

OUR HYGIENE PRACTICES



WE ARE READY FOR HEALTHY AND BEAUTIFUL DAYS

At Richmond Hotels, we have been implementing and monitoring COVID-19 measures since the very first day of the pandemic in consultation with our Hygiene Board, which is composed of a range of experts. In addition to the measures and changes stipulated in the legislation, we are following many additional hygiene practices at our own initiative.

In the early days of the outbreak, we improved our cleaning and hygiene routine in line with our emergency action plan. We maintained our team's and their relatives' health, strengthened our internal communication, and provided regular information to all our stakeholders by following international publications. We have remained in touch with our guests through digital platforms. We believe that health comes first. As such, we chose to temporarily suspend our services at Richmond Istanbul, Richmond Nua Wellness-Spa, Richmond Ephesus Resort and Richmond Pamukkale Thermal Hotels.

During this period, we established our Hygiene Board composed of different experts and began planning our post-outbreak actions. We quickly determined all measures to be taken and invested in implementing these measures.

You can read about all the measures we take for you to enjoy a healthy and safe experience at our premises in our Hygiene Guide.

We hope to come together as soon as possible and enjoy healthy and peaceful days.

RICHMOND HOTELS



LEGAL PROCEDURES AND AUTHORITIES' RECOMMENDATIONS

As the pandemic started to spread across our country, we established a Hygiene Board composed of department managers, onsite physicians, health personnel, food engineers and occupational health and safety specialists under the presidency of our general manager. Firmly following the directives and recommendations of the World Health Organization, the Republic of Turkey Ministry of Health and Ministry of Culture and Tourism, the Board ensures that all necessary measures are implemented timely.



EXTERNAL AUDIT

A contracted internationally accredited hygiene and safety organization regularly performs unannounced audits in our hotels in accordance with the relevant quality standards and legal requirements. The organization has introduced the **Safe Hotel Program** (Auditing for the Risk Management of Epidemics) in addition to its independent audits **Food Check-Crystal, Hygienic Room Audit, Hygienic Spa & Fitness Audit, Legionella** and **Water Safety** programs.



REGULAR TESTS AND CHECKS

- We continue to take daily reference samples of all foods served in restaurants and store them properly for necessary analyses.
- Similarly, we take daily water samples from pools and carry out and record all necessary tests.
- The aforementioned hygiene and safety organization takes samples using swabs and petri dishes during regular unannounced audits to scientifically verify the efficiency of our hygiene measures. The samples are analyzed and reported by an independent accredited laboratory.



DISINFECTION PRACTICES

- All areas of the hotel have been disinfected with hydrogen peroxide silver-based materials by an accredited company since the outbreak occurred and this practice will continue regularly.
- In addition, we formed special teams to disinfect our hotels. This dedicated team will continuously disinfect relevant areas with hydrogen peroxide on a daily basis.



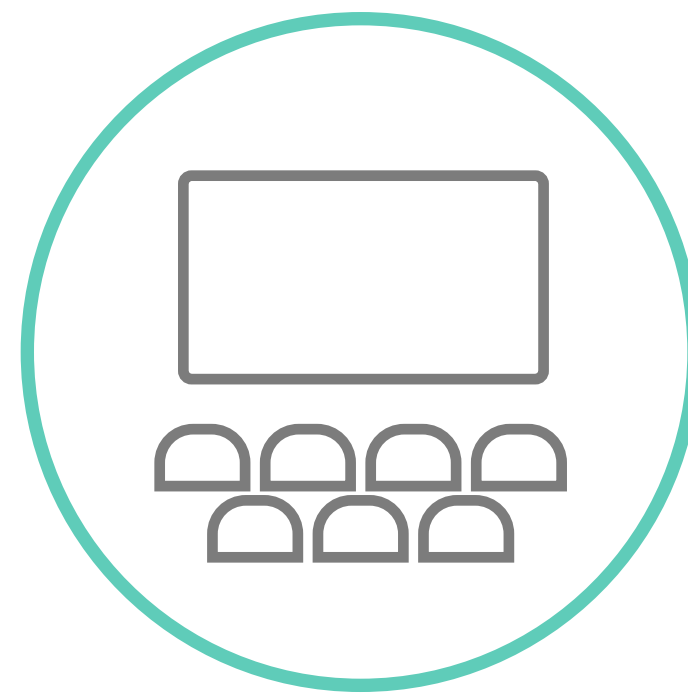
HEALTH AND TRAINING OF EMPLOYEES

- All employees will undergo the necessary health screenings before starting work.
- Employees can only commence work after the necessary checks have been made in accordance with official directives.
- We have added all relevant authorities' and notably the Ministry of Health's COVID-19 directives and recommendations to our current hygiene training programs.
- According to the directives of the Ministry of Health and the relevant authorities, all employees must use masks and related protective equipment.
- We have reorganized the common areas used by our personnel according to social distancing rules and established adequate disinfection units.



