
2021-2023

***MIRACLE RESORT HOTEL
SUSTAINABILITY REPORT***



2021-2023

***MIRACLE RESORT HOTEL
SUSTAINABILITY REPORT***

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ABOUT SUSTAINABILITY REPORT

As Miracle Resort Hotel, in this sustainability report we have published, and we aimed to share with you, our environmental and social activities and our future goals regarding these issues.

The report includes data between 01.01.2021-01.08.2023.

We aim to continuously improve our sustainability-related activities with the opinions and suggestions of our valued shareholders. Therefore, the contact information for any feedback is provided below for your information.

Contact : İclal SOLAK/Miracle Resort Hotel Quality Manager
E-mail: iclal.solak@miraclehotel.com
Telephone : 0 549 743 28 32
Address : Güzeloba Mahallesi Yaşar Sobutay Bulvarı No:34
Muratpaşa/ANTALYA

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MESSAGE FROM MIRACLE RESORT HOTEL GENERAL MANAGER

MÖN inşaat ve Ticaret Ltd. Şti. has been established on 05.02.1981 in Ankara related to construction business in our country.

Our first hotel was opened in Ankara as Class Hotel on November 1, 1996 at Bestekar Sokak No:64 Kavaklıdere /ANKARA with 39 rooms and 80 beds.

Aiming to grow in the field of tourism, our company brought Miracle Resort Hotel with a capacity of 692 rooms and 1428 beds in Antalya Lara Tourism Center to Turkish Tourism on 01.04.2005. The number of personnel working within the company is close to 1000 people.

In 2011, our company brought Miracle Residence in Kurtköy, Istanbul to the accommodation and housing sector.

In 2013, Istanbul Miracle continued its investments to become a leader in tourism by acquiring Istanbul Asia.

Today, it continues to offer services that aim to provide and exceed the highest level of guest satisfaction in its facilities that host guests from various parts of Turkey and the world.

The mission of Miracle Resort Hotel is to add value to our stakeholders and become a leader in tourism by applying sustainable tourism principles with the participation of all our employees.

We will continue to serve as honest, hardworking and reliable with our open, transparent management style and professionalism principles.

Ahmet R. İLLEZ
General Manager

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OUR VISION, MISSION and VALUES

MIRACLE RESORT HOTEL VISION

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

MIRACLE RESORT HOTEL MISSION

To provide services that will make guests feel special by respecting environmental and social values, by continuously improving and following innovations.

MIRACLE RESORT HOTEL VALUES

- Openness and Transparency
- Professionalism
- Reliability,
- Justice,
- Productivity,
- Teamwork
- Love and Respect,
- Environmental Awareness.

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OUR SUSTAINABILITY ROADMAP

OUR APPROACH TO SUSTAINABILITY

RESPECT...

To be respected in the world, we respect the environment and the Earth...

Without compromising the comfort of Miracle Resort Hotel guests, it is aimed to control the amount of water, electricity, energy, chemicals, solid waste and to minimize the damage that may occur to the environment and natural resources.

With the measures we have taken in the light of sustainable tourism principles, the use of natural resources has been reduced, and practices have been updated to minimize and, if possible, eliminate the damages to soil, water and air.

In addition, as Miracle Resort Hotel, we carry out many activities in order to provide social benefit. We will continue to carry out our activities to provide social benefit and add value to our stakeholders.

OUR GOALS

- Improving communication with our shareholders

Developing methods to share our sustainability efforts with shareholders more effectively

- Optimization of Data Collection processes

Conducting studies to review the resources used in data collection and to formulate our targets in a way to achieve more effective results

- Compliance with international standards

- Introducing ISO 50001:2018 energy management system to our facility

- Occupational Health and Safety

To ensure that our employees and subcontractors do not have occupational accidents by ensuring that all conditions related to occupational safety are properly met.



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OUR SUSTAINABLE MANAGEMENT PRACTICES



COMPLIANCE TO LAWS:

Our facility operates in compliance with National and International laws.
Our facility is entitled to receive the 3rd Stage Sustainable Tourism Certificate (GSTC) in 2022.

CORPORATE MANAGEMENT:

Our facility provides corporate governance principles as open, transparent, professional, reliable and fair with sustainability principles.

INTERNATIONAL MANAGEMENT STANDARDS

Apart from working in compliance with legal regulations, our facility serves at international standards. The standards applied are as follows.

- | | | |
|---|---|----------------|
| • | QUALITY MANAGEMENT | ISO 9001:2015 |
| • | FOOD SAFETY MANAGEMENT SYSTEM | ISO 22000:2018 |
| • | ENVIRONMENT MANAGEMENT SYSTEM | ISO 14001:2015 |
| • | CUSTOMER SATISFACTION MANAGEMENT SYSTEM | ISO 10002:2018 |
| • | OCCUPATIONAL HEALTH AND SAFETY | ISO 45001:2018 |
| • | TOURISM QUALITY MANAGEMENT SYSTEM | ISO 22483:2020 |

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SUPPLY CHAIN

Miracle Resort Hotel prefers to work with local suppliers in order to support employment growth in the region.

