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## HOTELS

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# NUMA HOTELS

## HYGIENE & PANDEMIC MANIFESTO


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## **NUMA HOTELS COVID 19 CONCEPT**

NUMA HOTELS attach great importance to the health of their dear guests. Our priority is to offer you accommodation and holiday opportunity in hygienic and safe conditions.

Pursuant thereto we would like to share brief information on our hygiene and cleaning measures that have been increased in order to be ready for the COVID-19 pandemic and other possible epidemic risks that may occur later.



## OUR FOCUS ON THE HEALTHY AND SAFETY



**Due to the Covid-19 Pandemic, we have added a number of standards to the usual hygiene and cleaning procedures applied in Numa Hotels that are operated by us. These standards are based on**

- The publication of the World Health Organization (WHO) called "Operational considerations for COVID-19 management in the accommodation sector";
- Statements and recommendations of the scientific committee of the Ministry of Health of the Republic of Turkey;
- Instructions issued by the Ministry of Culture and Tourism of the Republic of Turkey;
- Opinions and recommendations of local health departments.

Workplace health and safety committees have been established under the supervision of our General Managers in our hotels. Due to fast and sound communication, these committees will take prompt decisions and implement relevant action plans. All necessary trainings have been provided to the committee staff.



## OUR FOCUS ON THE HEALTHY AND SAFETY

The human health and safety are the cornerstones of all services provided to the guests of Numa Hotels as well as of the operational and organizational infrastructure of the places where these services are provided.

We believe that the trustworthiness of systems and their smooth operation can only be achieved in this way. For this reason, we consider that our quality and safety systems that have been created since the first day of foundation and continue to be developed day by day constitute a structure that is the life insurance of our large family.

We have worked a lot to strengthen this structure, which inspires our confidence today. Our well-designed and well-managed infrastructure, continuous learning and development of human resources, modern solutions, internal and external control systems, quality of materials, products and equipment, controlled procurement processes, guidance by national and international standards and our experienced personnel (engineers, consultants, supervisors etc.) that constantly strengthens our hotel chain let us provide our guests with the best accommodation possible.



## **MEASURES FOR INFECTION PREVENTION**

**POSI, Food safety, Water safety and Management procedures of hotel outbreaks, notifiable diseases and / or pandemic**

The system operating in Numa Hotels consists of four aspects including management standards, concept standards, operational standards, and quality, health and safety standards.

Our risk analysis and improvement procedure ensures that each process is periodically reviewed and tested in line with forecasts and potential action plans.

Permanent control and continuous development philosophy play a key role in maintaining the sustainability of standards. In this context, the mechanism of internal control is continuously applied. The internal control is carried out by authorized managers and expert teams competent in relevant fields.

# MEASURES FOR INFECTION PREVENTION

Our hotels are also subject to continuous supervision and monitoring performed by external authorities competent in different fields.

- Legal audits (İşkur (Turkish Employment Agency), operating licenses, etc.)
- General health and safety inspections
- Audits by Governor's commissions, pool safety control
- Food safety control
- 3rd party audits

POSI procedures (prevention of the spread of infectious diseases), food & water safety procedures, risk analysis, emergency plans are our guiding standards that constitute a single whole.



## MEASURES FOR INFECTION PREVENTION

COVID-19 that has influenced the whole world has undoubtedly become a lesson for all enterprises in terms of their current knowledge and experience.

In this context, our POSI procedures, food & water safety, occupational health and safety, risk analysis, ongoing operations, training plans, emergency action plans have been updated and are used in line with publications and references of the official and scientific authorities.

Numa Hotels and all the staff are aware of the fact that hotel facilities are in the risk group and that these difficult days and their negative impact can only be overcome by conscious, planned and controlled organization of work.





## OUR DISINFECTION PROCEDURES

Guest rooms, restaurants, bars, SPA and wellness units, kids club and playgrounds, common areas, meeting rooms and all other guest areas, as well as kitchen areas, staff areas, offices and warehouses of our hotels have been thoroughly disinfected with the cleaning agents containing Hydrogen Peroxide that is a well-known and approved disinfectant. The disinfection procedures carried out by professional teams will be periodically repeated. In addition, our mobile disinfection teams formed within the hotels also perform these functions.

