

# GOLD ISLAND MONDO HOTEL SUSTAINABILITY REPORT

2021



goldisland mondo 

# 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

- GOLDISLAND MONDO 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

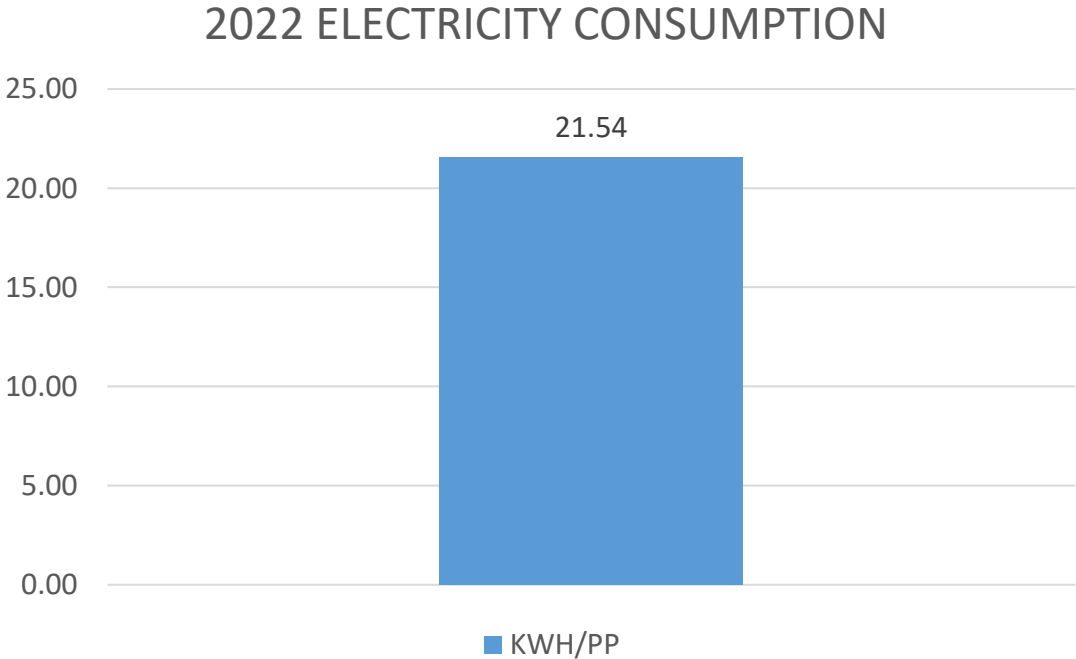
- **In order to provide the sustainability of environmental Management**
- Ensures proper disposal of waste and recycle in the highest level
- Contributes the carried out environmental projects to inherit livable environment for next generations
- Reduces waste by using raw materials, energy and natural 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.

