



Instructions for Protection from and Response to Pandemic

1. PURPOSE:

The purpose of this document is to slow down/prevent the spread and to anticipate the results of an epidemic as described by the World Health Organization as PANDEMIC at the facility. It is prepared for other epidemic diseases that can occur worldwide, knowing that every measure we take in our workplaces, which are the most important places where people are gathered in large groups and are in contact with a large number of people, will have a significant impact on the protection of not only our employees but also their families and the entire society.

This instruction aims to specify:

- Disease Precautions in the Workplace
 - Disease Symptoms in the Workplace
 - Outbreak Diagnosis in the Workplace
 - Measures to be taken in line with Outbreak Diagnosis in the Workplace,
- that may arise during the activities carried out within **Fine Hotel Turizm İşletmecilik A.Ş Rixos Premium Belek Hotel**.

It also aims to:

- analyze the emergency situations that are likely to be encountered and to evaluate the risks that are likely to be encountered,
- identify teams that will ensure an accurate and effective emergency response,
- about emergency situations - to determine the duties, powers and responsibilities to include three stages: prior to the response, during the response and after the incident,
- plan the lines of action of these teams,
- provide in-depth notification and training to personnel that will take part in emergencies and general notification and training to other personnel in case of emergencies,
- prepare the materials and equipment to be needed in any emergency situation in advance and to keep them active by making the necessary controls,
- be ready with all elements by conducting exemplary emergency drills,
- get organized quickly in emergency situations, analyze the emergency situation and bring the situation under control as soon as possible,
- protect human health and human life,
- prevent the spread of the epidemic to the environment,
- comply with laws and regulations,
- communicate with government agencies and related private organizations in case of emergency,
- eliminate the emergency as early as possible and return to regular working conditions and continue regular operation,
- minimize the moral and material losses of the company by ensuring the above mentioned points.

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2. CONTENT:

The content of this plan includes an outbreak announcement affecting the work area of the **Fine Hotel Turizm İşletmecilik A.Ş Rixos Premium Belek Hotel** and all other epidemic diseases that may occur around the world or pandemic emergency works that may arise in another area and may affect the area of the facility.

If changes at the workplace occur that could affect the emergency situations set out or cause new emergencies, the emergency action plan will be renewed completely or partially, depending on the size of the impact. In addition, emergency action plans are renewed every two, four and six years, respectively, at very dangerous, dangerous and less dangerous workplaces according to the hazard classification. The Emergency Action Plan for this business organization must be renewed no later than APRIL 2026.

Business Title and Name: Fine Hotel Turizm İşletmecilik A.Ş Rixos Premium Belek Hotel

Workplace Address: Belek Mah. Kongre Cad. No 18/A Belek/Serik/Antalya

Business Registration Number: 255100101109863800712-63/000

Workplace Hazard Classification: LESS DANGEROUS

Line of Business: 551002 - Activities of accommodation places such as hotels, etc.

Processes of Preparation and Publication of the Emergency Action Plan

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Title: Class C OHS Specialist

Document No.: 19041

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3. DEFINITIONS:

3.1. Pandemic: It is the general name for epidemic diseases that spread and act on a very large area such as a continent and even the surface of the entire world .

3.2 Safety Ensured By: Staff, permanent consultant and administrative staff appointed by the facility.

3.3 Communication During Emergency: The notification of sudden and emergency situations that may occur within the business organization is made using the company telephone and mobile phones.

3.4 Periodic Checks: Health checks are carried out for personnel and periodic maintenance, testing and checks are carried out and recorded for all types of machinery, equipment, grounding and electrical installations used in the facility, as stipulated by the legal regulations.

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4. RESPONSIBLE PERSONS:

The employer’s representative is responsible for the instruction and all members of the OHS board are responsible for its execution. Additional responsibilities are defined in the instruction. All employees are responsible for following the instructions of the employer’s representative and OHS board and this instruction herein.

