



MAGIC LIFE JACARANDA HOTEL

SUSTAINABILITY REPORT

2018-2019

INTRODUCTION

Environment is the main resource for tourism. This resource must be managed in a continuous and balanced manner and its quality must be increased. During tourism activities, natural resources are being destructed during and after the facility establishment periods. This effect is seen mainly on 4 environments; water, soil, air and flora-fauna.

Tourism sector in Turkey is largely concentrated in the coastal areas. Therefore, clean sea water and clean beaches are considered as the most important indicators of environmental quality. Factors such as noise, air pollution caused by traffic, distorted urbanization, concretion of fertile lands and sensitive fields in the coastal areas with second residential areas, lack of infrastructure for forest fires disrupt the balances in ecosystem and thus the values that constitute tourism potential gradually disappear.

Sustainability is the activities to protect natural resources while meeting today's needs and to leave a good environment for future generations.

Sustainable development means programming the life and development of today and future by providing a balance between human and nature without consuming the natural resources and enabling future generations to develop and meet their needs.

Based on this information, in order to make tourism sustainable, the first thing that must be done by the tourists and touristic enterprises that are at the centre of tourism activities is to participate in environmental education and awareness raising activities.

As Magic Life Jacaranda, we are aware of and committed to our responsibilities in sustainable tourism and development. We are trying to leave a better world for future generations.

In this context, we are a member of Travelife, a consulting, auditing and certification organization for sustainable tourism businesses and green hotels worldwide.

1. MAGIC LIFE JACARANDA

Magic Life Jacaranda Hotel is a new hotel built in 2014 at Gundogdu Tourism Centre with the highest standards of comfort. It is named by the Jacaranda tree, a South American native plant. Jacaranda tree likes semi-shaded and sunny places. There are many places in Turkey suitable for cultivation of this tree.

Our facility is composed of independent buildings in a garden on a land of 130.000 m2 with its large sandy beach. In our bungalow type villas, guests can access their private pools directly from their rooms.

Overview of the Facility

It has a capacity of 781 rooms and 1718 beds and there are 5 slides in our aquapark. In addition, there are 9 pools for common use, one large indoor swimming pool and children's pool, one large swimming pool and one children's swimming pool, one relaxing pool and 3 villa pools.

In addition to our main restaurant, 7 Ala carte restaurants (Turkish, Italian, Japanese, International, Fish Restaurant, Steak House and Street Cuisine) are offered to our guests.

Other facilities include a mini club, a fitness room for sport lovers, tennis courts, archery, beach volleyball and a spa centre. In addition, there are hairdressers and beauty salon, 7 bars located in different parts of the facility with different decors and styles, an amphitheatre designed for evening shows and an indoor disco. In addition to these services, a doctor serves at certain times of the day for our guests' health problems.

It is a facility with Magic Life concept. Although it is a new facility, it has adopted a management approach that attaches importance to keeping good relations with employees, suppliers, public institutions and local people and working in cooperation. It has declared to its personnel a social corporate culture understanding that meets the travelife criteria in the accommodation sector and is committed to conduct this policy with the team awareness.

2. SUSTAINABILITY

We assimilate and apply our quality policy in order to provide better service to our guests who prefer Magic Life Jacaranda and to make tourism sustainable and leave a more beautiful and liveable world for future generations.

We know very well that to make our quality understanding perpetual, our guests' satisfaction must be always sustainable at the highest level.

Magic Life Jacaranda's quality concept is based on ensuring that our guests leave the facility in a happy way in any case. We continue our work by adhering to the guest satisfaction-oriented thought without giving up each detail of the highest service standards; such as the first positive impressions of our guests at the moment they enter our facility, acting freely during the meal choices from the buffet, having the breakfast or dinner in an ambience that leaves mark on them, enjoying each second of the holiday in a lasting peace in the pool or on the beach and spending a quality time while resting at the room.

We have ensured these details with the full support of the senior management and with quality management studies assimilated by our employees at all levels.

Please support us to be sustainable!

