



NIRVANA  
— HOTELS —

INFORMATION ON OUR HYGIENE AND HEALTH PRACTICES



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**Our Precious Guests, Esteemed Partners,**

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We all experience the effect of Coronavirus (COVID-19) worldwide and hope that this process will end soon. Following the transition to the normalization phase of the process and the partial start of dynamism in tourism, we predict that the hygiene and health sensibilities of our guests will rightfully increase. At the same time, in this new order, with the awareness that every factor that affects hygiene and health should be handled with care at every stage of life, we would like to inform you about our hygiene and health protection standards and procedures, which we are studiously managing in our facilities, and also regarding our new measures and protocols that we will implement within the scope of the coronavirus.

In terms of hygiene and health safety, under the brand “Crystal Hygiene Solutions”, we have our new, customer-contact-free, hygienic buffet systems, which we will offer to the market under the brand name “WeServe”, and our “Crystal O3” ozone disinfection system that we will use in our facilities. We also wish to state that, all R&D, project and manufacturing processes of these systems will be carried out in the production facilities of “Kristal Endüstriyel A.Ş”, one of our group companies.

We hereby present the Hygiene and Health agendas and practices that will be followed in our facilities, during the transition to the normalization process after COVID-19;

We wish you healthy days.

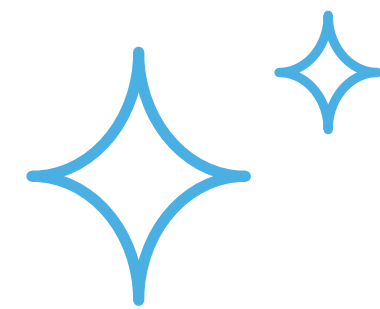
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**Korhan ALŞAN**

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*Amara World Hotels & Nirvana Hotels*

*C.E.O.*



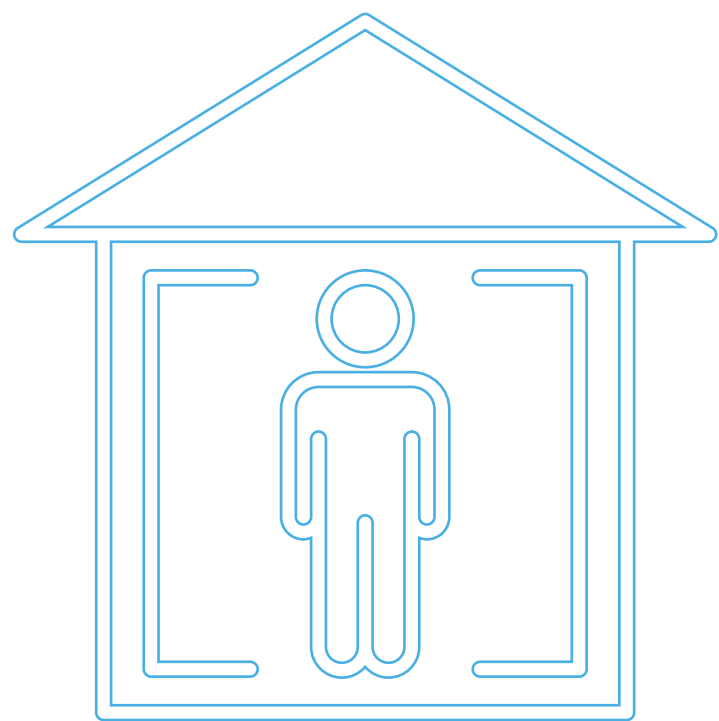
CRYSTAL  
**HYGIENE** SOLUTIONS





# HYGIENE AND HEALTH PRACTICES





### 1. LEGAL REGULATIONS & AUTHORITY RECOMMENDATIONS

**a.** We constantly follow the official instructions, recommendations and suggestions of the World Health Organization, the Ministry of Health of the Republic of Turkey and the Ministry of Culture and Tourism of the Republic of Turkey, also the opinions of the relevant official expert authorities, and update our systems in this direction through our Quality Management Departments.

### 2. EXTERNAL AUDIT AND ISO STANDARDS

**a.** Our facilities are subjected to comprehensive hygiene inspections with specific frequencies by international accredited organization (Bureau Veritas), in accordance with the quality standards and legal requirements.

**b.** In this sense, all the services offered in our facilities, including food and health standards and personal hygiene rules, are checked comprehensively.



### 3. ROUTINE IN-HOUSE TESTS & CONTROLS

**a.** In order to make health analyzes in case of a possible risk, we archive the samples of the products offered in the restaurants on a daily basis in the witness sample cabinets.

**b.** We take water samples from our pools on a daily basis and carry out all necessary tests and controls throughout the hotels. These data are recorded regularly.

### 4. DAILY SANITATION PRACTICES

**a.** We follow our standard cleaning plans for general areas, but in addition we are more focused on the contact surfaces.

**b.** All risky surfaces and devices throughout the facility, which are getting contacted constantly, such as door handles, elevator call buttons, batteries, handrails, electrical buttons, fitness devices, mini club equipment, tables, chair armrests, telephone handset, and television and air conditioner remote controls are regularly and frequently cleaned using effective disinfectants.