# ENVIRONMENTAL MANAGEMENT

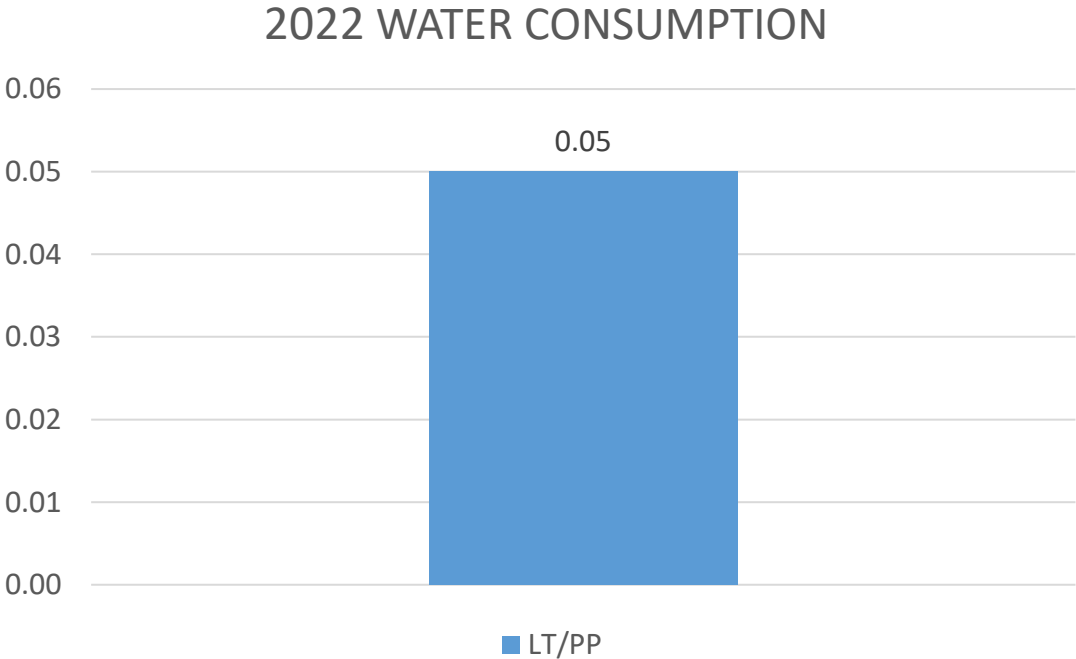
## ELECTRICTY CONSUMPTION



In 2022, as Gold Island Mondo Hotel, 910.763.08 Kwh electricity was used and 3.003.208.78 TL was paid. The average daily electricity consumption per guest is 21,54 Kwh. These data cover the dates January 2022 – December 2022. However, the target for the next year has been set as a 1% reduction.

# ENVIRONMENTAL MANAGEMENT

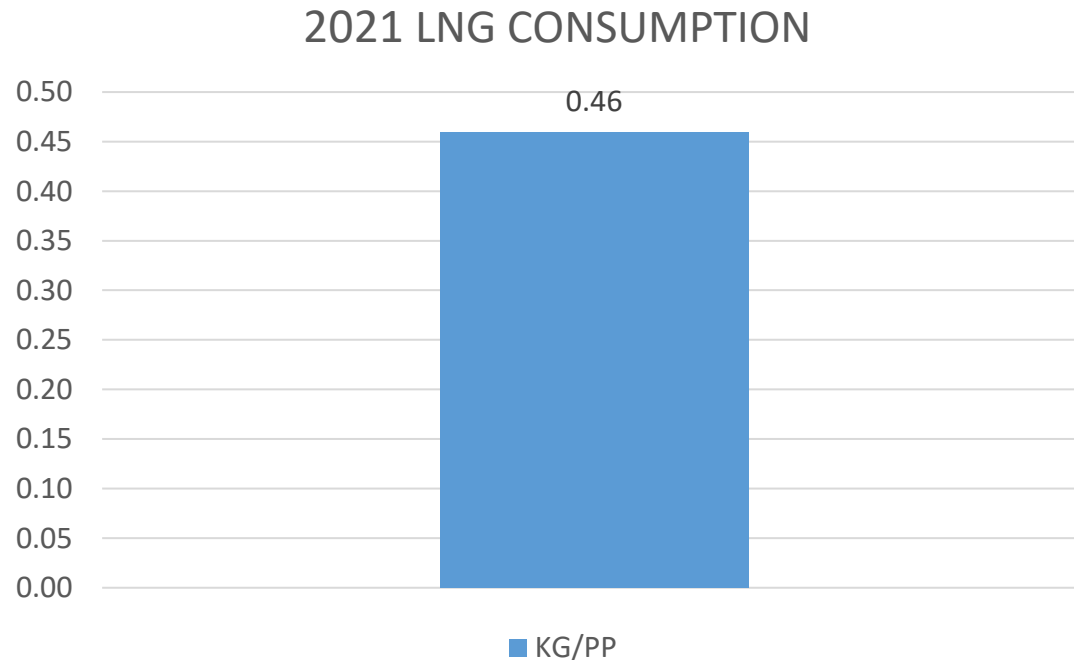
## WATER CONSUMPTION



In 2022, Gold Island Mondo Hotel used 92,960 liters and 200,557.69 TL was paid. The average daily water consumption per customer is 2.19 liters. These data cover the dates January 2022 – December 2022. However, the target for the next year has been set as a 1% reduction.

