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*2017-2018*

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

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*2017-2018*

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

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**CONTENTS**

1. ABOUT THIS REPORT
2. MESSAGE FROM OUR GENERAL MANAGER
3. ABOUT MIRACLE RESORT HOTEL
4. OUR VISION, MISSION AND VALUES
5. OUR SUSTAINABILITY ROAD MAP
6. OUR SUSTAINABILITY APPROACH
7. OUR SUSTAINABILITY MANAGEMENT PRACTICES
8. COMMUNICATION WITH OUR STAKEHOLDERS
9. OUR SUSTAINABILITY PRACTICES
10. RECYCLING & SUSTAINABLE ENERGY
11. CONSUMPTION OF NATURAL RESOURCES
12. CONSUMPTION OF CHEMICALS
13. PROTECTING THE BIO VARIETY
14. OUR OTHER APPLICATIONS
15. OUR GOALS
16. OUR SOCIAL PROJECTS
17. OUR CERTIFICATIONS & AWARDS

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**2017-2018**

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

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**ABOUT THIS SUSTAINABILITY REPORT**

In the second publication of our sustainability report, Miracle Resort Hotel wants to share the undertaken environmental and social activities and our future goals related to these issues.

This report includes the data through 01.01.2017 - 01.01.2018

We aim to continuously improve our sustainability-related activities with the views and suggestions of our esteemed stakeholders. The contact information for any feedback is provided below.

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Muratpaşa/ANTALYA

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**2017-2018**

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

---

**MESSAGE FROM OUR GENERAL MANAGER**

MÖN Construction and Trade Ltd. Sti. has been established in Ankara on February 5, 1981, dealing with construction projects in our country.

Our first hotel, Class Hotel in Ankara, Bestekar Street No: 64 Kavaklıdere, opened its doors on November 1, 1996 with 39 rooms and 80 bed capacity.

Our company also aimed to grow in the field of tourism. On April 1, 2005 Miracle Resort Hotel in Antalya Lara Tourism Center with a capacity of 696 rooms and 1428 beds has been added to the Turkish Tourism portfolio. The number of employees working in this hotel is close to 1000.

In 2011, our company established itself in the real estate sector with its first residential complex, Miracle Residence, in Istanbul -Kurtköy.

In 2013 Istanbul Miracle Asia followed as a further investment in overnight accommodation sector and our company become nowadays a leading name in tourism.

Today we host people not only from Turkey but from countries all over the world in our hotels. Guest satisfaction is our most priority thus we provide services on highest level and aimed at exceeding.

Miracle Resort Hotel's mission is to be a leader role in tourism by adding life values by applying sustainable tourism principles and with participation of all our employees and our prospective customers.

With our open minded, transparent management style, professionalism and seriousness, we will continue to serve in an honest, hardworking and reliable manner.

Ahmet R. İLLEZ  
General Manager

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*2017-2018*

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

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**OUR VISION, MISSION AND VALUES**

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**MIRACLE HOTELS VISION**

To be a leader in tourism with the participation of all our employees by adding value and applying sustainable tourism principles.

**MIRACLE HOTELS MISSION**

Considering and respect to environmental and social values to provide guests with services they feel sensitive about and to constantly improve ourselves and following innovations.

**VALUES**

- Clarity and Transparency
- Professionalism
- Reliability
- Justice
- Efficiency
- Teamwork,
- Love and respect
- Environmental awareness

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**2017-2018**

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

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**SUSTAINABILITY ROAD MAP**

**SUSTAINABILITY APPROACH**

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**RESPECT**

To be respected in the world we pay respect to the environment and the world....

Miracle Resort Hotel aims to reduce the consumption amount of water, electricity, energy, chemical and solid waste and to minimize the harm to the environment and natural resources without compromising the comfort of its guests.

The measures taken in the context of sustainable tourism have reduced the use of natural resources and improved processes to minimize, and if possible to avoid damage to, soil, water and air.

Additionally, we - the Miracle Resort Hotel, carries out many activities in order to provide social benefits. We will continue to carry out our activities in order to take over social responsibility and adding value.

**OUR GOALS**

- Improving intern and extern communication with stakeholders
  - Developing methods for more effective sharing of our sustainability efforts to stakeholders
- Optimization of data collection processes
  - To review the resources used in data collection and to carry out studies to establish our targets in order to achieve more effective results.
- Compliance with updated international standards
  - Compliance with ISO 45001 standards published in 2018
  - Compliance with ISO 22000 standards revised in 2018
- Occupational Health and Safety
  - Ensuring that all occupational safety requirements of our employees and subcontractors are properly ensured

**OUR SUSTAINABLE MANAGEMENT APPLICATIONS**

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2017-2018

# **MIRACLE RESORT HOTEL SUSTAINABILITY REPORT**

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## **COMPLIANCE WITH THE LAW**

Our facility works in compliance with national and international laws.



## **CORPORATE MANAGEMENT STYLE**

Our facility refers to the corporate management principles as openness, transparency, professionalism, reliability and fairness in accordance to the principles of sustainability.

## **INTERNATIONAL MANAGEMENT STANDARDS**

Apart from working in compliance with local legal regulations our facility serves also in international standards.

The standards applied are as follows:

- |   |                                |                  |
|---|--------------------------------|------------------|
| • | QUALITY MANAGEMENT             | ISO 9001:2015    |
| • | FOOD SAFETY MANAGEMENT         | ISO 22000:2005   |
| • | ENVIRONMENTAL MANAGEMENT       | ISO 14001:2015   |
| • | CUSTOMER SATISFACTION          | ISO 10002:2014   |
| • | OCCUPATIONAL HEALTH AND SAFETY | OHSAS 18001:2007 |

## **SUPPLIERS CHAINS**

Miracle Resort Hotel prefers to work with local suppliers & producers to support the local cultivation and to increase the employment in its region.

