



# **GUIDANCE TO COVID-19 OUTBREAK MANAGEMENT AND WORKING**

Study of Scientific Advisory Board

June 1, 2020



**THE REPUBLIC OF TURKEY  
MINISTRY OF HEALTH**





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## 1. MEASURES TO BE TAKEN AT SHOPPING MALLS AND RETAIL STORES IN MALLS

Posters about COVID-19 measures (hand-washing, use of masks and rules to be observed within workplaces) should be prominently displayed around shopping malls and retail stores within malls. Sanitizing hand rub dispensers should be kept available both at the entrance of malls and at any other places within malls wherever appropriate. Air curtains at the entrance of malls shall be turned off, if functioning. Disinfection spraying techniques (disinfection tunnels etc.) against COVID-19 should be avoided throughout malls as spraying of individuals with disinfectants is not recommended under any circumstances by global health authorities (World Health Organization, European Center for Disease Prevention and Control, Center for Disease Control and Prevention, US) due to its toxic effects on human health.

### 1.1. Measures for Retail Stores in Malls

- » Employees should wear masks.
- » Hand sanitizers should be provided at entry points and counters (payment points) and should be periodically checked for the need of replenishment and should be refilled and replaced when necessary.
- » A simple warning sign/barrier to block entries should be placed in front of the exterior door to avoid overcrowding, which may include a simple red-colored cord that may be attached on both sides or an obstruction such as a case or plastic bollard.
- » Customers should be allowed singly into retail stores.
- » A maximum of one customer per every 8 square meters of store space should be allowed into the store (e.g. 2 customers may be allowed into a 32-squaremeter store, provided that there are 2 employees in the store).
- » Other measures should also be taken to maintain social distancing outside workplaces. Floor markings should be used, wherever necessary, to keep at least 1 meter of physical distancing.
- » Retailers within shopping malls should also follow specific rules published/to be published with regard to their respective industries.
- » Fitting rooms should not be used to the greatest extent possible and try-on period inside fitting rooms should be limited (up to 10 minutes), and masks should be kept at all times within fitting rooms and fitting

rooms should be ventilated after each customer and high-contact areas should be cleaned appropriately. Doors/curtains should be kept open while fitting rooms are not occupied to keep ventilation. If any retail store has more than two fitting rooms, one room should be left empty and used alternately (e.g. rooms 1,3,5 for the first try-on, and rooms 2,4,6 for the second try-on).

- » Ultraviolet lights should **not** be applied on tried-on clothes as it is not recommended by the European Disease Control and Prevention Center, and CDC in USA due to its possible harmful effects on human health.
- » Products for trial purposes, where the same products come into contact with different persons (such as tester blushes) should not be used. Tester perfumes should only be used with the help of sales assistants and should not come into contact with the customers.
- » Floor markings should be used to facilitate compliance with physical distancing of at least 1 meter to manage queue control at tills.
- » Cash payment should be avoided to the extent possible and contactless payments should be encouraged.

## 1.2. Measures for Customers

- » Customers should follow the rules established against COVID-19 within shopping malls.
- » Customer should respect social distancing to other customers and employees (at least 1 meter, 3-4 steps).
- » Customers should wear medical/cloth masks.
- » Any individuals to get service from hairdressers or beauty salons within shopping malls should abide by the rules within the scope of “Measures to be Taken at Barbershops, Hairdressers and Beauty Salons”.
- » Customers should not touch any surfaces within retail stores unless necessary and should wash their hands with soap and water or if not possible, should use hand sanitizers after touching any surfaces.
- » Customer should be aware of high-contact areas and should wash their hands with soap and water or if not possible, should use hand sanitizers after touching any surfaces.

## 1.3. Measures for the Protection of Staff Members

- » Any member of staff, who displays symptoms of COVID-19 (such as fever, cough, nasal flow, shortness of breath), or is diagnosed with COVID-19 or has had close contact with the infected employee should be asked to

stay at home for at least 14 days.

- » Any member of staff, who displays symptoms such as fever, cough, nasal flow shortness of breath should be provided with medical mask and isolated and should be referred to relevant healthcare unit.
- » Staff should work in shifts to ensure limited number of concurrent staff members in retail store.
- » All staff members should wear medical masks and should replace their masks when damped or contaminated. They should clean their hands with hand sanitizers while wearing new masks.
- » Physical distancing of at least 1 meter should be ensured and wearing masks should be encouraged in break rooms of staff. Food should be offered in lunch boxes to staff members of shopping mall and retail stores, which shall be organized by the management of shopping mall.
- » Meals should not be eaten together and physical distancing of at least 1 meter should be maintained as masks will have to be removed during eating or drinking coffee/tea.
- » Proper hand hygiene should be promoted to working staff which includes washing with soap and water for at least 20 seconds and, if not possible, hand sanitizers should be used. Soaps that contain antiseptics should not be necessarily used and regular soap will be sufficient.

#### **1.4. Measures for the Protection of Security Guards**

Security guards of shopping malls work at low and medium risk zones of COVID-19 infection.

##### **1.4.1. Contact with more than 1 meter (low exposure risk workplace)**

It is recommended that security guards shall be within glazed booths to minimize face-to-face contact. If this is not possible, physical distancing of at least 1 meter should be maintained between security guards and enterers. Medical mask will be enough provided to maintain a distance of 1 meter.

##### **1.4.2. Contact with less than 1 meter (medium exposure risk workplace)**

In case of body search, it is highly probable to contact with less than 1 meter. It should be ensured that relevant staff member wears the following personal protective equipment.

Medical mask and eye protection should be used. This equipment should be personal. Gloves should not be used unless there is any visible contamination possibility. Hand hygiene should be ensured.

- » Training on proper use of personal protective equipment should be provided. First, mask then eye/face protection should be worn, and first eye/face protection and finally mask should be removed.
- » The equipment that need to be used as specified above should be continuously used at all times throughout active working period of staff member. Masks should be replaced with new ones if damped and contaminated.
- » Proper hand hygiene should be ensured each time after wearing and removing personal protective equipment. Hands should be washed with soap and water for at least 20 seconds or hand sanitizers should be used.
- » Gloves should be properly used. Gloves that are not changed will lead to microbial contamination and therefore, no surfaces or object should be touched and hand hygiene should be ensured.
- » In cases where staff members need to leave their station (tea, food etc.), used masks and gloves should be removed and disposed appropriately within double bags. Eye/face protection should be cleaned with 70% alcohol to prepare for the next use.
- » New masks and gloves should be used to return to station.

### 1.5. Environmental Cleaning, Disinfection and Ventilation

- » Workplace should be cleaned and ventilated on daily basis. Frequently touched surfaces should be cleaned and ventilated more frequently.
- » Frequently touched surfaces (i.e. door handles, mobile devices, table surfaces etc.) should also be particularly cleaned. For this purpose, sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) may be used for disinfection after cleaning with water and detergent. Toilets should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).
- » Surfaces not suitable for chloride components such as keyboards, telephones and other devices should be wiped with 70% alcohol for disinfection.
- » Counters should be regularly cleaned and disinfected with 70% alcohol.
- » Payment terminals, if used and touched by customers, should be cleaned with 70% alcohol immediately thereafter.
- » Cleaning staff should be promoted to wear medical masks and gloves.

After cleaning, cleaning staff should remove their masks and gloves and dispose into the bin at workplace, replace their masks if disposable cloth masks have been used, and wash their hands with soap and water for at least 20 seconds and, if not possible, use hand sanitizers.

#### 1.6. Measures for Mall Entrance-Exit Doors and General Spaces

- » Entrances and exits should be arranged in a way to prevent individuals from contacting each other.
- » Floor markings and signage at entrances and exits should be placed to introduce one-way flow.
- » Multiple entrance doors should be opened at shopping malls.
- » A maximum of one person should be available per each 10 square meters in mall.
- » Number of entries into mall should be equal to the number of exits from mall.
- » It should be mandatory to wear medical/cloth masks to enter into mall and individuals with no mask should not be allowed into malls.
- » Body temperatures should be taken upon entry and those individuals with temperatures higher than 38°C should not be allowed into the mall and referred to a healthcare facility.
- » Physical distancing rules (at least 1 meter, 3-4 steps) should be followed at entries into and exits from mall and individuals should be allowed in queues, and queue control should be managed with floor markings of at least 1 meter between each other.
- » Customers should be reminded of the rules with regular announcements and videos within the context of COVID-19 throughout shopping malls and such announcements should suggest to keep visits at malls for up to 3 hours at most and to avoid congregating in groups.
- » All kinds of tables and chair in food court should be prevented from use.
- » Due to the risk of increasing the infection of COVID-19, the following should be avoided:
  - » Concerts, shows and other large group events
  - » Promotional activities
  - » Distribution of brochures or pamphlets
  - » Use of recreational areas
  - » Use of playgrounds and theatres for children or other age groups

- » Use of prayer rooms
- » Car wash services
- » Valet services
- » Consumption of food and other foodstuff in general spaces
- » Use of wheelchairs
- » Use of smoking areas
- » Use of high chairs
- » use of strollers etc.
- » Lift occupancies should be limited and one third of its capacity should be allowed, which should be clearly specified at the entry of lift. Floor markings should be used to control physical distancing of at least 1 meter between the individuals inside the lift.
- » Frequently touched surfaces including escalator bands and door handles of other common spaces, banisters, lift buttons should be cleaned and disinfected for three times a day at least.
- » Handwashing and mask use instructions and posters should be displayed in toilets.
- » Hand dryers should not be used in toilets, where possible, disposable paper towels should be used as alternative.
- » Liquid soaps should be supplied and refilled at all times in toilets.
- » Water and soap dispensers in toilets should be equipped with photocells, if possible.
- » Entry doors to toilets should be avoided from manual opening, and if possible, should be replaced with engineering applications that also ensure privacy.

### **1.7. Measures for Ambient Ventilation in Shopping Malls**

- » Shopping malls should be effectively ventilated through outdoor air. Filters of ventilation system should be regularly controlled and replaced. Filter replacement is considered to generate aerosol and therefore, employees in charge should wear N95/FFP2 masks, gloves and face protection and dispose of the removed filter in double bags. Regular cleaning periods of air conditioning plants should be shortened.
- » No air conditioning systems should be used except for central ventilation.

- » Ventilation should continue all night long even while the building is not occupied, and overnight ventilation should be maintained even with a smaller amount of air.
- » People should not be allowed to exit from place where polluted air is released.
- » Minimum air circulation that is technically necessary should be ensured throughout shopping malls.

### 1.8. Measures for Receiving Areas

Although it is shown that COVID-19 viruses in general might be available on inorganic surfaces, transmission through packages or cargoes is not expected due to the low virulence amount. World Health Organization and European Center for Disease Prevention and Control have not imposed any restrictions with this regard. The essential is close contact with virus carrier through transmission. Nevertheless, special attention should be paid to hand hygiene due to the possibility of transmission through contact with contaminated surfaces and then with face via respiratory droplets of infected person.

- » Hand sanitizers should be kept available at Receiving Areas.
- » No persons should be allowed into receiving others other than those in charge.
- » Number of employees in such areas should be decreased if possible. Staff should be encouraged to follow the rule of physical distancing (at least 1 meter).
- » Employees in charge should wear masks.
- » No disinfectants should **not** be sprayed on cargo materials or people in Receiving Area as this application is not recommended by Global health authorities (World Health Organization, European Center for Disease Prevention and Control and Disease Control and Prevention Center in USA) due to its toxic effects on human health.



## **2. MEASURES TO BE TAKEN AT BARBERSHOPS, HAIRDRESSERS AND BEAUTY SALONS**

### **2.1. General Measures**

Close contact (less than 1 meter and longer than 15 minutes) is highly probable in barbershops, hairdressers and beauty salons due to small spaces and their working conditions. Therefore, both employees and customers should respect the following rules as protective measures throughout the duration of COVID-19 outbreak. Instructions/posters (hand washing, mask use, applicable rules in workplace) should be visibly posted throughout each workplace.

### **2.2. Measures for Workplaces**

- » To avoid overcrowding at workplaces, customers should be accepted on appointment basis and should be prompted to abide by appointment times.
- » Customers should be served by the least number of staff as far as possible and such staff members should be recorded. This will facilitate contract tracing in case of COVID-19 infected customers or staff.
- » Social distancing should be maintained also outside workplaces and any necessary precautions should be taken to avoid overcrowding.
- » Number of seats/units in workplace should be arranged in a way to maintain physical distancing between individuals (i.e. number of seats should be decreases, one in two seats should be left empty).
- » Number of customers accepted should be equal to the number of seat/units available in the workplace.
- » Customers without masks should not be allowed into workplace. Customer should keep their masks at all times during process yet might remove their masks for a short period depending on the type of process.
- » No persons other than customers and employees, i.e. visitors should be allowed into workplace.
- » Soap and water should be easily accessible within work place and disposable paper towels should always be kept available at all times.
- » Hand sanitizers should be provided and maintained for customer use at the entry of workplace.
- » Customers should be advised to wash their hands or use hand sanitizers upon entry into workplace.
- » Shampoos and cosmetic products sold at workplace should be protected

behind showcases or counters and should not be exposed as much as possible.

- » Customers should not be served any foods and beverages (except for water).
- » Newspapers, magazine etc. printed materials for common use should not be kept inside workplaces.
- » Each material should be disposable for customer use, and wherever this is not possible, textile materials should be washed at least at 60°C after each use. Tools used should be wiped with 70% alcohol provided not to contain any blood or secretion. If there is blood or secretion on tools used, such tools should be subject to pre-cleaning and then wiped with 70% alcohol after dried.
- » Tools used for manicure, pedicure, epilation etc. procedures should be for personal use only. If tools cannot be provided for personal use, tools used should be cleaned and sterilized after each customer. If any procedure requires wearing gloves, disposable gloves should be used. No surfaces should be touched when wearing gloves.
- » Hair dryers should not be used as much as possible. High air current generating equipment, such as hair dryers, should be operated at low speed and in a way to prevent affecting nearby customers or in a different place other than the customers.
- » The use of neck duster brushers, which are used to clean hair remaining on facial and head region during haircut and to clean tools and materials used, should be discontinued temporarily.
- » Facial skin care, makeup and permanent makeup services at hairdressers and beauty salons for women should be discontinued temporarily.
- » Floor markings should be used to facilitate compliance with the physical distancing particularly at tills.
- » Customers should be encouraged to preferably use contactless and non-cash payment.

### **2.3. Measures for Customers**

- » Customers should follow the rules stipulated in workplaces.
- » Customers should respect physical distancing (at least 3-4 steps) with other customers.
- » Customers should be accepted on appointment basis and should abide by their appointment times.

- » Customers should wear masks (preferably medical).
- » Customers should wash their hands or use hand sanitizers upon entry.
- » Customers should avoid touching surfaces inside workplace unless necessary.
- » Customers should use hand sanitizers after each contact.
- » Customers should not demand any food or drink (except for water).

#### **2.4. Measures for the Protection of Staff Members**

- » Staff who are unwell or have symptoms (such as fever, cough, cold, shortness of breath) should not be at work.
- » Staff who develop symptoms such as fever, cough, cold, shortness of breath) while working should be referred to a pandemic hospital with their masks on.
- » Staff should work in shifts to ensure limited number of concurrent staff members in workplace.
- » All staff members should be encouraged to wear masks as per the rules and should replace their masks when damped or contaminated.
- » Staff members who are likely to contact with customer at a distance less than 1 meter and more than 15 minutes should wear face protection, which may be reused after wiped clean with 70% after each use with customer.
- » Proper hand hygiene should be promoted to working staff, which includes washing hands with soap and water for at least 20 seconds and, if not possible, hands should be rubbed with alcohol-based hand sanitizers. Soaps that contain antiseptics should not be necessarily used and regular soap will be sufficient.
- » Staff should be promoted to maintain physical distancing at break areas and to keep wearing masks. A maximum of one person should be available at the same time in indoor areas as masks will have to be removed during eating or drinking coffee/tea.
- » It should be ensured that working staff member is not a contact or under isolation.

#### **2.5. Environmental Cleaning, Disinfection and Ventilation**

- » Cleaning should be conducted on daily basis. However, frequently touched surfaces should be cleaned and ventilated more frequently.
- » Frequently touched surfaces (i.e. door handles, mobile devices, table surfaces etc.) should also be particularly cleaned.

For this purpose, sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) may be used for disinfection after cleaning with water and detergent. Chloride components may cause corrosion on surfaces and are suggested for use on durable surfaces. Toilets should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).

- » Surfaces not suitable for chloride components such as keyboards, telephones and other devices should be wiped with 70% alcohol for disinfection.
- » Counters, equipment and tools should be regularly cleaned and disinfected with 70% alcohol.
- » Payment terminals, if used and touched by customers, should be cleaned with 70% alcohol immediately thereafter.
- » Cleaning staff should be promoted to wear medical masks and gloves and after cleaning, they should remove their masks and gloves and dispose into the bin at workplace, replace their masks if disposable cloth masks have been used, and wash their hands with soap and water for at least 20 seconds, and if not possible, rub their hands with alcohol-based hand sanitizers.
- » Workplace should be ventilated frequently.

### 3. MEASURES TO BE TAKEN BY FOOTWEAR AND BAG SELLERS

It is difficult to maintain physical distancing to prevent COVID-19 infection at premises, where bags and footwear are sold, due to the fact that they are frequently visited by the public and that they enable product contact despite being small or overcrowded. Therefore, customer requirements should be fulfilled through phone and online as much as possible. Posters about COVID-19 measures (hand-washing, use of masks and rules to be observed within workplaces) should be prominently displayed in workplace.

#### 3.1. Measures for Workplace

- » Customers, who do not or properly (with nose and mouth covered) wear masks, should not be allowed into workplace.
- » A maximum of 1 person should be allowed per 4 square meters including employees and customers within working place. An instruction displaying such capacity of workplace should be posted on the door.
- » Physical distancing rules (at least 1 meter, 3-4 steps) should be observed and floor markings should be used to manage queue control (payment points etc.).
- » Customers on queue should wait on marked spaces outside workplace as per social distancing rules.
- » Customers should be allowed singly inside workplace and their companions should wait outside.
- » No guests should be allowed into workplaces.
- » Alcohol-based hand sanitizers or 70% alcohol containing cologne should be kept available for customer use at the entry of workplace. Hand sanitizers should be checked and refilled at certain intervals and should be kept full at all times.
- » Incoming customers should disinfect their hands.
- » Try-on period should be kept as short as possible.
- » Ultraviolet lights should **not** be applied on tried-on products as it is not recommended by the European Disease Control and Prevention Center, and CDC in USA due to its possible harmful effects on human health.
- » Facilitating apparatus for trying on footwear (shoehorns etc.) should be wiped with cloth and disinfected with 70% alcohol or 1/100 bleach after

each customer.

- » A temporary separator or window should be installed between counters and customer spaces to protect staff members.
- » Customers should be encouraged to preferably use contactless and non-cash payment.

### **3.2. Measures for Customers**

- » Information posts about the rules to be observed inside should be visibly displayed at the entrance of workplace to make sure that customers read them before entry.
- » Customers should be reminded to follow physical distancing between other customers and employees.
- » Customers should be allowed into workplace with their masks on. Cloth masks will be sufficient for such type of premises and in general public. Masks should be kept available at entry for those who have no masks.
- » Customer should use alcohol-based hand sanitizers or at least 70% alcohol containing cologne upon entry.
- » Customers should not touch any surfaces within workplace unless necessary and should use hand sanitizers after each touch.
- » Customers should spend as short time as possible inside premises.

### **3.3. Measures for the Protection of Staff Members**

- » Staff members should be informed about ways of transmission and prevention of COVID-19.
- » Staff who are unwell or have symptoms such as fever, cough, nasal flow, shortness of breath should not be at work.
- » Staff who develop symptoms such as fever, cough, nasal flow, shortness of breath while working should be provided with medical mask and referred to a healthcare facility.
- » All staff members should wear masks as per the rules and should replace their masks when damped or contaminated. Hand sanitizers should be used while wearing new mask and after removing mask.
- » Proper hand hygiene should be promoted to working staff, which includes washing hands with soap and water for at least 20 seconds and,

if not possible, alcohol-based hand sanitizers should be used. Soaps that contain antiseptics should not be necessarily used and regular soap will be sufficient.

- » Staff members will likely to touch the same products with customers, and therefore, should clean their hands after each customer.
- » Medical mask and face protection should be worn before working in distance less than 1 meter with the customer such as assistance for trying on footwear or bags.
- » Staff should be promoted to maintain physical distancing of at least 1 meter at break areas and to keep wearing masks. A maximum of one person should be available at the same time in indoor areas as masks will have to be removed during eating or drinking water/coffee/tea.

### 3.4. Environmental Cleaning, Disinfection and Ventilation

- » Cleaning should be conducted on daily basis in workplaces.
- » Frequently touched surfaces (i.e. door handles, handsets, table surfaces etc.) in workplaces should be particularly cleaned. For this purpose, sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) may be used for disinfection after cleaning with water and detergent. Chloride components may cause corrosion on surfaces and are suggested for use on durable surfaces. Toilets should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).
- » Surfaces not suitable for chloride components such as cash register, keyboards, telephone and other devices should be wiped with 70% alcohol for disinfection.
- » Counters, equipment and tools should be regularly cleaned and disinfected with 70% alcohol.
- » Payment terminals, if used and touched by customers, should be cleaned with 70% alcohol immediately thereafter.
- » Cleaning staff should be promoted to wear medical masks and gloves and after cleaning, they should remove their masks and gloves and dispose into the bin at workplace, replace their masks if disposable cloth masks have been used, and wash their hands with soap and water for at least 20 seconds, and if not possible, use hand sanitizers.
- » Air conditioners should be operated in 100% clean outdoor air mode and at low fan speed. Air conditioners should be maintained and cleaned regularly and filters should be replaced in due time.

- » Doors and windows of workplaces should be opened regularly to ensure ventilation.
- » Workplaces with central air conditioning systems should be ventilated to ensure clean air circulation, ventilation systems should be regularly maintained and filters should be replaced as per manufacturer's recommendations.
- » If available, workplace toilet should be closed to customers and should be cleaned on frequent basis.

## 4. MEASURES TO BE TAKEN BY GROCERIES

Posters about COVID-19 measure (hand-washing, use of masks, physical distancing and rules to be observed within workplaces) should be prominently displayed in workplace. Hand sanitizers should be kept available at appropriate places at the entrance and inside of workplace and near payment points.

### 4.1. Measures for Workplace

- » Customers, who do not or properly (with nose and mouth covered) wear masks, should not be allowed into workplace.
- » A maximum of 1 person should be allowed per 4 square meters including employees and customers within working place. An instruction displaying such capacity of workplace should be posted on the door.
- » Physical distancing rules (at least 1 meter, 3-4 steps) should be observed and floor markings should be used to manage queue control (payment points etc.).
- » Customers on queue should wait on marked spaces outside workplace as per social distancing rules.
- » Customers should be allowed singly inside workplace and their companions should wait outside and no visitors should be allowed into workplaces.
- » A simple warning sign/barrier to block entries should be placed in front of the exterior door to avoid overcrowding, which may include a simple colored cord or an obstruction such as a plastic bollard.
- » Bulk products should be packaged and customers should be prevented from touching such products and if possible, products on shelves should be delivered to customers by staff members.
- » Floor markings should be used to facilitate compliance with physical distancing (of at least 1 meter) to manage queue control at tills.
- » Customers should be encouraged to use contactless payment.
- » A temporary separator or window should be installed between counters and customer spaces to protect staff members.

### 4.2. Measures for Customers

- » Customers should follow the rules specified on posters/displays at the entry of workplace.
- » Customers should wear and keep their masks within workplace. Cloth masks will be sufficient for such type of premises and in general public.

- » Customers should maintain physical distancing with other customers and staff members (at least 1 meter, 3-4 steps).
- » Customers should not touch any surfaces unless necessary.
- » Customers should use hand sanitizers if they had to touch any of frequently touched surfaces.

#### **4.3. Measures for the Protection of Staff Members**

- » Staff members who have symptoms such as fever, cough, nasal flow, shortness of breath should not be at work.
- » Staff who develop symptoms such as fever, cough, nasal flow, shortness of breath should be provided with medical mask and referred to a healthcare facility.
- » All staff members should wear masks as per the rules and should replace their masks when dampened or contaminated. Hand sanitizers should be used while and after wearing new mask.
- » Staff should maintain physical distancing (at least 1 meter, 3-4 steps) with the customer.
- » Proper hand hygiene should be promoted to working staff, which includes washing hands with soap and water for at least 20 seconds, and if not possible, alcohol-based hand sanitizer/cologne with at least 70% alcohol should be used.
- » Staff should be promoted to maintain physical distancing of at least 1 meter in break areas and to keep wearing masks.
- » A maximum of one person should be available at the same time in indoor areas as masks will have to be removed during eating or drinking water/coffee/tea.

#### **4.4. Environmental Cleaning, Disinfection and Ventilation**

- » Cleaning should be conducted on daily basis in workplaces. Frequently touched surfaces (tables and counters) should be cleaned more frequently.
- » Sensitive surfaces (phone, computer etc.) should be disinfected with a cloth dampened with 70% alcohol.
- » Frequently touched surfaces (i.e. door handles, handsets, table surfaces etc.) in workplaces should be cleaned with water and detergent. sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) may be used for disinfection after cleaning.

Chloride components may cause corrosion on surfaces and are suggested for use on durable surfaces. Toilets should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).

- » Air conditioners should be operated in 100% clean outdoor air mode and at low fan speed. Air conditioners should be maintained and cleaned regularly and filters should be replaced in due time.
- » Windows and doors should be opened in workplaces to ensure natural ventilation on frequent basis.
- » Workplace washroom and toilet should be cleaned on frequent basis and should be closed for customer use.
- » Windows of break areas and toilets in workplaces should be kept open at all times.
- » Disposable paper towels should be used in toilets and air hand dryers should not be operated.