# ENVIRONMENTAL MANAGEMENT

## LNG CONSUMPTION

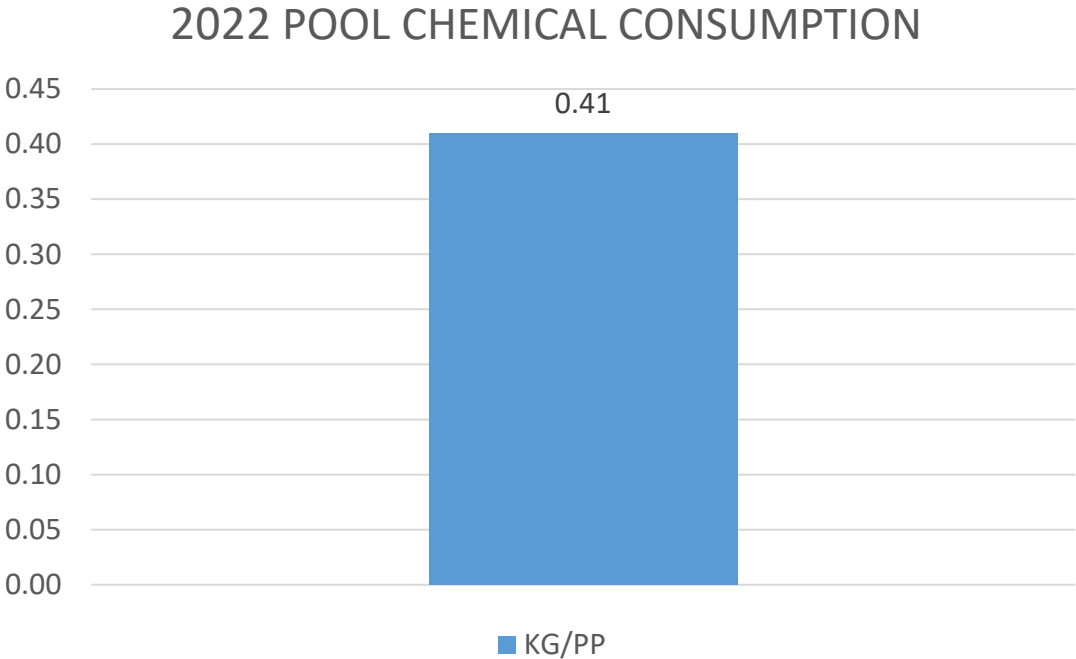


In 2022, Gold Island Mondo Hotel used 19.821.31 kilograms of Lng and paid 661,838.58 TL. The total Lng used in 2022 is 255,635.43 Kwh. The average daily Lng consumption per guest is 0,46 kilograms. These data cover the dates January 2022 – December 2022. However, the target for the next year has been set as a 1% reduction.



