
MIRACLE RESORT HOTEL SUSTAINABILITY REPORT



MIRACLE RESORT HOTEL SUSTAINABILITY REPORT

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ABOUT THIS SUSTAINABILTY REPORT

Within this second report about sustainability, we have intended to share, environmental and social applications and our visionary goals as Miracle Resort Hotel

This report includes the data through 01.01.2014 - 01.01.2016

We are aiming to improve our sustainability practices throughout our stakeholder's opinions and suggestions. Therefore for any feedbacks our contact information is below:

Concerned person: İclal SOLAK/Miracle Hotels Quality Manager

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Muratpaşa/ANTALYA

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MESSAGE FROM OUR TOURISM COORDINATOR

MÖN Construction and Trade LLC have been developed on 05.02.1981 in Ankara. Our first hotel was built November 1st of 1996 in Ankara with 39 rooms accommodating 80 beds.

Aiming to develop and improve itself within tourism industry, our company has built a 696 room resort hotel in Antalya, with 1428 beds.

In year 2011 Kurtköy, İstanbul Miracle Residences was built; soon after in year 2013, we have added Miracle Hotel Asia in İstanbul and today we have more than 1000 employees working for us.

We are continuing to provide luxury service to millions of guests from all over the world.

Our mission is to apply all sustainability principles and be the leader in tourism industry with all our employees. We will keep our honest, professional and trustworthy behavior throughout our management systems.

Ahmet R. İLLEZ
Tourism Coordinator

OUR VISION, MISSION AND VALUES

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VISION

Be the leader in tourism industry with the help of all our trained employees and our stakeholder's opinions.

MISSION

Respecting the environmental & social values and make our guests feel special, improving ourselves and following the new trends.

VALUES

- Openness and transparency
- Professionalism
- Trustworthiness
- Justice
- Efficiency
- Team work
- Love and respect
- Environmental consciousness

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SUSTAINABILITY ROAD MAP

SUSTAINABILITY APPROACH

RESPECT

To be respected within this world, we need to respect our environment

Miracle Resort Hotel aims to control the consumption of water, electric, energy, chemicals and solid waste materials without disturbing the comfort of our guests.

We have also updated ourselves to minimize the usage of natural resources, decrease damaging our homeland earth, using less of the water resources and caring the air pollution.

Also as Miracle Resort Hotel we are improving our acts to be more social responsible.

OUR GOALS

- Improving the communication with our stakeholders

We are sharing all our data of improvements to share what we do and how we do

- Optimization while collecting the data

We are improving how we collect data and how we need to make it measurable

- The accreditation to the international standards

The ISO 14001 that was revised in 2015

- Workers' health and safety

Our mission is to improve ourselves to protect our employees and subcontractor's health and safety and minimize any possible accidents.



SUSTAINABILITY MANAGEMENT APPROACHES



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COMPLYING WITH THE LAW:

Our management works fully complied within the laws of international tourism.

CORPORATIONAL MANAGEMENT:

Our corporate works ethical, justice, professional and cares about sustainability matters.

INTERNATIONAL MANAGEMENT STANDARDS:

Other than working along with international laws, we provide international tourism standards.

- QUALITY MANAGEMENT ISO 9001:2008
- FOOD SAFETY MANAGEMENT ISO 22000:2005
- ENVIRONMENTAL MANAGEMENT ISO 14001:2009
- GUEST SATISFACTION ISO10002:2014
- WORKER'S HEALTH AND SAFETY OHSAS 18001:2007

SUPPLY CHAIN

Miracle Resort Hotel chooses to select local producers to minimize resource consumption and to improve the local business.