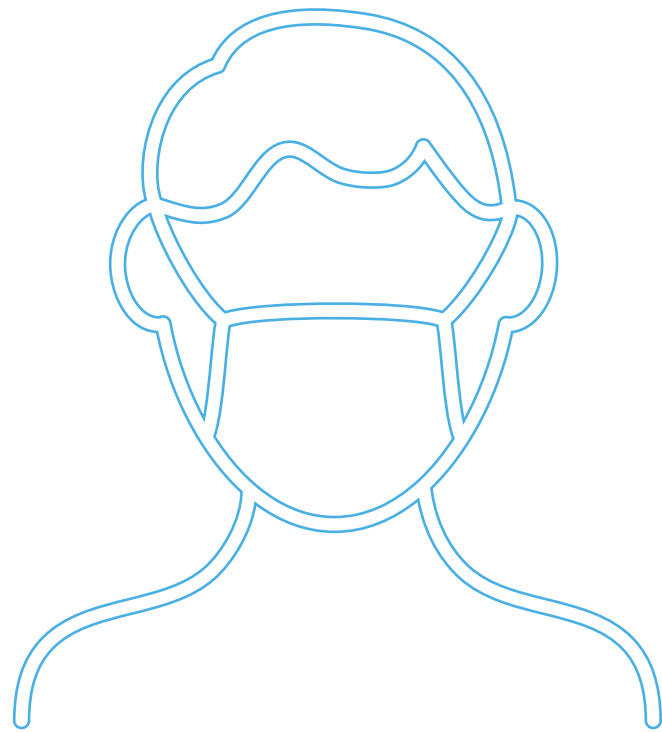
### 5. HAND SANITIZERS

**a.** There are hand sanitizers for individual use in all general areas.

**b.** The number of hand sanitizers has been increased for our guests and employees throughout our hotels, and they are positioned, to be checked and renewed regularly, in all our guests' rooms, restaurant entrances and toilets.

**c.** Extra attention is paid to toilet, sink and contact points cleaning in common areas.

**d.** For cleaning of these areas, after cleaning them with water and detergent, additional disinfection procedure is carried out by using proper chemicals and ozone.



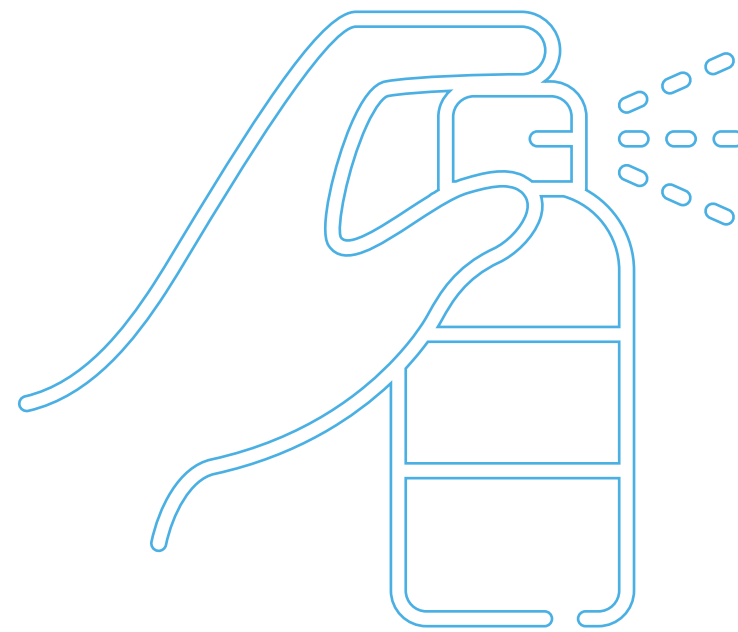
## 6. MASK USAGE

**a.** Based on the decisions of the Ministry of Health of the Republic of Turkey and the relevant official authorities, our employees who serve you in public areas are currently obliged to use masks. Shop employees must also comply with this practice and all other specified hygiene rules.

**b.** All supplier employees who provide goods, products and services to our facilities must also wear masks within the facility.

**c.** Areas where our guests will use masks in the facility can be envisaged as the places with intensity in general. In other areas, such as beach etc., it may be possible to walk without a mask, provided that maximum attention is paid to the safe distance practice. (The final decision will be declared by the official authority and the hotel management before opening.)

**d.** If the need for masks arises, additional information, on how the need will be met, will be given before the facility is opened.



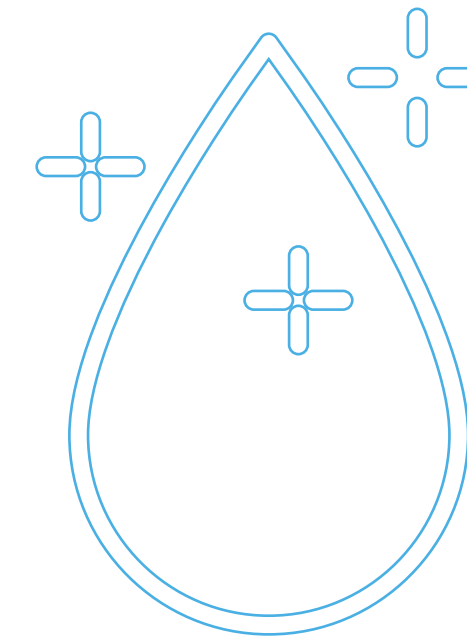
## 7. SANITATION WITH OZONE

**a.** Sanitation with ozone is one of the most effective and natural methods to disinfect risky areas. Ozone, which is a natural material, is a safe, healthy and environmentally friendly substance.

