



**PGA**® National  
TURKEY



HYGIENE MEASURES TO BE IMPLEMENTED  
**IN THE FACE OF THE CORONA VIRUS (COVID-19)**



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TURKEY

### **Our Dear Guests,**

In order to manage the challenging process created by the globally- experienced Coronavirus (COVID-19) pandemic, we comply with all the requirements regarding your health and safety in national and international standards, as always.

In addition to our quality management systems (ISO 10002, OHSAS 18001, ISO 9001, ISO 22000 and ISO 14001) that we are currently implementing as PGA National Turkey Antalya Golf Club;

We are also applying the standards of the Ministry of Culture and Tourism of the Republic of Turkey and the recommendation decisions issued by the World Health Organization (WHO) for the Accommodation Sector.

In ensuring the continuity of our systems; our infrastructure, continuously learning and developing human resources, innovative solutions, product and equipment quality, controlled procurement processes, consultancy and auditing services that we are receiving at national and international standards and our expert staff have been effective.

### **PGA NATIONAL TURKEY ANTALYA GOLF CLUB OUR QUALITY MANAGEMENT SYSTEM AUDITS;**

- Statutory Audits
- Management System Audits
- Agency Audits
- 3rd Party Inspections (ISIS-International Health Audit Service)

### **PGA NATIONAL TURKEY ANTALYA GOLF CLUB OUR DISINFECTION APPLICATIONS;**

Our hotel's guest rooms, restaurant, bar, general areas, all guest areas and kitchen areas, laundry, personnel utilization areas, offices and warehouses were disinfected in detail via the ULV\* method, using approved Hydrogen Peroxide-based materials whose effects are known. Disinfection procedures carried out by professional teams will continue periodically.

ECOLAB brand professional chemicals that are recognized internationally are used during cleaning and disinfection applications in our hotel.

*\*ULV (Ultra Low Volume) is an aerosol mist created with an extremely fine spraying technique.*



PGA NATIONAL TURKEY ANTALYA GOLF CLUB  
OUR STANDARDS AND APPLICATIONS

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## GENERAL AREAS

- Thermal measurements are made for all visitors entering the facility. In case of a negative situation, this will only be shared with the guest themselves pursuant to the PPD and the necessary procedure will be implemented as stated in our action plans
- Our non-contact POS machines are used within certain limits and these machines are constantly disinfected.
- In case the guests state where they come from, the countries they have visited recently, and their address, phone number, with which they can be contacted in our country with their health status, and if they show Covid-19 symptoms during their stay; the guest shall sign The Guest Declaration and Commitment Form, with which the guest promises to comply with the Covid-19 Action Plan determined by the business.

Cleaning and disinfection processes of ventilation and air conditioning systems are carried out regularly.

- Cleaning and disinfection of all frequently contacted surfaces such as batteries, door handles, handrails, elevators, elevator buttons, sinks, urinals, toilets etc. are done frequently.
- One out of two urinals are out of use.
- Contactless hand disinfection units are positioned at all necessary points in all our general areas.

Seating groups in all common areas and general spaces have been rearranged to provide the minimum of 1.5 meters, taking into account safe physical distances.

- Hand soap, hand disinfectant and paper towel dispensers in all WC's are contactless.
- Cleaning is done with disposable paper towels.
- In addition to the sorting garbage stations in public areas, there is a gray medical waste trash for used masks and gloves.



## OUR FOOD AND BEVERAGE UNITS

- Our current ISO 22000 Food Safety practices in the food storage, preparation and presentation areas continue.
- All packaged food products coming to the golf club are disinfected in the warehouses with the ULV system.
- Hand disinfection units are located at all restaurant and bar entrances.
- Our kitchen staff works with disposable masks and gloves.
- Service staff works with visors and hand disinfection. Safe physical distance of 1.5 meters is taken into consideration while providing service in all restaurant kiosks and bar desks. Safe distance spaces have been marked.
- Cleaning and disinfection processes of tables, chairs, benches, buffets, all other equipment and materials are carried out at the beginning and end of the service.
- In the restaurant and bar, the distance between the guests in the seating arrangement is organized not to be less than 1.5 meters to reduce the risk of infection and the maximum number of users have been determined.
- The stools at the bar desks are located at a distance of 1.5 meters from each other.
- The tables are disinfected after each use and made ready to be used again.
- Salt-pepper shakers, sugar, toothpick, straw etc. products are offered in single-use packages.



## OUR EMPLOYEES

- Thermal measurements of our employees are made with digital thermometers before working hours.
- In case of a negative situation, this will only be shared with the employee themselves pursuant to the PPD and the necessary procedure will be implemented as stated in our action plans.
- Employees who do not feel well are instructed to stay home. Necessary information and training regarding the procedures that should be applied during the process were provided.
- There is a sufficient number of disinfection units in the employee common areas and study units in the background. Moreover, all of our employees regularly take care of their hand hygiene in accordance with the procedures.
- All of our employees comply with the safe physical distance rule while communicating with our guests.
- Since the beginning of the pandemic period, all our staff have been trained by specialized companies and healthcare teams regarding the pandemic prevention methods and contamination conditions, and they are continuing to receive training.
- Employee uniforms, aprons, bonnets, shoes, slippers etc. employee materials are provided individually.
- Employee uniforms are washed at 70 degrees with suitable detergent.





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The location where our hotel is located is central and transportation to full-fledged health institutions is very easy.

Best Regards

FOR HEALTHY AND HAPPY DAYS...

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