SUSTAINABILITY IN PURCHASING

1. Our businesses purchase locally made manufactured goods instead of imported products, except in cases where it is not mandatory.
2. Local companies are preferred over multinational companies when procuring services where not mandatory.
3. For the machinery and equipment purchased to our company, first of all, alternatives with Class A and/or low energy consuming features are researched and preferred.
4. When choosing the products to be purchased, care is taken to choose the ones
 - * Made from recycled products or recyclable.
 - * Sustainably produced/sourced from sustainable sources.
 - * Fair Trade/Organic/FSC/MSC, etc.
 - * Delivered with less packaging
 - * Save energy and water
 - * Ensure that it complies with environmentally sustainable criteria.
5. Our suppliers and subcontractors are notified of our quality and sustainability policy via e-mail.

OUR WORKING LIFE

All employees are provided with on-the-job orientation training to ensure their adaptation to the job, and annual training plans are made and trainings on the operation and functions of the departments they work in continue to be provided by our managers or outsourced.

Equal opportunities are offered in recruitment and there is no discrimination based on religion, language or race. Our number of employees by years is given below.

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FACILITIES OFFERED TO OUR STAFF

LAUNDRY USE All our employees' work uniforms are cleaned free of charge.

LODGING SERVICE: Free lodging accommodation is provided for our staff who need lodging.

PERSONNEL SHUTTLE SERVICE: For our employees who do not stay in lodging, shuttle service is provided according to shift hours.

STAFF CAFETERIA: The cafeteria is free of charge for our staff.

DOCTOR'S OFFICE: There is a doctor's office in our facility and a nurse and occupational physician work there. Our employees benefit from this opportunity during working hours and can also benefit from the private hospital we have an agreement with at a discount.

STAFF BIRTHDAY CELEBRATION: Every month, the birthdays of our employees born in that month are celebrated with a dinner organization with the senior management in the main restaurant.

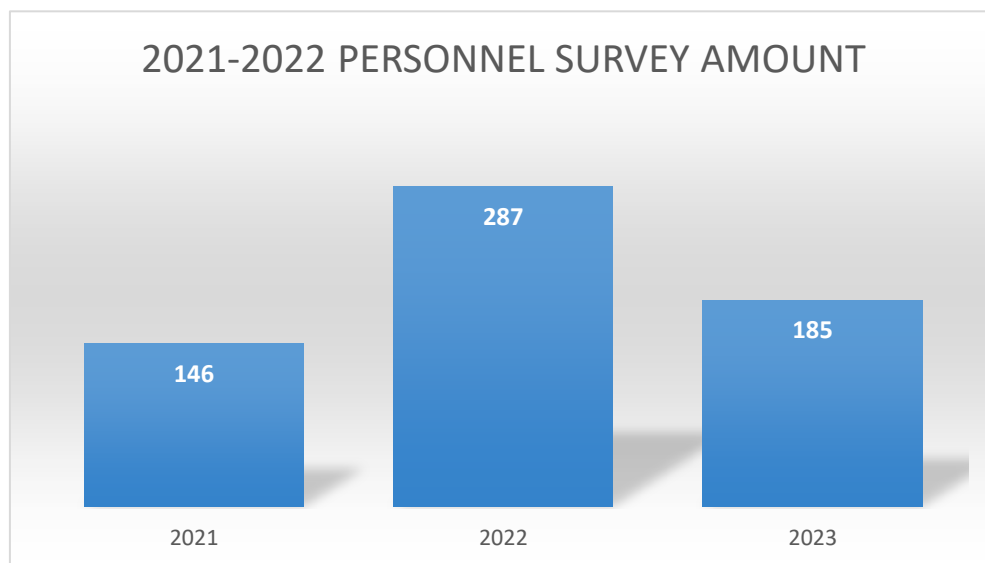
RAMADAN PACKAGE APPLICATION FOR STAFF: Ramadan packages are given to our staff every year during Ramadan.

STAFF SURVEY APPLICATION: Our personnel have the opportunity to convey their requests and appreciations to the senior management through the personnel surveys organized in December every year, and based on the evaluations made, the requests that are deemed appropriate are discussed at the annual management review meetings according to the intensity of the requests and put into practice.

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STAFF PARTICIPATION: We have a suggestion instruction for our employees to share their suggestions regarding workplace performance with senior management and if they have any suggestions, they can submit them to senior management via forms. At occupational safety committee meetings, our employee representatives attend the meetings together with senior management and express their opinions.



MIRACLE RESORT HOTEL SUSTAINABILITY REPORT

COMMUNICATION WITH OUR SHAREHOLDERS

As Miracle Resort Hotel, we aim to develop and improve our sustainability efforts by sharing them with our shareholders and we carry out our efforts to ensure sustainable development by ensuring the participation of our shareholders.

