



# **COVID-19 MANIFESTO**

**KAYA PALAZZO GOLF RESORT  
JUNE, 2020**



## **WHO ARE WE?**

### **OUR CORPORATE CULTURE AND PHILOSOPHY**

Established in 1974 by Burhanettin Kaya, Kaya Holding operates in the fields of construction, tourism, petroleum, energy and beverages with 9 companies and more than 3500 professionals. Kaya Holding companies, each a trailblazer in their respective fields, directly or indirectly reach thousands of customers in all four corners of the world. Especially in the tourism and construction sectors, we serve not only the domestic but also the international markets.

### **OUR VISION**

Believing that investing in the country means investing in the future, Kaya Holding continues to grow and advance by merging the entrepreneurial spirit with uncompromised quality in services. Investing in the future is a tradition for Kaya Holding companies.

### **OUR MISSION**

Our mission is to serve our guests (consumers) in a smiling, polite, respectful, personal manner, thereby making it possible for them to leave our premises with %100 satisfaction and come back again in the future.

### **OUR HISTORY**

Kaya Hotels & Resorts, which has been one of the leaders of tourism in Turkey by introducing the four-season hotel business approach and its standards across the country, created the Palazzo Luxury Collection brand in order to break new ground in upmarket guest satisfaction.

The "Palazzo" concept, which means palace in Italian, offers a privileged and superior service for all guests who want to feel special. Kaya Palazzo Golf Resort, the Belek center of Palazzo Luxury Collection, opened its doors in 2013.



## **FEATURES**

Kaya Palazzo Golf Resort, launched by Kaya Hotels & Resorts in 2013, is a 5-star accommodation facility open for 12 months that operates on the concept of "Palazzo All-Inclusive".

The surface area of the facility is 90.000 m<sup>2</sup>, built on a 120.000-m<sup>2</sup> land.

Kaya Palazzo Golf Resort consists of three structures - namely the Main Building, villas, and the newly built Palazzo Lagoon Suite - and features a total of 645 rooms and 1314 beds.

**For more information please visit our website.**

## **CONTACT US**

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## **DISTANCES**

Antalya Airport : 27 km

Antalya City Center : 35 km

Kadriye Town Center : 2.5 km

Kaya Palazzo Golf Club : 150 m

Beach : 200 m, waterfront

Transfer Opportunities : Transfer via VIP shuttle, coach, or taxi



## **OBJECTIVE**

This manifesto has been prepared within the scope of the Covid-19 pandemic for the purpose of sharing with you, valued customer, the processes related to identifying sources of viral infection, conducting risk analyses, creating an emergency action plan, identifying necessary actions, defining duties, authorities and responsibilities, taking necessary measures, and creating secure holiday environments after the pandemic.

## **DEFINITIONS**

**OUTBREAK:** The spread of a disease within a group of people for a longer period of time and affecting a greater number of individuals than expected. Even though we are able to define an outbreak in a single sentence, there are many factors involved such as evaluating risk factors retrospectively in order to identify an outbreak, having cases spread over a vast geographical region and over a long period of time, and identifying pathogens that have not been seen before.

**EPIDEMIC:** Although this word is used interchangeably with outbreak, epidemic is defined by many experts as the spread of a disease within a community or a group of people that affects a far greater number of people than expected. The disease that causes the epidemic may have started abruptly among the population as a regional illness, or may have emerged due to an external viral source.

**PANDEMIC:** Of Greek origin like epidemic, the word pandemic consists of two words - pan meaning "all" and demos meaning "public". It means that the pandemic is the name of infectious diseases (epidemics) that go beyond being a regional illness and affect people on a global scale.

**CONTACT TRACING:** Tracking the source of an outbreak and following its spread. Medical experts that carry out this analysis aim to find everyone who may have been exposed to the disease and check their medical condition, and ultimately discover the individual that caused others to get infected.

**SOURCE :** Food, object, animal or human that transmit an infecting agent to a host.

**HOST:** A living being that hosts another organism on or in itself as a parasite.

**CASE:** An individual that has a medical condition that fits the definition of a pandemic illness.

**CORONAVIRUS:** (CoV), a large family of viruses that cause various diseases such as common cold, Middle East Respiratory Syndrome (MERS-CoV), and Severe Acute Respiratory Syndrome (SARS-CoV).

