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ISTANBUL

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## COVID-19 OPERATION GUIDE

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# GENERAL INFORMATION

This document includes the information about the precautions taken, arrangements made and minimum rules to be followed as decided by InterContinental Istanbul for safety and wellbeing of our guests, employees and other partners in the current situation of Covid-19 pandemic.

## WHAT IS COVID-19?

New Coronavirus disease (Covid-19) is a contagious disease caused by a newly identified coronavirus (SARS CoV-2). The best way to prevent and slow down the infection is to have information about the disease and its ways of transmission. The virus that causes COVID-19 disease can be transmitted by inhalation of droplets that occur when a sick person coughs or sneezes and by touching the contaminated surfaces and then taking the hands to the face, eyes, nose or mouth without washing them.

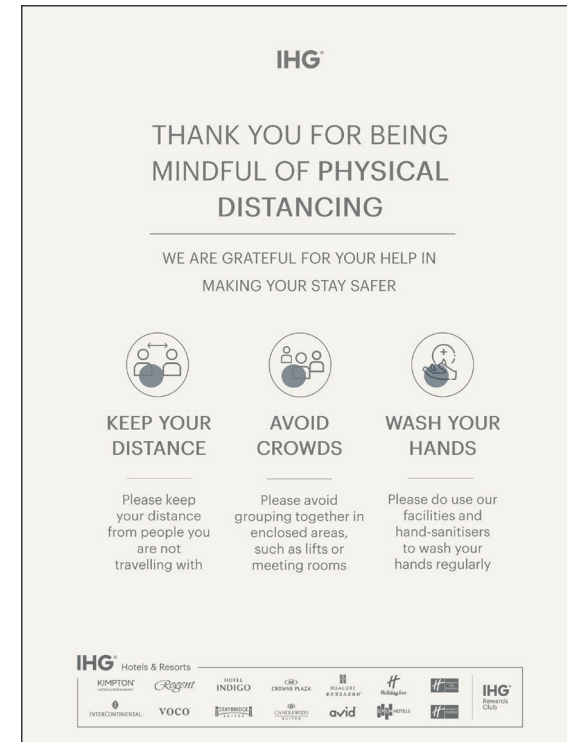
In general, the ways of protection are the use of masks, attention to social distance and healthy hand hygiene.

## MAIN PREVENTIVE ACTIONS

- Wear a mask in crowded areas (and all areas where there is a possibility of human contact).
- Use protective equipment in environments with risk of disease
- Pay attention to hand hygiene, wash your hands frequently with soap for at least 20 seconds.

In cases where hand washing is not possible, disinfect your hands with a hand sanitizer for 20 seconds.

- Avoid contact with your mouth, nose and eyes as much as possible during the day.
- Reduce contact with people at risk of illness (it is possible to carry the virus without showing symptoms)
- Sleep well, eat healthy and exercise to strengthen the immune system.



The poster features the IHG logo at the top. Below it, the text reads: "THANK YOU FOR BEING MINDFUL OF PHYSICAL DISTANCING". A horizontal line separates this from the next line: "WE ARE GRATEFUL FOR YOUR HELP IN MAKING YOUR STAY SAFER". Below this are three circular icons: 1. "KEEP YOUR DISTANCE" showing two people with a red 'X' between them. 2. "AVOID CROWDS" showing a group of people with a red 'X' over them. 3. "WASH YOUR HANDS" showing hands being washed with a red 'X' over them. Each icon is followed by a brief instruction: "Please keep your distance from people you are not travelling with", "Please avoid grouping together in enclosed areas, such as lifts or meeting rooms", and "Please do use our facilities and hand-sanitisers to wash your hands regularly". At the bottom, there is a row of logos for various IHG brands: KIMPTON, RIGINT, HOTEL INDIGO, GED CRONE PLAZA, MARLIE RESIDENCE, if Hotels, VOCO, INTERCONTINENTAL, VOVO, and avid.

# OUR APPROACH

As InterContinental Istanbul, our priority is always the health and safety of our guests and staff. We work in compliance with the **IHG Clean Promise** of the InterContinental Hotels Group (IHG) to which we are affiliated.

**IHG Clean Promise:** “Good is not good enough - we are committed to providing high levels of cleanliness. This means clean, well-maintained and clutter-free rooms to meet our standards. If the situation you encounter in your room when you enter our hotel is different, we promise to correct it. “

We offer these high standards of cleanliness to our guests by following the **IHG Way of Clean Program**. This program was developed in collaboration with expert organizations such as the Cleveland Clinic, Ecolab and Diversey, taking into account the recommendations of the World Health Organization, Centers for Disease Control and Prevention, and local health authorities.

