



CLUB GRAND SIDE HOTEL HYGIENE MEASURES

As Club Grand Side, our main aim is to meet the needs of our valued guests with reliable service while also taking necessary measures against the threat that is Covid-19.

Throughout this manifesto, we will explain to you what kinds of measures we plan on taking against Covid-19 and any other future epidemic. Guidelines will be mainly based on the following:

- Publication of the World Health Organization (WHO) titled "Operational Issues for Covid-19 Management",
- Statements and recommendations from the Science Committee of the Ministry of Health,

In addition to following the above guidelines, Workplace Health and Safety Committees have been established within our hotels under the chairmanship of our General Manager. These committees, alongside our trained staff, will be responsible for swiftly responding to any threat related to such diseases.

HYGIENE RULES FOR EMPLOYEES

The hygiene of our employees -who will be in direct or indirect contact with you, the customer- is crucial to provide an effective level of hygiene throughout the establishment. Our precautions are as follows:

- The transfer vehicles used by our employees on their arrivals and departures will be disinfected before and after each service. Our employees will be required to wear protective masks during transfers, and social distancing will be in effect via only 50% of any vehicle's capacity being used.
- Our employees will undergo general health screening during recruitment and before and after work. Fever measurements will be made with digital contactless thermometers, and staff with a high fever or symptoms related to the disease will be on temporary leave, and will undergo treatment in an affiliated hospital.
- Staff uniforms are frequently changed and washed, and our staff will undergo disinfection before work. Personnel will use visors, gloves, masks and goggles during their work hours. A sufficient number of disinfection units are present in personnel common areas and in background work units. Each staff member will disinfect their hands regardless of which department they work in, and must wash their hands hourly.
- Informative brochures and posters will be present in personnel common areas, and social distancing rules will be in place.

CERTIFICATES AND TRAINING

- Due to the pandemic, personnel have received training and certificates approved by civil health companies on the pandemic, protection methods and contamination conditions. Food and beverage services have received MEB approved hygiene training and certificates. All employees have received the Pandemic Training certificate.
- All general protective equipment and training has been provided to personnel. Personnel training, motivation and psychological support needs during the epidemic are recorded in their personal files. Personnel do not carry any accessories (jewelry, etc.). There is a hygiene mat at the entrance to personnel work stations.

DISINFECTION PROCESSES



Our Hotel's Guest Rooms, Restaurants, Bars, SPA and healthy Life, Meeting Rooms and all other guest areas, Kitchen Areas, Personnel Usage Areas, offices and warehouses have been disinfected in detail with Hydrogen Peroxide and/or chloride based material whose effects are proven and approved.

ULV machines are used periodically in required areas. Professional disinfections will continue periodically. There are hygiene mats in personnel entrances, hotel entrances, kitchens and restaurants.

GENERAL AREAS OUR HYGIENE AND CLEANING RULES

Our hotel is working with Ecolab, which is internationally known for chemical cleaning products. Cleaning processes are provided with suitable cleaning materials and different equipment for each area.

- In all general areas and WCs, great attention is paid to cleaning surfaces, door handles, handrails, elevators, elevator buttons, sinks, faucets, urinals and toilets. Diluted bleach and chlorine tablets are used after cleaning with water and detergent. Only one of two successive urinals may be used. Personnel working in these stations must always use masks and disposable gloves.
- There are hand disinfection apparatus and units in all our general venues, wc's and at every point where they are needed, and their follow-ups are done meticulously.
- Cleaning and disinfection intervals are tightened and controlled through detailed checklists.
- The cleaning and disinfection of different surfaces will be based on standards for each surface's materials, and will be recorded accordingly.
- Elevators have been limited in capacity to only include members of the same family, 4 individuals from the same group, or 2 strangers. Elevator usage guidelines have been placed in accessible locations.
- All common areas and sitting groups in public areas have been rearranged according to social distancing rules.
- Pool usage instructions and pool cleaning and hygiene are followed and recorded. Pool water chlorine level is set to 1-3 ppm. It is followed, monitored, and charted daily.
- Sunbeds are placed in accordance with the social distance rule, disinfected after each use, and may be disinfected with a disposable cloth according to the wishes of the guest.

CHECK-IN AND CHECK OUT PROCEDURES

A number of additional measures have been taken in order to ensure a safe entry and exit to our premises.

