

# TT HOTELS TURKEY SUSTAINABILITY REPORT 2019



## ABOUT TT HOTELS

- TT Hotels Turkey; In 2019 is one of the most renowned Turkish hotel chains, with 14 high standard all-inclusive hotels placed within the most visited touristic and natural areas.
- We are giving effort to become the best hotel chain in Turkey and having the best staff in Turkey. Our staff consists of carefully selected, well-educated and devoted people. This team also contributes to the success of the concept we apply in our hotels by using Turkish hospitality in the best way. Our employees are doing their best every day and every guest is welcomed in our facilities.
- Within our concepts another important component is our sensitivity to the environment. We give effort to minimise the harm to our environment and where possible not to consume more than necessary as a part of our mandatory corporate responsibility.

# TT HOTELS QUALITY POLICY

As a Senior Management we commit to undertake:

To continuously improve the effectiveness and efficiency of our Management Systems and ensure amiable customer satisfaction by applying responsible, honest, principled approach and professional management.

To constantly protect and increase the reputation of our company operating in the hospitality industry.

To render the services that meet our customers' current and future expectations by following the developments within the sector.

To work efficiently without compromising quality.

To create mutual value within the framework of the management systems applied on our facilities by cooperating with our suppliers and applying the win-win concept.

To undertake the primary role in raising awareness among our employees, guests and the local community and ensuring its sustainability with the sense of social responsibility brought by our brand, and make and apply the decisions regarding this direction.

To create an appropriate infrastructure with regard to our services and products and ensure that from-farm-to-fork processes are kept under control in order to provide the most effective implementation of Food Safety Management System within the scope of national and international regulations and Food Safety Management System standard

To comply within the requirements of existing International and National Legislation and Environmental Management System Standards, minimize the amount of pollution arising from our activities, closely follow and implement technological developments in order to ensure the proper use of natural resources; share our efforts towards protection of the environment with our employees, guests, suppliers and the community; identify targets to ensure continuous improvement, conduct the necessary research, design and application with regard to the principles of protection of biodiversity and energy efficiency cycle.

To endeavor to be decisive and have continuous efforts, in order to minimise any negativity by taking consideration of health and safety of our employees and customers no matter what language, religion, race or gender.

To continue training of our employees by perceiving it as a never ending process and through valuing our employees' satisfaction and participation.

# **TT HOTELS ENVIRONMENT and SUSTAINABILITY APPROACH**

Since the implementation of the Quality Management Systems practices since 2010, the targets are determined regularly, for the consumption of natural resources, environmental and the protection of nature. We have reached the maturity level about Quality Systems in all of our Hotels.

Process-based targets are established on a regular basis in all of our Hotels and the relevant department managers continue to work in order to achieve these goals. Targets are determined by discussing with all relevant department managers at the beginning of the season and the current situation is evaluated at least twice a year together with the related department managers. Actions are planned in order to achieve each target.

In addition, the department has Key Performance Indicators (KPIs). KPI data is entered on a monthly basis and current situations are evaluated by the Quality Department and related department managers.

The objectives mainly cover a number of issues including natural resource consumption (electricity-water-chemical-wastes, etc.). Department-based KPIs include all types of environmental, sustainability or social responsibility activities in the department is free to choose their own.

There is also support of Environmental, Occupational Health and Safety and Dangerous Goods Safety Consultants and Building Energy Managers who are also working within our Hotels, to support these studies.

