



SAFE TOURISM CERTIFICATE: One of the first of its kind, Safe Tourism Certification Program led by Culture and Tourism Ministry has been developed with the contributions of Ministry of Health, Ministry of Internal Affairs, Ministry of Foreign Affairs and in cooperation with all the stakeholders in the industry.

Accreditation institutions that have been authorized to inspect accommodation facilities, food & beverage facilities, tour and transfer vehicles, culture, art and congress facilities, theme parks, ski lift and sea tourism facilities based on various international standards and criteria to issue Safe Tourism Certification Program verification conduct hygiene and health inspections and do compliance assessments. Following those inspections and assessments, the institutions put their findings in reports and then periodically send inspectors to facilities which have applied to the program to check whether the services are provided according to the criteria.

Facilities which have received the verification also be announced on Ministry of Culture and Tourism's website. The Safe Tourism Certification logo is placed on visible areas inside the verified facility. There are QR codes on all logos and through these QR codes, all guests and customers have access to facility's inspection data. This way, the whole process have gained transparency.



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This certification recommended by Turkey Tourism Promotion and Development Agency is issued by RoyalCert Belgelendirme ve Gözetim Hizmetleri A.Ş.

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TUSAN OTELI

has met the requirements of the "Assessment Criteria for COVID-19 and Hygiene Measures to be Implemented in the Hotels and their Food & Beverage Venues during the Pandemic"

published within the framework of the "Safe Tourism Certification Program" and has become entitled to receive "Safe Tourism Certificate".

Certificate Number
RYL-00107

M. Alphan Namlı
RoyalCert Turkey CEO

Date of First Certification 24/06/2020

Issued On 09/10/2020

Date of Expiry 09/11/2020

Facility Type
Accommodation Facility



TROIA TUSAN HOTEL HYGIENE POLICY AGAINST COVID -19

An effective management model is followed against COVID-19 for the health of our guests in Troia Tusan Hotel. The main basis of our service and all operational and organizational structures of it is always human health and safety in our hotels.

In this context;

1) Staff Hygiene

- All of our staff sign a commitment declared that staff would obey the COVID-19 struggle program and personal hygiene rules completely, and would show sensitivity to in-house applications.

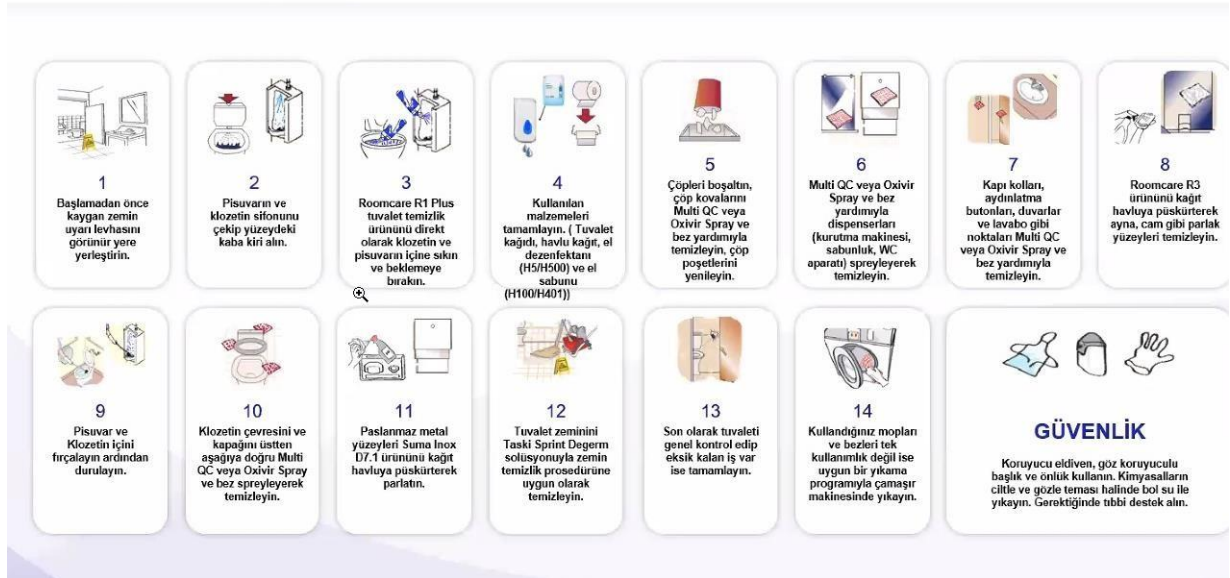
See **Appendix 1: Workplace Guidance for COVID-19**

