employee of the month**.

In building administrative teams, priority is given to internal promotion and transfer opportunities, and career development opportunities are offered to employees who have been trained within the organisation and who have managerial potential.

EQUALITY OF OPPORTUNITY

Employment opportunities are provided to everyone who meets the requirements of the position without distinction of race, language or religion. The proportions of specially protected groups are monitored and such employees are employed in accordance with the legal ratios. No distinction whatsoever is made in internal promotions; employees whose performance is above the expected level are promoted to a higher position.

SECTION 03

Our Procurement Approach

A procurement policy that **gives priority to local suppliers** is applied. In order to support regional development, suppliers are chosen from the region where they meet the need and the requirements.

- When suppliers are selected, audits are carried out at the production sites and these audits are repeated at certain intervals.
- Priority is given to bulk purchasing in order to reduce packaging waste.
- Reusable and recyclable products are preferred.
- Economical and environmentally friendly products are given priority.
- The purchase of single-use goods is managed carefully; consumable reports are kept.
- Procurement is carried out in accordance with the procedures and in line with sustainability principles.

In 2025 our relations with our existing suppliers continued soundly.



Our Management Systems and Commitments

ENVIRONMENTAL SUSTAINABILITY

We undertake to apply the requirements set out under the **Joint Policy of the Quality, Environment, Food Safety, Occupational Health and Safety and Guest Satisfaction Management Systems**, the Environment and Sustainability Commitment and the Child Protection Policy, and to fulfil the specified conditions in full.

SOCIAL SUSTAINABILITY

Local employment, equality of opportunity and the empowerment of the local population are taken as a basis. In order to increase the employment rates of local residents, work is carried out in cooperation with universities, municipalities and İŞKUR (the Turkish Employment Agency).

PROTECTION OF NATURE AND CULTURAL HERITAGE

Protecting biodiversity, protecting wild animals and protecting and supporting cultural heritage are among our commitments. Contribution is made to the protection of sites of historical, archaeological, cultural and spiritual importance.

CUSTOMER SATISFACTION

Guest feedback is collected through an online survey system, analysed and reported monthly. Negative feedback, the actions taken and corrective activities are followed up.

04

Our Environmental Approach

Conservation of resources, reduction of pollution, waste and waste-water management and the control of hazardous substances.

SECTION 04

Our Environmental Approach

Environmentally sensitive and efficient procurement

In order to reduce the generation of waste in our hotels, in our procurement processes we attach importance to **keeping the consumption of single-use products under control**, to supporting bulk purchasing and to preferring reusable or recycled products.

Energy saving

We monitor and record our energy consumption regularly. Unnecessary lighting is switched off, unused devices are unplugged and saving practices in common areas are supported. The greater part of the energy requirement has begun to be met from renewable sources through the **solar power plant (GES) projects** established by the group.

Water saving

Monthly water consumption per person is monitored and reported. Water management risks are identified, targets for reducing consumption are set and the recycling of the water used is ensured. Automatic irrigation, flow adjustment, drip irrigation and the use of sensor taps are among our practices.



Reduction of pollution

All greenhouse gas emissions under our control are identified and calculated, and targets are set in order to minimise them. The carbon footprint is calculated by including electricity, water, fuels, waste, single-use products and foods with high emissions within the scope; the carbon footprint per person is monitored and managed.

Waste, Waste Water and Hazardous Substances

SOLID WASTE

Guests and staff are informed so that less food waste is generated; waste is disposed of by an approved facility and by the municipality. All waste is separated as **plastic, glass, metal and paper**. Correct separation is supported by placing images showing the types of waste on the recycling bins. Targets are set and monitored in order to minimise solid waste.

WASTE WATER

We attach importance to directing the waste water generated in our hotels to treatment systems approved by the relevant municipality and public authorities. In order to prevent the possible effects of waste water on the environment, the relevant legal requirements are complied with and the necessary controls are carried out.