## 5. MEASURES TO BE TAKEN AT KIOSKS, CANTEENS AND VENDORS

Posters about COVID-19 measures (hand washing, use of masks, physical distancing and rules to be observed within workplace) should be prominently displayed in workplace. Hand sanitizers should be kept available at appropriate places at the entrance and inside of workplace and near payment points.

### 5.1. Measures for Workplace

- » Customers, who do not or properly (with nose and mouth covered) wear masks, should not be allowed into workplace.
- » A maximum of 1 person should be allowed per 4 square meters including employees and customers within working place. An instruction displaying such capacity of workplace should be posted on the door.
- » Physical distancing rules (at least 1 meter, 3-4 steps) should be observed and floor markings should be used to manage queue control (indoors and outdoors).
- » A simple warning sign/barrier to block entries should be placed in front of the exterior door to avoid overcrowding, which may include a simple colored cord or an obstruction such as a plastic bollard.
- » Customers on queue should wait on marked spaces outside workplace as per social distancing rules.
- » Catering areas inside such workplaces should be opened in conjunction with restaurants, diners and cafeterias, and should be subject to the rules to be published for “restaurants, diners and cafeterias”.
- » For betting shops, bets should be filled in outdoors and no pens, brochures etc. materials should be kept available for common use.
- » Bulk products should be packaged and customers should be prevented from touching such products and if possible, products on shelves should be delivered to customers by staff members.
- » Floor markings should be used to facilitate compliance with physical distancing (of at least 1 meter) to manage queue control at tills.
- » Customers should be encouraged to use contactless payment.
- » A temporary separator or window should be installed between counters and customer spaces to protect staff members.

## 5.2. Measures for Customers

- » Customers should follow the rules specified on posters at the entry of workplace.
- » Customers should wear and keep their masks within workplace. Cloth masks will be sufficient for such type of premises and in general public.
- » Customers should maintain physical distancing with other customers and staff members (at least 1 meter, 3-4 steps).
- » Customers should not touch any surfaces unless necessary.
- » Customers should use hand sanitizers if they had to touch any of frequently touched surfaces.

## 5.3. Measures for the Protection of Staff Members

- » Staff members who have symptoms such as fever, cough, nasal flow, shortness of breath should not be at work.
- » Staff who develop symptoms such as fever, cough, nasal flow, shortness of breath should be provided with medical mask and referred to a healthcare facility.
- » All staff members should wear masks as per the rules and should replace their masks when dampened or contaminated. Hand sanitizers should be used while and after wearing new mask.
- » Staff should maintain physical distancing (at least 1 meter, 3-4 steps) with the customer.
- » Proper hand hygiene should be promoted to working staff, which includes washing hands with soap and water for at least 20 seconds, and if not possible, alcohol-based hand sanitizer/cologne with at least 70% alcohol should be used.
- » Staff should be promoted to maintain physical distancing of at least 1 meter in break areas and to keep wearing masks.
- » A maximum of one person should be available at the same time in indoor areas as masks will have to be removed during eating or drinking water/coffee/tea.

## 5.4. Environmental Cleaning, Disinfection and Ventilation

- » Cleaning should be conducted on daily basis in workplaces. Frequently touched surfaces (tables and counters) should be cleaned more frequently.
- » Sensitive surfaces (phone, computer etc.) should be disinfected with

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a cloth damped with 70% alcohol.

- » Frequently touched surfaces (i.e. door handles, handsets, table surfaces etc.) in workplaces should be cleaned with water and detergent. sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) may be used for disinfection after cleaning. Chloride components may cause corrosion on surfaces and are suggested for use on durable surfaces. Toilets should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).
- » Air conditioners should be operated in 100% clean outdoor air mode and at low fan speed. Air conditioners should be maintained and cleaned regularly and filters should be replaced in due time.
- » Windows and doors should be opened in workplaces to ensure natural ventilation on frequent basis.
- » Workplace washroom and toilet should be cleaned on frequent basis and should be closed for customer use.
- » Windows of break areas and toilets in workplaces should be kept open at all times.
- » Disposable paper towels should be used in toilets and air hand dryers should not be operated.

## **5.5. Measures to be Taken at Kiosks within the context of COVID-19**

- » Posters about COVID-19 measures (hand washing, use of masks, physical distancing and rules to be observed within workplace) should be prominently displayed in workplace. Hand sanitizers should be kept available at kiosks for customers and employees.

### **5.5.1. Measures for Workplace**

- » Medical/cloth masks should be worn in kiosk and replaced when damped. Hand sanitizers should be used after each mask replacement.
- » Floor markings should be used to maintain physical distancing (at least 1 meter, 3-4 steps) in front of the kiosk.
- » Customers should be encouraged to shop singly.
- » Hand sanitizers should be used after each payment. Customers should be encouraged to use contactless payment.
- » Improper use of glove may increase the risk of COVID-19 infection and therefore, employees at kiosk should not use gloves. Proper hand hygiene will be sufficient.

- » Vendor should be cleaned on daily basis and frequently used areas (tables and counters) should be cleaned more frequently.
- » Windows and doors of kiosk should be opened to ensure natural ventilation.
- » Sensitive surfaces (phone, computer etc.) should be disinfected with a cloth damped with 70% alcohol.
- » No visitors should be allowed into kiosk.

#### 5.5.2. Measures for Customers

- » Customers should follow the rules specified on posters about COVID-19 at the entry of kiosk.
- » Medical/cloth mask should be worn.
- » Customers should maintain physical distancing with other customers and staff members (at least 1 meter, 3-4 steps).
- » Customers should not touch any surfaces unless necessary and should use hand sanitizers if they had to touch any surface.

## 6. MEASURES TO BE TAKEN AT BUTCHER SHOPS, FRUIT SELLERS, NUT SELLERS, FISHMONGERS AND OTHER FOOD OUTLETS

It is difficult to maintain physical distancing to prevent transmission of COVID-19 at small businesses such as butcher shops, fruit sellers, nut sellers, fishmongers and other food outlets due to the fact that they are frequently visited by the public despite limited space. Therefore, customer requirements should be fulfilled through phone and online as much as possible. Posters about COVID-19 measures (hand washing, use of masks and rules and to be observed within workplaces) should be prominently displayed in workplace.

### 6.1. Measures for Workplace

- » Customers, who do not or properly (with nose and mouth covered) wear masks, should not be allowed into workplace.
- » A maximum of 1 person should be allowed per 4 square meters including employees and customers within working place. An instruction displaying such capacity of workplace should be posted on the door.
- » Physical distancing rules (at least 1 meter, 3-4 steps) should be observed and floor markings should be used to manage queue control (including indoors and outdoors).
- » Customers on queue should wait on marked spaces outside workplace as per social distancing rules.
- » Physical distancing rules should be used to manage queue control outside food outlets and any necessary precautions should be taken to prevent overcrowding. If necessary, floor markings should be used to ensure physical distancing.
- » Customers should be allowed singly inside workplace and other family members should be encouraged to wait outside, if possible.
- » No guests should be allowed into food outlets.
- » Alcohol-based hand sanitizers or 70% alcohol containing cologne should be kept available for customer use at the entry of workplace. Hand sanitizers should be checked and refilled at certain intervals and should be kept full at all times. Every incoming customer should disinfect their hands.
- » Products should be protected behind showcases or counters, if possible.

- » Appropriate products (i.e. vegetables and fruits) should be prepackaged in various quantities before putting up for sale.
- » Customers should be prevented from touching bulk products. Customers should be served through disposable gloves, which should be removed and disposed in bins with lid/bags after each customer.
- » A transparent barrier should be introduced to prevent direct contact between staff members and customer and to avoid transmission through droplets, if possible.
- » Customers should be encouraged to use non-cash payment, preferably contactless payment.

## **6.2. Measures for Customers**

- » Information posts about the rules to be observed inside should be visibly displayed at the entrance of workplace to make sure that customers read them before entry.
- » Customers should be reminded to follow physical distancing between other customers and employees.
- » Customers should be allowed into workplace with their masks on. Cloth masks will be sufficient for such type of premises and in general public. Masks should be kept available at entry for those who have no masks.
- » Customers should use alcohol-based hand sanitizers or cologne upon entry.
- » Customers should not touch any foods inside workplace. All products should be packed and delivered to customers by working staff.
- » Customers should not touch any surfaces within workplace unless necessary.
- » Customers should spend as short time as possible inside premises.

## **6.3. Measures for the Protection of Staff Members**

- » Staff members should be informed about ways of transmission of and prevention of COVID-19.
- » Staff who are unwell (fever, cough, cold, shortness of breath) at food outlets should not be at work.

- » Staff who develop symptoms such as fever, cough, cold, shortness of breath while working should be provided with mask and referred to a healthcare facility.
- » All staff members should wear masks as per the rules and should replace their masks when dampened or contaminated. Hand sanitizers should be used while wearing new mask and after removing mask.
- » Staff members should keep a distance of at least 1 meter between customers during shopping.
- » Proper hand hygiene should be promoted to working staff, which includes washing hands frequently.
- » Hands should be washed with soap and water for at least 20 seconds and if not possible, alcohol-based hand sanitizers should be used. Antiseptic containing soap should not be necessarily used and regular soap will be sufficient.
- » Staff in charge of selling meat and meat products and bulk foodstuff should use gloves. Gloves should not contact with any non-food objects and should be removed after used and proper hand hygiene should be conducted. Gloves used should be disposed in bins/bags and replaced with new ones.
- » Staff should be promoted to maintain physical distancing of at least 1 meter at break areas and to keep wearing masks. A maximum of one person should be available at the same time in indoor areas as masks will have to be removed during eating or drinking water/coffee/tea.
- » Sitting areas for customers inside food outlets should be removed.

#### 6.4. Environmental Cleaning, Disinfection and Ventilation

- » Food outlets should be regularly cleaned with water and detergent on daily basis.
- » Frequently touched surfaces (i.e. door handles, handsets, table surfaces etc.) in workplaces should be particularly cleaned. For this purpose, sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) may be used for disinfection after cleaning with water and detergent. Chloride components may cause corrosion on surfaces and are suggested for use on durable surfaces. Toilets should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).
- » Surfaces not suitable for chloride components such as cash register, keyboards, telephone, POS and other devices should be wiped with 70%

alcohol for disinfection.

- » Payment terminals, if used and touched by customers, should be cleaned with 70% alcohol immediately thereafter.
- » Counters, equipment and tools should be regularly cleaned and disinfected with 70% alcohol.
- » Cleaning staff should be promoted to wear medical masks and gloves and after cleaning, they should remove their masks and gloves and dispose into the bin at workplace, wash their hands with soap and water for at least 20 seconds.
- » Air conditioners should be operated in 100% clean outdoor air mode and at low fan speed. Air conditioners should be maintained and cleaned regularly and filters should be replaced in due time.
- » Doors and windows of workplaces should be opened regularly to ensure ventilation.
- » Workplaces with central air conditioning systems should be ventilated to ensure clean air circulation, ventilation systems should be regularly maintained and filters should be replaced as per manufacturer's recommendations.
- » If available, workplace toilet should be closed to customers and should be cleaned on frequent basis.

## 7. MEASURES TO BE TAKEN AT BOOKSTORES AND STATIONERY STORES

It is difficult to maintain physical distancing to prevent transmission of COVID-19 at bookstores and stationery stores due to the fact that they are frequently visited by the public and that they enable product contact despite being small or overcrowded. Therefore, customer requirements should be fulfilled through phone and online as much as possible. Posters about COVID-19 measures (hand-washing, use of masks and rules to be observed within workplaces) should be prominently displayed in workplace.

### 7.1. Measures for Workplace

- » Customers, who do not or properly (with nose and mouth covered) wear masks, should not be allowed into workplace.
- » A maximum of 1 person should be allowed per 4 square meters including employees and customers within working place. An instruction displaying such capacity of workplace should be posted on the door.
- » Physical distancing rules (at least 1 meter, 3-4 steps) should be observed and floor markings should be used to manage queue control (indoors and outdoors).
- » Customers on queue should wait on marked spaces outside workplace as per social distancing rules.
- » No guests should be allowed into workplaces.
- » Alcohol-based hand sanitizers or 70% alcohol containing cologne should be kept available for customer use at the entry of workplace. Hand sanitizers should be checked and refilled at certain intervals and should be kept full at all times. Customers should be encouraged to use hand sanitizers upon entry.
- » All necessary measures should be taken to minimize customer touch with products as much as possible.
- » The products, which undergo frequent contact for inspection by customers, should be disinfected by spraying 70% alcohol containing disinfectants at certain periods.
- » Shelf products, which are examined yet not purchased by the customer, should be placed at the bottom of or behind the products on shelf as much as possible.
- » A temporary separator or window should be installed between counters

and customer spaces to protect staff members.

- » Customers should be encouraged to preferably use contactless and non-cash payment.

## **7.2. Measures for Customers**

- » Information posts about the rules to be observed inside should be visibly displayed at the entrance of workplace to make sure that customers read them before entry.
- » Customers should be reminded to follow physical distancing between other customers and employees.
- » Customers should be allowed into workplace with their masks on. Cloth masks will be sufficient for such type of premises and in general public. Masks should be kept available at entry for those who have no masks.
- » Customer should rub their hands alcohol-based hand sanitizers or at least 70% alcohol containing cologne upon entry.
- » Customers should not touch any surfaces within workplace unless necessary and should use hand sanitizers after each touch.
- » Customers should spend as short time as possible inside premises.
- » Customers should not browse around book departments and shelves in a way to violate social distancing and should not leaf through books and books requested by the customer should be fetched from relevant departments by sales assistants.

## **7.3. Measures for the Protection of Staff Members**

- » Staff members should be informed about the ways of transmission and prevention of COVID-19.
- » Staff who are unwell or have symptoms such as fever, cough, nasal flow, shortness of breath should not be at work.
- » Staff who develop symptoms such as fever, cough, nasal flow, shortness of breath while working should be provided with mask and referred to a healthcare facility.
- » Proper hand hygiene should be promoted to working staff, which includes washing hands with soap and water for at least 20 seconds and,

if not possible, alcohol-based hand sanitizers should be used. Soaps that contain antiseptics should not be necessarily used and regular soap will be sufficient.

- » Staff should be promoted to maintain physical distancing of at least 1 meter at break areas and to keep wearing masks. A maximum of one person should be available at the same time in indoor areas as masks will have to be removed during eating or drinking water/coffee/tea.

#### **7.4. Environmental Cleaning, Disinfection and Ventilation**

- » Cleaning should be conducted on daily basis in workplaces.
- » Frequently touched surfaces (i.e. door handles, handsets, table surfaces etc.) in workplaces should be cleaned with water and detergent. sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) may be used for disinfection after cleaning. Chloride components may cause corrosion on surfaces and are suggested for use on durable surfaces. Toilets should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).
- » Surfaces not suitable for chloride components such as cash register, keyboards, telephone, and other devices should be wiped with 70% alcohol for disinfection.
- » Counters, equipment and tools should be regularly cleaned and disinfected with 70% alcohol.
- » Payment terminals, if used and touched by customers, should be cleaned with 70% alcohol immediately thereafter.
- » Cleaning staff should be promoted to wear medical masks and gloves and after cleaning, they should remove their masks and gloves and dispose into the bin at workplace, and wash their hands with soap and water for at least 20 seconds, and if not possible, use alcohol-based hand sanitizers.
- » Doors and windows of workplaces should be opened regularly to ensure frequent ventilation.
- » Workplaces with central air conditioning systems should be ventilated to ensure clean air circulation, ventilation systems should be regularly maintained and filters should be replaced as per manufacturer's recommendations.
- » If available, workplace toilet should be closed to customers and should be cleaned on frequent basis.



## 8. MEASURES TO BE TAKEN AT TEXTILE, APPAREL STORE AND HABERDASHERIES

It is difficult to maintain physical distancing to prevent transmission of COVID-19 at businesses such as textile and apparel stores and haberdasheries due to the fact that they are frequently visited by the public and that they enable product contact despite being small or overcrowded. Therefore, customer requirements should be fulfilled through phone and online as much as possible. Tailors should work on appointment basis. Posters about COVID-19 measures (hand washing, use of masks and rules and to be observed within workplaces) should be prominently displayed in workplace.

### 8.1. Measures for Workplace

- » Customers, who do not or properly (with nose and mouth covered) wear masks, should not be allowed into workplace.
- » A maximum of 1 person should be allowed per 4 square meters including employees and customers within working place. An instruction displaying such capacity of workplace should be posted on the door.
- » Physical distancing rules (at least 1 meter, 3-4 steps) should be observed and floor markings should be used to manage queue control (payment points etc.).
- » Customers on queue should wait on marked spaces outside workplace as per social distancing rules.
- » No guests should be allowed into workplaces.
- » Alcohol-based hand sanitizers or 70% alcohol containing cologne should be kept available for customer use at the entry of workplace. Hand sanitizers should be checked and refilled at certain intervals and should be kept full at all times.
- » Fitting rooms should not be used to the greatest extent possible and try-on period inside fitting rooms should be limited (up to 10 minutes).
- » Masks should be kept at all times within fitting rooms. Posts should be displayed in each fitting room to remind customers to keep their masks and not to touch any surfaces.
- » Fitting rooms should be ventilated after each customer and frequently touched surfaces should be appropriately cleaned. Doors/curtains should be kept open while fitting rooms are not occupied to keep ventilation.

If any retail store has more than two fitting rooms, one room should be left empty and used alternately (e.g. rooms 1,3,5 for the first try-on, and rooms 2,4,6 for the second try-on).

- » Ultraviolet lights should not be applied on tried-on clothes as it is not recommended by the European Disease Control and Prevention Center, and CDC in USA due to its possible harmful effects on human health.
- » Shelf products, which have been tried-on yet not purchased by the customer, should be placed at the bottom of shelf after folded.
- » A temporary separator or window should be installed between counters and tills and customer for the protection of staff members.
- » Customers should be encouraged to preferably use contactless and non-cash payment.

## **8.2. Measures for Customers**

- » Information posts about the rules to be observed inside should be visibly displayed at the entrance of workplace to make sure that customers read them before entry.
- » Customers should be reminded to follow physical distancing between other customers and employees.
- » Customers should be allowed into workplace with their masks on. Cloth masks will be sufficient for such type of premises and in general public. Masks should be kept available at entry for those who have no masks.
- » Customer should rub their hands alcohol-based hand sanitizers or at least 70% alcohol containing cologne upon entry.
- » Customers should not touch any surfaces within workplace unless necessary and should use hand sanitizers after each touch.
- » Customers should spend as short time as possible inside premises.

## **8.3. Measures for the Protection of Staff Members**

- » Staff members should be informed about the ways of transmission and prevention of COVID-19.
- » Staff who are unwell or have symptoms such as fever, cough, nasal flow, shortness of breath should not be at work.
- » Staff who develop symptoms such as fever, cough, nasal flow, shortness of breath while working should be provided with medical mask and referred to

a healthcare facility.

- » All staff members should wear masks as per the rules and should replace their masks when damped or contaminated. Hand sanitizers should be used while wearing new mask and after removing mask.
- » Proper hand hygiene should be promoted to working staff, which includes washing hands frequently. Hands should be washed with soap and water for at least 20 seconds and if not possible, alcohol-based hand sanitizers should be used. Antiseptic containing soap should not be necessarily used and regular soap will be sufficient.
- » It might not be possible to maintain physical distancing of 1 meter while measuring the size of or fitting on clothes, medical masks and face protection should be used and needles and other tools should not be taken into mouth.
- » Staff should be promoted to maintain physical distancing of at least 1 meter at break areas and to keep wearing masks. A maximum of one person should be available at the same time in indoor areas as masks will have to be removed during eating or drinking water/coffee/tea.

#### **8.4. Environmental Cleaning, Disinfection and Ventilation**

- » Workplaces should be regularly cleaned on daily basis.
- » Frequently touched surfaces (i.e. door handles, handsets, table surfaces etc.) in workplaces should be particularly cleaned. For this purpose, sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) may be used for disinfection after cleaning with water and detergent. Chloride components may cause corrosion on surfaces and are suggested for use on durable surfaces. Toilets should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).
- » Surfaces not suitable for chloride components such as cash register, keyboards, telephone, and other devices should be wiped with 70% alcohol for disinfection.
- » Counters, equipment and tools should be regularly cleaned and disinfected with 70% alcohol.
- » Payment terminals, if used and touched by customers, should be cleaned with 70% alcohol immediately thereafter.
- » Cleaning staff should be promoted to wear medical masks and gloves and after cleaning, they should remove their masks and gloves and dispose into the bin at workplace, and wash their hands with soap and water for at least 20 seconds, and if not possible, use alcohol-based

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hand sanitizers.

- » Doors and windows of workplaces should be opened regularly to ensure ventilation.
- » Workplaces with central air conditioning systems should be ventilated to ensure clean air circulation, ventilation systems should be regularly maintained and filters should be replaced as per manufacturer's recommendations.
- » If available, workplace toilet should be closed to customers and should be cleaned on frequent basis.

## 9. MEASURES TO BE TAKEN AT JEWELRY, BIJOUTERIE AND WATCH STORES

It is difficult to maintain physical distancing to prevent transmission of COVID-19 at Jewelry, Bijouterie and Watch Stores due to the fact that they are frequently visited by the public and that they enable product contact despite being small. Products have to be manually touched for try-on purposes before purchase. Therefore, customer requirements should be fulfilled through phone and online as much as possible during these times. Posters about COVID-19 measures (hand-washing, use of masks and rules to be observed within workplaces) should be prominently displayed in workplace.

### 9.1. Measures for Workplace

- » Customers, who do not or properly (with nose and mouth covered) wear masks, should not be allowed into workplace.
- » A maximum of 1 person should be allowed per 4 square meters including employees and customers within working place. An instruction displaying such capacity of workplace should be posted on the door.
- » Physical distancing rules (at least 1 meter, 3-4 steps) should be observed and floor markings should be used to manage queue control (indoors and outdoors).
- » Customers on queue should wait on marked spaces outside workplace as per social distancing rules.
- » Customers should be allowed singly inside workplace and their companions should wait outside.
- » No guests should be allowed into workplace.
- » Alcohol-based hand sanitizers or 70% alcohol containing cologne should be kept available for customer use at the entry of workplace. Hand sanitizers should be checked and refilled at certain intervals and should be kept full at all times. Incoming customers should disinfect their hands.
- » Try-on period should be kept as short as possible. Any product that has been tried on yet not purchased should be wiped clean with alcohol or soap water that does not harm the product.
- » Ultraviolet lights should not be applied on tried-on products as it is not recommended by the European Disease Control and Prevention Center, and CDC in USA due to its possible harmful effects on human health.

- » A temporary separator or window should be installed between counters and customer spaces to protect staff members.
- » Customers should be encouraged to preferably use contactless and non-cash payment.

## 9.2. Measures for Customers

- » Information posts about the rules to be observed inside should be visibly displayed at the entrance of workplace to make sure that customers read them before entry.
- » Customers should be reminded to follow physical distancing between other customers and employees.
- » Customers should be allowed into workplace with their masks on. Cloth masks will be sufficient for such type of premises and in general public. Masks should be kept available at entry for those who have no masks.
- » Customer should use alcohol-based hand sanitizers or at least 70% alcohol containing cologne upon entry.
- » Customers should not touch any surfaces within workplace unless necessary.
- » Customers should spend as short time as possible inside premises.

## 9.3. Measures for the Protection of Staff Members

- » Staff members should be informed about ways of transmission and prevention of COVID-19.
- » Staff who are unwell or have symptoms such as fever, cough, nasal flow, shortness of breath should not be at work.
- » Staff who develop symptoms such as fever, cough, nasal flow, shortness of breath while working should be provided with mask and referred to a healthcare facility.
- » All staff members should wear masks as per the rules and should replace their masks when damped or contaminated. Hand sanitizers should be used while wearing new mask and after removing mask.
- » Proper hand hygiene should be promoted to working staff, which includes washing hands with soap and water for at least 20 seconds and, if not possible, alcohol-based hand sanitizers should be used.

Soaps that contain antiseptics should not be necessarily used and regular soap will be sufficient.

- » Staff members will likely to touch the same products with customers, and therefore, should clean their hands after each customer.
- » Face protection in addition to medical mask should be worn before working in distance less than 1 meter with the customer such as assistance for trying on jewelries, eyewear or accessories.
- » Staff should be promoted to maintain physical distancing of at least 1 meter at break areas and to keep wearing masks. A maximum of one person should be available at the same time in indoor areas as masks will have to be removed during eating or drinking water/coffee/tea.

#### 9.4. Environmental Cleaning, Disinfection and Ventilation

- » Cleaning should be conducted on daily basis in workplaces.
- » Frequently touched surfaces (i.e. door handles, handsets, table surfaces etc.) in workplaces should be particularly cleaned. For this purpose, sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) may be used for disinfection after cleaning with water and detergent. Chloride components may cause corrosion on surfaces and are suggested for use on durable surfaces. Toilets should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).
- » Surfaces not suitable for chloride components such as cash register, keyboards, telephone and other devices should be wiped with 70% alcohol for disinfection.
- » Counters, equipment and tools should be regularly cleaned and disinfected with 70% alcohol.
- » Payment terminals, if used and touched by customers, should be cleaned with 70% alcohol immediately thereafter.
- » Cleaning staff should be promoted to wear medical masks and gloves and after cleaning, they should remove their masks and gloves and dispose into the bin at workplace, and wash their hands with soap and water for at least 20 seconds, and if not possible, use alcohol-based hand sanitizers.
- » Doors and windows of workplaces should be opened regularly to ensure ventilation.
- » Workplaces with central air conditioning systems should be ventilated to ensure clean air circulation, ventilation systems should be regularly

maintained and filters should be replaced as per manufacturer's recommendations.