**b.** We carry out effective sterilization procedures of high risk areas, such as WC, down to the finest details with our ozone devices, and deeply purify these areas.

**c.** In our convenient pools, 99.9% hygiene is provided by ozone disinfection method. The ozone system, which provides 3200 times more effective disinfection compared to the standard chlorine components, makes a high contribution to the sanitation works throughout the facility.

**d.** Ozone disinfection system is used in all important occasions, including fruit and vegetable disinfection and room disinfection.



## 8. SWIMMING POOL HYGIENE

**a.** We ensure that the disinfectant rates of the pools comply with the standards set in the legislation.

**b.** Pool disinfection chemicals are adjusted in accordance with legal parameters by using an automatic dosing pump.

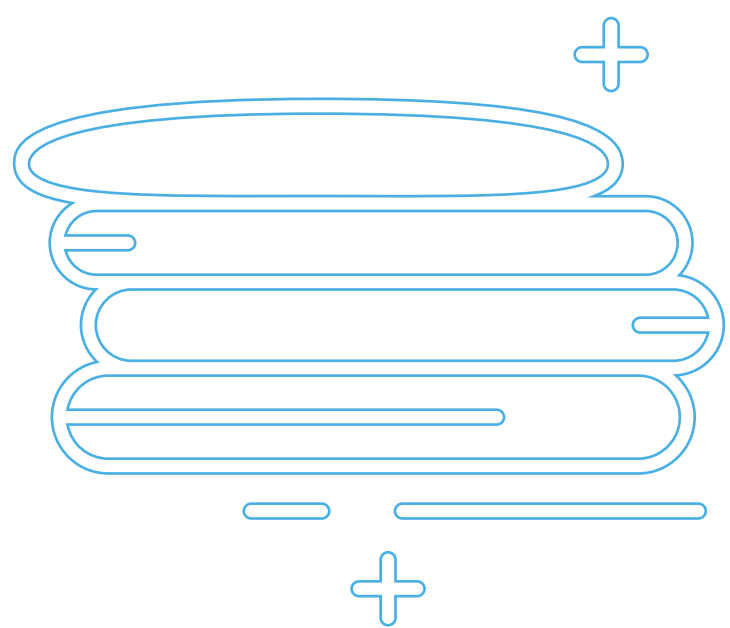
**c.** On a daily basis, expert technical staff on duty performs measurements of pool values, monitors and records the values continuously.

**d.** Ozone technology is used in our convenient pools. All pools are constantly monitored by internal audits and external audits carried out by official institutions.

**e.** Capacity limitations and social distance adjustments in pools are continuously monitored by lifeguards.

**f.** By increasing the routine backwash ratio, the amount of fresh water is increased in the pools.





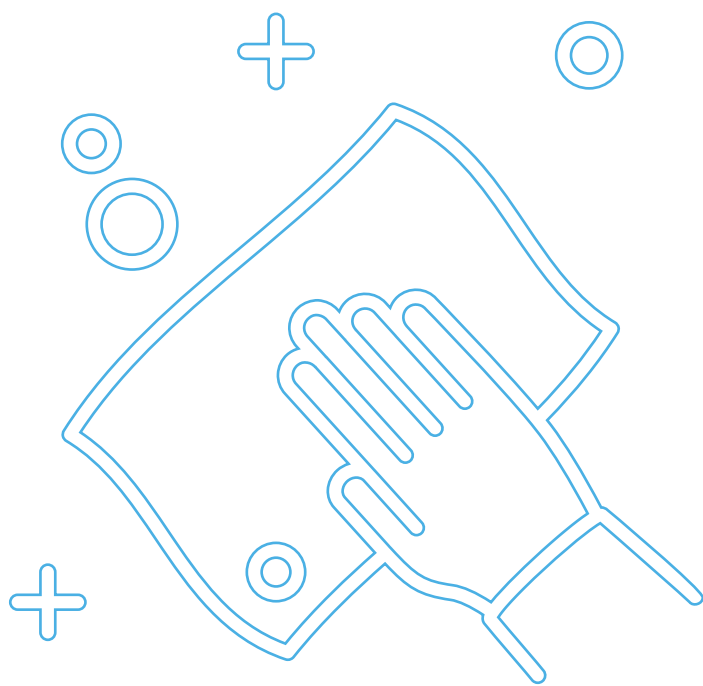
**9.**  
**HYGIENE IN SPECIAL AREAS**

**a.** Depending on the density, saunas, massage parlors, sports halls and mini clubs are subjected to limited use if needed.