HAZARDOUS SUBSTANCES

The use of hazardous substances, including pesticides, paints, pool disinfectants and cleaning materials, is monitored. The storage, use, transport and disposal of chemicals is managed as required by the Environmental Management System; an inventory of the chemicals used is kept and **MSDS** documents are maintained. Guests are informed that they should not enter the pool after using chemical products such as sun cream until these have been absorbed by the body.

TRANSPORT

Guests are given information about alternative (climate-friendly) transport options and are encouraged to use public transport. Options such as bicycle rental, car sharing and a shuttle service are offered. By preferring local suppliers, it is aimed to reduce the amount of carbon arising from transport.

Pollution arising from noise, light, surface run-off, erosion, ozone-depleting substances and air, water and soil pollutants is minimised. Potential sources of pollution have been identified in the **Environmental Risk Analysis** and are monitored. During the Caretta caretta nesting season, care is taken to reduce light pollution directed towards the shoreline and nesting areas are placed under protection.

05

Our Sustainable Management System

Our committee structure, legal compliance, stakeholder communication and certification status.

Sustainable Management System Committee

Within Gold Hotels, the processes within the scope of the Sustainable Tourism Certificate are carried out by the **Quality Department**. Committees have been established at hotel level and responsible managers have been designated.

RESPONSIBILITIES OF THE COMMITTEE

- Setting sustainability targets
- Monthly monitoring of resource use data, above all energy and water consumption
- Carrying out carbon footprint calculations

MONITORING AND REPORTING

- Evaluating progress towards the targets set
- Following up corrective activities
- Preparing the annual sustainability progress report

Legal compliance. Our hotels apply and follow all local, national and international legislation in force, including on health, safety, labour and environmental matters. The “External Document” list is monitored on a regular basis.

OUR STAKEHOLDER COMMUNICATION CHANNELS

Our employees	Internal and external training, daily departmental meetings, performance appraisals, employee of the month/year
Our guests	Online satisfaction surveys, social media, guest relations
Suppliers	Procurement specifications, audits, evaluation system
Local communities	Social projects, requests for information, activity reports
Public institutions	Meetings, requests for information, activity report
Universities and high schools	Internship programme, participation in conferences and meetings

Our Certification Status

CERTIFICATE	GOLD CITY	GOLD CITY INN	GOLD ISLAND SELECTED
Zero Waste Certificate	Yes	Yes	Yes
Blue Flag	Yes	–	Yes
GSTC (Stage 3)	Yes	Yes	Yes
Travelife	Yes	–	Yes

Our certification status in the field of sustainable tourism and environmental management is as shown above.

OUR SUSTAINABLE MANAGEMENT SYSTEM

The Sustainable Management System we have established is applied in all our areas of activity in order to ensure the continuity of our service quality and of our sustainability — the key to our success — and to improve them further every day.

The sustainable management system applied addresses environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management matters and aims at continual improvement.

The sustainable management system is reviewed by senior management at determined intervals and the necessary resources are provided.

06

Our Shared Practices

Working life, training, social responsibility, biodiversity, cultural assets and saving measures are carried out jointly at our three facilities.

SECTION 06

Our Working Life

At Gold Hotels we aim to be an environmentally sensitive organisation that values its employees, supports the protection of natural life, contributes to the development of the local population, seeks to offer employment opportunities to students and has adopted an understanding of sustainable tourism.

Our hotels **support local employment**; the overall employment rates of people resident in the region and their rates of holding management positions are measured. In building administrative teams, priority is given to internal promotion and transfer opportunities, and career development opportunities are offered to employees who have been trained within the organisation and who have knowledge, experience and managerial potential.

Our employees are provided with safe working areas of appropriate standard; they benefit from equal rights regardless of gender and ethnic origin. An open, transparent and fair approach to joint management has been adopted.

As the managements of Gold City Hotel and Gold City Inn Hotel are joint, the employee and training processes of both facilities are carried out together.