- » If available, workplace toilet should be closed to customers and should be cleaned on frequent basis.

## 10. MEASURES TO BE TAKEN AT TOY STORES

It is difficult to maintain physical distancing to prevent transmission of COVID-19 at toy stores due to the fact that they are frequently visited by the public and that they enable product contact despite being small and overcrowded. Therefore, customer requirements should be fulfilled through phone and online as much as possible. Posters about COVID-19 measures (hand-washing, use of masks and rules to be observed within workplaces) should be prominently displayed in workplace.

### 10.1. Measures for Workplace

- » Customers, who do not or properly (with nose and mouth covered) wear masks, should not be allowed into workplace.
- » A maximum of 1 person should be allowed per 4 square meters including employees and customers within working place. An instruction displaying such capacity of workplace should be posted on the door.
- » Physical distancing rules (at least 1 meter, 3-4 steps) should be observed and floor markings should be used to manage queue control (indoors and outdoors).
- » Customers on queue should wait on marked spaces outside workplace as per social distancing rules.
- » No guests should be allowed into workplace.
- » Alcohol-based hand sanitizers or 70% alcohol containing cologne should be kept available for customer use at the entry of workplace. Hand sanitizers should be checked and refilled at certain intervals and should be kept full at all times. Incoming customers should disinfect their hands.
- » All necessary measures should be taken to minimize customers' contact with products.
- » Durable products, which undergo frequent contact for inspection by customers, should be disinfected every two hours by spraying 70% alcohol containing disinfectants at a close distance.
- » If any bicycle, battery-operated car etc. is tried by customers, touched surfaces and sitting apparatus should be wiped with disinfectant cloth after each try.

- » Shelf products, which have been examined yet not purchased by the customer, should be placed at the bottom of or behind the products on shelf as much as possible.
- » Any gaming-fun machines for children, if available, should be turned off for use and should be covered to prevent distraction in children.
- » A temporary separator or window should be installed between counters and customer spaces to protect staff members.
- » Customers should be encouraged to preferably use contactless and non-cash payment.

#### 10.2. Measures for Customers

- » Information posts about the rules to be observed inside should be visibly displayed at the entrance of workplace to make sure that customers read them before entry.
- » Customers should be reminded to follow physical distancing between other customers and employees.
- » Customers should be allowed into workplace with their masks on. Cloth masks will be sufficient for such type of premises and in general public. Masks should be kept available at entry for those who have no masks.
- » Customer should rub their hands alcohol-based hand sanitizers or at least 70% alcohol containing cologne upon entry.
- » Customers should not touch any surfaces within workplace unless necessary and should use hand sanitizers after each touch.
- » Customers should spend as short time as possible inside premises.

#### 10.3. Measures for the Protection of Staff Members

- » Staff members should be informed about the ways of transmission and prevention of COVID-19.
- » Staff who are unwell or have symptoms such as fever, cough, nasal flow, shortness of breath should not be at work.
- » Staff who develop symptoms such as fever, cough, nasal flow, shortness of breath while working should be provided with medical mask and referred to a healthcare facility.
- » All staff members should wear masks as per the rules and should replace

their masks when damp or contaminated. Hand sanitizers should be used while wearing new mask and after removing mask.

- » Proper hand hygiene should be promoted to working staff, which includes washing hands frequently. Hands should be washed with soap and water for at least 20 seconds and if not possible, alcohol-based hand sanitizers should be used. Antiseptic containing soap should not be necessarily used and regular soap will be sufficient.
- » Staff should be promoted to maintain physical distancing of at least 1 meter at break areas and to keep wearing masks. A maximum of one person should be available at the same time in indoor areas as masks will have to be removed during eating or drinking water/coffee/tea.

#### 10.4. Environmental Cleaning, Disinfection and Ventilation

- » Workplaces should be regularly cleaned on daily basis.
- » Frequently touched surfaces (i.e. door handles, handsets, table surfaces etc.) in workplaces should be particularly cleaned. For this purpose, sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) may be used for disinfection after cleaning with water and detergent. Chloride components may cause corrosion on surfaces and are suggested for use on durable surfaces. Toilets should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).
- » Surfaces not suitable for chloride components such as cash register, keyboards, telephone, and other devices should be wiped with 70% alcohol for disinfection.
- » Counters, equipment and tools should be regularly cleaned and disinfected with 70% alcohol.
- » Payment terminals, if used and touched by customers, should be cleaned with 70% alcohol immediately thereafter.
- » Cleaning staff should be promoted to wear medical masks and gloves and after cleaning, they should remove their masks and gloves and dispose into the bin at workplace, and wash their hands with soap and water for at least 20 seconds, and if not possible, use alcohol-based hand sanitizers.
- » Doors and windows of workplaces should be opened regularly to ensure ventilation.
- » Workplaces with central air conditioning systems should be ventilated to ensure clean air circulation, ventilation systems should be regularly maintained and filters should be replaced as per manufacturer's

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recommendations.

- » If available, workplace toilet should be closed to customers and should be cleaned on frequent basis.

## 11. MEASURES TO BE TAKEN AT MARKETPLACES

Market places enable congregating and therefore, are risky as to transmission of COVID-19. The following measures should be taken to minimize the transmission risk of COVID-19.

### 11.1. Measures to be taken at Marketplaces

- » Compliance with the rules should be tightly monitored at market places due to the risks they pose.
- » All entries and exists of market places should be under control.
- » Posters about rules, social distancing, use of masks and hand hygiene should be prominently displayed at the entries and within market places.
- » It must be mandatory to wear masks to enter market places. Tradesmen and customers must wear masks, which should be properly worn (to cover chin and nose).
- » Displays, counters and/or boards should be placed at a distance of at least 3 meters.
- » A maximum of one customer per every 4 square meters including sellers and customers should be available at marketplace or counter should be limited to two times of the number of customers. Capacity should be accordingly calculated and displayed at the entries.
- » The number of customers inside the marketplace should be specified (through counting by an officer or through turnstiles etc. system) and once the capacity is reached, no new customers should be allowed inside and should wait in accordance with physical distancing (at least 1 meter) rule.
- » Hand sanitizers (cologne etc.) should be available at all entries and at all counter of market places.
- » No sales should be allowed on floor without counters.
- » Stallholders should clean their hands frequently with hand sanitizers.
- » No crates or packaging should be kept in crossings between counters in a way to create congestion.
- » Warning signs should be placed in front of counters to maintain physical distancing.
- » Fresh fruits and vegetable in bulk should be sold directly by stallholders

without any contact by consumers in accordance with hygiene rules. No cherry-pick should be allowed.

- » Indoor market places should be ventilated.
- » Garbage in marketplaces should not be left exposed and should be gathered in closed bags.
- » Marketplace should be cleaned with water and detergent in accordance with the principles on floor cleaning for communal living spaces after the end of sales.

### 11.2. Measures for Customers at Marketplaces

- » Customers, who do not wear masks, should not be allowed into marketplaces. Customers should keep their masks during their time in marketplace. Masks should cover mouth and nose.
- » Customers should be reminded to maintain physical distancing at marketplaces (at least 1 meter).

### 11.3. Measures for Stallholders

- » All employees and workers at marketplace should be informed about COVID-19, physical distancing, use of mask and hand hygiene.
- » Body temperature of stallholders should be measured upon entry into marketplace and those who have fever over 38°C should be equipped with medical mask and should not be allowed into marketplace and should be referred to a healthcare facility.
- » Any stallholder, who displays symptoms such as fever, cough, nasal flow, shortness of breath, should be not be allowed into marketplace.
- » Stallholders should wear masks in a way to cover their mouths and nose and replace their masks when damped or contaminated and should avoid touching the exterior part of the mask and they should use hand sanitizers both before and after replacing their masks.
- » The distance between other stallholders should not be less than 1 meters or 3-4 steps during sales behind counter.
- » Stallholder should prevent customers from touching bulk fresh fruits and vegetables and should consider hygiene rules while packing and selling goods.
- » Stallholders should avoid touting.

- » Stallholders should respect the rules of physical distancing while eating.

#### 11.4. Washrooms and Toilets

- » 70% alcohol-based hand sanitizers should be kept available at toilets.
- » Entrance doors of toilets should be transformed to automatic door systems. If this is not possible, entrance door handles should be frequently disinfected.
- » Floors, toilet bowls, urinals, washbasins, faucets and tap mixers should be frequently cleaned and disinfected.
- » Cleaning times of toilets and washrooms should be recorded and visibly posted.
- » There should be no missing materials in toilets, and liquid soap, toilet papers and paper towels should always be kept available and refilled if necessary.
- » Air hand dryers should be turned off and instead, disposable paper towels should be used.
- » Cleaning staff should use gloves, masks and eye/face protection.
- » Warning/information signs for hygiene should be posted in toilets.



## **12. MEASURES TO BE TAKEN AT TAILOR SHOPS, SHOE MODIFICATION BUSINESSES AND DRY CLEANERS**

It is difficult to maintain physical distancing to prevent COVID-19 infection at tailor shops, shoe modification business and dry cleaners due to the fact that they are frequently visited by the public and that they enable product contact despite being small or overcrowded. Posters about COVID-19 measures (hand-washing, use of masks and rules to be observed within workplaces) should be prominently displayed in workplace.

### **12.1. Measures for Workplace**

- » Customers, who do not or properly (with nose and mouth covered) wear masks, should not be allowed into workplace.
- » A maximum of 1 person should be allowed per 4 square meters including employees and customers within working place. An instruction displaying such capacity of workplace should be posted on the door.
- » Physical distancing rules (at least 1 meter, 3-4 steps) should be observed and floor markings should be used to manage queue control (including indoors and outdoors).
- » Customers on queue should wait on marked spaces outside workplace as per social distancing rules.
- » Customers should be allowed singly inside workplace and their companions should wait outside.
- » No guests should be allowed into workplaces.
- » Alcohol-based hand sanitizers or 70% alcohol containing cologne should be kept available for customer use at the entry of workplace. Hand sanitizers should be checked and refilled at certain intervals and should be kept full at all times. Incoming customers should disinfect their hands.
- » A temporary separator or window should be installed between counters and customer spaces to protect staff members.
- » Customers should be encouraged to preferably use contactless and non-cash payment.

### **12.2. Measures for Customers**

- » Information posts about the rules to be observed inside should be visibly displayed at the entrance of workplace to make sure that customers read them before entry.

- » Customers should be reminded to follow physical distancing between other customers and employees.
- » Customers should be allowed into workplace with their masks on. Cloth masks will be sufficient for such type of premises and in general public. Masks should be kept available at entry for those who have no masks.
- » Customer should rub their hands with alcohol-based hand sanitizers or at least 70% alcohol containing cologne upon entry.
- » Customers should not touch any surfaces within workplace unless necessary and should use hand sanitizers after each touch.
- » Customers should spend as short time as possible inside premises.

### 12.3. Measures for the Protection of Staff Members

- » Staff members should be informed about ways of transmission and prevention of COVID-19.
- » Staff who are unwell or have symptoms such as fever, cough, nasal flow, shortness of breath should not be at work.
- » Staff who develop symptoms such as fever, cough, nasal flow, shortness of breath while working should be provided with medical mask and referred to a healthcare facility.
- » All staff members should wear masks as per the rules and should replace their masks when damped or contaminated. Hand sanitizers should be used while wearing new mask and after removing mask.
- » Proper hand hygiene should be promoted to working staff, which includes washing hands with soap and water for at least 20 seconds and, if not possible, alcohol-based hand sanitizers should be used. Soaps that contain antiseptics should not be necessarily used and regular soap will be sufficient.
- » It might not be possible to maintain physical distancing of 1 meter while measuring the size of or fitting on clothes, medical masks and face protection should be used and needles and other tools should not be taken into mouth.
- » All products should be received and delivered in bags.
- » All products received into tailor shops and shoe modification businesses should be kept at least for one day before processed.
- » Staff should be promoted to maintain physical distancing of at least 1

meter at break areas and to keep wearing masks. A maximum of one person should be available at the same time in indoor areas as masks will have to be removed during eating or drinking water/coffee/tea.

#### 12.4. Environmental Cleaning, Disinfection and Ventilation

- » Workplaces should be regularly cleaned on daily basis.
- » Frequently touched surfaces (i.e. door handles, handsets, table surfaces etc.) in workplaces should be particularly cleaned. For this purpose, sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) may be used for disinfection after cleaning with water and detergent. Chloride components may cause corrosion on surfaces and are suggested for use on durable surfaces. Toilets should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).
- » Surfaces not suitable for chloride components such as cash register, keyboards, telephone, and other devices should be wiped with 70% alcohol for disinfection.
- » Counters, equipment and tools should be regularly cleaned and disinfected with 70% alcohol.
- » Payment terminals, if used and touched by customers, should be cleaned with 70% alcohol immediately thereafter.
- » Cleaning staff should be promoted to wear medical masks and gloves and after cleaning, they should remove their masks and gloves and dispose into the bin at workplace, and wash their hands with soap and water for at least 20 seconds, and if not possible, use alcohol-based hand sanitizers.
- » Doors and windows of workplaces should be opened regularly to ensure ventilation.
- » Workplaces with central air conditioning systems should be ventilated to ensure clean air circulation, ventilation systems should be regularly maintained and filters should be replaced as per manufacturer's recommendations.
- » If available, workplace toilet should be closed to customers and should be cleaned on frequent basis.



## 13. MEASURES TO BE TAKEN ON CABS AND AT CABSTANDS

### 13.1. Measures to be Taken at Cabstands

- » Cabstands should be informed about COVID-19 and posters about COVID-19 measures, hand-washing, use of masks and rules to be observed within workplaces should be prominently displayed in cabstands.
- » Physical distancing (3-4 steps, 1 meter) between individuals at cabstands should be maintained.
- » Cabdrivers, who have symptoms such as fever, cough, shortness of breath, who suffer from COVID-19 or have contacted with a COVID-19 case within the last 14 days should not be working.
- » Cabstands should be cleaned with soap and detergent on daily basis.
- » Frequently touched surfaces within cabstand (i.e. door handles, table surfaces, switches etc.) in workplaces should be particularly cleaned. For this purpose, sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) or 70% alcohol may be used for disinfection after cleaning with water and detergent. Toilets in cabstand should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).
- » Bleach should be used at times when nobody is inside and cabstand should be ventilated after bleach is dried and odor is completely exhausted.

### 13.2. Measures for Customers on Cab

- » Customers who take a cab should wear medical/cloth mask at all times during their travel.
- » Customers who have symptoms of COVID-19 (fever, cough, nasal flow, shortness of breath) should wear medical mask and referred to a healthcare facility.
- » Sufficient amount of alcohol-based hand sanitizers or 70% alcohol-based cologne should be kept available for customer use on cabs throughout day and driver should offer alcohol-based hand sanitizer or cologne to customers once they take the cab.

### 13.3. Measures for the Protection of Cab Drivers

- » A maximum of three customers should be accepted into cabs.

- » Cab drivers should act in accordance with personal hygiene rules and should keep wearing medical masks.
- » Masks should be replaced when damped. Masks should be held from rubber bands when removing, and external part of masks should not be touched, and masks should be held from rubber bands again when wearing. Used masks should be disposed into closed garbage bags. If mask is to be replaced, hand-sanitizers should be used.
- » Customers should be promoted to contactless payment methods.

#### **13.4. Ventilation, Cleaning and Disinfection on Cabs**

- » Cabs should be air conditioned through intake of fresh air. Internal air conditioning system (letting internal air back in) function should be prevented.
- » Windows should be opened at every opportunity to keep internal air clean.
- » General internal cleaning of cab should be performed with water and detergent at the end of each day and at each shift change.
- » Interior surface of vehicle should be wiped clean with water and detergent cloth.
- » Frequently-touched surfaces (door handles, radio, window operating switch, seat belt buckle) should be wiped with water and detergent cloth and then disinfected with bleach diluted in 1/100 or 70% alcohol/cologne. Cleaning should be performed at times when there is no passenger and vehicle should be ventilated until bleach is dried and odor is exhausted.

## 14. MEASURES TO BE TAKEN FOR MINIBUSES, SHARED TAXIS(DOLMUS), PUBLIC AND MUNICIPALITY BUSES

Public transports such as minibuses, shared taxis (dolmus), public and municipality buses pose risk as to transmission of COVID-19. Therefore, the following measures should be taken. Posters about the rules about COVID-19 should be prominently displayed within vehicles to make sure that drivers and passenger comply with such rules. Hand sanitizers should be kept available next to the entry door in vehicles.

### 14.1. Measures for the Protection of Drivers

- » Drivers should be informed about COVID-19 by relevant trade associations/chambers.
- » Drivers who have symptoms of COVID-19 (fever, cough, nasal flow, shortness of breath etc.) should not work and should be referred to a healthcare facility.
- » Drivers should maintain physical distancing rules while on queue at terminals.
- » Drivers should act in accordance with physical hygiene rules and should wear masks inside vehicles. Driver may not wear mask if vehicle is equipped with a transparent separator.
- » Masks should be replaced when damped. Masks should be held from rubber bands when removing, and external part of masks should not be touched, and masks should be held from rubber bands again when wearing. Used masks should be disposed into closed garbage bags. If mask is to be replaced, hand-sanitizers should be used.
- » Money exchange should be provided within a box to minimize contact during payment.
- » At terminals providing break rooms for drivers, [measures to be taken on cabstands](#) should be followed.

### 14.2. Measures for Passengers

- » Passengers should maintain physical distancing on queue.
- » Passenger should maintain physical distancing rule when getting in/out of vehicle.
- » All customers onboard should wear masks and keep their masks during travel. Passengers who do not wear masks should not be allowed into

vehicle.

- » The number of passengers should be equal to the number of seats and no straphangers should be available on board. Only two of four facing seats should be used in a transverse way to prevent face-to-face sitting.
- » Sufficient amount of alcohol-based hand sanitizers or 70% alcohol-based cologne should be kept available for customer use on vehicles throughout day and passengers should use alcohol-based hand sanitizer or cologne once they get in the vehicle.
- » Customers who have symptoms of COVID-19 (fever, cough, nasal flow, shortness of breath) should not be taken into vehicle and referred to a healthcare facility.
- » No speaking and shouting should be allowed onboard due to formation of droplets.
- » No drinks, including water, or food should be consumed onboard unless necessary.

#### 14.3. Ventilation, Cleaning and Disinfection on Vehicles

- » Interior air circulation should be switched off.
- » Air conditioner filters of vehicles should be regularly serviced.
- » Windows should be opened at every opportunity to keep internal air clean.
- » General internal cleaning of cab should be performed with water and detergent at the end of each day.
- » Interior surface of vehicle should be wiped clean with water and detergent cloth.
- » Frequently-touched surfaces (door handles, armrests, handgrips, window operating switch, seat belt buckles etc.) should be wiped with water and detergent cloth and then disinfected with bleach diluted in 1/100 or 70% alcohol/cologne upon cleaning of each trip between first and last stop. For this purpose, sanitizers licensed by the Ministry of Health might be used. Doors and windows should be kept open while cleaning. Cleaning should be performed at times when there is no passenger and vehicle should be ventilated after one minute upon disinfection.

## 15. MEASURES TO BE TAKEN AT MINES

Each mining operation has its specific properties due to several reasons including but not limited to geographical status, sheltering and works performed. The objective of measures to be taken at mines within the context of COVID-19 is to prevent the frequency of cases, and to prevent development of outbreak if any case is detected. It should be importantly remembered that even if no employee is diagnosed with COVID-19, there might be people who have been infected due to contact yet fail to have symptoms.

### 15.1. Key Considerations in Taking Measures for the Outbreak

- » COVID-19 infection is transmitted primarily from person to person, mainly through respiratory droplets, either from mouth or nose, while infected person speaks, sneezes or coughs.
- » Virus may also be transmitted by touching mouth, nose or eyes with hands through contact with surfaces and objects that have been already contaminated with cough or sneeze.
- » Virus may progress asymptotically in the infected persons who play a great role in transmission of disease.
- » Infected person, either asymptomatic or symptomatic, may infect others in a short time.
- » Disease can cause more severe progresses in those people who suffer from hypertension, diabetes, cardiovascular disease, chronic pulmonary diseases, cancer and immunocompromising conditions and who are at or older than 65 years of age.

### 15.2. Basic Principles of Consideration in Measures

- » Personal hygiene and environmental cleaning must be strictly adhered to.
- » Workers who develop symptoms should be identified and self-isolated.
- » Persons who had contact with people known to be infected with the disease should be monitored and close contacts should be managed in accordance with COVID-19 guidance.
- » If any worker develops fever, cough or shortness of breath, the case should be reported to workplace health unit and provincial/district health authority.
- » In case of a COVID-19 case, the person should be placed in an isolation room away from other employers and workers, especially those in the same staff shuttle should be logged to enable contact tracing.

### **15.3. Measures to be Taken and Actions to be Implemented**

#### **15.3.1. Designation of a Supervisor Responsible from the Control of COVID-19 Outbreak at Workplace**

- » Preferably a physician or a healthcare worker should be designated by the “Occupational Health and Safety Board”. In cases where this is not applicable, then a worker designated by the employer or employer’s representative should be informed about COVID-19 and accordingly assigned.
- » Main duties:
- » To monitor environmental cleaning measures to be taken at workplace;
- » To prevent unauthorized persons from accessing to worksites in mines except for obligatory cases;
- » To ensure that posters provided by the Ministry of Health for protection against COVID-19 are put in prominent places around the workplace and brochures are delivered to workers;
- » To make sure that workers are checked on daily basis for fever, cough and shortness of breath;
- » To insert Emergency Plan Algorithm into existing Emergency Plan and to revise the plan as specified in article d/i Working Environment in order to specify the method of reporting workers who develop fever, cough and shortness of breath and to update current Risk Assessment, accordingly;
- » To check and to ensure that subcontractors comply with the specified rules; and
- » To contact with workplace health unit and provincial/district health directorate in case of any suspected COVID-19 cases.

#### **15.3.2. Measures to be Taken to Prevent Transmission of COVID-19 amongst Workers at Workplaces**

- » Worker shuttles should be used in accordance with the following procedures:
  - » Proper and regular hygiene and cleaning should be provided to frequently touched surfaces of shuttles;
  - » Hand-sanitizers should be placed at the entries of worker shuttles;
  - » Passenger capacity of shuttles should be planned considering the physical distance;

- » Seating in shuttles should be arranged in a transverse way to leave side seat empty and prevent passengers from sitting back to back in a row;
  - » Workers, who use shuttles outside worksite, should be allowed into shuttles after their body temperatures are measured;
  - » Shuttles should be disinfected after each trip;
  - » Workers, who use shuttles, should be provided with disposable medical masks.
- » Workers returning from abroad and/or leave and have to work onsite should be monitored for symptoms for 14 days and if they display no symptoms (fever, cough, shortness of breath and etc.) might start working.
- » Entries into and exits from workplace
- » Hygiene materials to be used should be properly arranged;
  - » Any systems that may increase risk of infection including fingerprint sensors should not be used temporarily and if possible, contactless systems should be used;
  - » Proper markings for passages should be installed to ensure that physical distancing rules are followed and to avoid congregating;
  - » Body temperature of workers should be measured through contactless thermometers or thermal cameras upon entry into workplaces and such procedure should be repeated during day (those workers with temperatures higher than 37.8°C should not be allowed into worksite);
  - » Workers, who develop symptoms such as fever, cough, shortness of breath and etc. during their shifts, should be provided with masks and immediately reported to workplace health unit and provincial/district health directorate should be notified through hotlines 184 or 112.
  - » In case of a COVID-19 case, the person should be placed in an isolation room away from other workers, especially those in the same staff shuttle should be logged to enable contact tracing.
  - » Entry of visitors into worksite should be limited and meetings should be made online and remote;
  - » Suppliers, when they visit the worksite, should be subject to medical risk assessment and should be allowed into worksite in a controlled manner after measurement of body temperature and cargos and other boxes should be disinfected before allowed inside;

- » Wherever possible, shifts should be divided to minimize congregating.
- » In cases where workers are in frequent contact with customers and suppliers (security, cashier's desk etc.), masks and visors should be used and wherever possible, a separator should be installed between visitors and security/front office.
- » Working Environment
  - » Risk assessment should be performed and emergency plans should be updated taking into account COVID-19 outbreak.
  - » Workers, who suffer from hypertension, diabetes, cardiovascular disease, chronic pulmonary disease, cancer and immunocompromising conditions and who are older than 65 years of age should be removed from worksite and if possible, they should switch to remote working/telecommuting model.
  - » Working methods and orders should be reviewed in line with physical distancing rule and any necessary arrangements should be performed accordingly, and workers, who are capable of telecommuting/remote/alternate working should switch to that model;
  - » Working hours should be planned in a way to minimize interaction between workers, including rest breaks and lunch breaks;
  - » The number of concurrent workers at worksite should be kept to a minimum and workers should keep at least 1,5 meters of distance to keep physical distancing and if possible, alternately or remote working methods should be preferred;
  - » Working environment should be suitably and sufficiently ventilated and daily cleaning should be performed with water and detergent;
  - » Frequently touched surfaces (door handles, faucets, handrails, lifts, switches, and frequently touched buttons, handsets, television remotes) as well as toilets and washbasins in common spaces should be cleaned with diluted bleach at least two times a day or with chlorine tablet\* as per product description;
  - » All equipment including tools with screens and auxiliary parts (keyboard, mouse, shared telephone, intercom, microphone etc.) and working environment should be frequently wiped cleaned with 70% alcohol-based solution to ensure proper hygiene;

