

# HAPIMAG SEA GARDEN RESORT BODRUM

## COVID-19 HYGIENE MEASURES



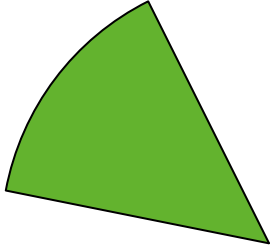
Dear Guests,

As Hapimag Sea Garden Resort, a Swiss holiday establishment, it is always our number one priority to provide you an excellent holiday experience, which is hygienic and comfortable.

For this reason we'd like to share with you the hygiene and protection measures we have taken to eliminate any possible risks in relevance to the COVID-19 pandemic.

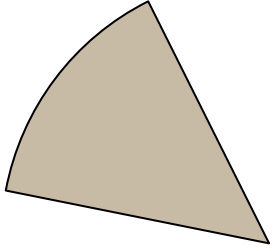
You can be assured that the measures we have implemented into our establishments are aligned not only with Hapimag standards but more importantly, they are aligned with the standards of the World Health Organization (WHO), and Ministry of Health and the Science Board of the Republic of Turkey. The measurements in place have been executed in accordance with the recommendations and decisions of the Ministry of Culture and Tourism of the Republic of Turkey. Lastly, in our through cleaning of our facilities we use the brand Diversey disinfectant, and cleaning products approved by the Ministry of Health.

Necessary measures are taken to ensure maximum hygiene by conducting joint inspections with Diversey and ISS to ensure maximum hygiene and quality for our guests.



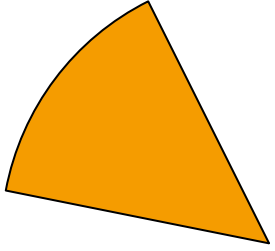
## Precautions in reference to personnel

- At Hapimag Sea Garden Resort Bodrum, our staff are valuable and highly important to us. In consultation with occupational health and safety specialist, necessary hygienic regulations, training, and inspection checks have been put in place to ensure safety.
- All hygiene measures have been escalated in the lodging areas in which our employees are accommodated.
- In the common areas which our personnel use such as, the cafeteria and the changing rooms we are taking precautions to make sure that social distancing and hygiene measures are applied at all times.
- Staff uniforms are periodically washed and ironed in our own laundry room in suitable conditions.
- The food and drink services provided to our employees are inspected regularly, the most natural and fresh products are provided in order to ensure an adequate and balanced diet.
- In our service to the personnel, regular hygiene measurements are executed by applying necessary hygiene and social distancing rules. Hand disinfectants along with masks are provided as personal protection materil, and they are carefully placed in areas where it is accessible to the staff while performing their job.
- Staff who have complaints such as cough, fever, difficulty breathing will be instructed to leave and be transported to the nearest health institution. All necessary follow-ups will be made by Human Resources, and the facility doctor.
- While at work, our staff will have access to the most equipped facilities in terms of protection.



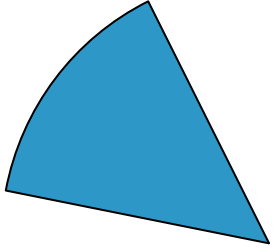
## Procedures for enterances and exits

- When you first step foot into the facilities you will be met with hand disinfectants, hygienic mats, and personal protective materials such as masks and gloves. These materials will be kept at the entrance of the lobby.
- When our guests arrive they will be provided with brief information about COVID-19 and rules that apply within these circumstances in order for our guests to have a pleasant and healthy holiday.
- Suitcases and other items belonging to our guests will be taken to their rooms, and/or taken from their rooms by our “bellboys” only after obtaining guest permission.
- While making payments minimal contact will be the golden rule. Our POS devices will have contactless payment options which customers can make a payment by simply tapping their card. The POS devices will be disinfected after it has been used.
- Room cards, pens, and other stationary materials will be kept in special areas for disinfection. They will only be offered and be available for use after disinfection.



