



TITANIC HOTELS GROUP

# HYGIENE MANIFEST



**TITANIC**

HOTELS

ANTALYA | ISTANBUL | BODRUM | BERLIN

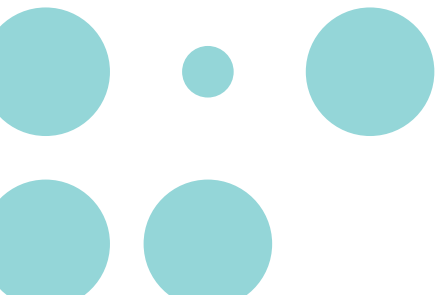


# TITANIC HOTELS GROUP HYGIENE MANIFEST

As Titanic Hotels Group, health of our esteemed guests is very important for us.

Our priority is to offer you a hygienic accommodation and a holiday opportunity that make you feel safe.

For this, we would like to share with you our hygiene and cleaning measures that we have increased in order to be prepared because of COVID-19 Pandemic and other possible epidemic risks that may occur later through this Manifesto in summary.



As Titanic Hotels Group, a new set of standards have been added to our hygiene and cleanliness procedures that we implement in our hotels that we operate in Turkey and Germany regarding

- “Operational considerations for managing COVID-19 cases/outbreak” judicial publication published by World Health Organization (WHO) for Hospitality Industry,
- Statements and recommendations of TR Ministry of Health, Science Board,
- Statements and recommendations of Ministry of Health of Federal Republic of Germany and Berlin State Administration,
- Opinions and suggestions of local health units and sector unions

due to Covid-19 pandemic.

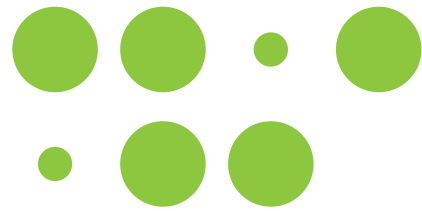
Our Central Pandemic Monitoring Board which we created at the very beginning of pandemic process that is experienced, constantly follows the agenda and developments. With determinations and recommendations of the Board, necessary revisions are made in procedures and implementations in accordance with developing new conditions.

Also, Workplace Health and Safety Committees were created under the chairmanship of our General Managers to be in charge of implementing the action plans developed by taking quick decisions thanks to fast and healthy communication in our hotels and necessary trainings were also provided for the committee personnel.



# 01

## MEASURES AND HYGIENE RULES ABOUT OUR EMPLOYEES



Hygiene of our hotel employees who are in direct or indirect relationship with you, our esteemed guests and who are also be known to be in contact with each other, keeping them healthy and raising their awareness about this issue are one of the most important factors for an effective general hygiene practice. Our measures taken and practices in this respect are as follows.

- Staff Shuttles used by our employees for coming to the workplace and leaving there, are disinfected before and after each service. Our employees have to wear a protective mask during transfers and safe physical distance rule is applied since 50% of the capacities of shuttles are used.





- Our employees undergo general medical screening before starting to work and their temperatures are taken with digital thermometers. Our employees who have high fever and symptoms related to the disease are not allowed to work. Our employees who don't feel well, don't come to work or even if they do, they aren't allowed to work.
- Employee uniforms are frequently changed and washed and our employees undergo disinfection before starting to work.
- Sufficient disinfection units are available in all common areas used by employees and in the background working units. No matter in which department any of our employees works, he/she must wash his/her hands every hour according to the rule and disinfect his/her hands.
- Our employees working in housekeeping, cleaning services, food and beverage production areas and in the background such as dish washing area must wear mask and disposable gloves.
- There are posters and brochures on pandemic and hygiene issues in all common areas used by employees and a safe physical distance rule is applied in these areas.
- Each of our employees knows and applies safe physical distance rule in their relations with our guests and between each other. Our employees who are in direct contact with the guests use mask when necessary.
- Our certified Workplace Doctors work for our employees at all our hotels. We have action plans in possible cases.
- Trainings have been provided for all of our employees about pandemic, protection methods and transmission ways by specialist firms and medical teams since the beginning of the pandemic process and they are repeated continuously. These issues are constantly emphasized in Operations meetings held every day.