# ENVIRONMENTAL MANAGEMENT

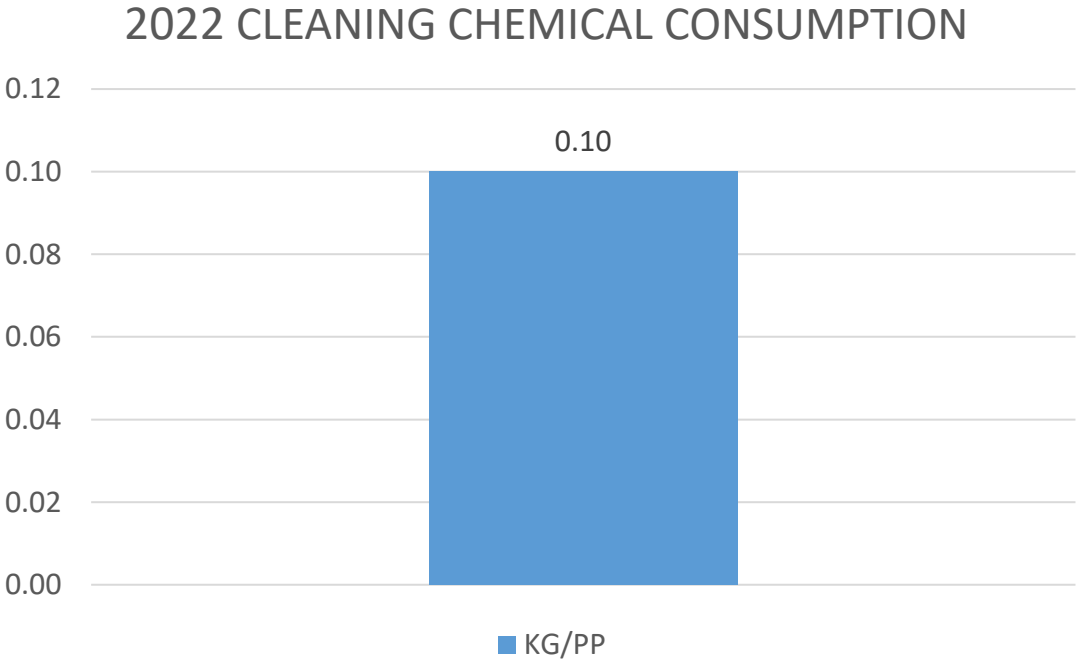
## POOL CHEMICAL CONSUMPTION



In 2022, Gold Island Mondo Hotel used 17,397.32 kilograms of pool chemicals and 118,906.95 TL was paid. The average daily consumption of pool chemicals per guest is 0,41 kilograms. These data cover the dates January 2022 – December 2022. However, the target for the next year has been set as a 1% reduction.

# ENVIRONMENTAL MANAGEMENT

## CLEANING CHEMICAL CONSUMPTION



In 2022, Gold Island Mondo Hotel used 4.294.37 kilograms of cleaning chemicals and 111,912.42 TL was paid. The average daily consumption of cleaning chemicals per guest is 0,10 kilograms. These data cover the dates January 2022 – December 2022. However, the target for the next year has been set as a 1% reduction.

# ENVIRONMENTAL MANAGEMENT

## SOLID WASTE AMOUNT



In 2022, Gold Island Hotel separated 1285 kilograms of plastic, 1670 kilograms of glass, 825 kilograms of metal, 2553 kilograms of paper and 1637 kilograms of composites. In this context, total solid waste consumption in 2022 is 7,970 kilograms. These data cover the dates January 2022 – December 2022. However, the target for the next year has been set as a 1% reduction.

# EMPLOYEE RELATIONS MANAGEMENT

- In 2022, the annual employee turnover rate at Gold Island Mondo Hotel was calculated as 11.88%. Our company employs an average of 20 personnel annually. The average number of personnel leaving during the year is 3.
- In 2022, in Gold Island Mondo Hotel, 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 15 units for the Housekeeping Department. 14 in-departments, 12 for the Landscape Department, 18 for the Technical Department, 12 for the Front Office Department and 15 for the Guest Relations Department, and a total of 8 trainings were given to all outsourced departments.

# GUEST AND LOCAL RELATIONS MANAGEMENT

- In 2022, existing local relations as Gold Hotels were continued, and annual dues were paid to all affiliated associations and organizations and participation in the meetings of these organizations was realized.
- In 2022, as Gold Hotels, our relations with our current suppliers continued in a healthy manner and there was no change.
- As a result of customer satisfaction measurements at Gold Island Mondo Hotel in 2022, it has been determined that our hotel has 94% satisfaction.