



## COVID-19 MEASURES

*Your health is very important to us.*

*Our priority is to provide you with hygienically safe accommodation.*

*We would like to provide you with a summary of our measures and preparations in the area of hygiene and cleaning with regard to the COVID-19 pandemic and other possible outbreak risks that may arise later.*

- *Published for the hospitality sector of the World Health Organization (WHO) "Operational Problems" for Covid-19 management.*
- *TC statements and recommendations from the Ministry of Health's Science Committee,*
- *Explanatory and recommendation decisions of the Ministry of Health of the Federal Republic of Germany and the Berlin State Administration.*
- *Opinions and suggestions from local health units and industry associations A new set of standards has been added.*

*The center that we created at the beginning of the pandemic process Our Pandemic Monitoring Board constantly keeps track of the agenda and developments. Necessary revisions to the procedures and practices will also be made in accordance with the new situations that develop with the results and proposals of our Board of Directors.*

*In addition, occupational health and safety committees have been set up in our hotels under the supervision of our managers, who are tasked with implementing the action plans. This serves to make quick decisions and promote healthy communication. Required employee training was offered under the committee.*

### 01. PRECAUTIONS FOR OUR EMPLOYEES AND OUR HYGIENE RULES

Our employees have an indirect or direct relationship with our valued guests. In order to guarantee the health of our employees, awareness of the hygiene of our hotel employees is trained in contact with each other. Awareness is one of the most important factors for effective general hygiene practice. Our precautions and practices are as follows.

- *The transfer vehicles that our employees use on their arrival and departure are disinfected before and after each service. Our employees must wear a protective mask during transfers.*
- *Before our employees work, they are subjected to a general health screening and fever measurements are carried out using digital thermometers. Our employees who*

show high fever and signs of the disease are not deployed. Employees who feel unwell were instructed not to go to work and to take appropriate measures.

- Employee uniforms are changed and washed frequently, and our employees undergo disinfection procedures before they work.

- There is a sufficient number of disinfection units in the common areas of the staff. Every employee disinfects their hands, regardless of the department in which they work. In addition, the staff must wash their hands hourly according to the regulations

- Our employees, who are responsible for housekeeping, cleaning services, food and beverage production areas and for the washing up activities, must wear masks and disposable gloves.

- Signs and brochures indicating the pandemic and hygiene issues in the common areas of the staff. A safe physical distance rule applies in these areas.

- Every employee knows and applies the safe physical distance rule in their relationships with our guests and with each other. Our employees, who are in direct contact with the guests, use masks if necessary.

- In all of our hotels, certified doctors are available at the workplace who are responsible for the employees. Action plans are available where possible measures are taken.

- Since the beginning of the pandemic process, all staff has been trained by specialized companies and health teams in relation to the pandemic, protection methods and contamination conditions are repeated continuously. The questions and arrangements are constantly discussed in daily company meetings.

## 02. OUR DISINFECTION PROCESSES

The guest rooms, restaurants, bars, the spa and health areas in the hotel, units, children's club and playgrounds, general rooms, meeting rooms, Congress halls and all other guest areas and kitchen areas, as well as offices and warehouses are disinfected by the responsible employees with approved material based on hydrogen peroxide. The effects are known. Regular disinfection procedures are carried out by professional teams continued. In addition, the mobile disinfection teams specially trained in the hotel are working on this problem.

## 03. GENERAL AREAS - OUR HYGIENE AND CLEANING RULES

In all of our hotels, we work with Diversey (Lever), which is internationally known for chemical cleaning products. The Diversey (Lever) Company offers all our employees detailed training at regular intervals. Therefore, the use of the right dosage and the right chemicals for cleaning is always guaranteed. Cleaning processes are provided with suitable cleaning materials and different devices for each area.

- In all general areas and toilets, special attention is paid to cleaning the surfaces, door handles, handrails, elevators, elevator buttons, sinks, taps, urinals and toilets. As usual, bleaching and chlorine tablets and detergents diluted with water are used after cleaning. Our employees, who work in all of these professions, perform these operations



with masks and disposable gloves.

- There are hand sanitizers and devices in all of our general venues, toilets and at every point where they are needed, and tracing them carefully.

- Cleaning and disinfection intervals are tightened and checked using detailed checklists.

- The capacity utilization of our lifts is limited at the same time, so that only members of a family, 4 people from the same group or 2 people who do not know each other can travel. Instructions for using the elevator are in visible locations.

- All public areas and seating groups in the public areas are created taking into account the safety distance.



#### 04.OUR CHECK-IN AND CHECK-OUT PROCESSES

In order to ensure the health of our valued guests, some additional measures have been taken with regard to check-in and check-out.

- The personnel responsible for the suitcases and other items have received training on this. The items are disinfected by our employees and sent safely to the guests' rooms

- Our employees at our entrance areas measure the body temperature of our guests. In the event of a negative situation, the KVKK laws apply. Necessary measures according to the action plan are carried out as described and discretely.

- Our employees explain to our guests the precautionary measures we have to take and take, brochures on this topic are given. Our guest relation will be happy to help you in any matter.

- All measures are taken to ensure that there are no crowds at the entrance and exit of our hotels, safety distances are displayed and safe relaxation areas are created.

- Before our guests enter the hotel, it is ensured that the door keys are disinfected and given out in protected card sleeves. Disinfected items will be provided to you to fill out the required documents. All registration procedures are carried out taking into account the safe social distance.