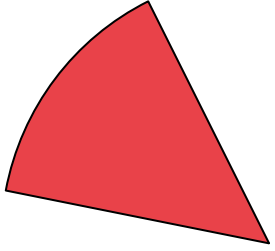
## Common Areas

- In order to offer a healthy environment for our guests, common areas such as the lobby area, toilets and sinks, restaurants, bars, meeting rooms, water sport areas are disinfected regularly.
- These processes are audited by experts and experienced managers frequently, and meticulously.
- During all cleaning operations throughout the hotel, our staff wear the necessary personal protective equipments such as mask, gloves, and aprons.
- Common areas are cleaned thoroughly using surface disinfectants or via pulverized disinfection equipment according to the frequency of usage.
- Disinfectant tablets are used in all air conditioning systems to prevent legionella, these systems operate to suction 100% of the fresh air, and they are cleaned periodically.
- In all general areas markings are present in order to protect the social distance amongst patrons.
- Seating arrangements have also been changed to reflect social distancing.
- Hand sanitizers are located in all common areas.



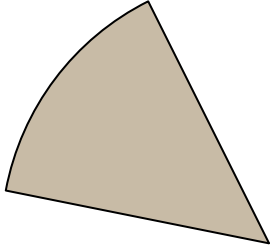
## Accommodations

- Our rooms are disinfected and cleaned by our experienced staff who complete the task with the necessary personal protection equipment such as masks, gloves, and gowns. They use appropriate disinfectants and chemicals in the process of cleaning.
- The personal protective equipment worn by our staff is changed , and a new one is worn with every room they transition into for cleaning.
- Rooms are ventilated and aired out for at least an hour, then the rooms are disinfected via pulverized disinfection equipment.
- All surfaces such as the floors, holding areas, and other surfaces that are contacted the most (door handles, lamps switches, tap, remote control, etc.) are cleaned thoroughly using appropriate chemicals and disinfectants.
- Materials made of fabric which are used throughout the hotel are replaced with clean sets in suitable intervals, and are washed with sufficient disinfectant-based detergent in our on-site laundrymat.
- Boucle and cosmetic materials will be offered for one time use.
- In the ceiling where there is air-conditioning present, legionella hygiene tablets are used and the filter cleaning is carried out periodically.



## Beaches and Pools

- Our beaches have been rearranged in accordance with social distancing rules, and we have reduced the number of lounge chairs.
- All lounge chairs are disinfected at regular intervals.
- Social distancing rules are maintained by limiting the number of patrons present in the pool.
- The maintenance of the pool is executed by experts who use automatic dosing in accordance with international standards, and each obtained value is recorded.
- The lounge chairs have also been reduced by the pool side in order to execute social distancing rules.



## Out of Service Areas and Limitations on Services

- The vehicles that provide on-site transportation (shuttle services) are not operational, they will only be provided in urgent and important cases. In these cases, we ask that our guests make a reservation in advance.
- There are no valet services.
- Knidos Health and Beauty Centre is closed; which means the sauna, Turkish bath, fitness centre, indoor pool, beauty, spa, and care packages will not be offered. Massage services will only operate in designated areas on a reservation basis; these areas are cleaned after each use and the necessary disinfection processes are diligently carried out. Our staff change their personal protective equipment after completing each task. Each process has been planned carefully and all materials which are used in the process is approved by the Ministry of Health and the Ministry of Agriculture and Forestry of the Republic of Turkey.
- Children's club, as well as the youth club are closed. Additionally, children's indoor and outdoor area and pool are also closed.
- Water sports and group activities are limited to the participation of 3-4 persons. The tools and materials used for these activities are cleaned and disinfected periodically. Hand sanitizers are available in all sports related areas.
- The lounge chairs located in the within the vicinity of the bays are designed in accordance with social distancing rules. In transition between bays, our guests should take into account the same social distancing limitations.
- Pets are not allowed in our facilities.
- Our facilities do not accept guests who are not staying in the hotel.



## Food and Beverage Precautions

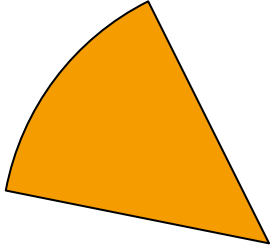
Hapimag Sea Garden Resort Bodrum has been providing uninterrupted service for the past twenty-six years, and has welcomed thousands of visitors from nearly twenty countries around the world every single year.

You can be ensured that the health of guests is an important and sensitive topic in our facilities. Our trained personnel continue their efforts day in and day out to make sure that, you have a comfortable experience in regards to food safety and sustainability.

As a company, we continue to invest in large infrastructures every year without interruption to increase food safety and enjoyment of our guests. During these challenging times, we have taken all possible hygiene measures and created “White Areas” so that our guests can have a peaceful and comforting holiday experience.