- A letter of undertaking is signed by guests regarding where they have been in the past 14 days, any chronic conditions they may have, and whether or not they have suffered Covid-19 before.
- Suitcases and other items carried by the guest upon arrival will be disinfected by our trained personnel and delivered to the guest.
- Our guests will undergo a fever measurement through the cameras located on the entrance doors, and in case of a risky situation, this information will only be shared with them according to KVKK laws, and the necessary procedures will follow. Action plans have been established for Covid-19 that may occur, and



isolation units are ready. Our guests will be informed on any precautionary measures or action plans via the employees.

- Precautions have been taken to ensure that crowding does not occur. Social distancing will be in effect, and resting points have been set in case waiting is necessary. The reception plexi is marked with social distancing and division rules. Upon request, guests will be provided with masks, gloves and disinfection wipes.
- Door cards will be given to our guests safely in their disinfected and protected cases before our guests enter the hotel. Pens given to fill necessary documents have been specially disinfected. Registration, check-in and check-out procedures will occur under social distancing rules. Non-contact POS Machines will be used within certain limits and these machines will be disinfected continuously.

GUEST ROOMS

- Our aim with our guest rooms is to offer you a hygienic environment.
- Housekeeping staff and managers working in cleaning will work with masks and disposable gloves. After cleaning each room, they will wash their hands, and switch out their masks, gloves and cleaning cloths before cleaning a new room.
- Disinfectants and bleach are used in room cleaning, extra attention is paid to surfaces that are constantly touched by hands, (door handles, batteries, telephone handset, television control, air conditioning control, lighting switches, water heaters, minibars) and are also disinfected after cleaning.
- Linen and Towel materials are changed daily. Whipping and shaking are not performed during their collection or spreading, and thus dust particles are not allowed to form, and the dirt is collected in separate bags. All linen and towels used are washed at 90 degrees celsius and for a sufficient duration. All paper materials in the rooms have been removed for the hygiene of the guests. In case of Covid-19 diagnosis, towels, linens, pillows and sheets of the guest room are collected separately and necessary measures are taken to ensure that they are washed separately and thoroughly.
- Rooms are ventilated and disinfected for a minimum of 1 hour after the cleaning process is finished. Room capacities are monitored meticulously to ensure that rooms are filled in large intervals, and new guests are not received for a certain period of time after cleaning and disinfection procedures.

FOOD AND BEVERAGE UNITS

- The room capacity will not be used in full for a certain period of time, and thus, the distance required in our food and beverage units will be arranged as 1.5 meters and at least 60 cm between successive chairs.
- Our hotel offers AL (ALL INCLUSIVE) services. Food and beverage needs are met according to the demands of our guests via our staff in the open buffet. Kiosks and restaurants will abide by social distance rules in their lines, and plexiglass will be used . There will be hand disinfection equipment at the entrances of all our Food & Beverage units, and our staff will provide necessary guidance and oversee capacity utilization. In all Food & Beverage units, tables, chairs, stools and session intervals will be spaced in accordance with social distancing rules. Restaurant, Bar and general space sizes and capacities of all our hotels are extremely spacious and sufficient.



- Tablecloths and cloth napkins will not be used in our tables, the management materials will be disposable. Tea and coffee machines that are used as self-service in our restaurants cannot be used by our guests for a certain period of time. Dishes in our Food & Beverage units will not be washed by hand, but by dishwasher, and presentations can be made with disposable materials depending on the environment. General cleaning and disinfection of Food & Beverage locations and objects such as tables, chairs, benches, and kiosks will be carried out before and after service.

KITCHEN

- A cleaning protocol has been prepared by the management, and will be followed daily by the assigned personnel. There are food safety procedures applied during the preparation, processing and serving of foods. Foods in the kitchen are kept under clean and food-friendly conditions. Temperature and humidity measurements are made and recorded in the kitchen and available storage areas.
- There are no physical risk items in the kitchen. Kitchen personnel use work clothes and personal protective equipment during work. Kitchen staff are required to follow the rules and hygiene training regularly. Samples from the kitchen are taken daily and recorded.
- Trash bins are available in closed areas in the kitchen. Nobody other than the authorized personnel may enter the kitchen. The water used in the kitchen and food production matches regulation standards. Records are available.

