

Peerless Group of Hotels Risk Management Policy

Main Process	Sub-Process	Probable Risk
Finance & Reporting	Fund Management	Insufficient access to capital or inadequate funding
	Capital Expenditure	Delays / Cost overruns adversely impacting budgeted revenues
Sourcing	Procurement Planning	Inability to manage volatility in input costs
		Marketing survey for all input items for tracking quality, availability and pricing
Legal, Secretarial & Compliance	Statutory Compliance	Failure to comply with Statutory / Regulatory compliance requirements
	Contract Management	Risk of unclear title
Strategy	Operating Structure	Inability to manage operations independently
		Possibility of adverse relations / service quality with Operators
	Business Continuity Planning	Inadequate business continuity / disaster recovery plan in the event of Fire / Natural Disaster, Safeguarding accounting records, licenses, etc.
		Taking care of Loss of Profit in case of distraction by Fire or any other peril
Sales & Marketing	Strategic Planning	Competition risk – Lower ARR / Occupancy Rates
	Guest Servicing	Brand reputation – nonuniform guest experience across properties

Main Process	Sub-Process	Probable Risk
Human Resource	Sourcing	Getting quality people
		Recognition of employees
		Training & Mentoring
		Retention of employees covering environmental risk, remuneration risk & providing career and growth
		Leakage of data to be safeguarded
		Risk arising out of industrial Relation
Front Office	Details & Photo IDs of the Guests	All details and Photo IDs without failure has to be taken prior to handing over room keys. There cannot be any exception. All Photo IDs must have an address.
Security	Unforeseen Incidents	Liaison with Police and any uniform authorities should be through the Employee Entrance and not from the Lobby. Marked Police Vehicles in the Hotel Driveway should be avoided.
PR Activities	Interaction with Media	All Media queries to be answered ideally by GM only. No one else communicates to the Media.
F&B	Food Quality	Maintaining quality of food is very important and could be a vulnerable risk.
		Health check-ups at regular intervals of Kitchen staff to maintain hygiene
Engineering	Maintenance	Repairs & Maintenance of structural nature, fire detection and protection system, minimum consumption of electricity by all equipments, safeguarding breakdown of machines, tracking of temperature of equipments in kitchen area and in the entire premises, etc.