

**TUI BLUE The Passage - Health and Safety Policy**

At Tui Blue The Passage, prioritizing health and safety is a core belief. We aspire to achieve zero incidents and no occupational health risks for all our primary stakeholders. Our focus on managing health and safety revolves around our employees, contractors, guests, communities, and the broader public.

**1. Adherence to Regulations**

We guarantee that our employees have a workplace that is safe and healthy. To achieve this, we make sure to follow all relevant laws and industry guidelines concerning working conditions throughout our operations.

**2. Emergency Preparedness and Response**

**2.1. Fire Safety**

Our resort is equipped with sufficient fire safety gear, such as automatic smoke detectors, audible alarms and fire extinguishers. Please familiarise yourself with emergency exits and equipment.

**2.2 Equipment Safety**

Only our maintenance workers or people who are trained can start up and use the equipment. Additionally, we've set up clear safety steps for these authorized people to follow to make sure the equipment is maintained and looked after properly.

**2.3 Security**

To ensure the security of employees, guests and visitors, we employed a 24/7 security that will monitor suspicious behaviour within the resort. All suspicious behaviour must always be reported to the management. All valuables must be kept in place and the hotel is not responsible for any lost or damaged items.

**3. Hygiene Measures**

We have implemented heightened cleanliness standards at our hotels. We ensure that all surfaces, including doorknobs, counters, tables, switches, room keys, EDC machines, and common areas, are regularly wiped and cleaned to eliminate dust and minimize germ spread. Hand sanitisers are provided in public areas such as the restaurant, lobby and gym.

**4. Food safety**

We ensure that the food and drinks served at our hotels are both safe and enjoyable for our guests. Raw materials are delivered daily to control the quality of the food and maintain freshness. We are serious about how food is prepared, including receiving, storing, freezing, cooking, thawing, reheating, preserving, and serving food items.

**5. Employee health and wellbeing**

We prioritize the health and wellness of our employees above all else. We offer onsite first aid assistance and basic medication for employees who feel unwell while at work. Employees will have access to healthcare resources and support, including necessary insurance coverage and wellness checks. Guests or employees experiencing symptoms of illness are encouraged to inform hotel staff promptly and seek medical attention if necessary. We partnered with local hospitals where guests can be sent directly.

**6. Risk management**

Our approach to managing health and safety hazards involves several key elements. We regularly review, assess, and control hazards through various means, including proper design, engineering controls, administrative measures, preventative maintenance, comprehensive procedures, and safety training. All accidents, property damage, fires and spills are to be reported immediately to Management. Furthermore, it's important for us to inform our employees about the risks associated with these hazards and the measures they need to take to minimize and mitigate those risks.

To maintain health and safety standards at our hotels, we conduct routine inspections on various aspects, including:

* Fire detection and extinguishing equipment
* Electrical equipment
* First aid supplies and equipment
* Cleanliness and hygiene of food storage, preparation, and service areas

**7. Outdoor facilities**

Follow posted guidelines for the use of pool, kayak and gym facilities. Guidelines will provide specific rules to follow to avoid accidents that could occur.

**8. Waste disposal**

Recycle bins are provided in the main area of the hotel, guests and staff are required to separate types of rubbish. Please follow the recycle signs on the bin.

**9. Respect for others**

Our hotel is serious about showing respect and consideration for guests and hotel staffs. Inappropriate manners must be reported to the management and warning will be given.

By adhering to these health and safety guidelines, you contribute to creating a secure and enjoyable environment for all guests and staff at TUI BLUE The Passage. We appreciate your cooperation.

**Vicky Vorakamon**

(Executive Assistant Manager)   
 **Date:** 12/10/2025