**b.** If necessary, these areas are used in limited numbers by keeping a record with reservation, and mechanical cleaning and ventilation of the areas are carried out at regular intervals.

**c.** In these areas, the frequency of surface disinfection has been increased.

**d.** In all common areas, new settlement plans will be put into practice to protect social distance. (Amphitheater, Pier, Beach, Restaurants etc.)



**10.**  
**MINI CLUB HYGIENE**

**a.** There are no toys that are difficult to clean or risky materials in terms of hygiene (plush animals and ball pools etc.) in playgrounds and mini clubs.

**b.** In order to ensure the hygiene of mini club, all sanitation methods with legal compliance are meticulously implemented and precautions are taken to protect social distance.

**c.** Active and in-depth disinfection with ozone works are carried out between 24.00 - 04.00 in the night in all mini club indoor areas.

**11.**  
**CAPACITY LIMITATIONS IN FACILITY AREAS**

**a.** Main restaurant, the most common social space, and other common food and beverage areas will be divided into two equal zones, thus reducing the number of people being present at the same time, increasing the hygiene and health safety, maintaining the social distance and improving the comfort of service.

**b.** In this practice, breakfast times in the main restaurant will be divided into two separate periods; 07.00 - 09.00 and 09.00 - 11.00. (SERVING SHIFT A - B)

**c.** Lunch hours will be divided into two separate periods: 12.00 - 13.30 and 13.30 - 15.00.

**d.** Dinner hours will be divided into two separate periods: 18.00 - 20.00 and 20.00 - 22.00.

**e.** In areas called Snack Restaurant, which are offering service from afternoon to evening, the service hours are divided into two periods. They have been determined as 12.00 - 15.00 and 15.00 - 18.00.

**f.** Guests in the first time period will receive an anti-allergenic, color-coded armband, and guests who are in the second time period will also be given a different color-coded armband during check-in process. By means of this band, guests are given directions about the restaurant entrance times and the entries are supervised by the staff in charge. For “Serving Shift” practice, a fair method is determined by the facility management and guests receive an explanation of how to carry out this right of use during check-in process.

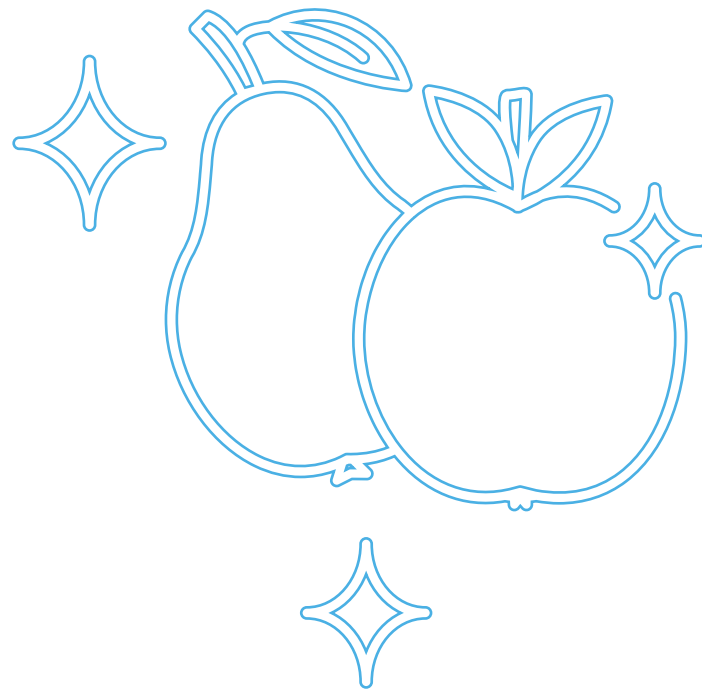
**g.** At the entrance, in accordance with the density follow-up, the early and late period preference of the guest is taken into consideration by the receptionist and the restaurant usage period is determined.

**h.** In special cases (if the guest in the late period requests the early period for that day or vice versa), the guest is assisted in the service areas of the A'la Carte Restaurant etc., or taking into account the capacity gaps created by non-arriving guests, personnel tries to help the guest without creating capacity risks.

**i.** The basic principle of these practices is providing health first and then guest satisfaction.

**j.** In case of observing density in other service areas, hotel management always has the authority to restrict service and provide social distance. This issue cannot be made of any complaint and claim subject by the guests.

**k.** We especially wish to limit our elevator service for your health. We do not forget to increase the disinfection frequency of elevators and recommend the use of stairs to our guests unless necessary. We present our written and verbal notices about not exceeding ¼ of the maximum capacity defined in the elevators and certainly situate hand disinfectants at the elevator exits.