SHAREHOLDERS GROUP	COMMUNICATION METHOD	COMMUNICATION FREQUENCY
Personnel	One-on-one meetings	Continuous
	Recommendation forms	Continuous
	Surveys	Once a year
	Performance evaluation	Once a year
	Trainings	Within annual training plan
	Occupational Health and Safety Meetings	Once a month.
Customers	Customer Satisfaction surveys	Continuous
	Call Center	Continuous
	E-mail	Continuous
	Seminar Congress and Expos	A few times a year
Suppliers	Supplier evaluation activities	Once a year
	Meetings	When requested
	E-mail	Continuous
Local Communities	Social projects	During Project
	In Environmental Impact Assessment (ÇED) Process	In construction period before beginning investment
Public Institutions	Meetings	Meetings
	Information Forms	At least once a year
	Audits	At least once a year
Sectoral Organizations	Meetings	Always
	Seminar and Expos	A few times a year
University	Conference participation	When held
Press	Interviews	When needed
	Press Bulletins	When needed

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OUR SUSTAINABILITY PRACTICES OUR ENVIRONMENTAL APPROACH

RECYCLING AND RENEWABLE ENERGY

Recyclable materials are separated in all our hotels. We are proud to share our recycling figures.

- 160 tons of packaging waste was recovered in 2021. As a result of recycling 1 ton of used paper waste, 16 mature pine trees and 85 square meters of forest area will not be destroyed.
- In 2021, 5.5 tons of metal waste was recovered. Recycling 1 ton of metal waste saves 1300 kg of raw materials.
- In 2021, 107.8 tons of glass waste was recycled. If glass waste is used in production, 315 kg of carbon dioxide emissions are avoided for every 1 ton of newly produced glass.
- In 2021, 3209 kg of hazardous waste was prevented from entering the nature and delivered to licensed companies.

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- In 2022, 65.5 tons of packaging waste was recovered. As a result of recycling 1 ton of used paper waste, 16 mature pine trees and 85 square meters of forest area will not be destroyed.
 - In 2022, 9.3 tons of metal waste was recovered. Recycling 1 ton of metal waste saves 1300 kg of raw materials.
 - 53 tons of glass waste was recycled in 2022. If glass waste is used in production, 315 kg of carbon dioxide emissions are avoided for every 1 ton of newly produced glass.
 - In 2022, 1879 kg of hazardous waste was prevented from entering the nature and delivered to licensed companies.

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- In 2023, 50.1 tons of packaging waste was recovered. As a result of recycling 1 ton of used paper waste, 16 mature pine trees and 85 square meters of forest area will not be destroyed.
 - In 2023, 5.9 tons of metal waste was recovered. Recycling 1 ton of metal waste saves 1300 kg of raw materials.
 - 18 tons of glass waste was recycled in 2023. If glass waste is used in production, 315 kg of carbon dioxide emissions are avoided for every 1 ton of newly produced glass.

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- In 2023, 2403 kg of hazardous waste was prevented from entering the nature and delivered to licensed companies.



- Medical waste, injectors and empty medicine boxes used by our guests are collected by our staff trained in the collection of medical waste in a way that does not harm the environment and people.
- We have "Waste Battery Boxes" for end-of-life batteries and guests are encouraged to dispose of their used batteries here if they have any.
- Recycling bins have been placed in public areas for the recyclable waste of our guests.
- Our facility received a basic level zero waste certificate from the Republic of Turkey Ministry of Environment, Urbanization and Climate Change in 2021.



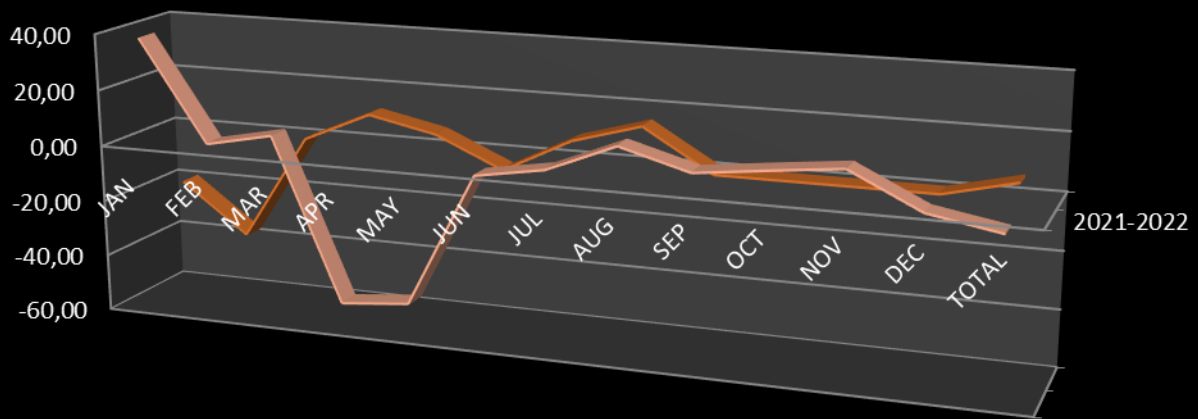
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RESOURCE CONSUMPTION

