

Amiral Palace Hotel 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 harming the environment, society, and employees.

The basic principles of the policy are:

- * The hotel will minimise the environmental impact of its activities.
- * 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 to implement the policy:

- * 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 implementing the plan.

The policy will help prevent the hotel's activities from harming the environment, society, and employees. The hotel
With this policy, we have adopted a sustainable tourism approach and are sensitive to the environment, society and employees.
aimed.

Environmental Risks

The hotel will take the following measures to minimise 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.
- * Will try to protect natural resources.

Social Risks

The hotel will undertake activities that benefit the community. These activities include:

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

Cultural Risks

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

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

Economic Risks

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

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

Quality Risks

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

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

Human Rights Risks

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

- * Employees will be trained on occupational health and safety.
- * It will make the workplace safe.
- * Will take the necessary precautions to prevent work accidents and occupational diseases.

With this policy, Amiral Palace Hotel has adopted a sustainable tourism approach and has taken care of the environment, society and employees. aims to be a sensitive business.

| Risk | Possibility | Effect | Total Risk Score | Risk Reduction Measures |
|--|-------------|--------|------------------|--|
| Natural disaster (earthquake, flood, fire) | High High | | 10 | Build buildings that are resilient to natural disasters, fire install fire extinguishing systems, prevent floods Install drainage systems for |
| Waste management | Middle | Middle | 6 | Reduce waste at source, recycle, compost, establish waste disposal facilities |
| Saving water | Middle | Middle | 6 | Use water-saving appliances, repair water leaks, organize savings campaigns |
| Energy saving | Middle | Middle | 6 | Use energy-saving appliances, control lighting meat, reduce heat loss |
| Harmful to the environment chemicals use | Low High | | 3 | Using environmentally harmful chemicals, alternative use chemicals |
| Job security | High High | | 8 | Provide safe working conditions in the workplace, keep employees busy training in health and safety |
| Workers' rights | Middle | Middle | 6 | Pay employees fair wages, provide employees with safe and provide healthy working conditions to employees in the workplace do not discriminate |
| Customer satisfaction High | Medium | | 6 | Provide high quality service to customers, customer resolve your complaints quickly and effectively |
| Social responsibility | Middle | Low | 3 | Support local communities, be environmentally conscious Become a business |

Continuous improvement activities for Amiral Palace Hotel cover the following risks and opportunities:

Risks:

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

Opportunities:

- * Increased customer loyalty
- * Increased employee productivity
- * Increased profit margin
- * Increased market share
- * Acquiring new customers

Continuous improvement activities will help reduce or eliminate these risks and opportunities. In this way, Admiral Palace Hotel will be in amore competitive position.

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

- * Collecting customer feedback
- * Conducting surveys with employees
- * Analyze processes
- * Monitoring data
- * Identify improvement opportunities
- * Developing improvement plans
- * Implementing improvements
- * Monitor and evaluate improvements

Continuous improvement activities will help Amiral Palace Hotel to continuously improve its performance.

In this way, the hotel will increase the satisfaction of its customers, employees and investors.