## OUR FRONT OFFICE PRECAUTIONS

**A number of additional measures have been taken in order to provide quick and safe check-in and check-out formalities for our dear guests in compliance with hygiene requirements.**

- Suitcases and other items will be accepted and safely delivered to the guest rooms after being disinfected by our staff who have received the necessary training in this regard.
- At the entrance door, our authorized personal will measure the temperature of our guests with a non-contact thermometer. In accordance with the Law on the protection of personal data, in case of any adverse situation, the relevant information will be shared only with the guests and the necessary actions specified in relevant action plans will be taken.
- Our authorized staff will provide information on the measures and precautions taken in the hotel, offer cologne and provide the guests with our booklets on this issue.
- Precautions have been taken to avoid excessive crowding at the entrances and exits of our hotels, safety distance indicators have been marked and safe recreation areas have been created in case it is necessary to wait.
- The key cards will be prepared before the guests arrive at the hotel. In particular, they will be disinfected and put into protective cases for safe delivery to our guests. The pens provided for filling in the required documents are intended for single use and provided in special cases. All check-in procedures will be carried out with due regard for safe physical distancing.
- Contactless POS machines will be used for certain limited amounts, and these machines will be constantly disinfected.
- All formalities that may require contact during check-in and check-out will be duly carried out in accordance with the rules of safe physical distancing.

## COMMON AREA CLEANING

- In all our hotels, we work with Diversey company, which is internationally known for its cleaning chemicals. Diversey company regularly conducts extensive trainings for all our employees. It ensures the proper use of chemicals and appropriate doses for cleaning. Cleaning is provided with suitable cleaning agents for each area and various equipment.
- The considerable attention is as always paid to the cleaning of such frequently touched surfaces as door handles, banisters, elevators, elevator buttons, sinks, faucets, urinals and toilet bowls in all common areas and WCs. After cleaning them with water and chlorine-based detergents, they are disinfected. Our personnel performing all these works uses masks and disposable gloves.
- There are hand sanitizers and hand sanitizer units in all common areas, WCs and other places where required and we carefully monitor their replenishment
- The frequency of cleaning and disinfection has been increased and their performance is monitored via detailed checklists.
- The capacity of our elevators has been limited so that only members of one family, 4 people from the same group or maximum 2 people who do not know each other can use the elevator at the same time. Elevator usage instructions have been placed in the conspicuous place.
- The seating units in all common and public areas have been arranged in accordance with the rules of safe physical distancing.

## OUR GUEST ROOMS

In all our guest rooms, we aim at providing you with hygienic and clean accommodation conditions for you.

- Housekeeping staff and managers involved into room cleaning use masks and disposable gloves. After cleaning each room, the room attendant washes hands and takes a new mask, gloves and cleaning cloths before cleaning the other room. Disposable cleaning wipes (materials) are used as much as possible.
- Effective chlorine-based disinfectants are used for room cleaning. Particular attention is paid to frequently touched surfaces like door handles, faucets, phone receivers, TV remote controls, air conditioner remote controls, lighting switches, water heaters, hairdryers and minibars which are also disinfected after cleaning.
- Our cotton bedding sets and towels are changed every day. Due to the fact that the beds are stripped and remade without shaking the bed linen, dust and particle formation is prevented. Dirty bed linen and towels are put into individual bags.
- All cotton textiles and towels are washed at 60 to 90 oC during a sufficient period of time.
- The toiletries prepared for daily use by our guests are disinfected before placing.
- Our minibar products are disinfected upon their delivery by our suppliers and stored in a safe place before they are served to the rooms.
- After cleaning, the rooms are aired for at least one hour, after which their ozonization is performed on a regular basis.
- The room capacity usage is carefully monitored, and accommodation in the same room is provided observing maximum possible intervals. After all cleaning and disinfection procedures, the room is not assigned to new guests for a certain period of time.

# OUR FOOD AND BEVERAGE UNITS

For a certain period of time, the hotel room capacity will not be used to the fullest, in this way we aim at maintaining the safe physical distance required for food and beverage units.

- The open buffet system in our hotels will be limited to a certain extent and more hygienic and safe appliances and utensils will be used and frequently replaced within open buffet service. Self-service will not be allowed as far as possible, our staff will constantly be present in the open buffet area and provide necessary guidance and service.
- Hand sanitizers will be placed at the entrances to all food & beverage units while our staff will welcome guests and provide necessary guidance regarding the capacity usage.





- Tables, chairs, stools and seats in all food & beverage units have been arranged in accordance with the recommended safe distances.
- The sizes and capacities of restaurants, bars and general premises in all our hotels are extremely spacious and sufficient.
- Tablecloths and cloth napkins will not be used on the tables, the spice sets will be properly disinfected after each use. As far as possible, spices and sugar will be served in single-serve sticks.
- Self-service tea and coffee machines in our restaurants will not be used by our guests for a certain period of time.
- In our food & beverage units, dishes are washed in dishwashers not by hand, and depending on the situation, service can be made using disposable catering supplies.
- General cleaning and disinfection of food & beverage units as well as cleaning and disinfection of tables, chairs, counters, open buffet equipment and all other materials and appliances will be dully carried out at the beginning and at the end of the service.



