

## COVID-19 MEASURES AND HYGIENE PRACTICES ASSESSMENT FORM FOR MECHANICAL TRANSPORT LINE FACILITIES

FACILITY NAME : .....

FACILITY ADDRESS : .....

TELEPHONE - FAX : .....

EMAIL : .....

WEBSITE : .....

CURRENT TYPE AND CLASS : .....

DOCUMENT DATE AND NUMBER : .....

DOCUMENT HOLDER : .....

FACILITY OFFICIAL : .....

INSPECTOR : .....

INSPECTION START : .....

INSPECTION END : .....

INSPECTION TYPE : .....  
(ROUTINE/MONITORING/MYSTERY CUSTOMER)

CL NUMBER USED, AND REVISION DATE: .....

NOTES : .....  
.....  
.....  
.....  
.....

REPORT DATE : .....

AUDIT NUMBER - TRACKING NUMBER : .....  
(PROTOCOL NO.)

INSPECTOR'S SIGNATURE : .....

FACILITY OFFICIAL'S SIGNATURE : .....

**Certificate Name and Logo**

The Certificate's name is ..... in Turkish and

English, and the Certificate's Logo is .....

Each certificate shall be assigned a serial number by the Republic of Turkey, Ministry of Culture and Tourism.

**Purpose**

The purpose of this document is to address the Covid-19 infection concerns in public and to plan the actions to meet their hygiene and safety expectations as well as employee training programs, and to determine the procedures and principles for prevention of the infection of the coronavirus in preparation for the period when the negative effects of the Covid-19 pandemic are eliminated, so that Tourism Facilities can safely continue their operations.

**Scope**

This Certificate covers those organizations which were awarded a Certificate of Operation or Investment by the Republic of Turkey, Ministry of Culture and Tourism, and the organizations to be approved by the Ministry.

**Basis**

This Assessment Form is based on the practices of the Turkish Ministry of Health; Turkish Ministry of Family, Labor and Social Services; Turkish Ministry of Agriculture and Forestry; the Scientific Advisory Board of the Turkish Ministry of Health; World Health Organization (WHO), Public Health Law; the Law No. 5996 on Veterinary Services, Plant Health, Food and Feed; TSE 13811 Standard on Hygiene and Sanitation Management Systems; and National and International Health and Tourism Industries.

For the facilities holding a Tourism Certificate, the Ministry of Culture and Tourism Circulars no. 2020/6 dated 05/12/2020, 2020/9 dated 06/02/2020, 2020/14 dated 07/01/2020, 2020/15 dated 08/02/2020, and 2020/16 dated 08/12/2020 on Controlled Normalization of Accommodation Facilities, and the Epidemic (COVID-19) Management and Operation Guidelines of the Ministry of Health, Scientific Advisory Board, are the guiding principles of all criteria including social distancing, hygiene and cleaning supplies specified herein.

**Procedure and Objectives**

Tourism facilities are primarily intended to commission a Supervisor to supervise the entire process, draw up protocols for all departments, ensure that employees are properly trained on the said issues, actively engage in efforts in Hygiene, Sanitation and Social Distancing, complete the correct practices of Food Hygiene and Safety as well as the procedures of reducing the risk of COVID-19 infection, promote their efforts in Turkey and worldwide by effective means of communication and raise awareness, in order to meet the expectations of consumers and achieve a positive perception and competitive edge.

**Cooperation and Certification**

A tourism facility may be awarded the certificate only if they are found to fulfill the requirements upon the inspection to be made by the Authority or organization to be nominated by the Ministry in cooperation with the national or international supplier of hygiene and cleaning supplies that they cooperate with, in line with the principles of the "Assessment Form" prepared for the award of the certificate.

**Duration and Effect**

The arrangements made hereunder, and all provisions hereof shall cease to have effect once transmission and impact of the COVID-19 have declined and the measures implemented by the Turkish Government to stop the spread of the disease in Turkey are abolished.

## ASSESSMENT FORM FOR MECHANICAL LINE FACILITIES

### A. COMPULSORY PRACTICES

#### *PROCESS MANAGEMENT, DEFINING STANDARDS, AND DESIGNING PROTOCOLS*

	STATEMENT	YES	NO
1	The facility has an employee authorized to adapt and verify infection measures and hygiene standards.		
2	There are protocols in place related to the procedures covering hygiene and cleaning practices and suitable surface materials for all spaces (seats, entrance units, toilets and dressing rooms, ski rooms, dining units and personnel areas of mechanical lines, cable cars, ski lifts, telechairs and gondols) of the facility.		
3	There are periodic monitoring forms and checklists supporting all procedures and protocols.		
4	The registration system formed is actively used in the organization.		
5	Records are periodically verified.		
6	Based on the verifications, necessary actions are taken.		
7	A social distancing plan is in place based on the capacities of common spaces (dressing rooms, sales units, general restrooms, outdoor and indoor dining areas) determined according to their dimensions.		
8	Alcohol-based hand antiseptics or sanitizers approved by the Ministry of Health are available in common spaces (dining units, dressing rooms, payment areas, etc.) and personnel areas.		
9	Social distancing arrangements such as floor / item markings and barriers are available in common spaces.		
10	Utilization capacities of mechanical lines such as cable cars, ski lifts and telechairs are determined with reference to social distancing rules. They are clearly visible to visitors.		
11	Waiting areas are organized in compliance with social distancing rules to prevent congestion at boarding and leaving points of mechanical systems such as cable car, telechair and ski lift lines.		
12	The facility makes a sufficient amount of masks available upon request.		