SUSTAINABLE PURCHASING

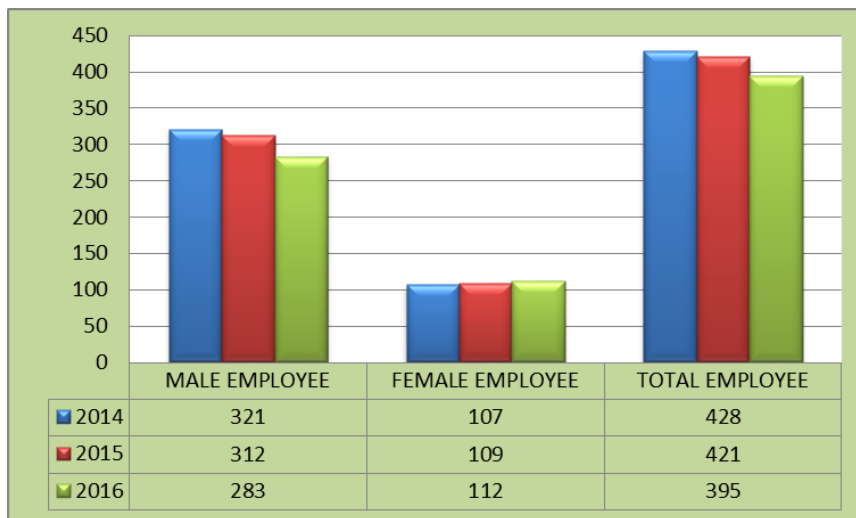
1. Unless we have to do so, we choose to use local brands instead of imports.
2. Selecting local brands instead of multinational brands.
3. We use A+++ low energy usage
4. We prefer sustainable or recycled materials when purchasing
5. We buy sustainably produced or recycled produced goods.
6. We buy mostly organic products.
7. We prefer minimized packaged goods
8. We choose low energy usage and low water usage products
9. Environmentally sustainable criterias are important
10. We email all our producers the necessities of our sustainable company procedures

OUR WORK LIFE

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We train and educate all our old or new employees to teach and emphasize the importance of sustainability, recycling through either from their direct supervisors or an outside company.

When we recruit we never discriminate religion, gender or nationality. You may see the chart below:



THE BENEFITS FOR OUR EMPLOYEES

USAGE OF LAUNDRY ROOM: All our employees get a clean uniform from our laundry room on a daily basis

EMPLOYEE DORMS: If an employee needs housing, we provide a dormitory for them.

PERSONNEL TRANSPORTATION SERVICES: We pick up every single employee from their houses and bring them to work. At the end of their shift we take them back to their houses with a private car service.

PERSONNEL CAFETERIA: We provide free meals 4 times a day and tea breaks 4 times a day.

DOCTORS OFFICE: We provide a 24 hour doctor and a nurse service for our employees. An employee can use this service during their shift and go to the hospital with our discounted offers.

PERSONNEL GALA DINNER: At the end of every year in December we organize a gala dinner and celebrate the 5 year or 10 year employment status.

PERSONNEL BIRTHDAY CELEBRATION: We celebrate every single employees birthday every month and give out a letter for each personnel.

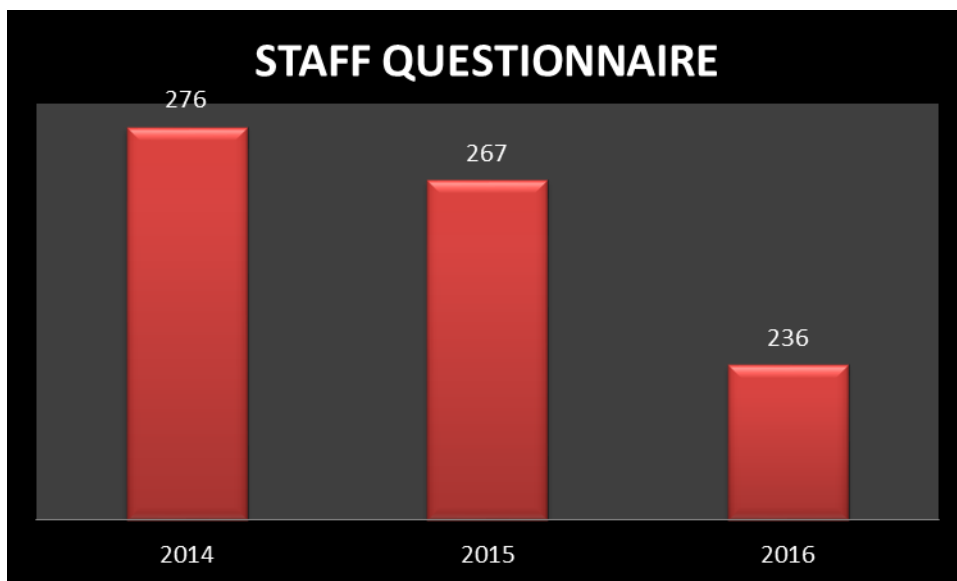
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PERSONNEL BBQ: During all ‘bayram’ celebrations we grill bbq for all our employees

PERSONNEL FOOD BOX HELP: Every once a year we provide a box of food and beverage supply for their houses to take their families.

