

	<b>DEPARTMENT: Entire Hotel</b>	<b>REF. NO: Cov-19/001-2020</b>
	<b>SUBJECT: The Ritz-Carlton, Istanbul Opening for Business and Covid-19 Management and Operation Protocol</b>	

### 1. AIM

Healthy Tourism Certificate Program criteria were published at "<https://www.tga.gov.tr/>" under the title of "**Healthy Tourism Certificate Program and Criteria**" by the Ministry of Culture and Tourism on 11.05.2020.

In addition, circular No. "71490862-010.06.02[010.06.02]-E.339385" on measures and precautions to be taken at the business in relation to normalization period at accommodation facilities was published on 12.05.2020 by the Ministry of Culture and Tourism.

Within the measures and practices anticipated by the related published circulars on preventing the spread of Covid-19 pandemic, **basic principles** of the measures and practice procedures for operational activities of **The Ritz-Carlton, Istanbul** Hotel constitute the contents of this protocol.

### 2. REFERENCE

All Government Agencies, Guests, Hotel employees, Hotel visitors, Agencies and Suppliers, Subcontractors

### 3. SOURCE

- i) Certification criteria were published on 11.05.2020 at "<https://www.tga.gov.tr/>" under the title of "**Healthy Tourism Certificate Program and Criteria**".
- ii) Circular No. "71490862-010.06.02[010.06.02]-E.339385" on measures and precautions to be taken at the business in relation to normalization period at accommodation facilities was published on 12.05.2020 by the Ministry of Culture and Tourism.

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<b>4. PROTOCOL</b>
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As The Ritz-Carlton, Istanbul Hotel executive board, it is decided that our Hotel is reopened for business as of June 21<sup>st</sup>, 2020.

Within the scope of Hotel activities that we will start again within the framework of this decision, considering the regulations published by official authorities for fighting against Covid-19 pandemic and in the light of necessary arrangements in our company procedures, enclosed operation principles are adopted and put into practice:

Execution of this Protocol does not confer any responsibility to the Hotel in the event that any situations may occur beyond the Hotel’s control – natural disaster, war, terrorism acts, government regulations, disasters, strikes, social riot or travel restrictions – and to the extent that they make it impossible to offer hotel facilities by the hotel.

**A) Management principles adopted at the Hotel for preventing Covid-19 pandemic**

1. **“Covid-19 combat Management Committee”** was established at the Hotel with the participation of Hotel Top Management (Guidance Team), Department Leaders, Workplace Doctor, Occupational Health and Safety Specialist, Food Engineer and Company Lawyer.
2. The related committee is responsible for revising existing operation procedures, establishing new procedures and regulations and implementing and announcing such regulations in relation to:
  - Ensuring time and space control,
  - Cleaning and disinfection of hand contacted surfaces

At the hotel within the scope of regulations published on fighting against Covid-19.

3. It is aimed that the related Committee is assembled at least once a week under the presidency of Hotel Executive Board and practices at the hotel are reviewed and decisions taken are recorded and announced in writing.

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**B) Communication Plan:**

Covid-19 Combat Management Committee will follow enclosed internal and external communication processes with the purpose of establishing communication effectively during the pandemic:

- 1) Wall charts and posters on Covid-19 and hygiene practices will be placed on personnel areas and general areas in Turkish, English, Arabic and Spanish languages. In case of any change in the regulations, all visual information will be revised.
- 2) All procedures and regulations implemented within the business will be shared transparently with all government agencies, guests, hotel employees, hotel visitors, agencies and suppliers.
- 3) While creating the communication plan, Covid-19 Combat Management Committee is responsible for responding to all kinds of communication and information requests regarding hygiene and sanitation management system by ensuring that the information used in communication is reliable and compatible with information generated from hygiene and sanitation management system.

**C) Pandemic Emergency and Crisis Management:**

For pandemic emergency and crisis management at our hotel, “**Covid-19 Crisis Team**” is established consisting of Hotel Top Management (Guidance Team), Quality Manager, Security Manager, Workplace Doctor, Occupational Health and Safety Specialist and Company Lawyer.

Main duties and responsibilities of this crisis team are:

- 1) Taking potential contagious diseases and spreading methods thereof after Covid-19 pandemic and related risks into consideration and taking necessary control measures at our hotel,
- 2) Defining necessary actions, emergency plans and action plans to prevent spreading the infection to a larger population if there are symptomatic, suspected or diagnosed cases among the guests or employees. These definitions mainly include information that can take the pandemic under control such as:
  - Isolation Rooms / Areas,
  - Isolation periods,

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- Responsible people,
- Internal and external communication units,
- Defining contacted people within the hotel.

