

Orucoglu Thermal Resort Hotel

# HYGIENE MANIFEST



AFYONKARAHİSAR



**Dear Guests,**

We would like to inform you about the developments at our property regarding the COVID-19 outbreak, which has caused us to have unexpected days. We would like to take this opportunity to reiterate that the health, safety, and well-being of our esteemed guests and team members is our top priority.

As Oruçođlu Thermal Resort Family, we started to implement intensified precautionary measures in our property without wasting any time by closely following the circulars and declarations issued by the World Health Organization (WHO) and our Ministry of Health.

Our hotel's health and safety measures are designed to address a wide range of viruses, including COVID-19, and include everything from hand washing hygiene and cleaning product specifications to a guest room and all common area cleaning procedures.

The standard operating procedures we apply under normal conditions have been further strengthened and made into special "**Hygiene**" protocols as part of the fight against COVID-19. "**Hygiene and Sustainable Health Services Department**" has been established to control the applicability and sustainability of all these protocols within our property.

The image features a white background with clusters of green, 3D-rendered bubbles in the top-left and bottom-right corners. The bubbles vary in size and are scattered, creating a decorative border effect. In the center of the page, the text "SIX-POINT HEALTH AND SAFETY PLAN" is displayed in a bold, green, sans-serif font.

# SIX-POINT HEALTH AND SAFETY PLAN

# 1

## SCREENING, TEMPERATURE CHECKS AND EMPLOYEE TRAINING

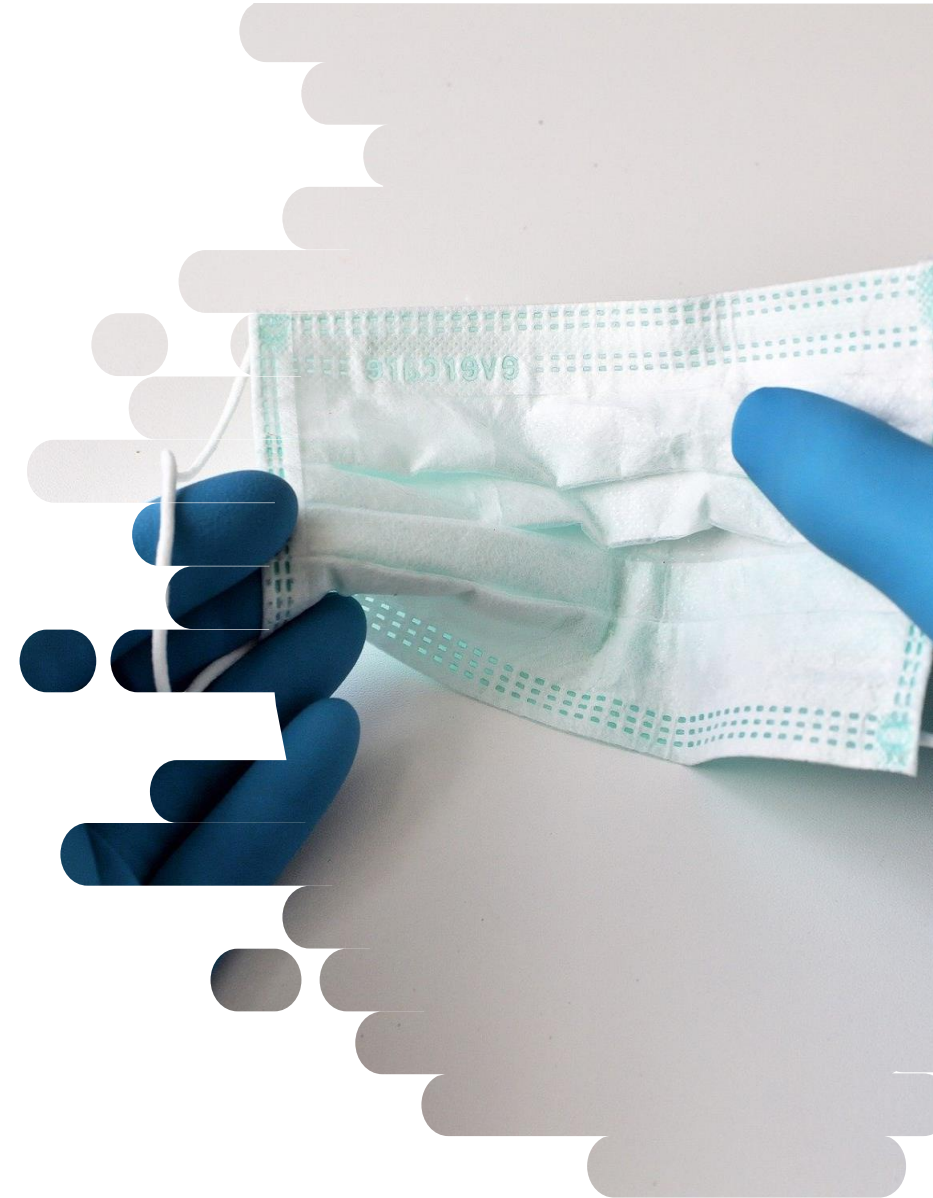
- All our employees have the necessary health and hygiene certificates and are regularly trained to ensure the highest safety and quality standards.
- We are implementing screening measures to assess the symptoms of infection and the possibility of imminent exposure to someone infected with the virus. We would like our guests to comply with a similar automatic screening protocol prior to arrival and during their stay.
- Our employees have received comprehensive, strengthened training on the importance of new health and safety protocols, proper wear of personal protective equipment (PPE), hand washing, cleaning, and physical removal guidelines.
- In order to develop and implement all these important steps, we regularly share updates with all our associates and all our improved cleaning and operational protocols.