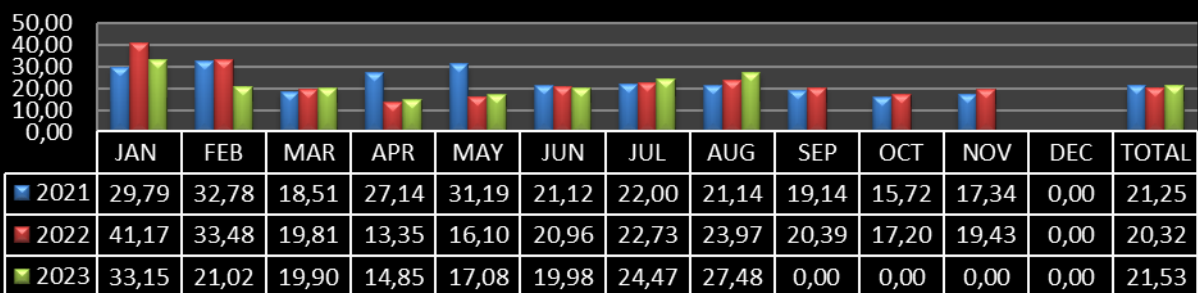
Natural resource consumption between 01.01.2021-01.09.2023 is as follows.

2021-2022/2022-2023 ELECTRICITY CONSUMPTION (%) (kWh)



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2021-2022	38,20	2,12	7,03	-50,80	-48,38	-0,79	3,29	13,37	6,50	9,38	12,07	0,00	-4,40
2022-2023	-19,49	-37,22	0,48	11,19	6,10	-4,67	7,67	14,67	0,00	0,00	0,00	0,00	5,99

2021-2023 MONTHLY ELECTRICITY CONSUMPTION PER PERSON (kWh)



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ELECTRICITY CONSUMPTION ANALYSIS COMMENT

According to the comparative report for 2021-2022, the per capita consumption of electricity decreased by 4.4% and conscious use was identified as the reason.

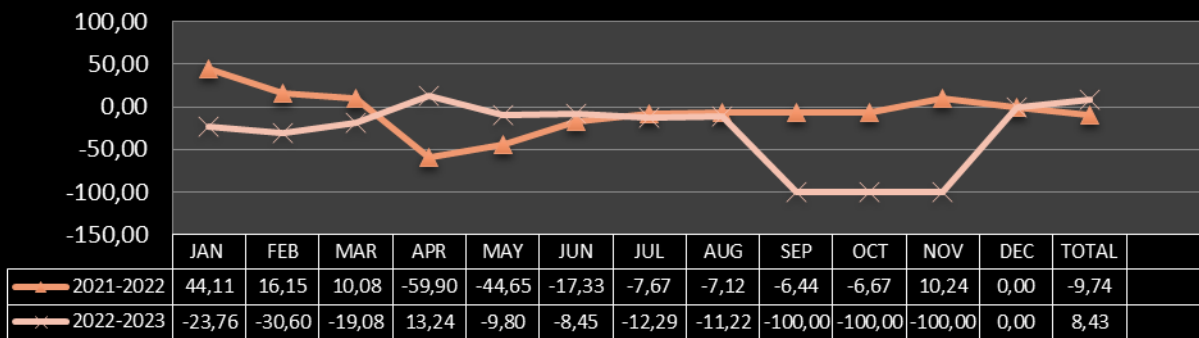
According to the comparative report for 2022-2023, electricity consumption per capita increased by 5.99%, which was attributed to the expansion of the restaurant area and the opening of new pools.

- In our hotels, the heating/cooling system automatically shuts off if the room balcony door is opened.
- After our guests leave the room, a system is used to cut off the electrical energy.
- Compact fluorescent bulbs and LED lighting are preferred in 95% of our lighting systems.
- Double glazing is preferred for thermal insulation in the windows used in the rooms and general areas.
- The mini bars in the guest rooms are positioned away from direct sunlight to prevent heating.
- Time control panel is used in saunas to prevent unnecessary energy consumption.
- Time clocks are used in outdoor lighting. Lighting times are adjusted according to summer and winter hours.
- Electricity consumption is reduced thanks to frequency inverters in the heating system pumps, booster pumps and main air handling units.

