

CRYSTAL
hygienic concept





Our Precous Guests, Esteemed Partners,

As Crystal Hotels, we care about the health of our employees, guests, visitors and all related parties. Accordingly, all the information and documents published by the Ministry of Health about COVID-19, such as guidebooks, brochures and videos, are followed by our expert staff and our business processes are revised as necessary.

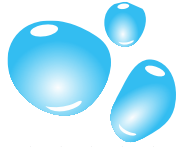
The measures and practices created for the 2020 season in our hotels, related to the new Coronavirus, are stated below:

We wish you healthy days.

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Crystal Hotels

C. E. O.



CRYSTAL HOTELS

RESORT & SPA

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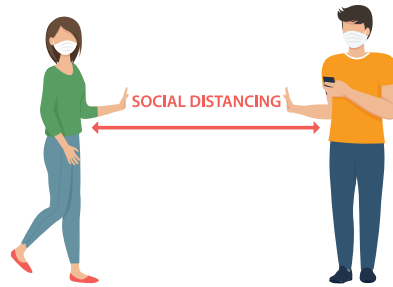
HYGIENE AND HEALTH PRACTICES



Our Healthcare Personnel Service



Healthcare personnel service is provided in our hotels. These personnel are responsible for making observations beginning from the check-in process. Our healthcare personnel promptly refer people who show COVID-19 symptoms such as high fever, respiratory distress and cough, which are the basic infectious disease signs, to the authorised health institution by wearing a surgical mask, as determined by the Ministry of Health.



Social Distancing Practices

In all our facilities, necessary directional signs and marking works have been carried out, taking into account social distancing rules. Reception desk, elevators, pool area, beaches, sitting, resting and dining areas are designed in accordance with social distancing rules. All vehicles that provide transportation for our guests within the hotel are disinfected after each use. Our personnel pay attention to social distancing rules.

Front Office Services



During check-in, along with general hotel introduction, our guests also receive information **about COVID-19 and our contamination prevention activities**. Our healthcare personnel accompany the Front Office staff **during check-in to observe and analyze the symptoms of COVID-19**. Disinfection procedures of the **guests' luggage** are carried out at the determined **check-in disinfection** areas in our hotels. Luggage disinfected by our Bellboy staff are carefully transported to the guest room.



Guest Relations Management

Our Guest Relations staff are at your service **24 hours** a day to evaluate your requests and suggestions. You can reach our Guest Relations officials by dialing **6666** or by visiting the Guest Relations desk.



Our Training Activities

Trainings regarding **Coronavirus and all other infectious diseases, disease symptoms, ways of protection, suspected and emergency cases** are given to our employees, in accordance with the criteria set by the Ministry of Health. All information and brochures are shared as **online and visual announcement materials** so that our employees can easily access them. **Our communication channels used in possible emergencies** are supported with technological materials.





Food Safety



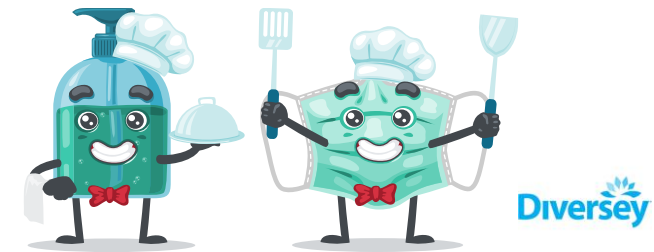
The food production stages are carried out by our trained, expert kitchen staff, under the supervision of our food engineers, in accordance with **ISO 22000 Food Safety Standards**.

Various revisions have been carried out in food & beverage service and presentation areas to **prevent collective contact** of employees and guests. Our production areas are monitored with a **24 hour camera system**. You can watch our production areas on the screens in our restaurant, and if you wish, you can visit our production areas together with our food engineers.



Our Cleaning Products

Chemicals



Our chemicals used in kitchen, laundry, building maintenance, personal hygiene, pool care products and water conditioning processes are **Diversey** products approved by the Ministry of Health. In our general areas and guest rooms, we have disinfectants for the use of individuals.

Ozone Systems

Ozone is used in our kitchens, vegetable and fruit disinfection processes.

Ozone systems are used to disinfect the ambient air in closed general areas and our food production areas.

Disinfection with Steam Procedures

Disinfection with high temperature steam operations are carried out in rooms and general areas. With this method, all surfaces that are not easily accessible and require detail and time are disinfected in a short duration.



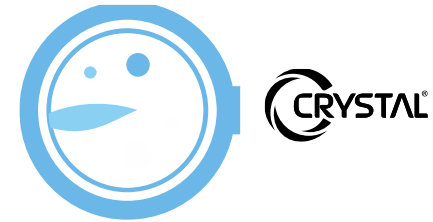
Room Cleaning Process



All of our personnel and guest areas are cleaned and disinfected within the framework of the program, and checked by our trained and expert staff.

All our cleaning procedures are carried out in accordance with the instructions, which are internationally accepted, prevent cross-contamination, prepared **by considering the recommendations of the Ministry of Health** and they are **not put into service without the control approval** of our expert chief.

