

Our hotel has adopted a risk and crisis management policy that covers environmental, social, cultural, economic, quality, human rights, health and safety issues. This policy aims to prevent the hotel's activities from harming the environment, society, and employees.

The basic principles of the policy are:

- The hotel will minimize the environmental impact of its operations.
- The hotel will carry out activities that will benefit the community.
- The hotel will protect the human rights of its employees.
- The hotel will ensure the health and safety of its employees.

The following steps will be followed for the implementation of the policy:

- The hotel will conduct a risk analysis to determine the risks.
- The hotel will put together a plan to manage risks.
- The hotel will allocate the necessary resources to implement the plan.
- The hotel will evaluate the effectiveness of implementing the plan.

The policy will help prevent the hotel's activities from harming the environment, society, and employees. With this policy, the hotel has adopted a sustainable tourism approach and aims to be a business that is sensitive to the environment, society and employees.

Environmental Risks

The hotel will take the following measures to minimize the environmental impact of its operations:

- It will save energy.
- It will save water.
- It will improve waste management.
- It will reduce the use of chemicals that are harmful to the environment.
- It will try to protect natural resources.

Social Risks

The hotel will carry out activities that will benefit the community. These activities are:

- It will employ local people.
- It will contribute to the local economy.
- It will support cultural activities.
- It will participate in social responsibility projects.

Cultural Risks

The hotel will contribute to the preservation of local culture and traditions. For this purpose, it will take the following measures:

- It will support local artists.
- It will host local cultural events.
- It will respect the local cultural heritage.

Economic Risks

The hotel will take the following measures to be an economically sustainable business:

- It will control their costs.
- It will increase their income.
- It will take out insurance against risks.
- It will make investments.

Quality Risks

The hotel will take the following measures to improve the quality of service:

- It will support the training and development of its employees.
- It will use technology.
- It will measure customer satisfaction.
- It will consider customer feedback.

Human Rights Risks

The hotel will protect the human rights of its employees. For this purpose, it will take the following measures:

- It will ensure that employees are treated equally.
- It will improve the working conditions of employees.
- It will recognize the right of employees to unionize.
- It will prevent employees from being discriminated against.

Health and Safety Risks

The hotel will ensure the health and safety of its employees. For this purpose, it will take the following measures:

- It will train employees on occupational health and safety.
- It will make the workplace safe.
- It will take the necessary measures to prevent work accidents and occupational diseases.

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Risk	Probability	Impact	Total Risk Score	Risk Mitigation Measures
Natural disaster (earthquake, flood, fire)	High	High	10	Construct buildings that can withstand natural disasters, install fire suppression systems, install drainage systems to prevent flooding
Waste management	Medium	Medium	6	Waste At the source reduce, Back Recycle, compost, set up waste disposal facilities
Su tasarrufu	Medium	Medium	6	Use water-saving devices, repair water leaks, organize water-saving campaigns
Energy saving	Medium	Medium	6	Use energy-efficient appliances, control lighting, reduce heat loss
To the environment Use of harmful chemicals	Low	High	3	Do not use chemicals that are harmful to the environment, use alternative chemicals
Occupational safety	High	High	8	At work Safe Study conditions Provide and train employees on occupational health and safety
Workers' rights	Medium	Medium	6	Pay fair wages to employees, provide safe and healthy working conditions for employees, do not discriminate against employees in the workplace
Customer satisfaction	High	Medium	6	Provide customers with high-quality service, resolve customer complaints quickly and effectively
Social responsibility	Medium	Low	3	Support local communities, be an environmentally responsible business

Continuous improvement activities for our hotel cover the following risks and opportunities:

- Risks:

- o Customer dissatisfaction

- o Employee dissatisfaction



RISK AND CRISIS MANAGEMENT POLICY

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- o Financial loss
- o Competitive disadvantage
- o Legal issues
- Opportunities:
 - o Increased customer loyalty
 - o Increased employee productivity
 - o Increased profit margins
 - o Increasing market share
 - o Gaining new customers

Continuous improvement activities will help reduce or eliminate these risks and opportunities. In this way, our hotel will become more competitive.

Continuous improvement activities can be carried out using various methods, such as:

- Collecting customer feedback
- Conducting surveys with employees
- Analyzing processes
- Monitor data
- Identifying opportunities for improvement
- Developing improvement plans
- Implementing improvements
- Monitor and evaluate improvements

Continuous improvement activities will help our Hotel to continuously improve its performance. In this way, the hotel will increase the satisfaction of its customers, employees and investors.