

hygiene manifest

İstanbul Sabiha Gökçen Uluslararası Havalimanı 34912 Pendik İstanbul - Türkiye
Telefon: +90 216 588 50 00 Faks: +90 216 588 50 05
info@isgairporthotel.com www.isgairporthotel.com





Dear valued guests,

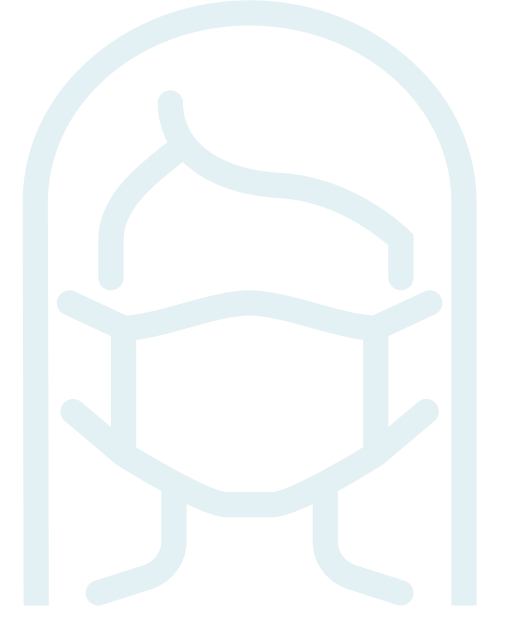
We experience excitement and happiness for opening of our doors to our guests.

During our break in service; we made series of preparations to provide our guests with an accommodation experience that they will spend with health, safety and pleasure. We regarded your health as our priority and while maximizing hygiene conditions, we have based on making no concessions from your comfort.

We would like to share our hygiene and cleaning measures which we have increased by taking in to account of all possible risks due to COVID-19 Pandemic through this manifest.

Best Regards,

ISG Airport Hotel



As ISG Airport Hotel, we added new standards and some new regulations to our current procedure regarding hygiene and cleaning standards during Covid-19 pandemic process by considering the explanations and recommendations of World Health Organization (WHO) and the Ministry of Health Science Committee. Also, we gave protection and information trainings related to Covid-19 to all our employees.

Immediately after arising of the pandemic in our country, our Pandemic Monitoring Committee established within the ISG that is terminal operator of Istanbul Sabiha Gökçen International Airport (ISG) and all our relevant units within the structure of ISG Airport Hotel started to follow the agenda and developments continuously. Pursuant to action plans prepared, these units will continue to follow closely in the coming process, if required, they will continue to make revision to be required for the procedures within the structure of hotel according to new developments.

The most important measures taken by us in this context are disinfection operations.

The most important measures taken by us in this context are disinfection applications. The guest rooms, restaurant, bar, public areas and all other guest areas and kitchen areas, personnel use areas, offices and warehouses in our hotel have been disinfected in detail with Hydrogen Peroxide-based material which its effects of are known and approved. During cleaning of the places, the use of appropriate dosage and right chemicals is ensured and our employees have been trained by expert team.

The disinfection operations made by our professional teams will be continued periodically. In addition, our mobile disinfection teams established within the structure of our hotel will perform duty.