PERSONNEL SURVEY: Every year in December the employees fill out a survey to comment about the management and the system. They may also give out recommendations about the hotel. The upper management takes all these into considerations and applies when necessary.

PERSONNELS PARTICIPATION: When the employees have any suggestions about the company’s performance, they may fill out a form to be received by the upper management.



COMMUNICATION WITH OUR STAKEHOLDERS

As Miracle Resort Hotels we are always aiming to share all our experiences with our stakeholders to receive their feedback so we can improve ourselves and be better for a sustainable work place.

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STAKEHOLDERS	MANAGEMENT OF COMMUNICATIONS	FREQUENCY OF COMMUNICATION
Employees	Face to face meetings	Always
	Recommendation forms	Always
	Surveys	Once a year
	Performance evaluation	Once a year
	Trainings	Within annual training program
	Employee Health and Safety	Once a month
Guests	Guest satisfaction survey	Always
	Call Center	Always
	E-mail	Always
	MICE	Couple of times a year
Suppliers	Supplier evaluation practices	Once a year
	Meetings	On demand
	E-mail	Always
Local Communities	Social projects	During the projects
	Environmental evaluation	Before the hotel was built
Governmental institutions	Meetings	Meetings
	Informational forms	Once a year (at least)
	Audits	Once a year (at least)
Industrial institutions	Meetings	Always
	Seminars and Fairs	Couple of times a year
University	Conference attendance	When organized
Media	Interviews	On demand
	Media Bulletins	On demand

OUR SUSTAINABILITY PRACTICES

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OUR ENVIRONMENTAL APPROACHES

RECYCLE & SUSTAINABLE ENERGY

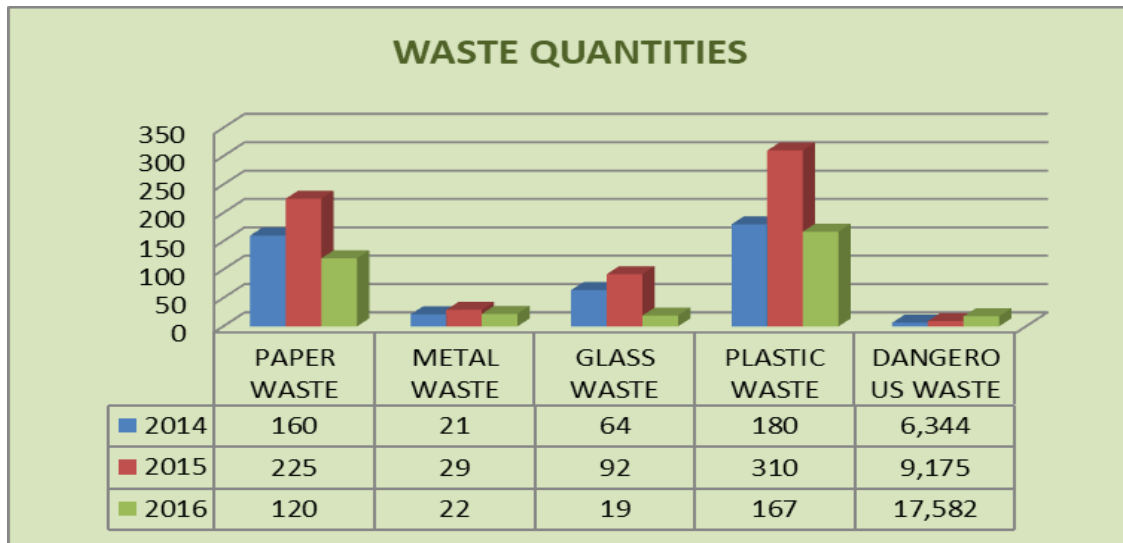
In our hotels, all the recyclable materials are separated. We are always proud to share these numbers with you.

