



**RISK AND CRISIS MANAGEMENT
SUSTAINABLE MANAGEMENT
SYSTEM POLICIES**

Instruction No : POL.05

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Faik Pasha Hotel Istanbul has adopted a risk and crisis management policy encompassing environmental, social, cultural, economic, quality, human rights, health, and safety issues. This policy aims to prevent the hotel's activities from causing harm to the environment, society, and employees.

Key Principles of the Policy:

- The hotel will minimize the environmental impacts of its activities.
- The hotel will conduct activities that benefit society.
- The hotel will protect the human rights of its employees.
- The hotel will ensure the health and safety of its employees.

Steps for Implementation:

- The hotel will conduct a risk analysis to identify risks.
- The hotel will prepare a plan to manage risks.
- The hotel will allocate the necessary resources to implement the plan.
- The hotel will evaluate the effectiveness of the implementation.

This policy will help prevent harm caused by the hotel's activities to the environment, society, and employees. Through this policy, the hotel has adopted a sustainable tourism approach and aims to be a business sensitive to the environment, society, and its employees.

Environmental Risks

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

- Energy conservation will be ensured.
- Water conservation will be ensured.
- Waste management will be improved.
- The use of environmentally harmful chemicals will be reduced.
- Natural resources will be preserved.



Social Risks

The hotel will conduct activities that benefit society. These activities include:

- Employing local people.
- Contributing to the local economy.
- Supporting cultural activities.
- Participating in social responsibility projects.

Cultural Risks

The hotel will contribute to the preservation of local culture and traditions by taking the following measures:

- Supporting local artists.
- Hosting local cultural events.
- Showing respect for local cultural heritage.

Economic Risks

The hotel will implement the following measures to ensure economic sustainability:

- Controlling costs.
- Increasing revenues.
- Insuring against risks.
- Making investments.

Quality Risks

To enhance service quality, the hotel will take the following measures:

- Supporting the training and development of employees.
- Utilizing technology.
- Measuring customer satisfaction.
- Evaluating customer feedback.



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Human Rights Risks

The hotel will protect the human rights of its employees by:

- Ensuring equal treatment of employees.
- Improving working conditions.
- Recognizing the right to unionize.
- Preventing discrimination against employees.

Health and Safety Risks

The hotel will ensure the health and safety of its employees by:

- Providing training on occupational health and safety.
- Making the workplace safe.
- Taking measures to prevent workplace accidents and occupational diseases.

With this policy, Faik Pasha Hotel Istanbul has adopted a sustainable tourism approach and aims to be a business that is sensitive to its values, public and employees.



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Risk	Possibility	Effect	Total Risk Score	Risk Reduction Measures
Natural disaster (earthquake, flood, fire)	High	High	10	Build buildings resistant to natural disasters, install fire suppression systems, install drainage systems to prevent floods
Waste Management	Medium	Medium	6	Reduce waste at source, recycle, compost, establish waste disposal facilities
Water saving	Medium	Medium	6	Use water-saving devices, repair water leaks, organize savings campaigns
Energy saving	Medium	Medium	6	Use energy-saving devices, control lighting meat, reduce heat loss
Use of chemicals harmful to the environment	Low	High	3	Do not use chemicals that are harmful to the environment, alternative use chemicals
Job security	High	High	8	Provide safe working conditions in the workplace and train employees on occupational health and safety
Workers rights	Medium	Medium	6	Pay employees fair wages, provide employees with safe and healthy working conditions, and 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 environmentally responsible become a business

Continuous improvement activities for Faik Pasha Hotel Istanbul cover the following risks and opportunities:

Risks:

- Customer dissatisfaction
- Employee dissatisfaction
- Financial loss
- Competitive disadvantage
- Legal issues



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Opportunities:

- Increased customer loyalty
- Enhanced employee productivity
- Higher profit margins
- Increased market share
- Attracting new customers

Continuous improvement activities will help reduce or eliminate these risks and opportunities. In this way, Faik Pasha Hotel Istanbul will be in a more competitive position.

Continuous improvement activities can be accomplished using a variety of methods, such as:

- Collect customer feedback
- Conducting surveys with employees
- Analyze processes
- Monitoring data
- Identifying improvement opportunities
- Developing improvement plans
- Implement improvements
- Monitor and evaluate improvements

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