3. HUMAN RESOURCES IN 2018-2019

- Employees applying to work at Magic Life Jacaranda Hotel begin their work by mutual agreement with the workplace, knowing the working conditions, job description and social rights.
- Personnel to be employed are never subjected to any selection or discrimination (based on race, language, religion, colour, etc.) other than the eligibility criteria.
- It is essential to observe open communication, confidentiality of personal information, understanding of justice and compliance with ethical principles.
- Children are never employed in our facility. Consent is obtained for personnel between the ages of 16-18.
- The personnel employed are given orientation training first, and the buddy system makes it easier for the hotel and staff to adapt.
- All personnel are familiar with the weekly work schedule.
- Personnel work 45 hours a week in accordance with the legal working time. In case of overtime, it is again done in accordance with the law, and overtime is paid either as a wage or as a leave day.
- Personnel are informed about all rights such as severance pay, notice pay, weekly leave, annual leave, etc. and they use them.
- Any special leave rights such as maternity leave, death permit, etc. are granted to our employees.
- Within the scope of our open door to personnel policy, personnel are informed during the orientation training that the door of the management is always open to the personnel in hierarchical order if there is no bad intention.
- Workers' representatives are assigned to represent other colleagues in the OHS Committee and have the right to speak at the meetings.
- Disabled personnel are employed in our hotel as required by the law.
- Women are not employed on night shifts.
- Risk analysis has been carried out within the scope of OHS and an Occupational Safety Specialist has been assigned by the contracted KAYAN Consulting Company. Monthly reports are received and necessary actions are taken.
- The disciplinary committee is active in our hotel and works in accordance with the rules in order to ensure order and discipline.

Opportunities for the Employees

Name Tag, use of Lockers

Personnel are provided with a name tag, and a locker in the locker room, at the beginning of the job.

Use of Laundry

All of our employees' work uniforms and all kinds of work-related clothes are cleaned free of charge. Tailor and ironing services are also available.

Use of Lodging Quarters

Our employees are provided with lodging facilities consisting of 4-person rooms in order to have peaceful and pleasant moments outside of working hours and to relax easily.

The lodgings have 7/24 WiFi, cable TV and hot water and also common cafeteria and canteen facilities are offered to the use of our employees.

The personnel lodgings, dressing rooms and cafeteria are inspected regularly by department managers according to the watch list.

Shuttle for Staff

Due to our working hours in different shifts, we provide staff shuttle. They are controlled by the human resources department.

Staff Cafeteria

Breakfast and lunch are free for the employees in the staff cafeteria. 15-day menus are available in the cafeteria which provides special service to the staff.

Doctor's Office

We have a doctor's office available to our employees. Our employees can benefit from the health service during working hours. They can use the infirmary free of charge and can get the medical reports necessary for the job application, in the contracted hospital free of charge. In addition, all our employees are entitled to a discounted examination at a contracted private hospital.

Staff Motivation Dinner

At the end of each season, a motivational dinner is organized to celebrate our success.

Trainings

All kinds of legal compulsory trainings, internal trainings and on-the-job trainings are provided throughout the season by establishing an effective training system to increase the general and professional knowledge of the employees and to develop their individual knowledge and skills. Trainings of each staff are monitored by the human resources department on a monthly basis. (Vocational and technical trainings, communication, guest satisfaction, complaint management, teamwork, quality management systems, hygiene trainings, environmental and occupational health and safety trainings).

Staff's Social Progress

- Barbeque parties are held on a monthly basis for our personnel. It was held at beginning of the season and will be continued on a monthly basis.



- Rewarding of personnel in case of suggestion and conformity is essential.
- Every month, the birthday of personnel are celebrated and employee of the month is selected and rewarded.
- Departments organize motivation meetings, picnics, excursions and so on. And by this way team awareness and motivation is provided to the staff. The hotel provides the necessary materials.
- By the social committee established within the hotel, charity is gathered for the personnel in need especially during Ramadan. Social Committee meetings are held and the decisions taken are recorded in the minutes of the meeting.
- On holy nights, pastry are distributed to personnel.



- The special days of our employees such as feast, mother's day, women's day, father's day are celebrated with a meeting held by the hotel management.



