

Amarina Hotels & Resorts

HYGIENE MANIFEST

SAFE & CAUTIOUS VACATION



As the sensitive expectations of tourism World increased After Covid 19 outbreak, **Amarina Hotels and Resorts** provide full support for the services we provide to our guests.

All the operational and organizational structure in the emergence of this service is permanent health and safety.

We believe that the continuity of systems and healthy functioning can only be achieved. For this reason, Amarina Quality and Safety systems, which we have created since the first day of our establishment under the direct restrictive supervision of **Area General Manager** and which we are trying to develop day by day, are a structure that we see as the life insurance of our valuable large family in this sense. Many studies that keep this structure strong enable us to be confident today.

Our well-designed and well-managed infrastructure, continuously learning and developing human resources, modern solutions, internal and external control systems, material, product and equipment quality, controlled supply processes, guidance we receive from national and international standards.

Infection Prevention and / or control Practices (POSI, Food Safety, Water Safety, In-Hotel Outbreak, Notifiable Disease and / or Pandemic Management Procedures)

The system, which operates in **Amarina Hotels & Resorts**, has been designed as 4 Dimensions, designed as Management Standards, Concept Standards, Operation Standards, Quality, Health and Safety Standards.

The “Risk Analysis and Improvement” approach ensures that each of our processes is periodically revised and predicted within the foresights and possible disaster plans.



Continuous supervision and continuous development philosophy are dominant in ensuring the continuity of the standards. In this context, the Internal Audit mechanism is operated continuously.

It is conducted by responsible managers and teams who are authorized in the field of Internal Audits and under the direct leadership and supervision of the Area General Manager. Our hotels are subject to continuous supervision and monitoring of external experts on different topics.

The only possible means for such a live system to survive continuously and error-free is the whole rules of traffic, a large part of these rules are natural cleanliness and hygienic rules designed to prevent / reduce possible infections in a wide circle including natural areas such as storage, kitchen production, service areas, Spa, pool, general use areas, guest rooms, kid's facilities and toilets.

Our pre-existing POSI Procedures (Prevention the Spread of Infection / Prevention of the Spread of Infectious Diseases), Food & Water Safety Procedures, Risk Analysis, Emergency Plans are the roadside standards in which all these rules are defined.

COVID-19, which has influenced the whole world, has undoubtedly been a teaching process for every organization in terms of our current knowledge and experience in many aspects. Accordingly, our POSI Procedures, Food & Water Safety, Occupational Health and Safety risk analyzes, our current operation, training plans, emergency action plans have been updated and re-implemented in line with publications and references of official authorities and scientific authorities.

As **Amarina hotels & Resorts**, all of our team are aware that the hotel enterprises are in the risk group, these difficult days and their effects can only be overcome with a conscious, planned and controlled organization.



1) Employees Safety and Hygiene Rules



- Hygiene of our hotel employees who are in direct or indirect relationship with you, our esteemed guests and who are also be known to be in contact with each other, keeping them healthy and raising their awareness about this issue are one of the most important factors for an effective general hygiene practice.
- Staff Shuttles used by our employees for coming to the workplace and leaving there, are disinfected before and after each service. Our employees have to wear a protective mask during transfers and safe physical distance rule is applied since 50% of the capacities of shuttles are used.
- Our employees undergo general medical screening before starting work and their temperatures are measured with digital thermometers. Our employees who have high fever or symptoms related to the disease are not allowed to work.
- Our employees who don't feel well, don't come to work or even if they do, they aren't allowed to work, also Employee uniforms are frequently changed and washed and our employees undergo disinfection before starting to work. (Read hotel protocol)



- Sufficient disinfection units are available in all common areas used by employees and in the background working units. No matter in which department any of our employees works, he/she must wash his/her hands every hour according to the rule and disinfect his/her hands.
- Our employees working in housekeeping, stewarding services, food and beverage production areas and in the background such as warehouse area must wear mask and disposable gloves.
- There are posters and brochures on pandemic and hygiene issues in all common areas used by employees and a safe physical distance rule is applied in these areas.
- Each of our employees knows and applies safe physical distance rule in their relations with our guests and between each other. Our employees who are in direct contact with the guests have to put on face masks in all time and follow replacement instructions.
- Our certified hotel Doctors work for our employees at our hotel. We have action plans in possible cases.
- Trainings have been provided for all of our employees about pandemic, protection methods and transmission ways by specialist firms and medical teams since the beginning of the pandemic process and they are repeated continuously. These issues are constantly emphasized in Operations meetings held every day.