For years, we have been meticulously conducting risk management studies, ISO 22000 food safety management system and Occupational Health and Safety activities in order to protect the health and safety of our guests and employees.

In addition to our high standards in food safety and hygiene issues, we have taken the necessary additional measures easily in line with the Covid-19 instructions issued by the Ministry of Culture and Tourism, the Ministry of Health and the Ministry of Agriculture and Forestry, in line with the changing expectations and habits of our guests.

We have received the Safe Tourism Certificate by Royal Cert as per the regulations from Ministry of Culture and Tourism. We are being audited on a monthly basis by Royal Cert as well as the Ministry of Culture and Tourism on announced and unannounced basis.



# PRECAUTIONS FOR EMPLOYEES

## 1. ENTERING THE PREMISES

- Fever of all our employees are measured through thermal cameras before starting work and employees with fever above the limit are directed to our workplace doctor. Employees are obliged to enter the hotel with their HES codes given by the government to monitor covid precautions. HES code control includes taxi drivers, suppliers and hotel retail shop staff.
- Employees whose body temperature is measured to be 37,5 ° C and above are not taken to the workplace and are directed to the health institution by informing the workplace doctor. Their condition is controlled by the workplace doctor.
- Employees are tested (Covid-19 diagnostic tests) if they are showing basic symptoms.
- Quarantined employees are tested (Covid-19 diagnostic tests) and allowed to start work after their test result is negative.

## 2. INFORMATION SHARING

- Employees inform the hotel in the event of any symptoms or diagnosis of Covid-19 in themselves, in the family members, in the same household, or in people with whom they meet outside the workplace and they have contact.
- Our Human Resources department reports on the current situation every day.

## 3. STAFF CAFETERIA

- Staff cafeteria is disinfected twice a day with appropriate chemicals. In addition, comprehensive disinfection is carried out once a week.
- The meal times are planned in a way that will not be busy and the operation is provided accordingly.
- At the entrance of the cafeteria, information boards have been placed showing the rules to be followed in the Covid-19 process.
- Service personnel who are in direct contact with the employees wear a mask & a face shield.
- All employees are required to wear masks in the cafeteria.



# PRECAUTIONS FOR EMPLOYEES

- Information about social distance is provided.
- Salad bar application was cancelled. Salads for employees are served in packaged form.
- Equipment such as forks and knives are offered in packages. All equipment is washed at least at 60 degrees and taken into service properly.
  - The seating arrangement at the tables is made in accordance with the social distancing rules. Employees are not allowed to sit facing each other (face to face) or side by side. The areas that will not be occupied on the tables are indicated by labels.
  - After the employees leave the tables, the cleaning process is done with suitable chemicals and the next service acceptance should be done without leaving the table wet or damp.
  - Packaged or disposable products are used instead of common products (salt, spices, sugar, etc.).

## 4. USAGE OF STAFF TRANSPORTATION

- All employee shuttles are planned in accordance with our social distancing rule. It will be ensured and monitored to operate in accordance with the rules published by the Ministry of Health and the Ministry of Interior Affairs.
  - Cleaning and hygiene of the shuttle vehicles, especially the frequently contacted surfaces, will be provided by the service company at frequent intervals. Vehicles will be disinfected daily, and a mask distribution will be made by the transportation company.

## 5. LOCKER ROOM AND BREAK AREAS

- The cleaning times in the dressing room and break areas used by the employees in the workplace have been rearranged.
  - Cleaning and disinfection is carried out daily.
  - Rules have been shared to ensure the social distance of the staff in the changing room and break areas. The number of people to be in the changing rooms has been determined.





# PRECAUTIONS FOR EMPLOYEES

## 6. DISINFECTIONS

- Hand sanitizers and disinfectant mats are available at the entrance of the premises.
- Daily cleaning and disinfection is carried out in the changing rooms, cafeteria and all other common employee areas. Special disinfection is carried out in all employee areas including offices on a regular basis, monthly or more often in case of need.
- Hand sanitizer stations are available in common areas.
- Frequency of cleaning and disinfection has been increased by determining frequently contacted areas (especially door handles, telephone handsets, table surfaces, etc.).

## 7. MEETINGS

- Meetings and interviews are organized by remote connection methods.

