

COVID - 19 MEASURES AND OUR HYGIENE POLICY





Dear Guests;

As Gorrion Hotel Istanbul family, we care about you and our personnel regarding the COVID-19 pandemic, which shows its effect all over the world.

In this context, we would like to share the measures we have taken with you.

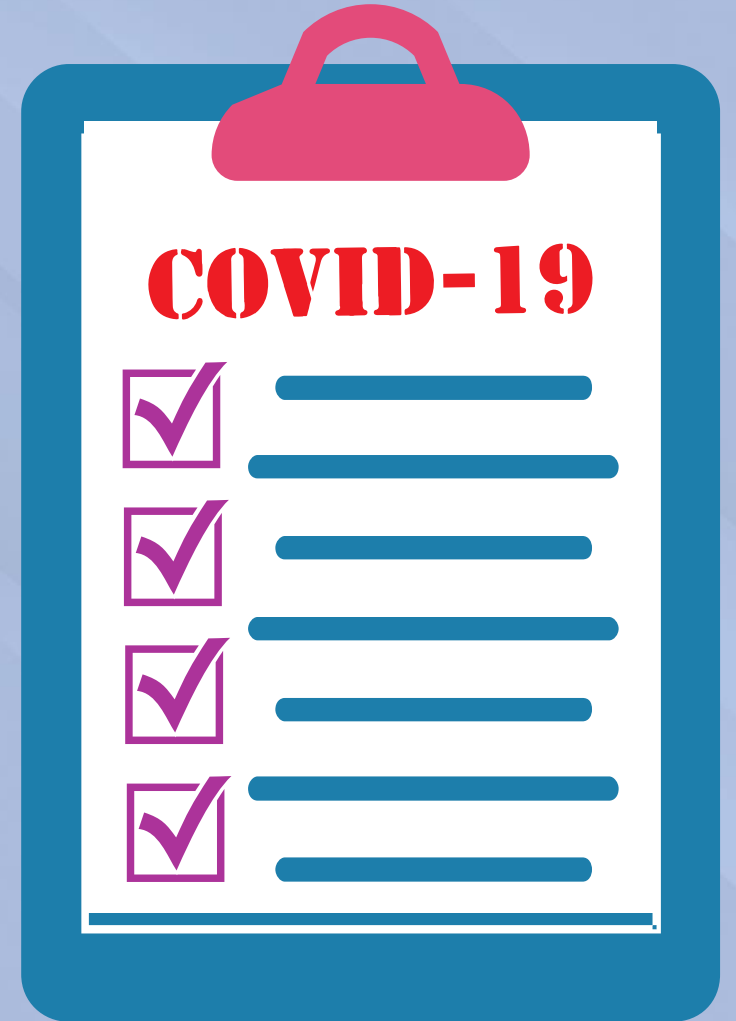
We have increased our preventive and detailed hygiene practices against the COVID-19 risk within the areas used by our guests and our employees.

Our personnel receive training from authorized institutions on hygiene and disinfection, and carry out detailed disinfection practices in all areas of our hotel.

Our hotel will closely follow the implementations and recommendations of national / international institutions and organizations regarding COVID-19 measures.

GENERAL

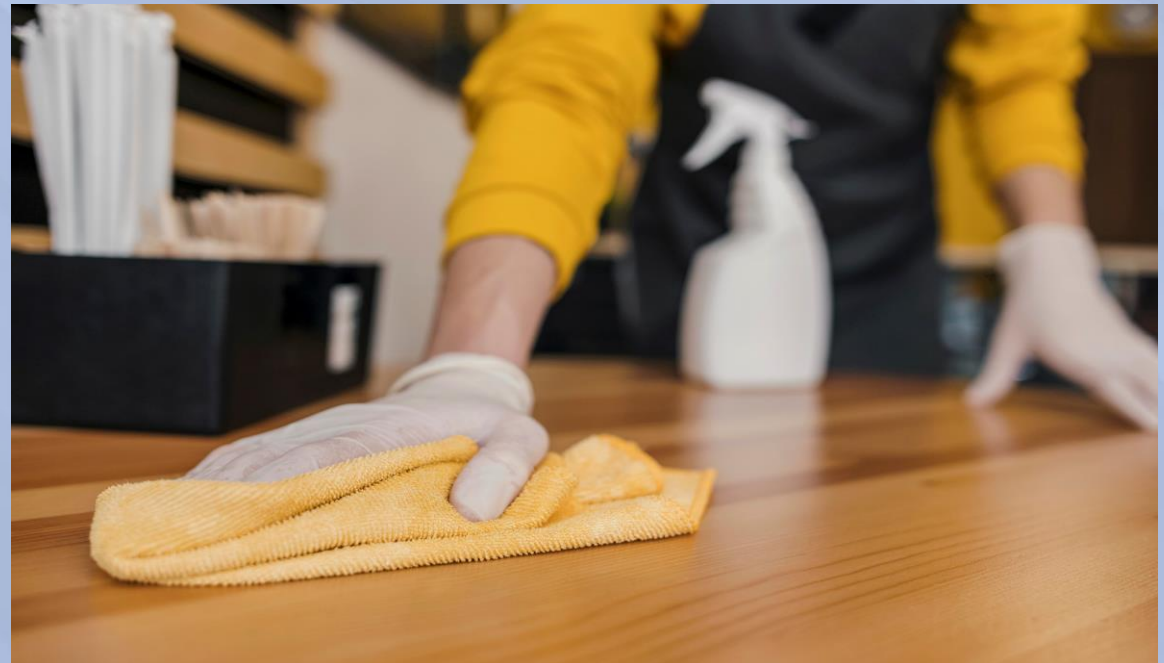
The protocols announced by the Turkish Ministry of Culture and Tourism on COVID-19 on the subjects of the social distance plan, the usage of personal protective equipment, cleaning and hygiene rules, emergency procedures and food safety are fully implemented within our business for the health of our guests and personnel.