2) Cleanse Sterilization Implementations



- General Areas, Reception, and all other guest areas, Food Production areas, personnel usage areas, offices, workshops and warehouses of our hotel are disinfected with CDC Recommended based material having effects known in a detailed manner.
- Disinfection works performed by professional teams will continue periodically.
- Also, our mobile disinfection teams created within the structure of our hotel carry out works regarding this issue.
- Cleaning and disinfection intervals are checked by means of detailed lists prepared by increasing frequency.
- Sitting sets in all common areas and general areas have been rearranged by considering safe physical distances.



3) Public Areas Cleaning & Disinfection



- In our hotel, we work with Diversey Company which is internationally known for chemical cleaning products. it provides detailed training for our relevant employees at regular intervals. Therefore, it is ensured that proper chemicals are used at the appropriate dose during cleaning. Cleaning works are done with proper cleaning materials and different equipment for each area.
- Great care is taken to clean surfaces that are always touched, door handles, handrails, elevators, elevator buttons, sinks, faucets, urinals and toilets in all common areas and water closets, diluted bleach and chlorine tablets are used after cleaning with water and detergent. Every second urinal is out of use.
- Hand disinfection apparatus and units are available at all points needed in all our common areas, water closets and they are followed meticulously.
- Capacity utilization of elevators is limited so only members of one family or 2 people from the same group or 1 person who don't know each other get on it at the same time. Use instructions of the elevator are placed in visible places.



4) Checking in and out Procedures



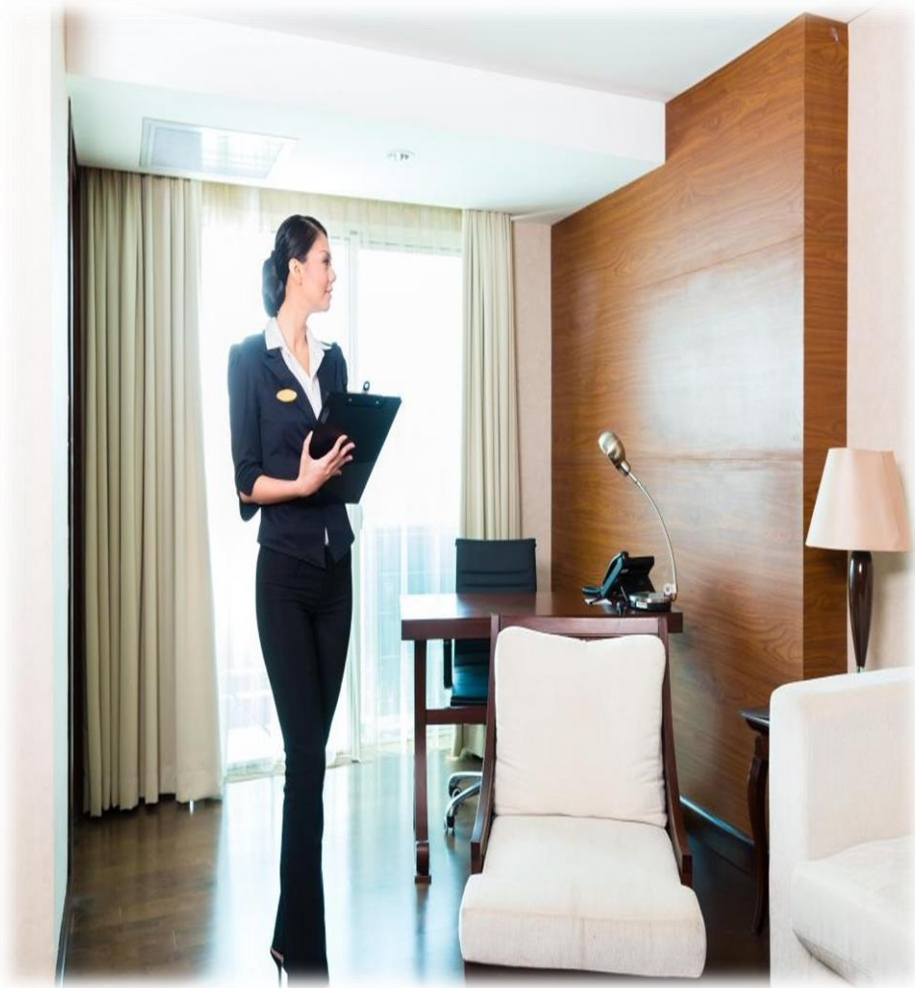
- Some additional measures were taken about easy and hygienically safe check-in and check-out processes of you, our esteemed guests.
- Suitcases and other items will be taken to our hotel by being disinfected by our employees who got necessary training in this respect and sent to the rooms of our guests safely. (Read hotel protocol)
- Temperatures of our guests will be taken by means of thermal cameras placed on our entrance doors and in case of a negative situation, this situation will only be shared with them in accordance with the law on the protection of personal data and necessary action will be taken as written in our protocol. (Read hotel protocol)
- Our responsible employee will explain the measures and precautions we have taken in general, cologne will be served while welcoming and the leaflets we have made regarding this issue will be given to our guests.