- On request, it is possible for our guests to contact the hotel in advance via the corresponding email address in order to perform an online check-in.

- Our contactless POS machines are used within certain barriers and these are continuously disinfected.

- All transactions and any contacts that may be required during the check-in and check-out process are carried out properly in compliance with the safety distances

#### 05. OUR GUEST ROOM

Our goal is to offer you a hygienic and clean place to relax in all of our guest rooms.

- Cleaning staff and those responsible for cleaning the room use disposable gloves.

After cleaning and before cleaning each room, hands are washed, new masks are put on and gloves are changed.

- Effective disinfectants and bleaches are used for room cleaning. The surfaces that are in constant contact, such as door handles, batteries, telephone handset, remote control, air conditioning control, light switches and minibars, are also disinfected after cleaning.

- Your towels are changed daily and not shaken during collection or putting them, so that no dust and no particles can form and the dirt is collected in separate bags.
- All used towels are washed at 90 degrees and in sufficient time.
- The Boucle materials prepared for the use of our guests are disinfected before being replaced.
- The minibar products are disinfected in advance by the suppliers and brought safely to the hotel. After delivery, the products are stored in a safe environment and brought to the room.
- Our rooms are ventilated for at least 1 hour after the cleaning process and routinely disinfected.
- The occupancy of the room capacity is carefully monitored and placed in room intervals as often as possible. New guests are not accepted for a certain period after all cleaning and disinfection processes.

## **06. OUR FOOD AND BEVERAGE UNITS**

The room capacities in our hotel are not fully used for a certain period of time. It is therefore important to maintain the safe physical contact distance required in our food and beverage units.

- In our hotels, we offer guests an open buffet service. The buffet is offered to a limited extent, hygiene is always guaranteed and the food selection is constantly renewed. There will be no self-service, our staff will always be present at the buffet and provide the appropriate service and instructions.
- There will be hand disinfection devices at the entrances of all of our food & beverage units and our employees, who will provide the necessary orientation with regard to the greeting and capacity utilization at the entrances.
- All food & beverage units, tables, chairs, stools and session intervals are arranged in accordance with the recommended safety distances. The restaurant, bar and general room sizes and capacities of all of our hotels are very spacious and sufficient.
- Tablecloths and cloth napkins are not used - materials are properly disinfected again after each use.
- Tea and coffee machines that guests can use themselves in our restaurants are not used for a certain period of time. Dishes in our food & beverage units are not washed by hand, but only by dishwashers. Disposable materials can be used.
- The general cleaning of food & beverage materials as well as tables, chairs, benches and buffet areas etc. are thoroughly cleaned and disinfected before the service hours and afterwards.

## **07. OUR SPA FITNESS AND SPORTS AREAS**

Highly hygienic conditions are created in the baths, saunas, massage areas and during the treatment services and their safety is guaranteed with previously provided or disposable materials and materials. All of our employees who perform the applications disinfect themselves before and after each application. You must follow the rules we set



and work with masks in dry places. The use capacities in our sauna, Turkish bath and steam baths are limited depending on the hygiene conditions. All sports equipment, machines and equipment in our fitness halls have been reorganized at appropriate intervals and disinfection is carried out immediately after each use.



## **08. MINI CLUB AND PLAYGROUNDS**

Your children and their safety on vacation have the highest priority for us. The disinfection and cleaning of all areas is carried out regularly and carefully. Our mini club staff is trained and takes care and hygiene very seriously.

## **09. POOL, BEACH AND ENTERTAINMENT ACTIVITIES**

There is a safe social distance rule between the sun loungers at our indoor pool, at the outdoor pool and the beach area. The number is also reduced. New layouts are made and the capacities at the hotel beach and pool are very sufficient. The pool cleaning continues to be carried out according to the chemical values and the health of the guests is guaranteed. The sun loungers, cushions, beach and pool equipment are subjected to all necessary cleaning and disinfection processes every day. The smooth operation of the ventilation systems at the indoor pool area is guaranteed. Sports and entertainment activities continue to be carried out with low capacities and in accordance with the safety distance.

## **GENERAL INFORMATION**

Despite the extraordinary situation caused by the Covid 19 pandemic, which has arisen in our country and worldwide, a rapid normalization process can be seen. Our country's health systems are very well prepared and adequate for such situations. The hotel is in a central location and the full health facilities are very easy to reach from there. Our hotel works with the Başkent hospitals and this also provides the hotel's medical service. Our action plans are fully developed for possible cases. All transactions and requests are recorded in detail. All materials and products that we offer or produce to our valued guests are purchased from secure suppliers and accepted in our facilities after all necessary control and disinfection processes. The storage and storage conditions in our facilities are compatible and Production forms are carried out in highly hygienic environments. In addition, the hotel fulfills all criteria determined by the competent authorities of the Republic of Turkey and worldwide and is one of the first internationally recognized tourism companies. We continue to support the hygiene certification program related to outbreaks within companies. The transmission of the epidemic of the Corona virus 2019 (Covid-19) from person to person takes the form of a transmission from an infected person via breath droplets or direct contact. Therefore, the relationships between guest and guest, guest and staff, and between staff and staff in accommodations are extremely important. As a hotel, we would like to offer you a hygienically perfect and safe holiday in this context.