5. ACTIONS TO BE TAKEN WITHIN THE SCOPE OF PANDEMIC

5.1 ALL UNIT MANAGERS:

- Depending on the course of the outbreak, employees may take on multiple roles and/or may be appointed at different locations as needed. Scenarios are prepared by the department supervisors against any adversities in relation to the business continuity and the management of such changes in the correct manner; business and staff planning is made. The supervisor provides the relevant personnel with the necessary training to ensure business continuity.
- Employees with chronic diseases and a high risk of becoming sick are allowed to work from home in accordance with the recommendation of the on-site physician.
- Working from home or partial work from home shall not be considered as leave or vacation; such practice is implemented to ensure that our employees are not affected by the emergency. Therefore, employees working from home shall not be in crowded places (shopping malls, public transportation, etc.) that will pose a risk during the period when the employee works from home.
- The laptop and company phone must be turned on and readily available, there must be constant Internet connection, and the employees must be available during the period when the employees work from home or perform partial work from home.
- Employees working from home or performing partial work from home continue to work by taking into account the “Remote Work Protocol” they have signed.
- Employees who will be appointed with external tasks and will perform tasks that require contact with a large number of people are selected from those who do not have chronic diseases and are between 18 and 40 years of age.
- The process of discontinuation of facility service production depends on the regional or national quarantine decision taken by government authorities. Work/service will discontinue as a result of official notifications and the security of the property will be carried out in accordance with the decision of local authorities.
- The decision to lift the quarantine shall be made in connection with the notification by the local authorities to the facility’s "Senior Management". Facility’s senior management keeps all department managers informed by phone/mail so that their teams are available and ready to work.

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6. EMERGENCY COMMITTEE (OHS BOARD):

- The pandemic emergency committee consists of members of the OHS Board defined at the workplace. Members have been defined in the List of Members of the OHS Board.
- All actions in relation to the emergency are discussed at this board and decisions are made accordingly.
- The implementation and continuity of all actions of the relevant decisions are monitored and inspected by members of the OHS Board (Emergency Committee).
- In the event of an emergency, the on-site physician contacts the Ministry of Health, the Human Resources Department contacts the Ministry of Family and Labor, and the Security Department contacts the Security Forces.
- The Board decisions are published and communicated digitally via email to the parties concerned.

7. QUALITY AND RELEVANT PROTECTION DEPARTMENT:

- Posters related to the symptoms of and protection from the pandemic are hung, all informative materials including brochures, flyers etc. are shared and training is provided to all personnel.
- Public areas (toilets, resting areas, etc.) are checked daily by the facility health personnel, ensuring that any non-conformities are immediately remedied.
- Facility hand disinfectants are checked daily by the facility health personnel, ensuring that any non-conformities are immediately remedied.
- If a personnel that coughs, has a fever (38°degrees and above) and has difficulty in breathing is detected, the person is referred to the facility health unit and evaluated by the on-site physician, and if necessary, sent to health institutions.
- Evaluates the continuity of the measures planned to be taken under the "Protection from Pandemic Emergency and Action Plan" and informs and directs the Emergency Committee by investigating additional measures needed in the event of increasing spread of epidemic across the country and across the province.

8. 16 RULES THAT MUST BE OBSERVED IN WORKPLACE TO PROTECT FROM CORONA VIRUS ARE AS FOLLOWS:

16 rules defined below must be implemented, necessary visuals must be posted and informational meetings must be held.

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OCCUPATIONAL HEALTH AND SAFETY GENERAL DIRECTORATE

What to do at work to protect from **Covid-19**

In personnel shuttle and public transportation

1. Employees using the personnel shuttle and public transportation vehicle must reduce the contact with surfaces in the vehicle as much as possible.
2. Cleaning and hygiene must be maintained at frequent intervals, especially of the frequently contacted surfaces of personnel shuttles.

In work area

3. Employees should wash their hands with soap and water for at least 20 seconds before starting to work at intervals throughout the course of work.
4. Hand sanitizer with alcohol should be used where access to water and soap is not possible.
5. Tools and devices that are shared by other people such as finger swipe system that is used during employee entry into the workplace should not be used.
6. The hygiene standards of tools and devices that are shared by other people in working areas, sink, toilet, bathroom, handrails, faucets and dinners must be strictly observed.
7. Employees should be trained by facility health unit personnel for effective hand washing and their awareness of hygiene should be raised.
8. Personnel should avoid physical contact such as handshaking and hugging.
9. Contact with personnel with symptoms such as fever, coughing, flu should be avoided.