- We have recycled 160 tons of paper in 2014. Due to this procedure, when you recycle 1 ton of paper you save 16 matured pine trees and 85 square meters of forest land is now safe.
- We have also recycled 21 tons of metal products in 2014. When you recycle 1 ton of metal 1300 kg of raw materials are saved.
- We also recycled 64 tons of glassware in 2014. The world saves 315 kg of carbon dioxide gases per 1 ton of glass recycled.
- We recycled 180 tons of plastic materials in 2014. You can save 14000 KWH of energy per 1 ton of recycled plastics.
- We have delivered 6,344 tons of dangerous chemicals to the professional collection companies and prevented these materials to damage the nature in 2014.

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- In 2015 we recycled 225 tons of paper materials.
 - In 2015 we recycled 29 tons of metal products.
 - In 2015 we recycled 92 tons of glassware.
 - In 2015 we recycled 310 tons of plastic materials.
 - We have delivered 9,175 tons of dangerous chemicals to the professional collection companies and prevented these materials to damage the nature in 2015.

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- In 2016 we recycled 120 tons of paper materials.
 - In 2016 we recycled 22 tons of metal products.
 - In 2016 we recycled 19 tons of glassware.
 - In 2016 we recycled 167 tons of plastic materials.
 - We have delivered 17,582 tons of dangerous chemicals to the professional collection companies and prevented these materials to damage the nature in 2016.

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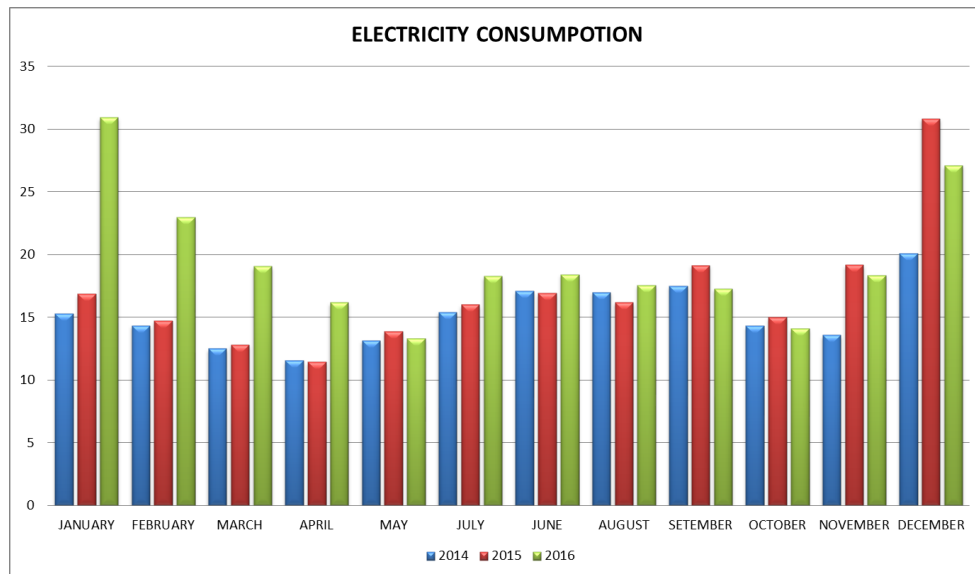


- Our employees collect all the medical wastes, injections, empty boxes of medications in a way not to damage the environment as well as the guests.
- We carry an empty battery waste box in many different areas inside the hotel for them to waste the emptied batteries.
- We also carry tens of recycle garbage cans for paper products, metals, plastics and glassware inside the hotel.

