



Pandemic Protection and Response Instruction

1. PURPOSE:

The purpose of this document is to slow down/prevent the spread of the outbreak described as a PANDEMIC by the World Health Organization and to predict the consequences within the facility. With the awareness that every measure we take in our workplaces, which are places where individuals come into contact with a large number of people, will have an important impact on the protection of not only our employees, but also their families and the entire community, this document has been prepared for the current and other possible epidemics that may occur worldwide.

This instruction prepared for Ekopark Trz. İnş. San.ve Tic. A.Ş. Rixos Premium Tekirova covers:

- * Measures Against Diseases at The Workplace,
- * Disease Symptoms at The Workplace,
- * Diagnosis of Pandemic Diseases at The Workplace,
- * Measures To Be Taken in Case of A Pandemic Disease Diagnosis at The Workplace.

This instruction aims to;

- Analyze possible emergencies and asses possible risks before they occur,
- Identify the teams that will provide an accurate and effective emergency response,
- Determine the duties, authorities, and responsibilities related to emergencies, including before, during, and after the incident,
- Plan the course of action of these teams,
- Provide the personnel to be assigned in emergency cases with special training and other personnel with general training,
- Prepare all kinds of emergency materials and equipment necessary in emergencies and perform necessary checks to keep such materials and equipment ready for emergencies,
- Perform emergency drills,

and by ensuring the facility is ready for emergencies with all its elements;

- To organize quickly in emergencies, analyze the emergency and take control as soon as possible,
- To protect human health and human life,
- To prevent the pandemic disease from spreading,
- To comply with laws and regulations,
- To ensure communication with government agencies and relevant private institutions in case of an emergency,
- To respond to emergencies as early as possible, return to normal operating conditions, and resume normal operation, and

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- To minimize pecuniary losses of and intangible damages to the company by ensuring the above mentioned.

2. SCOPE:

This instruction covers the outbreak affecting the workspace of Ekopark Trz. İnş. San.ve Tic. A.Ş. Rixos Premium Tekirova and all other pandemics that may occur around the world or emergency situations that may occur in other areas and affect the workspace. In case of changes which may affect defined emergencies or cause new emergencies to occur in the workplace, the emergency plan may be fully or partially revised depending on the magnitude of the impact. In addition, emergency action plans must be renewed every two, four, and six years for workplaces classified as very hazardous, hazardous, and less hazardous, respectively. The Emergency Action Plan of this workplace must be renewed by APRIL 2026 at the latest.

Workplace Title and Name: Ekopark Trz. İnş. San.ve Tic. A.Ş. Rixos Premium Tekirova
Workplace Address: Tekirova Mah, Şehit Er Hasan Yılmaz Cad. No: 20 Kemer / Antalya
Workplace Registration Number: 2 5510 1 1 1084353 7 15 37 0
Workplace Hazard Class: LESS HAZARDOUS
Line of Business: 551002 - Activities of Accommodation Establishments Such as Hotels

Emergency Plan Preparation and Publication Processes

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Preparation date: 08.04.2020
Effective date: 08.04.2026

3. DEFINITIONS:

3.1. Pandemic: General name given to epidemic diseases which spread over a wide area such as a continent or even the entire world.

3.2 Type of Security Provision: Personnel assigned by the facility, staff consultants and administrative personnel.

3.3 Communication in Case of Emergencies: Emergencies that may occur within the company are reported via company phone and mobile phones.

3.4 Periodic Checks: Health checks of personnel are carried out periodically and grounding and electrical installation, periodic maintenance and tests of all kinds of machinery

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and equipment used in the plant are carried out and recorded in the form and times set forth in the legislation.

4. RESPONSIBLE PARTIES:

The responsible party of the instruction is the representative of the employer and all members of the OHS Board are responsible for the execution of the instruction. Additional responsibilities are defined within the instruction. All employees are responsible for implementing the instructions of the representative of the employer and the ISG Board as well as this instruction.