## **SUSTAINABILITY IN PURCHASING**

- 1 In case there is no alternative we prefer purchasing local manufactured products instead of imported wares.
  2. In case there is no alternative we prefer local suppliers and repair & maintenance companies than foreign.
  3. When purchasing electrical equipment, attention is paid to the classification (A class) and low power consumption.
  4. When buying our products, we value:
    - Recyclable and / or made from recyclable material
    - Sustainably produced and / or from sustainable sources
    - Fair Trade / Organic / FSC / MSC, etc.
    - Energy and water saving
    - Delivered with less packaging
    - Care is taken to complies with environmentally sustainable criteria
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2017-2018

**MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT**

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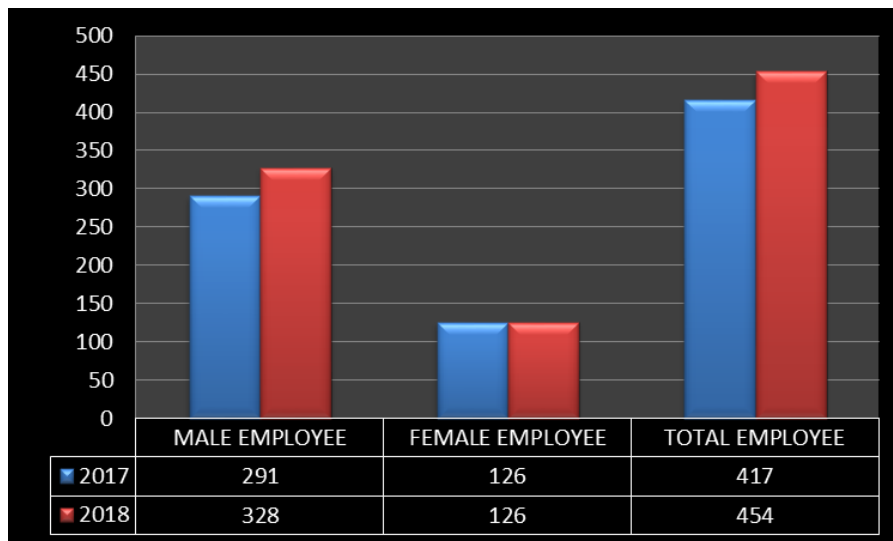
Our suppliers and subcontractors are informed about our quality and sustainability policy by E-mail.

**OUR WORK LIFE**

All employees are provided with on-the-job orientation training and adaptation when starting their job with us. Furthermore annual training plans are prepared by the managers and subject related trainings to the job and function of the department they work in are provided by our managers or externally.

Applicants have equal opportunities and no one is discriminated against on the grounds of religion, language, gender or origin.

The number of employees by years is shown up below.



**BENEFITS FOR OUR EMPLOYEES**

**Laundry:** All our employees' work uniforms are cleaned free of charge.

**Lodging :** Free lodging accommodation is provided for our employees in need of lodging.

**Transportation:** Transportation service is provided according to shift hours for our employees who do not stay in the lodging.

**Cafeteria:** The canteen is free for our staff.

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*2017-2018*

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

---

Doctor Office: There is a doctor office in our facility, a nurse and a workplace physician. Our employees can use this opportunity for a physical examination during working hours and also benefit from a discount in private hospital.

Employee evening: At the end of each year an employee evening is organized in December with ruffles. In addition our employees who have completed 5 years and 10 years are given certificates and badges.

Birthday celebration: Every month we celebrate the birthdays of the employees that month together and give to them a personal congratulation and small gift.

BBQ: At the feast of sacrifice and Ramadan feast we organize a BBQ and celebrate together.

Bayram Food Package: Every year with the beginning of Ramadan every employee receives a food package.

Survey: Each employee has the opportunity to transfer his opinion and requests to the senior management with the surveys organized in December every year. According to the intensity of the demand the requests are discussed in the annual management review meetings.

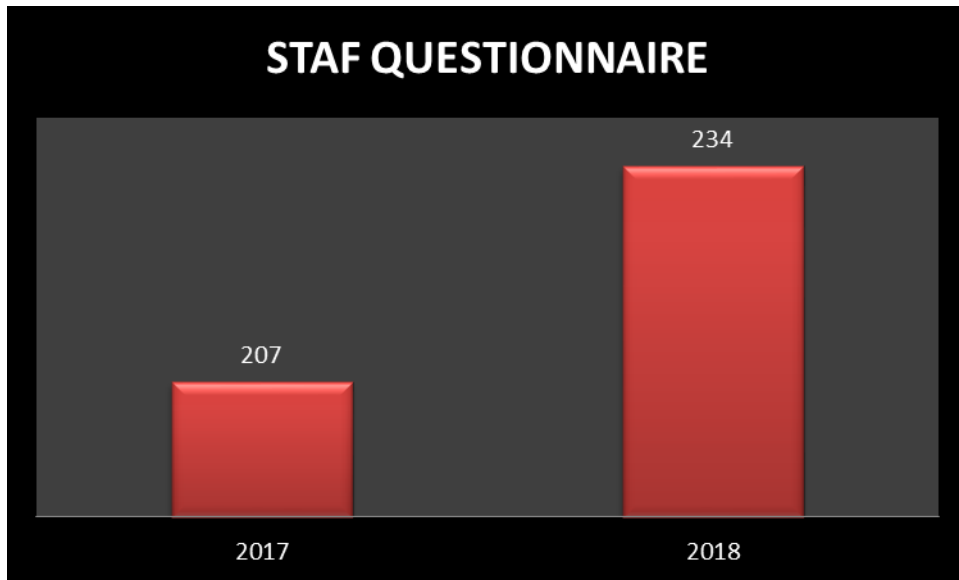
Participation: Every employee is asked to share his suggestions in improving his workplace to the senior management. For this they can use the proposal form - also anonym- and put it in the letter box.

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*2017-2018*

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

---



**COMMUNICATION WITH OUR STAKEHOLDERS**

Miracle Resort Hotel aims to improve their sustainability efforts by sharing with their stakeholders and same time to convince them to participate in measures to ensure sustainable development.