# 2

## MANDATORY MASKS AND PERSONAL PROTECTIVE EQUIPMENT (PPE)

- According to the decision taken by the Provincial General Sanitary Board of Afyonkarahisar Governorship, our guests have to wear masks in all general areas of our hotel.
- Staff and city center shuttles will take up and drop passengers out of the hotel security gate. In the shuttles, one person will sit in both seats, hand sanitizer will be kept and wearing a mask will be mandatory.
- Employees who have worn gloves as required by their duties, such as kitchen and cleaning staff, will continue to wear gloves. Position-based personal protective equipment (PPE) allocation key has been described for all other team members.



# 3

## PHYSICAL DISTANCING



- Signages have been installed throughout our properties to help guide employees and guests on how to safely practice physical distancing.
- All staff movement will be clockwise to reduce cross-traffic and maintain a safe distance.
- From time-to-time, 1,5m distancing will be challenging—in those cases, reasonable mitigating protocols will be implemented, such as plexiglass barriers or face shields for our team members. Plexiglass barriers have been installed in areas throughout food and beverage areas, atrium, and lobbies, where appropriate, for the safety of our guests and employees.
- Social distance locations are determined for suppliers in the field of goods acceptance.
- In order to maintain the social distance, the capacity measurements of our Fitness Center were made again and the appointment system was launched. The use of the fitness center is limited to 60 minutes per person.
- Seating capacities of restaurants and other food and beverage areas have been reduced to allow for each seated group between a minimum of 1,5 m.



# 4

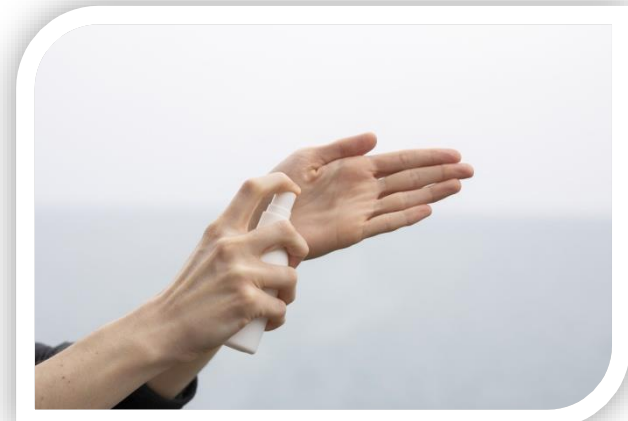
## HANDWASHING AND ENHANCED SANITIZATION

- Employees will wash their hands with soap and water for at least 20 seconds at the start and end of the work shift, during shift breaks, and before and after using gloves if applicable. If soap and water are not available, employees can use an alcohol-based hand sanitizer that contains at least 60% alcohol. Hand sanitizing or handwashing stations will be placed at key employee contact areas such as Employee Dining Room or Locker Room.
- Valet service will not be provided to our guests during this period and bellboy service will continue to be provided. The luggage of the guest will be disinfected without any contact and will be carried in a separate bellboy cart that is disinfected each time, using only one cart for each room.
- Increased cleaning frequency with hospital-grade disinfectants has been provided on all high-touch surfaces such as lobby, room, restaurant, meeting and event areas, recreation areas, public toilets, fitness centers, SPA section, elevator buttons, all employee areas and more.