**COVID-19:** The name of the illness caused by the new coronavirus. It was detected first in China at the end of 2019. The origin of the disease was identified on January 7, 2020 as a new coronavirus never before seen in humans (2019-nCoV or SARS-CoV-2). The name of the disease caused by this virus was subsequently accepted as COVID-19.



**WHO:** World Health Organization

**SOCIAL DISTANCE:** Physical distance between individuals that must be at least 1,5 meters. This distance is not imposed on individuals living in the same room and members of a family.

**DISINFECTION:** The process of destroying pathogenic microorganisms found on inanimate objects.

**DISINFECTANT:** Chemicals used to stop pathogenic microorganisms found on inanimate objects from reproducing or killing them outright.

### **SCOPE AND RESPONSIBILITY**

As the Kaya Palazzo Golf Resort Hotel Management, we take all necessary measures for you to experience a peaceful and healthy vacation, and we carry responsibility for our guests and employees.

We consider pandemic periods to be a wholly different operation altogether, and prepare for it in every possible manner by commissioning our "Pandemic Preparation Team" to follow all legal processes and WHO statements and guidelines.

We make the necessary amendments to existing emergency plans and risk assessment analyses by expanding them to include COVID-19, and we put our measures in practice with the "Pandemic Action Team" created to manage the preparations made for the pandemic period.

We check the medical condition of our employees with the support of our full-time workplace physician, and we constantly keep our employees informed about the Covid-19 virus. We record our regular meetings. We care about the health and safety of our employees who will be serving you.

We also care about the roles of all our stakeholders in the accommodation sector during this pandemic period, and we ensure that the measures we take also cover all our partners.

### **IMPORTANT NOTE!**

This manifesto has been prepared on the basis of our experience in Health & Safety practices employed at our accommodation facility, as well as the regulations and guidelines including those coming from official public institutions and organizations led by the Turkish Ministry of Health and the Ministry of Culture and Tourism.

At our facility, we comply with the public mandates and certificate criteria published by the Ministry of Culture and Tourism with regard to Covid-19 measures and practices, and we also carry out actions, controls and verifications with our professional employees at our accommodation facility.

This manifesto is open to revisions since there can be new regulations, guides and approaches that may emerge during this highly dynamic pandemic period.



## **WHAT IS COVID-19?**

The New Coronavirus Disease (COVID-19) was defined on January 13, 2020 following investigations involving a group of patients that displayed symptoms of a respiratory illness (fever, cough, shortness of breath) in late December in the Wuhan province of China.

The virus that causes Covid-19 was detected first in a wet farmer's market located in this region. The virus was then transmitted to humans in Wuhan, and then to other provinces in the state of Hubei, and then to other Chinese states, and finally to all four corners of the world.

Coronaviruses are a large family of viruses that can cause diseases in animals and human beings. In humans, this family is known to cause the common cold, as well as more serious respiratory illnesses such as Middle East Respiratory Syndrome (MERS-CoV), and Severe Acute Respiratory Syndrome (SARS-CoV). The new Coronavirus Disease is caused by the SARS-CoV-2 virus.

## **WHAT ARE THE SYMPTOMS?**

Cases without any visible symptoms have been reported, although there is no verified information as to what percentage of the cases are without symptoms. The most common symptoms are fever, cough, and shortness of breath. Severe cases might develop pneumonia, severe respiratory failure, kidney failure and death.

## **HOW IS IT CONTRACTED?**

It is contracted through patients coughing and spreading droplets, which are then inhaled by other people. The virus may also be contracted if you touch a contaminated surface and then touch your face, eyes, nose or mouth before thoroughly washing your hands. It is risky to touch your face, nose or mouth with unwashed hands.

## **WHO ARE MORE VULNERABLE?**

The information we have up to this point about COVID-19 infections suggests that certain individuals are more likely to get infected and to develop severe symptoms.

- 80% of the cases go through the disease without too much trouble.
- 20% of the cases undergo treatment at hospital.
- The disease generally affects people 60 years of age or older more severely.