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2017-2018

**MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT**

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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

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**2017-2018**

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

---

**SUSTAINABILITY PRACTICES**

**ENVIRONMENTAL APPROACH**

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**RECYCLING & RENEWABLE ENERGY**

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We separate reusable materials in all our hotels and are proud to share our recycling figures.

- In 2017, 428 tons of packaging waste was recovered. As a result of the recycling of 1 ton of used paper waste 16 pine trees and 85 square meters forest area will not be destroyed.
  - In 2017, 19 tons of metal waste was recovered. Recycling of 1 ton of metal waste saves 1300 kg of raw material.
  - In 2017, 105 tons of glass waste was recovered. If glass waste is used in production the emission of 315 kg of carbon dioxide per 1 ton of new glass is prevented.
  - In 2017, 2747 tons of hazardous waste was prevented from entering the nature and delivered to licensed waste companies.
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In 2018, 580 tons of packaging waste was recovered. As a result of the recycling of 1 ton of used paper waste 16 pine trees and 85 square meters forest area will not be destroyed.

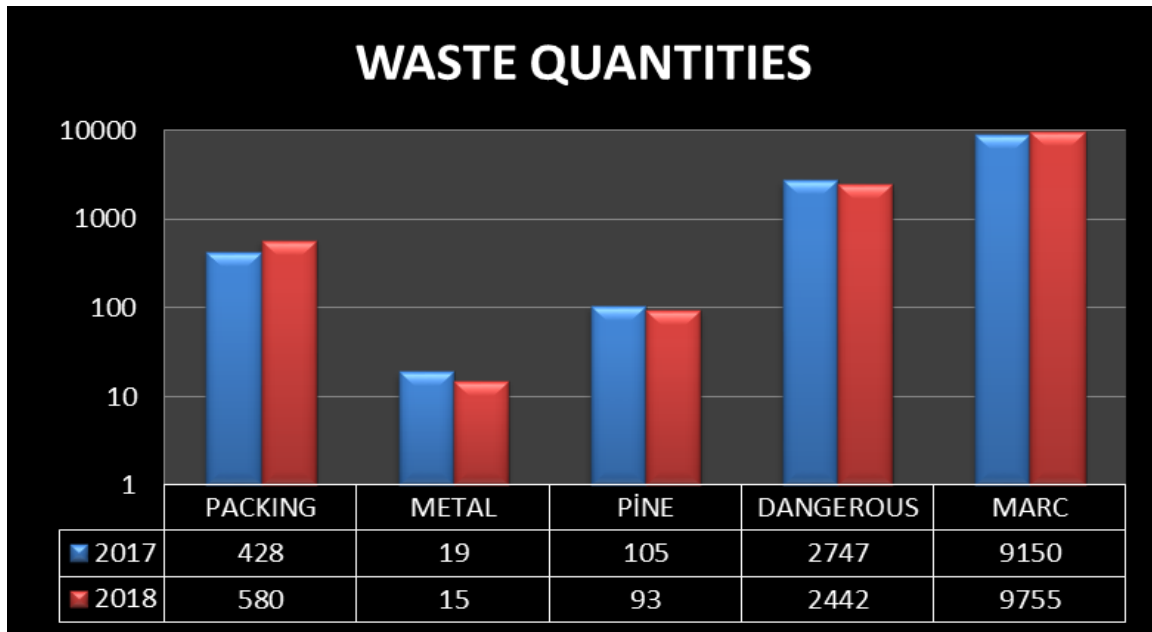
- In 2018, it recovered 15 tons of metal waste. Recycling of 1 ton of metal waste saves 1300 kg of raw material.
- In 2018, 93 tons of glass waste was recovered. If glass waste is used in production the emission of 315 kg of carbon dioxide per 1 ton of new glass is prevented.
- In 2018, 9755 tons of hazardous waste was prevented from entering the environment and delivered to licensed waste companies.

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2017-2018

**MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT**

---



Medical waste, injectors and empty medicine boxes which are used by our guests are separately collected by our trained staff in order not to harm the environment and human.

We have "Waste Battery" boxes for end-of-life batteries and guests are directed to dispose of their used batteries here.

