



# **RISK ASSESSMENT POLICY**

## **TEKSER TOURISM AND TRAVEL INC.**

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## **Introduction**

To meet the increasing customer appetite for new and exciting experiences; it is recognized that certain activities may have the potential for risk.

Rather than eliminate the potential to experience risk based activities. Tekser Tourism and Travel Inc. looks to work with the customer by taking a holistic approach to assessing and mitigating risks associated with activities or venues as required. This approach also recognizes risk in the context of a business case consideration for each activity or destination, with the safety of the customer as the overriding priority.

This Risk Assessment Policy highlights and provides guidelines to the due diligence approach taken towards risk by Tekser Tourism and Travel Inc.

## **Context**

Tekser Tourism and Travel Inc. was founded in 1981 with over thirty years' experience of providing travel and event related needs to the international business community who choose Turkey as a destination.

This experience and longevity of business, translates to knowledge and experience in assessing risk and exercising value judgement in relation to risk and business case considerations. The context of this Policy: is to relay this experience within a documented and structured format.

The risk assessment policy should also be read in alignment with the 'Crisis management and emergency operations plan', in providing an overarching holistic approach to risk management by Tekser Tourism and Travel Inc.

## **Implementation and Review**

### **Implementation**

Implementation, review and update of this policy will be authorized and directed by the General Manager of Tekser Tourism and Travel Inc.

### **Review**

This Policy will be reviewed annually and also following any incident, which impacts on risk assessment considerations. After such reviews the Policy will be revised and updated as required.

## **Designated High Risk Activities**

All activities have some degree of risk associated with them – with the risk to be considered defined as:

*The likelihood or potential an activity has to result in the consequence of causing harm to a person or person(s)*

Where ‘harm’ is considered, the severity of the harm caused is a key factor, therefore, based on knowledge and experience – certain activities are designated as ‘High Risk’ due to their inherent potential for severe harm consequence.

Therefore, the business case and risk assessment considerations alongside the due diligence checks and inspections will concentrate on these activities as a priority whenever they are requested or considered by a customer.

**High Risk Activity Examples**

WATER BASED	
Scuba	Banana/Donut Boat
Jet Ski	Parasailing
Water Ski	Kayaking
Wave Machine	Kite Surfing
Sport Fishing	Boat Excursions
White Water Rafting	
ADVENTURE BASED	
Hot Air Ballooning	Bungee Jumping
Paintballing	Mechanical Bull Riding
Parachuting	Zip lines/Rope Courses
Abseiling	Helicopter Excursions
ATV Excursions	Horseback Riding
Mountain Biking	Hang Gliding
Rock Wall Climbing	Outdoor Rock Climbing
SPA TREATMENTS	
Botox	Acupuncture
Psychotherapy	Body Scans
Waxing	In room massage
Laser Hair Removal	Holistic Treatments

The above table is by example only as new activities/ experiences enter the market on a constant basis. Any high risk activity, as designated by Tekser Tourism and Travel; will be subject to the Risk Assessment Business Case Consideration process, including due diligence inspection and/or checklist verification in consultation with the customer.

### **Risk Assessment Process and Venue/Vendor Consideration**

For each designated high risk activity; sleeping accommodation venue; restaurant/outside catering facility and ground transportation provided through Tekser Travel and Tourism Inc. the following risk assessment and business case consideration process will be followed.

1. For existing venues/vendors providing accommodation; catering; transportation; activities as designated and approved on the Tekser Tourism and Travel Inc. Vendor database: an annual due diligence checklist will be forwarded for completion and 'Self-Verification' by the venue/vendor to state which due diligence measures included on the checklist are in place. A completed copy of the 'Self Verification' checklist will then be held on the database in the venue/vendor's file.
2. When a venue/vendor/activity is considered as part of an incentive or incoming program for site inspection, the appropriate Tekser Tourism and Travel Inc. representative conducting the site inspection will ask the vendor/venue to confirm all confirmations of their most recent Self-Verification are in place and also take a hard copy of the check list to make on-site verification during the site inspection visit.
3. Following the site inspection the General Manager – Department Head of Incentives – Department Head of Incoming will meet to discuss the findings of the due diligence checklist and site inspection to ensure there are no variances and the standards observed are appropriate to put forward to the customer as a venue/vendor provider.
4. Once venue/vendor/activity confirmed a follow up verification will be completed if there are six months or more between first site inspection and pre-event inspection.
5. For new venues/vendors being assessed for the first time – the appropriate due diligence checklists will be used for the site inspection or review of the activity when meeting with the proposed vendor/venue representative for the first time. Once the new venue/vendor is confirmed and approved by Tekser Tourism and Travel Inc., then entered on the database – process steps 1 – 4 above will apply.