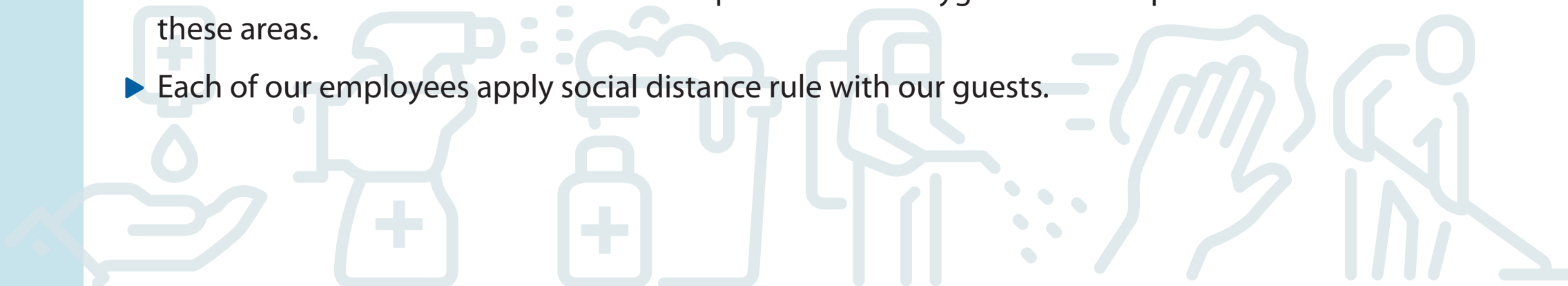


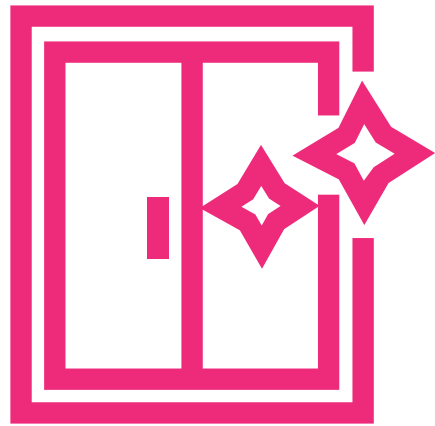


HYGIENE RULES AND MEASURES RELATED TO OUR EMPLOYEES

We also give priority to the health of all our employees who render service to our valued guests in this period as usual. We carried comprehensive and effective general hygiene practice into action in terms of the health of both them and everybody who they are in contact with. The measures taken and practices implemented by us for our personnel are as follows:

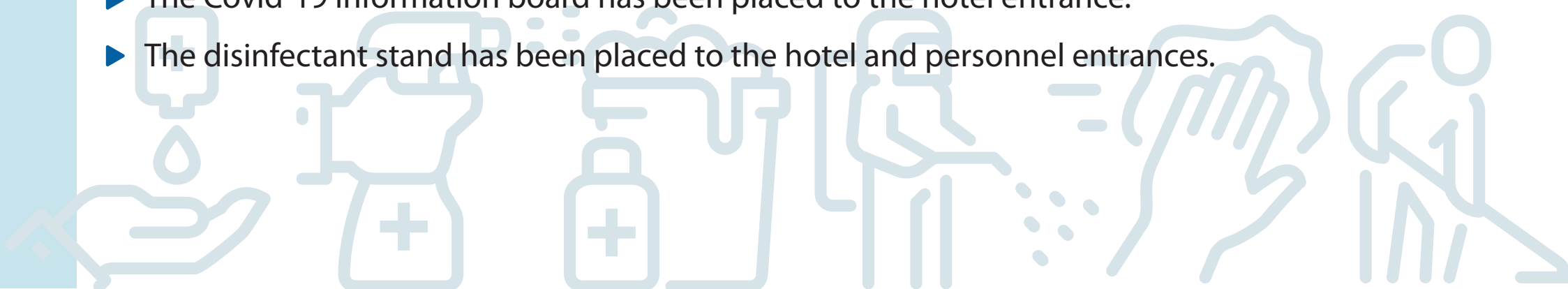
- ▶ Primarily, the trainings on the pandemic and measures required to be taken have been given to all our employees by expert company and health teams. These trainings are repeated from time to time.
- ▶ The transfer vehicles used by our employees for their arrival to and departure from work are disinfected before and after each service.
- ▶ Our employees should wear protective mask during transfers and the safe physical (social) distance rule is applied due to capacity of the transfer vehicles are used in the ratio of fifty percent.
- ▶ Our employees undergo general health screening before work and fever measurements are made with digital thermometers.
- ▶ Our employees who don't feel well, have been instructed not to come to the workplace and the procedures they will need to follow have been explained thoroughly.
- ▶ The personnel uniforms are changed and washed frequently and our employees undergo disinfection application before starting to work.
- ▶ The disinfectant units have been placed to the personnel common use areas and working units in the background.
- ▶ The obligation to wear of mask and disposable glove have been imposed to our employees who work at housekeeping services, cleaning services, food and beverage production areas and kitchen.
- ▶ The safe physical (social) distance rule is also applied in the employee common use areas. There are also banners and brochures that remind pandemic and hygiene rules required to be followed in these areas.
- ▶ Each of our employees apply social distance rule with our guests.