## 8. TRAINING

- Informative trainings have been given to the employees on the following topics. It will be repeated at routine intervals and according to employee changes.
  - Coronavirus and Covid-19 disease, symptoms and prevention methods
  - Hand washing instructions and the importance of hand hygiene
  - Personal protective equipment and its use
  - Social distance rule and our new applications
  - Trainings on Covid-19 new operational rules
- Providing the trainings as distance education is implemented as much as possible.
- Banners, posters and instructions that encourage employees to stay at home when they are sick, contain cough and sneezing etiquette and explain the importance of hand hygiene were hung at the entrance of the workplace and in public areas.
  - Warning notices were posted in common areas in line with the “Hand Washing Instructions” and the use of personal protective equipment.



# PRECAUTIONS FOR EMPLOYEES

## 9. SUSPICIOUS SITUATIONS

- In case of suspected Covid-19 case, the person will be immediately guided to a health facility and the process is monitored closely. In case of need, the person will be put on hold in the designated isolation area. After being taken to the waiting area, Human Resources, workplace doctor and health institutions are informed according to the guidance of the workplace doctor.

- If isolation areas are used, after the person is transferred to the external health unit, the whole room is disinfected by the cleaning staff equipped with personal protectors for healthcare personnel.

- Employees who test positive for Covid-19 are not allowed to come to work.
- They are allowed to stay home according to government quarantine rules.
- For other employees, Human Resources informs about the possibility of exposure to Covid-19.
- Working and resting areas (floors, surfaces, tool-equipment, control panels, door handles, buttons, office, office supplies, dining halls, dressing rooms, toilets and showers, etc.) that may be infected with the virus are cleaned and disinfected using appropriate cleaning and disinfection applications for the whole business and reventilated. Cleaning and disinfection is made using chemicals approved by the Ministry of Health. To avoid contacts, doors are arranged to stay open.

STAY  
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## Safety & well-being

For the well-being of our guests and colleagues, and following the latest Local Authority and Government guidance, we politely encourage you to:

<p>Please use protective equipment as guided by the Local Authority</p> 	<p>Do not touch your face</p> 	<p>Please stay home if you are experiencing dry cough, fever or shortness of breath</p> 
<p>Please be respectful of physical distancing</p> 		<p>Cough or sneeze into your elbow</p> 
<p>Wash and sanitise your hands regularly</p> 	<p>Where possible, avoid physical contact and large gatherings</p> 	<p>Regularly disinfect shared tools and equipment, including at the end of each shift</p> 

For internal colleague communications only. If you have any questions, please speak to your manager. For additional information and resources, please visit the Stay TRUE Merlin initiative page.

May 2020



# PRECAUTIONS IN GUEST AREAS

The measures we take to protect the health of our guests are generally as follows;

- The cleaning and disinfection processes within the hotel have been reviewed, arrangements have been made and additional measures have been taken.
- Our cleaning staff were informed about Covid-19, the measures to be taken, and the cleaning and disinfection processes.
- Post-cleaning disinfection application was initiated in our guest rooms. All areas that can be touched by hand are disinfected by our cleaning staff.
- All surfaces that come into contact with hands such as toilets and door handles in the public areas of the hotel are frequently disinfected during the day. Doors are arranged to stay open for contactless usage.
- Contactless hand sanitizer stations are placed in common areas of the hotel.
- Disinfectant mats are placed on the entrances.
- In all common areas and employee areas within the hotel, disinfection process has been done with ULV disinfection process through fogging machines that is suitable for human health and environmental protection criteria and will continue routinely on a daily basis. The disinfection process is also applied to guest luggages.
- Used pens and key cards are disinfected in ultraviolet cleaning machine in the reception.
- Hygiene kits are available for guests in the reception and at the security checkpoint
- Hygiene measures currently being taken in our restaurant, bar, café areas and kitchens are meticulously maintained. All surfaces are constantly disinfected with food-compatible disinfectants.
- All our employees who are in contact with food use masks and gloves.
- Frequent hand disinfection is applied with fixed hand disinfection stations available in all kitchen areas as well as portable disinfectants.
- Within the framework of the decision of the Ministry of Health, the seating distance between the tables in the lobby and restaurant was arranged to be 1,5 meters and the distance between chairs to be 70 cm minimum.



# PRECAUTIONS IN GUEST AREAS

## 1. SOCIAL DISTANCING

- With directive signs, our guests are reminded about social distance and the rules to be followed.
- For the rows that may occur in our areas such as reception, restaurant entrance, markings are made on the ground at intervals of 1.5 - 2 m in accordance with the social distance. Information was given on the compliance with social distance.
- Plexi separators are used in areas such as Reception, Guest Relation, Concierge and Breakfast Room Reception to prevent contact between employees and guests. In addition, our staff working in these areas use face shields and masks.
- Capacity has been reduced in our restaurants and the distance between tables has been increased. Social distance is at least 1.5 meters between tables, 1 meter between opposite chairs, and 70 cm between side by side chairs.