5. ACTIONS TO BE TAKEN IN RELATION TO THE PANDEMIC

5.1 ALL UNIT MANAGERS:

- Depending on the course of the outbreak, employees may take on more than one task and/or take up tasks at different locations when necessary. In order to manage these changes effectively and to ensure the continuity of the work, scenarios related to various issues shall be constructed by department heads, who shall also carry out work and personnel planning. The continuity of the work shall be ensured by provision of the necessary training to the relevant personnel by their supervisor.
- With the recommendation of the workplace physician, employees who have a chronic disease and are at a high risk of being infected shall be ordered to work from home.
- Working from home or partially working from home is not considered a leave or holiday. The purpose of this practice is to ensure that employees are not affected by the emergency. Therefore, employees shall not go to crowded places (shopping malls, public transportation, etc.) while working from home.
- A laptop computer and the company phone must be available while working from home or partially working from home, uninterrupted internet connection must be provided and employees must be accessible.
- Employees who work from home in part or in full shall continue their work in accordance with the “Remote Work Protocol” signed by such employees.
- Employees who are to perform tasks that require being outdoors and contacting with numerous people shall be selected from those who are in the 18 – 40 age range and have no chronic disease.
- Ceasing service delivery at the facility depends on the regional or national quarantine decision of the authorities. Business activity/service delivery shall be ceased based on formal notices and whether or not the facility is safe shall be decided by the administrative authority.
- The decision to remove the quarantine shall be implemented upon notification by the Local Authority to the “Senior Management” of the facility. The senior management of the facility shall inform all department managers via telephone/e-mail and ensure that their teams are ready for duty.

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6. EMERGENCY COMMITTEE (OHS BOARD):

- The Pandemic Emergency Committee consists of members of the Senior OHS Board defined in the workplace. The members are listed in the OHS Board Members List.
- All actions related to the emergency shall be discussed and decided by the Board.
- The implementation and maintenance of all actions decided by the Board shall be monitored and supervised by the members of the OHS Board (Emergency Committee).
- In case of an emergency, the Ministry of Health shall be contacted by the workplace physician, the Family, Labor, and Social Services shall be contacted by the human resources department, and the Security Forces shall be contacted by the security department.
- The decisions of the Board shall be published digitally and sent to relevant persons via e-mail.

7. QUALITY AND THE RELEVANT PROTECTION DEPARTMENT:

- Informative posters related to the symptoms of the pandemic disease shall be posted and various informative materials such as leaflets, etc shall be distributed, and the personnel shall be trained.
- Common use areas (toilets, rest areas, etc.) shall be checked by the health personnel of the workplace on a daily basis, and any non-compliance shall be eliminated immediately.
- Hand sanitizers in the facility shall be checked daily by the health personnel of the workplace, and any non-compliance shall be eliminated immediately.
- In the event that a person with a cough, fever (38 °C and above), and difficulty breathing is detected, the person shall be examined by the workplace physician and referred to the health institutions if deemed necessary.
- The relevant protection department shall assess the implementation of measures planned within the scope of the “Pandemic Protection Emergency and Action Plan”, and inform and consult the Emergency Committee related to the additional measures needed against the increasing spread of the disease throughout the province and the country.

8. 16 RULES TO BE OBSERVED IN THE WORKPLACE TO PROTECT AGAINST THE CORONAVIRUS ARE AS FOLLOWS:

This 16-item list of rules shall be followed, necessary images shall be posted in relevant areas, and information meetings shall be held.



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Things to Do in The Workplace to Protect Against The Coronavirus

GENERAL DIRECTORATE OF OCCUPATIONAL HEALTH

In shuttles and public transport

1. Employees using the shuttles and public transport should reduce contact with surfaces within vehicles as much as possible.
2. Cleanliness and hygiene of shuttles, especially the frequently contacted surfaces, should be ensured at frequent intervals.

In working environment

3. Employees should wash their hands with soap and water for at least 20 seconds at regular intervals before and during work.
4. In cases where access to water and soap is not possible, appropriate alcohol-based hand sanitizers should be used.
5. Common use tools such as fingerprint scanners used during the entry of employees into the workplace should be disinfected.
6. Hygienic conditions should be ensured in working areas, sinks, toilets, bathrooms, stair railings, faucets, and common use tools in dining halls.
7. Effective hand washing training should be given to employees by the workplace health personnel and hygiene awareness should be promoted.
8. Workplace personnel should avoid physical contact such as handshakes and hugs.
9. Contact with workplace personnel with fever, cough, or flu-like symptoms should be avoided.