- All national holidays are shared with our staff.
- Charity is collected with all other employees for health problems of the children of our employees.
- The personnel who want can take the uneaten food from buffets for their pets.
- The wish box is active for the personnel to convey any suggestions and requests, and this box is unlocked only by the General Manager and Human Resources.
- Awareness is created in the personnel by placing visuals at the rest area on water and energy saving. In addition, a library has been started to be established.
- The personnel were told about the harms of smoking and were given training to quit smoking.
- In addition, our hotel acts with a win-win policy in a climate of trust and tranquillity with the local community, thus providing carpet aid to mosques and schools in the region.
- The hotel has good relations with the gendarmerie and provides support for any assistance requested. Ramadan aid packages were prepared.



- The hotel participates in local government meetings with other hotels and supports regional problems and activities (Manavgat Municipality Blue Flag Meeting, Waste Management Meeting, etc.).
- All kinds of demands for meals, seats, tea, coffee, etc. from local public institutions and organizations are fulfilled. In Duriye Duran Primary School, a stand was set up for bazaar and doner (a special meat meal) was sold.





- The village road in Karaöz area which is in bad condition was repaired by the hotel technical team.
- Construction of rainwater collection station on the shore was carried out with ASAT where logistical and material were provided by us.
- Our campaign for collection of blue caps of plastic bottles goes on.



- Red Crescent blood donation organization is being planned.
- The Social Market donation campaign also goes on by collecting unused good.
- Nursing home visit is being planned.
- Environmental Education and Vegetable Waste Oil Training was given to children of Duriye Duran Primary School.

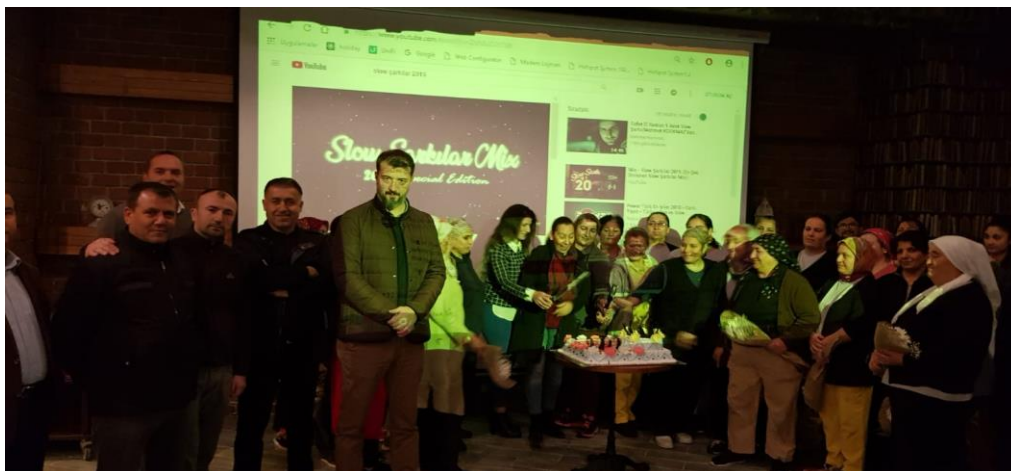


4. SOCIAL AND CULTURAL PROJECTS IN 2016-2017

- The celebration of New Year was held in the personnel cafeteria.



- On the 8th of March International Women's Day, after the video presentation to our female staff, we gave flowers and served cake.



- We participated in the show of little students in Gundogdu Duriye Duran Primary School, on 23rd of April National Sovereignty and Children's Day and then we donated people doner and ayran in our fair stands.



- During the Disability Week, we hosted Manavgat Orthopaedic and Walking Disability Association and children with Down Syndrome in our hotel. We delivered the collected blue caps and given a Certificate of Appreciation by the association.



- TUI Magic Life Jacaranda Hotel Managers organized an event to celebrate Mother's Day of the working mothers. All women working at the hotel were given flowers for celebrating Mother's Day.

A speech was made about the meaning and importance of the day and a video was watched. There were moments of emotion.



- May 19th Commemoration of Atatürk, Youth and Sports day was celebrated with enthusiasm by singing the Tenth Year Anthem with our disabled citizens and employees.