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10. Employees with cough, fever, recent travel abroad and any concerns should immediately contact their facility health unit personnel. Personnel traveling from abroad must work from home in accordance with the 14-day rule.
11. The workplace must be ventilated at regular intervals.
12. When coughing or sneezing, the mouth and nose must be covered with disposable wipes, and if there are no wipes, the mouth and nose must be covered with the inner part of the elbow. Hands must not touch the face.
13. Groups with risk such as employees with chronic disease such as immune system disease, diabetes, heart and lung disease, employees with weak immune system, elderly employees should be protected.
14. Suitable breathing protection (EN-149/FFP2 or FFP3) masks must be worn in work areas where there is a risk of contamination or direct contact with infected persons.
15. After the first examination to be carried out by the On-site Physician, the persons with the disease symptoms should be transferred to the nearest health institution, if deemed necessary.

During business travels

Business travel abroad must be postponed as much as possible. In cases where events such as conferences, congresses, etc. must be carried out, voice and video communication should be used first. In the event where business travel is inevitable, the recommendations of the Ministry of Health must be complied.

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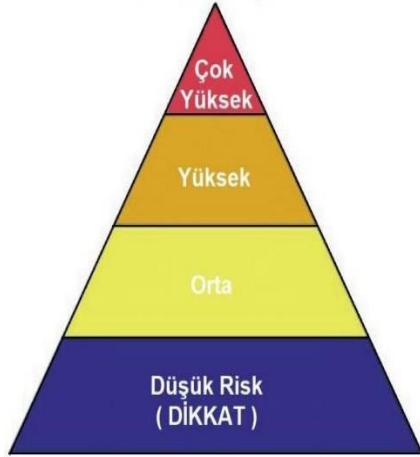
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9. PYRAMID OF IDENTIFICATION OF PANDEMIC RISK GROUPS:



	Suspicious Case
	Shift Employees Working Staff Operations Staff Security Personnel Staff Assigned Outside the City/Country
	Field Building Janitor Visitors Staff Appointed Off-site (Purchasing etc)
	Administrative and Other Staff

10. PYRAMID OF IDENTIFICATION OF PANDEMIC RISK GROUPS EMERGENCY PRECAUTIONS:

10.1. LOW RISK GROUP

10.1.1. GENERAL PRECAUTIONS FOR ALL EMPLOYEES, INCLUDING SUBCONTRACTORS:

- When getting out of the personnel shuttle or another public transportation vehicle and getting into the workplace, after contact with a foreign object brought into the workplace from outside or an object that is touched by other people (counter, coffee table, door knobs, etc.), after being in close distance (2 meters) with a foreign person or an individual who has symptoms of respiratory infection (coughing, sneezing, runny nose, fever-malaise, difficulty in breathing), hands must be washed with soap and water for at least 20 seconds, and hand sanitizer with alcohol should be used where access to water and soap is not possible. Mouth, nose and eyes should never be touched before washing the hands.
- All public areas (toilets, cafeteria, locker rooms, resting areas, etc.) are disinfected daily with cleaning fluid.
- A mixture of 5 liters of water with 10 milliliters of bleach is used as the cleaning fluid.
- Handshaking, hugging, kissing and any kind of greeting with body contact are prohibited.
- When coughing or sneezing, the mouth and nose must be covered with disposable wipes, and if there are no wipes, extra care should be taken to cover the mouth and nose with the inner part of the elbow.

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- There must be at least 1-meter distance between employees when possible during work.
- Social distance must be maintained during meal and break times.
- All indoor areas must be ventilated frequently.
- A balanced and healthy diet should be followed to strengthen the immune system. Enough sleep should be get. Food should be washed thoroughly before being consumed.
- Even if a person is diagnosed with regular upper respiratory infection, each sick personnel must work from home or isolate himself/herself at home until he/she recovers.
- Any pre-scheduled internal and external training within the facility will be suspended until further notice. Briefings about pandemic are excluded from this. The method and location of the briefings (outdoors if possible) are agreed by the on-site physician.
- All meetings with external participants (suppliers, customers, etc.) are delayed to a later date whenever possible.
- Meetings scheduled to be held at the facility are canceled. In case of necessity, the number of participants is reduced and the duration of the meeting is shortened.
- Digital media shall be preferred for all meetings if infrastructure and facilities allow.
- It has been decided that the personnel cafeteria, which is a shared area, will be moved to Turkuaz Restaurant where everyone will wait in the line by leaving 1-meter distance and eat individually, and the restaurant will be used in accordance with the hotel and contractor staff's defined time slots below.
 - 11:30-13:00 hotel operations staff
 - 13:00-13:30 hotel office staff
 - 13:30-14:00 contractor staff

It has been decided to put marks on the floor to ensure a safe distance of 1 meter in the food line. All employees must comply with this rule.