- Daily applications are reported and checked by Department chiefs in Daily meetings
- Join of all new staff to COVID-19 struggle training program is mandatory
- All staff join disinfection and hygiene practices training periodically

2) Precautions for all areas:

a. General Areas

- i. All necessary high level precautions are taken. Entrance, lobby, reception, consierge, common WC, common sitting areas, etc... are disinfected with Diversey disinfectant in every 2 hours periodically. Disinfection of surfaces that especially contacted by everybody as door handles, knobs, hard surfaces, batteries, etc... are shown sensitivity.
- ii. There are cologne and hand disinfectant in the welcoming areas. Masks and gloves are available upon guest request.
- iii. Staff in the welcome area, welcome our guests with masks.
- iv. Arriving suitcases are carried by bellboys after disinfection.
- v. Front Office, Reception and Administrative Offices are wiped by disinfectant periodically all day long.
- vi. Hotel entrance has disinfectant doormat.
- vii. General Areas Cleaning Instruction is specified in the schedule below.



3) All Food & Beverage Area precautions (Restaurants, Common sitting areas, general halls)

- i. Table and chairs are disinfected before service time in all our Food & Beverage areas. Same operation repeat before all new guest periodically. Surfaces of these areas are wiped by disinfectant every two hours all day long.
- ii. There are hand disinfectant on the entrance of all Food & Beverage areas and all guests are guided to use them.
- iii. Opportunities that minimized CROSS CONTAMINATION were reviewed. Controlled Entry is provided for hotel general areas, backgrounds, production and storage areas, restaurants, etc... by reorganization of Food-Staff-Guest-Equipment route/traffic (determine the identification of the zones and the list of staff of those zones).
- iv. Staff serve with mask in all Food & Beverage areas.
- v. Seating that maintain social distance in common areas as all restaurants and seating areas is provided.
- vi. Marking system that show the table, chair and service equipment was prepared for each guest and did not carry any microbial load from the previous use is proved as below:
 1. Tables and chairs are wiped with disinfectant after the guest leaves the table. When the new guest arrives, the table and chair armrests are wiped again with the disinfectant in front of the guest and then the guest is seated. Staff disinfects their hands with disinfectant in front of the guest before service.
 2. There is no service to the tables before the guest arrives in restaurants and all tables are empty. Services bring to the table in front of guest (fork, spoon, knife, salt, pepper, napkin are in packages now).
 3. Ice machines are disinfected 4 times a day and their monthly fine cleaning are never disrupted.

- vii. The places that are frequently touched by hand in the Bar and Buffet areas are indicated below.