# 02

## OUR DISINFECTION WORKS

Guest Rooms, Restaurants, Bars, SPA and healthy Living Units, Children's Club and Playgrounds, General Areas, Meeting Rooms, Congress Halls and all other guest areas, Kitchen areas, personnel usage areas, offices and warehouses of all our hotels are disinfected with Hydrogen Peroxide based material having effects known in a detailed manner.

Disinfection works performed by professional teams will continue periodically.

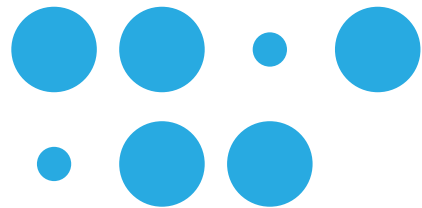
Also, our mobile disinfection teams created within the structure of our hotels carry out works regarding this issue.





# 03

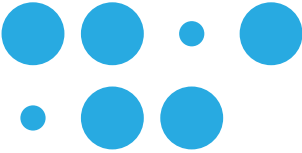
## OUR HYGIENE AND CLEANING RULES IN GENERAL AREAS



In all our hotels, we work with Diversey and Ecolab Companies which are internationally known for chemical cleaning products. Diversey and Ecolab Companies provide detailed training for our relevant employees at regular intervals. Therefore, it is ensured that proper chemicals are used at the appropriate dose during cleaning. Cleaning works are done with proper cleaning materials and different equipment for each area.





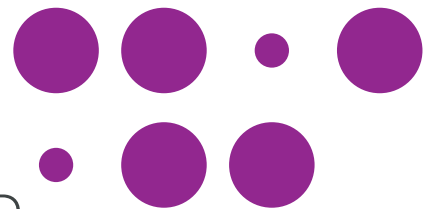


- Great care is taken to clean surfaces that are always touched, door handles, handrails, elevators, elevator buttons, sinks, faucets, urinals and toilets in all common areas and water closets, diluted bleach and chlorine tablets are used after cleaning with water and detergent. Every second urinal is out of use. Our employees doing all these works do this by using mask and disposable gloves.
- Hand disinfection apparatus and units are available at all points needed in all our common areas, water closets and they are followed meticulously.
- Cleaning and disinfection intervals are checked by means of detailed lists prepared by increasing frequency.
- Capacity utilization of our elevators is limited so that only members of one family or 4 people from the same group or 2 people who don't know each other get on it at the same time. Use instructions of the elevator are placed in visible places.
- Sitting sets in all common areas and general areas have been rearranged by considering safe physical distances.



# 04

## OUR CHECK-IN AND CHECK-OUT PROCESSES



Some additional measures were taken about easy and hygienically safe check-in and check-out processes of you, our esteemed guests.

- Suitcases and other items will be taken to our hotel by being disinfected by our employees who got necessary training in this respect and sent to the rooms of our guests safely.
- Temperatures of our guests will be taken by means of thermal cameras placed on our entrance doors and in case of a negative situation, this situation will only be shared with them in accordance with the law on the protection of personal data and necessary action will be taken as written in our action plans.





- Our responsible employee will explain the measures and precautions we have taken in general, cologne will be served while welcoming and the leaflets we have made regarding this issue will be given to our guests. Our Guest Assistants have been assigned in a way to help you in all matters in our Resort Hotels.
- All measures have been taken to ensure that there is no crowd at the entrances and exits of our hotels and safe distance ranges are shown and safe rest areas have been created to be used when it is necessary to wait.
- Door cards are prepared and disinfected before our guests check in and they will be given to our guests safely in their protective cover. Pens that are given to you to fill in the documents required are prepared as disposable in their special covers. All check-in procedures will be performed by considering the safe physical distance.
- If our guests contact us via e-mail addresses of our relevant hotels before coming to our hotels, they may complete check-in procedures in a safer way by using online check-in.
- Our contactless POS Machines will be used within certain limits and these machines will be disinfected continuously.
- If they want, our guests will be able to use our Mobile Applications to get information about necessary announcements and for quick, healthy communication at our Resort Hotels.
- All works that may require contact during check-in and check-out will be done duly and in accordance with the safe physical distance rule.