CONSUMPTION OF RESOURCES

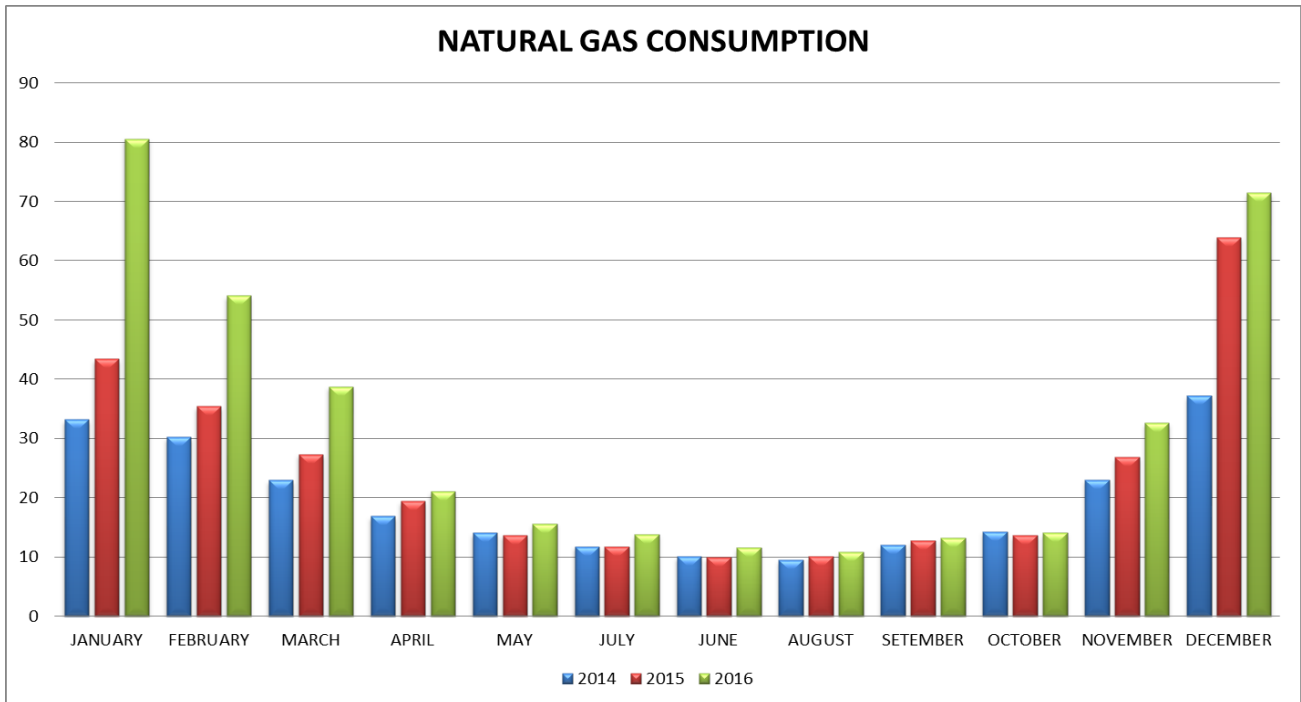
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When we have renovated all our rooms in 2015-2016 we have used LED lighting systems and we will find out the change in energy savings in years 2017-2018. For the years 2014,2015 and 2016; the consumptions can be found down below.