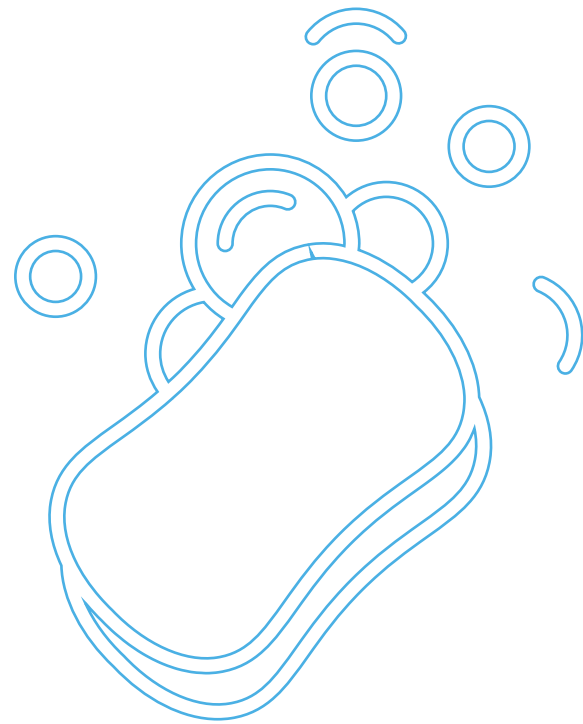
## 12. FOOD HYGIENE PROCEDURES

**a.** Our Food Production & Warehouse & Processing areas are monitored by camera system.

**b.** Food Engineers and/or Food Technicians working under the Quality Department within our structure, execute food production processes such as delivery, storage, cooking and presentation meticulously and 100% in compliance with ISO 22000 standards and Turkish legal regulations.

## 13. FRUIT & VEGETABLE DISINFECTION PROCESS

**a.** All vegetable and fruit products are disinfected with healthy ozone water washing automation system in accordance with legal parameters and forwarded to the processing-presentation areas.



## 14. SERVICE EQUIPMENT HYGIENE

**a.** Commonly used items such as forks, spoons, glasses and plates and kitchen equipment are washed with high temperature water and detergent in special machines after each use, thus providing 100% hygiene, and are stored in a clean environment until the time of use.

**b.** The works to provide disinfection with ozone in ice machines, are carried out by KRISTAL ENDUSTRIYEL.

## 15. ACCREDITED LABORATORY TESTS

**a.** In order to verify the cleaning and disinfection processes, accredited laboratory institutions take swap and ambient petri samples from various areas and carry out hygienic analyzes regularly to ensure continuous hygiene effectiveness control.



## 16. SOCIAL DISTANCE & PERSONNEL TRAINING & SPACE HYGIENE

**a.** The seating areas in social spaces are arranged as far away from each other as possible, and the tables in food & beverage venues are arranged so that the distance is not less than 1 meter (preferably 2 meters).

**b.** Restaurant staff pay maximum attention to hand cleaning. Hands are washed with soap and water for at least 20 seconds, and alcohol-based hand antiseptics are used when soap and water are not available.

**c.** Intensive training and supervision activities on hygiene issue are implemented for all employees throughout the facility.

**d.** Tables, chairs and all other contact surfaces in social spaces are thoroughly disinfected before each service.

**e.** The social distance principle is also followed for sunbed settlement at the beach and pool areas.

**f.** Sunbeds are regularly disinfected during the day and kept ready for use in a sterile condition.

**g.** Check-in of the guests is carried out in the lobby areas instead of the reception desk, taking into account the social distance practice. Density is not allowed at the desk.

**h.** Contact-preventing systems for door handles and handle systems of WCs are under development.

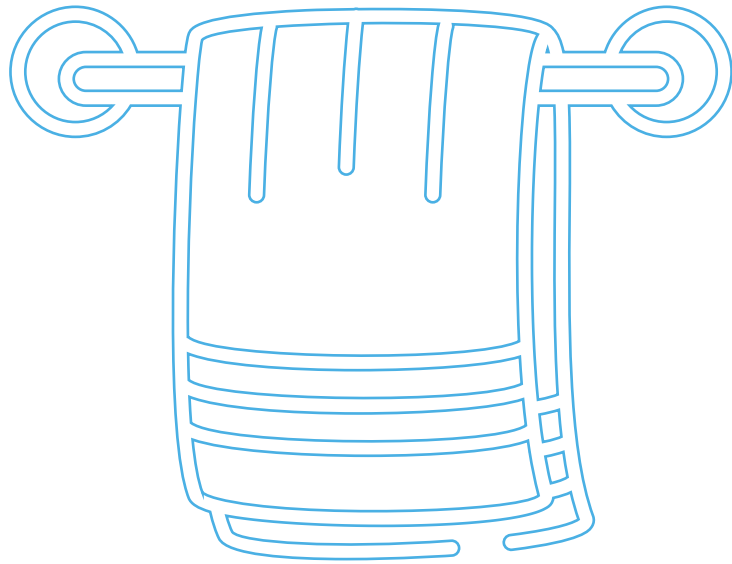
**i.** Fresh air entry rates will be increased in all general areas. In this way, clean air circulation of indoor spaces is increased as much as possible. In addition, natural ventilation processes of these spaces are carried out very frequently.



## 17. HYGIENE OF OPEN BUFFET SYSTEMS

**a.** Due to the open buffet system in the main restaurants, the risk of hand contact is high and for this reason service is provided by the employees as much as possible and when necessary. In order to develop new service methods in this regard, our R&D studies are carried out by “KRISTAL ENDUSTRIYEL Kitchen Production Facilities”, which operates as another branch of our company. In 2020 summer season, sample presentations will be applied on site in some of our facilities.