Along with our employees, we look forward to welcoming you and continue to provide you the best service you deserve.

We care about your wellbeing.



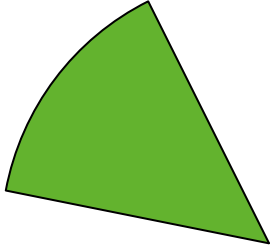
# Controlling Transmission

## External mechanisms auditing our facilities

- Legal audits (Labour Laws, business permits, smoking inspections, etc.)
- General Health and Safety Audits (Fire, fuel, etc.)
- Occupational Health and Safety Controls, Food Safety Controls

## Internal mechanisms auditing our facilities.

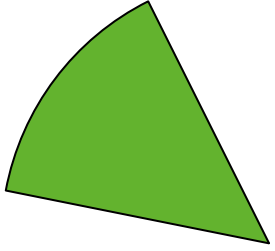
- Head of Resort Operations TR, Operations Managers, Executive Chef, Executive Sous Chef's, Agricultural Engineers
- Chief Steward, Supervisor on Duty



## Action plan for infection prevention

### **Beyaz Alanlar**

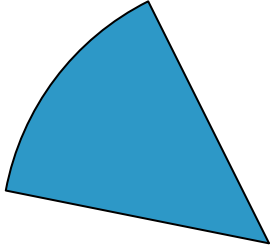
- Social distancing areas have been determined for all restaurants and bars (refer to sample blueprint).
- In-house trainings are provided and each training is recorded.
- Managers responsible for the department will make sure that periodic hand washing is carried out by all staff.
- Personnel who are working in the guest areas will wear masks and gloves as determined by management, and these personal protective equipments will be changed periodically.
- There will be personnel to direct and assists guests at the entrance of all restaurants in accordance with capacity rules.
- Our guests will be served at table which have been disinfected. According to disinfection rules which have been pre-determined for each restaurant; guest tables must be cleaned and disinfected periodically before and after service. This process will be repeated after each guest. (UV lamps, ozone machine, steam cleaner, etc.)
- Menus will be offered as a single-use item or in a manner in which disinfection post use can take place.



## Action plan for infection prevention

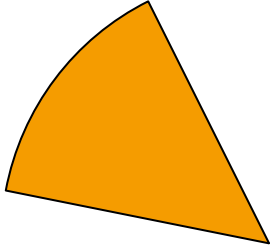
### White Areas

- Those who show symptoms of illness are to report to their department manager, and the necessary protocols will be applied.
- Disposable cups are kept in all bars, and will only be served when requested by the guest.
- Table and chair spacing in the restaurants are arranged to the legal standards and regulations for the social distancing rule.
- Services such as self-serve tea, coffee or buffet are serviced to guests by service staff.
- Group reservations will not be accepted, and no more than 3 guests will be seated at each table.
- All a la carte products are to be served with overshoes (galosh).
- Cooking areas are regularly ventilated.
- All meals and cocktails are served with minimum garnishings.



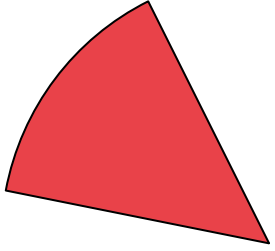
## Assembly of White Area Teams

- The White Team which has been established specific to the restaurants, whose duty is to ensure sanitation either at the end of hours of operation or within designated cleaning hours.
- General cleaning procedures are applied at the end of operation hours or during specified service breaks. The sanitation team's role is to perform detailed sanitation operations.
- All surfaces and ambient air are cleaned with pulverized disinfections equipment, UV lights, ozone devices, and surface disinfectants.
- During sanitation operations, relevant areas will be closed for everyone as the sanitation team will be inside; information for these procedures will be provided.



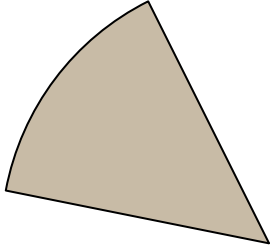
## Waste Disposal

- As per the memorandum set forth on April 7, 2020 by the Ministry of Environment and Urbanization, additions have been made to our current practices in waste management.
- Separate containers have been set up to remove disposable personal protective equipment, and clothing waste. The accumulated waste are collected in separate containers, and shipped off in partnership with Eysel Waste Group.
- The recycling team in charge of the waste facility have received hygiene training, and all operations are controlled and monitored by the department manager.