- We celebrated Ramadan Festival with our staff.



- In order to get wishes and complaints of our personnel, human resources officers are available in the personnel cafeteria every day and they get notifications from the personnel in writing. We also have a wish and suggestion box.



- We delivered the unused goods we collected from the staff and guests to Manavgat Social Market and got a Certificate of Appreciation on behalf of our hotel for our sensitivity.

To ensure continuity, we have planned the construction of a collection unit in the lobby area.



5. DEVELOPMENTS ON ENVIRONMENT-PROTECTION IN THE PERIOD 2018-2019

1. A consultancy agreement was signed with SIO Environment Company due to the obligation to employ an environmental officer within the scope of the Environmental Legislation. Our compliance with the law is checked by means of monthly audits and in case of non-compliance, necessary corrective actions are taken.

2. The "EIA IS NOT REQUIRED" certificate was obtained from Antalya Provincial Directorate of Environment and Urbanization.

3. The facility meets its water demand from ASAT and ground water is not used.

4. Waste waters are connected to a treatment plant connected to ASAT, by means of a sewage system. Rain water drainage line was constructed in 2014 winter season after detecting that rain water drainage was not sufficient.

5. The facility has combi boilers where LNG fuel is used. Since the facility's total combi capacity is 2.3 MW, an "Environmental Permit Exemption" letter was received from Antalya Provincial Directorate of Environment and Urbanism.

6. All obligatory trainings are given to the personnel in accordance with the facility policy. The personnel are provided with trainings in regular intervals, especially environment and orientation trainings, and their effectiveness is evaluated and is repeated when necessary. Environmental Trainings covers the topics such as reducing the consumption of natural resources, reducing and correct separation of wastes, things to be done about hazardous wastes, protection of natural life etc. Trainings are conducted internally and externally.

In addition, chemical trainings are received from our supplier companies to raise the awareness of our employees using chemicals in order to ensure standardization of chemical consumption.

In this context, our workers have been provided with fire training.



7. Environmental Internal Audits were conducted by Sio Environment Company on 07.04.2018 and 20.04.2019.

8. The facility has received all the necessary legal documents since April 2014 when it was newly opened.

9. As of the year 2015, Live Music Broadcast Permit was obtained.

10. Organic wastes are collected separately in the facility, stored in cold stores and taken by Manavgat Municipality Directorate of Cleaning and Environmental Protection.

11. Packaging waste is collected separately, stored in recycling waste station and taken away by Yeşilyurt Packaging Waste Collection and Separation **Ramazan Esginus**.

12. Building and garden waste are collected separately from other waste and dumped to the places indicated by the municipality.

13. Medical wastes are sent to licensed ITC Company.

14. Hazardous wastes are stored in the hazardous waste depot to be disposed of without harming the environment, the wastes generated are recorded and registered in the MOTAT system and delivered to the environmentally licensed transportation company. Our target for 2019 is to collect all hazardous wastes generated in our hotel in the intermediate hazardous waste storage area without being mixed with other wastes and to deliver them to licensed companies, and at the same time to carry out activities to minimize the amount of hazardous waste.

15. Our vegetable waste oils are collected separately and recorded in MOTAT system and delivered to licensed PULİM Company.

16. We carry out various activities to reduce our waste production and encourage our guests and employees to participate in the recycling program. Waste separation containers are available in various departments for the recycling of glass, paper, oil, plastic and food waste.

Waste sorting units are also available in the guest areas. We work with the relevant companies for the recycling of these wastes and we follow up the process.

16. Water-saving equipment is used to reduce overall water consumption without sacrificing health, hygiene and guest satisfaction issues, and we train our employees and place an informative “Eco-Friendly Card” which raises awareness on water saving, in guest rooms. In addition, informational warnings and posters are posted for guests and staff to save water.

17. Within the scope of fire safety, fire extinguishing automation system has been constructed.

18. Fire extinguishers were supplied and installed throughout the facility.

19. A fire plan is installed behind the doors of the rooms.

21. The lighting in the fire escape routes was replaced with sensor type.

22. Emergency gathering areas were designated and declared to the designated personnel and guests.

23. Fire escape doors were specified. The direction instructions have been almost completed.

24. Emergency Team was established.

Scenarios were prepared for fire, flood, earthquake and chemical spill drills.