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Things to Do in The Workplace to Protect Against The Coronavirus

GENERAL DIRECTORATE OF OCCUPATIONAL HEALTH

10. Employees who have a history of coughing, fever, recent travel abroad, and any suspicious condition should contact their workplace health personnel immediately and employees returning from abroad should be allowed to work from home in accordance with the 14-day rule.
11. Workplace should be ventilated frequently.
12. When coughing and sneezing, cover your mouth and nose with a disposable napkin or the inside of your elbow in cases where a disposable napkin is not available. Do not touch your face with your hands.
13. Employees with chronic diseases such as diabetes, heart and lung disease, employees with weakened immune system, and high-risk group employees such as older employees should be protected.
14. Appropriate respiratory protective masks (EN-149/FFP2 or FFP3) should be used in working environments where there is a risk of direct contact with infected persons or contamination.
15. After the first examination by the workplace physician, those with symptoms of the disease should be sent to the nearest health care facility, if necessary.

During business trips

16. Business trips outside the country should be postponed as much as possible, necessary activities such as meetings, conferences, congresses should be carried out remotely via audiovisual communication tools. The recommendations of the Ministry of Health should be followed in cases where travel is required for business reasons.

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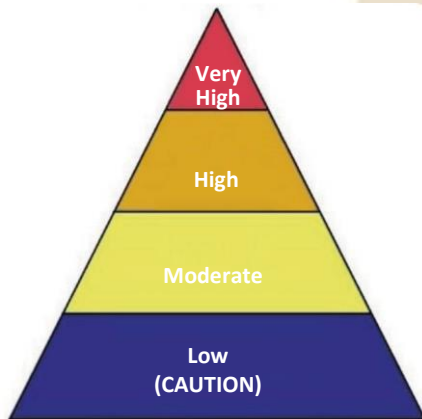


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9. PANDEMIC RISK ASSESSMENT PYRAMID:



Very High	Suspected Case
High	Shift Workers Personnel Operation Workers Security Personnel Personnel Assigned Outside The City/Country
Moderate	Site/Building Cleaning Personnel Visitors Personnel Assigned Off-Site (Purchasing etc.)
Low (CAUTION)	Administrative and Other Employees

10. EMERGENCY MEASURES ACCORDING TO PANDEMIC RISK ASSESSMENT PYRAMID:

10.1. LOW-RISK GROUP

10.1.1. GENERAL MEASURES FOR ALL EMPLOYEES, INCLUDING SUB-EMPLOYERS:

- Employees shall wash their hands for 20 seconds using water and soap, or in cases where water and soap are not available, use alcohol-based disinfectants before entering the workplace after getting off the shuttle or public transport, after touching a foreign object from outside the workplace or an object that comes into contact with others (counters, coffee tables, door handles, etc.), after standing closer than 2 m to someone who displays respiratory tract infection symptoms (coughing, sneezing, running nose, fever, malaise, difficulty breathing). Mouth, nose and eyes should never be touched without washing hands first.
- All common areas (toilets, dining room, changing rooms, rest areas, etc.) should be disinfected daily with cleaning fluid.
- The cleaning fluid shall be prepared by mixing 10 ml bleach with 5 l water.
- It is prohibited to shake hands, hug, kiss, or engage in any kind of greeting that involves contact.
- When coughing or sneezing, the mouth and nose should be covered with a disposable napkin or inside of the elbow in cases where a disposable napkin is not available.

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- There should be a distance of at least 1 m between employees during work, to the extent possible.
 - Social distance should be maintained during meals and breaks.
 - All indoor areas should be ventilated frequently.
 - A balanced and healthy diet should be followed to strengthen the immune system. Employees should sleep sufficiently. Foods should be thoroughly washed before consumption.
 - Even if an ordinary upper respiratory tract infection is detected, such individuals should work from home or isolate themselves at home until recovery.
 - Any pre-planned internal and external training in the workplace shall be suspended until further notice. This does not apply to any informative training about the pandemic. The method and location of the training shall be decided by the workplace physician (open air, if possible).
 - All meetings with third party participants (suppliers, customers, etc.) should be postponed to a later date, to the extent possible.
 - Meetings planned to take place within the facility should be canceled. In cases where a meeting is absolutely necessary, the number of participants should be kept low and the duration should be short.
 - In all meetings, digital tools should be preferred depending on the infrastructure and facilities.
 - Markings shall be drawn on the floor to ensure a safe distance of 1 m in meal lines and all employees shall be obliged to follow this rule.
 - Disposable plates, forks, spoons, and single use salt and pepper shall be used. Bread shall be served in single serving bags.
 - The social facility shall be closed for use. Common use and recreational equipment which may cause cross-contamination (billiards, foosball, etc.) shall not be used.
- In addition to the staff dining room, shuttles and lodgings shall be disinfected with hydrogen peroxide on a daily basis and offices shall be disinfected weekly.
- Staff clothes shall be changed daily. Laundry shall be washed at least 60-90 °C.
 - Entrances and exits shall be controlled. Entry and exit may be stopped except in mandatory cases.
 - Wearing a mask shall be mandatory for all personnel at all times. In cases where it is not possible for the personnel to work while maintaining social distance, a visor shall be used in addition to the mask, although wearing a mask is more important. Masks shall be replaced several times during the day.