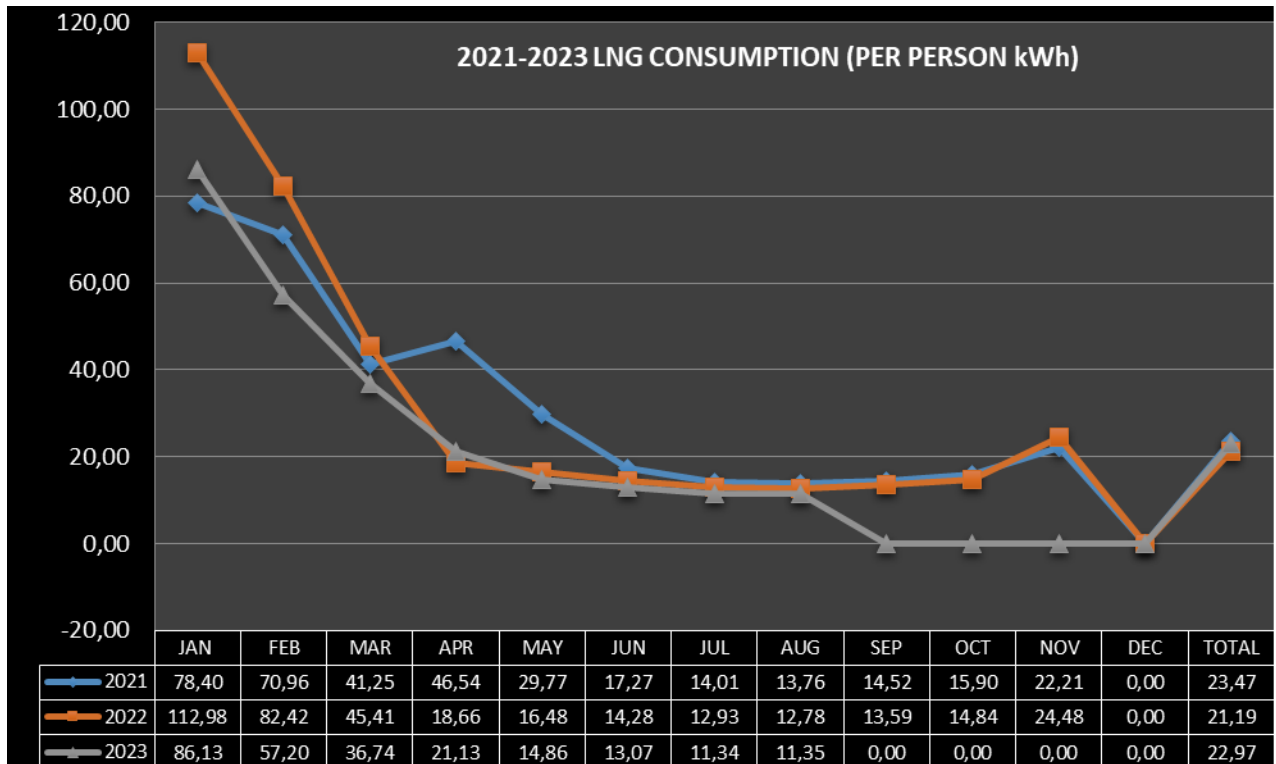
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2021-2022/2022-2023 LNG CONSUMPTION (%) (kWh)



2021-2023 LNG CONSUMPTION (PER PERSON kWh)