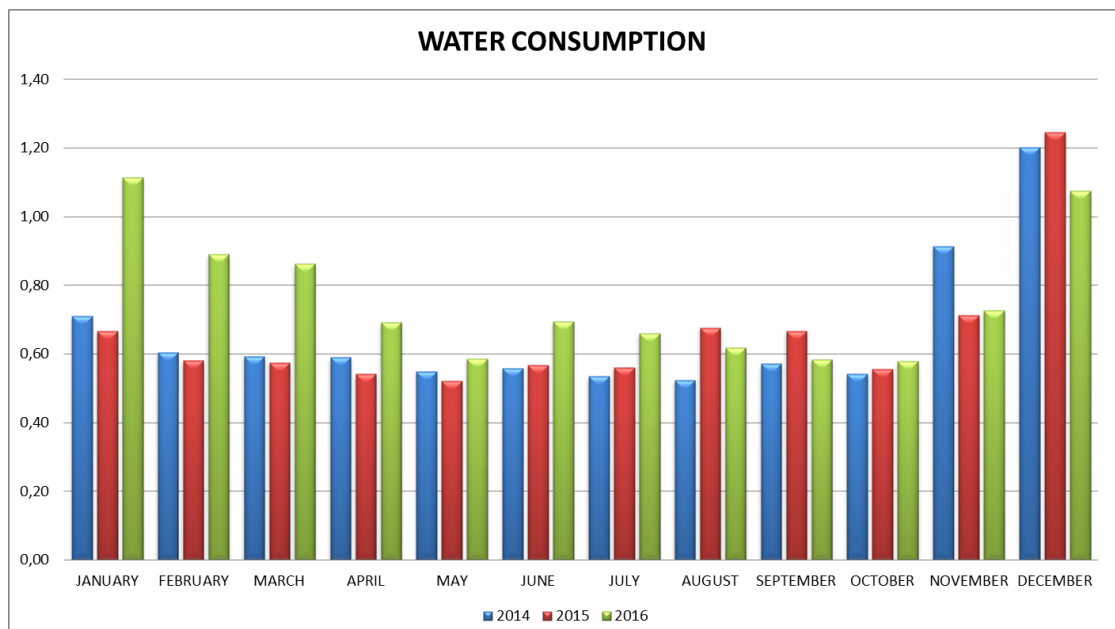


- In our hotel rooms, when the balcony doors are opened, the A/C units shut themselves off automatically.
- When the guests leave the room, the electric resources are also shut automatically.
- Within the entire hotels we use % 95 of compact LED Fluorescent lighting systems.
- In all our rooms we have used double glass insulated windows for energy consumption.
- In all the rooms the minibars are located in the coolest area of the rooms and they are energy efficient fridges.
- In our saunas we are using an energy minimizing time control panel.
- The outside lighting systems are on a timer so we can adjust the on and off timings according to dusk and dawn changes.
- We can also lower the energy consumption of our heating pumps, hydropower pumps and main central A/C units via frequency invertors.

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Miracle Resort Hotel also owns heating solar panels for our hot water systems. This helps us to lower the energy cost almost up to 60 tons of lower natural gas.



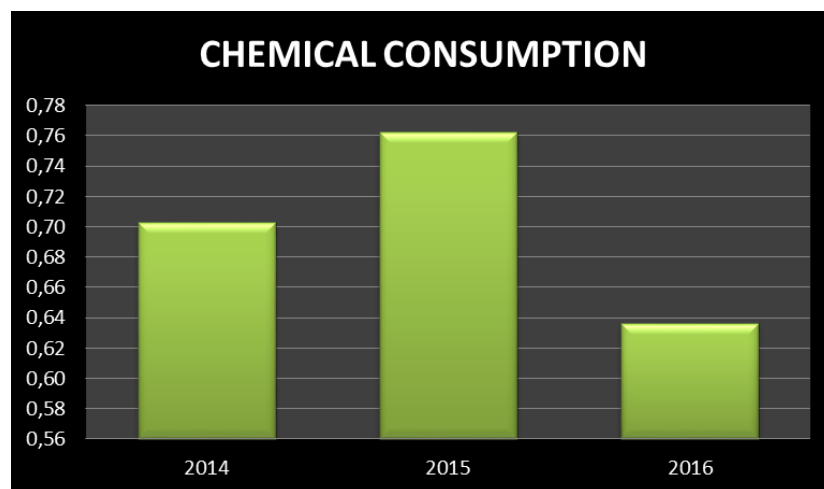
- In all our rooms the housekeeping changes the towels on demand and we let the guests know about this situation in advance. If the guest does not response we change the towels every two days.
- The minibars in all the rooms are located in the coolest area where there is not too much sun light.
- In the bathrooms we used low flow sink systems to save water. (5lt/min)

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- The bathroom latrines use only 6 lt of water when flushed for low water consumption.
- In general public area restrooms we also use an automated photocell flushing system.
- The green area watering systems are also time controlled and dripping method is used for lower consumption.

CHEMICAL CONSUMPTION

We give lessons and training sessions to make sure our employees use the right amount of chemicals when cleaning the areas. Not only our chemicals are environmentally safe, our machinery is also limiting the usage level for not wasting the required amount of chemical. For the years 2013,2014,2015 the consumptions are down below:



ELECTRICAL CONSUMPTION ANALYSIS

In year 2015 we have aimed to lower the power consumption by %1 but this goal was missed by %0, 09. However the consumption per person was lowered in a successful way with a decrease of %1, 44.

In year 2016 due to the extreme low amount of occupancy rates, the costs were high around %3, 36 and per person consumption of %16 were figured. However the problems in the general hotel industry and the low number of stay overs were the big cause of it.

In 2017 we have aimed of %7 energy consumption and seems like this goal will be reached.

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NATURAL GAS CONSUMPTION ANALYSIS

In 2015 due to the renovation period, the goal of %1 could not be reached and missed by %4. Also per person consumption was aimed to be lowered %1 and missed by %3.