## 2. GUESTROOMS

- All our cleaning and disinfection procedures were reviewed in our guest rooms as in all our general areas.
- Within the framework of the IHG Way of Clean program, the use of colored microfiber cleaning cloth, the use of cleaning and disinfection products approved by IHG and the Ministry of Health, and the implementation of the IHG 5-step cleaning and disinfection program by cleaning personnel who have completed their training on this subject have been started.
- Areas of frequent contact have been identified in rooms, as in general areas, and more detailed and frequent disinfection is applied for these areas.
- A detailed cleaning and disinfection is carried out after each guest check-out.
- Some materials that may pose a risk of contact in the rooms have been removed from use. Disposable products have started to be preferred for the materials possible. Some essential materials are provided in sealed packages. Collaterals are provided digitally on smart television portal.
- Individual hygiene kits are made available for guests.
- As required by the government regulations special isolation rooms have been identified for guests and those rooms would be served by specific staff members. (Second floor is determined as isolation area.)



# PRECAUTIONS IN GUEST AREAS

## 3. CONFERENCE & BANQUET

- We provide Technology Solutions to help maintain virtual and hybrid meeting connections based on the inquiries. On premise events, we take all necessary cautions.
- All our guests are required to wear masks at the meeting rooms, masks can only be removed during coffee breaks and lunch or dinner. All our service employees use face masks.
- Coffee breaks with individually packaged products are served in the meeting rooms.
- If the coffee break service is required at the foyer, in order to manage the flow, markings are made on the ground at intervals of 1.5 - 2 m in accordance with the social distance.
- Table set up is done based on the social distance which is at least 1.5 meters between tables, 1 meter between opposite chairs, and 70 cm between side by side chairs.
- Disinfection tissues are available at the meeting tables.
- Before and after every meeting, all our cleaning and disinfection procedures are applied in the meeting rooms and foyers. Procedures and instructions determined for food safety and hygiene continue to be implemented and monitored by our expert food safety experts.

## 4. SERVICE AREAS

- Procedures and instructions determined for food safety and hygiene continue to be implemented and monitored by our expert food safety experts.
- All our guests are required to wear masks in restaurants. Masks can be removed while eating.
- Tea and coffee equipment in common areas has been removed in order to prevent contamination by contact. In places that cannot be removed, it can be serviced by designated fixed personnel.
- Forks, knives, plates and glasses are not kept on the tables as prepared beforehand.
- The protective glasses of our buffets have been upgraded. The contact of our open kitchens with guests is cut by protective glasses or plexiglass.
- The decorations on the tables have been removed to reduce the risk.





# PRECAUTIONS IN GUEST AREAS

## 5. SERVICE IMPLEMENTATIONS

- Disposable packaged products are used instead of the common salt shakers, spices, sauces, sugar bowls and napkins used by the guests.
- Forks, knives, spoons are stored in sealed packaging.
- Hand sanitizers are available in the restaurants.

## 6. USAGE OF MENU

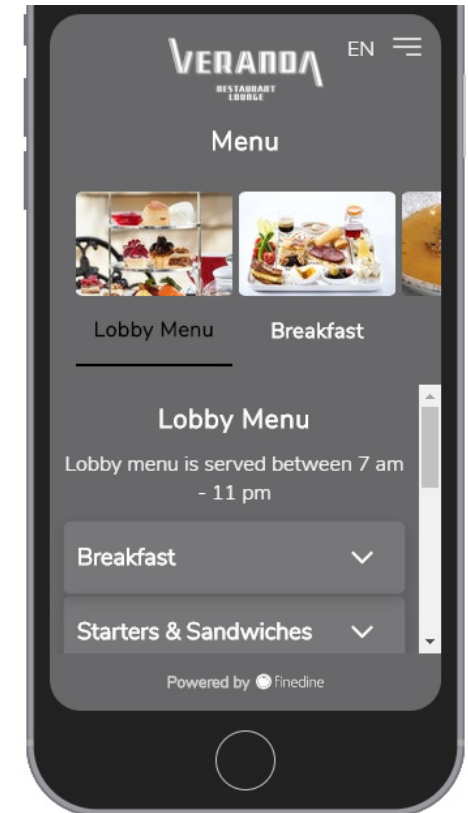
- A QR code system has been developed in order for our guests to access our menus without contact, through smart devices.
- Our printed menus are prepared for single use only for each guest.
- Where possible, tablet menus are used and disinfected after each use.