SPA-FITNESS

- In the Turkish Baths, Sauna, Massage areas and care services, highly hygienic conditions will be created and their services will be provided with disposable materials. There is a hand disinfectant at the entrance. It is ensured that the materials (pouch, soap, shower gel, shampoo etc.) in the related areas are disposable. Appropriate weather conditions in the SPA are provided and the humidity is controlled.
- All of our staff who perform the applications have to follow the rules we have set to disinfect themselves before and after each application and they will work with masks in dry places. The usage capacities in our sauna and Turkish bath rooms are limited according to hygienic conditions. Areas such as sauna, Turkish bath and steam bath are limited to 30 minutes by the guest. Service is provided by reservation and recorded. After every use, cleaning and tidying is done for 15 minutes.
- Our Fitness Center works according to the reservation system. The reception must be contacted to make a reservation. Disinfection procedures are performed after the gym is used.
- General areas such as dressing-dressing rooms, showers, wcs and all materials such as towels, bathrobes, loincloths used with clothes closets and keys are safely cleaned and disinfected.

CHILDREN'S CLUB AND CHILDREN'S PLAYGROUND

Due to Covid 19 Pandemic, it serves within the framework of the following applications:

- The capacity of the playground, game tables and chairs are arranged in accordance with social distance rules. As always, great attention is paid to the cleaning of surfaces, door handles, handrails, sinks, faucets and toilets in our playground, and disinfectant is used after cleaning with water and detergent. Staff working in cleaning work with disposable gloves and masks.



- Non-contact fever measurement of children is taken and recorded at the entrance and exit of the Mini Club. There are disinfectant units at the entrance and exit of the Mini Club and children may use them under the supervision of the personnel.
- The activities are mostly held in open areas and in accordance with social distance rules. All materials used in the Mini Club are disinfected after each use.

PURCHASING - GOODS ACCEPTANCE AND STORAGE

- The fever of every supplier personnel coming to purchase is measured and recorded. The supplier personnel and the driver are provided by the personnel assigned to wear new masks, gloves and boots.
- All transactions in purchasing and goods acceptance and storage activities are recorded.
- Purchasing and goods acceptance personnel use personal protective equipment. Purchasing and goods acceptance personnel follow the social distance rule with their suppliers and drivers. There is a hand disinfectant and hygiene mat in the purchasing and goods acceptance unit.
- The supplied goods and products are checked and the necessary humidity, temperature and cold conditions are checked. Cold rooms and other food stores are kept under suitable conditions (humidity, cold, hot) and recorded.
- The required products are purchased by licensed companies (TSE, ISO, Hygiene Certificates) and in accordance with the standards.

SECURITY

- The security department acts in coordination with all departments in relevant processes.
- Emergency and risk management is done with the security department and recorded.
- The guest's guest application no longer exists.
- If we have guests who persistently violate social distance, the necessary actions to take are defined.

HOTEL VEHICLES

- All passengers use masks in the vehicle.
- Before each service, frequently contacted surfaces such as the seats, door handle, and hand grips are cleaned.

WASTE MANAGEMENT

- Waste boxes with gray covers were placed in the personnel usage areas and general usage areas of the guests.

These boxes are used only for materials such as masks and gloves and are kept separately.

- Necessary cleaning and hygiene is provided after waste disposal in areas where equipment and equipment used in waste collection, collection, transportation and storage are available.



- Waste management is carried out and recorded by personnel in accordance with the protocol prepared by the hotel management.
- Wastes will be worked on by an environmental engineer and a certified company.
- Wastes are separated and collected according to the method.
- Personnel in charge use gloves and masks during the work.

PLAN AGAINST PESTS

- Pest control is carried out and recorded regularly by authorized company and competent personnel.
- Personal protective equipment is used during application. (Visor, surgeon mask, gloves, boots, shoes, etc.)

EMERGENCY AND ISOLATION PROTOCOL

- An action plan has been developed in case of emergencies and potentially suspected cases. Individuals and institutions to be reached in case of emergency have been determined in advance.
- Necessary training and information is provided to authorized personnel.
- Isolation areas are determined within the hotel and all hygiene and cleaning equipment are kept separate from other equipment.

GENERAL INFORMATION

- The location where our hotel is located is the city center and it is very easy to reach full-fledged health institutions.
- We have a doctor serving in our hotel and our action plans are ready in case of possible emergencies. All transactions and applications are recorded in detail.
- In case of Emergency, 184 Health Institutions will be informed.
- All materials and products that we offer or produce for our valued guests are purchased from safe suppliers and are only accepted to our facilities after all necessary control and disinfection processes have been completed. Storage conditions and production methods are carried out in highly hygienic environments in our facilities.
- In addition, our support for the Hygiene Certification Program- a program provided by international firms and sanctioned by authorities of the Turkish Government- continues.