- » Workers should be informed and encouraged to clean common equipment and tools before use and not to use common appliances such as tea & coffee machines;
- » Lifts should not be used to the greatest extent possible and in compulsory cases, the number of workers should be limited according to physical distancing rule and workers should not be positioned face-to-face and sanitizers should be placed wherever appropriate and paper tissues should be kept available at suitable places at entries of elevator and should be used to press buttons of lifts;
- » Sufficient number of waste bins that prevent manual contact should be kept available in the working environment;
- » Sufficient number of toilets/washbasins should be provided according to the number of workers and washbasins, electricity, flush etc. fixtures should be touch-operated if possible;
- » Light vehicles should be disinfected on daily basis;
- » Heavy construction equipment and trucks should be disinfected upon shift change;
- » Sufficient amount of personal hygiene materials should be kept available at toilets and washrooms and personal hygiene rules should be followed before and after use of such areas, which should be frequently cleaned with diluted bleach and chlorine tablet\* as per product description;
- » Cleaning workers should wear mask and gloves.
- » Wastes of masks and gloves used by workers should be collected in a gray colored no-touch box with a lid and should be disposed of after marked as per the directives of the Ministry of Environment;
- » Workers, who display fever, shortness of breath and similar symptoms, should be notified to workplace health unit and provincial/district health directorate;
- » In case of a COVID-19 case, the person should be placed in an isolation room away from other workers, especially those in the same staff shuttle should be logged to enable contact tracing.
- » Staff members, who are responsible from cleaning and disposal of wastes, should respect their personal hygiene and use personal protective equipment;

- » Meetings and training should be adjourned until the end of outbreak;
- » Meetings and trainings, which cannot be adjourned due to legal obligations, should be performed through remote learning, teleconferencing etc. facilities; and
- » Playgrounds, gyms and prayer rooms should be temporarily closed.
- » Kitchens, messes and break rooms
  - » Hand sanitizers should be placed at the entry of kitchens, messes and break rooms;
  - » Physical distancing and hygiene rules should be followed in kitchens, messes and break rooms and security strips of 1 meter should be installed to define queues and floor markings should be properly used to maintain physical distancing in messes and workers should be promoted to follow such rules;
  - » A distance of at least 1,5 meters (preferably 2 meters) should be maintained between tables and chairs in messes and preferably 1 or at most 2 people should be seated on a table of 4 people.
  - » Workers should be organized in groups by lunch hours to facilitate contact tracing and same workers should eat on the same table at all times and similar rules should also apply for tea and coffee breaks;
  - » If lunch has to be served outside mess, workers should have a physical distancing of at least 1,5 meters and avoid sharing their food and if possible, lunch should be served in rations and breakfast in picnic boxes;
  - » Sufficient number of toilets/washrooms should be provided as per the number of workers and the number of handwashing spots should be increased accordingly;
  - » Proper personal hygiene rules should be arranged and relevant trainings should be provided to ensure that workers wash their hands for at least 20 seconds with water and soap before and after meal and use disposable paper towels;
  - » Spices, toothpicks, spoons, forks, knives, cups, plates etc. materials should be disposable;
  - » Food and drinks should be served in rations, if possible;
  - » Mess staff should act in accordance with personal hygiene rules and use personal protective equipment (disposable medical masks, bonnets, visors, gloves) and relevant training should be provided to mess staff

accordingly;

- » Mess and break rooms should be sufficiently and regularly ventilated and cleaned with soap and detergent on daily basis;
- » Frequently touched surfaces (door handles, faucets, handrails, lifts, switches, and frequently touched buttons, handsets, television remotes) as well as toilets and washbasins in common spaces should be cleaned at least two times a day.
- » Dormitories
  - » Hand sanitizers should be placed at the entry of dormitories;
  - » Social distancing and hygiene rules should be followed in dormitories;
  - » Beds or bunks should be placed with a distance of 1,5-2 meters;
  - » Adjacent beds or bunks should be organized in a way that one points to bedside while other points to toes.
  - » Dormitories should be sufficiently and regularly ventilated;
  - » Frequently touched surfaces (door handles, faucets, handrails, lifts, switches, and frequently touched buttons, handsets, television remotes) as well as toilets and washbasins in common spaces should be cleaned at least two times a day;
  - » Sufficient number of toilets/bathrooms should be provided as per the number of workers.
- » Laundry
  - » White linens should be washed at 90 degrees while colored linens should be washed at 60 degrees;
- » Changing rooms, bathrooms, lamp rooms, silos etc.
  - » Hand sanitizers should be placed at the entry of such places;
  - » Physical distancing should be maintained at such places;
  - » These places should be sufficiently ventilated at least upon each shift change;

- » Cabinet doors and hangers in such places should be cleaned at each shift change;
- » Overalls and casual clothes of workers should be stored in separate places to avoid contact with others;
- » Helmets, headlamps, gas mask, and other hand tools should be wiped cleaned with detergent cloth at each shift change.

**15.3.3. Measures to be taken for Workers with Symptoms (Fever, Cough or Shortness of Breath) Consistent with COVID-19**

- » Worker who develop symptoms should be immediately separated from other workers and should wear medical mask and shall be referred to workplace health unit;
- » Contacts of people with COVID-19 should be managed in accordance with the COVID-19 Guidance by the Ministry of Health and should avoid contacting with other workers;
- » Dormitory used by people diagnosed with COVID-19 should be left empty and ventilated for 24 hours and then cleaned thoroughly with water and detergent;
- » Watertight overalls, gloves, eye protection and FFP2/3 half-mask should be used to clean the room that has been previously occupied by the person with COVID-19 and all surfaces which might possibly have been contaminated with respiratory secretions or body excretions should be cleaned with 1/10 diluted bleach or other chemicals recommended by the ministry of health and any wastes should be disposed of within the scope of medical wastes.

*\* Preparation of cleaning water with bleach or chlorine tablet:*

- » *To prepare 1/100 diluted bleach, add half teacup of 5% sodium chlorite (sodium hypochlorite Cas No: 7681-52-9) into 5 liters of water.*
- » *If chlorine tablet is to be used for cleaning, follow the directives on product label.*

## 16. MEASURES TO BE TAKEN AT WORKSITES

Each construction worksite has its specific properties due to several reasons including but not limited to geographical status, sheltering and works performed. The objective of measures to be taken at worksites within the context of COVID-19 is to prevent the frequency of cases and to prevent development of outbreak if any case is detected. It should be importantly remembered that even if no employee is diagnosed with COVID-19, there might be people who have been infected due to contact yet fail to have symptoms.

### 16.1. Key Considerations in Taking Measures for the Outbreak

- » COVID-19 infection is transmitted primarily from person to person, mainly through respiratory droplets, either from mouth or nose, while infected person speaks, sneezes or coughs.
- » Virus may also be transmitted by touching mouth, nose or eyes with hands through contact with surfaces and objects that have been already contaminated with cough or sneeze.
- » Measures to be taken against infection through droplets, being the main transmission way, should be considered as basis.
- » Virus may progress asymptotically in the infected persons who play a great role in transmission of disease.
- » Infected person, either asymptomatic or symptomatic, may infect others in a short time.
- » Disease can cause more severe progresses in those people who suffer from hypertension, diabetes, cardiovascular disease, chronic pulmonary diseases, and who are at or older than 65 years of age.

### 16.2. Basic Principles of Consideration in Measures

- » Personal hygiene and environmental cleaning must be strictly adhered to.
- » Workers who develop symptoms should be identified and self-isolated.
- » Persons who had contact with people known to be infected with the disease should be monitored and close contacts should be managed in accordance with COVID-19 guidance.
- » If any worker develops fever, cough or shortness of breath, the case should be reported to workplace health unit and provincial/district health authority.

### **16.3. Measures to be Taken and Actions to be Implemented**

#### **16.3.1. Designation of a Supervisor Responsible from the Control of COVID-19 Outbreak at Workplace**

Preferably a physician or a healthcare worker should be designated by the “Occupational Health and Safety Board”. In cases where this is not applicable, then a worker designated by the employer or employer’s representative should be informed about COVID-19 and accordingly assigned.

Main duties:

- » To monitor environmental cleaning measures to be taken at workplace;
- » To prevent unauthorized persons from accessing to worksites except for obligatory cases;
- » To ensure that posters provided by the Ministry of Health for protection against COVID-19 are put in prominent places around the workplace and brochures are delivered to workers;
- » To make sure that workers are checked on daily basis for fever, cough and shortness of breath;
- » To specify the method (telephone, radio, application to a predesignated contact etc.) of reporting for workers who develop fever, cough and shortness of breath; and
- » To contact with workplace health unit and provincial/district health directorate in case of any suspected COVID-19 cases.

#### **16.3.2. Measures to be Taken to Prevent Transmission of COVID-19 amongst Workers at Workplaces**

- » Worker shuttles should be used in accordance with the following procedures:
- » Proper and regular hygiene and cleaning should be provided to frequently touched surfaces of shuttles;
- » Hand-sanitizers should be placed at the entries of worker shuttles;
- » Passenger capacity of shuttles should be planned considering the physical distance;
- » Seating in shuttles should be arranged in a transverse way to leave side seat empty and prevent passengers from sitting back to back in a row; and
- » Workers returning from a domestic travel should be prevented from starting working before undergoing a medical check.

- » Entries into and exits from workplace
  - » Hygiene materials to be used should be properly arranged;
  - » Any systems that may increase risk of infection including fingerprint sensors should not be used temporarily and if possible, contactless systems should be used;
  - » Proper markings for passages should be installed to ensure that physical distancing rules are followed and to avoid congregating;
  - » Body temperature of workers should be measured through contactless thermometers upon entry into workplaces;
  - » Workers, who develop symptoms such as fever, cough, shortness of breath and etc. should be prevented from contacting with other workers and workplace health unit and provincial/district health directorate should be immediately notified.
- » Working Environment
  - » Risk assessment should be performed and emergency plans should be updated taking into account COVID-19 outbreak.
  - » Working methods and orders should be reviewed in line with physical distancing rule and any necessary arrangements should be performed accordingly;
  - » Working hours should be planned and monitored in a way to minimize interaction between workers, including rest breaks and lunch breaks in order to maintain physical distancing;
  - » The number of concurrent workers at worksite should be kept to a minimum and workers should keep physical distancing and if possible, alternately or remote working methods should be preferred;
  - » Working environment should be suitably and sufficiently ventilated and daily cleaning should be performed with water and detergent;
  - » Frequently touched surfaces (door handles, faucets, handrails, lifts, switches, and frequently touched buttons, handsets, television remotes) as well as toilets and washbasins in common spaces should be cleaned with diluted bleach at least two times a day or with chlorine tablet\* as per product description;
  - » All equipment including tools with screens and auxiliary parts (keyboard, mouse, shared telephone, intercom, microphone etc.) and

working environment should be frequently wiped cleaned with 70% alcohol-based solution to ensure proper hygiene;

- » Workers should be informed and encouraged to clean common equipment and tools before use and not to use common appliances;
- » Lifts should not be used to the greatest extent possible and in compulsory cases, the number of workers should be limited according to physical distancing rule and workers should not be positioned face-to-face inside lifts;
- » Sufficient number of waste bins that prevent manual contact should be kept available in the working environment;
- » Sufficient number of toilets/washbasins should be provided according to the number of workers and washbasins,
- » Sufficient amount of personal hygiene materials should be kept available at toilets and washrooms and personal hygiene rules should be followed before and after use of such areas, which should be frequently cleaned with diluted bleach and chlorine tablet\* as per product description;
- » Cleaning workers should wear mask and gloves.
- » Cleaning workers should remove masks and gloves after cleaning and dispose them into waste bins in workplaces and should replace them in case of reusable cloth masks and wash their hands for at least 20 seconds with water and soap, if this is not possible, then rub their hands with alcohol-based hand sanitizers;
- » If any worker develops fever, cough, shortness of breath or similar symptoms, the case should be reported to workplace health unit and provincial/district health authority.
- » Staff members, who are responsible from cleaning and disposal of wastes, should pay attention to their personal hygiene and use personal protective equipment;
- » Meetings and training should be adjourned until the end of outbreak;
- » Meetings and trainings, which cannot be adjourned due to legal obligations, should be performed through remote learning, teleconferencing etc. facilities; and
- » Offices, Meeting Rooms and Indoor Areas

- » Hand sanitizers should be placed at the entry of offices and everyone should use hand sanitizers upon entry;
- » Everyone should wear masks in office spaces;
- » Working and waiting areas should be defined as per physical distancing rules;
- » The number of people inside the office should be kept at a minimum to the extent possible;
- » Air conditioners should be operated in 100% clean outdoor air mode and at low fan speed. Air conditioners should be maintained and cleaned regularly and filters should be replaced in due time.
- » Kitchens, messes and break rooms
  - » Hand sanitizers should be placed at the entry of kitchens, messes and break rooms;
  - » Physical distancing and hygiene rules should be followed in kitchens, messes and break rooms
  - » A distance of at least 1,5 meters (preferably 2 meters) should be maintained between tables and chairs in messes;
  - » Workers should be organized in groups by lunch hours to facilitate contact tracing and same workers should eat on the same table at all times and similar rules should also apply for tea and coffee breaks;
  - » If meal has to be served outside mess, workers should have a physical distancing of at least 1 meter and avoid sharing their food and if possible, meal should be served in rations;
  - » Sufficient number of toilets/washrooms should be provided as per the number of workers and the number of handwashing spots should be increased accordingly;
  - » Proper personal hygiene rules should be arranged to ensure that workers wash their hands for at least 20 seconds with water and soap before and after meal and use disposable paper towels;
  - » Spices, toothpicks, spoons, forks, knives, cups, plates etc. materials should be disposable;
  - » Food and drinks should be served in rations, if possible;
  - » Mess staff should act in accordance with personal hygiene rules and use personal protective equipment (disposable medical masks, bonnets, gloves);

- » Mess and break rooms should be sufficiently and regularly ventilated and cleaned with soap and detergent on daily basis;
- » Frequently touched surfaces (door handles, faucets, handrails, lifts, switches, and frequently touched buttons, handsets, television remotes) as well as toilets and washbasins in common spaces should be cleaned at least twice a day.
- » Dormitories
  - » Hand sanitizers should be placed at the entry of dormitories;
  - » Social distancing and hygiene rules should be followed in dormitories;
  - » Beds or bunks should be placed with a distance of 1,5-2 meters;
  - » Adjacent beds or bunks should be organized in a way that one points to bedside while other points to toes.
  - » Dormitories should be sufficiently and regularly ventilated;
  - » Frequently touched surfaces (door handles, faucets, handrails, lifts, switches, and frequently touched buttons, handsets, television remotes) as well as toilets and washbasins in common spaces should be cleaned at least twice a day;
  - » Sufficient number of toilets/bathrooms should be provided as per the number of workers.
- » Locker Rooms
  - » All locker rooms should be disinfected on daily basis, which includes wiping all surfaces contacting with hands and bodies with disinfection products.
  - » All locker rooms should be equipped with hand sanitizers recommended by the Turkish Ministry of Health;
  - » Workers must wear and keep masks in locker rooms at all times;
  - » Time spent at locker rooms should be limited to a minimum;
  - » Necessary measures should be taken to maintain physical distancing upon entries into and exits from locker rooms;

- » Entries into and exits from locker rooms should be in stages to minimize congregating. The number of people should be specified as per the size of locker rooms;
- » No eating or drinking should be allowed in locker rooms;
- » Shoes should not be placed on top of lockers.
- » Toilets, Washbasins and Showers
  - » Urinals should be arranged alternately in a way to keep one open and one closed in order to maintain physical distancing;
  - » Soap, toilet paper and paper towel should always be available in toilets;
  - » Door handles, faucets, handrails in changing rooms, toilets and showers as well as frequently touched surfaces should be frequently and thoroughly cleaned and entrance door handles should be very frequently wiped with disinfectants and if possible, doors should be contactless operated;
  - » Adjacent washbasins should be arranged alternately in a way to keep one open and one closed in order to maintain physical distancing and prevent contact or separators should be installed;
  - » Air hand-dryers in toilets should be cancelled and shared towels should not be used; and
  - » Information posters should be displayed inside washrooms.

#### **16.3.3. Measures to be taken for Workers with Symptoms (Fever, Cough or Shortness of Breath) Consistent with COVID-19**

- » Worker who develops symptoms should be immediately separated from other workers and should wear medical mask and shall be referred to workplace health unit;
- » Contacts of people with COVID-19 should be managed in accordance with the COVID-19 Guidance by the Ministry of Health and should avoid contacting with other workers;
- » Dormitory used by people diagnosed with COVID-19 should be left empty and ventilated for 24 hours and then cleaned thoroughly with water and detergent;

- » Gloves and medical mask should be used to clean the room that has been previously occupied by the person with COVID-19 and all surfaces which might possibly have been contaminated with respiratory secretions or body excretions should be cleaned with diluted bleach or chlorine tablet\* as per product description.

*\* Preparation of cleaning water with bleach or chlorine tablet:*

- » *To prepare 1/100 diluted bleach, add half teacup of 5% sodium chlorite (sodium hypochlorite Cas No: 7681-52-9) into 5 liters of water.*
- » *If chlorine tablet is to be used for cleaning, follow the directives on product label.*

## 17. MEASURES TO BE TAKEN AT WHITE GOODS AND FURNITURE STORES

Posters about COVID-19 measures (hand-washing, use of masks and rules to be observed within workplaces) should be prominently displayed in workplace. Hand sanitizers should be placed at appropriate places upon entry and around workplace.

### 17.1. Measures for Workplace

- » A maximum of 1 person should be allowed per 4 square meters including employees and customers within working place. Physical distancing rules (at least 1 meter, 3-4 steps) should be observed, with floor markings if necessary.
- » Customers should be requested to enter singly and their companions should be encouraged to wait outside.
- » A simple warning sign/barrier to block entries should be placed in front of the exterior door to avoid overcrowding, which may include a simple red-colored cord that may be attached on both sides or an obstruction such as a case or plastic bollard.
- » Working plan should be arranged to limit the number of workers at workplace.
- » Floor markings should be used to facilitate compliance with physical distancing of at least 1 meter to manage queue control at tills.
- » Customers should be encouraged to pay contactless.

### 17.2. Measures for Customers

- » Information posts about the rules to be observed inside should be visibly displayed at the entrance of workplace to make sure that customers read them before entry.
- » Customers should be reminded to follow physical distancing between other customers and employees.
- » Customers should be allowed into workplace with their masks on. Cloth masks will be sufficient for such type of premises and in general public. Masks should be kept available at entry for those who have no masks.
- » Customer should use alcohol-based hand sanitizers or at least 70% alcohol containing cologne upon entry.
- » Customers should not touch any surfaces within workplace unless necessary and should use hand sanitizers after each touch.

### 17.3. Measures for the Protection of Staff Members

- » Staff members should be informed about ways of transmission and prevention of COVID-19.
- » Staff who are unwell or have symptoms such as fever, cough, nasal flow, shortness of breath should not be at work.
- » Staff who develop symptoms such as fever, cough, nasal flow, shortness of breath while working should be provided with medical mask and referred to a healthcare facility.
- » All staff members should wear masks as per the rules and should replace their masks when damped or contaminated. Hand sanitizers should be used while wearing new mask and after removing mask.
- » Proper hand hygiene should be promoted to working staff, which includes washing hands with soap and water for at least 20 seconds and, if not possible, alcohol-based hand sanitizers should be used. Soaps that contain antiseptics should not be necessarily used and regular soap will be sufficient.
- » Medical mask and face protection should be worn in cases where it is not possible to maintain physical distancing of at least 1 meter with customer.
- » Staff should be promoted to maintain physical distancing of at least 1 meter at break areas and to keep wearing masks. A maximum of one person should be available at the same time in indoor areas as masks will have to be removed during eating or drinking water/coffee/tea.

### 17.4. Environmental Cleaning, Disinfection and Ventilation

- » Cleaning should be conducted on daily basis in workplaces.
- » Frequently touched surfaces (i.e. door handles, handsets, table surfaces etc.) in workplaces should be cleaned with water and detergent. sodium hypochlorite (bleach) (sodium hypochlorite Cas No: 7681-52-9) diluted in 1/100 (a half small tea cup into 5 liters of water) may be used for disinfection after cleaning. Chloride components may cause corrosion on surfaces and are suggested for use on durable surfaces. Toilets should be cleaned with 1/10 diluted bleach (Sodium hypochlorite Cas No: 7681-52-9).
- » Surfaces not suitable for chloride components such as cash register, keyboards, telephone, and other devices should be wiped with 70% alcohol for disinfection.
- » Products on display should not be touched to the extent possible and

otherwise such contacted places should be cleaned with water and detergent. Sensitive surfaces may be disinfected with 70% alcohol.

- » Payment terminals, if used and touched by customers, should be cleaned with 70% alcohol immediately thereafter.
- » Cleaning staff should be promoted to wear medical masks and gloves and after cleaning, they should remove their masks and gloves and dispose into the bin at workplace, and wash their hands with soap and water for at least 20 seconds, and if not possible, use alcohol-based hand sanitizers.
- » Doors and windows of workplaces should be opened regularly to ensure frequent ventilation.
- » Workplaces with central air conditioning systems should be ventilated to ensure clean air circulation, ventilation systems should be regularly maintained and filters should be replaced as per manufacturer's recommendations.
- » Break rooms and toilet windows should be kept open.
- » Disposable paper towels should be available in toilets and air dryers should not be operated.



## **18. MEASURES TO BE TAKEN AT BEAUTY / COSMETIC AND PERFUMERY SHOPS**

Beauty / cosmetic and perfumery shops are establishments where the risk of COVID-19 infection is high due to the high number of customers and the fact that some part of the products on sale are tested before purchasing. Posters regarding the measures to be taken within the scope of COVID-19 (hand hygiene, use of masks and the rules to be followed inside the establishment) should be put up on a visible location at the shops, and the following measures should be taken.

### **18.1. Measures for Workplaces**

- » In order to avoid overcrowding inside, simple warning signs / blockages should be placed at the front door to prevent access inside. This could be a simple red cord or tape to be hung on both sides of the door, as well as a blockage material such as a crate or a plastic bollard.
- » The customers should be let inside to allow 1 person per 4 square meters, including the employees and the customers. Social distancing rules (at least 1 meter, 3 - 4 steps) should be followed, and floor markings should be used to indicate such distance.
- » Hand sanitizers or colognes that contain at least 70% alcohol should be placed at the entrance of the shop to be used by the customers. The remaining material in the hand sanitizer should be checked at certain intervals, and it should be ensured that the bottle is always full.
- » The products should be displayed in glass showcases in the beauty / cosmetic and perfumery shops, and the products demanded by the customers should be delivered to the cash desk by the employees.
- » The testers of beauty and make-up products applied on the eye, lips and face such as eyeliners, mascara, lipsticks and blushers should not be tested.
- » The employees of the shop should assist in testing of the products such as perfumes, lotions, nail polishes and prevent the customers from touching the products. The perfumes should not be applied directly on the skin but on a test paper.
- » Floor markings that will ensure practice of social distancing should be used in front of the shop stands to be placed for display of the products, and skin care and make-up should not be practiced for promotional purposes.
- » Temporary dividers or windows should be placed between the counters and the space for the customers to protect the employees.
- » The customers shall be requested to make non-cash, touch/contact-free payment.

### 18.2. Measures for Customers

- » It should be ensured that the customers read the notification put up on a visible location at the entrance of the workplace, which states the rules to be followed inside.
- » The customers should be requested to enter the shop singly. Any accompanying person should stay outside, and guests should not be allowed in the workplace.
- » The customers should be warned to keep their social distance with the other customers and the employees.
- » It should be ensured that the customers enter the workplace while wearing a mask. It shall be sufficient to wear a cloth face mask as per the rules in these types of workplaces and in public in general. Masks should be available at the entrance for those who are not wearing a mask.
- » The customers should use the hand sanitizer or the cologne that contains at least 70% alcohol upon entering the workplace.
- » The customers should not touch any surface in the shop unless necessary. They should use hand sanitizers upon contact.
- » It should be ensured that the customers stay inside the shop for the shortest amount of time possible.

### 18.3. Measures for the Protection of Staff Members

- » Staff members should be informed of the modes of transmission of and protection measures against COVID-19.
- » The employee who has symptoms such as fever, cough, nasal flow and shortness of breath should not be allowed to work.
- » In the event that an employee develops symptoms such as fever, cough, nasal flow, shortness of breath while working, they should be provided with medical mask and referred to a healthcare facility.
- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated. Hand sanitizers should be applied while putting on new masks.
- » The 1 meter social distance with the customer should be kept. In circumstances where the distance cannot be kept while promoting or displaying a product to the customer, face shields in addition to the surgical mask should be worn before working.
- » Staff members should pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and hand sanitizers should be used when there is no

water or soap. It is not required to use antibacterial soap; normal soap shall suffice.

- » The staff members may wear gloves while cleaning. Any unnecessary contact should be avoided while wearing a glove. The gloves should be removed when the work is over, and hand hygiene should be practiced.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.

#### **18.4. Environmental Cleaning, Disinfection and Ventilation**

- » The workplace should be cleaned regularly every day.
- » Particular attention should be paid to the cleaning of the frequently touched surfaces (such as door knobs, telephone handsets, tabletops) while cleaning the workplace. For this purpose, bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » Cash registers, computer keyboards, telephones and surfaces of other devices for which chlorine compounds are not suitable should be disinfected using 70% alcohol.
- » Working benches / counters, equipment and tools should be cleaned regularly and disinfected using 70% alcohol.
- » The payment terminal should be cleaned with 70% alcohol immediately after used or touched by the customers.
- » Handles of the shopping carts should be cleaned with a wet cloth with detergent frequently. The shopping carts should be washed with detergent or wiped with a cloth with detergent at the end of the day.
- » It should be ensured that the cleaning staff wear medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin at the workplace, wash their hands with water and soap for at least 20 seconds and use hand sanitizer when there is no water and soap.
- » The workplace should be ventilated frequently by opening the doors and windows.

- » The air conditioning of the workplaces with central ventilation systems should be adjusted to allow circulation of clean air, and the maintenance and filter replacement of the systems should be performed according to the manufacturer's instructions.