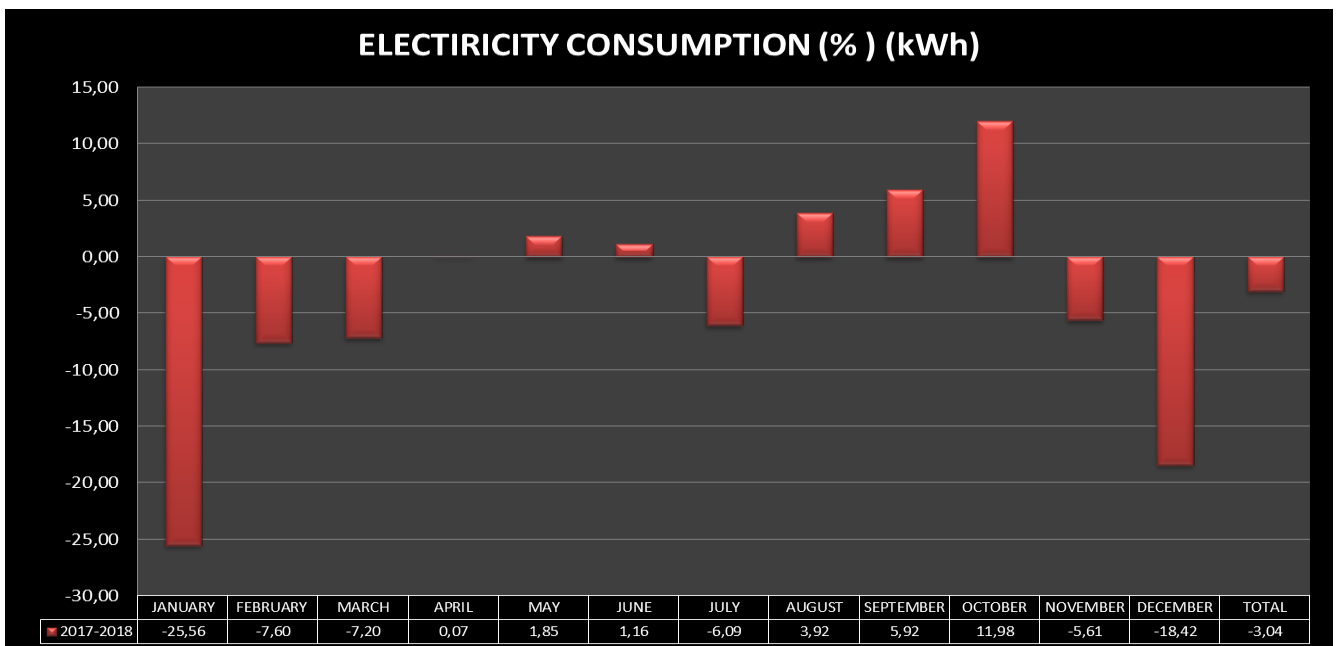
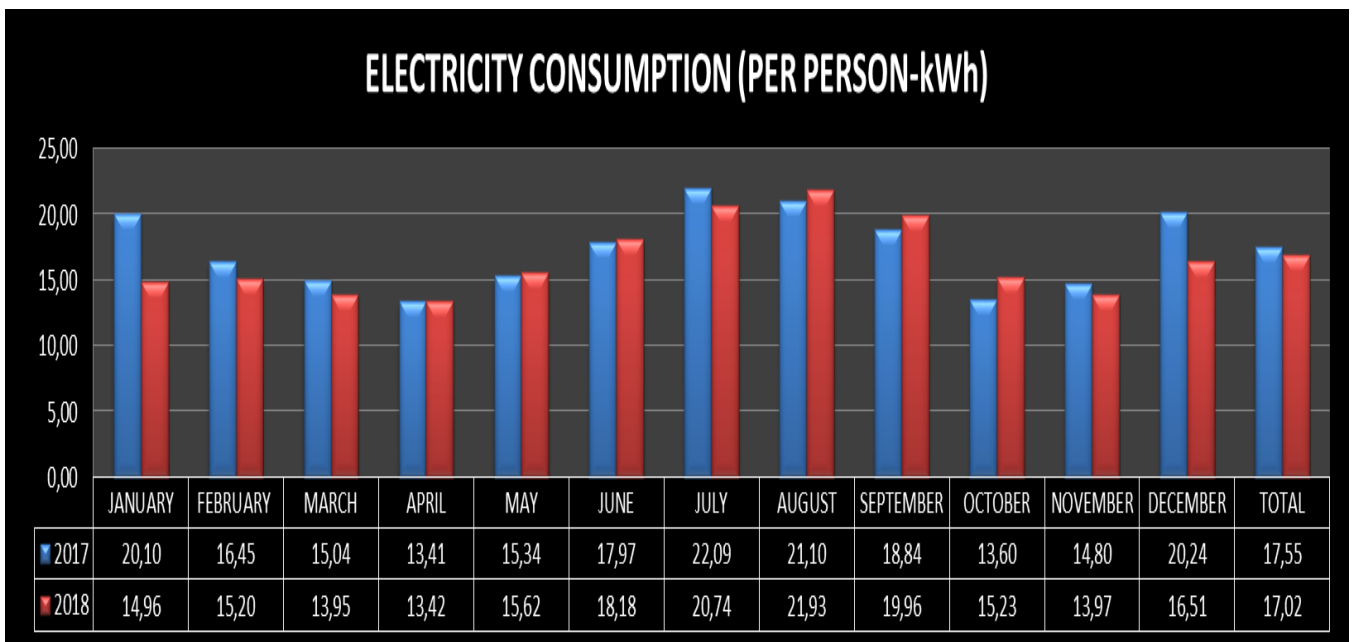
Recycling bins have been placed at general places for recyclable wastes of our guests.

2017-2018

**MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT**