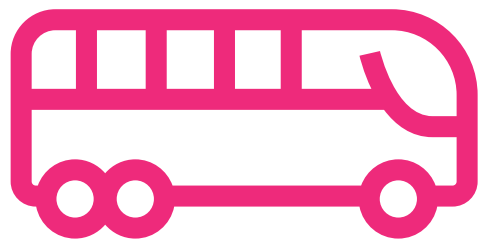




HYGIENE RULES AND MEASURES TAKEN FOR HOTEL ENTRANCE

- ▶ The baggage will be disinfected at our hotel entrance.
- ▶ The mask control is carried out at the hotel entrance. In addition, masks are provided at the entrance of the hotel for our guests and employees without a mask.
- ▶ The social distance lines have been placed in front of X-Ray and hotel revolving door opening. The Body Scanner has been pulled to sufficient distance.
- ▶ The fevers of all our guests are controlled with contactless thermometer at hotel entrance.
- ▶ In result of the fever measurement, our guests who have high fever are kept under supervision at the determined quarantine zone and hotel will contact the health units.
- ▶ In cases where the baggage search is required, it is asked from our guests to open their baggage by themselves in order to prevent possible contact.
- ▶ The obligation to use mask with face shield is imposed to our security personnel at hotel entrance.
- ▶ All X-rays and basins are disinfected periodically.
- ▶ The safety and hygiene information related to Covid-19 will be made at hotel IP TVs.
- ▶ The Covid-19 information animation for children is broadcasted via IP TV.
- ▶ The Covid-19 information board has been placed to the hotel entrance.
- ▶ The disinfectant stand has been placed to the hotel and personnel entrances.





HYGIENE RULES AND MEASURES TAKEN FOR TRANSFER VEHICLE

- ▶ The obligation to use mask with face shield is imposed to our employee who uses the transfer vehicle.
- ▶ The hand sanitizers are available at our transfer vehicles.
- ▶ The organizer stickers have been placed to the transfer vehicles in the manner that will protect social distance.
- ▶ The mask is supplied for our guest who do not have a mask during entry to the vehicle.
- ▶ Our transfer vehicle is disinfected frequently during the day.
- ▶ The telephone at Hotel Transfer point located 17th column at arrival passenger floor of the terminal is disinfected periodically.



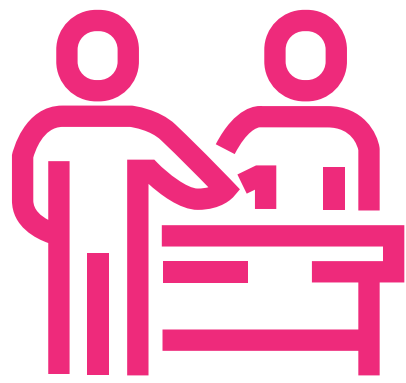


HYGIENE RULES AND MEASURES TAKEN FOR HOTEL LOBBY AREA

- ▶ Our hotel lobby area is disinfected periodically.
- ▶ Our hotel lobby guest toilets and door handles are disinfected periodically.
- ▶ The hand sanitizer stand has been placed to our hotel lobby area.
- ▶ The lobby guest elevator call buttons, inside of the elevators and buttons are disinfected periodically.
- ▶ In the event that our guests do not want to use public elevators, the fire doors that reach the floors from the lobby area are kept open and used.
- ▶ The ground lines have been placed to the close zone to the reception area in order to protect social distance.
- ▶ The Blue Sky bar seating order at Lobby area has been arranged in compliance with the social distance.
- ▶ The obligation to use mask with face shield is imposed to our employee who perform room service.
- ▶ All equipment used for room service is disinfected after each service.
- ▶ Bilingual information regarding Covid-19 is given as Turkish and English at TV in front of lobby elevator.
- ▶ The lobby seating area has been arranged in compliance with the social distance rule.
- ▶ Due to the Social Distance rules because of the Covid19 regulations, there are stickers placed on the floor of the elevators.