- Our Guest Assistants have been assigned in a way to help you in all matters in our Resort Hotel.
- All measures have been taken to ensure that there is no crowd at the entrances and exits of our hotel and safe distance ranges are shown and safe rest areas have been created to be used when it is necessary to wait.
- Door cards are prepared and disinfected before our guests check in and they will be given to our guests safely in their protective cover. Pens that are given to you to fill in the documents required are prepared as disposable in their special covers. All check-in procedures will be performed by considering the safe physical distance.
- If they want, our guests will be able to use our Mobile Applications to get information about necessary announcements and for quick, healthy communication at our Resort Hotel.
- All works that may require contact during check-in and check-out will be done duly and in accordance with the safe physical distance rule.



5) Guest Rooms



- Our aim in all our guest rooms is to offer you an environment where you can accommodate in a hygienic and clean place.
- Housekeeping employees and managers working in Room Cleaning work by using mask and disposable gloves. After each room is cleaned and before starting to clean the other room, hands are washed and masks, gloves and cleaning cloths are replaced by new ones.
- Effective disinfectant and bleach are used while cleaning the rooms, more attention is paid to the surfaces that are constantly touched by hands, door handles, faucets, telephone handset, television remote control, climate control, light switches, kettles, coffee machines, mini bars are also disinfected after being cleaned.



- Linen and Towel materials are changed daily and they are not shaken out or beaten while they are collected or spread and thus, dust and particles are not allowed to raise, dirty clothes are collected in separate bags.
- All linen and towels that are used, are washed at 90 degrees and in sufficient time.
- Toiletry packages that are prepared for daily use of our guests are disinfected before they are put in their place and additional hand sanitizers are added to this set for your use in addition to these products.
- At our Resort Hotel, our mini bar products are received by being disinfected while they are delivered by suppliers, they are kept in a safe environment and served to our rooms.
- Our rooms are aired out for a minimum of 1 hour after they are cleaned and they are subjected to Ozonation routinely.
- Room capacity usage is monitored carefully and a room is given as infrequently as possible and new guests are not accepted for a certain period of time after all cleaning and disinfection works are done in the room of the guests who have checked out (48 hours)



6) Food & Beverage



- Our Dining rooms and bars will not be occupied at full capacity for a certain period in our hotel and thus, it is aimed to ensure the safe physical contact distance required in all F&B outlets.
- In our hotel, our open buffet service system will be rearranged to a certain extent, more hygienic and safe materials and equipment will be used in our buffets and they will often be replaced by new ones.
- Self-service won't be allowed, instead BAZAR concept will take place based on Show Cooking "A la Minute" Concept our responsible employees will be constantly present in buffets, and they will provide necessary guidance and service.
- Beach bar snacks and main restaurant launch services will be providing set menu. Breakfast and dinner service at main restaurant will be rearrange for hygiene regulation.