**b.** Our brand, which defines the transition to the hygienic buffet presentation model, will be offered to the guests in 2020 season under the name WeServe. With this system, direct contact of the guests with buffets and foods will be prevented and the service will be carried out by the kitchen team. (See WeServe V1. Presentation)

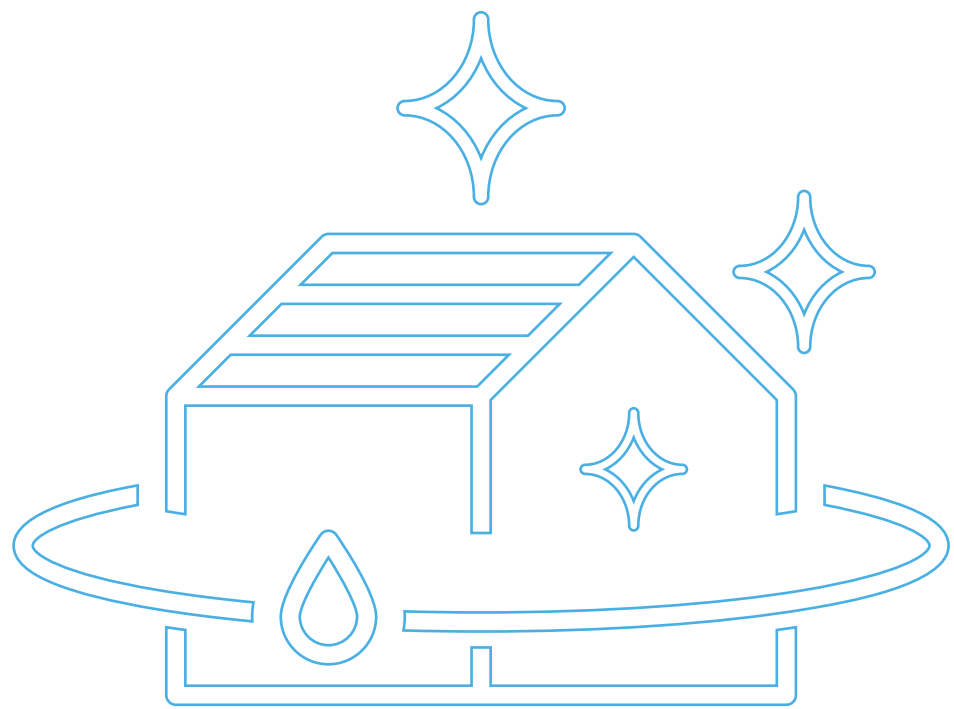


## 18. ROOM TEXTILE HYGIENE

**a.** Textile products such as sheets and towels are washed at 60-90°C with detergent, in tunnel-type industrial washing machine systems, with zero-touch.

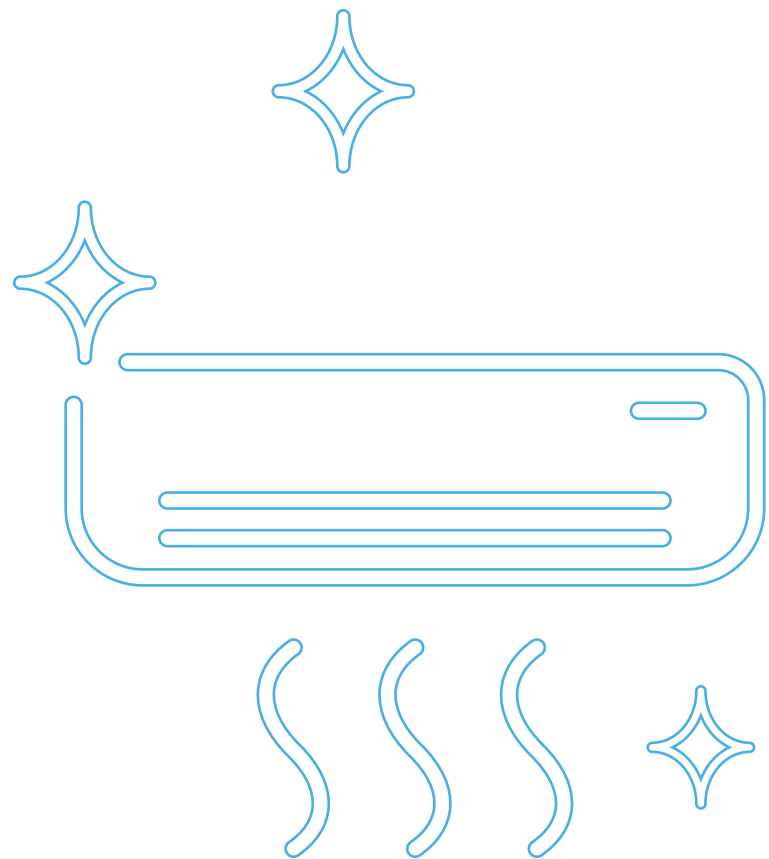
**b.** All textile (bed linen, sheets, towels etc.) products are folded and stacked using special machines with zero-touch, and are collected in such a way that dust and particle formation during this process is not allowed.