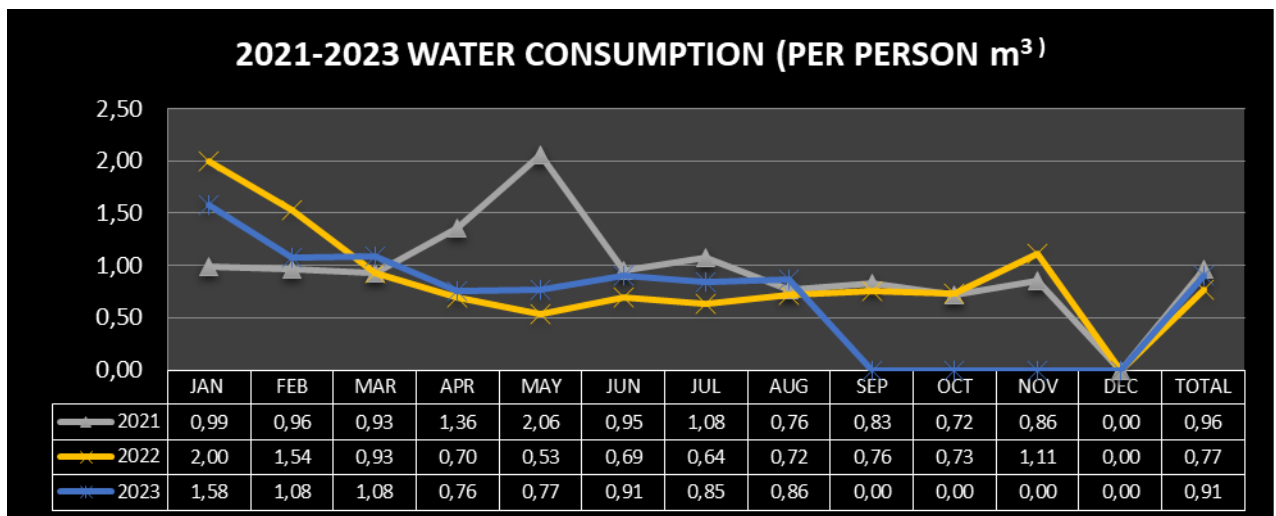
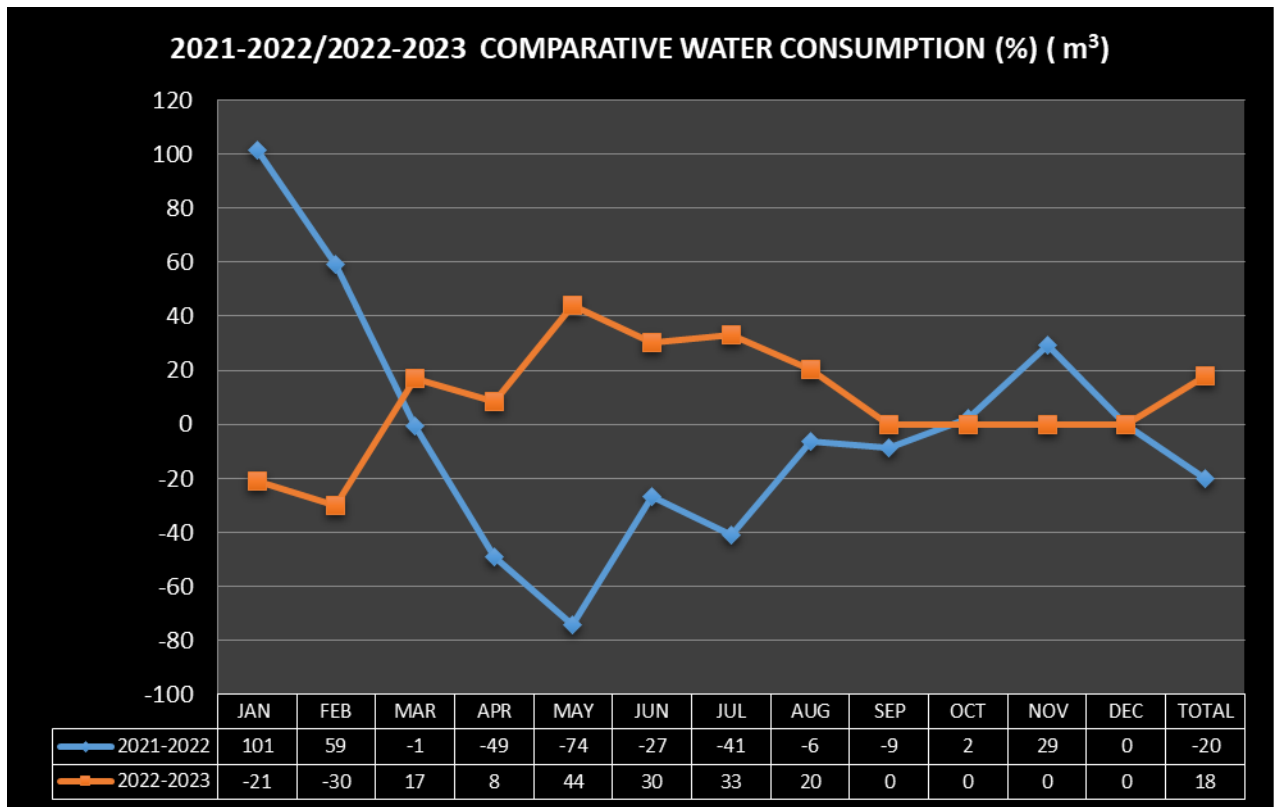
NATURAL GAS CONSUMPTION ANALYSIS COMMENT

According to the comparative graphs for 2021-2022, the per capita consumption of natural gas is 9.74% lower, and the replacement of excess hot section units and conscious use of resources were identified as the reasons. According to the comparative graphs for 2022-2023, per capita consumption of natural gas increased by 8.4%, and restaurant capacity increase was identified as the reason.

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Miracle Resort Hotel has solar panels and some of the hot water needs are provided from these panels. This saves an average of 60 tons of natural gas consumption in our hotel.



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WATER CONSUMPTION ANALYSIS COMMENT

According to the comparative graphs for 2021-2022, per capita water consumption decreased by 20%, which is attributed to the awareness of the staff on the use of natural resources and the transition to photocell faucets in general area water use. According to the comparative graphs for 2022-2023, water consumption per capita increased by 18% and the reason for this increase was determined as the pools added to our facility.