- It has been decided to move the personnel cafeteria to the Turkuaz Restaurant to have everyone eat individually and to have all employees (including guests) get their tea/coffee themselves until further notice.
 - Disposable plates, forks, spoons, salt and pepper etc. will be used. Packed bread will be served.
 - Recreation Facility is closed for use. Gaming equipment that can be shared and cause cross-contamination (billiards, table football, etc.) will not be used.
- Personnel shuttle, housing and personnel cafeteria will be disinfected daily by ULV disinfection system, and the offices will be disinfected with the same system on a weekly basis.
- Personnel uniforms and clothes will be changed daily. Used uniforms and clothes will be washed at least at 60-90 degrees centigrade.
 - The entrance and exit points at the personnel housing units may be controlled. Entry

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and exit may be stopped, except for mandatory cases.

- Wearing masks is mandatory for all personnel at all times. For tasks where it is not possible for personnel to work by keeping the necessary social distance, a mask and a face shield visor must be worn. Masks are replaced several times a day.

10.1.2. OFFICE STAFF:

- In case of office furniture/equipment that are shared by various people, users must wash and disinfect their hands every hour.
- Offices must be ventilated every hour to allow fresh air to circulate in the environment.

10.1.3. DRIVERS AND BUGGY USERS:

- Before using the vehicles, the contact points such as the steering wheel, control buttons, etc. must be cleaned with disinfecting fluid.
- A chlorine-based chemical is used as a cleaning fluid.
- Hands are washed before and after cleaning.
- Gloves are used during cleaning.

10.2. MEDIUM RISK GROUP:

10.2.1. FACILITY SITE BUILDING JANITOR:

- Hands are washed before and after cleaning.
- Gloves are used during cleaning.
- A chlorine-based chemical is used as a cleaning fluid.
- Door handles, handrails, electrical switches, office phones, computer keyboards, printer control panels, etc. that are frequently touched are cleaned daily with disinfectant.

10.2.2. VISITORS:

- Entrance to premises will only be limited to mandatory personnel and business visitors.
- Access to the premises must be conducted in a controlled manner. The body temperature of every person coming in will be measured. The health department will be informed of any person with the signs of disease.

10.2.3. PERSONNEL ASSIGNED OUTSIDE THE SITE:

- All travel plans to the city, all meetings to be held outside the hotel are approved by the General Manager.
- A personnel who goes outside the hotel for business purposes must avoid crowded areas.
- Travel plans to the city must be reviewed and personnel should not travel, if not necessary.
- Public transport should not be used; available company cars should be used.

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10.3. HIGH RISK GROUP:

10.3.1. SECURITY PERSONNEL:

- When people showing symptoms of disease such as high fever, dry cough, etc. are detected, they must not be taken to the port area and authorities must be notified.
 - Personnel who receive paperwork from vehicle drivers must frequently wash or disinfect their hands.
- The security personnel involved in entry operations must frequently wash or disinfect their hands.
- During body temperature measurements at entry and exit points it has been decided that personnel wear masks and gloves, and perform the personnel body search procedures with gloves.
- Equipment that are shared such as public computer, radio, controller, etc. should be cleaned frequently and hands should be washed or disinfected after each use.

10.3.2. SHIFT EMPLOYEES:

- It is mandatory for all personnel working on the shift to wear masks.
- Hand contact with the shift employees should be avoided.
- Hands must be disinfected each time the work area is changed.
 - Food and beverages that are offered must not be consumed while working.
- Work should be performed with minimum personnel and minimum time during shift operations.
- Contact with guests and employees from potentially infected areas should be avoided.

10.3.3. OPERATIONS STAFF:

- It is mandatory for all personnel working on the shift to wear masks.
- Hand contact with the operations employees should be avoided.
- Hands must be disinfected each time the work area is changed.
 - Food and beverages that are offered must not be consumed while working.
- Work should be performed with minimum personnel and minimum time during operations.
- Contact with guests and employees from potentially infected areas should be avoided.

10.3.4. PERSONNEL ASSIGNED OUTSIDE THE CITY/COUNTRY:

- All foreign and domestic business travels will be suspended until further notice.
- Employees traveling for compulsory purposes such as returning from overseas must work from home for 14 days.
 - If necessary, the employee will be quarantined at home with the direction of on-site physician and the approval of senior management.