# OUR SPA, FITNESS AND WELLNESS UNITS

Turkish bath, sauna, massage and care services will be provided in extremely hygienic conditions using disinfected or disposable materials and appliances.

All our staff rendering these services are required to comply with the rules set for their personal disinfection before and after each service provided. Besides, they will work in masks in dry areas.

The usage capacity of our sauna, Turkish bath and steam rooms has been limited according to hygienic rules.

All sports equipment, exercise machines and other devices in our fitness halls have been arranged in accordance with the necessary distance and their disinfection will be carried out immediately after each use.

Common areas like dressing rooms, showers, WCs, clothes lockers and keys as well as all supplies like towels, bathrobes and peshtemals (Turkish bath towels) are cleaned and disinfected for guests' safety.



# OUR KIDS CLUB AND PLAYGROUNDS

Our children are the most precious gift we have that is why it is very important for us to provide them with a safe but enjoyable holiday. Ozonization, disinfection and cleaning of all areas used by them will continue to be carefully and frequently performed.

Our Kids club staff that will take care of children consists of professional and competent colleagues who have undergone special trainings on hygiene.





# OUR POOL, BEACH AND ENTERTAINMENT ACTIVITIES

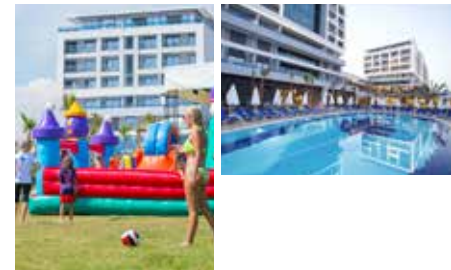
The sun loungers on the beach, by the indoor and outdoor pools have been arranged according to the rules of safe physical distancing. Beach and pool capacities of our hotels are absolutely sufficient.

Pool cleaning will continue to be carried out as usual in accordance with limit values for chemicals and in the way that will not allow the spread of any diseases or epidemic.

The smooth operation of indoor pool ventilation systems is ensured.

All sun loungers, sun lounge pads, beach and pool cabanas and other items are subject to daily cleaning and disinfection.

Sports and entertainment activities in our hotels will be held with a limited number of participants and in accordance with the rules of safe physical distancing.



A photograph of hotel staff members wearing face masks. In the center, a hand holds a digital thermometer pointing towards a staff member wearing a white shirt and a red bow tie. The background is slightly blurred, showing other staff members and a hotel interior.

# OUR PRECAUTIONS AND HYGIENE RULES FOR OUR EMPLOYEES

The hygiene and health of our hotel personnel that is in direct or indirect contact with you, our dear guests, and with each other, as well as their awareness of this issue constitute one of the most important factors in maintaining effective general hygiene. Our precautions and practices in this regard are specified below.

- The vehicles used by our employees for their transfer from/to work are disinfected before and after each use. Our employees are required to wear protective masks during their transfers, and since the occupancy rate of our vehicles has been reduced to 50%, the rules of safe physical distancing are provided.
- Our employees undergo general medical examination before work, including the measurement of their body temperature with digital thermometers. Those who have a high temperature and any symptoms of the disease are not allowed to start work. Our staff have been instructed not to come to work in case they do not feel well and informed of the procedures to be performed in this case.
- The staff uniforms are frequently changed and washed, and our employees undergo disinfection before starting work.



- A sufficient number of disinfectants are available in the general staff areas and in the back-office units. Each staff member has to disinfect and wash hands every hour according to the rules regardless of the department he or she works in.
- Our staff working in such back-office units as housekeeping, cleaning, food and beverage processing and dishwashing have to wear masks and disposable gloves.
- There are posters and brochures on pandemic and hygiene in the general staff areas and safe physical distancing rules are applied there.
- Each employee knows and complies with the safe physical distancing rules in communication with our guests and among themselves. Our employees who are in direct contact with the guests use masks when necessary.
- Certified workplace doctors work for our employees in all our hotels. We have relevant action plans for possible contingencies
- Since the beginning of the pandemic, all our staff have undergone special trainings organized by professional companies and healthcare teams with regard to the pandemic, preventive measures and infection causes. These trainings will be regularly repeated. These issues are constantly discussed at our daily operational meetings.



In case of any changes in the General instructions on the controlled normalization process at accommodation facilities published by the Ministry of Culture and Tourism of the Republic of Turkey and in the certification programmes, necessary arrangements will be made in our Manifesto as well.

All measures taken in our facilities are aimed at protecting your health, the health of our staff and society.

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