SECTION 06

Our Training

Regular training and information activities are carried out in order to keep the knowledge and awareness levels of employees up to date. Training records are kept by means of the **Training Attendance Form**; certificates and vocational qualification documents are retained by the Human Resources Department.

- Occupational Health and Safety (OHS)
- Fire
- Environment
- First aid
- Sustainability training
- Child protection and prevention of discrimination briefings
- Induction training (before starting work)



SECTION 06

Scenes from Our Training



Social Responsibility and Local Relations

SUPPORTING THE LOCAL POPULATION

Within the tourism opportunities offered to the local population, access to festivals, concerts and other activities is provided. Staff participation in the social responsibility and environmental events organised by Alanya Municipality is encouraged.

COOPERATION WITH EDUCATIONAL INSTITUTIONS

Work is carried out in cooperation with the vocational high schools, the university and other educational institutions in the region regarding the training and internships to be provided. Employment opportunities are created for students through the internship programme.

LOCAL ENTREPRENEURS

The development of sustainable products and services based on the nature, history and culture of the region is supported. Small businesses such as a hairdresser and a photographer operate within our hotels, and through these businesses local entrepreneurs are given the opportunity to carry out commercial activity.

ASSOCIATIONS, NGOS AND PUBLIC RELATIONS

Annual membership fees are paid to the associations and organisations to which we belong and participation in meetings is ensured. Work is carried out in cooperation with the non-governmental organisations in the region. Local people and stakeholders can convey their views, requests and complaints by telephone, by e-mail, through the contact form on the website or by applying to the facility in person.

SECTION 06

Biodiversity and Wildlife

In our hotels we attach importance to the protection of biological diversity and of natural habitats. In our activities we safeguard the protection of the natural ecosystem and aim to prevent impacts that could threaten wildlife and the habitats of living creatures.

We support the raising of environmental awareness by encouraging our guests to behave with respect for natural life; we attach importance to cooperation with the relevant organisations and non-governmental organisations operating in our region.

- Action is taken in compliance with the legislation in force on the protection of wildlife, and the disturbance of natural life is prevented.
- Wild animals are not acquired, bred or kept in captivity at our facilities.
- Regular checks are carried out in order to prevent the emergence of invasive species.
- Exotic and invasive species are avoided in landscaping.
- Our guests are given information about the endemic, tropical and drought-resistant plants and the endemic animal species in our gardens.



Caretta caretta — the nesting species of our region

SECTION 06

Regional Biodiversity — Alanya and Its Surroundings

Alanya and its surroundings, where our hotels are located, is home to the characteristic vegetation of the Mediterranean climate zone, to the rich habitat diversity created by the Taurus Mountains and to sea turtle nesting beaches of international importance.

The Alanya shoreline constitutes a nesting area for the endangered *Caretta caretta*. The beach is monitored throughout the nesting season; where a nest is detected, the area around the nest is placed under protection, an information sign is put up and the relevant authorities are notified.

The region has Turkish red pine forests and maquis communities, together with rich vegetation characteristic of the Mediterranean. The conservation of natural plant diversity is supported by including in our gardens plant species native to the region, such as strawberry tree, cornelian cherry, sage, oriental sweetgum, prickly pear, bay laurel, carob and myrtle.



Gold City Hotel and Gold Island Selected Hotel hold the **Blue Flag** award, meeting the criteria for coastal and bathing water quality and for environmental management.