# 05

## OUR GUEST ROOMS

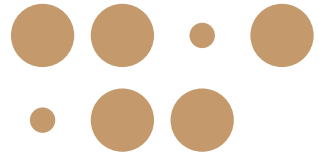


Our aim in all our guest rooms is to offer you an environment where you can accommodate in a hygienic and clean place.

- Housekeeping employees and managers working in Room Cleaning work by using mask and disposable gloves. After each room is cleaned and before starting to clean the other room, hands are washed and masks, gloves and cleaning cloths are replaced by new ones.

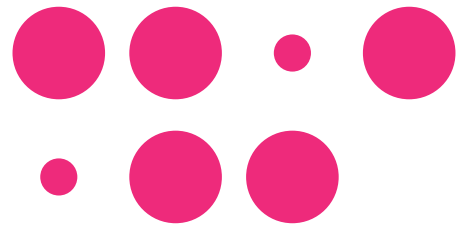


- Effective disinfectant and bleach are used while cleaning the rooms, more attention is paid to the surfaces that are constantly touched by hands, door handles, faucets, telephone handset, television remote control, climate control, light switches, kettles, coffee machines, mini bars are also disinfected after being cleaned.
- Linen and Towel materials are changed daily and they are not shaken out or beaten while they are collected or spread and thus, dust and particles are not allowed to raise, dirty clothes are collected in separate bags.
- All linen and towels that are used, are washed at 90 degrees and in sufficient time.
- Toiletry packages that are prepared for daily use of our guests are disinfected before they are put in their place and additional hand sanitizers are added to this set for your use in addition to these products.
- At our Resort Hotels, our mini bar products are received by being disinfected while they are delivered by suppliers, they are kept in a safe environment and served to our rooms. Our mini bars in our City Hotels have been emptied for a while.
- Our rooms are aired out for a minimum of 1 hour after they are cleaned and they are subjected to Ozonization routinely.
- Room capacity usage is monitored carefully and a room is given as infrequently as possible and new guests are not accepted for a certain period of time after all cleaning and disinfection works are done in the room of the guests who have checked out.



# 06

## OUR FOOD AND BEVERAGE UNITS



Our rooms will not be used at full capacity for a certain period in all our hotels and thus, it is aimed to ensure the safe physical contact distance required in our food and beverage units.

- In our hotels, our open buffet service system will be decreased to a certain extent, more hygienic and safe materials and equipment will be used in our buffets and they will often be replaced by new ones. Self-service won't be allowed, our responsible employees will be constantly present in buffets, and they will provide necessary guidance and service.
- In our City Hotels, breakfast will be served as a la carte to the extent possible.





- In order to reduce density in our open buffet restaurants of our all-inclusive Resort Hotels, some of our paid A'la Carte Restaurants will be offered to use of all our guests free of charge by providing set menus.
- Hand disinfection equipment will be available at the entrances of all our Food&Beverage units and there will be responsible employees who will welcome our guests and provide necessary directions about capacity utilizations.
- In all Food&Beverage units, table, chair and sitting distances have been arranged in accordance with the recommended safe distances. Restaurant, bar and general area sizes and capacities of all our hotels are extremely spacious and sufficient.
- Tablecloths and cloth napkins won't be used on our tables, the seasoning and spices sets will be properly disinfected after each use.
- Self-service tea and coffee machines in our restaurants won't be used by our guests for a certain period of time.
- Dishes in all our Food&Beverage units will be washed by a dishwasher, not by hand and they can be offered with disposable materials depending on the circumstances.
- General cleaning of Food&Beverage areas will be performed and tables, chairs, counters, buffets and all other materials will be cleaned properly at the beginning and end of the service and they will be disinfected.



# 07

## OUR SPA-FITNESS AND SPORTS AREAS

It will be served with materials and items whose safety is already provided or disposable materials and items by creating extremely hygienic conditions in Turkish Baths, Sauna, Massage areas and treatment services.