## HANDWASHING AND ENHANCED SANITIZATION

- We will continue to use proven cleaning products for corona viruses, bacteria, and other infectious pathogens in accordance with the Ministry of Health guidelines. Electrostatic sprayers will be used in most of our large areas to ensure more efficient application of the disinfectant.
- Custom-built handwashing stations, with soap and water, and hand sanitizing stations will be readily available with a visible presence maintained throughout the property. Signages have been installed throughout the properties to guide and remind employees and guests of the importance of proper handwashing protocols.
- The cleaning and the disinfection protocol of guest rooms have been increased both before the guest arrives and after the guest departs with neat attention to the most touched items while cleaning takes place in a certain order in the room.
- In the places where our team members work for you behind the scenes, we increased the frequency of cleaning and provided hygiene stations and the necessary equipment for their job.
- All service equipments used in food and beverage sections in our facility are washed in state-of-the-art industrial dishwashers at 70-80 degrees Celsius. Our guests can be served with disposable cups, plates, forks, knives and spoons if they wish.
- Textiles and linens are kept in closed cabinets. Different linen groups are collected by separating into defined transport trolleys. Textile, linen or clothes are washed at a minimum of 60-90 degrees.

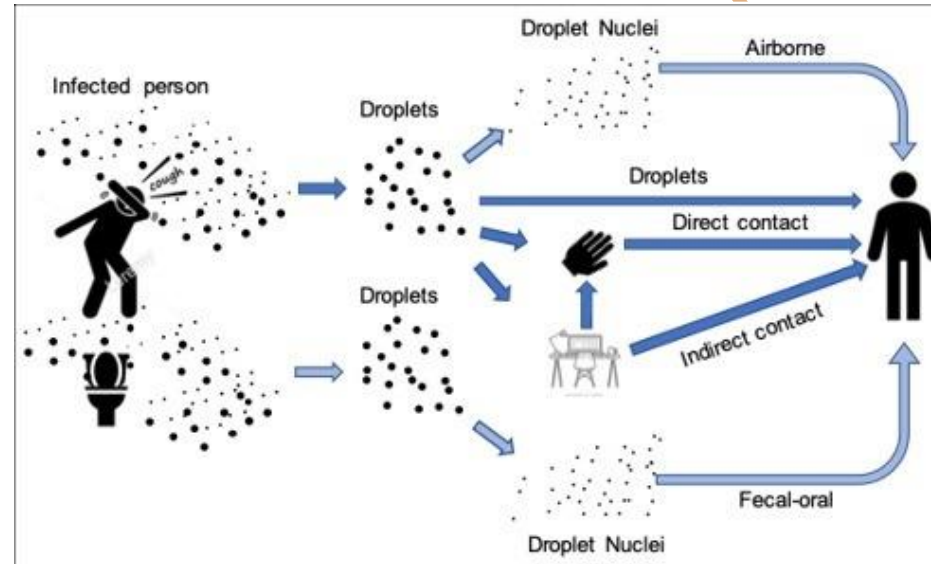






# 5

## VENTILATION AND AIR CONDITIONING (HVAC) CONTROLS AND AIR QUALITY





- After the detailed cleaning processes of the guest rooms that are checked out, environmental disinfections are carried out through the ozone air-cleaning appliance. The rooms of our guests, whose accommodation continues, are made by mechanical ventilation method.
- All our rooms have air conditioning and all air conditioners are periodically passed through detailed sterilization stages.
- As scientific information about the virus is obtained and additional guidance is developed by the Ministry of Health and local authorities and medical professionals, we will continue to review and adjust the operation of our HVAC systems so that we fully know their important role in keeping our employees and guests healthy and safe.



# 6

## INCIDENT RESPONSE PROTOCOLS

- In our facility, we work with relevant health officials to receive information and guidance on steps to take with both guests and employees in the event of a COVID-19 incident. In addition to the common areas of the hotel, we apply an additional cleaning and disinfection protocol for the areas where we find that our guests are in contact during their stay. In addition, we seal the hotel guest room and implement a room recovery protocol designed to disinfect everything in the room, including disinfecting the air.
  - In our facility, we have assistant personnel and medical personnel who are working within the **Hygiene and Sustainable Health Services Department** and specialize in emergency protocols.
  - Wastes of our affected employees or guests will be processed under the Medical Waste Control Regulation.
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We will continue to do our best to provide you with a very safe and healthy stay at Oruçođlu Thermal Resort facilities for your family and loved ones.

In order to move our hygiene protocols to the most perfect level, we continue to closely follow the recommendations of the Republic of Turkey Ministry of Health, World Health Organization, local authorities and consulting institutions.

We look forward to welcoming you again and do our best to enjoy the holiday of your dreams.

**Oruçođlu Thermal Resort Hotel Family**