## **WHAT CAN YOU DO TO PROTECT YOURSELVES?**

- You must pay attention to hand hygiene, and wash your hands frequently by thoroughly rubbing them under running water for at least 20 seconds,
- In addition to washing your hands, you must disinfect your hands using alcohol-based disinfectants or cologne,
- You must not touch your face, nose and eyes with unwashed hands,



- You must leave a distance of 3-4 steps between yourself and other people, and always comply with social distancing rules,
- You must avoid shaking hands and hugging,
- You must use a tissue or the inside of your elbow when you sneeze, and wash or disinfect your hands immediately,
- You must eat a healthy and balanced diet to keep your immune system robust,
- You must take a shower daily, and ensure the hygiene of your hands, face and nose,
- You must share it with us if you have an existing condition or have developed symptoms (fever accompanied by cough and shortness of breath),
- And you must ensure that you wear a mask in all environments except when you are with your family or friends in your hotel room.

## **WHAT ARE WE DOING FOR YOU AT OUR HOTEL?**

### **TRANSFER SERVICES**

- Shuttles will be disinfected after each transfer and transfer planning will comply with the duration of the disinfection process.
- Masks, disinfectants and cologne will be placed at each vehicle.
- Temperature measurements will apply to shuttle drivers, just as the rest of our personnel.
- Our guests will be kindly asked to not talk to or engage physically with each other or the driver.
- Our drivers will wear masks while serving our customers.

### **HOTEL CHECK-IN FRONT OFFICE SERVICES**

- Here you will have your temperature taken, and you will be able to complete your check-in by filling out the Covid-19 form.
- If you have fever or other symptoms, our physician and Pandemic Team Leader will be contacted, and our physician will check your condition again.
- A hygiene mat and hand sanitizers will be placed at the hotel entrance. Guests will also be offered masks if they wish to have one.
- Your luggage will be disinfected, labeled, and delivered to your room.
- Your luggage will be carried to your room by a bellboy wearing gloves, and if you wish them to go inside, they will do so wearing shoe covers.
- Our bellboys will give you a briefing about your stay with a mask on, and complying with social distancing rules.
- When the safe box is to be opened, our bellboy will go inside your room with shoe covers on, will open the safe box with gloves on, and will disinfect the buttons.
- Our front office will monitor official news and statements about traveling to countries and regions affected by the pandemic (Official information about the pandemic is obtained using the WHO website and national official sources).
- Our employees will serve you by observing social distancing rules, and always wearing masks and/or face shields.



- In the event of a suspicious situation, our receptionists are familiar with the policy on accompanying persons.
- Isolation rooms will be created for potential cases, and these rooms will not be booked by guests in any manner.
- In order to facilitate swift communication in the event of a potential case, our receptionists will keep in handy phone numbers to the physician's office, private hospitals including those with which we have a service agreement, hospitals declared as pandemic hospitals, and relevant official institutions. You will also be informed about your potential hospital/pharmacy needs.
- Social distance markings will be used to avoid a pile-up at the front desk. You can also take advantage of our online check-in services.
- The pens you use while filling out our accommodation card will not be used again before being placed inside a used pen box and disinfected.
- The reception desk will have hand sanitizers and masks, which will be promptly provided to you upon your request.
- Our reception desk employees will create a list of guests over the age of 60 and those with existing conditions, and monitor their health condition on a regular basis. Our guest relations department will call our guests on a daily basis to learn about their requests or complaints.
- Contactless payments will be the preferred method of payment, and if that is not available, and over-the-counter disinfectant will be used in cases where cards are exchanged, and an invoice or a key card is handed.
- The reception desk and all equipment in use, including phones, pens, keyboards, drawer handles, printer buttons, printers, remote controls, illumination buttons etc. will be frequently disinfected.
- Room change will be avoided as much as possible.
- For worship you will be given - upon your request - a prayer's mat that you can use for once, wrapped in a single-use packaging.
- Personal protective equipment will be used during valet parking services, and your car's gear stick, doors, steering wheel and front console will be disinfected.
- All information you give us will be protected in accordance with laws and regulations relevant to the protection of personal data and right to privacy.

## **GUEST RELATIONS**

- The guest relations department will inform you about the measures we have taken against the pandemic at our facility. Our employees, who are in communication with all other departments at our hotel, will not miss any detail and will take immediate action about situations that might concern you.
- Our employees have been trained for service conditions during a pandemic, and will serve you with masks and/or face shields on and in compliance with social distancing rules.
- The Customer Relations desk will also be located in accordance with social distancing rules, and necessary markings to enforce the rules will be added.
- Our employees will be carefully monitoring guests who are at risk due to age or a chronic condition.
- The desk, phones, and other equipment will be disinfected frequently, and pens used for once will be placed into the used pen box and disinfected before being used again.