- 3) Establishing channels for reporting guests who show disease symptoms to the management by the hotel personnel (by means of department employees who are in direct contact with guests such as housekeepers who clean the rooms every day, front desk, technical service, food and beverage department employees) and creating reporting instructions.
- 4) In case of a suspected case at the hotel, creating the instructions for referring guests with disease symptoms to the isolation area at first and then to the hospital.
- 5) Creating the instructions for referring suspected cases among hotel employees to the workplace doctor and hospital.
- 6) Creating the instructions for reporting guests or personnel who do not comply with hotel isolation instructions to law enforcement agencies.

**D) Food and Hygiene Safety:**

- 1) Acceptance criteria and product delivery procedures are identified for all foods and materials in contact with food to be accepted to the facility within the scope of Covid-19.
- 2) In relation to food safety and hygiene, all departments responsible for procurement, acceptance, storage, kitchen and food production and service are continuously audited in accordance with the measures taken by the Food Engineer and company procedures implemented.
- 3) Existing cleaning and disinfection plans of all operation areas and guest rooms at our hotel are reviewed taking Covid-19 risks into consideration and necessary instructions are prepared.
- 4) All hotel employees are trained and Ministry of National Education certified Hygiene Training Certificates are taken.

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**E) Guest Welcoming and Service Management:**

- 1) Body temperature measurements for all guests and visitors will be made with thermal cameras to be positioned at guest entrances of the hotel and hand sanitizer and masks will be kept at the entrance hall for guest use.
- 2) Reception and lobby areas are reorganized in compliance with social distance rules and social distance is kept and controlled by means of visual charts, floor signs, boards and separators to be put on front desk.
- 3) Measures that our hotel took in relation to Covid-19 pandemic will be explained to the guests during check-in verbally and on visual charts positioned to be seen by guests.
- 4) Guests' statement including where the hotel guests come from, the countries they visited recently and address and phone numbers to contact them in our country and their medical condition and **Guest Statement and Undertaking Form** in which they confirm that they will comply with Covid-19 operation procedures adopted by the business during their stay including the case that they show Covid-19 symptoms will be filled in by the guests and accompanying guests during check-in or online beforehand and written statement will be taken from all guests accommodating at the hotel.
- 5) The entire seating and service order is established in accordance with "**Social Distance**" anticipated by the regulations in all common areas including food and beverage areas for guest use (at least 1,5 m between tables and 60 cm between chairs).
- 6) During the stay of our guests and visitors at our hotel, easily accessible Ministry of Health approved alcohol-based hand antiseptic or sanitizer are provided at all common areas including the lobby, common area guest toilets and floor corridors.
- 7) "**Open Buffet Service**" at our hotel is **suspended** until further notice when an arrangement is made on the contrary.

This practice can only be amended when instructions are prepared and announced in compliance with regulations according to "**Covid-19 Combat Management Committee**".

- 8) Single use sugar, salt, pepper and napkins are provided in all food and beverage areas at our hotel.
- 9) Contactless POS devices or online money transfer options are available for payments by our hotel guests.

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10) The list of operation procedures implemented at our hotel in compliance with regulations published for preventing Covid-19 pandemic, the departments responsible for such procedures and approval dates are as follows:

	<b>Procedure/Instruction Title</b>	<b>Instruction Title</b>	<b>Responsible Department</b>
	COV-19/001-2020	OPENING COVID-19 MANAGEMENT AND OPERATION PROTOCOL	GUIDANCE TEAM
1	COV-19/001-2020/1	PANDEMI CRISIS ACTION PLAN	GUIDANCE TEAM
2	COV-19/002-2020	HUMAN RESOURCES PROTOCOL	HUMAN RESOURCES
3	COV-19/002-2020/1	PERSONNEL LOCKER ROOM PROTOCOL	HUMAN RESOURCES
4	COV-19/002-2020/2	PERSONNEL CAFETERIA EMPLOYEE DINING ROOM PROTOCOL	HUMAN RESOURCES
5	COV-19/002-2020/3	PUBLIC AREAS POTABLE WATER SERVICE	HUMAN RESOURCES
6	COV-19/003-2020	SALES AND MARKETING PROTOCOL	SALES AND MARKETING
7	COV-19/004-2020	FOH FRONT OFFICE PROTOCOL	FOH
8	COV-19/004-2020/1	OUTSOURCE TRANSPORTATION SERVICE PROCEDURE	FOH
9	COV-19/004-2020/2	VALE SERVICE PROTOCOL	FOH
10	COV-19/005-2020	HOH HOUSEKEEPING PROTOCOL	HOH
11	COV-19/005-2020/1	FLORIST PROTOCOL	HOH
12	COV-19/006-2020	LAUNDRY PROTOCOL	LAUNDRY
13	COV-19/007-2020	LOSS PREVENTION PROTOCOL	LP
14	COV-19/007-2020/1	OFFICE AND PURCHASING RECEIVING VISITOR PROTOCOL	LP
15	COV-19/008-2020	ENGINEERING PROTOCOL	ENGINEERING
16	COV-19/009-2020	F&B SERVICE GENERAL SERVICE PROTOCOL	F&B
17	COV-19/009-2020/2	RC CAFE PROTOCOL	F&B
18	COV-19/010-2020	STEWARDSHIP PROTOCOL	STEWARDSHIP
19	COV-19/011-2020	BANQUET PROTOCOL	F&B
20	COV-19/012-2020	FINANCE PROTOCOL	FINANCE
21	COV-19/012-2020/1	FINANCE – IT MANAGEMENT PROTOCOL	FINANCE
22	COV-19/013-2020	PURCHASING AND RECEIVING PROTOCOL	PURCHASING
23	COV-19/014-2020	KITCHEN CULINARY PROTOCOL	CULINARY
24	COV-19/015-2020	WASTE MANAGEMENT PROTOCOL	STEWARDSHIP, ENGINEERING
25	COV-19/016-2020	SOCIAL DISTANCE PROTOCOL	HUMAN RESOURCES