SECTION 06

Examples of the Species of Our Region



Sea daffodil — *Pancratium maritimum*



Mediterranean monk seal — *Monachus monachus*



Dioscorides' arum — *Arum dioscoridis*



Spur-thighed tortoise — *Testudo graeca*



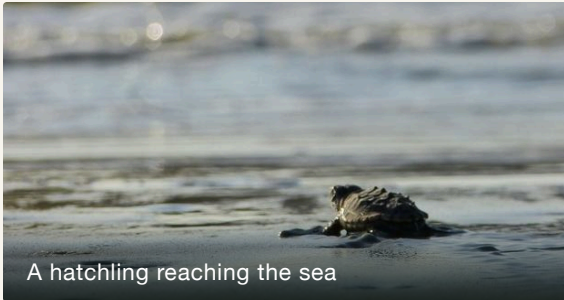
Giant fennel — *Ferula communis*



Green sea turtle — *Chelonia mydas*

SECTION 06

Examples of the Species in Our Gardens and on Our Beach



SECTION 06

Our Hotel Gardens and Our Wildlife Practices

Caretta caretta nests are monitored; where a nest is detected, the area around it is placed under protection, information signs are put up and guests are informed.

The species in our gardens are classified and recorded as endemic, tropical and drought-resistant; maintenance and irrigation activities are carried out by our landscape architect and the team.

GARDEN AREA	TREES	CARBON (TONNES)	ENDEMIC	TROPICAL	DROUGHT-RESISTANT
Gold City + Gold City Inn	4,511	30,223.7	9	10	25
Gold Island Selected	326	2,184.2	2	7	14

Visiting natural areas. Images encouraging visits to the natural areas in our region and promotional brochures are kept available in common areas. When these areas are visited, visitors should be aware of plant and animal diversity and should not engage in activities that harm natural life, such as picking flowers or hunting.



SECTION 06

Cultural Assets

Our hotels contribute to the protection and enhancement of local and regional properties, sites and traditions of historical, archaeological, cultural and spiritual importance. **Alanya**, where our hotels are located, is a long-established settlement bearing traces of the Hellenistic, Roman, Byzantine, Seljuk and Ottoman periods, which became an important port and winter capital during the reign of the Seljuk Sultan Alâeddin Keykubad I.

Our guests are informed and guided about visiting the historical and cultural assets of Alanya. The continuation of traditional and contemporary local culture is supported; regional crafts, designs and local dishes are given a place in suitable areas. Historical and archaeological artefacts are not exhibited in our hotels.

Traditional handicrafts such as **silk weaving, hand weaving, basketry and woodwork** are kept alive in the region; the production of **bananas, avocados and citrus fruit** forms part of the economic and cultural identity of the area.

Alanya Castle and the historical fabric around it are included in the UNESCO World Heritage Tentative List.



SECTION 06

Our Saving Measures

- Unnecessary lighting is switched off and unused electronic devices are unplugged.
- Information on energy saving is provided in guest and staff information areas, on the **info TVs** and in staff training.
- The greater part of the energy requirement has begun to be met from renewable sources through the **solar power plant (GES) projects** established by the group.
- The use of fossil fuels is being reduced gradually and the transition to energy-efficient systems such as **heat pumps** is supported.
- In water use there are practices of **automatic irrigation, flow adjustment, drip irrigation and sensor taps**.
- In procurement the consumption of single-use products is kept under control; bulk purchases and reusable / recycled products are preferred.
- All waste is separated as **plastic, glass, metal and paper**; images showing the types of waste are placed on the recycling bins.
- In landscaping, **drought-resistant species** suited to the climatic conditions of the region are preferred; exotic and invasive species are avoided.
- Energy and water consumption per person is monitored and reported monthly.