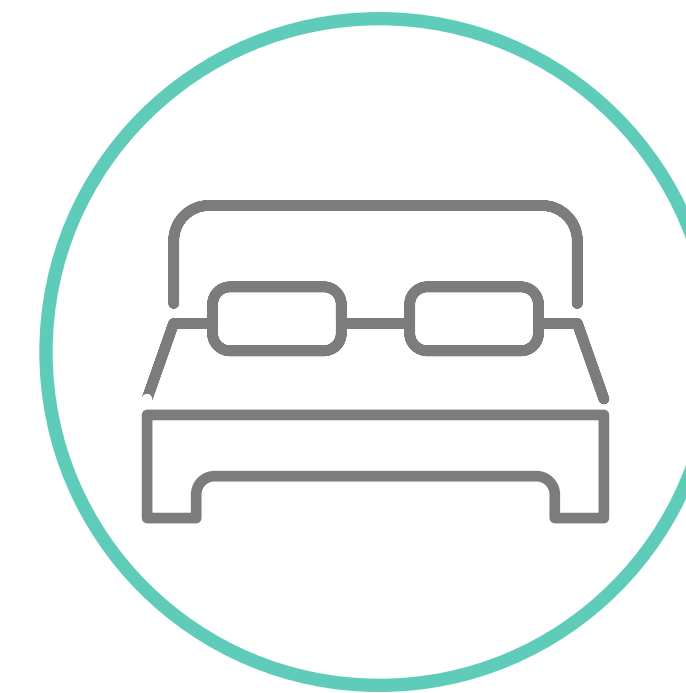
CHECK-IN AND CHECK-OUT

- We will follow the protocols specified by the Ministry of Health during your arrival and stay. Any guests exhibiting symptoms of the disease will be transported to a hospital as per the necessary measures.
- We will kindly ask our guests to park their vehicles themselves on their arrival under the guidance of the responsible concierge.
- We have taken the necessary social distancing measures and re-arranged common areas to avoid crowded lines during check-in and check-out.
- We will ask our guests to fill out a form requested by the Ministry of Culture and Tourism, and provide them with written information on the measures and practices adopted at the hotel during check-in.
- All devices and materials used by our guests during check-in and check-out will be disinfected after each use.
- On your arrival, we will deliver your luggage to your room door while adhering to the hygiene rules. Similarly, we will take your luggage from your room door and place it in your vehicle at the end of your stay.



COMMON AREAS AND MEETING ROOMS

- We work with an internationally recognized company to ensure we can access the necessary supply of chemical cleaning products. The company gives regular and comprehensive training to our personnel. This way, our personnel properly cleans our hotels using the correct cleaning agents for each section.
- We have rearranged the seating arrangement in all common areas and meeting rooms according to the social distancing rules.
- Additionally, we placed photocell disinfection devices at all common areas and meeting room entrances.
- As always, we exercise great care in cleaning common areas and meeting rooms. Our special cleaning team will disinfect all common areas and meeting rooms with hydrogen peroxide following a routine cleaning procedure.
- We will disinfect all technical equipment (microphone, radio, telephone, monitor, etc.) in meeting rooms before each use.
- Elevators will be taken by a maximum of two people at the same time. We have placed the necessary warning signs.
- Indoor play and activity areas in our hotels will be temporarily closed.



GUEST ROOMS

- To ensure maximum hygiene, we will disinfect every guest room with hydrogen peroxide after our regular cleaning services which have always met the highest hygiene standards.
- Cleaning personnel will use new gloves, masks and cleaning cloths in each room.
- We will not host our new guests in a room used by a previous guest in the last 24 hours.
- We will regularly maintain our air conditioners with hydrogen peroxide and will disinfect their filters.
- Besides usual cleaning, we will also disinfect the materials and equipment to be used by guests in rooms before each use.