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- Transit flights shall not be preferred in order to minimize the risk of infection during return flights.
- Overcrowded lounges at airports shall be avoided.
- Use of products that can be contaminated by contact in places such as hotels, planes, buses, etc. shall be avoided.
- Entering in crowded places during travel breaks are prohibited; pre-packed food must be consumed; contacting other people in less than 2-meters distance is not allowed during breaks.

10.4. Suspected Cases and Case Conditions

10.4.1 Isolation Rooms and Personnel

The number of isolation rooms are prepared as set out in the relevant regulations for isolation procedures. In addition, the locker room is reserved for the serving staff. These rooms are 2157, 2159, 2161, 2163, 2165, 2167, 2169, 2171, 2173, 2175 and 2175 for the guests and 2155 for the staff. The names of personnel who will serve these rooms are identified as set out by the Ministry of Tourism regulation No. 2020/6 dated July 1, 2020, the personnel sign additional protocols and are given additional Covid-19 protective training. When service is commenced, the **Quarantine Rooms Personnel Control Form** is recorded on a room basis. When this personnel starts the isolation room service, they undergo a daily check by the on-site physician.

These rooms must be readily equipped with at least 20 ffp2/3 or equivalent face masks, 3 medical goggles or full face shield visors, 15 medical overalls (hooded), 1 pack of gloves per each personnel and 1 thermometer per isolation room. The mask, overall and goggles/visors to be used for isolation procedures are readily available in the personnel locker room to be used in case of a possible incident. Before and after the service, the personnel must wear and remove clothing in the isolation locker room. Clothing/PPE is thrown out at each exit from the isolation room.

10.4.2 Potential Case/Case:

Suspected Personnel Case

Personnel who are identified with high fever by using a thermal camera and/or by manual body temperature measurement or show other symptoms of Covid-19 (skin rash, skin redness, coughs, loss of taste/smell) are first put on with masks and gloves. The facility health unit is then informed and necessary precautions are taken. The on-site physician is called and the sick personnel is accompanied to the facility health unit by the department manager or supervisor. The accompanying person wears a mask, a visor and gloves.

If, after the on-site physician's examination, it is decided that the personnel is a suspected Covid-19 case, the on-site physician accompanies the personnel to the hospital by an

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ambulance. The situation is reported by the department manager to the Pandemic Security Team Leader, HR Manager and OSH Specialist. The Ministry of Health Hotline 184 should be called to follow the instructions given by the official. The measures specified by the relevant competent body(s) are carried out.

If it is found after hospital examinations that the personnel has another sickness, the personnel does not come to work in accordance with his/her medical report until the he/she recovers. The outcome is reported by the department manager to the Pandemic Security Team Leader, HR Manager and OSH Specialist.

Confirmed Personnel Case

Once the personnel has been confirmed to be infected with Covid-19, a list of employees and guests that the employee may have contacted is prepared. These people are taken in isolation rooms, by putting on masks and gloves, until the Ministry of Health Filiation Team arrives at the hotel. The Ministry of Health Hotline 184 should be contacted to follow the instructions given by the official for such employees and guests that the infected personnel has come into contact with. An area with high natural ventilation that is big enough to fit at least 6 people that will allow enough space in terms of social distancing is prepared for the filiation team. This area is the Green meeting room at Rixos Hotel Premium Belek.

The personnel identified in low risk group by the filiation team will return to work if hotel management approves. Personnel identified in medium and high-risk groups are sent for isolation outside the workplace. The HR Manager organizes the annual leave status of this personnel (please see the guest section for guests).

The areas of the workplace and the isolation room in which the confirmed infected worker worked and contacted are initially kept closed for 24 hours after the infected personnel exits, followed by disinfection with hydrogen peroxide.

If the staff stays in the personnel housing, the room will be kept closed and quarantined for 14 days. After 14 days, textile products such as bed linen and towels are put in separate bags and washed separately from the textile products of other staff and after 14 days they are disinfected with hydrogen peroxide.

Personnel are allowed to spend quarantine time at home after medical treatment. Foreign personnel and personnel who are clearly identified as having no place to return in their home towns can be accommodated in isolation rooms with the approval of hotel management. The HR Manager will make necessary reminders to the personnel to receive reports from the family physician during this period.

The employee whose treatment is completed will continue to work by informing his/her employer with the report he/she obtained from the health institution confirming that there is no risk for him/her to return to work. Health inspection by the on-site physician is performed if desired.