All of our employees who perform treatments have to follow the rules set by us in order to disinfect themselves before and after each treatment and they will work with mask in dry places.

Usage capacities have been limited according to hygienic conditions in our sauna, Turkish bath and steam rooms.

All sports tools, machines and equipment in our Fitness Centers have been rearranged at appropriate distances and they will be disinfected immediately after each use.

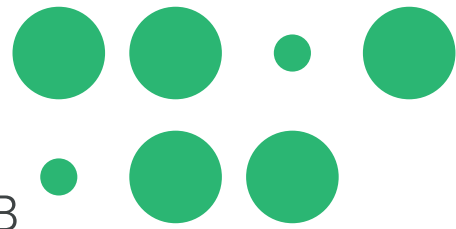
General areas such as changing rooms, showers, water closets and dress cabinets and keys and all used materials such as towels, bathrobes and loincloths are safely cleaned and disinfected.





# 08

## CHILDREN'S CLUB AND PLAYGROUND



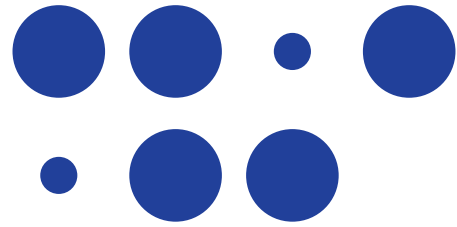
Our children are our beloved ones and of course, it is very important for us to offer them a safe but fun holiday. All areas that will be used by them, will continue to be ozonized, disinfected and cleaned meticulously and frequently.

Our Children's Club employees who take care of them, consist of people who have hygiene training and are experts in their field.



# 09

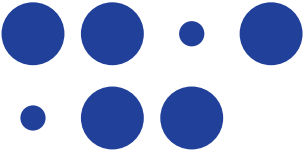
## OUR POOL, BEACH AND ENTERTAINMENT ACTIVITIES



New arrangements are made by letting sunbeds wide apart in accordance with the safe physical distance rule in Indoor Pool, Outdoor Pool and Beach areas. Capacities of beach and pool sides of all our Resort Hotels are extremely sufficient.

Pools will continue to be cleaned in accordance with chemical values that will not allow any disease or epidemic as usual.





All sunbeds, sunbed cushions, beach and pool Cabanas and materials are cleaned and disinfected daily as required.

It is ensured that indoor pool ventilation systems operate without any problem.

In our Resort Hotels, sports and entertainment activities will continue at low capacities and softly in accordance with safe physical distance rules.



# GENERAL INFORMATION

In Republic of Turkey and Federal Republic of Germany countries where our hotels are located, it is seen that normalization process has started quickly after extraordinary situation caused by Covid-19 pandemic experienced worldwide. Because healthcare systems of both countries are extremely prepared and very sufficient for situations like this.

Locations of all our hotels are central and access to full-fledged hospitals is very easy from these places. Our Resort Hotels cooperate with worldwide known Memorial Healthcare Group and we have doctor service in these hotels. In case of a possible case, our action plans are ready. All operations and applications are recorded in detail.

All materials and products that we produce or we offer you, our esteemed guests are purchased from safe suppliers and they are accepted to our facilities after all necessary control and disinfection processes. Storage and storage conditions and production methods are carried out in highly hygienic environments in our facilities.

In addition to all this, we continue to support Hygiene Certification program about pandemics that has been decided by competent authorities of Republic of Turkey to be created in accordance with certain criteria and that will be the first in the world and will be given to the tourism establishment by internationally recognized companies.

Transmission of Corona Virus 2019 (Covid-19) epidemic from person to person occurs by means of transmission from an infected person with respiratory droplets or direct contact. For this reason, Guest&Guest, Guest&Employee and Employee&Employee relations are extremely important in accommodation facilities. As Titanic Hotels Group, we hope to meet you in new stories in the most hygienic and the safest way with this awareness.

**GOODBYE, STAY HEALTHY.**



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