10.1.2. OFFICE WORKERS:

- Users of shared items in the office shall be required to wash and disinfect their hands on an hourly basis.

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- Offices shall be ventilated on an hourly basis, allowing fresh air in.

10.1.3. CHAUFFEURS AND BUGGY DRIVERS:

- Equipment that come into contact with hands such as the steering wheel, control buttons, etc. shall be cleaned with cleaning liquid before use.
- A chlorine-based chemical shall be used as cleaning fluid.
- Personnel shall wash their hands before and after cleaning.
- Gloves shall be used during cleaning.

10.2. MODERATE-RISK GROUP:

10.2.1. FACILITY-SITE-BUILDING CLEANING PERSONNEL:

- Personnel shall wash their hands before and after cleaning.
- Gloves shall be used during cleaning.
- A chlorine-based chemical shall be used as cleaning fluid.
- Equipment that frequently come into contact with hands such as door handles, railings, electrical buttons, office phones, computer keyboards, control panels of printers, etc. shall be cleaned using a disinfectant on a daily basis.

10.2.2. VISITORS:

- Access to the facility shall be limited to employees and visitors for business purposes only.
- Access to the facility shall be conducted in a controlled manner. Body temperature measurements shall be performed for each and every visitor. The health unit shall be informed about those who display symptoms.

10.2.3. PERSONNEL ASSIGNED OFF-SITE:

- Travel plans within the city and meetings outside the facility shall be subject to the permission of the General Manager.
- Personnel who go outside the facility for work-related reasons should avoid crowded spaces.
 - Travel plans within the city shall be reviewed and should be avoided unless necessary.
 - Public transport should be avoided, if possible, and available company vehicles should be used instead.

10.3. HIGH-RISK GROUP:

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10.3.1. SECURITY PERSONNEL:

- Those with symptoms such as high fever, dry cough, etc. shall not be allowed in the site and authorized units shall be informed.
 - Personnel who receive paperwork from vehicle drivers shall wash or disinfect their hands frequently.
- Security personnel in charge of entry procedures shall wash or disinfect their hands frequently.
- Security personnel shall wear masks and gloves during body temperature measurement and body search.
- Shared devices such as computer, radio, remote control, etc. shall be cleaned frequently and personnel shall wash or disinfect their hands after use.

10.3.2. SHIFT WORKERS:

- **It is mandatory for all shift personnel to wear a mask.**
- Hand contact between shift workers should be avoided.
- Workers shall disinfect their hands when moving from one workspace to another.
 - Foods and drinks offered during work shall not be consumed.
- Works during shift operations shall be carried out with minimum staff and for minimum duration.
- Contact with guests and employees from suspicious areas shall be avoided.

10.3.3. OPERATION WORKERS:

- **It is mandatory for all shift personnel to wear a mask.**
- Hand contact between operation workers should be avoided.
- Workers shall disinfect their hands when moving from one workspace to another.
 - Foods and drinks offered during work shall not be consumed.
- Works during operations shall be carried out with minimum staff and for minimum duration.
- Contact with guests and employees from suspicious areas shall be avoided.

10.3.4. PERSONNEL ASSIGNED OUTSIDE THE CITY/COUNTRY:

- All domestic and international business trips shall be suspended until further notice.
- Those who make compulsory trips such as returning from abroad shall work from home for 14 days.
 - If necessary, it shall be ensured that such individuals stay in quarantine at home with the instructions of the workplace physician and the approval of the senior management.

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- Connected flights shall be avoided for return trips to minimize the risk of infection.
- Crowded spaces shall be avoided at airports.
- Products that come into contact with others in places such as hotels, planes, buses etc. shall not be consumed.
- Crowded spaces shall be avoided in breaks during travel, previously prepared food shall be consumed, and the appropriate social distance of 2 m shall be maintained.