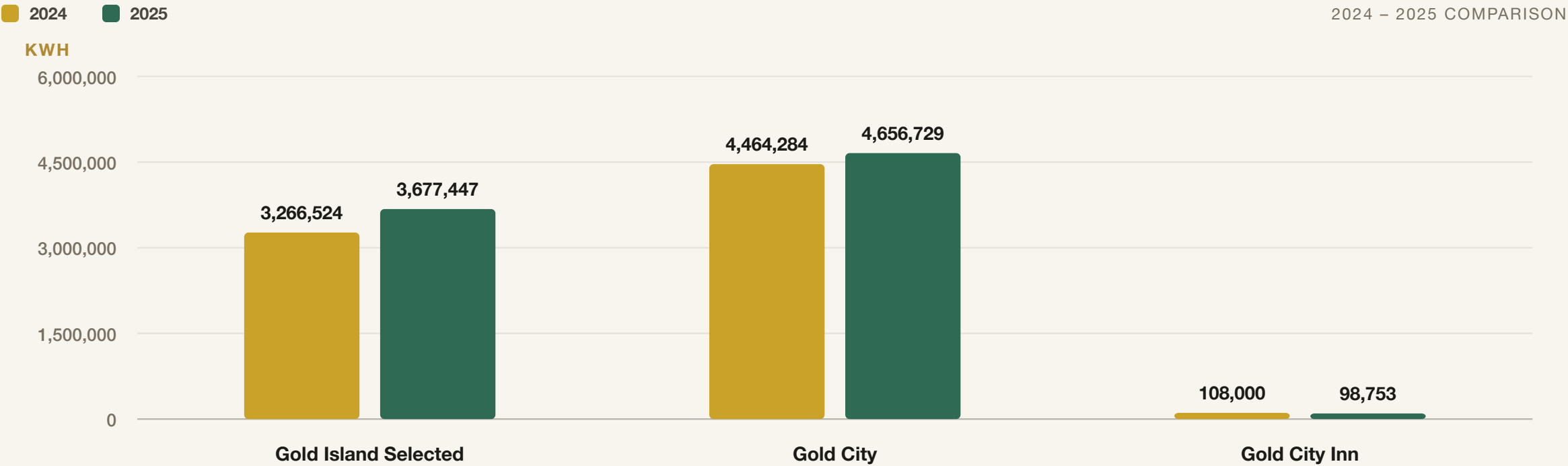
07

Our Use of Natural Resources

Electricity, water, LNG, solid waste and greenhouse gas emission data of our Gold City, Gold Island Selected and Gold City Inn hotels for 2024 and 2025.

SECTION 07

Electricity consumption (kWh)

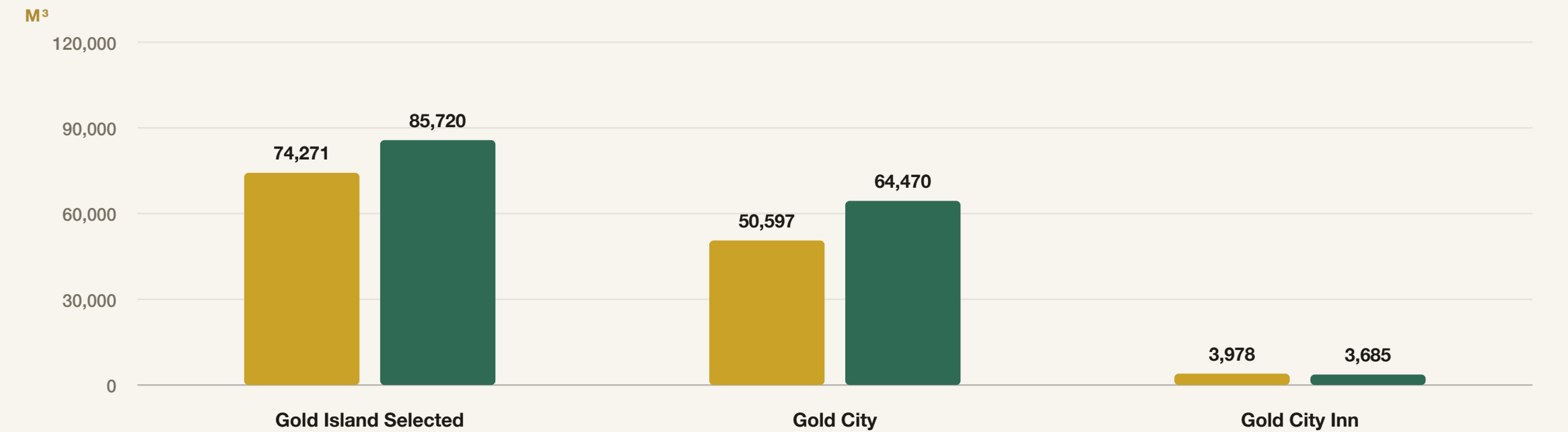


SECTION 07

Water consumption (m³)