- There will be no face-to-face contact unless you request it, and all normal service encounters will be over the phone.
- In the case of any hospitalization, our customer relations team will monitor our guests and take care of their relatives.

## **FLOOR SERVICES**

- All floor service employees entering rooms will use personal protective equipment.
- Maids will be cleaning the same rooms and floor supervisors will check the same areas.
- All equipment inside the room will be single-use, offered for the first time for your convenience and safety. Guest amenities will be placed by personnel wearing gloves.
- Room cleaning will be scheduled to there are no cross encounters, and cleaning will be done using single-use towels.
- Areas that are most exposed to hand contact will be disinfected more rigorously.
- The used linen in the rooms will be bundled and transferred to the laundry room without leaving behind any dust or infecting agents.
- Routine pest control measures will continue to be implemented.
- The balcony door will be left open during cleaning, allowing the room to be thoroughly vented.
- The cleaning equipment used inside the rooms will also be disinfected.
- Hand sanitizers will be placed in front of elevators.
- There will also be instructions place in front of elevators.
- The pool, dock, and beach areas will be rearranged to ensure that social distancing rules are observed to the fullest.
- Lounges, tables and umbrellas will be disinfected before and after being used by each guest, and trash bins will be cleaned on a regular basis.
- Beach towels will be delivered to guests by personnel wearing masks and gloves.
- After each check-out from a room, it will be cleansed and disinfected, and then it will also be subjected to ULV disinfection.

## **FOOD & BEVERAGE PRODUCTION**

- Routine food safety management standards will continue to be implemented.
- Routine training plans such as those concerning hygiene and food safety will be complemented with regular trainings on pandemics.
- Before production, personal hygiene standards will be met, including routine hygiene controls for uniforms, facial hair, as well as hand and mouth hygiene. Face shields will be where when necessary.
- It will be ensured that personal protective equipment is fully used and regularly replaced.
- Room services will be offered to guests on a voluntary basis, and those in risk groups will be prioritized.
- Food and beverages available in the buffet will be divided into portions and units so that they can be served in a safe and swift manner without reducing the rich variety of dishes on offer.



- Food and beverages will be produced and stored in a way that minimizes hand contact, using cling wrap, packaging, lids etc.
- Fruit and vegetables will continue to be disinfected using ozone.
- Children's buffet will remain closed during the pandemic period; instead, custom menus will be prepared by our chefs in a healthy and safe manner where requested.

### **FOOD & BEVERAGE SERVICE**

- Desktop \*\* used in restaurants will be single-use and placed on the table upon the arrival of the guest.
- Utensils, water and tissue paper will not be placed on the table before the guests arrive; instead, the disinfected tables will simply be empty. When a guest arrives, the table will be disinfected once again, and the number of table services opened will match the number of guests.
- Tables in all areas will be disinfected when the guests arrive and after they leave. During the disinfection procedure, disinfectants and single-use paper towels that are approved by the Ministry of Health and have MSDS sheets will be used.
- The restaurant and bar areas will be rearranged based on social distancing rules by leaving at least 1.5 meters of space between tables and 60 centimeters between chairs. Tables will also be planned for families and guests staying in the same room.
- F&B employees will use masks and those who are in direct contact with guests will additionally wear face shields.
- Our employees will take hand washing breaks on an alternating basis, and will also disinfect their hands using the hand disinfectants.
- In the open area, products such as service tissue papers and straws will be stored in closed boxes, and only packaged straws will be served.
- As part of a new arrangement at the "Open Buffet", it will continue to serve our guests with its fancy presentation; however, our chefs will personally help our guests in food service.
- Upon your request, you will also have the option to have food delivered to your table in a hygienic manner.
- Chairs placed in the common areas will be regularly disinfected.
- Salt, sugar and black pepper will be served in packaging, and tables will not have salt and pepper shakers, which will be delivered after the guest sits at the table.
- Social distance markings will be used in front of the buffet.
- There will also be disinfectants installed at the restaurant entrance.
- Bar chairs will have at least 1.5 meters of space between them. Sitting areas will be planned for families and guests that stay at the same room, or employees will create such space on the stop without disturbing other guests or compromising their safety.
- As much as possible, guests belonging to the same group will be served at the same table by our employees.
- All equipment and utensils used during food and beverage presentation and service will continue to be washed in dishwashers at a high temperature.