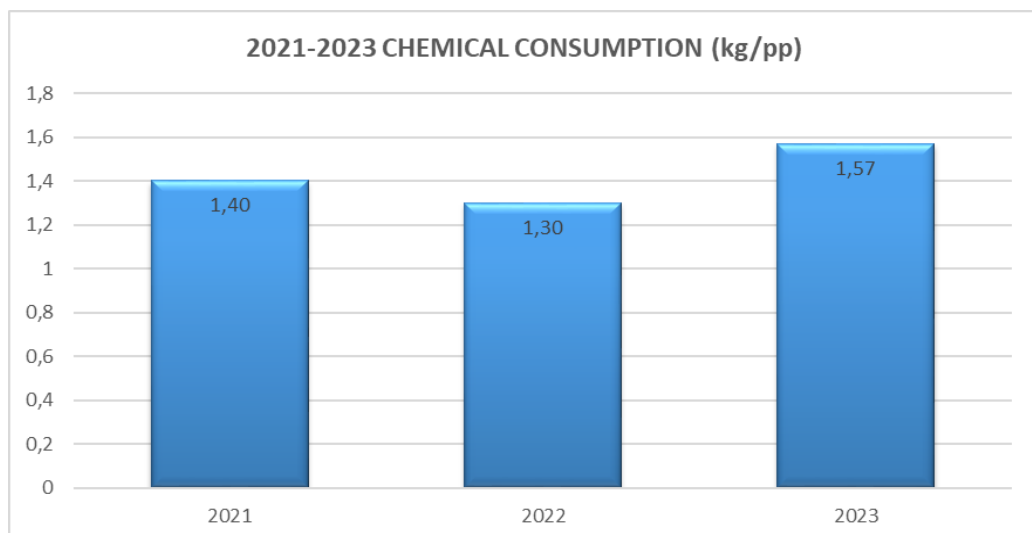
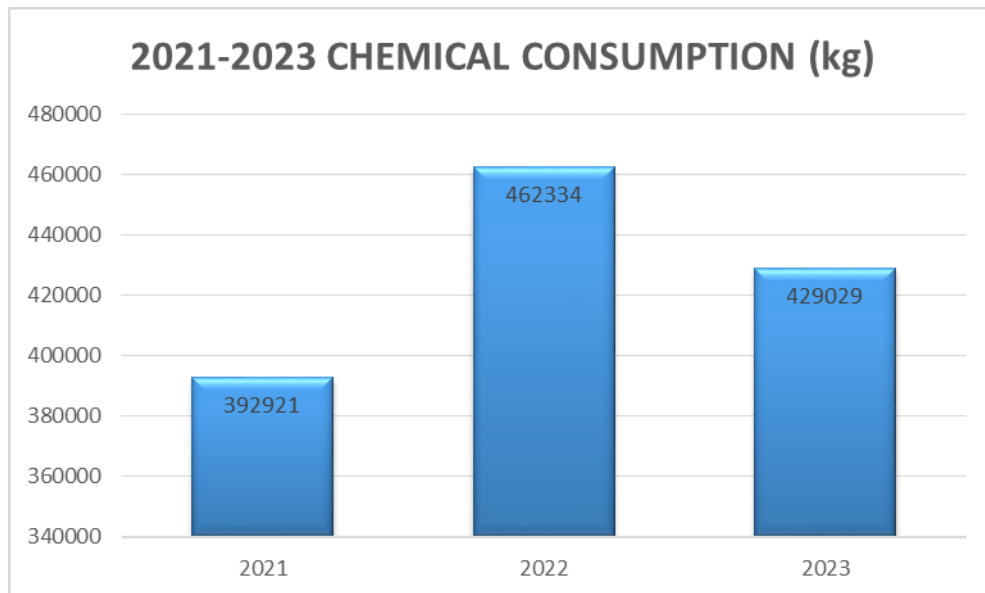
- Towel changes in the rooms are carried out in line with guest requests and guests are informed about this issue. If the guest does not request it, it is changed every two days.
- The mini bars in the guest rooms are positioned away from direct sunlight to prevent heating.
- Low flow (5lt/min) special faucets were preferred for room bathroom sinks. All faucets have aerator.
- Special shower heads with low flow rate (10 lt/min) were preferred for room showers. All shower heads have aerators.
- Toilet cisterns are set to consume 6 liters to save water.
- Photocell urinals are available in public toilets.
- The garden irrigation of our hotels is done with timed irrigation systems. Drip irrigation is practiced wherever possible in the garden.

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CHEMICAL CONSUMPTION

In order to ensure the general hygiene of chemicals in our facility, we provide continuous training to our staff to ensure that they are used in sufficient quantities. The chemicals we use are environmentally friendly and we ensure that they are used in sufficient quantities with automatic dosing units in our machines to keep unnecessary chemical use under control. Consumption amounts for the years 2021-2023 are as follows.



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CHEMICAL CONSUMPTION ANALYSIS COMMENT

In the comparative graphs of 2021-2022, the per capita consumption of chemicals is 7.3% less, which is due to the awareness of our personnel about the use of chemicals and not using unnecessary chemicals. In the comparative graphs for 2022-2023, the per capita consumption of chemicals is 20.73% higher, and the reason for this increase is considered to be the increase in the amount of chemicals used for both area cleaning and pools due to the construction of new pools in our facility.

PROTECTION OF BIODIVERSITY

As a facility operating in the global arena, we are aware that we can reach people of all nations and nationalities, set an example for them and make them partners in our activities.

- Caretta Caretta (sea turtles)

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

Endemic Plants

- Sand lily (pancratium maritimum)

Sand lily is a plant that belongs to Amaryllidaceae family with bulbs growing in coast dune areas. It grows in all Mediterranean countries and on the southern coast of the Black Sea. The species is endangered. It is an offense to take lilies found in Turkey out of the country.

It grows naturally on the beach of our hotel and if it is determined that it is present, these areas are marked with a warning sign and our guests are guided to see this beauty.

- Some endemic plants are grown by us in our facility.