# TT HOTELS ENVIRONMENT and SUSTAINABILITY DATA

TT HOTELS AVERAGE CONSUMPTION DATA	UNIT	2017-2018 (Consumption Difference%)	2018-2019 (Consumption Difference%)
ELECTRIC	kwh/per person	%6,9 ↓	%2,3 ↓
WATER	m <sup>3</sup> /per person	%0,09 ↑	%5,80 ↓
GAS	kg/per person	%6,90 ↓	%9,84 ↑
HAZARDOUS WASTE	kg/per person	%22,22 ↓	%26,86 ↑
RECYCABLE WASTE	kg/per person	%2,80 ↓	%20,45 ↑
ORGANIC WASTE	kg/per person	%7,64 ↓	%6,45 ↑
CHEMICAL CONSUMPTION (HK)	kg/per person	%21,05 ↓	↔
CHEMICAL CONSUMPTION (STW-F&B)	kg/per person	%10,41 ↑	%17,20 ↑
CHEMICAL CONSUMPTION (TECHNICAL SERVICE)	kg/per person	%0,68 ↓	↔
A4 PAPER	Pages	%14,59 ↓	%14,60 ↓
WASTE OIL / FAT	Kg	%29,60 ↓	%24,66 ↑
PLASTIC WASTE BAGS	bags	%18,94 ↓	%0,61 ↓



- The reason for the increase in the amount of water consumption in 2018 season is due to the increase in the number of guests and hotels. In the 2019 season, consumption was reduced with the awareness of guests and staff in our hotels.



- The reason for the increase in the consumption of Stewarding Chemicals in the 2018-2019 season is due to the change in the number of guests.



- The reason for the increase in LNG consumption in 2019 season is due to the change in the number of guests and the increase in the number of hotels.



- The reason for hazardous waste consumption to increase in 2019 season is due to the increase in personnel awareness and regular delivery.

- The reason for the increase in the amount of Recycled Waste in our hotels is the efficient separation of waste, but the consumption records are tried to be reduced by reviewing the waste records every month.



- Organic Waste quantities were reduced by paying attention to waste records in 2018 season. However, the reason for the increase in 2019 is due to the changes in the number of guests.



- The reason for Herbal Waste to increase in 2019 season is due to the increase in waste separation awareness and changes in menus. With the targets set in 2018 season, consumption records were checked monthly and a decrease was achieved.



# ENVIRONMENT and SUSTAINABILITY ACTIVITIES

- Green Team teams are formed at TT Hotels Turkey and they carry out environmental and sustainability activities during the season. Our newly joined hotels; TUI MAGIC LIFE Bodrum carries out activities in accordance with TUI BLUE Grand Azur and TUI MAGIC Masmavi TT Hotels Turkey concept.
- In our hotels, importance is given to the Sıfır Atık Regulation; There are enough waste sorting stations, information panels about how long the wastes will be destroyed and environmental panels.



# ENVIRONMENT and SUSTAINABILITY ACTIVITIES

- Each hotel has Blue Flag Awards. Blue Flag award ceremonies are held with the participation of guests each season.





# ENVIRONMENT and SUSTAINABILITY ACTIVITIES

- Our Mini Club employees perform regular environmental activities with the mini club guests. Plant irrigation, planting seedlings, planting flowers, hand painting, wheat planting, biogarden trip and plant promotion, making environmentally themed pictures made from waste materials are examples.



# ENVIRONMENT and SUSTAINABILITY ACTIVITIES

- TUI Clean Up Campaign Event is held regularly with our volunteer guests and hotel employees in our hotel at least 2 times a month. It is very beneficial in terms of raising awareness of the guests, local people and facility employees by making races inside and outside the facility.
- Blue Flag Week Turkey Activities in all our hotels and TUI BLUE Seno, TUI MAGIC LIFE Sarigerme, Maker Holiday Greener cleaning public areas in our hotels which are made in order to raise awareness of the events. Collected wastes are divided into categories and disposed.



# ENVIRONMENT and SUSTAINABILITY ACTIVITIES

- In our hotels in the Aegean region, products from the cooperatives in our region are purchased and offered to guests with the Taste from the Field Project within the scope of TUI Care Foundation. Biogarden is available in every hotel and organically grown products are served to our guests.



- In some of our hotels, chickens are fed to fight pests. In this way, garden spraying is not done and chemicals are not consumed.



# ENVIRONMENT and SUSTAINABILITY ACTIVITIES

- On 09.10.2019 TUI's first Plastic Reduction Seminar on TUI Plastic Reduction was held in TUI MAGIC LIFE Sarigerme with all employees of TUI.
- Each hotel plastic bottle, glass, pipette, mixer etc. It minimizes the use of materials and performs evaluation studies. In order to reduce the consumption of plastic bottles and glasses in our hotels, water dispensers were placed in the guest areas and staff areas, waste plastic bottles were evaluated and flower beds were made, and a green perimeter corner was created.