10.4. Suspected and Confirmed Cases

10.4.1 Isolation Rooms and Personnel

The number of isolation rooms specified in the relevant regulation shall be prepared for isolation. In addition, a separate dressing room shall be allocated for the personnel to serve such rooms. Isolation rooms are ... (insert the room numbers of isolation rooms at your hotel). 2 rooms adjacent to the isolation room on either side shall be left empty. The names of the personnel to serve these rooms shall be determined as specified in the regulation dated 01.07.2020 and numbered 2020/6 by the Ministry of Tourism. Such personnel shall sign additional protocols and receive additional Covid-19 protection training. When the service is started, the **Quarantine Room Personnel Control Form** shall be filled out on a room basis. Once such personnel start their isolation room service, they shall be examined by the workplace physician on a daily basis.

At least 20 FFP2/3 or equivalent masks, 3 medical glasses or full face visors, 15 medical suits (hooded), 1 pack of gloves, 1 thermometer shall be provided for each isolation room. Masks, suits, and glasses/visors to be used for the isolation process shall be available in the **staff dressing room** for use in case of a possible case. Personnel shall put on and remove their clothes in the isolation dressing room. Clothes/PPE shall be discarded after every exit from the isolation room.

10.4.2 Possible/Confirmed Case:

Suspected Case Among The Personnel

Personnel found to have high fever by means of thermal cameras or manual temperature measurement or other Covid-19 symptoms (skin rash, skin redness, cough, inability to taste/smell) shall firstly wear a mask and gloves. Then, the infirmary shall be informed to allow them to take necessary measures. The workplace physician shall be notified and the personnel shall be taken to the infirmary accompanied by the department manager or supervisor. **Those who accompany the suspected case shall wear a mask, a visor, and gloves.**

If, after the examination by the workplace physician, it is decided that the personnel is suspected of having Covid-19, the personnel shall be transferred to the hospital under the

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supervision of the workplace physician. The case shall be reported to the Pandemic Protection Team Leader, HR Manager, and OHS Expert by the department manager. The Ministry of Health Call Center 184 shall be called and the instructions given by the officials shall be followed. The measures instructed by the relevant competent authority(s) shall be implemented.

If it is revealed that the personnel has another disease after the examination at the hospital, such personnel shall not come to work until they recover from the disease. The outcome shall be reported to by the department manager to the Pandemic Protection Team Leader, HR Manager, and OHS Expert.

Confirmed Case Among The Personnel

Once it is confirmed that the personnel has been infected with Covid-19, a list of first degree employees and guests who might have come into contact with such personnel shall be prepared. The names of these individuals shall be noted in isolation rooms by wearing masks and gloves before the Ministry of Health's filiation team arrives at the hotel. For first degree employees and guests who might have come into contact with such personnel, Ministry of Health Call Center 184 shall be called and the instructions given by the officials shall be followed. A space which is sufficient for at least 6 individuals, has good natural ventilation, and meets the social distancing rules shall be prepared for the filiation team. In Rixos Premium Tekirova, this space is the Gocek Meeting Hall.

Personnel identified as low-risk by the filiation team shall be sent back to work upon the approval of the hotel management. Personnel identified as medium- and high-risk shall be sent for isolation outside the workplace. The HR manager shall organize the leave status of such personnel (for guests, see the section on guests).

Areas where the personnel confirmed to have been infected works and comes into contact at the workplace and the isolation room shall be kept closed for 24 hours, and then disinfected using hydrogen peroxide.

If such personnel uses the hotel's lodging facilities, the lodging room shall be kept closed for 14 days. At the end of 14 days, textile products such as duvet covers and towels shall be washed separately from those of other personnel and the room shall be opened for use after disinfection with hydrogen peroxide.

Personnel shall remain at home for the duration of the quarantine after treatment. With the approval of the hotel management, foreign personnel and personnel determined as having no place to return in their home country may stay in an isolation room. During this period, the HR manager shall send necessary reminders to the personnel to obtain a report from the family physician.

After treatment, the personnel shall go back to work after informing the employer and submitting a (return-to-work) report issued by the health care provider. If requested, the workplace physician shall examine the personnel.