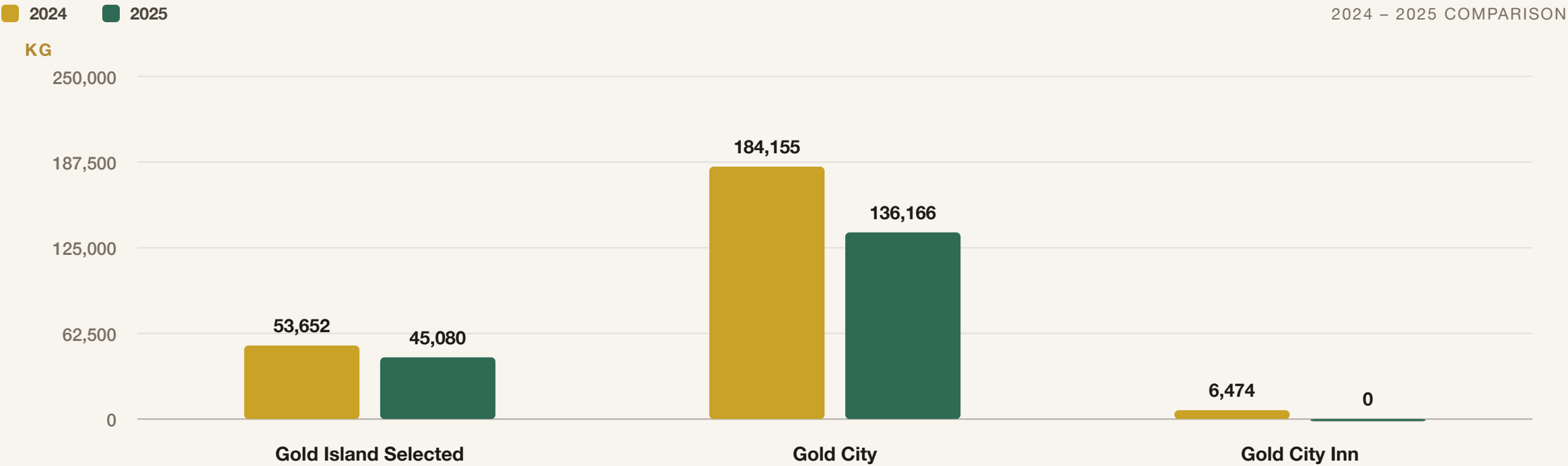
2024 2025

2024 – 2025 COMPARISON



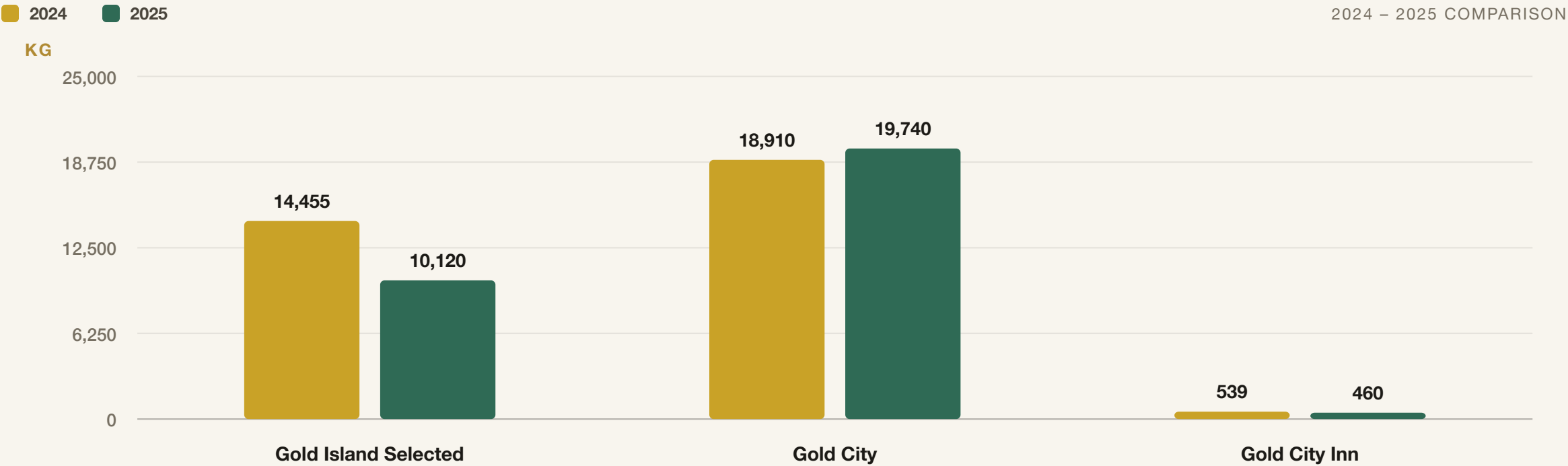
SECTION 07

LNG consumption (kg)



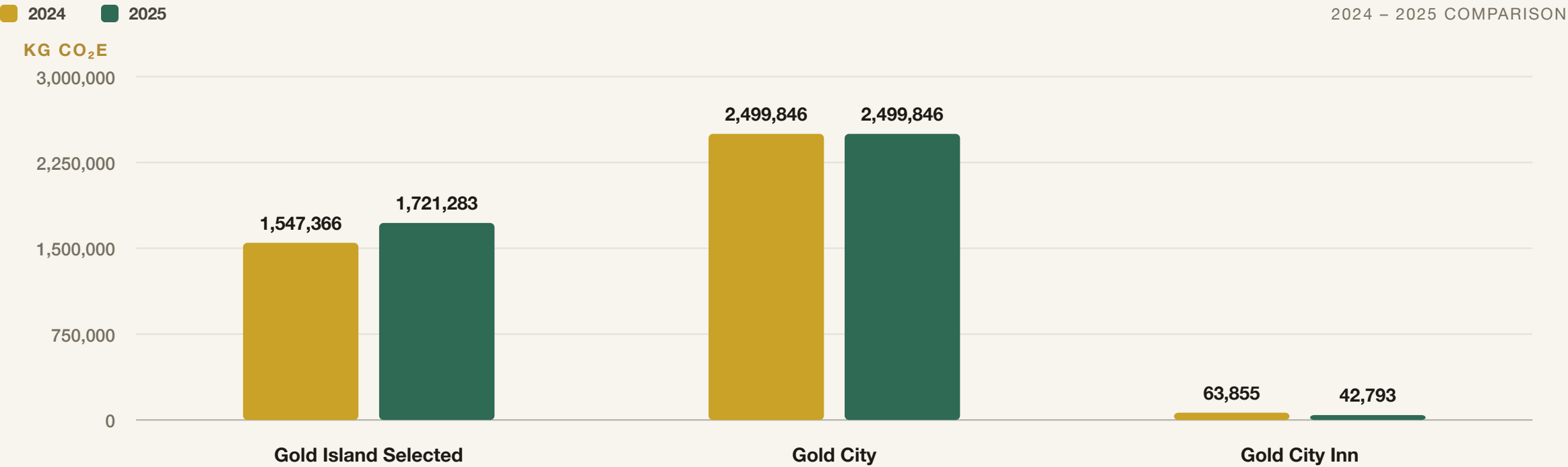
SECTION 07

Solid waste (paper·glass·plastic·metal) (kg)



SECTION 07

Greenhouse gas emissions (kg CO₂e)



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*2025 was a year completed with high efficiency,
in which our operational activities were
managed with the discipline of sustainability.*

GOLD HOTELS · QUALITY AND SUSTAINABILITY MANAGEMENT