



**Dear Business Partners,**

We Closely Follow the News and Updates About Corona Virus (COVID-19) Like All Countries in the World and We Care About the Health and Safety of Our Guests and Employees.

As Simena Sun Club, We Also Fulfill All Our Duties by Acting in Accordance with the Responsibilities of Hosting Hundreds of Guests Every Day. In This Context, We Have Further Increased Our Existing Standards of Cleanliness and Hygiene in Accordance with the New Normal Order Stipulated by the Ministry of Health of the Republic of Turkey and the World Health Organization.

**Our Slogan;**

**"CLEAN PLACES, HEALTHY FOODS AND DRINKS ON US,  
ENJOYING THE HOLIDAY ON YOU"**

**General and COVID-19 Precautions We Take as Simena Sun Club;**

#### **Cleaning and Disinfection**

- ✓ Disinfectants that are approved by the Ministry of Health of the Republic of Turkey, proven to be effective on viruses and bacteria and are not harmful to human health, are used with ULV method. More attention is paid to surfaces that are constantly touched by hands. Door handles, batteries, telephone handset, TV remote control, air conditioner control, lighting switches, water heaters and mini bars are also disinfected with these disinfectants after cleaning.
- ✓ In line with the disinfection follow-up plan prepared with strong disinfectants that are not harmful to human health, public common areas such as lobby, restaurants, bars, kitchens, WCs, general areas, locker rooms, staff rest areas, Turkish bath, sauna, spa center, fitness center, shops, infirmary and hairdressers are frequently disinfected as well as cleaning.
- ✓ Textile products such as bed sheets and towels are washed at 70-90 ° C with detergent and tunnel type cutting-edge technology industrial washing machine systems without touching.

#### **Social Distance**

- ✓ Sitting groups, tables and chairs in all common and public areas are arranged taking into account the physical distance.
- ✓ All the sunbeds on the pool and beach are arranged taking into account the physical distance. Cleaning and disinfection are done daily.
- ✓ Staff cafeteria and rest areas have been rearranged according to physical distance.

#### **Door Security**

- ✓ Employees, visitors and guests will be admitted to the facility by taking their temperatures. Those with high fever or suspicious conditions will be taken to the isolation room and referred to the nearest health institution.



### **Food and Drink Units**

- ✓ Buffet application will continue in our main restaurant, but the requested food will be served to our guests by our kitchen staff in order to avoid any risk for our guests.
- ✓ Our staff will serve drinks to avoid any risk in beverage stations such as all coffee machines and tea stands.

### **Swimming Pool Disinfection**

- ✓ Pool disinfection chemicals are adjusted with an automatic dosage pump in accordance with legal parameters in order not to cause any harm to our guests and create risk.
- ✓ The values of the pool are continuously monitored and recorded by expert technical staff on a daily basis.

### **Information**

- ✓ In general areas, there are informative posters and charts about hygiene and health practices for our guests and employees.

### **Training**

- ✓ In our faculty, trainings are regularly given to our staff on issues such as cleaning and hygiene rules, the use of masks and gloves and the importance of social distance. These trainings are supported with fun and memorable visuals and videos aimed at increasing the motivation of the staff and supporting them psychologically.

### **Hand Disinfectants**

- ✓ Sufficient disinfection units are available in staff common areas and in the background work areas.
- ✓ There are hand disinfection apparatus and units in all our general areas, WCs and at every point where they are needed and their follow-up is done meticulously.

### **Staff Services**

- ✓ The transportation capacity of the service vehicle has been planned considering the social distance and a hand disinfection is available for staff use at the vehicle entrance.

### **Legal Authority Audits and Internal Audit**

- ✓ Control and supervision practices are carried out by the Turkish authorities in the form of regular and spot checks to determine all health risks existing in the facility.
- ✓ With the planning of the quality management department, food safety system, hygiene procedures and instructions, occupational safety and health, management practices and inspections are carried out throughout the year within the scope of the ISO standards, findings are recorded and solutions are produced immediately. Continuous control and development of the system is provided.