- Hand disinfection equipment will be available at the entrances of all our Food & Beverage units and there will be responsible employees who will welcome our guests and provide necessary directions about capacity utilizations.
- In all Food & Beverage units, table, chair and sitting distances have been arranged in accordance with the recommended safe distances. Restaurant, bar and general area sizes and capacities of our hotel are extremely spacious and sufficient.
- Tablecloths and cloth napkins won't be used on our tables; the seasoning and spices sets will be properly disinfected after each use.
- Self-service tea and coffee machines in our restaurants won't be used by our guests for a certain period of time.
- Dishes in all our Food & Beverage units will be washed by a dishwasher, not by hand and they can be offered with disposable materials depending on the circumstances.
- General cleaning of Food & Beverage areas will be performed and tables, chairs, counters, buffets and all other materials will be cleaned properly at the beginning and end of the service and they will be disinfected.



7) SPA – GYM & Beauty Center



- General cleaning of Food & Beverage areas will be performed and tables, chairs, counters, buffets and all other materials will be cleaned properly at the beginning and end of the service and they will be disinfected. Fitness center instructor is responsible for disinfection throughout the day.
- All of our employees who perform treatments have to follow the rules set by us in order to disinfect themselves before and after each treatment and they will work with mask in dry places.
- Usage capacities have been limited according to hygienic conditions in our sauna, Turkish bath and steam rooms.
- All sports tools, machines and equipment in our Fitness Centers have been rearranged at appropriate distances and they will be disinfected immediately after each use.
- General areas such as changing rooms, showers, water closets and dress cabinets and keys and all used materials such as towels, bathrobes and loincloths are safely cleaned and disinfected



8) POPEYE KIDS CLUB & PLAYGROUND



- Our kids' area our beloved ones and of course, it is very important for us to offer them a safe but fun holiday. All areas that will be used by them, will continue to be ozonized, disinfected and cleaned meticulously and frequently.
- Our Kids Club employees who take care of them, consist of people who have hygiene training and are experts in their field.



9) Leisure & Recreational Activities



- New arrangements are made by letting sunbeds wide apart in accordance with the safe physical distance rule at Aqua Park, Outdoor Pool and Beach areas. Capacities of beach and pool sides of all our Resort Hotel are extremely sufficient.
- Pools will continue to be cleaned in accordance with chemical values that will not allow any disease or epidemic as usual.
- All sunbeds, sunbed cushions, beach and materials are cleaned and disinfected daily as required.
- In our Resort Hotel, sports and entertainment activities will continue at low capacities and softly in accordance with safe physical distance rules



10) GENERAL INFORMATION



- In Federal Republic of Egypt country where our hotel is located, it is seen that normalization process has started quickly after extraordinary situation caused by Covid-19 pandemic experienced worldwide. Because healthcare systems of Egypt are extremely prepared and very sufficient for situations like this.
- Locations of our hotel are central and access to full-fledged hospitals is very easy from these places. Our Resort Hotel cooperate with worldwide known Nile hospital- Hurgada and we have doctor service in this hotel. In case of a possible case, our action plans are ready. All operations and applications are recorded in detail.
- All materials and products that we produce or we offer you, our esteemed guests are purchased from safe suppliers and they are accepted to our facilities after all necessary control and disinfection processes. Storage and storage conditions and production methods are carried out in highly hygienic environments in our facilities.
- In addition to all this, we continue to support Hygiene Certification program about pandemics that has been decided by competent authorities of Republic of Egypt to be created in accordance with certain criteria. Will be given to the tourism establishment by internationally recognized companies.

Amarina Hotel Group, we hope to meet you in new stories in the most hygienic and the safest way with this awareness.