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Suspected Guest Case

The guest who is identified with high fever by using a thermal camera and/or by manual body temperature measurement or shows other symptoms of Covid-19 (skin rash, skin redness, coughs, loss of taste/smell) is approached in accordance with the **Suspected Covid-19 Personnel Communication Instruction** and are first put on with masks and gloves after obtaining the guest's approval. The facility health unit is then informed and necessary precautions are taken. The on-site physician is called and the guest is accompanied to the health unit by the GR department manager or supervisor. The accompanying person wears a mask, a visor and gloves.

If, after the on-site physician's examination, it is decided that the guest is a suspected Covid-19 case, the on-site physician accompanies the guest to the hospital by an ambulance. The incident is reported to the Pandemic Security Team Leader by the GR department manager. The Ministry of Health Hotline 184 should be called to follow the instructions given by the official. The measures specified by the relevant competent body(s) are carried out.

If it is found after hospital examinations that the guest has another sickness, the relevant Rixos procedures will be followed in accordance with the guest's medical report until the guest recovers. The GR Department Manager communicates the outcome to the Pandemic Security Team Leader.

Confirmed Guest Case

Once the guest has been confirmed to be infected with Covid-19, a list of employees and guests that the guest may have contacted is prepared. These people are taken in isolation rooms, by putting on masks and gloves, until the Ministry of Health Filiation Team arrives at the hotel. The Ministry of Health Hotline 184 should be contacted to follow the instructions given by the official for such employees and guests that the infected personnel has come into contact with. An area with high natural ventilation that is big enough to fit at least 6 people that will allow enough space in terms of social distancing is prepared for the filiation team.

The GR Manager will inform the guest's agency about the matter.

How guests will continue their vacation is determined by the decision of the Filiation team for each guest (see above for personnel) The guest staying in the same room with the Covid-19 positive guest but tested negative will definitely be taken to the isolation room until departure from the hotel. The areas and the guest's room in which the confirmed infected guest contacted are initially kept closed for 14 days after the infected guest exits, followed by disinfection with hydrogen peroxide. After 14 days, textile products such as bed linen and towels are put in separate bags, transported and washed separately from the textile products of other guests. After 14 days, disinfection with hydrogen peroxide is performed.

Return of Treated Guest to the Hotel

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Guests living in Turkey will not be permitted back to the hotel after their treatments. It is preferred that either these guests or their relatives collect the belongings of the guests after treatment. When a guest whose residency is not in Turkey and whose treatment has been completed, comes to the hotel with the report he/she obtained from the health institution confirming that there is no risk for him/her to return to the hotel, the **Post-Covid-19 Isolation Room Guest Commitment Form** is signed by the guest and the guest is taken to the isolation room (the form is a legal requirement, if the guest does not sign the form, check-in procedures are not completed and the guest's agency is informed). The Pandemic Security Team Leader will be notified before the guest arrives at the hotel. Security accompanies the guest to his/her car (or ambulance) or room, does not get in the car/ambulance. The relevant departments will accompany the guest to the entrance of the hotel (the guest is not taken to the front desk). The Security Manager keeps personnel in the area to ensure that the guest stays without leaving his/her room. In the event that the guest check-out date is before the guest receives a report indicating that the guest is fit to fly, a complimentary room request is made to the head office according to the **Complimentary Room Procedure** with the relevant documentation.

Service to Isolation Rooms

Personnel who will serve in the isolation rooms will wear and remove PPE in the separate locker room next to the isolation rooms. The relevant PPE is also provided in this room.

The Food and Beverage service is completely made with disposable products, the service trolley is left at entrance of the room, guests are requested to dispose of their garbage in the garbage bag left with the service when the empty dishes are taken.

GR calls the room before HK enters the room and asks the guest to open the balcony door and windows, allowing the room to be ventilated. Guests are requested to go out to the balcony. HK turns off the air conditioner when in room. HK staff does not turn it on until he/she goes out the room. When HK is serving, the guests are asked to put the sheets and towels in garbage bags that are previously provided by HK. New towels are left and new sheets are laid by HK. Room and bathroom cleaning is carried out.

GR calls the room before technical staff enters the room and asks the guest to open the balcony door and windows, allowing the room to be ventilated. Guests are requested to go out to the balcony. Technical staff turns off the air conditioner when in room. HK staff does not turn it on until he/she goes out the room.