# ENVIRONMENT and SUSTAINABILITY ACTIVITIES

- During the season, our hotels hosted their local schools and girls / boys dormitory guests at our facility and planted trees with them. As TT Hotels Turkey, we participated in Antalya Turçev Eco Schools Environment event.



# ENVIRONMENT and SUSTAINABILITY ACTIVITIES

- On June 5th, World Environment Day is celebrated in each of our hotels, environmental activities such as environment cleaning, tree planting are carried out, and in the hotels with diving schools, seabed cleaning is carried out together with divers and lifeguards.
- In order to draw attention to the extinct *Caretta caretta* at the TUI BLUE Pascha Bay Hotel and to destroy the damage to them, the spawning areas on the beach have been protected. The turtles that hatched from the eggs were brought to the sea.
- At the TT Hotels Pegasos World Hotel, the " Insect Hotel " adapted for many insect species is displayed at the lobby entrance and this project is also supported by TUI. There are also cat houses in most of our hotels.

***Caretta caretta Protection Area***



***Insect Hotel***



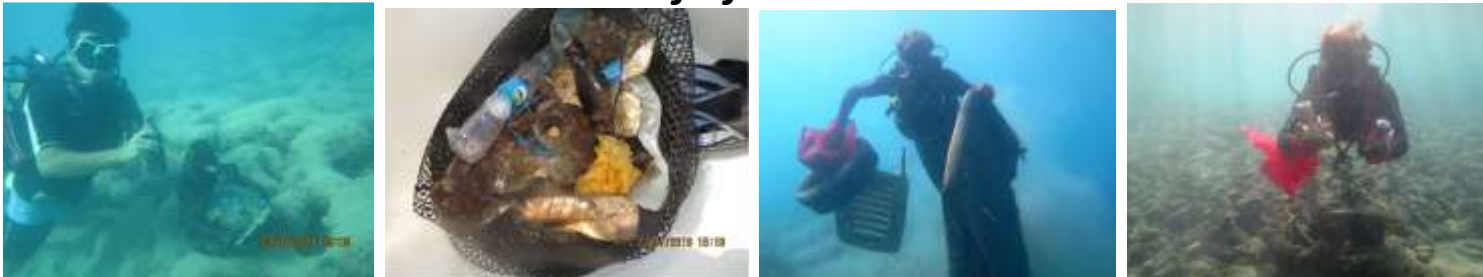
***Cat Houses***



***World Environment Day***



***Cleaninf of Sea Bed***



***Breath Into The Future Event-Tree Planting***



# EDUCATION

- Each staff working in our hotel receives training on environmental awareness, waste management and sustainability in ISO 14001 and departmental trainings.
- The annual training plans are organised so that everyone receives these and repeated periodically during the season.



# ENVIRONMENT and SUSTAINABILITY ACTIVITIES

- School visits and aids are realized by leaving the budget of the hotels. Every season our hotel accumulating in blue caps TOFD to (Spinal Cord Injury Association of Turkey) is donated. At the same time, blood donation is made to the Red Crescent by the staff during the season, and the Nursing Home and Children's House Visits are held.

*Red Crescent Blood Donations*



*Visit to Old People's and Child Home*



*Water Bottle-Blue Cap Project*



*School Visit & Donations*





# ENVIRONMENT and SUSTAINABILITY ACTIVITIES

- Most of our hotels have cat houses. The money accumulated with the donation of the guests who want to contribute to the care of the cats is donated to the animal shelter at the end of the season.
- Each hotel has a ZİÇEV (Foundation for the Training and Protection of Mentally Insufficient Children) box and the LÖSEV (Foundation for Children with Leukemia) box. Donations accumulated in the box with the contribution of guests and staff throughout the season are delivered to ZİÇEV and LÖSEV at the end of the season.
- Every year, TT Hotels Turkey hotels are donated seedlings to the TEMA Foundation Hope Forest in order to contribute to the efforts to combat erosion and reforestation on behalf of their staff and guests.