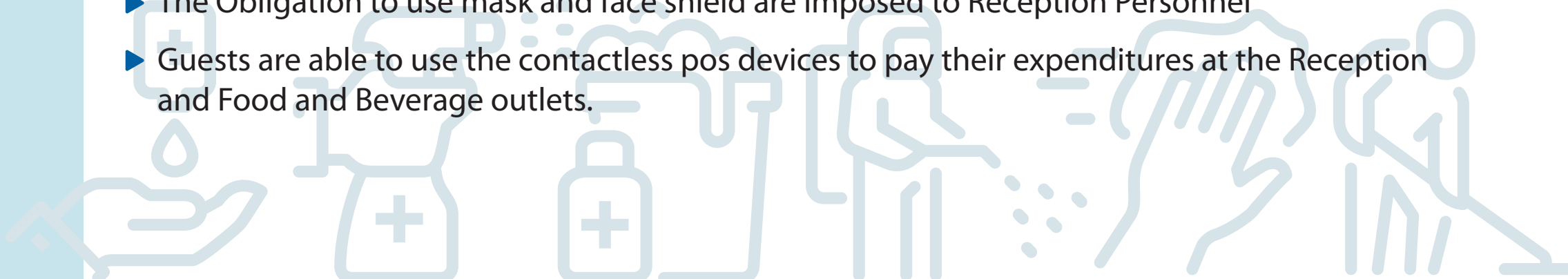


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HYGIENE RULES AND MEASURES TAKEN FOR RECEPTION

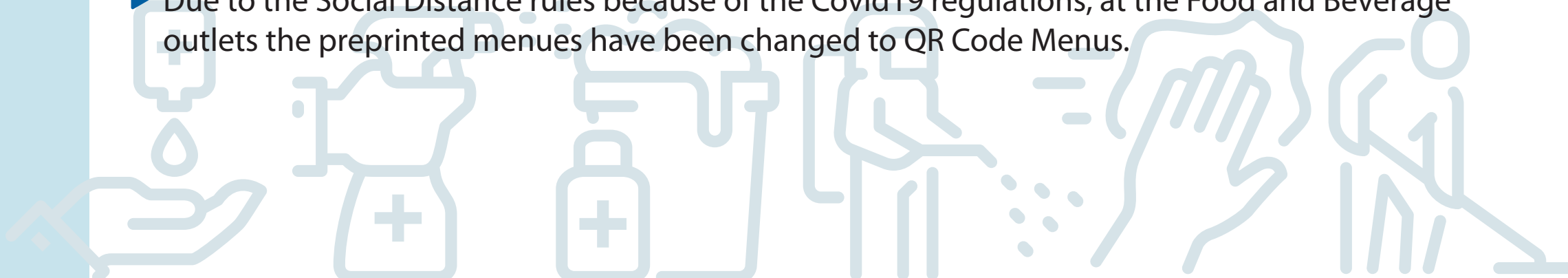
- ▶ Each guest fills health questionnaire at the entrance.
- ▶ The reception desk is disinfected periodically.
- ▶ The reception desk has been arranged in compliance with the social distance rules.
- ▶ Each room card to be used will be disinfected before giving to our guest.
- ▶ Upon requests of our guests, the guest baggage is carried by Bellboy to their rooms by using a different elevator.
- ▶ The Obligation to use mask and face shield are imposed to Reception Personnel
- ▶ Guests are able to use the contactless pos devices to pay their expenditures at the Reception and Food and Beverage outlets.





HYGIENE RULES AND MEASURES TAKEN FOR FOOD AND BEVERAGE SERVICE

- ▶ The interior of the restaurant has been closed partially and rearranged in compliance with the social distance rule.
- ▶ All food and beverage areas are disinfected frequently in compliance with the instructions of the Ministry of Tourism.
- ▶ The tables and chairs are disinfected with the disinfectant approved by the Ministry of Health after each use.
- ▶ The hand sanitizer stands are available at various points of restaurant entrance and inside of the restaurant.
- ▶ In line with our guest request, their tea and coffee services may be made with porcelain, glass or disposable paper cup optionally.
- ▶ The service products such as fork, spoon, knife, salt and pepper shakers and sauces will be served in disposable packages.
- ▶ The outdoor tables and chairs have been rearranged in compliance with the social distance rules.
- ▶ Breakfast buffet is removed and breakfast plate service is provided only to the rooms.
- ▶ Due to the Social Distance rules because of the Covid19 regulations, at the Food and Beverage outlets the preprinted menus have been changed to QR Code Menus.



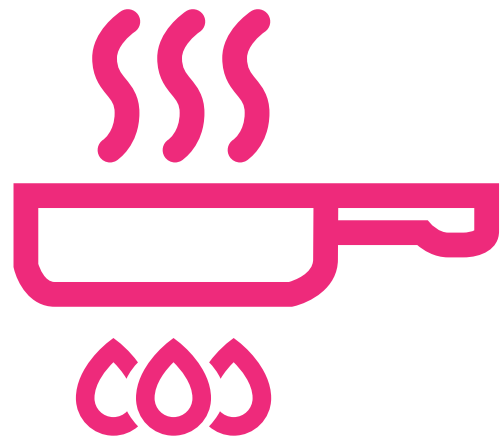
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HYGIENE RULES AND MEASURES TAKEN FOR ROOM CLEANING

- ▶ The disinfection operations of the rooms are made with appropriate biocidal products after check out of each guest.
- ▶ The disposable cleaning cloths are used during room cleaning.
- ▶ Conformity certificates of the laundry and dry cleaning companies hotel is working with are checked.
- ▶ All equipment including housekeeping trolleys are disinfected periodically.
- ▶ The hydrogen Peroxide-based disinfectant approved by the Ministry of Health is used at every contact point for each room cleaning.
- ▶ The disinfectant stands are positioned in front of elevators at each floor of the hotel.