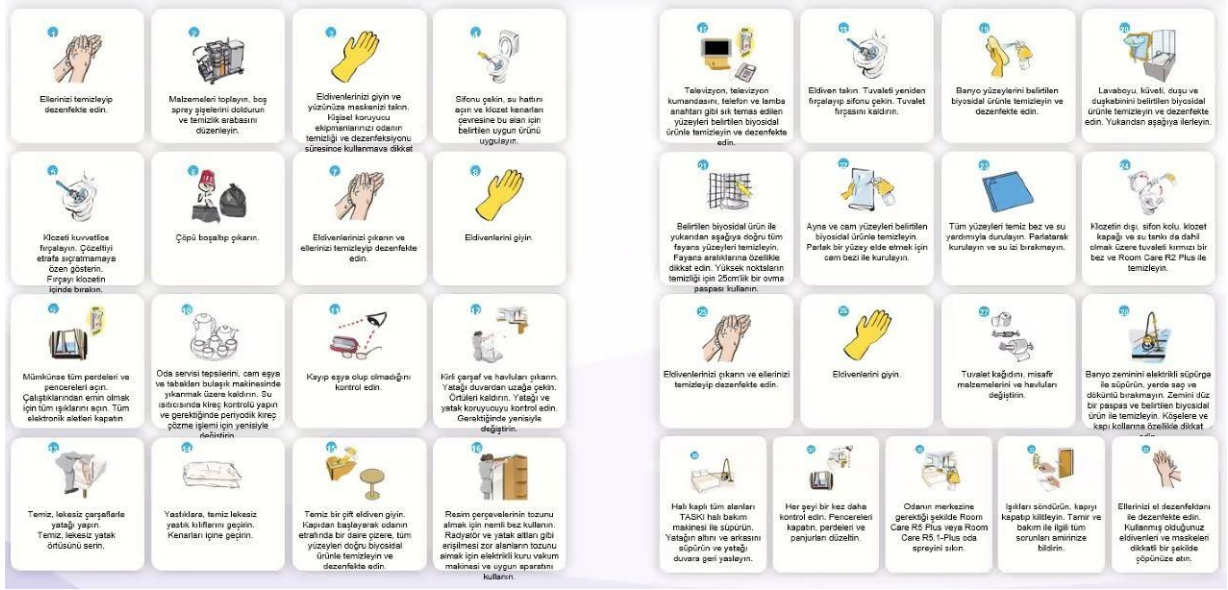


b. Rooms

- All rooms are disinfected and ventilated by staff who had mask and gloves equipment after check out. Fine hygiene cleaning is made after ventilation. After all process entrance is not allowed except the next guest.
- Disinfection of surfaces that especially contacted by hands, door handles, batteries, touched buttons, phone handset, TV and aircondition remote controllers, stands, tables, nightstands are shown sensitivity.
- Rooms are ventilated minimum two hours during cleaning.
- The places that are frequently touched by hand in a room are indicated below.



v. Room cleaning and hygiene procedures are stated below.



c. Room Textiles

- Room textiles are washed daily with special hygienes chemicals in 80 degrees in industrial washing machines after guest check out. After washing they are dried and ironed in 80 – 100 degrees, then folded and cut its contact with external environment by bagged.
- In order to prevent dust and particles from being formed during the folding of the bed linen, sheets and towel products used by the guest, they are taken to laundry by sacking without whipping and shaking..

4) Food presentation and preparation

- All our food products are produced and stored at the standards set by the Directorate of Provincial Agriculture and Directorate of Provincial Health.
- All kitchen staff is subject of extra hygiene practice special to the kitchen.
- Open products are portioned and served upon guest request by kitchen and service staff with mask and gloves in order to prevent any contact of guest in open buffet presentations.
- Service staff presents Ala carte and spread course to guest in half board accommodations.
- The places that are frequently touched by hand in kitchen are indicated below.



- Kapı Kolları
- Musluklar
- Sabunluklar
- Elektrik Anahtarları
- Gıdyla temas eden yüzeyler
- Çatal, bıçak vb. tüm mutfak gereçleri
- Kapılar
- Dolap kapakları ve kulpları
- Dolap kapakları ve Mutfak ekipmanları (Mixer, Buzdolabı, Fırın vs.)

f. Hand washing procedures are stated below.

 <p>1 Dozaj ekipmanlarını kullanarak birden fazla evye varsa 1. evyeye yoksa ayrı bir kaba Suma Micro D1.9 solusyonunu su ile hazırlayın.</p>	 <p>2 Kaba kirleri çöpe sıyırın. Gerekliğinde 2. evyede soğuk su ile ön yıkama yapın.</p>	 <p>3 Suma Micro D1.9 solusyonu ile bulaşık fırçası, ovma pedi kullanarak 1. evyede temizlik yapın.</p>
 <p>4 2.Evyede tazyikli <u>ekar su</u> ile durulayın.</p>	 <p>5 Malzemeleri temiz bir yüzeyde kurumaya bırakın. Büyük parçaları yerden en az 15 cm yüksekte temiz bir yüzeyde kurutun.</p>	 <p>6 Kuruyan malzemeleri ait olduğu raflara dizin veya ait olduğu ekipmana montajını yapın.</p>

5) STORAGES

- All dry food and cold storages are disinfected periodically.
- Storage and food safety controls are carried out periodically.
- Applying of hygiene rules of staff is the most important issue on goods exit from storages.

6) GOODS ACCEPTANCE AREAS

- All outer packaging is peeled off and inner packaging is disinfected by appropriate methods (steam, pulverized disinfectant will be used) during goods acceptance.
- Suppliers are informed exactly in the same way as hotel staff to follow all protective clothing and precautionary rules (Supported with also written, guiding content)
- Currently applied shipment vehicle control procedures are implemented with the hardest form.

7. Pool

- Pool special hygiene procedures are applied when its closed in the morning and evening.
- Special purification system ensures the protection of sensitivity rates of water continuous 7/24.
- Hygiene of pool water is controlled every 2 hours during working hours by taking samples.
- Monthly approval is given to the general operation of the pool via sampling by directorate of provincial health.
- Sunbeds and tables are placed considering the social distance at the poolside.
- All sunbeds are disinfected after use.