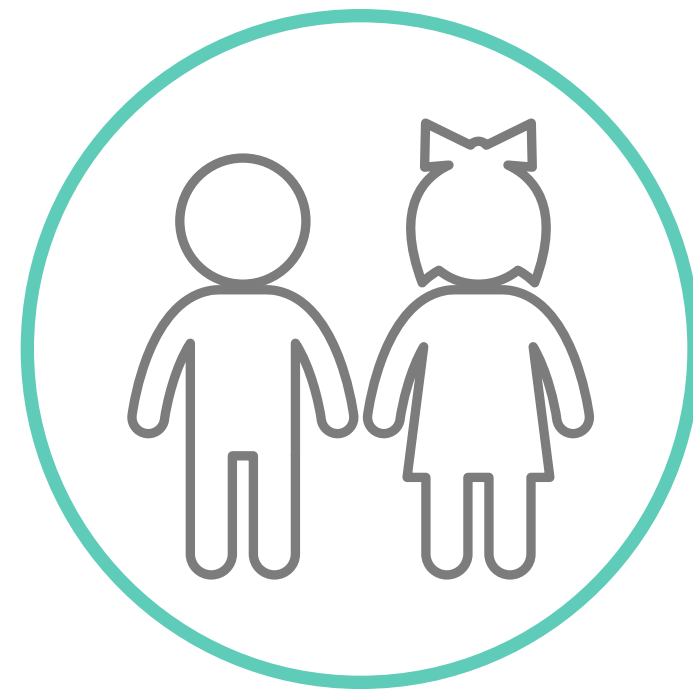
FOOD AND BEVERAGE SERVICES

- > We have rearranged the seating arrangement in restaurants according to the social distancing rules and installed the necessary warning signage.
- > When needed, we will allocate different time periods to our guest to prevent crowds.
- > We will disinfect tables and chairs after each guest.
- > We will offer single-use salt, black pepper, sugar and sauce packets, and prepackaged toothpicks.
- > We will wash utensils with detergent at the right temperature and wrap them for each guest.
- > We have suspended our open buffet meal service to maintain safe social distance. In its place, we will be offering à la carte or set menus.
- > Similarly, we will only serve à la carte to children and disinfect high chairs after each use.



SPA, SWIMMING & THERMAL POOLS AND THE BEACH

- > We have arranged all seating groups in common areas and sunbeds according to the social distancing rules.
- > We will regularly disinfect sunbeds throughout the day and keep them ready-to-use and sterile.
- > We will offer packed pool and beach towels.
- > Pool hygiene has always been of great importance to us. As such, we will continue to ensure that pools' disinfectant ratios are in line with legal standards.
- > Our Fitness Center and Wellness, Spa & Thermal areas will be temporarily closed. At Richmond Nua Wellness-Spa, we will continue to provide massage and care services cautiously on specific time periods and at the cabanas in the garden, weather permitting. It is mandatory for our guests to wear a mask during massage and care.



MINI CLUB AND RECREATION ACTIVITIES

- We will continue to clean all child-friendly areas thoroughly and disinfect these areas with hydrogen peroxide.
- We will provide training in hygiene procedures to our Mini Club staff to equip them to properly supervise children in accordance with the social distancing rules.
- We will organize our recreation activities outdoors in line with the social distancing rules.



SHOPS

- We will clean and disinfect shops regularly and thoroughly.
- We will rearrange shops in line with the social distancing rules. Only people traveling together will enter the shop and no new guests will be allowed to enter until the previous guests have exited.
- The wearing of masks will be mandatory when inside the shops.



www.richmondhotels.com.tr

This guide is intended to inform our guests and business partners. At Richmond Hotels, transparency and sustainable communication are our main management principles as we adopt a customer-centric philosophy. Hygiene and Health Practices is guiding source and quality control mechanism for our hotels in this new period. We may change or adapt our practices in line with any new decisions to be made by central and local authorities and emerging scientific developments, though the purpose of this document will remain the same. We would like to thank you in advance for your consideration in complying with all the measures and rules implemented in the hotel on the initiative of management as part of the fight against COVID-19 campaign set by the relevant government agencies.