**CONSUMPTION OF RESOURCES**

Natural resource consumption for 2017-2018 is as follows



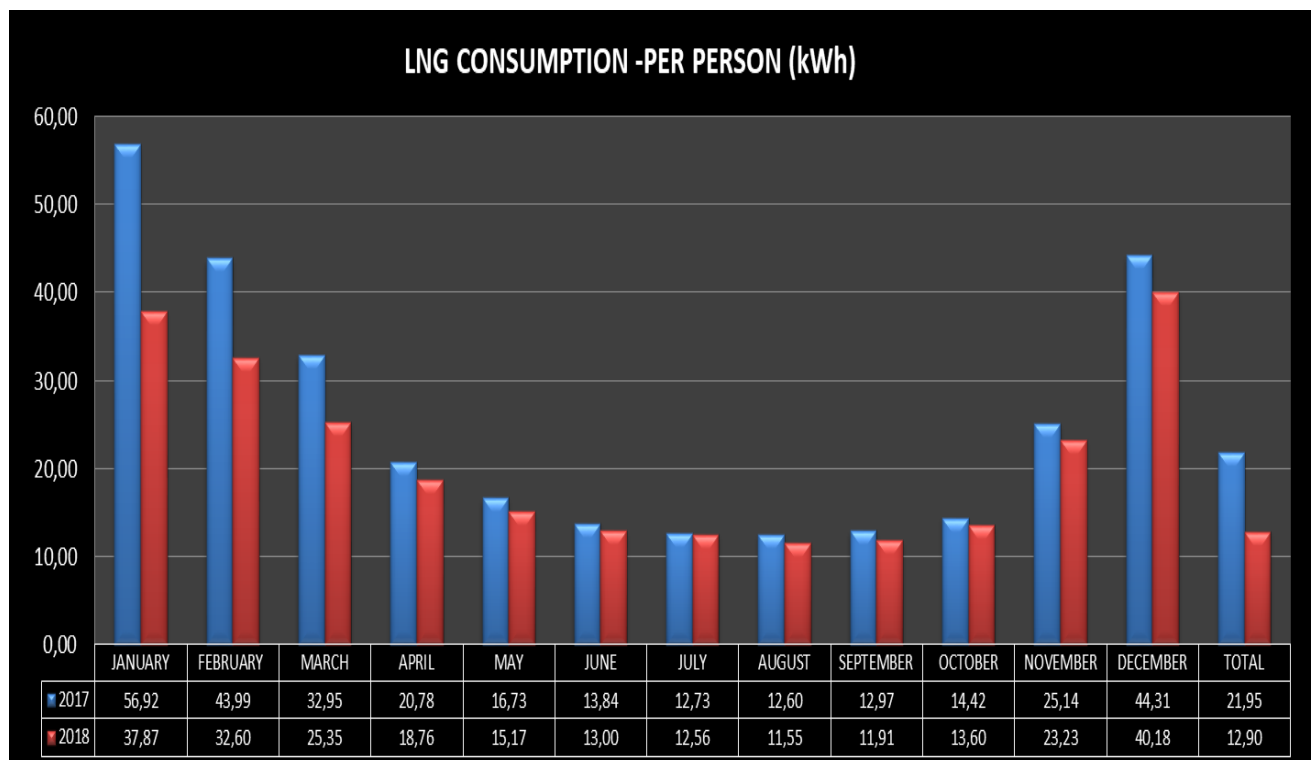
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2017-2018

**MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT**

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- The heating / cooling system in our hotels is automatically turned off when the balcony door in the room is opened.
- After the guests leave their hotel room system is turned on automatically to cut off electrical energy.
- In 95% of our lighting systems Compact Fluorescent bulbs and LED lights are preferred.
- Double glazing is preferred for the thermal insulation of the windows in the hotel rooms and public area.
- The mini bar in the hotel rooms is positioned in a way to avoid direct sunlight in order to prevent heating.
- In the saunas time control is used to prevent unnecessary energy consumption.
- Time control is also used for outdoor lighting. Lighting times are adjusted according to summer and winter time.
- Electricity consumption is reduced thanks to the heating system pumps, booster pumps and frequency inverters in the main air handling units.

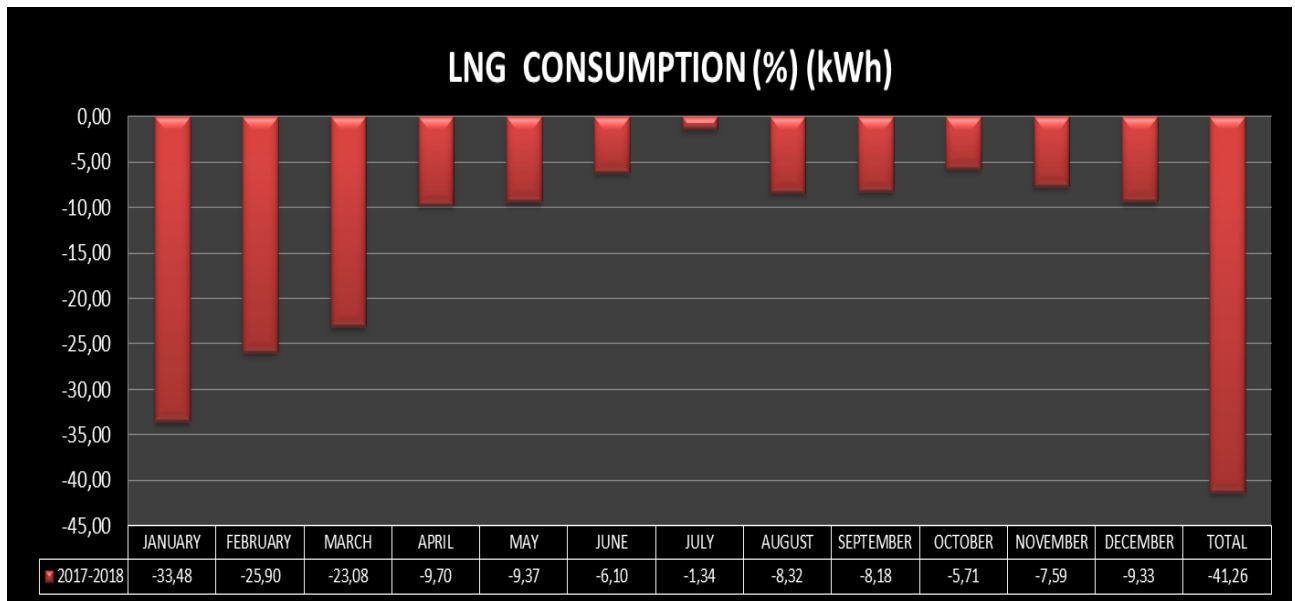


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2017-2018

**MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT**

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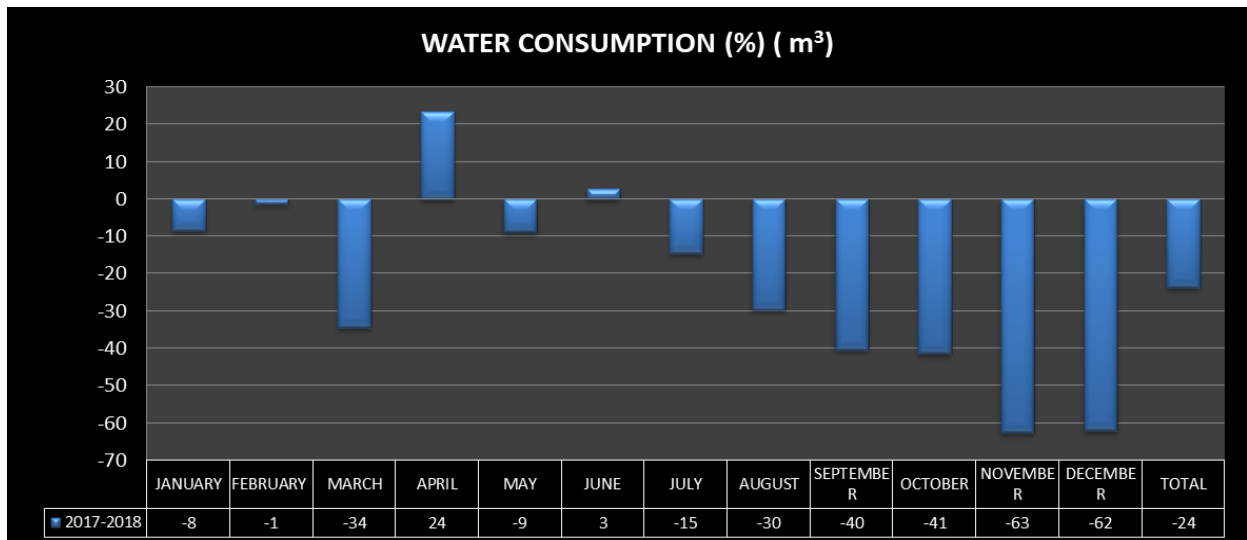
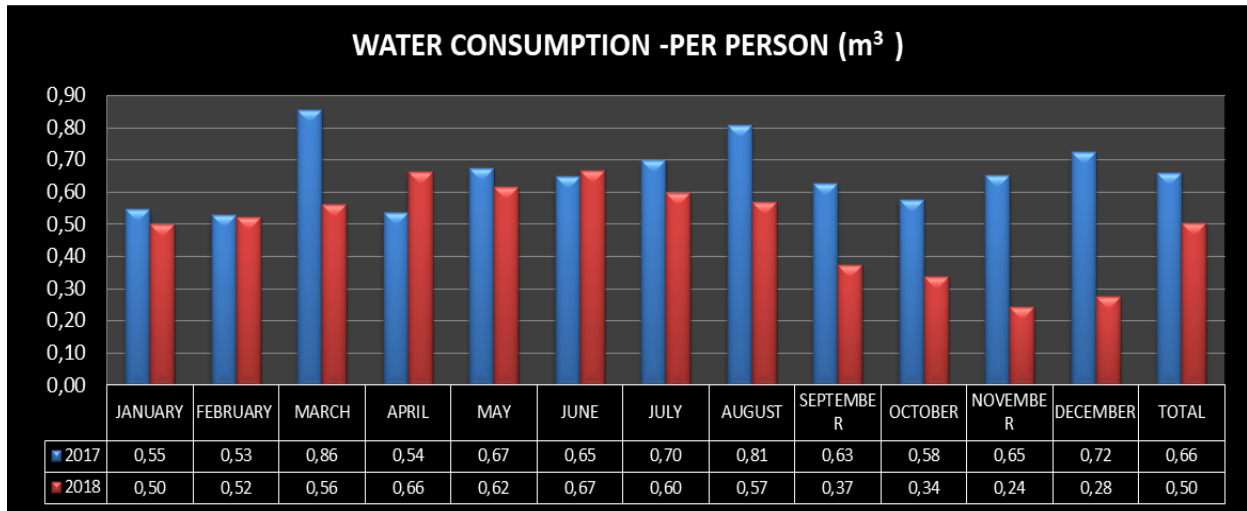
Miracle Resort Hotel has solar panels which are also used to provide some of the hot water needs. In this way the hotel saves 60 tons of natural gas consumption on average yearly.

- Towel changes in the rooms are made according to the demand of the guest. If the guest does not request towel change is made every two days.
- In the bathrooms we installed sink fittings with sensor to improve less water use (5lt/min). All of them have a faucet aerator.
- Special shower heads with low flow rate (10lt/min) are preferred in the showers. All shower heads have a faucet aerator.
- Toilet reservoirs are designed to consume 6 liters for water saving purposes.
- In public toilets there are urinals with photocell.
- Garden irrigation of our hotels is done with timed irrigation systems. Drip irrigation is performed in every possible place in the garden.