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Suspected Case Among Guests

Guests found to have high fever by means of thermal cameras or manual temperature measurement or other Covid-19 symptoms (skin rash, skin redness, cough, inability to taste/smell) shall be informed about the situation in accordance with the **Instruction for Communication with Guests Suspected to Have Covid-19**, and such guests shall be provided with a mask and gloves. Then, the infirmary shall be informed to allow them to take necessary measures. The workplace physician shall be notified and the guest shall be taken to the infirmary accompanied by the GR manager or supervisor. **Those who accompany the suspected case shall wear a mask, a visor, and gloves.**

If, after the examination by the workplace physician, it is decided that the guest is suspected of having Covid-19, the guest shall be transferred to the hospital under the supervision of the workplace physician. The case shall be reported to the Pandemic Protection Team Leader by the GR manager. The Ministry of Health Call Center 184 shall be called and the instructions given by the officials shall be followed. The measures instructed by the relevant competent authority(s) shall be implemented.

If it is revealed that the guest has another disease after the examination at the hospital, the relevant Rixos procedure shall be followed until the guest recovers from the disease. The outcome shall be reported to the Pandemic Protection Team Leader by the GR manager.

Confirmed Case Among Guests

Once it is confirmed that the guest has been infected with Covid-19, a list of first degree employees and guests who might have come into contact with the guest shall be prepared. The names of these individuals shall be noted in isolation rooms by wearing masks and gloves before the Ministry of Health's filiation team arrives at the hotel. For first degree employees and guests who might have come into contact with such personnel, Ministry of Health Call Center 184 shall be called and the instructions given by the officials shall be followed. A space which is sufficient for at least 6 individuals, has good natural ventilation, and meets the social distancing rules shall be prepared for the filiation team.

The agency of the guest shall be informed by the GR manager.

How the guests shall continue their vacation shall be determined based on the decision of the filiation team for each guest (for personnel, see above). The guests who stays in the same room with the guest who has been found to be Covid-19 positive but shall be taken to the isolation room until their leave if they are found to be Covid-19 negative. Areas where the guest confirmed to have been infected comes into contact and the room shall be kept closed for 14 days, and then disinfected using hydrogen peroxide. At the end of 14 days, textile products such as duvet covers and towels shall be washed separately from those of other guests. The room shall be opened for use after disinfection with hydrogen peroxide.

Return of The Guest to The Hotel After Treatment

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Guests who reside in Turkey shall not be allowed back to the hotel after the treatment. Their belongings shall be collected by either themselves or preferably by their relatives after the treatment. When who do not reside in Turkey shall be taken to an isolation room after signing the **Post-Covid-19 Isolation Room Guest Undertaking Form** provided that the health care provider issues a report showing that it is appropriate for the guest to return to the hotel (the form is a legal obligation, if not signed, the guest's entry cannot not completed and the agency is informed). **The issues shall be notified to the Pandemic Protection Team leader before the guest arrives at the hotel. Security shall escort the guest from the vehicle (or the ambulance) to the room, but shall not enter the vehicle/ambulance. The relevant departments shall assist the guest during entrance (the guest is not taken to the front office). The security manager shall maintain staff in the area to ensure that the guest does not leave the room during their stay.** In the event that the guest's check-out date ends before the flight permit, a comp room request shall be made to the head office by submitting relevant documents in accordance with the **Complimentary Room Procedure**.

Serving The Isolation Rooms

The personnel to serve the isolation rooms shall put on and remove the PPE in the allocated staff dressing room next to the isolation rooms. The relevant PPE shall also be kept in this room.

F&B food and beverage service shall be provided entirely with disposable materials. The items shall be left at the door. The guest shall be requested to leave the empty items in a garbage bag.

Before the HK enters the room, the GR department shall call the guest to ensure the balcony door and windows are open to provide ventilation. **Guests shall be asked to go to the balcony.** HK shall turn off the air conditioning when they enter the room. The air conditioning shall remain off until the HK leaves the room. The guest shall be asked to put used towels and sheets in a garbage bag provided beforehand. HK shall put new towels and new sheets. Room and toilet cleaning shall be performed.

Before the technical personnel enters the room, the GR department shall call the guest to ensure the balcony door and windows are open to provide ventilation. **Guests shall be asked to go to the balcony.** Technical personnel shall turn off the air conditioning when they enter the room. The air conditioning shall remain off until the technical personnel leaves the room.