## 19. MEASURES TO BE TAKEN AT FILLING / PETROL STATIONS

Filling / petrol stations are establishments where liquids used as fuel for motor vehicles are stored and sold and/or where sales and services for tires, accumulators and certain other requirements are provided, and where social and commercial activities are conducted.

Filling / petrol stations are spaces that require measures to be taken in order to prevent spread of COVID-19 as they are frequently used by the public. Informative posters regarding COVID-19 measures (hand hygiene, use of masks and the rules to be followed inside the facility) should be put up on visible locations at the filling stations.

### 19.1. Measures for Workplaces

- » Customers who are not wearing a mask or not using the mask properly (covering the nose and the mouth) should not be allowed to enter the facility.
- » The customers should be let inside to allow 1 person per 4 square meters, including the employees and the customers. The capacity information based on this rule should be put up at the front door.
- » Social distancing rules (at least 1 meter, 3 - 4 steps) should be followed, and the distance should be indicated by floor markings at the areas that require forming of a queue (payment areas etc.).
- » The customers awaiting their turn should wait at the signs designated based on social distancing rules outside the workplace.
- » There should be alcohol-based hand sanitizers or colognes that contain at least 70% alcohol available at the filling / fuel stations to be used by the customers. The remaining material in the hand sanitizer should be checked at certain intervals, and it should be ensured that the bottle is always full.
- » The customers should be requested to enter the store of the filling station singly.
- » In the event that a queue forms outside the filling / petrol stations, it should be ensured that social distancing is practiced, and measures to prevent overcrowding should be taken.
- » The products in the store of the filling / petrol station should be protected behind glass or counters as much as possible.
- » The staff members that serve unpackaged food at the store of the filling

station should use disposable gloves while serving, and remove and dispose of the gloves in a lidded waste bin / bin bag after each customer.

- » A transparent barrier should be placed between the staff members and the customer to prevent direct contact and droplet infection.
- » The customers should be encouraged to make non-cash payments, preferably touch-free payment.

### 19.2. Measures for Customers

- » It should be ensured that the customers read the notification put up on a visible location at the entrance of the filling / petrol station, which states the rules to be followed inside.
- » The customers should be warned to keep their social distance with the other customers and the employees.
- » It should be ensured that the customers shop inside the filling / petrol station while wearing a mask. It shall be sufficient to wear a cloth face mask as per the rules in these types of workplaces and in public in general. Masks should be available at the entrance for those who are not wearing a mask.
- » The customer should rub their hands using the alcohol-based hand sanitizer or the cologne that contains at least 70% alcohol upon entering the store of the filling / petrol station.
- » The customers should not touch the unpackaged foodstuff at the store of the filling / petrol station for the purpose of picking. These products should be handed by the employees.
- » The customers should not touch any surface in the filling / petrol station unless necessary. They should use hand sanitizers upon contact
- » It should be ensured that the customers stay inside the store for the shortest amount of time possible.

### 19.3. Measures for the Protection of Staff Members

- » Staff members should be informed of the modes of transmission of and protection measures against COVID-19.
- » The employee who has symptoms such as fever, cough, nasal flow and shortness of breath should not be allowed to work.
- » In the event that an employee develops symptoms such as fever, cough, nasal flow, shortness of breath while working, they should be provided with medical mask and referred to a healthcare facility.

- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated; and hand sanitizers should be applied before and after replacement thereof.
- » More than a distance of 1 meter should be kept with the customer during service in the indoor and outdoor areas included in the filling /petrol station.
- » Due to the fact that incorrect use of the gloves may increase the risk of transmission of COVID-19, the employees **should not use gloves** to prevent contact while receiving money or receipts from the customer. It will be sufficient to use hand sanitizers.
- » Staff members should pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and alcohol-based hand sanitizers should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.
- » [“Measures to be taken at the Grocery Stores and Supermarkets within the scope of COVID-19”](#) that is published / to be published shall also be applied in the store sections of the filling / petrol stations.
- » In the event that there is an Eating - Drinking Facility and a Way Station located at the Filling / Petrol Station, “Measures to be taken with respect to the Restaurants, Diners and Cafes within the scope of COVID-19” that is published / to be published shall also be applied at such locations.
- » In the event that there is a Car Wash section located at the Filling / Petrol Station, [“Measures to be taken at the Car Wash Facilities within the scope of COVID-19”](#) that is published / to be published shall also be applied at such locations.
- » In the event that there is an Automobile Repair Shop, Repair Shop, Tire Changing Station located at the Filling / Petrol Station, “Measures to be taken at Automobile Repair Shops, Repair Shops, Tire Changing Stations within the scope of COVID-19” that is published / to be published shall also be applied at such locations.
- » In the event that there is a Prayer Room located at the Filling / Petrol Station, “Measures to be taken at Mosques and Prayer Rooms within the scope of COVID-19” that is published / to be published shall also be applied at such locations.

#### 19.4. Environmental Cleaning, Disinfection and Ventilation

- » Closed areas should be cleaned regularly with water and detergent every day.
- » Particular attention should be paid to the cleaning of the frequently touched surfaces at the store of the filling / petrol station (such as door knobs, telephone handsets, tabletops). For this purpose, “No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent.
- » Cash registers, computer keyboards, telephones and surfaces of other devices for which cleaning with chlorine compounds is not suitable should be disinfected by cleaning with 70% alcohol.
- » The payment terminal should be cleaned with 70% alcohol immediately after used or touched by the customers.
- » It should be ensured that the cleaning staff wear a mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin at the workplace and wash their hands with water and soap for at least 20 seconds.
- » The workplace should be ventilated frequently by opening the doors and windows.
- » The air conditioning of the workplaces with central ventilation systems should be adjusted to allow circulation of clean air, and the maintenance and filter replacement of the systems should be performed according to the manufacturer’s instructions.

##### 19.4.1. Washrooms and toilets

- » Hand sanitizers that contain 70% alcohol should be placed at the toilets.
- » The entrance doors of the toilet areas should be converted into the automated door system. If not available, the handles of the entrance doors of the toilet area should be disinfected very frequently.
- » The flooring, flush toilets, urinals, sinks, taps and faucets and door handles of the toilets should be cleaned and disinfected frequently.
- » The cleaning hours of the toilets and washrooms should be recorded and put on a visible location.
- » There should be no missing materials at the toilets, and there should always be liquid soap, toilet paper and paper towel available.
- » Hand dryers should be put out of service. Disposable paper towels should be used.

- » The staff members that will clean the toilets should wear gloves, masks and goggles / face shield.
- » There should be hygiene information and warning posters in the toilets.



## 20. MEASURES TO BE TAKEN AT GROCERY STORES AND SUPERMARKETS

Grocery stores and supermarkets are areas where social distancing to prevent COVID-19 may be difficult to maintain due to the service provided and the crowd of customers. The requirements of the customers should be fulfilled via telephone or internet as much as possible. If not possible, several requirements should be fulfilled at once to decrease the frequency of shopping. Posters regarding the measures to be taken within the scope of COVID-19 (hand hygiene, use of masks and the rules to be followed inside the Grocery Store / Supermarket) should be put up at the entrance of the Grocery Store / Supermarket.

### 20.1. Measures for Workplaces

- » In order to avoid overcrowding inside, simple warning signs / blockages should be placed at the front door to prevent access inside. This could be a simple red cord or tape to be hung on both sides of the door, as well as a blockage material such as a crate or a plastic bollard.
- » The contact person at the Grocery Store / Supermarket should have knowledge to answer the questions and concerns about COVID-19.
- » The work uniforms of the employees should be changed on daily basis.
- » Hand sanitizers should be placed at the entrance of and inside the Grocery Stores / Supermarkets to be used by the customers. The remaining material in the hand sanitizer should be checked at certain intervals, and empty bottles should be replaced with new ones.
- » The customers should be let inside to allow 1 person per 8 square meters, including the employees and the customers.
- » Announcements regarding maintaining of social distancing should be made at certain intervals at the Grocery Store / Supermarket.
- » The entrances and exits should be adjusted to prevent contact of people with one another.
- » The customers should be requested to enter the market / supermarket singly.
- » In the event that a queue forms outside grocery store and supermarket, it should be ensured that social distancing is practiced, and measures to prevent overcrowding should be taken. Floor markings should be placed to ensure practice of social distancing if required.
- » There should be measures implemented to prevent overcrowding inside to

ensure that social distance is kept. The customers should be warned in the event that it becomes crowded locally in front of the aisles.

- » Available products should be packed in different quantities in advance and then put up for sale.
- » It should be ensured that the customers do not touch unpackaged products. The customers should be served using disposable gloves, and the gloves should be removed and disposed of in a lidded waste bin / bin bag after each customer.
- » The customers should be encouraged to make non-cash payments, preferably touch-free payment.
- » Toy and playgrounds at the Grocery Stores / Supermarkets should be closed.
- » Floor markings should be placed on the ground to indicate the spots to stand while waiting in the line in front of the cash desk to ensure social distance is kept.
- » The distance between the cash registers / desk should be adjusted to ensure that the social distance is kept.
- » Lidded and pedal bins should be placed at the entrance and exit of the grocery store and supermarkets, which should must be emptied regularly.

## 20.2. Measures for Customers

- » It should be ensured that the customers read the notification put up on a visible location at the entrance of the Market/ Supermarket, which states the rules to be followed inside. The notification should include a statement warning the customers who experience symptoms such as fever, cough, nasal flow and shortness of breath against entering the Grocery Store / Supermarket.
- » The customers should be warned to keep their social distance with the other customers and the employees.
- » It should be ensured that the customers enter the Grocery Store / Supermarket while wearing a mask. It shall be sufficient to wear a cloth face mask as per the rules in Grocery Stores / Supermarkets and in public in general. Masks should be available at the entrance for those who are not wearing a mask.
- » The customer should use alcohol-based hand sanitizer or the cologne that contains at least 70% alcohol upon entering the Grocery Store / Supermarket.
- » The customers should not touch any surface in the Grocery Store / Supermarket unless necessary, they should use hand sanitizers upon

contact.

- » Shopping is not a social activity (recreation / leisure activity) in the times of COVID-19. It should be ensured that the customers stay inside the Grocery Store / Supermarket for the shortest amount of time possible.

### 20.3. Measures for the Protection of Staff Members

- » Staff members should be informed of the modes of transmission of and protection measures against COVID-19.
- » The staff members who have symptoms such as fever, cough, nasal flow and shortness of breath should not be allowed to work.
- » In the event that the staff members develop symptoms such as fever, cough, nasal flow, shortness of breath while working, they should be provided with medical mask and referred to a healthcare facility.
- » The working arrangement at the Grocery Stores / Supermarkets should be planned to have inside the fewest staff required.
- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated; and hand sanitizers should be applied before and after replacement thereof.
- » A distance of more than 1 meter should be kept with the customers during shopping. In the event that there is a possibility of a contact of less than 1 meter with the customer based on the nature of the work, the staff members (cashier, staff of produce section etc.) should wear surgical / medical mask and face shield.
- » The face shield may be re-used by cleaning with 70% alcohol.
- » The staff members should be warned to wash their hands with water and soap at the beginning / end of the shifts and throughout the day.
- » Staff members should pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and alcohol-based hand sanitizers should be used when there is no water or soap. It is not required to use antibacterial soap; normal soap shall suffice.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.
- » It is not recommended for the employees of Grocery Stores / Supermarkets to use gloves as it would not allow hand hygiene and would increase the risk of transmission of COVID-19. Having alcohol-based hand sanitizers at

accessible points should suffice for hand hygiene. However; the staff members working at the sections of meat and meat products, unpackaged foodstuff and product section should use gloves. The gloves should not contact any other object other than the foodstuff. The gloves should be taken off after every activity and proper hand hygiene should be ensured throughout the day. The used gloves should be removed and disposed of in the waste bin / bin bag, and a new pair of gloves should be worn.

#### 20.4. Environmental Cleaning, Disinfection and Ventilation

- » Grocery Stores / Supermarkets should be cleaned regularly with water and detergent every day.
- » Particular attention should be paid to the cleaning of the frequently touched surfaces (such as door handles, telephone handsets, cabinet surfaces, tabletops) of Grocery Stores / Supermarkets. For this purpose, bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » Cash registers, computer keyboards, telephones, POS terminals and surfaces of other devices for which cleaning with chlorine compounds is not suitable should be disinfected by cleaning with 70% alcohol.
- » The payment terminal should be cleaned with 70% alcohol immediately after used or touched by the customers.
- » The conveyor belts at the cash desk / registers should be cleaned with a disposable wipe with detergent at least 3 times a day.
- » Working benches / counters, shelves, equipment and tools should be cleaned and disinfected with 70% alcohol regularly.
- » Handles of the shopping carts and baskets should be cleaned with a wet cloth with detergent frequently. The shopping carts and baskets should be washed with detergent at the end of the day.
- » It should be ensured that the cleaning staff members wear a medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin at the workplace and wash their hands with water and soap for at least 20 seconds.
- » Grocery Stores and Supermarkets should be ventilated frequently by opening the doors and windows.

- » The air conditioning of the workplaces with central ventilation systems should be adjusted to allow circulation of clean air, and the maintenance and filter replacement of the systems should be performed according to the manufacturer's instructions.



## 21. MEASURES TO BE TAKEN FOR CAR WASH FACILITIES

Car wash facilities are areas that require implementation of measures to prevent spread of COVID-19 due to the fact that they are used frequently by the public. Informative posters regarding COVID-19 measures (hand hygiene, use of masks and the rules to be followed inside the facility) should be put up on visible locations at the car wash facilities. Hand sanitizers should be placed at convenient locations for the customers and the employees.

### 21.1. Measures for Workplaces

- » In the event that the car wash is in an indoor area, a simple warning / blockage should be placed at the front door to prevent access inside; a colorful cord or tape as well as a blockage material such a plastic bollard could be used for such purpose.
- » The vehicles should be accepted at the entrance of the car wash, and no customers should be allowed into the office area for waiting except for the purpose of payment.

### 21.2. Measures for Customers

- » The rules specified in the poster hung at the entrance of the car wash regarding COVID-19 should be followed.
- » Medical / cloth masks should be worn.
- » Social distancing should be practiced with the other customers and employees (at least 1 meter, 3 - 4 steps).
- » No surface shall be touched unless necessary, and hand sanitizers should be used upon contact.

### 21.3. Measures for the Protection of Staff Members

- » The employee who has symptoms such as fever, cough, nasal flow and shortness of breath should not be allowed to work.
- » In the event that employees develop symptoms such as fever, cough, nasal flow, shortness of breath, they should be provided with medical mask and referred to a healthcare facility.
- » The employees should keep the social distance with one another (at least 1 meter, 3 - 4 steps).
- » All the employees should wear masks as per the rules at the workplace including activities of any kind inside the car, and replace the masks when damp or contaminated. Hand sanitizers should be applied while putting on new masks.
- » In order to avoid transmission of COVID-19, the employees should not

touch their eyes, face, mouth or noses and pay attention to their hand hygiene; and the employees should practice hand hygiene before any operation inside the vehicle. For such purpose, the hands should be washed with water and soap for at least 20 seconds, and alcohol-based hand sanitizers should be used if there is no water and soap available.

- » The materials such as boots and gloves used during performance of the work should be used personally, and common use thereof should be avoided.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.

#### 21.4. Environmental Cleaning, Disinfection and Ventilation

- » The workplace should be cleaned on daily basis. Frequently used areas (such as tables and counters) should be cleaned more frequently and these areas should be ventilated.
- » Non-resistant surfaces (such as telephones, computers) should be disinfected by cleaning with a cloth / wipe damped with 70% alcohol.
- » Water and detergent shall be sufficient for cleaning of the frequently touched surfaces (such as door knobs, telephone handsets, tabletops). For disinfection after cleaning, bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » The area should be ventilated frequently; the windows of the break rooms / areas and of the toilets at the workplace should be kept open.
- » Disposable towel papers should be placed in the toilets. Hand dryers should not be put into service.

## **22. MEASURES TO BE TAKEN FOR AUTOMOBILE REPAIR SHOPS, GARAGES AND TIRE CHANGING STATIONS**

### **22.1. Measures to be Taken at Automobile Repair Shops (with 10 employees and above)**

It should be ensured that an employee welcomes the customer and receives the vehicle at the entrance of the automobile repair shop; and posters regarding the measures to be taken within the scope of COVID-19 (hand hygiene, use of masks and the rules to be followed inside the workplace) should be put up at the entrance and on visible convenient locations of the workplace, and the following measures should be taken. Hand sanitizers should be placed at convenient locations at the entrance and inside the repair shop for the customers and the employees.

#### **22.1.1. Measures for Workplaces**

- » The employees should practice social distancing with one another (at least 1 meter, 3 - 4 steps).
- » The work plans should be designed to maintain the practice of social distancing at the repair shops.
- » The customer reception areas should be arranged taking into account the practice of social distancing.
- » The customers should be encouraged to make touch-free payment.

#### **22.1.2. Measures for Customers**

- » The rules specified in the poster hung at the entrance of the repair shop regarding COVID-19 should be followed.
- » Medical / cloth masks should be worn.
- » Social distancing should be practiced with the other customers and employees (at least 1 meter, 3 - 4 steps).
- » No surface shall be touched unless necessary, and hand sanitizers should be used upon contact.

#### **22.1.3. Measures for the Protection of Staff Members**

- » The employee who has symptoms such as fever, cough, nasal flow and shortness of breath should not be allowed to work.
- » In the event that the employees develop symptoms such as fever, cough, nasal flow, shortness of breath while working, they should be provided with medical mask and referred to a healthcare facility.
- » The employees should keep the social distance with one another (at least 1 meter, 3 - 4 steps).

- » All the employees should wear masks as per the rules at the workplace including activities of any kind inside the car, and replace the masks when damp or contaminated. Hand sanitizers should be applied while putting on new masks.
- » In order to avoid transmission of COVID-19, the employees should not touch their eyes, face, mouth or noses and pay attention to their hand hygiene; and the employees should practice hand hygiene before any operation inside the vehicle. For such purpose, the hands should be washed with water and soap for at least 20 seconds, and alcohol-based hand sanitizers should be used if there is no water and soap available.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.

#### 22.1.4. Environmental Cleaning, Disinfection and Ventilation

- » The automobile repair shops should be cleaned on daily basis. Frequently used areas (such as tables and counters) should be cleaned more frequently and these areas should be ventilated.
- » Non-resistant surfaces (such as telephones, computers) should be disinfected by cleaning with a cloth / wipe damped with 70% alcohol.
- » Water and detergent should be sufficient for cleaning of the frequently touched surfaces (such as door knobs, telephone handsets, tabletops) at the repair shops. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » The inner parts of the vehicles for which service is provided should be disinfected before delivering to the customer.
- » The area should be ventilated frequently.
- » The windows of the break rooms / areas and of the toilets at the repair shops should be kept open. Disposable towel papers should be placed in the toilets. Hand dryers should not be put into service.

## **22.2. Measures to be Taken at Garages (with 10 employees and above)**

It is recommended to apply a working system on appointment basis at the garages. Posters regarding the measures to be taken within the scope of COVID-19 (hand hygiene, use of masks and the rules to be followed inside the workplace) should be put up at the entrance and on visible convenient locations of the garage, and the following measures should be taken. Hand sanitizers should be placed at convenient locations at the entrance and inside the repair shop for the customers and the employees.

### **22.2.1. Measures for Workplaces**

- » A simple warning / blockage should be placed at the front door to prevent access inside; a colorful cord or tape as well as a blockage material such a plastic bollard could be used for such purpose.
- » The vehicles should be accepted at the entrance of the garage, and no customers should be allowed into the closed area of the workplace.
- » The employees should practice social distancing with one another (at least 1 meter, 3 - 4 steps).
- » No guests should be allowed into the garage.
- » The work plans should be designed to maintain the practice of social distancing at the garages.
- » The customers should be encouraged to make touch-free payment.

### **22.2.2. Measures for Customers**

- » The rules specified in the poster hung at the entrance of the repair shop / garage regarding COVID-19 should be followed.
- » Medical / cloth masks should be worn.
- » Social distancing should be practiced with the other customers and employees (at least 1 meter, 3 - 4 steps).
- » No surface shall be touched unless necessary, and hand sanitizers should be used upon contact.

### **22.2.3. Measures for the Protection of Staff Members**

- » The employee who has symptoms such as fever, cough, nasal flow and shortness of breath should not be allowed to work.
- » In the event that the employees develop symptoms such as fever, cough, nasal flow, shortness of breath while working, they should be provided with medical mask and referred to a healthcare facility.

- » The employees should keep the social distance with one another (at least 1 meter, 3 - 4 steps).
- » All the employees should wear masks as per the rules, and replace the masks when damp or contaminated. Hand sanitizers should be applied while putting on new masks.
- » In order to avoid transmission of COVID-19, the employees should not touch their eyes, face, mouth or noses and pay attention to their hand hygiene. For practice of hand hygiene, the hands should be washed with water and soap for at least 20 seconds, and alcohol-based hand sanitizers should be used if there is no water and soap available.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.

#### 22.2.4. Environmental Cleaning, Disinfection and Ventilation

- » The garage should be cleaned on daily basis. Frequently used areas (such as tables and counters) should be cleaned more frequently and these areas should be ventilated.
- » Non-resistant surfaces (such as telephones, computers) should be disinfected by cleaning with a cloth / wipe damped with 70% alcohol.
- » Water and detergent should be sufficient for cleaning of the frequently touched surfaces (such as door knobs, telephone handsets, tabletops) at the repair shops. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » The areas should be ventilated frequently.
- » The windows of the break rooms / areas and of the toilets at the garage should be kept open.
- » Disposable towel papers should be placed in the toilets. Hand dryers should not be put into service.

## 23. MEASURES TO BE TAKEN AT CAR DEALERSHIP AND CAR RENTAL ESTABLISHMENTS

Car dealership and car rental establishments are places that require implementation of measures with respect to the risk of transmission of COVID-19 due to their nature as a closed area business. Informative posters regarding the measures to be taken with respect to the transmission of COVID-19 (hand hygiene, use of masks and the rules to be followed inside the facility) should be put up on a visible location at the workplace.

### 23.1. Measures for Workplaces

- » Social distancing should be practiced between the customer and the staff members at the workplace (at least 1 meter, 3 - 4 steps).
- » The customers should be requested to enter the workplace singly. Any other accompanying person should be encouraged to stay outside.
- » No guests should be allowed into the workplace.
- » Hand sanitizers should be placed at the entrance of and at convenient places inside the workplace.
- » The work plans should be designed to maintain the practice of social distancing at the workplace.
- » The customers should be encouraged to make touch-free payment.

### 23.2. Measures for Customers

- » It should be ensured that the customers read the notification put up on a visible location at the entrance of the workplace, which states the COVID-19 rules to be followed inside.
- » The customers should be warned to keep their social distance with the other customers and the employees
- » It should be ensured that the customers wear masks both while entering the workplace and while getting into the vehicles to examine etc. It shall be sufficient to wear a cloth face mask as per the rules in these types of workplaces and in public in general.
- » It should be ensured that the customers use alcohol-based hand sanitizer or cologne that contains at least 70% alcohol not only upon entering the workplace but also before getting into the vehicles to examine etc.
- » The customers should not touch any surface in the workplace unless necessary. They should use hand sanitizers upon contact.
- » It should be ensured that the customers stay inside the workplace for the shortest amount of time possible.

### 23.3. Measures for the Protection of Staff Members

- » The employee who has symptoms such as fever, cough, nasal flow and shortness of breath should not be allowed to work.
- » In the event that the staff members develop symptoms such as fever, cough, nasal flow, shortness of breath while working, they should be provided with medical mask and referred to a healthcare facility.
- » The employees should practice social distancing with one another (at least 1 meter, 3 - 4 steps).
- » All staff members should wear masks as per the rules, and replace the masks when damp or contaminated. Hand sanitizers should be applied while putting on new masks.
- » In order to avoid transmission of COVID-19, the employees should not touch their eyes, face, mouth or noses and pay attention to their hand hygiene. For practice of hand hygiene, the hands should be washed with water and soap for at least 20 seconds, and alcohol-based hand sanitizers should be used if there is no water and soap available.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.

### 23.4. Environmental Cleaning, Disinfection and Ventilation

- » The workplace should be cleaned on daily basis. Frequently used areas (such as tables and counters) should be cleaned more frequently and these areas should be ventilated.
- » Non-resistant surfaces (such as telephones, computers) should be disinfected by cleaning with a cloth / wipe damped with 70% alcohol. The areas contacted by hand by the customers on the vehicles examined should also be disinfected after each check-over.
- » Rental cars received from the customers should also be disinfected and they should be put on hold at least for a day before renting out again.
- » Water and detergent should be sufficient for cleaning of the frequently touched surfaces (such as door knobs, telephone handsets, tabletops) at the workplace. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.

- » It should be ensured that the cleaning staff members wear medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin at the workplace, wash their hands with water and soap for at least 20 seconds and use hand sanitizer when there is no water and soap.
- » The areas should be ventilated frequently.
- » The windows of the break rooms / areas and of the toilets at the workplace should be kept open
- » Disposable towel papers should be placed in the toilets. Hand dryers should not be put into service.



## 24. MEASURES TO BE TAKEN AT ALL ESTABLISHMENTS OPERATING IN OFFICE AND BUREAU SYSTEMS

The establishments that perform their activities in an office and bureau system are important in terms of spread of COVID-19 pandemic since they provide their services in closed spaces. Posters regarding the measures to be taken within the scope of COVID-19 (hand hygiene, use of masks and the rules to be followed inside the establishment) should be put up at the entrance of / on a visible location at the workplace. Hand sanitizers should be placed at the entrance and inside the workplace.