**c.** In addition, the room beds are subjected to deep sanitation process with ozone technology in certain periods, thus maximum hygiene is provided.



### 19. ROOM CLEANING PROCEDURE

- a.** All room cleaning is carried out in accordance with high hygiene standards, in line with management instructions and procedures.
- b.** People who do the room cleaning wear gloves after washing their hands and they do the cleaning with gloved hands.
- c.** Gloves are removed after each room cleaning, hands are properly washed and new gloves are worn before the next room cleaning.
- d.** During room cleaning processes, products of international detergent brands are used in accordance with the instructions, and the surfaces are disinfected with appropriate disinfectants by using cloth coding systems.
- e.** In addition, check-out rooms are subjected to much more efficient cleaning and before the acceptance of new guests, the entire room is cleaned deeply with ozone technology, providing in-depth hygiene.



### 20. AIR CONDITIONING MAINTENANCE AND HYGIENE

- a.** Regular maintenance and repair works of the air conditioners in the rooms are carried out in accordance with the manufacturer's instructions. All instalment layers are disinfected.
- 21. LEGIONELLA PREVENTION MEASURES**
  - a.** Legionella Prevention Procedure is followed carefully in all facilities and practices on this subject are regularly carried out in accordance with published instructions and procedures.
  - b.** Air Conditioner Fan Coil Tablets, Water Chemicals, Aerator and Shower Head Maintenance, Routine Draining of Still Water, Thermal Shock in Water, Comprehensive Maintenance in Risky Areas are implemented with a strict discipline and all practices are recorded.

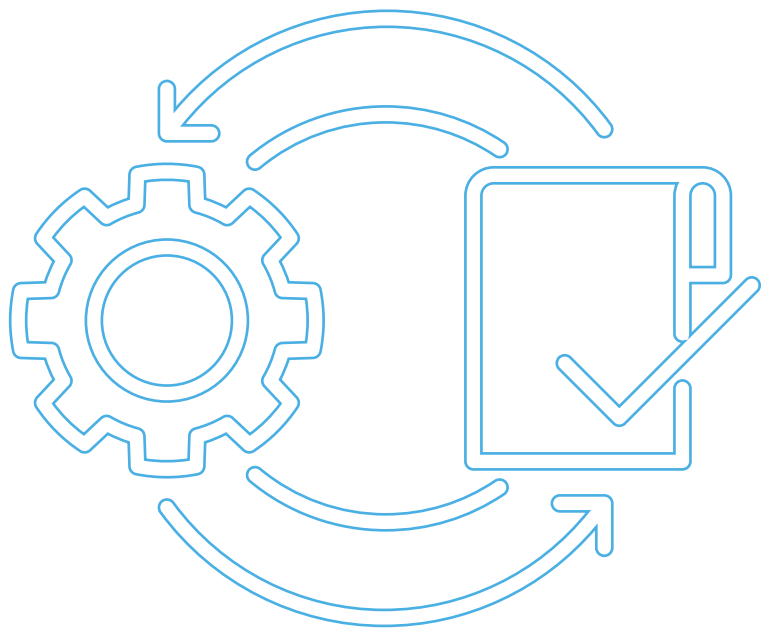


### 22. 24 HOUR UNINTERRUPTED HEALTH SERVICE

- a.** In our facilities, continuous medical and 24-hour nurse services are provided, which can provide qualified medical care and advice upon the request of our guests.
- b.** Contracted corporate Hospital Service and Ambulance Service are provided at locations close to the facilities.

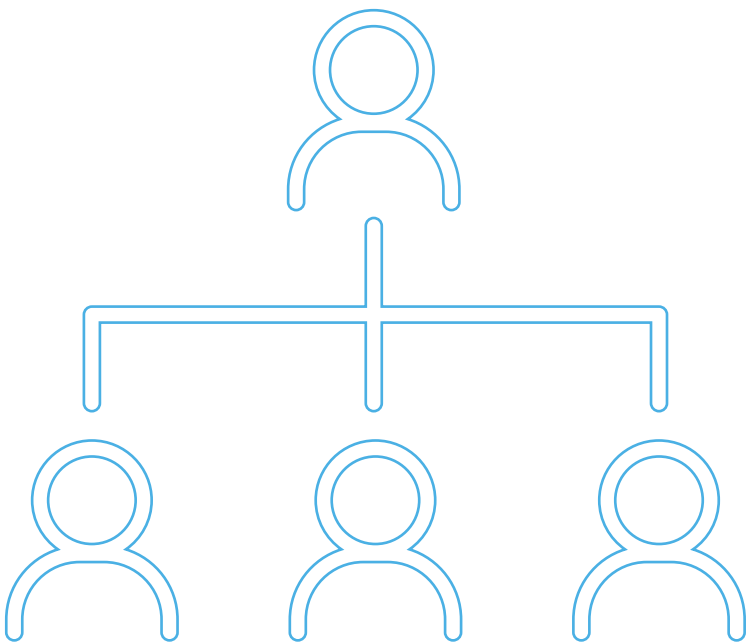
### 23. INFORMATION AND AWARENESS

- a.** In general areas, there are posters in 4 languages, containing information about COVID-19 protection methods, published by the Ministry of Health of the Republic of Turkey and specified by other relevant authorities.
- b.** Continuing education and awareness activities on general health and hygiene rules are organized by Quality and Education departments.
- c.** There are informative brochures in the rooms and general areas about Hygiene and Health practices.