# ENVIRONMENT and SUSTAINABILITY AWARDS

OPELLER	2017-2018-2019
<b>Magic Life Water World</b>	Blue Flag, Tui Stray Animal, Travelife Gold, Clean Pool Certification
<b>Magic Life Sarigerme</b>	Blue Flag, Travelife Gold, Green Star, TUI Umwelt Champion, Clean Pool Certification
<b>Blue Marmaris</b>	Blue Flag, Travelife Gold, Clean Pool Certification
<b>Bodrum Imperial</b>	Blue Flag, Travelife Gold, Clean Pool Certification
<b>Fun &amp; Sun Club Belek</b>	Blue Flag, Travelife Gold, Stray Animal Award, Clean Pool Certificate
<b>Pascha Bay</b>	Blue Flag, Travelife Gold, Clean Pool Certification
<b>Pegasos World</b>	Blue Flag, Travelife Gold, Stray Animal Award, TUI Umwelt Champion, Clean Pool Certificate
<b>Hydros Club</b>	Blue Flag, Travelife Gold, Clean Pool Certification
<b>Pegasos Royal</b>	Blue Flag, Travelife Gold, Clean Pool Certification
<b>Pegasos Resort</b>	Blue Flag, Travelife Gold, Clean Pool Certification
<b>Pegasos Club</b>	Blue Flag, Travelife Gold, Clean Pool Certification
<b>Tropical Resort</b>	Blue Flag, Travelife Gold, Clean Pool Certification
<b>Holiday Village Turkey</b>	Blue Flag, Travelife Gold, Clean Pool Certification
<b>Tui Blue Seno</b>	Blue Flag, Travelife Gold, TUI Umwelt Champion, Clean Pool Certification
<b>Magic Life Bodrum</b>	Blue Flag, Travelife Gold, Clean Pool Certification
<b>Grand Azur</b>	Blue Flag, Clean Pool Certification



## **ENVIRONMENTAL POLICY**

- Since its foundation, it has adopted the mission of being a sensitive facility to the environment and social environment, believing in the necessity of sustainable tourism and aiming to increase awareness in its social environment. For this reason, it has been working on a wide range of subjects and areas and is currently working on developing works with additional applications. The constructive support of the management, the awareness of the employees and the attitude in cooperation with the local governments are the most important indicators of the sensitivity shown to this subject.

## **MAINTENANCE OPERATION**

- Maintenance Plans have been created in order to ensure that the equipment works efficiently and that the service provided to the guests is not interrupted. All maintenance is completed according to this plan.
- For example, the boilers used in our hotel are built by the authorised services companies once a year and Emission measurements are made within the legal parameters.
- Gases that are emitted to ensure they are not harmful to the environment and human health.

# CHEMICAL USAGE

- Detergents and disinfectants used throughout our hotel are environmentally friendly and not harmful to human health. Material Data Sheets (MSDS) reports are examined especially when selecting these materials. These reports are stored during their use. For compliance with international standards and compliance, Chemical Abstracts Service (CAS) codes are evaluated.
- Care is taken to ensure that the medicines and fertilisers used for our gardens are organic. In all garden applications and primary organic products are preferred.
- All swimming pools have automatic chemical dosage systems.
- There are overflow trays fitted in the pool machine rooms to prevent hazards.
- Fruit and vegetable disinfection is provided by Ozone systems which is more environmentally friendly than other methods.

## FIRE SECURITY

- Our fire safety system depends on automation. Fire tube maintenance is done every 6 months and our hydrates located throughout the facility have the capacity to cover the entire area of the hotel. In addition, we have fire and smoke sensitive detectors and fire extinguishing equipment in all general areas used by our guests and employees.
- Fire escape routes and emergency meeting points for hotel guests and staff are indicated on the back of the guest rooms and in the general areas of the hotel, on the signboards showing the hotel plan.