## Room Service and Treats

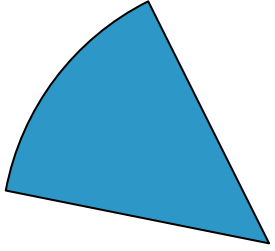
- All products delivered to the room will be served in closed or airtight boxes.
- Staff will not enter the guest's room without gloves and masks, they will provide masks and gloves for guests if requested.
- Cloth napkins will be replaced by paper napkins.
- Cutleries such as forks, knives, etc will be disposable and will be served in disposable packages if requested by the guest. Any item that has been returned from the room will be disinfected immediately.
- Service equipment and trays will be disinfected after each use.
- Disposable products and room service equipment will be packaged, and stored separately and made ready for the next service.
- During room service, disposable cups will be placed next to the porcelain cups, the choice of which one to use will be up to the guest.
- While collecting items onto the service trolley, and tray minimal contact will be observed.



## Purchasing and Accepting of Goods

- During all purchases, written confirmation in reference to hygienic condition is asked to be provided from suppliers
- Suppliers will accepted on an appointment basis from a designated entrance, and suppliers are notified of their allotted time in advance.
- Control mechanisms in place for accepting shipment are carried out in the strictest form. Body temperatures from suppliers are taken prior to entrance, and vehicles that meet hygienic conditions are accepted into the facility.
- Upon the arrival of any of our suppliers, they are met staff who are equipped with personal protective equipment (masks and gloves)
- The products which have been delivered are subjected to the necessary and appropriate disinfection process, and are placed in relevant units by designated personnel. Suppliers are not allowed to enter these areas.