- Coffee machines, soda machines and others will continue to be frequently cleaned and disinfected, at least once between uses, and especially the parts that are touched the most.
- The packaging of the served beverage will continue to be disinfected.
- Guests who are 60 years of age or older will be hosted in a more isolated area. Room service will be offered upon request.
- Food Safety and personal hygiene rules will continue to be implemented to the fullest.

### **SPA & FITNESS CENTER**

- Disinfectants and sanitizers will be placed at the SPA entrance, as well as inside changing rooms and restrooms.
- SPA and fitness employees will use masks and those who are in direct contact with guests will additionally wear face shields.
- Guests who would like to receive one will be given masks.
- SPA desk and desktop devices and equipment will be disinfected every half hour. Pens that have been used once on the SPA desk will be placed in the used pen box and will be available for use again only after being thoroughly disinfected.
- SPA reservations will be made over the phone, online or through the mobile application, thus avoiding crowding at the SPA desk.
- Hamam, sauna and steam room capacities will be determined according to the social distancing rule and such facilities will serve guests in accordance with a pre-scheduled appointment system.
- The maximum amount of time a guest can use areas such as sauna, hamam and steam room will be 30 minutes, and after each use, there will be a 15-minute break during which the areas will be cleaned and disinfected.
- Guests that use hamam, sauna and steam room will be noted.
- Such areas will continue to feature single-use materials.
- The humidity level will be checked for SPA and the room will be frequently ventilated.
- Special concepts such as personal care and ability to use hamam, sauna and steam room will be implemented.
- Fitness equipment will be disinfected before and after use. All cleaning and disinfection procedures will be conducted with approved disinfectants and single-use paper towels.
- Fitness areas will be ventilated and a general disinfection procedure will be implemented.
- the capacity of the Fitness Center will be determined according to social distancing rules.
- There will be a disinfectant dispenser made available for guests at the entrance of the Fitness Center.
- Guests that use fitness areas will be noted.



## **ANIMATION**

### **DAILY EVENTS**

- Outdoor events will be preferred as much as possible, and if an indoor area is to be used, its capacity will be recalculated based on social distancing rules, and the area will only be allowed to function afterward.
- Social distance will be strictly observed during events. Announcements will be made to guests in four different languages to encourage them to pay attention to social distancing rules.
- Social distancing rules will also be observed among guests that are watching evening shows.
- Externally sourced shows will be limited and instead replaced by shows displayed by our own registered personnel.
- Games involving excessive hand contact will be suspended and guests will be warned against making physical contact while expressing their joy at the end of games.
- Guests that benefit from indoor activities will be noted (table games, billiards, bowling etc).

### **MINI CLUB**

- The Mini Club's closed areas will be ventilated on a daily basis.
- There will be a sanitizer placed at its entrance.
- Guests will be barred from entering game areas with their shoes on.
- Games will be played according to social distancing rules, and activities such as cinema and painting will also involve social distancing.
- In children's activities, hand-washing will be featured as a game at the beginning and end of events, thereby encouraging children to wash their hands frequently.
- The Mini Club's closed areas will be disinfected using ozone, ULV, UV etc.
- No food-related activity or eating will be allowed in Mini Club areas.
- Toys will be frequently disinfected, and toys that are hard to disinfect will be removed (plush toys, ball pits etc).
- Children will be noted and their temperature taken with a contactless thermometer.
- If symptoms are detected, their parents will be contacted, and they will be referred to the physician's office with a mask on.

## **TECHNICAL**

### **WATER AND POOL DISINFECTION**

- The disinfection concentration in the tap water and pools specified by international norms and legal regulations will be raised to the upper limit.
- All practices concerning water and Legionella safety will continue to be carried out.
- The equipment used for pool cleaning will also be disinfected. Social distancing rules will apply to pool-goers and personal protective measures will also be implemented.
- The number of backwashes carried out in a given period will be determined by the supervisor in charge in accordance with legal regulations.



- Toys, beds etc. will not be allowed in pools, and the sea beds will only be permitted in the sea.
- Guests will be asked to comply with the rules stated on the pool board before they go into the pool.
- As for aqua pools, guests will be asked to comply with the instructions of the lifeguard, and warned about the social distancing rules.