### 24.1. Measures for Workplaces

- » Staff members should be informed about the COVID-19.
- » The workplace should be planned for the staff members and the customers to allow one person per 4 square meters.
- » The workplace should be arranged to enable the staff members to maintain the social distance (at least 1 meter, 3 - 4 steps) between one another and the customer.
- » The customers enter the workplace singly. Any other accompanying person should be encouraged to stay outside.
- » No guests should be allowed into the workplace.
- » The customers visiting the workplace should not be offered any beverage or food other than water.

### 24.2. Measures for Customers

- » It should be ensured that the customers read the notification put up on a visible location at the entrance of the workplace, which states the rules to be followed inside. The notification should include a statement warning the customers who experience symptoms such as fever, cough, nasal flow and shortness of breath against entering the workplace.
- » The customer should use alcohol-based hand sanitizer or the cologne that contains at least 70% alcohol upon entering the workplace.
- » The customers should keep their social distance with the other customers and the employees.
- » It should be ensured that the customers enter the workplace while wearing a mask. It shall be sufficient to wear a cloth face mask as per the rules in the workplaces and in public in general. Masks should be available at the entrance for those who are not wearing a mask.
- » The customers should not touch any surface in the shop unless necessary. They should use hand sanitizers upon contact.

- » Contactless payment should be preferred if credit card is to be used for payment.
- » Hand sanitizers should be used for cash payment.
- » It should be ensured that the customers stay inside the workplace for the shortest amount of time possible.

#### **24.3. Measures for the Protection of Staff Members**

- » Staff members should be informed of the modes of transmission of and protection measures against COVID-19.
- » The employee who has symptoms such as fever, cough, nasal flow and shortness of breath should not be allowed to work.
- » In the event that the staff members develop symptoms such as fever, cough, nasal flow, shortness of breath while working, they should be provided with medical mask and referred to a healthcare facility.
- » The working arrangement of the workplace should be planned to have inside the fewest staff required.
- » The employees should be warned to keep their social distance with the other employees and the customers.
- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated; and hand sanitizers should be applied before and after replacement thereof.
- » The staff members should be warned to wash their hands with water and soap at the beginning / end of the shifts and throughout the day.
- » It should be ensured that the staff members pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and alcohol-based hand sanitizers should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.

#### **24.4. Environmental Cleaning, Disinfection and Ventilation**

- » The workplace should be cleaned regularly with water and detergent every day.
- » Particular attention should be paid to the cleaning of the frequently

touched surfaces (such as door knobs, telephone handsets, cabinet surfaces, tabletops) at the workplace. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.

- » Cash registers, computer keyboards, telephones and surfaces of other devices for which cleaning with chlorine compounds is not suitable should be disinfected by cleaning with 70% alcohol.
- » It should be ensured that the cleaning staff wear a medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin at the workplace and wash their hands with water and soap for at least 20 seconds.
- » Disposable towel papers should be placed in the toilets. Hand dryers should not be put into service.
- » The workplace should be ventilated frequently by opening the doors and windows. The air conditioning of the workplaces with central ventilation systems should be adjusted to allow circulation of clean air, and the maintenance and filter replacement of the systems should be performed according to the manufacturer's instructions. Floor-standing air conditioners and fans should not be used.



## 25. MEASURES TO BE TAKEN AT REALTORS' AND REAL ESTATE CONSULTANCY OFFICES

Realtors' and real estate consultancy offices are places that require implementation of measures with respect to the risk of transmission of COVID-19 due to their nature as a closed area business. Informative posters regarding the measures to be taken with respect to the transmission of COVID-19 (hand hygiene, use of masks and the rules to be followed inside the facility) should be put up on a visible location at the workplace. Hand sanitizers should be placed at the entrance and inside the workplace.

### 25.1. Measures for Workplaces

- » Staff members should be informed about the COVID-19.
- » The workplace should be planned to allow one person per 4 square meters for the staff members and the customers.
- » The social distance (at least 1 meter, 3 - 4 steps) between the staff members and the customer should be maintained at the workplace and during the tour of the real estate.
- » The customers should be requested to enter the workplace singly. Any other accompanying person should be encouraged to stay outside.
- » No guests should be allowed into the workplace.
- » The customers visiting the workplace should not be offered any beverage or food other than water.
- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated. Hand sanitizers should be applied while putting on new masks.

### 25.2. Measures for Customers

- » It should be ensured that the customers read the notification put up on a visible location at the entrance of the workplace, which states the rules to be followed inside.
- » The customers should be requested to enter the workplace singly. Any other accompanying person should be encouraged to stay outside, and no guests should be allowed into the workplace.
- » The customers should be warned to keep their social distance with the other customers and the employees.
- » It should be ensured that the customers enter the workplace while wearing a mask. It shall be sufficient to wear a conforming cloth face mask in these types of workplaces and in public in general. Masks should be available at the entrance for those who are not wearing a mask.

- » The customer should use alcohol-based hand sanitizer or the cologne that contains at least 70% alcohol upon entering the workplace.
- » The customers should not touch any surface in the workplace unless necessary. They should use hand sanitizers upon contact.
- » Contactless payment should be preferred if credit card is to be used for payment.
- » Hand sanitizers should be used for cash payment.
- » It should be ensured that the customers stay inside the workplace for the shortest amount of time possible.
- » The realtors and real estate consultants should act in accordance with the guide titled "[Measures Required To Be Taken in Commercial Taxis and at Taxicab Stands within the scope of COVID-19](#)" while taking the customers to show houses or stores by a vehicle.

### 25.3. Measures for the Protection of Staff Members

- » Staff members should be informed of the modes of transmission of and protection measures against COVID-19.
- » The employee who has symptoms such as fever, cough, nasal flow and shortness of breath should not be allowed to work.
- » In the event that the staff members develop symptoms such as fever, cough, nasal flow, shortness of breath while working, they should be provided with medical mask and referred to a healthcare facility.
- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated. Hand sanitizers should be applied while putting on new masks.
- » A social distance of at least 1 meter should be maintained with the customer.
- » The employees and customers who are required to use pens should use their personal pens.
- » It should be ensured that the staff members pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and hand sanitizers should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.
- » The staff members may wear gloves while cleaning. Any unnecessary contact should be avoided while wearing a glove. The gloves should be removed when the work is over, and hand hygiene should be practiced.

- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.

#### **25.4. Environmental Cleaning, Disinfection and Ventilation**

- » The workplace should be ventilated frequently by opening the doors and windows. The air conditioning of the workplaces with central ventilation systems should be adjusted to allow circulation of clean air, and the maintenance and filter replacement of the systems should be performed according to the manufacturer's instructions. Floor-standing air conditioners and fans should not be used.
- » The workplace should be cleaned regularly every day.
- » Particular attention should be paid to the cleaning of the frequently touched surfaces (such as door knobs, telephone handsets, tabletops) at the workplace. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » Computer keyboards, telephones and surfaces of other devices for which chlorine compounds are not suitable should be disinfected by cleaning with 70% alcohol.
- » It should be ensured that the cleaning staff members wear medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin at the workplace, wash their hands with water and soap for at least 20 seconds and use hand sanitizer when there is no water and soap.



## 26. MEASURES TO BE TAKEN AT ELECTRONICS AND TELECOMMUNICATION STORES

Electronics and telecommunication stores are establishments where the risk of transmission of COVID-19 is high due to the high number of customers. Posters regarding the measures to be taken within the scope of COVID-19 (hand hygiene, use of masks and the rules to be followed inside the workplace) should be put up on a visible location of the workplace in these establishments, and the following measures should be taken.

### 26.1. Measures for Workplaces

- » In order to avoid overcrowding inside, simple warning signs / blockages should be placed at the front door to prevent access inside. This could be a simple red cord or tape to be hung on both sides of the door, as well as a blockage material such as a crate or a plastic bollard.
- » The customers should be let inside to allow 1 person per 4 square meters, including the employees and the customers. Social distancing (at least 1 meter, 3-4 steps) rules should be followed, and floor markings should be used to indicate such distance.
- » Hand sanitizers or colognes that contain at least 70% alcohol should be placed at the entrance of the workplace to be used by the customers. The remaining material in the hand sanitizer should be checked at certain intervals, and it should be ensured that the bottle is always full.
- » Display products contacted by hand (mobile phones, TV remote controls, game controllers, keyboard etc.) should be disinfected with 70% alcohol after each customer/examination by customer.
- » The products should not be unpacked, and the customers should be allowed to examine only the display products.
- » Tested microphones (such as karaoke microphones) should be covered with stretch wrap, and the stretch wrap should be replaced after each customer. The staff members should use hand sanitizer after replacing the wrap.
- » Temporary dividers or windows should be placed between the counters and the space for the customers to protect the employees.
- » The customers should be requested to make non-cash payments, preferably touch-free payment.

### 26.2. Measures for Customers

- » It should be ensured that the customers read the notification put up on a

visible location at the entrance of the workplace, which states the rules to be followed inside.

- » The customers should be requested to enter the workplace singly. Any other accompanying person should stay outside, and no guests should be allowed into the workplace.
- » The customers should be warned to keep their social distance with the other customers and the employees.
- » It should be ensured that the customers enter the workplace while wearing a mask. It shall be sufficient to wear a surgical / cloth face as per the rules mask in these types of workplaces and in public in general. Masks should be available at the entrance for those who are not wearing a mask.
- » The customer should use alcohol-based hand sanitizer or the cologne that contains at least 70% alcohol upon entering the workplace.
- » The customers should not touch any surface in the workplace unless necessary. They should use hand sanitizers upon contact.
- » It should be ensured that the customers stay inside the workplace for the shortest amount of time possible.

### **26.3. Measures for the Protection of Staff Members**

- » Staff members should be informed of the modes of transmission of and protection measures against COVID-19.
- » The employee who has symptoms such as fever, cough, nasal flow and shortness of breath should not be allowed to work.
- » In the event that the staff members develop symptoms such as fever, cough, nasal flow, shortness of breath while working, they should be provided with medical mask and referred to a healthcare facility.
- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated. Hand sanitizers should be applied while putting on new masks.
- » The social distance of 1 meter should be maintained with the customer. In circumstances where the distance cannot be kept while promoting or displaying a product to the customer, face shields in addition to the surgical mask should be worn before working.
- » It should be ensured that Staff members pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and hand sanitizers should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.

- » The staff members may wear gloves while cleaning. Any unnecessary contact should be avoided while wearing a glove. The gloves should be removed when the work is over, and hand hygiene should be practiced.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.

#### 26.4. Environmental Cleaning, Disinfection and Ventilation

- » The workplaces should be cleaner regularly every day.
- » Particular attention should be paid to the cleaning of the frequently touched surfaces (such as door knobs, telephone handsets, tabletops) at the workplace. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » Cash registers, computer keyboards, telephones and surfaces of other devices for which chlorine compounds are not suitable should be disinfected by cleaning with 70% alcohol.
- » Working benches / counters, equipment and tools should be cleaned regularly and disinfected using 70% alcohol.
- » The payment terminal should be cleaned with 70% alcohol immediately after used or touched by the customers.
- » It should be ensured that the cleaning staff members wear medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin at the workplace, wash their hands with water and soap for at least 20 seconds and use hand sanitizer when there is no water and soap.
- » The workplace should be ventilated frequently by opening the doors and windows.
- » The air conditioning of the workplaces with central ventilation systems should be adjusted to allow circulation of clean air, and the maintenance and filter replacement of the systems should be performed according to the manufacturer's instructions.



## 27. MEASURES TO BE TAKEN AT PLUMBERS' WORKSHOPS (ELECTRICITY, WATER, NATURAL GAS ETC.)

Plumber's workshops are establishments where the equipment that assist in provision of necessities such as heating, lighting, natural gas, electricity and water etc. are installed in convenient places and where sales and post-sales services are provided in the event that the installed equipment fail - or for replacement thereof -, where commercial activities are performed.

Plumbers should take certain measures within the scope of COVID-19. These measures are important in preventing infection and spread of the disease between the employees of the establishment and the customers.

Posters regarding the measures to be taken within the scope of COVID-19 (hand hygiene, use of masks and the rules to be followed inside the workplace) should be put up on a visible location of the workplace in these establishments, and the following measures should be taken.

### 27.1. Measures for Workplaces

- » In order to avoid overcrowding inside, simple warning signs / blockages should be placed at the front door to prevent access inside. This could be a simple red cord or tape to be hung on both sides of the door, as well as a blockage material such as a crate or a plastic bollard.
- » The customers should be let inside to allow 1 person per 4 square meters, including the employees and the customers. Social distancing (at least 1 meter, 3-4 steps) rules should be followed, and floor markings should be used to indicate such distance.
- » The customers should be requested to enter the workplace singly. Any other accompanying person should be encouraged to stay outside.
- » No guests should be allowed into the workplace.
- » Alcohol-based hand sanitizers or colognes that contain at least 70% alcohol should be placed at the entrance of the workplace to be used by the customers. The remaining material in the hand sanitizer should be checked at certain intervals, and it should be ensured that the bottle is always full.
- » The staff members that visit houses / offices to provide service should provide such services while wearing disposable gloves and overshoes over the feet, and these gloves and overshoes should be removed and disposed of in a lidded waste bin / bin bag after each house. Contacting surfaces with the gloves should be avoided.

- » The staff members that visit houses / offices to provide service should use alcohol-based hand sanitizers or colognes that contain at least 70% alcohol before starting and after completing the work.
- » The time spent with the customer in the same area in closed spaces where services are provided in the houses / offices should be kept as short as possible.
- » Social distance of 1 meter should be maintained and masks should be worn while providing services in the houses / offices, and equipment / tools such as screws should not be put into the mouth.
- » The closed areas where services are provided in the offices should be ventilated by opening windows and doors before, during and after the service.
- » The customers should be encouraged to make non-cash payments, preferably touch-free payment.
- » The products sold in the workplace should not be unpacked, and the customers should be allowed to examine only the display products.
- » Display products should be disinfected with 70% alcohol after each customer / examination by customer.

## **27.2. Measures for Customers**

- » It should be ensured that the customers read the notification put up on a visible location at the entrance of the workplace, which states the COVID-19 rules to be followed inside.
- » The customers should be warned to keep their social distance with the other customers and the employees.
- » It should be ensured that the customers enter the workplace while wearing a mask. It shall be sufficient to wear a cloth face mask as per the rules in these types of workplaces and in public in general. Masks should be available at the entrance for those who are not wearing a mask.
- » The customer should use alcohol-based hand sanitizer or the cologne that contains at least 70% alcohol upon entering the workplace.
- » The customers should not touch any surface or material in the workplace unless necessary. They should use hand sanitizers upon contact.
- » It should be ensured that the customers stay inside the workplace for the shortest amount of time possible.
- » The closed areas where services are received in the houses should

be ventilated by opening windows and doors before, during and after the service

### **27.3. Measures for the Protection of Staff Members**

- » Staff members should be informed of the modes of transmission of and protection measures against COVID-19.
- » The employee who has symptoms such as fever, cough, nasal flow and shortness of breath and those who have or contacted COVID-19 should not be allowed to work.
- » In the event that the staff members develop symptoms such as fever, cough, nasal flow, shortness of breath while working, they should be provided with medical mask and referred to a healthcare facility.
- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated; and hand sanitizers should be applied before and after replacement thereof.
- » It is important to pay attention to maintaining the social distance (at least 1 meter, 3 - 4 steps) with the customer while providing service in indoor and outdoor areas (such as house, construction site, workplaces).
- » Due to the fact that incorrect use of the gloves may increase the risk of transmission of COVID-19, the employees should not use gloves to prevent contact while receiving money or receipts from the customer. It will be sufficient to use hand sanitizers.
- » It should be ensured that Staff members pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and alcohol-based hand sanitizers should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.
- » Staff members should disinfect the equipment and tools while working (tool kit, tools, personal protectives, helmets etc.) with 70% alcohol after each use.

### **27.4. Environmental Cleaning, Disinfection and Ventilation**

- » Closed areas should be cleaned regularly with water and detergent every day.

- » Particular attention should be paid to the cleaning of the frequently touched surfaces (such as door knobs, telephone handsets, tabletops) at the workplace. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets
- » Cash registers, computer keyboards, telephones and surfaces of other devices for which cleaning with chlorine compounds is not suitable should be disinfected by cleaning with 70% alcohol.
- » The payment terminal should be cleaned with 70% alcohol immediately after used or touched by the customers.
- » It should be ensured that the cleaning staff members wear a medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin at the workplace and wash their hands with water and soap for at least 20 seconds.
- » The workplace should be ventilated frequently by opening the doors and windows.
- » The air conditioning of the workplaces with central ventilation systems should be adjusted to allow circulation of clean air, and the maintenance and filter replacement of the systems should be performed according to the manufacturer's instructions. Floor-standing air conditioners and fans should not be used.
- » The sofas, chairs and seats should be arranged to leave at least 1-meter distance between due to the high number of customers and in order to maintain the social distance between the customers in the physical environment of the workplace.

## 28. MEASURES TO BE TAKEN FOR EMPLOYEE SHUTTLE BUSES

Shuttle service buses are important in terms of spread of COVID-19 pandemic due to the fact that they are public transportation vehicles. Shuttle bus drivers should be informed about COVID - 19 by the employer. The rules to be followed in the vehicle regarding COVID -19 should be put up visibly, and it should be ensured that both the driver and the passengers obey such rules. Hand sanitizers should be placed next to the access door of the vehicles.

The following measures should be taken;

### 28.1. Measures to be Taken for Drivers

- » The shuttle bus drivers should act in accordance with the personal hygiene rules, and wear surgical / medical masks in the vehicle.
- » The masks should be replaced when damp. The masks should be held by the elastic bands while taking off, and the outer surface of the masks should not be touched, and the new masks should be put on by holding on the elastic bands. Used masks should be disposed of in tied garbage bags. Hand sanitizers should be used if masks are to be replaced.
- » The driver's seat of the shuttle bus should be separated from the passenger with a suitable material, if possible.

### 28.2. Measures to be Taken for Passengers

- » The passengers should act in accordance with the social distancing rule (>1 meter) while getting on and off the shuttle bus. Measures should be implemented in order to prevent breach of the social distancing rule.
- » The passengers should use hand sanitizers or colognes that contain at least 70% alcohol before getting on the shuttle bus.
- » It should be ensured that the passengers who display symptoms that match the symptoms of COVID -19 (fever, cough, nasal flow, shortness of breath etc.) wear masks; they should not be allowed into the shuttle bus and be referred to a healthcare facility by notifying the employer.
- » All passengers that get on the shuttle service should wear masks and not remove them throughout the commute.
- » The passengers on the shuttle bus should be seated starting from the window seats from the front to the back based on their order of picking up, and should sit on the same seat every day.
- » The seats should be assigned a number to form a list of seating, and the list should be put up on a visible location in the shuttle bus.

- » There should be no talking and shouting in the shuttle bus due to the fact that they cause droplets.
- » Food and beverages, including water, should not be consumed in the shuttle bus, unless necessary.

### **28.3. Ventilation, Cleaning and Disinfection at Shuttle Buses**

- » The indoor air circulation button of the air conditioner must be turned off.
- » The air conditioner air filter maintenance of the shuttle service buses should be performed regularly.
- » The windows of the shuttle buses should be opened whenever possible in order to clean the air inside the shuttle bus.
- » The interior of the shuttle bus should be cleaned at the end of the day using water and detergent. Gloves should be worn while cleaning, and the face should not be touched throughout the cleaning; and the gloves should be disposed of in a lidded waste bin or garbage bag at the end of the cleaning.
- » The interior of the vehicle should be cleaned using a wet cloth with detergent.
- » After each tour of the shuttle bus, frequently used surfaces (door handles, hand / armrests, grab handles, window operating switches, safety belts buckles) should be wiped with a wet cloth with detergent at first, and then disinfected with bleach diluted at 1 / 100 or 70% alcohol. Disinfectants authorized by the Ministry of Health may be used for such purpose. The cleaning should be performed when there are no passengers, and the shuttle bus should be ventilated after waiting for one minute after cleaning.

## **29. MEASURES TO BE TAKEN AT RESTAURANTS, DINERS, CAFES, PATISseries, PASTRY HOUSES, CONFECTIONERS AND OTHER FOOD & BEVERAGE BUSINESSES**

As is known, the controlled normalization process has been initiated within the scope of the measures to prevent spread of the Novel Coronavirus (COVID - 19) outbreak, which has been classified as a “Pandemic” by the World Health Organization”.

Within this scope, it is aimed to implement and maintain the following measures at the eating & drinking facilities and the facilities that offer food & drink, which are currently operating and to come operation, in order to ensure that the establishments that operate in the food & beverage industry carry out their activities safely.

These measures shall apply for restaurants, diners, cafés, as well as the rest areas, bookstores, food stands and cafeterias that include a service area for eating & drinking and the other establishments in the eating & drinking (food & drink) industry including the restaurant - café sections of other establishments.

### **29.1. General Principles and Notification Thereof**

- » The measures declared by the relevant public institutions and organizations should be followed fully in performance of activities of the establishments.
- » An enterprise-wide protocol covering the COVID-19 and hygiene rules / applications should be issued, and the protocol should be evaluated regularly and updated taking into consideration the problems encountered in implementations thereof, solutions delivered and the measures put into practice by the public institutions and organizations.
- » Within the scope of the protocol, the approach to be followed by the staff members and the actions to be taken for the customer who display symptoms of the disease should be defined within the scope of the protocol. These are stated in the relevant sections of the COVID - 19 guidelines published by the Ministry of Health. [https://covid19bilgi.saglik.gov.tr/depo/rehberler/COVID-19\\_Rehberi.pdf](https://covid19bilgi.saglik.gov.tr/depo/rehberler/COVID-19_Rehberi.pdf)
- » The owners / managers of the establishments are obliged to take the social distancing measures in the entire facility. A social distancing plan should be developed for the common use areas and seating arrangements, and the capacity of the facility for the guests should be determined based on the social distancing plan; and the guests should be allowed into the facility based on such capacity, and the capacity information should be put up on a visible location at the entrance of the facility. Moreover, boards displaying the COVID-19 measures and rules implemented and to be followed in the

facility should be put up at the entrance hall or on the exterior wall of the workplaces as well as the common use areas which can be viewed easily by the guests and the staff members.

- » A protocol on cleaning of the kitchen and food safety as well as a protocol on insect and pest control should be issued with regard to the COVID-19 measures. The staff members in charge should ensure compliance with the protocol.

#### 29.2. Admittance of Guests

- » The valets shouldn't use gloves, and the hands should be cleaned with alcohol-based hand sanitizers before and after receiving and delivering a vehicle.
- » The valets should not get into any vehicle without wearing a mask.
- » The guests should be subject to a contactless temperature check or with thermal cameras at the entrance of the facility. In case the temperature is higher than 38°C, the guests should not be allowed into the workplace, and they should be provided with medical mask and referred to a healthcare facility.
- » There shall be hand sanitizers placed at the entrance of the facilities, and the guests shall be allowed into the facility after cleaning their hands with hand sanitizers.
- » No guest without a mask should be allowed inside. There should be masks available to be handed to the guests without a mask, and it should be ensured that the guests wear their masks except for the eating & drinking activities and whenever they leave the table.
- » Social distancing floor markings should be placed in the elevators with 1-meter distance in between, and the capacity of the elevator should be determined not to exceed one third of its total capacity, which should be informed via written / visual notification.

#### 29.3. Dining Hall and Common Use Areas

- » The entire facility including common use areas such as dining halls, the entrance area and hall, additional halls and outdoor areas should be arranged in compliance with the social distancing plan. Social distancing floor markings should be placed with 1,5 meters in between in areas outside of which lines may be formed (in front of the toilets, smoking areas, if any, etc.) in the indoor or outdoor areas of the facility.
- » The social distancing and seating arrangement rules shall not be applied among the guests from the same family (mother or father with the children).
- » The tables on which the food is served should be arranged to have 1,5-meter distance with one another on each direction, and the chairs should be

- arranged to have 60 cm distance with one another. When the tables are pulled next to each other for the guests in groups, they should be arranged to maintain 1,5-meter distance with the other tables.
- » The tables should be arranged only to allow people sit face to face / across each other. No chairs should be placed on the sides of the table, and no seating shall be arranged to allow chairs on the sides of the table.
  - » Cross-seating arrangements should be implemented for the tables smaller than 70 cm in width when sitting across each other or two tables should be combined to increase the distance of sitting face to face / across one another.
  - » All the table arrangement rules should be applied for each table regardless of the shape of the table (square, rectangular or round).
  - » The tables such as bars with single seating arrangements next to one another should be arranged to allow a 1-meter space between the chairs. Bar tables where the staff members and customers directly face each other should not be used, if possible. If used, the distance between the staff members and the customer should be at least 1 meter, and the staff members working at this section should wear surgical / medical mask and face shield. The masks should be changed when damp, and the face shield should be cleaned with a suitable product at certain intervals.
  - » There should be hand sanitizers or colognes placed at each table.
  - » The service staff members should pay attention to following the distancing rules and avoiding contact while serving.
  - » If the service is in an open / all-you-can-eat buffet, the buffet should be equipped with a plexiglass or a similar barrier on the guest's side that will prevent access of the guest, and the service should be made by the kitchen staff members.
  - » The equipment such as tea / coffee machines, water dispensers, beverage makers should be removed, and the guests should be served via service staff members.
  - » The dining tables and chairs, serving equipment and materials such as sugar, salt, herbs, napkins and menu should be properly cleaned and disinfected after used by each customer.
  - » The payment should be made contactless whenever possible, and the direct-contact POS terminals should be cleaned and disinfected with 70% alcohol after each use.
  - » Hand sanitizers should be placed at the entrance of the common use areas and common customer toilets, as well as at different locations in large

halls.