13	Measures and practices are in place regarding the Covid-19 and hygiene, and visitors are informed in written about the rules they are expected to follow.		
14	Body temperatures of daily guests and employees are taken at the entrance using thermal cameras or contactless thermometers, and employees' temperatures are also taken while they are leaving the facility.		
15	Body temperature records are kept.		
16	Necessary actions are defined in case chlorine measurement reading is outside the acceptable temperature range for verification of body temperatures.		
17	The actions to be taken in case chlorine measurement reading is outside the acceptable temperature range for verification of body temperatures are recorded.		
18	Payment methods such as contactless POS terminals, online payment, etc. are preferred for the payments to be made by guests, to the greatest extent possible.		
19	Lift tickets in circulation are sanitized and stored appropriately.		
20	Mechanical Lines are periodically serviced and repaired by authorized technical service employees or trained and specialized persons.		
21	Mass events such as concerts as well as promotional activities and distribution of flyers are suspended in the course of the pandemic.		
22	Tours are subject to availability limitations based on capacity.		
23	Entrance is subject to a HES code query.		

## B. SKI ROOMS

	STATEMENT	YES	NO	N/A
1	Ski rooms have maximum numbers of guest designated according to the social distancing plan. Ski rooms' periods of use are arranged to prevent overlaps.			
2	Measures are in place to ensure that lockers are used in compliance with the social distancing rules. Each locker is assigned to a specific guest throughout their stay.			
3	After the expiration of each term of lease, each locker, ski gear, pole, ski boot, board and pair of shoes are cleaned and sanitized for the next use.			
4	The ventilation system is clean with a sufficient air circulation.			

## C. MEASURES AND PRACTICES FOR EMPLOYEES

	STATEMENT	YES	NO
1	The employees are regularly trained on the plans and protocols to be implemented in the organization.		
2	The employees are trained on the use of hygienic materials and protective equipment.		
3	The employees are informed about the use of protective equipment. Protective equipment is available in sufficient number and in appropriate forms according to the intended use.		
4	Records of education, motivation and psychological support of the employees regarding the processes are kept in their personnel files.		
5	Measures are in place to maintain social distancing in personnel resting areas and social spaces. Capacity/utilization period is determined.		
6	Alcohol-based hand antiseptic/sanitizer, etc. is available in personnel resting areas and social spaces.		
7	The employees undergo health checks in recruitment.		
8	Records of hygiene training approved by the relevant NGOs (TÜROB, TÜROFED, TÜRYİD, et.) or the Ministry of National Education are kept in the personnel files of the employees?		

#### D. Kitchens

	STATEMENT	YES	NO	N/A
1	There is a cleaning protocol prepared by the hotel management for the kitchens.			
2	The actions taken as per the cleaning protocol for kitchens are logged.			
3	The logs kept for compliance with the cleaning protocol for kitchens are confirmed.			
4	Necessary actions are taken based on the cleaning confirmation activities.			
5	Food safety requirements are in place for food admission, preparation, processing and service steps.			
6	Monitoring activities are recorded under food safety measures.			
7	Monitoring activities defined under food safety are verified by competent staff. <i>(Not applicable to the kitchens that only serve simple snacks)</i>			
8	Necessary actions are taken based on the food safety verification activities.			
9	All food items in kitchens are stored in covered containers suitable for food.			

10	Kitchens and storage areas are organized based on product groups and risks.			
11	Temperature, and where necessary, humidity, of the storage areas of kitchens are measured and logged. <i>(Not applicable to the kitchens that only serve simple snacks)</i>			
12	Logged temperature and humidity values are confirmed by a competent employee. <i>(Not applicable to the kitchens that only serve simple snacks)</i>			
13	The equipment used for the measurements in kitchens are periodically calibrated and verified. <i>(Not applicable to the kitchens that only serve simple snacks)</i>			
14	The facility ensures that items that pose physical risks such as pins, needles, staples, broken glass, etc. are not kept in kitchens.			
15	Replicate samples are taken in sufficient amounts every day. <i>(Not applicable to the kitchens that only serve simple snacks)</i>			
16	Labeling data of the replicate samples are available. <i>(Not applicable to the kitchens that only serve simple snacks)</i>			
17	There are durable and lidded waste bins in necessary parts of kitchens.			
18	There is a storage area for fragile items in kitchens.			
19	All wastes produced in kitchens are disposed of properly.			
20	The facility ensures that the kitchen staff do not wear any jewelry, gemstone ring or any other accessory.			
21	Kitchen staff's entrance to the kitchen are under control. (Use of Work Clothes and Hygiene Equipment)			
22	Unauthorized access to kitchens is restricted.			
23	Dirty and clean items in washing areas of kitchens are separated.			
24	Such spaces as shelves, etc. where kitchen equipment is kept are clean and suitable for use.			
25	There are areas in kitchens dedicated to the raw materials/products to be returned/disposed of. <i>(Not applicable to kitchens with breakfast service only)</i>			
26	There are practices in place to prevent food/dish soap residues from building up on washed equipment.			
27	Cleaning chemicals and the equipment are placed separately.			
28	The water used for food production fulfill the conditions specified in the "Regulation on Waters Intended for Human Consumption". <i>(Inspected for the use of water other than tap water)</i>			