## 7. SPA

- Operation is organized according to course of pandemic and in line with government regulations. When it is open, all precautions are taken identified by the Ministry of Culture and Tourism and Ministry of Interior Affairs.
- Plexi separator is used in the Spa Reception area.

## 8. PAYMENT POINTS

- POS devices are regularly disinfected.
- At our payment receiving points such as the reception, our employees wear gloves to prevent contact with cash.
- Our contactless payment options have been increased;
  - Contactless payment by credit card: For contactless card payments, the guest pays directly by credit card without exchanging cards with the cashier.



# PRECAUTIONS IN OPERATIONAL AREAS

## 1. RECEIVING AND STORES

- Receiving and stores personnel use personal protective equipment and work by paying attention to social distance.
- The opened packages is disposed of immediately and closed, and protective equipment is thrown into waste bins in the room and replaced with new ones.
- Hand disinfectants are available and used at goods acceptance points and warehouses.
- Stationary products and thermometers are not shared amongst employees.
- Suppliers are informed and requested to perform interior cleaning and disinfection of the vehicles.
- Persons bringing products are requested to use protective equipment.
- All packages are disinfected through fogging machine.

## 2. KITCHEN AREAS

- Access to the kitchen areas other than authorized personnel is strictly prohibited.
- Kitchen staff use caps, gloves and masks. Their changes are made in accordance with the procedure.
- Personnel who are in contact with outside are required to use additional visors.
- While working in the production area, the compliance of the personnel with the social distance rule is constantly monitored. The maximum number of people who can work in the production areas is determined for each unit.
- Production areas are disinfected with cleaning and hygiene chemicals during and at the end of each shift.
- ISO 22000 food safety requirements are complied with in kitchens in production areas. Cutting boards, food preparation areas and equipment are cleaned and disinfected after each process to prevent cross contamination.
- Notices are posted in the production areas to encourage personnel to wash their hands, use hand sanitizer and protect against viruses.



# PRECAUTIONS IN OPERATIONAL AREAS

## 3. STEWARDING

- Clean and dirty equipment is not kept next to each other, following the usual rules to prevent cross contamination.
- In all cleaning and disinfection processes, chemicals approved by the Ministry of Health are used.
- All dirty dishes are washed in the dishwasher at at least 60 degrees.
- Personnel use gloves and masks. After use, it is replaced with new ones by throwing into the designated waste bin.

## 4. ENGINEERING WORKSHOPS

- All technical personnel use masks and gloves.
- Before use, hand tools are disinfected.
- In all works, social distance is maintained, the person performing the work keeps hand tools with him, hand tools are not exchanged between the staff.
- Social distance is maintained in the workshops, if the tools, machinery and equipment to be used do not pose a work safety risk, they are used with gloves. (In equipment with rotating parts such as drills, gloves are not worn due to work safety rules, hands are frequently disinfected).

## 5. LAUNDRY

- All laundry staff use masks and gloves.
- All items taken from guest rooms are packaged separately and taken to the laundry room.
- After washing with approved materials, all guest belongings or room and restaurant supplies are delivered separately and in packaging.
- Periodic cleaning and disinfection is carried out in the laundry, especially in all areas where dirty materials come into contact and those that are frequently contacted by staff.
- All linens are washed over 65°C





# GENERAL RULES FOR SAFETY

We request your support in our efforts to fight Covid 19 and protect your health by following the general rules;

- Fever of all guests will be measured through thermal camera prior to entering the hotel.
- Please use masks in all public areas within the hotel.
- Disinfect your hands at the disinfection points we have put for you.
- Maintain social distance for your health.
- Sit in the specified areas on the tables and do not change the positions of the chairs.
- Throw your masks and gloves in designated waste bins.
- If possible, make contactless payments by credit card.

IHG

For the well-being of our guests and colleagues, and following the latest Local Authority and Government guidance, we politely encourage you to:



## CARE FOR OTHERS

Please do not enter if you are experiencing any symptoms of Covid-19, including dry cough, fever or shortness of breath



## WEAR FACE COVERINGS

Please wear face coverings over your nose and mouth in public areas of the hotel



## KEEP YOUR DISTANCE

Please be respectful of physical distancing at all times

FOR THE LATEST INFORMATION, PLEASE CHECK [WWW.WHO.INT](http://WWW.WHO.INT) AND THE LOCAL AUTHORITY'S WEBSITE