- » The entrance doors of the common toilets should be arranged as automated door systems if possible. In not possible, the handles of the entrance doors should be disinfected as much as possible.
- » The play rooms reserved for the children in the facility shall not be put into service. The playground equipment at the outdoor areas of the establishments can be put into service provided that they are cleaned with disinfectants frequently. There can be no small materials such as ball pit balls which cannot be cleaned frequently in these areas.

#### 29.4. Staff Members

- » The staff members should be subject to regular medical checks, and the staff members should provide information periodically in order to monitor the people with whom they live in terms of COVID - 19.
- » All the staff members should be provided information / training regarding COVID-19 pandemic and hygiene.
- » Contactless temperature checks with thermal cameras should be performed and hand sanitizers should be placed at the staff entrance.
- » The staff members shall be provided personal protective equipment (such as surgical / medical mask, face shield) and hand sanitizers in accordance with the workplace, guests and surroundings, and staff members' use thereof shall be monitored. All the staff members shall be obliged to wear **surgical / medical mask** that will fully cover the mouth and nose.
- » On daily basis cleaning and hygiene of the staff members' clothing should be ensured.
- » It is important to pay attention to have the same staff work at the same shift as far as possible.
- » The changing rooms - showers - toilets of the staff members and the common eating and resting / break areas of the staff members should be arranged in accordance with the social distancing conditions; and arrangements such as floors signs, tapes, barriers should be applied in this regard, if required; and the cleaning and disinfection of these areas should be maintained in compliance with the rules.
- » Rules that will enable minimization of contact with the persons admitted into the facility temporarily for supply of goods or other reasons (repair, maintenance etc.) should be identified, and implementation thereof should be monitored. Moreover; it should be ensured that these persons carry out their activities maintaining social distance and using protective equipment.
- » The staff members should be provided with medical mask and referred to a healthcare facility in the event that they are identified to display the symptoms of the disease.

### 29.5. Kitchen, Cooking and Service Areas

- » It should be ensured that the food safety and kitchen hygiene implementations are performed in compliance with the applicable legislation and regulations
- » Hygiene barriers, sterilization equipment and the tools and equipment required for hand and body hygiene should be placed both in the food production area for raw material and product deliveries, and in the kitchen. The staff members who are not assigned should not access the kitchen and cooking area.
- » All the foodstuff should be stored in closed cabinets or as covered.
- » In order to prevent cross contamination, the unprocessed foodstuff and the prepared foodstuff should be stored separately in the kitchen. Moreover, no foodstuff should contact the floor.
- » The cleaning and hygiene of the areas in connection with the kitchen, all the furnishing and equipment used in the kitchen, and the counters and storage areas should be maintained regularly. Frequently touched surfaces should be cleaned regularly with 1 / 100 bleach.
- » Service equipment / tools (such as plates, forks, spoons, knives, glasses) should be washed in the dishwasher. The kitchen staff should wear work uniforms and personal protective equipment while working, and wash their hands regularly.
- » There should be visual / written notification on the rules that must be followed by the staff as well as good hygiene practices.

### 29.6. Washrooms and toilets

- » The entrance doors of the toilet areas should be converted into the automated door system. If not available, the handles of the entrance doors of the toilet area should be cleaned frequently with 1 / 100 bleach.
- » The flooring, flush toilets, urinals of the toilets should be cleaned and disinfected frequently with 1/10 bleach, and sinks, taps and faucets and door handles with 1/100 bleach.
- » The cleaning hours of the toilets and washrooms should be recorded and put on a visible location. There should always be liquid soap, toilet paper and paper towel available.

- » The cleaning staff should use personal protective equipment (gloves and masks), which should be disposed of the waste bin at the workplace after the operation; and proper hand hygiene should be ensured for at least 20 seconds with water and soap.
- » The hand dryers at the toilets should be put out of service, and disposable paper towels should be used.

#### **29.7. General Cleaning and Maintenance**

- » All the areas should be cleaned at appropriate intervals by use of products conforming to the standards based on the nature of the surface, and the records of traceability should be kept for these practices.
- » Frequently touched surfaces such as door handles, handrails, elevators switches, power switches, POS terminals, television remote control, telephone, computer keyboard, menu, tabletops, salt/pepper shakers should be cleaned frequently with water and detergent, and disinfected with bleach diluted at 1 / 100; and 70% alcohol based products should be used for the surfaces damaged by the chlorine compounds such as POS terminals, telephones, computer keyboards, and records of traceability thereof should be kept.
- » Periodic maintenance and required sterilization should be performed on the tools, equipment, materials and installation such as ventilation and air conditioning system, washing machine and dishwasher.
- » The filters of the air conditioning and ventilation system shall be replaced periodically. The air conditioners should be operated to ensure an inlet of %100 clean air from outside. Fans should not be used. The facilities with central ventilation system should be arranged to let clean air circulation, and should be naturally ventilated frequently.
- » The guideline on “Use of Air Conditioners in Public” published / to be published by the Ministry of Health of Republic of Turkey should be followed for use of the air conditioners.
- » The closed areas in the facility should be naturally ventilated by opening doors and windows frequently.

#### **29.8. Vehicles of the Establishment**

- » There should be hand sanitizers and colognes available at the vehicles.
- » The hands should be cleaned by hand sanitizers before getting on the vehicles of the establishment, and masks should always be worn in the vehicle. It should be ensured that the same staff use the vehicle, if possible.
- » Frequently touched surfaces of the vehicle (door handles, window

operating switches, steering wheel, gear, radio etc.) should be disinfected with a product that contains 70% alcohol after each use.

- » These measures should be updated in time based on the process.

### **30. MEASURES TO BE TAKEN AT GYMS AND FITNESS CENTERS**

The main mode of transmission of COVID-19 is the droplets that are generated when the infected person talks, coughs or sneezes. The disease can also be transmitted by touching the mouth, nose or eyes by hands that contacted a surface contaminated by droplets. Therefore; both the employees of the gyms and the customers should obey the following rules in order to protect their health within the scope of COVID-19. Posters regarding the measures to be taken within the scope of COVID-19 (hand hygiene, use of masks and the rules to be followed inside the gyms) should be put up at the entrance of the gyms. Hand sanitizers should be placed at the entrance of and inside the gyms.

#### **30.1. Measures to be taken at Gyms**

- » The number of persons inside the gym should be limited to allow 1 person per 6 square meters in the area where the sports activity will be performed.
- » The customers may engage in close contact with one another and the employees due to the working conditions in the gyms. The sports activity accelerates the generation and velocity of droplets. Therefore, the social distancing to be practiced should be at least 2 meters.
- » The equipment such as treadmills / cycling bikes at the gym should be placed with at least 2 meters in-between.
- » The customers should be allowed in on appointment basis. In order to avoid overcrowding inside, simple warning signs / blockages should be placed at the front door to prevent access inside. This could be a simple red cord or tape to be hung on both sides of the door, as well as a blockage material such as a crate or a plastic bollard.
- » The entrance-exit hours of the customers should be recorded. If the activities are organized in sessions, the persons attending in and working at the session should be recorded.)
- » Lidded and pedal bins should be placed at the entrance and exit of the gyms, which should must be emptied regularly.
- » Statements regarding the COVID-19 policies and appointment procedures should be added in the contracts of gym memberships.
- » The people with chronic diseases, the people aged over 65 and the employees of retirement homes, prisons, healthcare centers are

recommended not to visit the gyms due to the risk of transmission at the place of activity.

- » It shall be convenient not to engage in team sports and sports that require close contact (such as boxing, wrestling). The sports among these that allow practice without contact may be practiced individually and on the condition of keeping a distance of 2 meters. The sports that do not require contact may be performed by maintaining the social distance (at least 2 meters) among individuals.
- » The customers / employees without masks should not be allowed into the gym. They should continue to wear masks in the gym. N95/FFP2 masks should not be used.
- » The eating & drinking sections such as cafés may provide services in accordance with the guideline of the Ministry of Health of Republic of Turkey on operations of Restaurants, Diners and Cafés.
- » Tissues with disinfectant properties that are authorized by the Ministry of Health should be placed next to the exercise equipment used by the customers.
- » No guests should be allowed into the gym.
- » The customers should not be allowed to wait in the gyms except for the breaks between the exercises.
- » The water and soap should be easily accessible and disposable paper towels should be available at the gym.
- » Newspapers, magazines etc. that are for common use should not be available / offered inside.
- » Disposable equipment / materials should be used for each customer; in case disposable equipment / materials cannot be provided, the textile materials / equipment should be washed at least 60°C after each use.
- » The treadmills and the areas for using weights should be separated if possible.
- » The customers should be encouraged to make non-cash payments, preferably touch-free payment. The contacted surfaces on the payment terminal should be cleaned with 70% alcohol.
- » More than one people should not be allowed to use the weight stations at the same time by using the breaks of sets of one another. The other customer should use the station after one customer is done with it completely, and the points of the equipment contacted by hand or the body should be disinfected after each customer.

- » The points of the fixed and mobile tools and equipment contacted by hand or the body should be wiped and disinfected by each guest.

Posters should be put up on different locations inside the gym regarding cleaning of the equipment after using. Announcements shall be read out in this regard.

### 30.2. Measures for Customers

- » Temperature checks should be performed at the entrance of the gyms, and those with a temperature above 38°C should not be allowed into the gyms.
- » Those with symptoms of fever, cough, nasal flow and breathing problems, as well as the cases of or those who contacted COVID-19 should not be allowed into the gym. They should be provided with medical mask and referred to a healthcare facility.
- » The customers shall enter the workplace on appointment basis and they should respect their appointment hour.
- » The distance of 2 meters shall be maintained with the other persons inside the facility.
- » The notification stating the rules to be followed inside, which shall be put up on a visible location, should be read before going inside, and the specified rules should be followed.
- » Materials such as personal towels, mats etc. should be brought along when going to the gym. In the event that the towels are provided by the establishment, they should be delivered in bags or by the assigned staff, and the equipment such as mats should be disinfected after each user.
- » The social distance shall be maintained with the other customers and the employees.
- » Masks should be worn before going into the gym. It shall be sufficient to wear a cloth face mask as per the rules in these types of workplaces and in public in general. The rules on cloth / surgical masks should be followed while doing so. N95/FFP2 masks should not be used.
- » The moves that would possible cause the face to contact the floor be the equipment should be avoided.
- » Hands should be washed or hand sanitizers should be used after going into the gym.
- » The surfaces in the gyms should not be touched unless necessary. The surfaces which are likely to be touched frequently should be paid attention to, and hand sanitizers should be used in case of any contact with such surfaces.

- » The face should not be touched with the hands during the exercise. Personal towels should be used.
- » No foodstuff or drink should be brought.

### 30.3. Measures for Staff Members

- » Staff members should be informed of the modes of transmission of and protection measures against COVID-19.
- » Temperature checks should be performed on the employees at the entrance door. The staff members that performs the temperature checks should wear a mask and face shield. Those with a temperature above 38°C should not be allowed inside. Those with / who developed symptoms of fever, cough, nasal flow and shortness of breath, as well as the employees that constitute a case of or contacted COVID-19 should be provided with medical mask and referred to a healthcare facility to be examined for COVID-19.
- » The working arrangement should be planned to have inside the fewest staff members required.
- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated; and hand sanitizers should be applied before and after replacement thereof.
- » It should be ensured that Staff members pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and alcohol-based hand sanitizers should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break rooms. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.

### 30.4. Cleaning, Disinfection and Ventilation of Gyms

- » The gyms should be cleaned on daily basis. Frequently used areas and equipment should be cleaned more frequently. The customers should not be allowed inside for one hour in the middle of the working hours, and a general cleaning should be performed.
- » Wet wiping - mopping should be preferred for cleaning the floors and surfaces. Activities such as sweeping with a brush that would generate

dusts should be avoided.

- » Particular attention should be paid to the cleaning of the frequently touched surfaces (such as door knobs, telephone handsets, tabletops, and points on the exercise equipment frequently contacted by hands and the body) while cleaning the gyms. For this purpose, bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » Cash registers, computer keyboards, telephones and surfaces of other devices for which chlorine compounds are not suitable should be disinfected by cleaning with 70% alcohol.
- » Treadmills, cycling bikes, weights etc. should be cleaned and disinfected with 70% alcohol regularly. Frequently used surfaces of these equipment should be cleaned after each customer.
- » Surface disinfectants approved by the Ministry of Health of Republic of Turkey can be used.
- » The cleaning swabs / rags should be separated based on their area of use, and should be properly cleaned after each use. It is recommended that the washable and re-used cleaning materials be at least 60°C.
- » Posters regarding washing hands and using masks should be put up in the toilets.
- » Toilet papers and disposable towel papers should be placed in the toilets. Hand dryers should not be put into service.
- » Liquid soap should be available and maintained in the toilets. Antibacterial soap is not required.
- » Photocell water and soap dispensers should be used in the toilets, if possible.
- » The showers and changing rooms should be cleaned again after each customer.
- » It should be ensured that the cleaning staff wear a medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin at the gym and wash their hands with water and soap for at least 20 seconds.
- » The air conditioning of the gyms with central ventilation systems should be adjusted to allow circulation of clean air, and the maintenance and filter replacement of the systems should be performed according to the manufacturer's instructions. Air conditioners and fans should not be used.
- » The gyms should be ventilated frequently.



## 31. MEASURES TO BE TAKEN AT COFFEE SHOPS / COFFEE HOUSES

Coffee shops / coffee houses are areas where maintaining social distance to prevent spread of COVID-19 may be difficult due to the crowd inside caused by the fact that the customers come together to socialize. The customers and employees should follow the rules of social distancing, pay attention to their personal hygiene and obey the rules of using masks. Posters regarding the measures to be taken within the scope of COVID-19 (hand hygiene, use of masks and the rules to be followed inside the coffee shop / coffee house) should be put up at the entrance of the coffee shop / coffee house. Hand sanitizers should be placed at the entrance of and inside coffee shops / coffee houses.

### 31.1. General Measures to be Taken for Coffee Shops / Coffee Houses

- » In order to avoid overcrowding inside, simple warning signs / blockages should be placed at the front door to prevent access inside. This could be a simple red cord or tape to be hung on both sides of the door, as well as a blockage material such as a crate or a plastic bollard.
- » Lidded and pedal bins should be placed at the entrance and exit of the coffee shops / coffee houses, which should must be emptied regularly.
- » The customers / employees without masks should not be allowed into the coffee shops / coffee houses. They should continue to wear masks inside.
- » Newspapers, magazines etc. that are for common use should not be available / offered inside.
- » Games such as okey (similar to Rummy), bridge, card games, backgammon etc. should not be play due to the high risk of transmission.
- » The customers should be encouraged to make non-cash payments, preferably touch-free payment. The contacted surfaces on the payment terminal should be cleaned with 70% alcohol.
- » The tables should be arranged to have 1,5 meters distance with one another on each direction, and the chairs should be arranged to have 60 cm distance with one another. When the tables are pulled next to each other for the guests in groups, they should be arranged to maintain 1,5-meter distance with the other tables.
- » The tables should be arranged only to allow people sit face to face / across each other. No chairs should be placed on the sides of the table, and no seating shall be arranged to allow chairs on the sides of the table.
- » Cross-seating arrangements should be implemented for the tables smaller than 70 cm in width when sitting across each other or two tables should be combined to increase the distance of sitting face to face / across one another.

- » All the table arrangement rules should be applied for each table regardless of the shape of the table (square, rectangular or round).
- » The tables / chairs should be cleaned with 70% alcohol after each customer; table cloths should not be used, and if used, they should be replaced with a clean one before each new customer group.
- » The service staff should maintain the distance and avoid contact during service.
- » The people should have their own beverages from the tea maker themselves / serve themselves.
- » The glasses used for serving tea / coffee and other drinks should be washed with water and detergent.
- » The kitchen, tea maker and service areas at the coffee shops / coffee houses should be arranged based on the rules for cafés and restaurants issued by the Ministry of Health within the scope of COVID - 19.
- » The owners / managers of the coffee shops / coffee houses are obliged to take the social distancing measures. A social distancing plan should be developed for the common use areas and seating arrangements, and the capacity of the coffee shops / coffee houses for the guests should be determined based on the social distancing plan; and the guests should be allowed inside based on such capacity, and the capacity information should be put up on a visible location at the entrance of the coffee shops / coffee houses.

### 31.2. Measures for Customers

- » Those with symptoms of fever, cough, nasal flow and breathing problems, as well as the cases of or those who contacted COVID-19 should not be allowed into the coffee shop / coffee house. They should be provided with medical mask and referred to a healthcare facility.
- » The notification stating the rules to be followed inside, which shall be put up on a visible location, should be read before going inside, and the specified rules should be followed.
- » The social distance between the employees and the customers should be maintained.
- » Masks should be worn before entering the coffee shops / coffee houses. It shall be sufficient to wear a cloth face mask as per the rules in these types of workplaces and in public in general. The rules for cloth / surgical masks should be followed while doing so. The masks should not be taken off inside.
- » Hand sanitizers should be used while entering the coffee shops / coffee houses.

### 31.3. Measures for Staff Members

- » Staff members should be informed of the modes of transmission of and protection measures against COVID-19.
- » Those with / who developed symptoms of fever, cough, nasal flow and shortness of breath, as well as the employees that constitute a case of or contacted COVID-19 should be provided with medical mask and referred to a healthcare facility to be examined for COVID-19.
- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated; and hand sanitizers should be applied before and after replacement thereof.
- » It should be ensured that Staff members pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and alcohol-based hand sanitizers should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.
- » The clothing of the staff members should be changes on daily basis.
- » It is not recommended for the employees of the coffee shops / coffee houses except for those who wash the dishes to wear gloves due to the fact that they create a false sensation of safety and may create the risk of COVID - 19 infection.

### 31.4. Cleaning, Disinfection and Ventilation of Coffee Shops / Coffee Houses

- » The coffee shops / coffee houses should be cleaned regularly on daily basis. Frequently used areas and equipment should be cleaned more frequently.
- » Wet wiping - mopping should be preferred for cleaning the floors and surfaces. Activities such as sweeping with a brush that would generate dusts should be avoided.
- » Particular attention should be paid to the cleaning of the frequently touched surfaces (such as door knobs, telephone handsets, tabletops) at the coffee shops / coffee houses. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » Cash registers, computer keyboards, telephones and surfaces of other devices for which chlorine compounds are not suitable should be disinfected by cleaning with 70% alcohol.

- » Surface disinfectants authorized by the Ministry of Health may be used.
- » The cleaning swabs / rags should be separated based on their area of use, and should be properly cleaned after each use. It is recommended was the washable and re-used cleaning materials at no less than 60° C.
- » Posters regarding washing hands and using masks should be put up in the toilets.
- » Toilet papers and disposable towel papers should be placed in the toilets. Hand dryers should not be put into service.
- » Liquid soap should be available and maintained in the toilets. Antibacterial soap is not required.
- » Photocell water and soap dispensers should be used in the toilets, if possible.
- » It should be ensured that the cleaning staff wear a medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin and wash their hands with water and soap for at least 20 seconds.
- » The air conditioning of the coffee shops / coffee houses with central ventilation systems should be adjusted to allow circulation of clean air, and the maintenance and filter replacement of the systems should be performed according to the manufacturer's instructions. Air conditioners and fans should not be used.
- » The coffee shops / coffee houses should be ventilated frequently.

## 32. MEASURES TO BE TAKEN FOR ROAD, RAILWAY, MARITIME PASSENGER TRANSPORT

The measures required to be taken in road, rail, maritime and air transport within the scope of new normal period for controlling COVID-19 in our country are as follows:

### 32.1. Measures to be Taken

- » The rules to be followed with regard to COVID-19 should be put up on a visible location in the vehicle, and it should be ensured that the passengers follow such rules. Announcements on COVID-19 should be made in the terminals and the vehicles.
- » Hand sanitizers should be placed next to the access door of the vehicles.
- » Staff members should be informed of the modes of transmission of and protection measures against COVID-19. The concerns, anxieties and feelings of the staff members should be discussed, and the staff members should be relieved.
- » Face to face meetings or events with the staff assigned at the ticket sales offices, offices and the management should be limited and replaced with teleconferences and online events; and the number of persons to attend should be decreased if face to face meetings or events are to be held.
- » The guideline on “Measures to be taken at the cafés and restaurants within the scope of COVID-19” issued by the Ministry of Health of Republic of Turkey should be followed at the cafés and restaurants at locations such as terminals, subway stations, ports etc.
- » The notification stating the rules to be followed inside, which shall be put up on a visible location, should be read before getting on these vehicles, and the specified rules should be followed. The notification should include a statement warning the staff members and passengers who experience symptoms such as fever, cough, nasal flow and shortness of breath, as well as those who contacted COVID-19 and who have been diagnosed with COVID-19 against accessing the vehicle.
- » It should be ensured that masks are used while getting on and off the vehicle and throughout the travel.
- » The staff members and the passengers, if any, who develop symptoms of fever, cough, nasal flow and breathing during the travel should be isolated in a separate area, and should be provided with medical mask and referred to a healthcare facility to be examined for COVID-19.

- » Those who have complaints of, have been diagnosed with COVID-19 and who have completed their treatment should be managed in accordance with the rules in the COVID - 19 guidelines of the Ministry of Health. (<https://covid19bilgi.saglik.gov.tr>)
- » They should monitor themselves in terms of COVID-19 symptoms after returning from the travel, and should follow the Guidelines of the Ministry of Health in the event that any symptom occurs in this process. (<https://covid19bilgi.saglik.gov.tr>)

### 32.2. Measures for Arrangement, Cleaning, Disinfection and Ventilation of Environment

- » Seats should be reserved for suspected COVID - 19 cases in all the vehicles. For example; the rear row of the coach buses that will travel long distance, the rear two rows of the carriage in the middle of the train (or the closed dining cars can be used for such purpose) etc.
- » These vehicles should be cleaned regularly every day. Frequently used areas and equipment should be cleaned more frequently. The vehicles should be cleaned after used by the passengers, before providing service to the other passengers and between the trips properly.
- » Particular attention should be paid to the cleaning of the frequently used surfaces (handrails, guardrails, door handles, tabletops, grab handles etc.).
- » The detergents and disinfectants recommended by the manufacturer, if any, can be used for cleaning of the transportation vehicles.
- » In no particular recommendations is available, bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent for such purpose. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » Disinfectants approved by the Ministry of Health of Republic of Turkey may be used.
- » Digital equipment, telephones and surfaces of other devices for which chlorine compounds are not suitable should be disinfected by cleaning with 70% alcohol
- » The cleaning swabs / rags should be separated based on their area of use, and should be properly cleaned after each use. It is recommended was the washable and re-used cleaning materials no less than least 60°C.

- » It should be ensured that the cleaning staff wear a medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin and wash their hands with water and soap for at least 20 seconds.
- » It should be ensured that the cleaning staff members wear a medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin and wash their hands with water and soap for at least 20 seconds. Posters regarding washing hands and using masks should be put up in the toilets of locations such as rest stops, stations and service centers etc. Toilet paper and paper towel should be placed in the toilets. There should be hand sanitizers at the entrance of the toilets and washrooms. Hand sanitizers should be used before and after contact with the door handles. Liquid soap should be available and maintained in the toilets. Antibacterial soap is not required.
- » In case any surface is contaminated by blood or a bodily fluid due to bleedings, vomiting etc., the contaminated surface should be cleaned with a paper towel while wearing gloves, and bleach diluted at 1 / 10 should be poured and left over the surface for 5 minutes. Then the contaminated surface should be mopped. The gloves, paper towels and swabs used should be put in double bags and disposed of in the waste bin. The contaminated surfaces which may be damaged by the bleach should be cleaned with paper towel and routine cleaning should be performed after waiting for 1 minute after pouring 70% alcohol.
- » The vehicle should be ventilated by opening the windows, if possible.
- » The ventilation system that inlets clean air from outside should be used, and the maintenance and filter replacement of the systems should be performed according to the manufacturer's instructions. The vehicle should be ventilated frequently.
- » The vehicle should be ventilated with clean air properly after used by the passengers, before providing service to the other passengers and between the trips.
- » Moreover; more stopovers should be made in long distance coach bus, train etc. travels and the bus should be ventilated for 15 minutes.
- » The sleeper bunk areas of the substitute drivers in the buses should be ventilated with clean air for 15 minutes after switch of each driver. This area should be cleaned with water and soap / detergent and used after ventilation thereof. Personal equipment / materials should be used in this area.

- » Mobile applications or credit cards should be used for ticket sales or loading credit onto the transportation card, if possible. The payment terminal should be cleaned with 70% alcohol immediately after used or touched by the passengers.

### **32.3. Measured to be Taken for Employees**

- » The working schedules of the staff members should be recorded in order to monitor those who have contracted COVID-19.
- » It should be ensured that Staff members pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and alcohol-based hand sanitizers should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.
- » All the employees (assistant, auxiliary staff etc.) should wear masks as per the rules, and replace the masks when damp or contaminated; and hand sanitizers should be applied before and after replacement thereof.
- » Gloves should not be used due to the fact that they create a false sensation of safety and may increase the risk of COVID - 19 infection.
- » The employees who operate the vehicle such as machinists, drivers, captains etc. should wear masks while getting on and off the vehicle. They may not wear masks throughout the travel if the compartment they are seated in is divided from the passengers. In the event that there is a machinist compartment in the trains and a divider / barrier (made from a material which does not affect the appearance and causes no harm to the person in case of an accident, which would allow the staff members to contact the driver in case of an emergency, made from a material such as plastic with a zipper etc.) in the buses which separate the driver's cab from the passengers, the operators of the vehicles may not wear masks since there would be no risk of contamination / infection.
- » The employees should use alcohol-based hand sanitizers or colognes that contain at least 70% upon getting on the vehicle.
- » The employees should maintain the social distance of at least 1 meter and continue to wear masks during their breaks.