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ENDEMIC PLANT SPECIES		
Ceratonia siliqua	Carob	12
Chorisia speciosa	Silk oak	3
Cytisus praecox	Golden chain tree	1
Draceana draco	Dragon tree	3
Fructus cynosbati	Rose hip	3
Myrtus communis	Myrtle	15
Nerium oleander Linneaus	Oleander tree	5
Pinus brutia	Turkish pine	1
Pyrus serikensis	Serik pear	1
Quercus suber	Oak Mushroom	3
Vitex spp	Chaste tree	15

Our Homeless Animal Friends

- Cat stations

"Cat stations" were built for the stray cats that call our hotels home. Our cats are periodically vet checked and vaccinated. It is fed twice a day in the morning and evening with prepared food according to the program given by the veterinarian.

OUR OTHER APPLICATIONS

- Our guests are informed not to throw away the books, magazines and newspapers they have read and want to dispose of, but to leave them in our book reading area in the hotel. In the same way, guests are guided to take the books, magazines and newspapers they want to read by choosing from our library.
- We reduce the use of chemicals by producing to increase our Zoysia grass areas that require less chemical use.
- Guests are advised to use public transportation during their city trip and are informed about the routes.
- We are aware of our contribution to the local economy, which is why a very large portion of the products supplied, close to 95%, are sourced from the local market.
- The waste water of all our hotels is connected to Waste Water Treatment Plants.
- Electronic communication channels (e-brochure, e-flyers, e-newsletter, e-card, etc.) are preferred at Miracle Resort Hotel.

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- Within the scope of our social responsibilities, "spot cleaning" activities are organized at the end and beginning of the season at public beaches and forest areas with the participation of all our personnel.
- All fire extinguishers and industrial cold rooms used in our hotels do not use CFC (Chlorofluorocarbon) gases that are harmful to the ozone layer.

OUR SOCIAL CONTRIBUTIONS

Our Social Responsibilities

- During Ramadan, Ramadan packages are provided to all personnel.
- A meal organization was implemented to the nursing home in our facility.
- A dinner organization was organized in our facility to support LÖSEV.
- Aid was received from Van earthquake victims.
- Our facility helps the Turkish Education Foundation Association.
- Our facility has made a donation to the history, culture and education foundation.
- Our facility helps ÇEVKO.
- Our facility purchased tickets from the Hope is Blue Wing theater to be given to our staff to support the disabled.
- Our facility supported the TRT international children's festival organization.
- Our facility made a donation to Antalya Düdenbaşı Nursing Home.
- Our facility provides clothing and goods to Antalya Anatolian Hotel Management and Tourism Vocational High School.
- Our facility has supported the 'Don't Let Them Shoot the Kite Antalya' project carried out by the Republic of Turkey Antalya Chief Public Prosecutor's Office.
- Our facility has donated to the Turkish Armed Forces Mehmetçik Foundation.
- Our facility supports R.T. Muratpaşa District Governorship Falez Vocational and Technical Anatolian High School.
- Our facility provided furniture support to Hakkı Tatoğlu primary school.
- Our facility has worked with Piri Reis Primary School within the scope of the eco-school project organized by TURÇEV.
- Our facility was donated to the Foundation for Strengthening the General Directorate of Forestry Organization.
- Our facility donated saplings to the Environmental Health Association.
- Our facility has regularly purchased tickets and supported the Positive Art Center Disabled Theater Group.
- Our facility sponsored the Muratpaşa Municipality Environment Festival in 2018.
- Our facility donated goods together with MÜZSAN for the fire that broke out in Manavgat district of Antalya province.
- Our facility supports the Spinal Cord Paralytics Association of Turkey by participating in the blue lid campaign.
- Within the scope of environmental protection, 260 saplings were donated to Antalya Aksu district.
- The WORLD OF WOMEN IN THE HOMELAND was sponsored.

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- Local gazette named 8TH DAY GAZETTE was sponsored.
- Our facility sponsored Pati Gazette.
- Our facility has donated to R.T. Muratpaşa District Governorship Falez Vocational and Technical Anatolian High School PTA.
- Our facility donated saplings to the Environmental Health Association.
- Our facility has made a donation to the Turkish Education Foundation.
- Our facility sponsored the theater festival prepared by Sufle Art & Organization.
- Our facility supports the Spinal Cord Paralytics Association of Turkey by participating in the blue cap campaign.
- Within the scope of environmental protection, 121 pine saplings were donated to Antalya Aksu district.
- After the earthquake in Kahramanmaraş on 06.02.2023, our facility supported the region about their need of beds, quilts, pillows, cardboard cups, etc.
- After the Kahramanmaraş earthquake on 06.02.2023, our facility continues to provide support to earthquake victims by renting houses.
- Our facility donated clothes to Nazilli 50th year Technical High School.

Awards and Certificates

- | | |
|--|-----------|
| • ISO 9001:2015 | 2010-2023 |
| • ISO 22000:2018 | 2010-2023 |
| • ISO 14001:2015 | 2010-2023 |
| • ISO 45001:2018 | 2010-2023 |
| • ISO10002:2018 | 2011-2023 |
| • ISO 22483:2020 | 2021-2023 |
| • Blue Flag | 2005-2023 |
| • Travelife Gold | 2011-2023 |
| • Sustainable Tourism Certificate (GSTC 3rd Stage) | 2022 |