25. Chimney cleaning was performed.

26. There are chemical dosing units in the pools and calibration is performed by the company.

27. Manometer pressure is taken into consideration pool filters, and the need for backwashing occurs when it is 4 bars and the pointer turns red and the backwashing is done only in such circumstances.

28. Ventilation and emergency exit doors are provided in the pool engine room.

29. The cleanliness and operation of the pools are regularly checked and recorded, and compliance is regularly determined through analysis.

30. MSDS's are available in pools.

31. The temperature of cold rooms is kept under control and refrigerator's motor is stopped to prevent heat loss if the door will be left open for a long time, products are placed at a temperature close to the cabinet temperature. (Use of blastchiller)

32. Care is taken not to use chemicals as much as possible, in order to combat flying insects. EFK devices are used instead.

33. Frying oils are checked and their lifetime is controlled and they are delivered to licensed PULİM firm after being collected separately. In 2018, 2190 kg of waste vegetable oil was

reported to the Ministry of Environment and Urbanization. Oil holder cleaning is also done by the company.

34. Ozone sanitation device is used for disinfection of fruits and vegetables in our facility.

35. Green Team activity is created and environmental activities are carried out. Tree planting, flower planting, zone cleaning, etc.

36. Green Team board was created. It contains environmental info and green team photos.

37. Rooms, kitchens and showers have aerators to reduce water drain.

38. In order to control and monitor the electricity consumption, the counters of the shops are separated. Mobile counters have been installed for in-hotel units with high electricity consumption (restaurant, bath, snacks) and consumptions were started to be monitored. Pool snack and kitchen counters were also separated.

39. The rain water drainage line, which was not suitable for the capacity of the plant, was developed and extended. With the increased capacities, rain water is discharged into the sea without mixing with any infrastructure water.

40. The elevator and other monthly maintenances are done regularly and records are kept.

41. Heating and cooling systems operate connected to automation and can be manually intervened depending on weather conditions.

42. Geographical timers are located in outdoor space lightings of the hotel.

43. Rooms have energy-savers and balcony doors have door switches connected with air conditioning.

44. Sensor lighting and faucet mixers are available in public areas.

45. There are two levels of water flow in the closet and the siphon suitable for the needs is used to prevent wasting water.

46. Electrical dispensers are selected for disposable towel papers. This is an action to prevent the release of waste batteries.

47. In order to keep paper towel consumption under control, there are information letters alongside the towel machines.

48. Foam soap is used in general area WCs.

49. A billboard explaining the time of disappearance of waste in the nature was created for raising awareness for the guests.

50. Water hardness is regularly measured and recorded, and significant changes are intervened immediately.

51. All kinds of legal permissions have been obtained for the facilities serving in the accommodation sector.

52. Energy consumption is recorded and monitored.

54. The lighting throughout the hotel is generally chosen as led and saving items.
55. Throughout the hotel, drip and spring system was chosen for garden irrigation. An irrigation plan is available for manual irrigation.
57. The MSDSs of the chemicals used are available.
58. A blue flag audit was conducted for the beach in 2019 and we were entitled to receive the blue flag.
59. Annual maintenance and calibrations are planned.
60. Pool maintenance and water softening controls are performed.
61. At the lobby entrance, automatic revolving door and all other doors opening out are automatic. In addition, all automatic doors have air curtains. Thus, the air conditioned inside is stable and energy wastage is prevented.
62. Our policies on Quality, Environment, OHS, Procurement, relations with local communities have been published and displayed on the staff, guest areas and web page.
64. In our hotel, new generation gases are used and we try to keep the harmful effects of refrigerant gases on the environment to a minimum.
65. Large packages are used in our hotel as much as possible.
66. Solar system energy is used in our hotel for water heating. The solar panels are cleaned to ensure maximum benefit from the solar rays.
67. The washed textile is counted and we always exchange opinions with the outsourcing company about the washed material, stained material or worn material and we try to reduce the number of inappropriate washed materials.
68. Debriefing was made so that guests assist the facility for changing sheets and towels.
69. A good insulation was applied on the piping systems and lines in the boiler room, avoiding waste from heat loss.
70. Cleaning cloths, pillows and baby pillows are made of discarded sheets and bed linen.
71. Rooms have energy-friendly TVs and minibars.
72. A significant advantage for lighting is provided by using large glass areas throughout the hotel.
73. Double sided printing of the printouts is provided as much as possible.
74. In toilets in public areas, photocell taps and urinals with sensors are used.