### **PERIODICAL EQUIPMENT MAINTENANCE**

- Dishwashers will be checked more frequently, and the number of audits carried out on the frequency of washing, rinsing, and drying temperatures and chemical dosages will be increased. We will also benefit from the services of chemical suppliers and technical services for the dishwashers.
- Washing machines will be checked for their washing temperatures and whether the equipment is operating effectively. Dosages will be checked, and the manual use of chemicals will be controlled in cooperation with the personnel in charge of the washing room.

### **AIR CONDITIONING AND VENTILATION**

- Ventilation controls and equipment cleaning frequency will be increased given that the disease can be contracted through the air and via droplets.
- Air conditioner filters will be cleaned.
- Negative and positive ventilation will be conducted in closed areas.
- External devices will be used to disinfect common areas using ozone.

### **TECHNICAL MAINTENANCE, REPAIRS AND OTHER MEASURES**

- Regular checks will be carried out to ensure that soap and disinfectant dispensers, hand dryers, single-use towel dispenser and similar devices are operating properly. Malfunctioning units will be swiftly repaired or replaced.
- Batteries with sensors will be maintained and quickly repaired when necessary.
- Technical personnel entering rooms for maintenance and repairs purposes will use masks, gloves, shoe covers and even face shields where necessary.
- Kitchen maintenance and repairs processes will be completed quickly, and personnel entering the kitchen will use masks, gloves and gowns.
- Elevators will be maintained, and the elevator capacity will be set as two people.

### **CONGRESS CENTER AND MEETING GROUPS**

- As much as possible, clauses will be added to agreements made with agencies for meeting groups, stating that guests are strongly encouraged to check-in online.
- The participants will have their temperature taken, and will be able to complete your check-in by filling out the Covid-19 form.
- If they have fever or other symptoms, our physician and Pandemic Team Leader will be contacted, and our physician will check their condition again.
- A hygiene mat and hand sanitizers will be placed at the hotel entrance. Guests will also be offered masks if they wish to have one.



- Social distancing rules will be enforced to avoid crowding in front of the reception desk or stand.
- In collective check-ins, luggage will be taken to the room where the ozone device is operated, disinfected by bellboys, and delivered to respective rooms. Participants who want to carry their own bags will be able to take back their luggage after it has been disinfected by bellboys.
- Valet parking services will be offered to participants that arrive within their own means, and during valet services, personnel will be wearing masks and gloves, and disinfecting the interior of the car.
- An agreement will be made with the agency to ensure that single rooms are preferred, and if multiple people are to stay in one room, then people who traveled together through the transfer should be placed inside the same room.
- A mutual protocol will be signed with agency officials with regard to the measures that need to be taken to prevent participants from traveling as one group and neglecting social distancing rules.
- There will be hand sanitizers at the entrances of the Congress Center.
- Necessary arrangements will be made to ensure that social distancing rules can be observed in the foyer and meeting rooms of the Congress Center.
- The capacity of the Congress Center will be re-specified based on social distancing, and this new figure will be taken into consideration when making agreements with groups.
- Participants will be admitted into the center based on social distancing rules, and participants who wish to have one will be given masks.
- The Congress Center will be ventilated frequently.
- At the Center, our personnel will deliver table services consisting of single-use glasses, utensils and plates.
- Treats will be prepared by our kitchen personnel, and served to guests from closed buffets or delivered directly to their table in a cling-wrapped form.
- Meeting groups will be barred from bringing any external food or beverage materials or services.
- Smoking areas will be re-arranged based on social distancing rules.
- Meeting rooms will be cleaned throughout the day and disinfected at the end of the day with detailed cleaning and ULV disinfection.
- The Congress Center restrooms will continue to be cleaned and disinfected on a regular basis.

## **PANDEMIC RULES IN PERSONNEL AREAS**

- All personnel will continue to go through medical checks. During the Covid-19 process, employees will be asked for regulation information except for the start of employment, and they will be monitored by the workplace physician.
- It will be ensured that the Ministry of Education-approved Hygiene Certificate - which was previously legally required only for kitchen, service, warehouse and SPA employees - is obtained by each one of our employees,
- The temperatures of our employees will be taken and noted. In the case of a discrepancy, the Pandemic Team Leader and the Physician will be promptly notified, and the emergency plan will be put into force.
- Personnel will continue to use personal protective equipment and disinfectants.



- Personal will continue to change their uniforms on a daily basis and whenever necessary.
- In areas allocated to personnel use including accommodation facilities and shuttle services, measures such as disinfection, social distancing and mask use will be diligently enforced.