**24.**  
**HUMAN HEALTH**

- a.** Personnel who have any health problems are not employed unless they receive ‘able to work’ approval from the workplace doctor.
- b.** In the event that a symptom containing an infectious feature is detected in a guest staying at the facility, the relevant guest is isolated by the doctor and facility management, and the procedures that have been published throughout the facility and must be implemented in such cases, are carried out studiously.
- c.** Legally mandatory tests are regularly applied to employees at certain parameters.
- d.** All personnel entering the facility are subjected to fever measuring control with thermal camera and the data is recorded. In risky cases, whether the personnel will work or not is decided by the workplace doctor.
- e.** All guests entering the facility are inspected by using thermal camera. Possible risks and determinations are evaluated by the Hygiene and Health Committee and resolved in accordance with the relevant procedures and instructions.

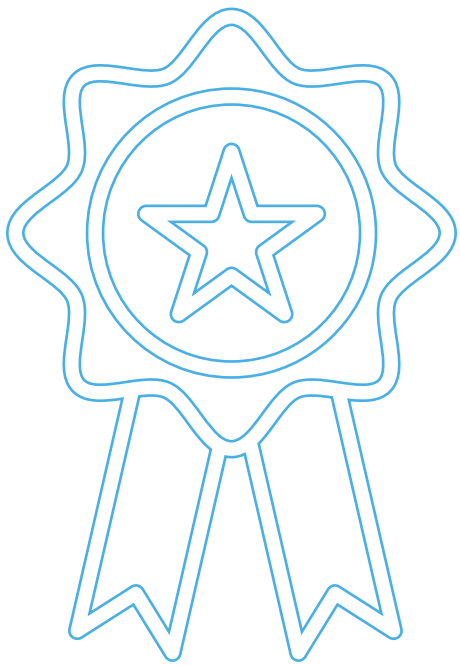


**25.**  
**3. PARTY OUTSOURCE OPERATOR INSPECTIONS**

- a.** Some operators that provide customers from source markets have “Health & Safety” audits for occupational health, carried out at the facilities they work with, by third party inspection organizations. These inspections give the facility different perspectives in terms of the advantage of external auditing, and allow the system to be strengthened.

**26.**  
**INTERNAL AUDIT**

- a.** Within the scope of ISO Standards, with the planning of the Quality Management Department, the Food Safety System, hygiene procedures and instructions, Occupational Health and Management audits and controls are carried out every year in the facilities; the findings are recorded and solutions are produced immediately. Continuous control and development of the system is provided.



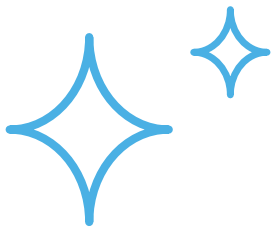
**27.**  
**LEGAL AUTHORITY AUDITS**

- a.** Controls of all health risks existing in the facility are carried out continuously by the Turkish authorities in the form of regular and spot checks.

**28.**  
**FACILITY HYGIENE & HEALTH COMMITTEE**

- a.** In all of our facilities, the Hygiene and Health Committee, which is established under the chairmanship of the General Manager, under the responsibility of the Assistant General Manager or Operation Manager, consists of Workplace Physician, Healthcare Personnel, Duty Manager, Night Manager, Operation Officer, Quality Representative, Food Engineer or Technician, Technical Manager, Rooms Manager and Chief Fielders.
- b.** The relevant committee monitors and controls all the processes and practices described above, and takes a one-to-one role in coordination. All communication, correspondence and information within the facility is provided by this committee.
- c.** Operation Management and Quality Management Representative monitor daily developments and new practices in the world, the instructions and publications of the Ministry of Health of the Republic of Turkey and other relevant official bodies, and thus ensure that new practices are updated at the facility.





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**29.**  
**REGISTRATION AND INFORMATION SYSTEM**

- a.** Food Safety, Occupational Health Safety, Hygiene and Health related all documents, applications, inspections, controls, findings, analysis results, measurement values, reports are recorded in 100% written form in accordance with ISO norms and reported periodically. These data are used to develop preventive measures.
- b.** All new control forms and registration documents, system procedures and instructions required for Hygiene and Health practices are prepared in written form and included in the system by the Central Quality Management and facility’s Hygiene and Health Committee.



- The contents of this information letter are prepared to inform our guests and business partners. All instructions, procedures and protocols regarding these practices and measures, and related control forms and reports will be prepared and included in the system documentation by Amara World Hotels & Nirvana Hotels Central Quality Management units. In the following process, the system will be managed by taking these documents as a reference in all applications, controls and training activities. Changes or revisions may occur in the content in accordance with official decisions taken by legal authorities at a later date.