### c) Food & Beverage Units

	STATEMENT	YES	NO	N/A
1	A minimum distance of 1.5 meters is left among tables and 60 cm is left among chairs.			
2	Food and beverage service equipment is regularly cleaned before and after each service.			
3	Shared tea/coffee machines, dispensers, vending machines and similar other equipment are removed or an employee is commissioned to give guests beverages from such equipment.			
4	Dining Tables, furniture and tabletop items (except disposable ones) are sanitized using alcohol-based products after each use.			
5	A hand sanitizer or wet wipes/liquid containing with 70-percent alcohol content.			
6	If buffet service continues, there is a glass shield to prevent the visitors from contacting the food in the buffet. If the buffet is mounted on a wall, a sufficient amount of space is left so that the service employees can serve food, and the service counter is arranged in a way that visitors are prevented from directly accessing the buffet. Measures require an employee to serve the food requested by the guest.			
7	Alcohol-based hand antiseptics/sanitizers, etc. are available as accessible to guests and employees.			

## E. SAFETY

	STATEMENT	YES	NO	N/A
1	Processes of the security department are coordinated with the other departments of the facility.			
2	There are procedures in place to minimize searching visitors by hands instead of using an x-ray device, and to use a mask, disposable gloves, and face protection equipment for each search, and then to wash or clean hands if attendees have to be searched by hands.			
3	The existing evacuation, emergency plans and risk management procedures are reorganized according to the conditions of the pandemic.			
4	Security guards are given alcohol-based hand sanitizers/disinfectants and disposable napkins for use after exchanging items (identity cards, etc.), and garbage bags for their wastes.			

## F. VEHICLES

	STATEMENT	YES	NO	N/A
1	All passengers in a vehicle wear a mask.			
2	A sufficient amount of alcohol-based hand antiseptic/sanitizer, cologne water and masks are available in vehicles.			
3	Surfaces subject to frequent human contact such as seats, door handles and handle bars are cleaned before each run.			
4	Where valet parking is available, necessary measures are taken for safety of employees and guests.			

#### G. EMPLOYEE ACCOMMODATION AND LODGING UNITS

	STATEMENT	YES	NO	N/A
1	Arrangements and measures are in place to prevent admission of visitors, relatives or friends from outside into the Employee Accommodation and Lodging Units.			
2	Social distancing measures and other hygiene measures are taken for Personnel Accommodation and Lodging Units.			

#### J. EMERGENCY AND ISOLATION



	STATEMENT	YES	NO
1	The protocol (including Epidemics Crisis Management requirements) to be implemented, and the persons and organizations to contact in emergency and if patients, symptomatic or suspected cases are identified.		
2	Details of the persons and organizations to contact in emergency are shared in relevant places and by necessary means.		
3	The employees are informed about the action plan to follow if visitors show symptoms (coughing, weakness, high fever, etc.) while entering the facility and thereafter.		
4	There are emergency isolation areas within the facility.		
10	There is a protocol stipulating that floor services and other services provided to isolated guests shall be provided by the same staff until the accommodation is over, and such services shall not be provided to other guests to the other guests. Only designated staff serve food/beverage or provide housekeeping service to isolated guests. An "isolation staff protocol" including the working conditions, additional service fees, protective equipment, safe distance policy, personal hygiene rules for before and after serving guests shall be drawn up under the employment contracts of isolation service employees. <i>(Contract is not required for accommodation facilities with less than 50 rooms)</i>		
17	When an employee thinks that they have Covid-19 or show symptoms of the disease, this is reported to the relevant supervisor.		
18	The Ministry of Health Coronavirus Consultancy Hotline 184 and the Provincial Directorate of Agriculture and Forestry are informed about the employees who show the symptoms of the Covid-19 (fever, cough and/or shortness of breath) or whose Covid-19 tests are positive.		

#### K. SIGNBOARDS, LOGOS, CERTIFICATES AND QR

*(Check the YES/NO columns starting with the second inspection.)*

	STATEMENT	YES	NO	Inspection I
1	The Safe Tourism signboard is designed and placed at the entrance of the premises as required by the regulations.			
2	The Safe Tourism logo and QR code are designed and placed at a visible location as required by the regulations.			
3	The Safe Tourism certificate is placed at the entrance of the premises as required by the regulations.			