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11. COMMUNICATION WITH INTERNAL AND EXTERNAL AUTHORITIES IN EMERGENCY CASES:

Numbers which may be necessary in emergency cases listed in the emergency telephone numbers list shall be posted in places accessible to everyone and shall be kept up-to-date. In addition to the telephone, emergency teams shall also ensure intragroup communication via radios available to the team supervisors.

INTERNAL COMMUNICATION	
PERSON TO CALL	EXTENSION NO.
Physician	6900 – 6901 / 0533 705 2837
General Manager	0530 637 3110
Human Resources Manager	5580 / 0530 644 8176

Note: Calls shall be made upon the instruction of the employer representative.

EXTERNAL COMMUNICATION	
INSTITUTIONS TO BE CALLED	TEL NO.
THE MINISTRY OF HEALTH CALL CENTER	184
EMERGENCY SERVICE	112

12. VEHICLES AND HOSPITALS TO TRANSPORT THE PATIENTS AND INJURED:

- The patients and injured shall be sent to health institutions by means of a company vehicle or by ambulance.
- The employer/employer representative shall ensure that there is always a vehicle at the workplace during working hours.

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13. EMERGENCY PHONE NUMBERS:

- 184 (Ministry of Health Call Center)
- The phone number to be used in all emergency cases is 112 (ambulance, fire department, police, gendarmerie).

14. TRAINING AND DRILLS:

Training:

- The personnel shall be provided with training on all emergency cases that may occur and defined in this plan.
- The Business Manager shall be responsible for the preparation, planning, and delivery of the training.
- Teams formed for emergency cases shall be provided with training and informed about their duties.
- The competent authority shall organize “**EMERGENCY RESPONSE TRAINING**” against emergency cases in the workplace and records of such training shall be kept.
- The personnel shall be provided with “**FIRST AID TRAINING**” covering basic information and records of such training shall be kept.

Drills:

- Drills related to all emergency cases that may occur and defined in this plan shall be carried out with the personnel.
- Drills shall be planned to be carried out at least once per year by the management.
- After each drill, the relevant training forms shall be filled out and a detailed report with pictures of the drill shall be prepared. These reports shall contain a signed list of the personnel participating in the drill.

15. PRACTICES IN EMERGENCY CASES:

15.1. Checking The Measures Taken Against The Pandemic and The Way of Action

- The measures taken against the pandemic shall be constantly checked and equipment shall always be ready for use. A drill shall be performed (for 1 personnel and 1 guest case) to ensure preparedness for emergencies, method adequacy and awareness, and good understanding of the procedure. The personnel and the managers shall watch the Pandemic Team during the drill and necessary records shall be kept. The records shall be submitted to the senior management together with possible areas of improvement.
- Ambulance Entry Areas should not be kept occupied,



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Pandemic Protection and Response Instruction

- A quarantine zone should be defined at the facility,
- All personnel shall be informed about the telephone numbers and the way of action in case of disease.
- Ministry of Health Call Center: 184
- Fire call to the hospital or police station shall be made as follows:

“I am calling from Ekopark Trz. İnş. San.ve Tic. A.Ş. Rixos Premium Tekirova. Out address is Tekirova Mahallesi, Şehit Er Hasan Yılmaz Caddesi, No: 20 Kemer / Antalya. A Covid-19 patient was detected in our building at (time). Complaints of the patient include (cough, fever, etc.).”

MEASURES TO BE TAKEN IN CASE OF NATIONAL AND/OR REGIONAL CURFEW/INDIVIDUAL TRAVEL RESTRICTION:

Curfew/individual travel restriction begins with the notification made to the facility by the relevant authorities. Although curfew/individual travel restriction is a measure aimed at protecting the public health and applies to all citizens, business activities maybe exempted from such restriction if the country/region meets minimum requirements. Depending on the exemption statues of the facility, measures to be taken in addition to curfew/individual travel restriction are given below. In addition to these measures, additional measures to be instructed by the relevant authorities shall also be implemented.

16. MEASURES TO BE TAKEN IN CASE OF CONTINUED SITE OPERATION:

- The senior management shall decide who will be assigned at the site and necessary permits and approvals shall be obtained from relevant authorities.
- No one shall be allowed to enter the site without the approval of the relevant authorities. The security department shall exercise utmost care in this regard. The Security Manager shall personally follow the relevant process on-site.
- The Human Resources department shall be responsible for coordinating the personnel’s entry and exit, transportation, food and beverage provision and ensuring minimum hygiene conditions.
- In this context, especially the department supervisors, OHS expert, and workplace physician shall provide the necessary support to the HR department.
- Preventative measures shall be taken by identifying possible risk cases by measuring the body temperature of those who enter the site. The measurements shall be performed by the security (entry) personnel under the guidance and supervision of the workplace physician.
- Those found to have a body temperature above 37.6 °C shall immediately be referred to the workplace health unit and notified to the relevant authority. The person shall be isolated by the workplace health unit and transferred to the relevant health care provider.