Laundry Service



Our room and general area textiles are washed and ironed at the **temperatures recommended by the Public Health Institution**, in our Crystal Laundry Factory, with **state-of-the-art** machinery and equipment, then packed and transported to our hotels.



Our Mini Clubs

Easy to clean and safe toys are preferred in our mini clubs.

Materials such as paint etc. are approved by the Ministry of Health.

Our toys and materials are disinfected before and after use.

Our mini clubs continue their activities under the supervision of our **expert employees**.

CRISPY Kids World



Technical Maintenance Service

Our hotel ventilation and air-conditioning systems are kept under control for 24 hours, are cleaned in accordance with the legislation standards and frequency, and are checked by our technical staff who are professionally qualified.

In addition to the Legionella Circular, our ventilation and air conditioning systems are cleaned after each check-out by increasing the frequency of cleaning.

Our water and pool systems are disinfected in accordance with the legislative limits by using the latest technology equipment such as filtration, UV devices, ozone systems, chemical dosing units, etc.

All of our technical maintenance and measurement results are recorded online within the scope of ISO 50001.





Our Laboratory Analysis

In order to verify the cleaning and disinfection procedures, **hygiene analyzes** are carried out with the swap and ambient petri samples taken from various common use areas, by accredited laboratory institutions that we have contracts with.

Our food, domestic water, pool and sea water analyzes are carried out by the **accredited laboratory institutions** that we have contracts with, and all results are followed by our food engineers.

Our current pool water analysis results are **announced** on our boards around the pool area.

Our Occupational Health and Safety Services

Our Occupational Health and Safety Services are carried out within the scope of the legislation, under the supervision of our **Occupational Safety Specialists and Workplace Physicians.**

Our Occupational Safety Specialists provide full-time services in our business, although the hotels are in the 'non-hazardous' class according to the law. Possible risks are monitored online with risk analysis methods.

Our **Emergency Action Plans** were announced to all our employees.

Necessary measures have been taken in the guest areas in accordance with the emergency action plans and various guidance works have been carried out.

Health information of the employees is followed by our workplace physicians.

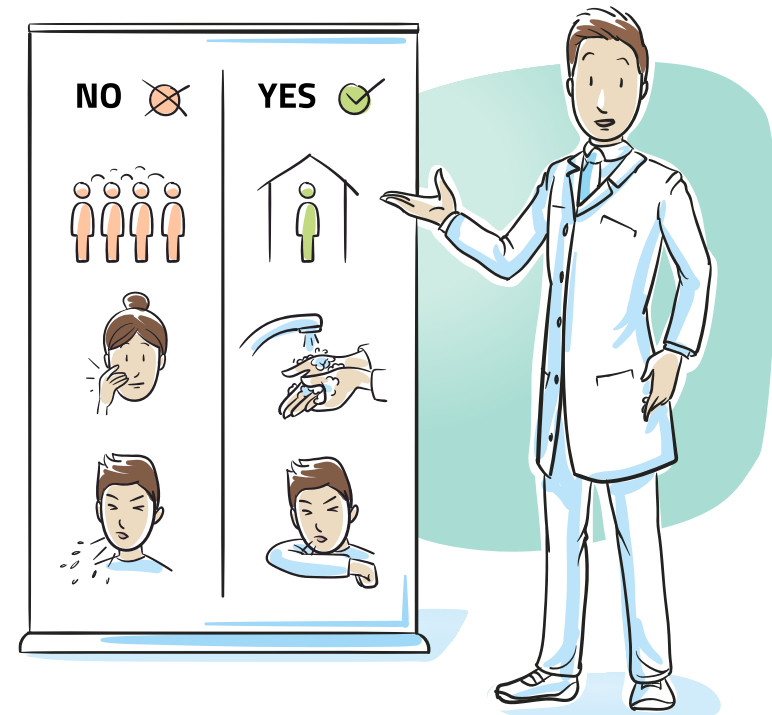
Personnel areas such as service, lodging and dining hall are designed in a way that will not risk the health of our employees and hygiene standards are kept at a high level. They are regularly checked by our Human Resources Department.





Information and Guidance on COVID-19 Rules

In general areas, there are information posters about the ways of protection from COVID-19, published by the Ministry of Health. Our guests are informed about the measures and practices created in our hotels, with our **info channels, mobile application**.





Crystal Hotels Quality Certificates

Crystal Hotels are managed in accordance with all legal and regulatory requirements and international quality standards.

These quality standards are;

ISO 9001 Quality Management System,

ISO 22000 Food Safety Management System,

ISO 10002 Customer Satisfaction Management System,

ISO 14001 Environmental Management System,

ISO 45001 Occupational Health and Safety Management System,

ISO 50001 Energy Management System



BUREAU

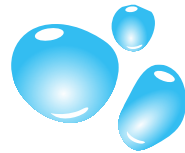
VERITAS



Crystal Hotels Audit Understanding

Our hotels are regularly inspected by independent certification organisations and the Crystal Hotels Central Office Quality Control Team **consisting of experts**.

These audits cover topics such as food safety, occupational health and safety, fire safety, pool-beach safety, general safety and hygiene conditions, environmental protection activities, concept practices, information security, handling of guest requests, suggestions and complaints.



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