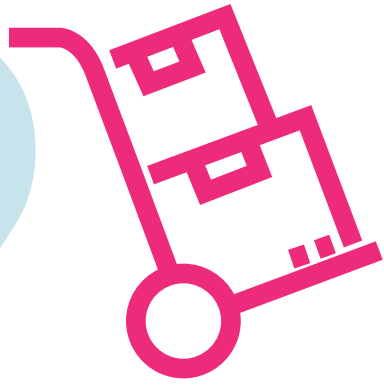




HYGIENE RULES AND MEASURES TAKEN FOR KITCHEN

- ▶ The disinfectant pool is placed at the kitchen entrance.
- ▶ The compliance of kitchen personnel and kitchen area to the hygiene standards are controlled by our Executive Chef and Food Technician.
- ▶ The obligation to use mask and disposable glove are imposed to kitchen personnel.
- ▶ Entries and exits to the kitchen area are recorded and entries are not allowed except for kitchen personnel and related personnel.
- ▶ The materials used in the kitchen are cleaned with temperature above 65 degrees and suitable cleaning agents.
- ▶ The UV sanitizer cabinet is used for the knives used in the kitchen. At the end of each shift used knives are kept in UV cabinet at least for two hours
- ▶ The cutting boards are cleaned in the chlorine pool periodically.





HYGIENE RULES AND MEASURES TAKEN FOR TAKEN FOR GOODS ACCEPTANCE

- ▶ All incoming materials are taken into the hotel after going through a hygiene control in the goods acceptance area located outside of the hotel

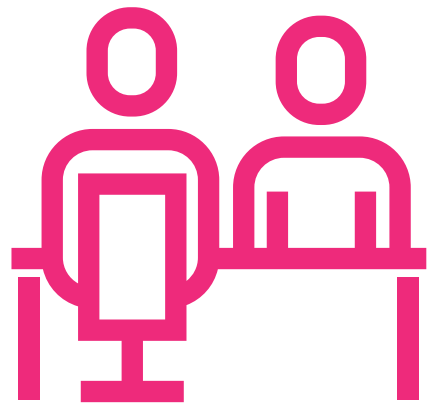


HYGIENE RULES AND MEASURES TAKEN FOR PERSONNEL DINING HALL AND REST AREAS

- ▶ The number of the people that should be present at personnel dining hall has been determined and the necessary information has been given to the personnel.
- ▶ The obligation to use mask and glove is imposed while taking meal.
- ▶ The meals are not served as buffet; they are served as individual meal packages.
- ▶ The personnel dining hall has been rearranged in compliance with the social distance rule.
- ▶ The personnel rest area has been rearranged in compliance with the social distance rule.
- ▶ The personnel dining and rest area are disinfected periodically.
- ▶ The hand sanitizer units for personnel are placed to personnel use areas and the necessary trainings are made by training department.

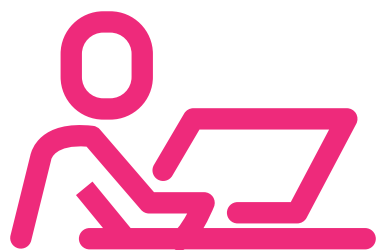


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HYGIENE RULES AND MEASURES TAKEN FOR SALES AND RESERVATION UNIT

- ▶ Sales personnel conducts all customer interviews online.
- ▶ Social distance rule is applied in meetings with incoming visitors



HYGIENE RULES AND MEASURES TAKEN FOR OFFICE EMPLOYEES

- ▶ The necessary trainings regarding to comply with hygiene and social distance rules between each other have been given to office employees.
- ▶ Office employees are forbidden to come to the office with food & drinks from outside.
- ▶ The offices are disinfected by House Keeping personnel immediately after closing hour.



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HYGIENE RULES AND MEASURES TAKEN FOR PERSONNEL CHANGING ROOM

- ▶ The hand sanitizers have been placed to the personnel changing areas.
- ▶ The personnel changing rooms are disinfected at certain periods.
- ▶ The Covid19 information banners are available in the personnel changing rooms.
- ▶ The personnel have been informed with regards to the regulations of the amount of people to be present in the changing room at the same time as well as the social distance rule.





The sensitivity to be displayed by all of us and obeying the rules has great importance in the fight of our country against the pandemic. With the attention and care that we will all show together, we believe wholeheartedly that we will overcome these days by collaborating and wish you healthy days.

