

Dök. No:	SYS.PL.03
Yayın Tarihi:	02.01.2024
Rev. Tarihi:	01.04.2025
Rev. No:	01

As Riviera Hotels, without compromising our core values and with a guest- and quality-oriented service approach, we commit to:

- Evaluating all suggestions, requests, and complaints from guests, employees, and other stakeholders, sharing them with all our staff to ensure the highest level of satisfaction,
- Producing reliable food in compliance with legal and regulatory requirements,
- Providing our guests with the best service by offering all nutrients in a balanced and sufficient manner for healthy nutrition and by continuously raising hygiene standards through physically, chemically, and microbiologically safe food,
- Ensuring food safety and hygiene standards are consciously implemented by all employees during the receiving, storage, preparation, and service phases of food in our facility; supporting local communities socially and economically by supplying products and services within the framework of sustainability,
- Adopting a zero-accident principle in occupational health and safety by ensuring safe working conditions to prevent injuries and health deterioration,
- Complying with applicable legal regulations and requirements, understanding the expectations of our stakeholders and fulfilling our legal responsibilities, raising employee awareness of these compliance requirements, and increasing stakeholder satisfaction,
- Achieving the highest efficiency through a well-trained, continuously developing and conscious workforce by continually improving Occupational Health and Safety, Environmental Protection Activities, and Guest and Employee Satisfaction,
- Ensuring that our guests, employees, suppliers, and their representatives have the necessary conditions for consultation and participation, improving our services, processes, and management systems with effective communication methods suited to their needs and expectations,
- Constantly improving all activities carried out for our growth targets in the tourism sector, and delivering effective and sustainable service by considering environmental, social, and cultural impacts.

Vice Chairman of the Board
İBRAHİM SİPAHİOĞLU