# Restaurant Capacity and Social Distancing

## Seating Plan without Social Dsitancing

- HOTEL**

Lavanta : 270

Laguna Lounge : 76

Da Primo : 72

- MINI BODRUM STREET**

Merhaba : 268

Chacha : 50

- HOLIDAY VILLAGE**

Olive Tree : 244

Mavri : 52

Manzara : 250

Grill Garden : 80

Grill Garden Pide : 48

## Seating Plan with Social Distancing

- HOTEL**

Lavanta : 170

Laguna Lounge : 48

Da Primo : 34

- MINI BODRUM STREET**

Merhaba : 152

Chacha : 32

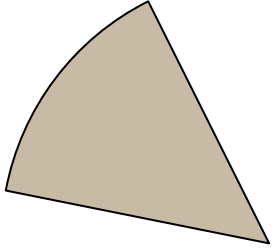
- HOLIDAY VILLAGE**

Olive Tree : 144

Mavri : 42

Manzara : 200

Grill Garden : 48



## Hygiene products used in the restaurants

### MİSAFİR KULLANIMI SONRASI MASA TEMİZLİĞİ MENDİLİ

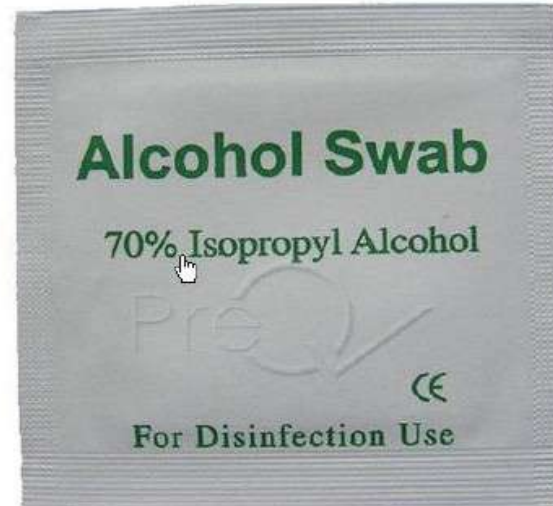
**Clark Task Hijyen Kovası**

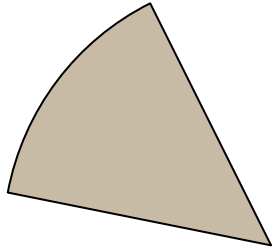
**kullan at**

**hoş koku**

**lekesiz kuruma**

- ✓ Her yeni kullanımdan önce ellerinizi sabunla yıkayın ve ellerinizi kuruyun.
- ✓ Clark hijyen kovasını her kullanımdan önce kontrol edin ve hijyenli ortamda tutun.
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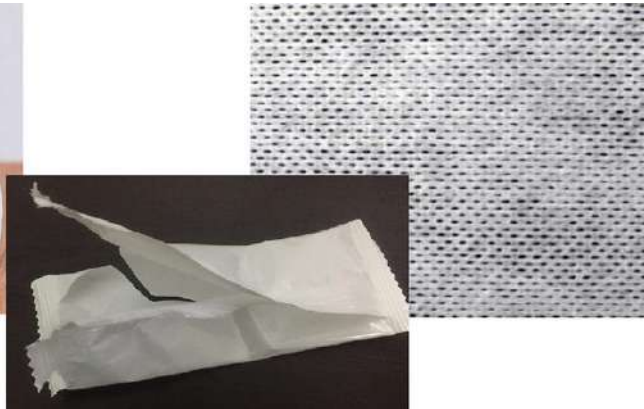


## Hygiene products used in the restaurants

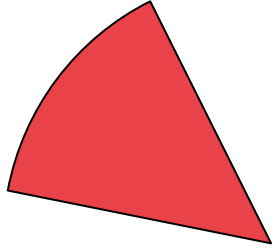
**Rolled Towelettes**



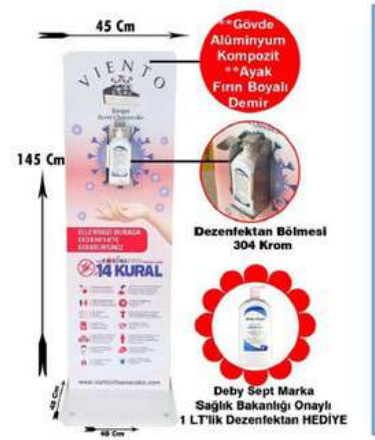
**Texture of Towelettes**



**To be removed from tables, packaged versions will be served instead**



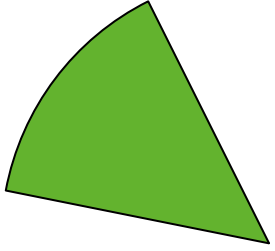
# Hygiene Measures



Products that will be used in the common areas

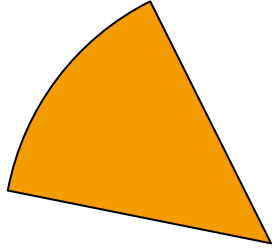


Masks and gloves which will be used in areas determined by hotel management



## Buffets, Breakfast, Lunch, and Dinner

- All food items presented in the open buffet, hot units present at lunch and dinner, fruits, salads, and deserts will be served to our guests by personnel
- Items such as yogurt, milk, water, etc will be served in single servings or portions as often as possible.
- Personnel will serve coffee and tea in restaurants and bars which include an open buffet, and include service stations
- To remind guests of social distancing, lines have been placed in all restaurants, bars, and open buffets. Guests will kindly be reminded and asked to comply with social distancing rules.
- Our guests will be encouraged to lounge in spaces where there is open air to lower the risk of contamination as much as possible.
- An authorized personnel from Stewarding department will be present at all times in around the buffets to ensure sanitation and cleanliness of the area.



## A La Carte Restaurants

- There will be hand sanitizer station in all restaurant entrances.
- All restaurants will function on a reservation system, and will accept reservation based on capacity. Seating arrangements have been made in accordance with the prescribed law in regards to social distancing. Guests will be served by staff who will also be observing social distancing rules.
- Upon the request of our guests, they will served with hand sanitizers or hand wipes.
- Guests can ask for a digital menu. There are also single use menus available when ordering.
- There will no condiments present on the tables such as vinegar, olive oil, and etc.
- Cutlery will be served in packages.
- Products such as sugar, mayonnaise, mustard, and ketchup will be served in disposable packages when requested by a guests.
- It will be ensured that guests to do not take food items out of the restaurants.
- The ice cream station in our All Inclusive and Ultra All Inclusive buffets will be closed, instead packaged versions will be served.
- Tables and chairs will be disinfected after each use.
- Bars, service areas, buffet areas, kitchen, and other food and beverage areas will be disinfected after closing hours.
- Products which are considered "spread" products will be reduced in a controlled manner, and there will be predominant plate service in menus
- Families will be asked to maintain the number of patrons, and departmant managers will monitor for overcrowding,