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Pandemic Protection and Response Instruction

- The workplace health unit may measure the body temperature of the personnel on duty during working hours randomly.
- In the event that test results of employees on duty at the site and/or their family members, instructions and decisions of the relevant authorities (Ministry of Health, Ministry of Labor, etc.) regarding the operation of the facility shall be followed. If the operation is to continue in line with the measures taken by the authorities, body temperature of all personnel shall be measured by the workplace health unit on a daily basis.
- In the event that the authorities decide to terminate the operation of the facility due to events explained above and the facility is declared as a quarantine area, the measures defined under Item 18 of this plan shall be implemented.
- The aforementioned measures shall be maintained by all employees until curfew/individual travel restriction is lifted.
- Once the curfew/individual travel restriction is lifted, the measures specified in the PANDEMIC PROTECTION EMERGENCY RESPONSE AND ACTION PLAN shall be implemented until further notice.

17. MEASURES TO BE TAKEN IN CASE OF INTERRUPTED SITE OPERATION:

- The operation shall be stopped on the date and time specified in the notification by the relevant authorities. Until this date and time, all personnel shall be removed from the site in a controlled manner.
- The names of the Security, Technical Service, Accounting, Human Resources, Garden, Housekeeping, Kitchen personnel who must remain on duty at the site shall be determined by the relevant department supervisors under the coordination of the senior management and necessary permits for the personnel shall be obtained from the relevant authorities.
- After the cessation of work on the date and time specified, access to the facility shall be completely prohibited, except for on duty personnel.
- In case of an unusual/unexpected entry-exit request to the site, such access shall be provided upon the approval of the General Manager, with permission from the law enforcement, and under the supervision of the Security Manager.
- All department employees shall leave the site by taking the general security and OHS measures in their duty areas on the date and time determined by the facility's senior management.
- Before leaving the site, the general security and OHS measures described below shall be fulfilled under the supervision of the relevant department supervisor and all personnel shall be obliged to take such measures.

18. GENERAL SECURITY AND OHS MEASURES TO BE TAKEN:

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Pandemic Protection and Response Instruction

- Electronic devices that are out of use in work areas shall be turned off and shall not be left plugged.
- Doors and windows in work areas shall be closed.
- In case the process takes a long time, personal items which may be necessary and materials that may spoil such as food and garbage shall not be left in offices/work areas.
- Materials that may cause fire shall not be kept in offices or work areas.
- Such materials shall be stored and locked in appropriate storage areas in areas such as the technical workshop, etc.
- Necessary measures shall be taken against variable weather conditions in accordance with the “Adverse/Unusual Weather Events Operation Instruction”.
- If case of any change in addresses and contact information of the employees in this process, the department manager and the Human Resources Department shall be informed.
- Employees shall not leave their homes unless absolutely necessary (to get medicine, food and cleaning products, etc.).
- Employees are advised not to leave the city in case of emergency calls.

19. REPORTING

- After emergency response and normalization, a report shall be prepared by the Quality Department upon detailed examination.
- This report supported by photographs shall be expanded with the comments of each level in the organization.
- This report shall be the basis for the performance of corrective, preventive actions and Insurance-Compensation procedures.

20. RENEWAL OF THE EMERGENCY PLAN

- In case of changes which may affect defined emergencies or cause new emergencies to occur in the workplace, the emergency plan may be fully or partially revised depending on the magnitude of the impact.
- Notwithstanding the conditions specified under the first paragraph, emergency action plans must be renewed every two, four, and six years for workplaces classified as very hazardous, hazardous, and less hazardous, respectively.

Relevant Documents and Records

Record	Responsible	Archived for
Post-Covid-19 Isolation Room Guest Undertaking Form	Guest Relations	2 Years
Isolation Room Personnel Protocol	Human Resources	2 Years

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Pandemic Protection and Response Instruction

Isolation Room Personnel Control Form	Relevant department's manager	2 Years
Drill Form (free format)	Quality Manager	2 Years

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