6. ENVIRONMENTAL PROJECTS FOR THE 2018-2019 PERIOD

HOCALI PRIMARY SCHOOL RECYCLING ACTIVITY AND TREE PLANTING



MUNGO CLUB AND GREEN TEAM TREE PLANTING





COASTAL ZONE CLEANING





On June 5, World Environment Day, the students of our sister village school, Düriye Duran Primary School, watched the presentation on the importance of the environment together with Magic Life Jacaranda Green Team, and then painted cloth posters to draw attention to sustainability in the environment. Our children planted olive trees on behalf of the children of the world. There were fun moments during the egg-carrying contest.









MOSQUE ZONE CLEANING

As a team, we carried out a zone cleaning in Hacı Ayşe Çetin Mosque.





The Blue Flag hanging ceremony was held.



7. TARGETS FOR THE YEAR 2019

7.1. ENVIRONMENTAL GOALS

TARGET 1 To attain an electricity consumption of 18,00 kWh / person in the year 2019, while it was 19.37 kWh/person in 2018.

TARGET 2 To attain a mains water consumption of 0.32 m³ / person in 2019, while it was 0.45 m³ / person in 2018.

TARGET 3 To attain an LNG consumption of 0.44 Lt / person in 2019, while it was 0.46 Lt per person in 2018.

TARGET 4 Not to reduce the number of environmental activities, which was 10 in 2018, below 10 in 2019

TARGET 5 To realize the amount of hazardous waste as 0.020 in 2019 with trainings and follow-ups, while it was 0.015 g / per person in 2018, (to prevent it from mixing with other wastes)

7.2. QUALITY TARGETS

TARGET 1 To reduce the number of work accidents from 37 in 2018 to 25 in 2019.

TARGET 2 To attain a TUI guest satisfaction rate of 9.00 for the year 2019 while it was 8.87 in 2018.

TARGET 3 Not to reduce the Holiday Check score from 5.4 in 2018 below 5.4 in 2019.

TARGET 4 To attain a Late C-out revenue of TL 155000 in 2019, while it was TL 153000 in 2018.

TARGET 5 To increase the revenue from extra drinks and extra food per person to 1.70 TL in 2019, while it was TL 1.52 in the year 2018.

TARGET 6 To reduce the cost of advertising by 2% in 2019, which was around 31247.69 in 2018.

TARGET 7 To attain a cost rate of 20.50 in 2019, while it was 23.62 in the year 2018..

TARGET 8 To attain a broken porcelain rate of 0.25, broken glass rate of 0.50 and lost stainless metal rate of 0.25 in the year 2019, while the broken porcelain rate was 0,35, damaged glass rate was 0.69 and lost stainless item rate was 0.40 in the year 2018.

TARGET 9 To increase the service survey results over 8,50 in the year 2019, while it was 8.42 in the year 2018..

TARGET 10 To attain a rate of training per person of 95 min / person in 2019, while it was realized as 93,12 min / person in 2018.

TARGET 11 To attain a turnover rate less than 10% in 2019, while it was 9.6% in 2018.

7.3 FOOD SAFETY TARGETS

TARGET 1 To increase the success rate to 98% in 2019, while it was 93% with 50 non-compliant samples obtained from the results of Food Laboratory analysis in 2018.

TARGET 2 To increase the success rate to 90% in 2019, while it was 84% with 15 non-compliant samples obtained from water and ice analysis results in 2018.

TARGET 3 To attain 0 complaints related to food safety in 2019, while it was also 0 in the year 2018.