



GRAND HOTEL ROGAŠKA | SLKI d.o.o.

CRISIS MANAGEMENT, PREPAREDNESS, HEALTH AND SAFETY POLICY

1. Purpose and Company Commitment

The management of Grand Hotel Rogaška | SLKI d.o.o. recognizes its responsibility to provide a safe, healthy and stable environment for guests, employees, suppliers, business partners and the local community.

The hotel, with 194 rooms (82 PREMIUM rooms and 112 COMFORT rooms), provides high-quality hospitality services in accordance with applicable legislation, professional guidelines and the principles of sustainable, responsible and safe business operations.

The purpose of this policy is to establish a framework for:

- preventing and reducing risks related to health, safety and business continuity;
- ensuring an effective response in emergency and crisis situations;
- maintaining the continuity of essential hotel operations;
- protecting guests, employees and company assets;
- ensuring preparedness for future challenges, including the possibility of a renewed pandemic or other major public health emergency.

The management is committed to continuously improving the crisis management system, regularly training employees and providing the necessary resources to ensure safe operations.

2. Crisis Management System

Grand Hotel Rogaška has established a crisis management system that enables a fast and effective response to different types of emergencies and extraordinary events.

Key risks include:

- fire or evacuation of the facility;
- natural disasters;
- technical failures and interruptions of essential systems;
- security incidents;
- health emergencies;
- outbreaks of infectious diseases or pandemics;
- disruptions in the supply of energy, food or other essential services.

For each potential crisis situation, responsible persons, communication procedures and response measures are defined.

The crisis management team and responsible persons ensure:

- assessment of the situation;
- coordination of activities;
- communication with employees, guests, authorities and business partners;
- implementation of measures to limit the consequences of an incident;
- monitoring and documentation of activities performed.



3. Health and Safety of Employees and Guests

Grand Hotel Rogaška provides a safe working environment and takes care of the health and wellbeing of all persons involved in its operations.

The company ensures:

- appropriate training of employees for safe performance of their duties;
- implementation of workplace risk assessments;
- provision of personal protective equipment where required;
- regular review of safety procedures;
- employee training in fire safety and first aid;
- implementation of hygiene standards in food preparation, cleaning and accommodation services;
- compliance with applicable health and safety legislation.

All employees are responsible for following safety procedures and immediately reporting hazards, injuries, health concerns or other risks to their supervisors.

4. Preparedness for a Future Pandemic or Major Health Emergency

Grand Hotel Rogaška acknowledges the possibility of future pandemics or other major health-related emergencies. The hotel maintains readiness to quickly adapt its operations according to recommendations and requirements issued by competent health authorities.

In the event of a pandemic, the hotel will implement appropriate measures including:

Protection of Guests

- providing guests with information regarding current health and safety recommendations;
- maintaining enhanced hygiene standards throughout hotel facilities;
- adapting check-in and check-out procedures according to the situation;
- ensuring safe accommodation conditions;
- cooperating with healthcare institutions and authorities in case of suspected infections.

Protection of Employees

- regularly informing employees about procedures and preventive measures;
- providing protective equipment when required;
- monitoring employee health conditions in accordance with regulations;
- organizing work processes to reduce infection risks;
- ensuring replacement arrangements for key positions in case of increased employee absence.

Business Continuity Measures

- preparing contingency plans for reduced hotel operations during crisis periods;
- maintaining appropriate stocks of hygiene and protective materials;
- cooperating with suppliers to ensure continuity of essential services;
- adapting hotel services according to changing health and safety conditions.

5. Hygiene Standards and Risk Prevention

Grand Hotel Rogaška maintains high standards of cleanliness and hygiene throughout all hotel areas. The hotel ensures:

- regular cleaning and disinfection of public areas;
- appropriate cleaning procedures for PREMIUM and COMFORT guest rooms;
- monitoring of water quality and food safety;
- safe waste management;
- correct handling and use of cleaning chemicals;
- continuous employee training in hygiene standards.

Special attention is given to areas with higher guest circulation, including reception areas, restaurants, wellness facilities, common areas and conference spaces.

6. Crisis Communication

Effective communication is a key element of crisis management.

During a crisis situation, the hotel ensures:

- timely and accurate communication with employees;
- clear instructions for required actions;
- responsible communication with guests;
- cooperation with competent authorities;
- prevention of misinformation and unverified information.

Communication with external stakeholders and the public is managed by an authorized company representative.

7. Training and Continuous Improvement

All Grand Hotel Rogaška employees receive regular training in:

- workplace safety;
- fire protection;
- first aid;
- emergency and crisis response procedures;
- protection of guest and employee health;
- prevention and management of infectious disease risks.

The management reviews this policy at least once per year and introduces improvements whenever necessary.

8. Responsibility and Commitment

Grand Hotel Rogaška | SLKI d.o.o. is committed to managing its operations in a responsible, safe and sustainable manner.

Through cooperation between management, employees, guests, suppliers and the local community, we aim to provide a safe environment, maintain high service quality and remain prepared for future challenges.

Rogaška Slatina, 9. 7. 2026

GRAND HOTEL ROGAŠKA | SLKI d.o.o.
Director:
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