8. Beach

- a. There is hand disinfectant at the entrance of beach and the guests are informed for using disinfectant.
- b. All tables and chairs in the beach cafe are disinfected before service. The same process is determined periodically at the change of guests. General surfaces in these areas are wiped with disinfections in every 2 hours during the day and generally after the service.
- c. Placement of the tables is provided by maintaining social distance.
- d. All sunbeds are disinfected after use.
- e. Sunbeds are placed considering the social distance

APPENDIX1: Workplace Guidance for COVID-19

ENTRANCE AND EXIT OF WORKPLACE AND WORKING ENVIRONMENT INSTRUCTIONS

- All instructions announced by the epidemic team to the employees will be followed.
- If you have fever, cough, shortness of breath and similar complaints, do not go to work, inform your workplace and contact the nearest health institution.
- Avoid contact with sick people (if possible, at least 3 steps or 2 meters). Hands are cleaned frequently, especially after direct contact with sick people and their environment.
- Shower should be taken every day and nails should not be long.
- Do not allow any of your personal items (comb, brush, make-up, toothbrush, etc.) to be used by anyone else.

BIOLOGICAL RISK AGENTS THAT MUST BE FOLLOWED AT WORKPLACE (CORONAVIRUS) INSTRUCTIONS

- Staff who use public transportation, service and private vehicles will use disposable masks and gloves while coming from home, they will be removed and disposed of the glove in a way not to touch the outer surface upon entering the workplace.
- Minimize the contact possibly with all vehicles and surfaces in vehicles.
- Employees will wash their hands with soap and water for at least 20 seconds before the work and periodically during the work.
- Behave according to the social distance rule (3 steps or 2 meters distance), no accumulation and crowding will be made in the working and resting areas. It will not spit on the floor.
- Employees will have be measured their fever with a contactless thermometer at the entrance to the workplace.
- If possible, the bottoms of shoes will be disinfected at the entrance to the workplace.
- According to social protective distance rule, it will not behave like handshaking or hugging and the face area will not be touched by hands.
- Contact of work clothes and external clothes will be prevented and stored separately.
- Work clothes and protective equipment will be removed before leaving the work area and will be kept separate from other clothes. At the end of the work, all work

clothes will be disinfected at a temperature of at least 60 degrees. These contaminated clothing and protective equipment will be destroyed if necessary.

- Cigarette butts will be thrown into the ashtray and ashtrays will be cleaned with the appropriate personal protector and equipment.
- Working will be done by considering the social protective distance rule.
- Behavior in accordance with the protective distance rule will be made within the same area at rest breaks and meal breaks.
- Appropriate and sufficient ventilation of working environment will be provided.
- All equipment that used including screened vehicles and related parts, keyboard, mouse, common phone, doorphone, microphone, control panels, control buttons etc. will be used by one person. In multiple uses, it will be disinfected after each use.
- Appropriate personal protective equipment that reduce the risk of contamination will be used in working areas.
- Lifting equipment (elevator, manlift etc.) in closed and open structures will not be used as much as possible. It should be used as a single person in compulsory situations.
- Trash cans in work areas will not be touched by hand.
- Staff that responsible for cleaning and waste disposal will pay attention to their personal hygiene and use appropriate personal protective equipment. At the end of the work, he will throw his personal protectors into the biological waste bin without touching their outer surface.
- Daily fluid consumption will be at least 2 liters and liquids will be in personalized pet bottles.
- Close contact will not be possibly in workplaces and equipment, and tools will not be shared.

BIOLOGICAL RISK AGENTS THAT MUST BE FOLLOWED AT WORKPLACE (CORONAVIRUS) INSTRUCTIONS

- Hygiene conditions will be complied with in common areas such as work areas, sinks, toilets, bathrooms, stair railings, faucets and dining halls, dormitories, rest areas, dressing rooms, doors, turnstiles.
- In the case of coughing and sneezing, the mouth and nose will be covered with a disposable wipe, and in cases where wipes are not used, the inside of the elbow will be used. The mouth, nose and eyes will not be contacted without washing hands. If it is possible, it will not be entered in crowded places. If it is necessary to enter mouth and nose will be closed with medical mask.
- Anyone visiting the workplace, including business partners and subcontractors, the access to hand washing facilities will be provided. If hand washing is not possible, alcohol-based hand disinfectant will be available and accessed.