11. INTERNAL COMMUNICATION AND COMMUNICATION WITH EXTERNAL AUTHORITIES IN CASE OF EMERGENCY:

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Telephone numbers listed in the emergency telephone list, which may be required in case of emergency, must be hung within reach of all persons and must be kept up to date. Apart from contacting by telephone, emergency teams will also communicate with radios carried by team supervisors.

INTERNAL COMMUNICATION	
POINT OF CONTACT	EXTENSION
Doctor	4650 / 05076340650
General Manager	6804 / 05306448004
Human Resources Manager	7878 / 05306447878

Note: Will be called upon the instruction of employer's representative.

EXTERNAL COMMUNICATION	
INSTITUTIONS TO CONTACT	PHONE NO.
MINISTRY OF HEALTH HOTLINE	184
EMERGENCY SERVICE	112

12. VEHICLES AND HOSPITALS TO WHICH PATIENTS AND INJURED PEOPLE WILL BE TRANSFERRED:

- Patients and injured people are transferred to health care facilities by the company cars available in the premises or by ambulance.
- Employer/Employer's Representative ensures that vehicles are available at all times during business hours.

13. EMERGENCY PHONES:

- 184 (Ministry of Health Hotline)
- All emergency calls are made to 112 (AMBULANCE, FIRE DEPARTMENT, POLICE, GENDARMERIE)

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14. TRAINING AND DRILLS:

Training:

- Training will be provided to personnel involved in any emergency situation that may occur and is described in this plan.
- The Facility Manager is responsible for the preparation, planning and conduct of the training to the personnel.
- Teams prepared for emergencies are provided trainings about their duties and notified internally.
- “EMERGENCY RESPONSE TRAINING” is provided and recorded by the authorized organization against any emergency that may arise at our facility.
- “FIRST AID TRAINING” is provided and recorded to ensure that employees have a basic understanding of first aid.

Drills:

- Applied drills are carried out with personnel involved in any emergency situation that may occur and is described in this plan.
- Drills are planned by facility management to be conducted at least 1 per year.
- After each drill, the relevant training sheets are completed and a detailed report with visuals of the drill is prepared. These reports shall include signed lists of personnel participated in the drill.

15. PRACTICE DURING EMERGENCY:

15.1. Control of the Measures Taken Against the Pandemic and the Line of Action

- The measures taken against the pandemic are constantly controlled and the equipment is always kept available and ready for use. One (1) drill per month (1 personnel and 1 guest case) is conducted and recorded by the Pandemic team, personnel and managers participating in the drill to monitor the readiness, method adequacy and familiarity, and mastery in procedures. This is communicated to the senior management with issues to be improved.
- The Ambulance entrance areas must be cleared at all times,
- The quarantine area of the facility should be determined,
- All employees are informed about the phone numbers and trained about the lines of action that they will follow at the early phase of a disease.
- Ministry of Health Hotline: 184
- Reporting a fire to the Hospital or Police Department will be performed as follows;

“I am calling from FINE OTEL TURİZM İŞLETMECİLİK A.Ş. RIXOS PREMIUM BELEK HOTEL. A corona virus patient was detected at the following address: BELEK MAH.

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KONGRE CAD. No:18/A BELEK - SERIK/ANTALYA at ... hours. The complaints of the patient are (coughing, fever) etc.”

16. PRECAUTIONS TO BE TAKEN IN THE EVENT OF A NATIONAL AND/OR REGIONAL CURFEW/INDIVIDUAL ROAMING RESTRICTION:

Curfew/individual roaming restriction begins based on notification made by government agencies to the facility. Although curfew/individual roaming restriction involves a measure to protect the health of society and covers every individual, commercial activities can be exempted from this restriction to meet the minimum basic needs of the country/region. Measures to be taken in addition to the measures taken in connection with the exemption of facility operation from restriction, are defined below. Apart from these defined measures, additional measures to be communicated by government agencies are also strictly implemented.