HYGIENE TECHNIQUES

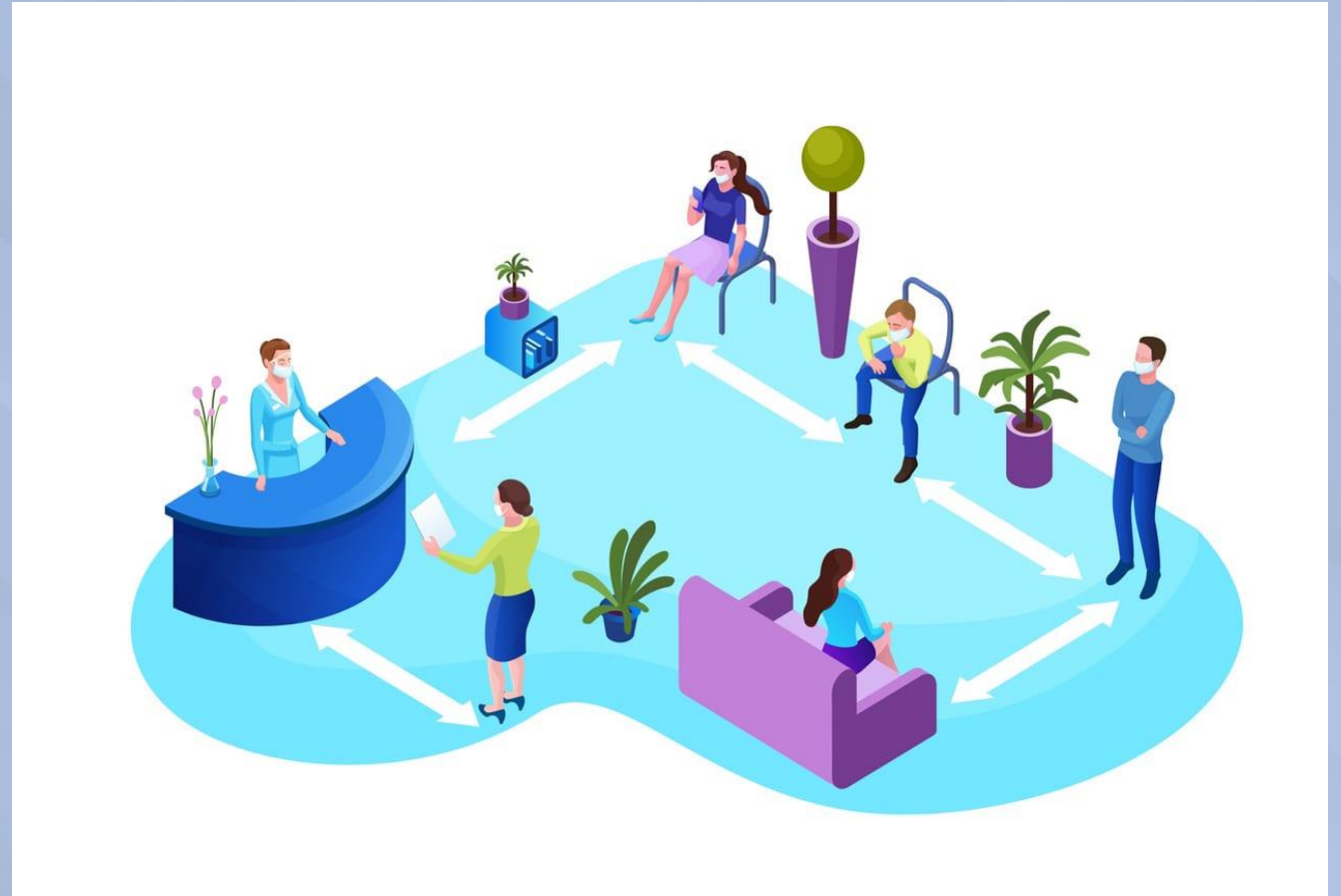
ULV System used in our hotel is a disinfection technique approved by the **World Health Organization**. **ULV (Ultra Low Volume)** is an aerosol mist created by use of an extremely fine spraying technique.