# 2017-2018

## MIRACLE RESORT HOTEL SUSTAINABILITY REPORT



### CHEMICAL CONSUMPTION

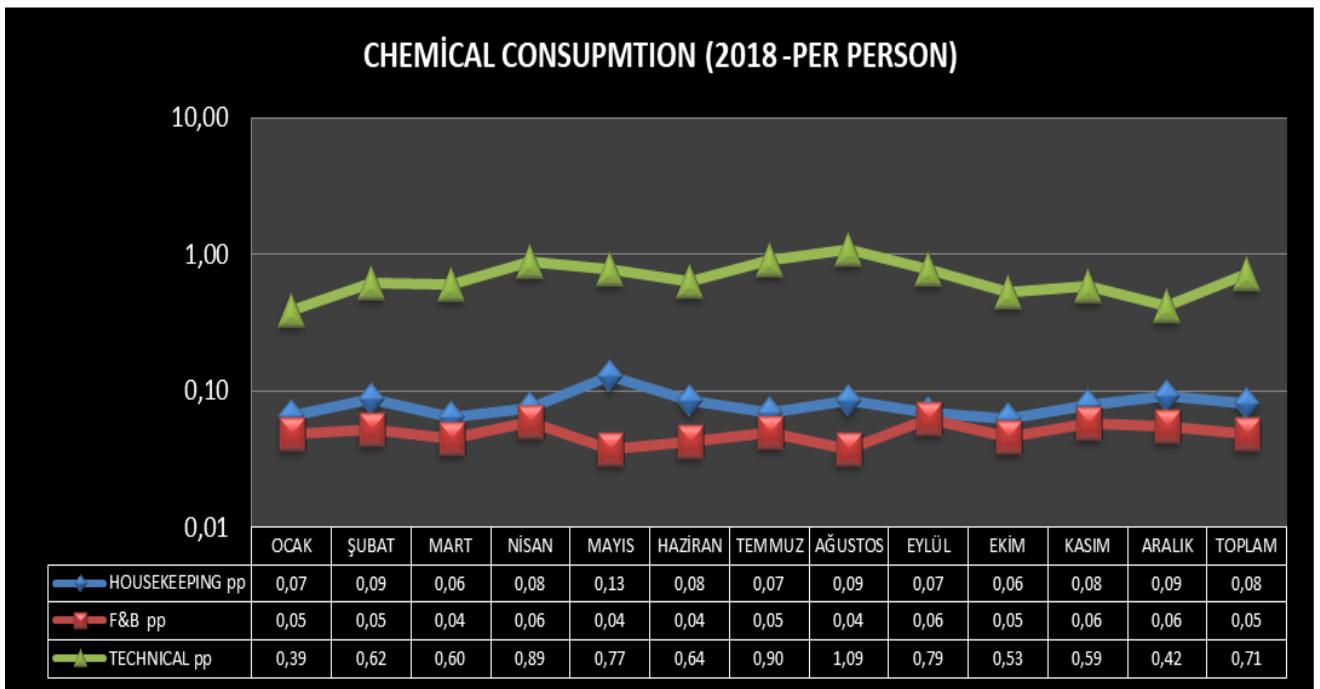
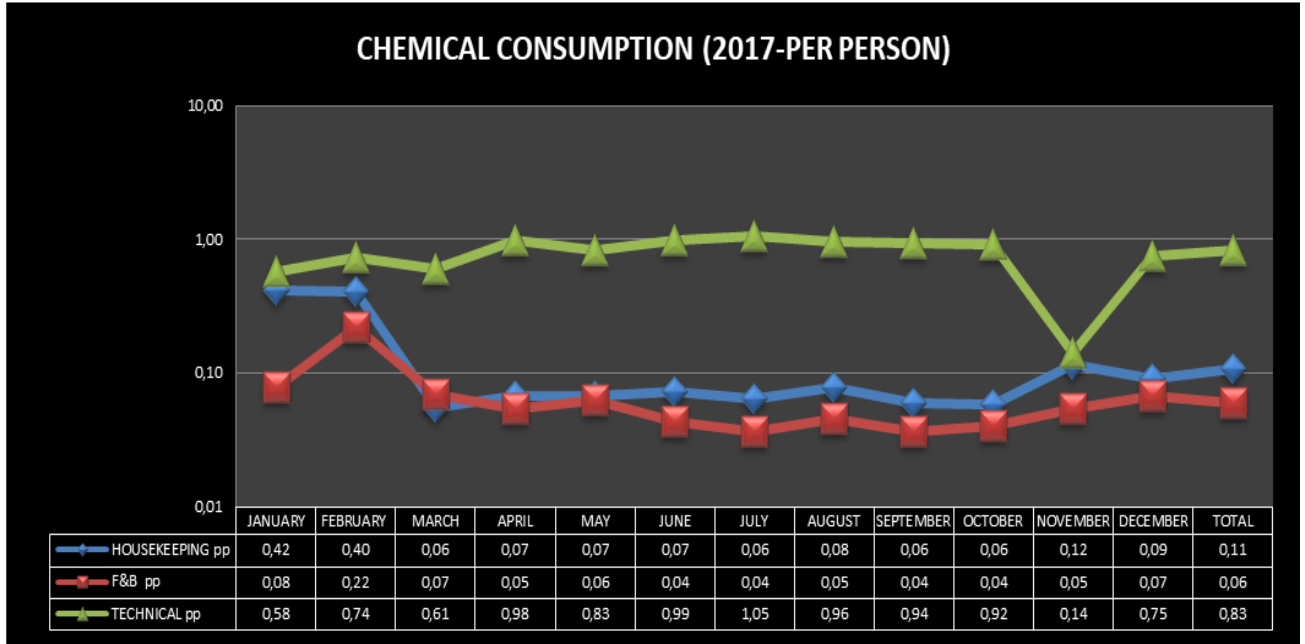
We regularly train our staff in the use and dosing of chemical cleaning supplies to ensure the best possible hygienic cleaning in all areas of the hotel.

Although the chemical cleaning supplies we use for our cleaning machines are environmentally friendly we ensure the adequate use with automatic dosing units to prevent overdose.

Consumption amounts for the years 2017, 2018 are as follows.

2017-2018

## MIRACLE RESORT HOTEL SUSTAINABILITY REPORT

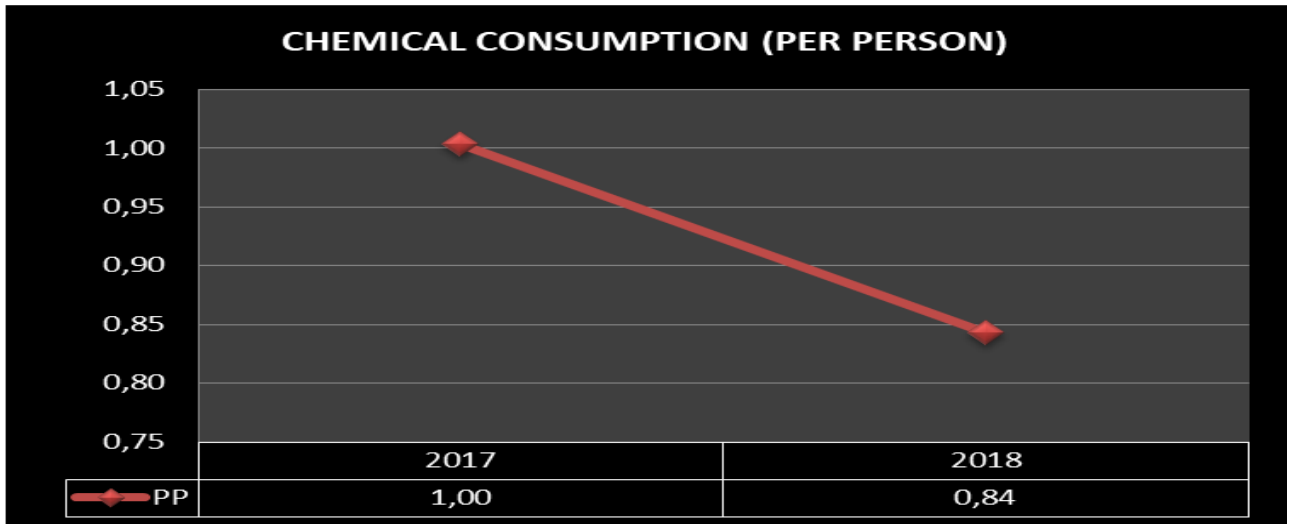


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2017-2018

**MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT**

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**EVALUATION OF ELECTRIC CONSUMPTION FIGURES**

According to 2017-2018 comparative graphs per capita consumption of electricity consumption decreased by 33.63%. The reason for this decrease was the fact that trainings were given to the employees to be more conscious in use and the transition to led light in garden lighting. The target is a 1% reduction for 2018 and with even more savings than above our target.