## OTHER GOOD WORKING PRACTICES

- For the purpose of saving paper, internal correspondence and reports they are not printed but archived on computers. In addition, our management systems (ISO 14001, ISO 9001 and ISO 22000) are monitored on the intranet via the Web based documentation management system.
- All our loudspeakers and sound systems are measured for noise-pollution to ensure they remain within the legal limits. These measurements are repeated within the legal periods.

## PROCUREMENT

- The importance of recyclable packaging materials in food and beverage purchases is preferred.
- Items for mini- bars are not individual packages to reduce the amount of liter.
- Priority is given to suppliers with ISO 14001 Environmental Management System certification or an internationally accredited environmental certificate.
- Sustainable Purchasing concept has been implemented within the Central Purchasing.

# TRAINING

- Firefighting and Fire company give Fire Training once a year for all of our employees.
- Environmental and Waste Management Training is given to all our employees once a year by the Professional Environmental Officer (Environmental Engineer).
- Energy Saving training is given to all our employees once a year by Professional Energy Consultants.
- All departments in our facilities support environmental awareness, waste management and sustainability issues at least once a year, both in their orientation presentation, ISO 14001 and departmental trainings.
- Training Plans prepared for all departments are organised by departmental managers, Human Resources and the Quality department at the beginning of each season to cover Environment and Sustainability issues.

# OCCUPATIONAL HEALTH and SAFETY

- Our hotel occupational health and safety service is provided by a registered company and the occupational safety specialist visits our hotels on weekly basis and provides necessary routine checks within the legal obligations. Corrective actions in the reports made by the Occupational Safety Specialist are followed up and improvements are made.



# ENERGY – WATER SAVING

- Solar energy is used as a renewable energy source in our facilities. Thus, water is heated naturally and energy is saved. A very high proportion of the electrical energy we use is derived from renewable energy.
- In order to minimise the electricity, water and energy costs, we use ‘Nature Friendly’ equipment, we prefer Recycled Products and try to save natural sources as much possible.
- We have Energy Saver systems in our rooms. Balcony doors and windows have switches that turn the air conditioning off when the doors and windows are open.
- Electricity consumption is minimised by using energy-saving lamps and bulbs in the toilets of general area.
- Energy saving lighting is used in the lighting of our restaurants. In our outdoor lighting to make saving - led bulbs are used.
- The sea and pool side showers are timed.
- The taps in the public toilets work by photocell. The flow of water in the taps in all of the guest rooms, public areas and production areas has been reduced with the aid of aerators.
- Bed sheets are changed every 3 days if there is not a special request by the guest. In our rooms, the Info channel informs our guests about our energy saving measures and practices we take for protecting the environment.
- A large amount of water for the garden irrigation is obtained from the Waste Water Treatment System in our facility. (TUI Magic Life Bodrum)

# COMMUNICATION WITH LOCAL PEOPLE and INSTITUTIONS

In our hotels, many meetings and communication activities are carried out with the local institutions and people. These activities are:

- Mayors and Hotel General Managers in the region where the hotels are located both to discuss the regional problems and make courtesy visits.
- In the light of the meetings with the municipalities, it is ensured that the acquaintances of the municipality employees are directed to our hotels, thus providing employment for the local people and the hotel's personnel resources.
- As part of the World Environment Day, plant-tree planting activities are held with our guests. In addition, our guests are told about our social responsibility projects and environmental activities. The hotel surroundings and beach cleaning are carried out at regular intervals.
- School project: Every year, school visits are made close to the region, and a short training is organized to increase environmental awareness of the students and the needs of our students are tried to be met.
- Ramadan packages are donated to the aid organization created for people in need.
- During the season, blood donations are made to the Red Crescent by the hotel staff.

# EQUALITY

- Within our company our staff are made up from people from different religions, languages and races. Our basic principle is that no one is discriminated against terms of gender, religion, language and race. This topic is presented during our Orientation presentation given by the Human Resources department. In addition, information about the employee rights and the importance of this subject is emphasised.

- This report, which covers all of TT Hotels Turkey, has more detailed and prepared reports on Environment and Sustainability. These reports are made available to our guests in the Lobby or through our Guest Relations department.