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**F) Measures Taken and Implementations for Hotel Personnel:**

- 1) Body temperature of all hotel employees will be measured with thermal sensors by our Security Department at entrances and exits and biometric face detection will be recorded simultaneously and necessary health monitoring is made. Collected data will be processed in accordance with the Law on Protection of Personal Data.
- 2) All hotel employees are trained and Ministry of National Education certified Hygiene Training Certificates are taken.
- 3) Protective equipment that the personnel needs to use are provided regularly and adequately.
- 4) All personnel is trained for using hygiene appropriately.
- 5) Measures and seating order determined by regulations on keeping social distance are provided at changing, resting and social areas of the hotel personnel.
- 6) Easily accessible Ministry of Health approved alcohol-based hand antiseptic or sanitizer are provided at all personnel areas at out hotel.
- 7) A suitable working model is developed to ensure social distance between employees throughout the workplace.
- 8) Disposable napkins and separate garbage bags for biological waste are provided to employees; necessary implementations are carried out by cleaning personnel to dispose garbage without contacting the contents.
- 9) Reliable information sources (Ministry of Health, WHO, etc.) are used for following up-to-date information.
- 10) Close contact of employees and common use of tools and equipment are prevented at the workplace as much as possible.
- 11) Regular cleaning implementations are carried out including routine cleaning and disinfection of surfaces, equipment and other elements of the working environment. Hygiene rules are observed at working spaces, lavatories, toilets, bathrooms, handrails, taps and dining rooms, resting areas, changing rooms, doors and turnstiles.
- 12) Keyboards and other equipment are also cleaned regularly. It is prevented that employees use other employees' phones, desks, offices or other work devices and equipment as much as possible.
- 13) Service equipment are cleaned and sanitized frequently, especially frequently contacted surfaces.
- 14) Methods for recording entrance and exit of the employees at the workplace are organized as to avoid physical contact.
- 15) Suitable thermal comfort conditions and hygiene are provided at personnel dining rooms and seating order is arranged as to keep social distance.

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**G) Security**

Existing evacuation, emergency plans and risk management processes of our hotel are rearranged by taking Covid-19 pandemic into consideration.

**H) Waste Management**

- 1) Our hotel currently has a detailed and comprehensive **waste management policy**. Related policy and internal procedures are reviewed by taking Covid-19 pandemic into consideration and necessary arrangements are made.
- 2) In addition to our existing waste management policies, grey coloured closed waste boxes are placed in personnel use areas and areas for overall use of hotel guests. It is stated that these boxes are placed only for materials such as masks and gloves and necessary measures are taken to prevent that those wastes are not combined with other wastes during disposal.

**i) Pest Control**

Existing PEST control procedures and service contract of our hotel is reviewed by taking Covid-19 pandemic into consideration and necessary arrangements are made.

<b>5. PROTOCOL IMPLEMENTATION DATE</b>
The Ritz-Carlton, Istanbul Opening for Business and Covid-19 Management and Operation Protocol, which is presented in 5 main contents and contains 45 general implementation principles, is put into effect <b>as of June 1<sup>st</sup>, 2020</b> throughout the entire Hotel together with all hotel procedures listed in Article E, clause 9.



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<b>Approval Date</b>	<b>Approving Unit / Signature</b>
18.05.2020	Som Otelcilik ve Turizm Tic. A.Ş. / The Ritz-Carlton, Istanbul Executive Board