### **32.4. Measures to be Taken for Passengers**

- » In order to monitor those who contacted COVID-19, the names and contact information of the passengers in long distance travels should be recorded.
- » The seating arrangements in the terminals, subway stations and platforms etc. shall be adjusted taking into account the social distancing rules (at least 1 meter spacing) between the passengers. It is important to pay attention to not causing overcrowding.

- » The passengers should get on the vehicles one after another by following the social distancing rules (at least 1 meter), and should pay attention to following the social distancing rules in the vehicle.
- » Those with symptoms of fever, cough, nasal flow and breathing problems, as well as the cases of or those who contacted COVID-19 should not be allowed into the vehicle. They should be provided with medical mask and referred to a healthcare facility.
- » For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and alcohol-based hand sanitizers should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.
- » The passengers should wear masks as per the rules throughout the travel, and replace the masks when damp or contaminated; and hand sanitizers should be applied before and after replacement thereof.
- » The passengers should use alcohol-based hand sanitizers or cologne that contain at least 70% alcohol upon getting on the vehicle.
- » The seating arrangement should be adjusted to ensure a distance of at least 1 meter between the persons in general. The seating arrangements should be designed for sitting cross-each other but not face to face. In the vehicles designed as a single seating and a double seating with the aisle in-between, the social distancing should be maintained by allowing one person to sit in the single seating and one person on the window seat of the double seating.
- » The families comprising of the mother, father and the children shall be allowed to sit together in the compartments and coaches of 4. The adults of the same household can travel in 2 by maintaining the social distance. In other circumstances, a single person can travel in the compartment.
- » Social distancing conditions should not be stipulated for those in need of care and the children travelling with their families.
- » It is important to pay attention to minimize the contact between the passenger and the employee.
- » No food or beverage except for water should be consumed for the short distance (less than 2 hours).
- » The dining car at the trains should be closed.
- » For the long-distance travels (longer than 2 hours), food and beverages can be offered in packaged lunch boxes. The seating and/or eating drinking arrangement should be made to have at least 1 meter (preferably 2 meters) in-between as the masks will be taken off while

drinking water / tea / coffee. Arrangements should be made to allow practice of personal hygiene rules before and after eating and drinking. Materials such as herbs, toothpicks, salt, spoon, fork, knives, glasses etc. should be provided as disposable. Personal hygiene rules should be followed and masks should be used while serving the offerings.

- » The passengers should not exchange food between one another.
- » If headphones are to be distributed, they should be personal or the passengers should bring along their own headphones.





### 33. MEASURES TO BE TAKEN FOR POOLS AT APARTMENT COMPLEXES

- » The transmission of COVID-19 occurs mainly via droplets or contact. It has not been observed that the people are infected by the virus that causes COVID-19 in the swimming pools. However; the pools pose a risk in terms of transmission of COVID-19 due to the fact that they are environments where many users come together at the same time. In order to be safe from COVID-19, the crowded areas in these places should be avoided, and the social distance should be maintained.
- » In addition to the inability to maintain social distancing, the surfaces that constitutes a risk of contact such as pool sides, steps and guardrails, as well as the changing rooms and the lockers therein, showering and resting areas, faucets, showering equipment, sun loungers, shower diverter valves, door handles poses a risk in terms of transmission of the disease. These areas should be cleaned regularly. Contact to the face, eyes, mouth and nose should be avoided and hands should be washed with water and soap, or hand sanitizers should be used if frequently touched surfaces are contacted.
- » The pools should be disinfected routinely and without delay due to the fact that COVID-19 virus is sensitive to disinfectants. In order for the disinfection of the pools to be effective, disinfectants and swimming pool chemicals authorized by the Ministry of Health should be used in the water of the swimming pool.
- » Those who have a private swimming pool in their houses are not required to take any measures other than paying attention to disinfection of the swimming pool if they use the pool only with their family with whom they live.
- » For the swimming pools in the building complexes / compounds, the residents and the managers as well as the employees should obey the following rules within the scope of COVID-19.

#### 33.1. Measures for Staff Members

- » There should be at least one assigned staff with regard to COVID-19 in the swimming pool and in the surrounding area.
- » The compound / site management should ensure that the assigned staff members are notified on modes of transmission of and protection measures against COVID - 19.
- » The staff members who display symptoms of fever, cough, nasal flow and shortness of breath, and those who have been diagnosed with or contacted COVID-19 should not be allowed to work.

- » On daily basis temperature checks should be performed on the staff members. The staff members who display symptoms of fever (above 38°C degrees), cough, nasal flow and shortness of breath should be provided with medical mask and referred to a healthcare facility. The COVID-19 Guideline of the Ministry of Health should be followed. (<https://covid19bilgi.saglik.gov.tr>)
- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated; and hand sanitizers should be applied before and after replacement thereof.
- » Staff members should maintain the social distance of at least 1 meter while providing services.
- » Due to the fact that incorrect use of the gloves may increase the risk of transmission of COVID-19, the employees **should not use gloves** to prevent contact while receiving cards, money or receipts from the customer. It will be sufficient to wash the hands and use hand sanitizers.
- » It should be ensured that Staff members pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and alcohol-based hand sanitizers or colognes that contain at least 70% alcohol should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.
- » Regulations on Health-Related Principles and Conditions to be Applied in Swimming Pools implemented for the indoor and outdoor should be followed. The parameters measured twice a day should be put up on the board and recorded to be shown when required.

### 33.2. Measures for Lifeguards Employed at Pools

- » The personal protective equipment to be possessed by the lifeguards are as follows; FFP2/N95 mask, gloves, face shield.
- » The requirements for resuscitation are as follows; artificial respiration mask, ventilation balloon.
- » Lifeguards should work in compliance with the standard infection control measures as they may be engaged in high-risk activities in terms of COVID-19 such as resuscitation and first aid.

- » Lifeguards should use FFP2/N95 masks as well as gloves and face shield while performing resuscitation or first aid, as these procedures require contact closer than 1 meter and generate aerosol.
- » Artificial respiration mask and ventilation balloon should be used for the procedure of resuscitation.

### 33.3. Measures for Complex Residents

- » The residents of the building complex / compound should be subject to temperature checks on daily basis by the assigned staff at the entrance of the swimming pool area, and the persons who display symptoms of fever (above 38°C degrees), cough, nasal flow and shortness of breath, as well as those contacted COVID-19 should not be allowed to use the pool. Those who display symptoms of fever (above 38°C degrees), cough, nasal flow and shortness of breath should be provided with medical mask and referred to a healthcare facility. The COVID-19 Guideline of the Ministry of Health should be followed. (<https://covid19bilgi.saglik.gov.tr>).
- » The people should be warned to maintain the social distance (at least 1,5 meters).
- » It is important to pay attention to hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and alcohol-based hand sanitizers or colognes that contain at least 70% alcohol should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.
- » The people should be encouraged to bring along / use personal towels, bathrobes and pool toys. The textile products such as towels, bathrobes and waist cloth etc. should be washed at no less than 60°C.
- » The face, eyes, mouth and nose should not be contacted if the plastic and steel surfaces in these areas are touched, and the hands should be washed with water and soap or hand sanitizers should be used if touched.
- » The users should take a shower and practice hand and foot hygiene before going into the swimming pool.
- » Equipment such as underwater goggles, snorkel and swimming flippers should not be used.
- » Long periods of time should not be spent in the swimming pool as it would increase the risk of contact with COVID - 19.
- » The infants / children who have not completed their toilet training (who cannot control (who cannot control defecation), who use diapers or display symptoms of diarrhea should not be allowed into these areas due to the fact that COVID-19 progress as the symptoms of diarrhea.
- » Due to the fact that children may have difficulty in maintaining social distance, these areas should be used in supervision of the parents.

### 33.4. General Measures at Pools

- » The table / board regarding the rules to be followed in these areas with respect to COVID-19 should be placed in visible locations.
- » A simple warning / blockage should be placed at the front door in order to prevent overcrowding in these areas.
- » Sinks should be installed to wash hands at the entrance and at certain locations or hand sanitizers or colognes that contain at least 70% alcohol should be placed at the entrance of the areas. The remaining material in the hand sanitizer should be checked at certain intervals, and it should be ensured that the bottle is always full.
- » Routine tests should be performed in compliance with the legislation for microbiological quality.
- » Practices such as group exercise, diving classes etc. should not be performed in the swimming pools.
- » Use of sensor-fitted ones should be encouraged for equipment such as shower faucets, faucets, soap dispensers etc.
- » The adjustments that will allow the users to take shower and practice hand and foot hygiene (hygiene barrier) before going into the swimming pool should be arranged.
- » The capacity at the swimming pools should be determined to allow 1 person per 4 square meters.
- » The capacity inside the pool should be determined to allow 1 person per 8 square meters.
- » The distance between the resting chairs and sun loungers should be no less than 1,5 meters.
- » Fabric cushions should not be used on the sun loungers. Cushions that can be washed / wiped should be used and they should be cleaned after each use.
- » The social distance should be maintained in the changing rooms, and the lockers should be cleaned after each use.
- » The bathrobes and towels offered by the complex / site management or the pool management in charge should be packaged. They should be replaced on a daily basis. The fabric & textile products such as bathrobes, towels etc. should be washed at no less than 60°C.
- » The eating & drinking sections such as cafés and restaurants in these areas may provide services in accordance with the guideline of the Ministry of Health of Republic of Turkey on operations of Restaurants, Diners and Cafés within the scope of COVID - 19.

### 33.5. Cleaning and Disinfection of Pools

- » The general cleaning of these areas should be made with water and detergent regularly every-day. Sweeping and high-pressure water and

chemical spraying operations that generate dusts should be avoided.

- » The applicable legislation on cleaning and disinfection of the pools should be followed.
- » It should be ensured that the cleaning staff members wear a medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin at the workplace and wash their hands with water and soap for at least 20 seconds.
- » Particular attention should be paid to the cleaning of the frequently touched surfaces (such as faucets, shower faucets, door handles, table-coffee table tops, sun loungers). For such purpose, bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » The disinfectants used should be authorized by the Ministry of Health.
- » Social distancing rules should be maintained in bathrooms, shower areas and toilet.
- » Use of sensor-fitted ones rather than manual should be encouraged for equipment such as shower faucets, faucets, soap dispensers etc.
- » The showers and toilet should be cleaned frequently, and after each use if possible.
- » There should be water, liquid soap, toilet paper, paper towel and waste bin available in the toilets and washrooms.



## 34. MEASURES TO BE TAKEN AT BEACHES AND SWIMMING AREAS

The main mode of transmission of COVID-19 is through droplets and contact but not through water. Although the beaches and swimming areas are outdoor areas that pose low risk in terms of COVID-19 that infects through droplets, they are risky in terms of transmission of COVID-19 due to inability to maintain social distance because of the high number of users in the summer season, the size of the area used, geographical properties, the means offered such as the number of sunshade, umbrellas etc..

Therefore; in order to maintain safety in terms of COVID-19, the crowds should be avoided, maximum attention should be paid to protection of social distance and the following measures should be followed in the beaches and swimming areas.

### 34.1. Measures for Staff Members Employed at Beaches and Swimming Areas

- » Staff members should be informed of the modes of transmission of and protection measures against COVID-19.
- » Those who display symptoms of fever, cough, nasal flow and shortness of breath, and those who have been diagnosed with or contacted COVID-19 should not be allowed to work.
- » In the event that the staff members develop symptoms such as fever, cough, nasal flow, shortness of breath while working, they should be provided with medical mask and referred to a healthcare facility.
- » The social distance of at least 1 meter should be followed while providing service in beaches and swimming areas.
- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated; and hand sanitizers should be applied before and after replacement thereof.
- » It should be ensured that Staff members pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and alcohol-based hand sanitizers should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.
- » Due to the fact that incorrect use of the gloves may increase the risk of transmission of COVID-19, the employees **should not use gloves** to prevent contact while receiving cards, money or receipts from the customer. It will be sufficient to wash the hands and use hand sanitizers.
- » Staff members should maintain a social distance of at least 1 meter and continue to wear masks in the rest rooms. The tables and chairs should be arranged in accordance with the social distancing rules in

common eating - drinking units, and the capacity of these places should be determined, and it should be ensured that they are used by the staff members of the identified capacity at the same time.

### **34.2. Measures for Lifeguards Employed at Pools**

- » The personal protective equipment to be possessed by the lifeguards are as follows; FFP2/N95 mask, gloves, face shield.
- » The requirements for resuscitation are as follows; artificial respiration mask, ventilation balloon.
- » Lifeguards should work in compliance with the standard infection control measures as they may be engaged in high-risk activities in terms of COVID-19 such as resuscitation and first aid.
- » Lifeguards should use FFP2/N95 masks as well as gloves and face shield while performing resuscitation or first aid, as these procedures require contact closer than 1 meter and generate aerosol.
- » Artificial respiration mask and ventilation balloon should be used for the procedure of resuscitation.

### **34.3. Measures for the Persons Using the Beaches and Swimming Areas**

- » Those who display symptoms of fever, cough, nasal flow and shortness of breath, as well as those who suffer from and contacted COVID-19 should not be allowed to use the beach and swimming areas.
- » The people aged over 65, or those who suffer from hypertension, heart disease, diabetes etc. which are at risk in terms of COVID-19 should be warned to be careful about the use of the beaches and swimming areas.
- » The people should be warned to maintain the social distance (at least 1,5 meters).
- » Social distance should be maintained in addition to using masks during activities such as being face to face and talking with people. Masks should be available at the entrance for those who are not wearing a mask.
- » The hands should be washed for at least 20 seconds with water and soap to practice hand hygiene in the beaches. It is not required to use antibacterial soap, and normal soap shall suffice. Alcohol based hand sanitizers and colognes that contain at least 70% alcohol should be used when there is no water and soap.
- » The people should be encouraged to bring along / use personal beach towels. The towels for those who have not brought one should be delivered to the guest in package or by the assigned staff. The textile products such as towels etc. should be washed at no less than 60°C.
- » Equipment such as underwater goggles, snorkel and swimming flippers should not be used.

- » Long periods of time should not be spent in the beaches and swimming areas as it would increase the risk of contact with COVID - 19.

#### **34.4. General Measures for Beaches and Swimming Areas**

- » Signs stating the rules to be followed regarding COVID-19 should be put up in beaches and swimming areas.
- » Social distancing rules should be obeyed. The members of the same family (the children with the mother and father) and the guests accommodating in the same room in the hotels can stay together.
- » Alcohol based hand sanitizers and colognes that contain at least 70% alcohol should be placed at the entrance of the beach to be used by the guests. The remaining material in the hand sanitizer should be checked at certain intervals, and it should be ensured that the bottle is always full.
- » Use of sensor-fitted ones rather than manual should be encouraged for equipment such as shower faucets, faucets, soap dispensers etc.
- » “The drink cabinets and the lounge set around the beaches and the swimming areas should be cleaned and disinfected frequently. Hand sanitizers should be placed and easily accessible around these.
- » In the events that café and restaurants services are provided, the “Measures Required to be taken at the Cafés and Restaurants within the scope of COVID-19” issued by the Ministry of Health should be followed.
- » The customers should be encouraged to make non-cash payments, preferably touch-free payment.

#### **34.5. Arrangement of Environment for Beaches and Swimming Areas**

- » At least one assigned employee in charge of all the operations should be present at the beaches and swimming area.
- » The capacity that is arranged according to the social distancing rules should be determined to prevent overcrowding in the beach, and there should be an employee assigned to accept the guests inside at such capacity.
- » The capacity should be determined to allow 1 person per 4 square meters at the beaches, including the employees.

- » The distance between the sun loungers should be at least 1,5 meters.
- » Fabric cushions should not be used on the sun loungers. Cushions that can be washed / wiped should be used and they should be cleaned after each use by guests.
- » The distance between the sun shades should be arranged to be compatible with the distance between the sun loungers.
- » The lodges should be arranged according to the social distancing rules. The capacity at the lounges should be determined to allow 1 person per 2 square meters.
- » Social distancing should be maintained while using the changing rooms, and the rooms should be disinfected after each use.
- » The textile products such as towels etc. should be washed at no less than 60°C.
- » Water activities practiced by a single person (jet ski, surfing etc.) can be practiced. Any material and equipment used should be cleaned with water and detergent and frequently used surfaces should be disinfected afterwards.
- » For the individual water sports activities such as parasailing etc., the number of persons allowed into the boat should be the half of the capacity of the boat, including the employees.
- » Tubes, buoyancy vests and similar equipment used for underwater and surface water sports activities of touristic purposes should be used by only one person throughout the activity, and should be disinfected after use.
- » For the activities performed with tools and equipment such as canoe, sail, catamaran, speed boat, banana, pedalo, ringo, jet ski and parachute, the social distancing rules should not be applied for the guests from the same family or visiting as a group.

#### **34.6. Cleaning and Disinfection of Beaches and Swimming Areas**

- » Social facilities should be cleaned regularly with water and detergent every day. Sweeping and high-pressure water and chemical spraying operations that generate dusts should be avoided. Cleaning swabs should be disposable.
- » It should be ensured that the cleaning staff members wear a medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin at the workplace and wash their hands with water and soap for at least 20 seconds.

- » Particular attention should be paid to the cleaning of the frequently touched surfaces (such as sun loungers, faucets, shower faucets, door handles, table-coffee table tops). For such purpose, bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » Cash registers, computer keyboards, telephones and surfaces of other devices for which cleaning with chlorine compounds is not suitable should be disinfected by cleaning with 70% alcohol.
- » The payment terminal should be cleaned with 70% alcohol immediately after used or touched by the people.
- » The disinfectants used in the social facilities in the swimming areas should be approved by the Ministry of Health.
- » The chemical substances such as disinfectants and detergents etc. should not be mixed and they should be prepared in well-ventilated areas, and stored cool areas that are not exposed to sun.
- » The social distancing rules should be followed in shower areas and toilet in the facilities.
- » The showers and toilets should be planned to be disinfected frequently, and after each use, if possible.
- » There should be water, liquid soap, toilet paper, paper towel and waste bin available in the toilets and washrooms.
- » The areas such as showers, booths, toilets etc. should be ventilated by opening the doors and windows frequently.
- » The air conditioning of the places with central ventilation systems should be adjusted to allow circulation of clean air, and the maintenance and filter replacement of the systems should be performed according to the manufacturer's instructions.
- » The ventilators (including those with water vapor) should not be used for cooling purposes.



## 35. MEASURES TO BE TAKEN AT LIBRARIES

The main mode of transmission of COVID-19 infection is droplets and contact. The libraries may pose a risk in terms of infection of COVID-19 to the employees and the guests as they provide services in closed areas and due to the working conditions. Therefore, the following measures should be followed in libraries within the scope of COVID-19. Posters regarding the measures to be taken within the scope of COVID-19 (hand hygiene, use of masks and the rules to be followed inside the libraries) should be put up at the entrance of the libraries. hand sanitizers should be placed at the entrance of and inside the libraries.

### 35.1. General Measures to be Taken at Libraries

- » No viruses have been discovered on books and printed materials in studies that research the survival of SARS CoV-2 on surfaces. Therefore, no special procedure is required for the books. Using hand sanitizers should be sufficient before and after contact with the books. Alcohol based hand sanitizers should be available at the book lending desks.
- » The entrance / exit hours of the library users should be recorded.
- » The people should follow social distancing rules (at least 1 meter) while entering and exiting the library, and they should be allowed inside in a line, and floor markings should be placed on the ground to indicate the spots to stand while waiting in the line with a distance of no less than 1 meter in-between. The management of the library should take measures to prevent overcrowding inside the.
- » Masks should be worn while entering the libraries and continue to be worn inside.
- » An employee should be assigned to check the masks and the distance at the entrance of the library.
- » Staff members should be informed about the COVID-19.
- » The libraries should prioritize providing services to their users on appointment basis and / or online. the online service networks should be enhanced in the libraries. The overcrowding inside the libraries should be avoided.
- » The staff members and visitors should be planned based on the seating areas at the libraries designated according to the social distancing rules at the libraries, and the number of persons allowed inside should be determined based on such plan.
- » The staff members and visitors should be planned based on the seating areas designated according to the social distancing rules at the reading halls at the libraries, and the number of persons allowed inside should be

determined based on such plan, and the half of the seating capacity should not be allowed.

- » The distance between the chairs in the reading halls at the libraries should be decreased to at least 1 meter. The seating arrangement should be as cross seating but not face to face. The social distance that should be kept between the individuals should be maintained (at least 1 meter).
- » The users should not be allowed to consume foodstuff and beverages except for water at the reading, studying and resting areas.
- » The social distance between the library users and the employees should be maintained during procedures such as exchange of books, finding resources and searching for books.
- » The customers should be requested to make non-cash payments, preferably touch-free payment when payment is required.
- » A barrier made of a transparent material should be placed in the reading booths in the event that social distance cannot be maintained, allowing prevention of contact between the library employees and the users.
- » The warning specified in "[Guide to Measures to be taken for Kiosks, Canteens and Vendors within the scope of COVID-19](#)" should be followed when the cafeterias and drinking & eating sections are opened in libraries.

### 35.2. Measures for Library Users

- » The library users should visit on appointment basis as far as possible, and should respect the appointment hours, and should submit their requests from the library online.
- » The notification stating the rules to be followed inside, which shall be put up on a visible location, should be read before entering inside, and the specified rules should be followed. The notification should include a statement warning the users who experience symptoms such as fever, cough, nasal flow and shortness of breath against entering the library.
- » It should be ensured that the library users stay inside the library for as short as possible.
- » The user should use hand sanitizers and colognes that contain at least 70% alcohol upon entering the library.
- » The social distance (at least 1 meter) shall be maintained with the other users and the employees.
- » Masks should be put on properly before entering the library. It shall be sufficient to wear a cloth face mask as per the rules in these types of workplaces and in public in general. In practice thereof, the rules for putting on cloth / surgical masks should be followed. The masks should

not be removed inside the library and its sections.

- » A system that will prevent contact to the books at the library should be introduced, and the hand should be cleaned with hand sanitizers in case of any contact with hand.
- » The surfaces in the library should not be touched unless necessary. The people should be aware of high-contact areas and use hand sanitizers in the event that such surfaces are contacted.

### 35.3. Measures for Staff Members

- » Staff members should be informed of the modes of transmission of and protection measures against COVID-19.
- » The employees with / who developed symptoms of fever, cough, nasal flow and shortness of breath should be provided with medical mask and referred to a healthcare facility to be examined for COVID-19.
- » The employees who have been diagnosed with COVID-19 and have completed their treatment should be managed based on the rules in the COVID - 19 guidelines of the Ministry of Health. (<https://covid19bilgi.saglik.gov.tr>)
- » All Staff members should wear masks as per the rules, and replace the masks when damp or contaminated; and hand sanitizers should be applied before and after replacement thereof.
- » It should be ensured that Staff members pay attention to their hand hygiene. For hand hygiene, the hands should be washed for at least 20 seconds with water and soap, and alcohol-based hand sanitizers should be used when there is no water or soap available. It is not required to use antibacterial soap; normal soap shall suffice.
- » Staff members should keep a social distance of at least 1 meter and continue to wear masks in the break areas. Due to the fact that the mask will be taken off while eating or drinking water / tea / coffee, no more than one person should be present in a closed area at the same time while doing so.

### 35.4. Measures to be Taken in Case of a Cafeteria Available at the Library

- » Hand sanitizers should be placed at the entrance of cafeterias.
- » The tables and chairs at the cafeteria should be arranged to allow a distance of 1 meter in-between (preferably 2 meters).
- » To monitor those who have contacted, the lunch hours should be determined based on the groups and it should be ensured that the same

people eat at the same table. Similar rules should be applied at the tea / coffee breaks.

- » The foodstuff and beverages should be distributed in disposable lunch boxes.
- » Arrangements that would allow practice of personal hygiene rules such as washing of hands with water and soap for at least 20 seconds before and after eating and drying of the hands with disposable towels should be implemented.
- » Materials such as herbs, toothpicks, salt, spoon, fork, knives, glasses etc. should be provided as disposable
- » The cafeteria staff should act in accordance with personal hygiene rules and wear masks.
- » Masks should be worn at the table when not eating or drinking.

### **35.5. Environment Arrangement, Cleaning, Disinfection and Ventilation at the Libraries**

- » The libraries should be cleaned regularly on daily basis. Frequently used areas and equipment should be cleaned more frequently.
- » Particular attention should be paid to the cleaning of the frequently touched surfaces (such as door knobs, telephone handsets, tabletops, computer equipment) at the libraries. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/100 (half a small tea glass in 5 liters of water) can be used for disinfection after cleaning with water and detergent. Chlorine compounds may cause corrosion on surfaces. This is a disinfectant recommended for resistant surfaces. Bleach (Sodium hypochlorite Cas No: 7681-52-9) diluted at 1/10 should be used for disinfection of toilets.
- » Computer keyboards, telephones and surfaces of other devices for which chlorine compounds are not suitable should be disinfected by cleaning with 70% alcohol.
- » The payment terminal should be disinfected with 70% alcohol immediately after used or contacted by the users of the library.
- » The cleaning swabs / rags should be separated based on their area of use, and should be properly cleaned after each use. It is recommended was the washable and re-used cleaning materials at no less than 60°C.
  - » Posters regarding washing hands and using masks should be put up in the toilets.
- » Toilet papers and disposable towel papers should be placed in the toilets. Hand dryers should not be put into service.
- » Liquid soap should be available and maintained in the toilets. Antibacterial soap is not required.

- » Photocell water and soap dispensers should be used in the toilets, if possible.
- » It should be ensured that the cleaning staff members wear a medical / surgical mask and gloves. The staff members should take off and dispose of the mask and the gloves at the waste bin at the workplace and wash their hands with water and soap for at least 20 seconds.
- » The air conditioning of the libraries with central ventilation systems should be adjusted to allow circulation of clean air, and the maintenance and filter replacement of the systems should be performed according to the manufacturer's instructions. Air conditioners and fans should not be used.
- » The libraries should be ventilated frequently