In our hotel, we use chemical products approved by the Turkish Ministry of Health for disinfection.



GUEST WELCOMING AND BIDDING FAREWELL

All equipment and materials used by our reception staff are disinfected after each use. (POS machine, room card, pens used, etc.) Our guests are directed to the disinfectant usage located in the lobby during their entrances to the hotel, and are informed in written form and verbally about the use of masks and maintaining social distance. During the reservation or check-in procedures, non-contact temperature scan is applied to the guests who come to our hotel, then the place they come from and the places they visited in the past several days are asked, and the information collected is recorded in the relevant report which is followed up. In case of detection of a guest showing symptoms of the illness, pursuant to the protocols, information is transferred to the nearest health institution. While receiving payment from our guests, a POS machine with non-contact transaction



In order to maintain social distance during the pandemic period, only 2 people **are allowed to use** our guest elevators simultaneously, and our guests are informed regarding the subject.

Again, in order to minimize the risk of infection, the luggage of our guests is brought by the bellboy to the room right after our guests' arrival in their room. Our bellboys wear disposable gloves during their shift and disinfect the luggage cart after each luggage is carried. The luggage room, where our guests' belongings are kept, periodically disinfected by use of pulverisation method.



TECHNICAL MEASURES

Air conditioning filters and fan-coil filters are cleaned and disinfected in monthly periods.

In the indoor pool, chlorine level is kept above 1-1,5 ppm. It is checked in regular periods everyday and dosed automatically.



ROOMS AND GENERAL AREAS

Housekeeping staff work by taking personal protective measures such as wearing gloves, masks and protective coveralls.

Being risky infection points in guest common areas and staff facilities, all door handles, elevator buttons and indicator systems, general area WC fixtures, fire escape doors, staff tracking turnstiles, door handles of all offices, laundry and technical units are disinfected several times a day and registered in order to be filed in the report. Cleaning and disinfection practices applied in general areas are repeated in frequent periods. All areas inside the hotel are frequently ventilated.

After the cleaning process of the guest rooms carpets, curtains, textile products and all surfaces in the room are disinfected by use of the ULV technique. After each room cleaning, all the used tools and equipment are disinfected before proceeding to another room for cleaning.

The bedding sets and towels used in rooms are washed in our contracted textile laundry company in accordance with the application of all hygiene procedures, and packed one by one in a hygienic environment and delivered to our hotel.



FOOD AND BEVERAGE SERVICES

Purchasing Processes:

The procedures to be followed by the suppliers regarding COVID-19, are monitored by our hotel, and goods are accepted accordingly. The temperature controls of the refrigerated shipping chain and the temperatures detected during delivery are recorded.

Our employees use masks and gloves.

Food Safety :

Kitchen areas, where food is prepared, are cleaned and disinfected based on hygiene and sanitation rules. All our hotel staff working in these areas wear gloves, masks and bonnets.

Food hygiene procedures are already implemented in our hotel's food areas under the supervision of our food safety personnel.

Service and Presentation :

Within the scope of countrywide COVID-19 measures taken by the Government of Republic of Turkey, our restaurants are unable to serve for a temporary period of time and all orders are served to our guests in their rooms.

All our service personnel wear masks and gloves. Our service trays and food presentations are prepared in accordance with the hygiene protocols.



MEASURES ABOUT OUR EMPLOYEES

Our health personnel working in our hotel monitors the health status of the personnel entering the hotel every day and for each shift, and keeps them under observation. Our health personnel performs body temperature measurements and visual examinations of all the hotel employees before their entrances into to the hotel. At the same time, detailed information about the health status of people with whom our employees are in close contact is monitored.

All our hotel employees are informed about COVID-19 measures and their training is given periodically. In this direction, our personnel show all necessary sensitivity to the hygiene and social distance rules determined during the operation.