**EVALUATION OF NATURAL GAS CONSUMPTION FIGURES**

According to 2017-2018 comparative graphs per capita consumption of natural gas decreased by 41.26%. The reason for this decrease was the shutdown of heating in less necessary areas. The target is a 1% reduction for 2018 and with even more savings than above our target.

**EVALUATION OF WATER CONSUMPTION FIGURES**

According to 2017-2018 comparative graphs per capita consumption of water decreased by 39% .The reason for the decrease was the fact that trainings were given to the employees to be more conscious in use as this was the main reason for high water consumption. The target is a 1% reduction for 2018 and with even more savings above our target.

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**2017-2018**

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

---

**EVALUATION OF CHEMICAL CONSUMPTION FIGURES**

According to 2017-2018 comparative graphs, chemical per capita consumption decreased by 16% .The reason for the decrease was determined in trainings given to the employees.

**PROTECTING BIODIVERSITY**

As a global company, we are aware of the scope of our actions and the responsibility we have to each nation and our international customers. We not only show examples of our activities, but also try to involve our customers in our sustainable efforts.

**Caretta Caretta (Sea Turtles)**

The coastline of Antalya is one of the nesting areas of Caretta Caretta. The necessary arrangements are made on the shore to protect and live with the sea turtles which are breeding season between May 1 - October 1, and our guests are informed with brochures and warning signs.

**Endemic Plants**

**Sand Lily (*pancratium maritimum*)**

The Sand lily is a species of bulbous endemic plant belonging to the family of Amaryllisaceae (Amaryllidaceous). It grows in coastal dunes in all Mediterranean countries and at the southern coast of the Black Sea. The species is endangered. The expulsion of the lily is a crime in Turkey.

At our hotel it grows on the beach and if it is found to be present, these areas are marked with a warning sign and our guests are given a hint to watch this beauty.

Some endemic plants are grown in our facility.

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**2017-2018**

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

---

Endemic Plants		Number
Cinamonum comphora	Cinnamon	1
Cytisus praecox	Common Broom	20
Draceana draco	Dragon Tree	3
Iris	Iris	30
Schinus terebinthifolius	Black Pepper Tree	4
Salvia	Sage - Salvia	20
Thymus spp	Thyme species	50

**Homeless Animals are our Friends**

- Cat house

The cat house was built for the street cats that regard our hotel as their home. Our cats periodically undergo veterinary control and are vaccinated. They are fed twice a day in the morning and in the evening according to a veterinary program.

**OTHER ACTIVITIES**

- Our guests are informed not to throw away books, magazines and newspapers they have read but to deposit them at our hotel library. Likewise guests are adverted to take books, magazines and newspapers they want to read from our library.
- Guests are advised to use public transportation to go downtown, to shopping malls or elsewhere and are informed about the bus stops.
- Being aware of our contribution to the local economy. 95% of the supplied products are procured from the local market.
- The waste water of all our hotels is connected to the local wastewater sewage system and sewage plant.
- Miracle Resort Hotel prefers communication by electronic post (e-brochure, e-flyers, e-newsletter, e-card, etc.)
- Within the scope of our social responsibility we organize in participation of all employees a "cleaning day" at public beaches and forest area at the beginning and at the end of each season.
- At none of our hotels do we use the ozone-depleting CFC (Chlorofluorocarbon) gas for fire extinguishers and our refrigerated warehouses.

**SOCIAL CONTRIBUTION**

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**2017-2018**

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

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**Social Responsibility**

- A food package with staple food is given to all employees at beginning of Ramadan.
- Invitation and giving meal to a nursing home at our hotel.
- To support the local LÖSEV foundation food organization was held in our hotel.
- Assistance was provided to Van earthquake victims.
- Our hotel provides assistance to the Turkish Education Foundation.
- Our hotel provided assistance to history & culture& education foundation.
- Our hotel provides assistance to ÇEVKO (Çevre Koruma ve Ambalaj Atıkları Değerlendirme Vakfı - Environmental Protection and Packaging Waste Assessment Foundation)
- Our hotel regularly buys tickets to be given to our staff from Umuttur Blue Wing theater to support disabled people.
- Our hotel supports the organization of TRT International Children's festival.
- Our hotel has donated to Antalya Düdenbaşı Nursing Home.
- Our hotel provided clothes and goods to Antalya Anatolian Hotel and Tourism Vocational High School.
- Our hotel has supported the Antalya Kite Competition Festival carried out by Antalya Chief Public Prosecutor's Office.
- Our hotel donated to the Turkish Armed Forces Federation.
- Our facility supports the Turkish Muratpaşa District Governorate Falez Vocational and Technical Anatolian High School.
- Our hotel provided goods to support the Hakkı Tatoğlu primary school.
- Our hotel works together with Piri Reis Primary School within the scope of the eco-school project organized by TURÇEV.
- Our hotel has donated to the General Directorate of Forestry.
- Our hotel donated saplings to the Environmental Health Association.
- Our hotel regularly buys tickets from the Pozitif Art Center Disability Theater Group to support their activities.

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**2017-2018**

***MIRACLE RESORT HOTEL  
SUSTAINABILITY REPORT***

---

**OUR AWARDS & CERTIFICATIONS**

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- ISO 9001:2015 2010-2018
- ISO 22000:2005 2010-2018
- ISO 14001:2015 2010-2018
- OHSAS 18001:2007 2010-2018
- ISO10002:2014 2011-2018
- Blue Flag 2005-2018
- Travelife Gold 2011/2012/2013/2015/2016/2017/2018
- Green Star 2014/2015/2016/2017