17. PRECAUTIONS TO BE TAKEN IF FACILITY SITE WORK IS CONTINUED:

- The senior management of the facility will determine who will be assigned at the facility site and the necessary permits and approvals will be obtained from the local authorities.
- No person without an assignment approval from local authorities is allowed to enter the facility site. The security department places the utmost importance in this matter. The Security Manager follows the relevant process in person.
- The Human Resources Department is the point that coordinates the entry and exit of the designated persons to the facility, transportation, food and drinking and the ensuring of minimum hygiene conditions.
- The occupational safety professional, the on-site physician and particularly the designated department supervisors provide the HR department the necessary support.
- Prevention measures are taken to detect potential risk cases by measuring the body temperature of everyone entering the facility. This measurement is performed by security (gate entry) personnel with the direction and control of the on-site physician.
- The person whose body temperature is measured at above 38°C is referred to the facility health unit immediately and the relevant supervisor is informed. The person is isolated by the facility health unit and transferred to the relevant medical institution.
- Facility health unit personnel can monitor the pandemic by measuring the body temperature of the personnel on duty during work hours on a sampling basis.
- In the event of positive test results of personnel working at the facility work and/or at their family members, the guidelines and decisions of government authorities (Ministry of Health, Ministry of Labor, etc.) about the functioning of the facility site are followed. If the functioning will continue in accordance with the precautions and measures taken by the

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government authorities, the facility health unit will measure and evaluate the body temperatures of the personnel on a daily basis.

- In the event that the government authorities decide to terminate the operation at the facility site based on the above-mentioned incident and the site is declared as quarantine area, the measures defined in the heading “No. 18” of this plan starts to be implemented.
- The continuation of the above defined functioning is ensured by all employees until curfew/individual roaming restriction is lifted.
- The implementation of the measures in PROTECTION FROM PANDEMIC EMERGENCY RESPONSE AND ACTION PLAN with the lifting of curfew/restriction is valid until second decision.

18. PRECAUTIONS TO BE TAKEN IF FACILITY SITE WORK DISCONTINUES:

- Discontinuing the work begins on the date and time specified by the government authorities. Until this time period, people are taken out of the facility site in a controlled manner.
- Security, Technical Services, Accounting, Human Resources, Gardening, Housekeeping, Kitchen personnel names that must remain on duty on site are determined by the relevant department supervisors in coordination with the senior management and necessary approvals are obtained from the relevant government authorities.
- Entry into the facility is strictly prohibited, except for personnel on duty, after the defined time period for the discontinuation of the work.
- The Safety Manager is responsible for any unusual/unexpected entry-exit request to the facility site and obtains the approval of the General Manager and permission of the security forces.
- All department employees shall leave the facility by taking general safety and OHSE measures of their workplaces at the time and date set by facility senior management.
- Prior to leaving the facility, all employees are obliged to carry out the general safety and OHSE measures described below under the responsibility of the relevant department supervisor.

19. GENERAL SAFETY AND OHS PRECAUTIONS TO BE TAKEN:

- Electronic devices that are out of use in work areas must be switched off and plugs must be unplugged.
- The doors and windows in the work areas must be closed.
- Personal items you may need and food that will probably decay, and rubbish, etc., must not be left in offices/workspaces in case the process takes longer than expected.
- Fire-causing materials shall not be kept in offices and workplaces.

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- Such material must be kept under lock and in suitable storage places in locations such as technical workshop, etc.
- Due to possible fluctuating weather conditions, measures are taken taking into account the “Instructions for the Operation during Bad/Unusual Weather Events”.
- If there are any changes in the address and contact information of employees during this process, the department manager and the Human Resources Department must definitely be informed.
- Leaving the house is not allowed except for essential circumstances (medicine, food and cleaning products, etc.).
- Employees are recommended to not leave the city against the possibility of being called in an emergency.

20. REPORTING

- When the emergency situation is responded and the environment has returned back to normal, a report must be prepared by the Quality Department after a thorough inspection.
- This report shall also be supported by photographs and be developed by including comments of each level of the Organization.
- This report will be fundamental for the execution of corrective, preventative activities and Insurance-Compensation transactions.

21. RENEWAL OF THE EMERGENCY ACTION PLAN

- If changes at the workplace occur that could affect the emergency situations set out or cause new emergencies, the emergency action plan will be renewed completely or partially, depending on the size of the impact.
- Regardless of the circumstances set out in the first paragraph, the emergency action plans prepared are renewed every two, four and six years, respectively, at very dangerous, dangerous and less dangerous workplaces according to the hazard classification.

Related Documents and Records

Registration	Responsible Person	Archive Period
Post-Covid-19 Isolation Room Guest Commitment Form	Guest Relations	2 Years
Isolation Room Staff Protocol	Human Resources	2 Years
Isolation Rooms Staff Control Form	Relevant department manager	2 Years
Drill Form (free format)	Quality Manager	2 Years

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