In 2016 the tourism industry had big issues and problems therefore the occupancy was extremely low. When the aimed consumption was %1, we missed it by %0,44. The per person aim was also high by %32 due to low amount of guests.

In 2017 the industry was back to normal standards and we have lowered the consumptions by %16 and saved a great amount.

WATER CONSUMPTION ANALYSIS

In 2015 until November the accommodation rate was higher so according to years 2016 and 2017 the consumption was high. Only in 2017 the main pool had to be emptied and filled up back again, therefore the water consumption was extremely high.

PROTECTING THE BIO VARIETIES

We are aware that being a global minded brand, we can be a role model for all guests from around the world. We are also hoping to get them involved in our sustainability efforts.

- Caretta Caretta

Antalya sea shore is famous for Caretta Caretta nesting season. Between May 1 through October 1, we protect all the shores and work hand in hand to make sure the guests are also aware of this beautiful event.

ENDEMIC PLANTATIONS

- Pancratium Maritimum

Owned by Amaryllidaceae familia these plants are grown in sandy areas with an onion shaped body. You may find them in all Mediterranean sides as well as south side of the Black Sea region. This specious is now endangered and its strictly prohibited to take them out of the country

It grows naturally on our hotel's shores. There are signs for you to experience them and be aware to protect these plants.

- Also in our hotel we grow some endemic other plants

ENDEMICs:		SAYI
Cinamonum comphora	Cinnamon	1

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Cytisus praecox	Yellow raceme	20
Draceana draco	Dragon tree	3
Iris	Iris	30
Schinus terebinthifolius	Black pepper tree	4
Salvia	Sage tree	20
Thymus spp	Wild thyme	50

HOMELESS ANIMAL FRIENDS OF OURS

- The cat house

Our hotel has a cat house for the cats that are living in the area. Periodically these cats are taken care of by veterinarians and get their shots made. They are also fed by professional cat food twice a day so the guests do not have to feed them.

OUR OTHER PRACTICES

- We ask our guests to bring used or unwanted books, magazines or newspapers to the reading area and not to put them in the trash. They may also find different other books or magazines that they may like to read.
- We recommend all our guests to use public transportation and give them directions of how and where to get on and off.
- We would like to be aware of the local economy and we select 95 % of our produces from the local producers.
- All our dump water are connected to a purification facility to save the environment.
- Miracle Resort Hotel uses e mails, e brochures, e newsletters, e cards, etc.. to lower the paper usage.
- For the social projects, we as the employees do a major seasonal general area cleaning to help our environment look much better twice a year before season and after.
- Within our hotels we use fire extinguishers that do not carry Chlorofluorocarbon gas (dangerous for the ozone layer) as well as the cold walk in coolers are the same.

CONTRIBUTIONS TO THE COMMUNITY

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Social Responsibilities

- During ‘Ramazan’ month we give a food box for our employees to take their families
- We helped nursing homes with food and beverages
- We helped LÖSEV with gala dinners at our hotel
- We helped Van earthquake injured societies
- We helped Turkish Education Institute
- We helped History and Cultural Department of Antalya
- We helped ÇEVKO (Environment Protection Center)
- We buy tickets for theatre of handicapped society called Umuttur Mavi Kanat
- We helped the TV channel TRT children festival
- We helped Antalya Düdenbaşı nursing home
- We provide uniforms and materials to Antalya Anadolu Hotel and Tourism High School
- We helped Antalya Lord Advocate project named ‘Uçurtmayı Vurmasınlar’
- We helped Turkish Army Mehmetçik Foundation
- We helped Hakkı Tatoğlu Primary School with clothing and school materials
- We helped Piri Reis Primary School with eco school project.

OUR AWARDS & CERTIFICATIONS

- | | |
|--------------------|-------------------------------|
| • ISO 9001:2008 | 2010-2017 |
| • ISO 22000:2005 | 2010-2017 |
| • ISO 14001:2009 | 2010-2017 |
| • OHSAS 18001:2007 | 2010-2017 |
| • ISO10002:2014 | 2011-2017 |
| • Blue Flag | 2005-2015 |
| • Travelife Gold | 2011/2012/2013/2015/2016/2017 |
| • Green Star | 2014/2015/2016/2017 |