Checklist for Risk Management – For Tourism Entrepreneurs

This checklist can be used as an independent tool or as an introduction to broader risk management. It helps assess the readiness, safety, and development needs of a tourism business.

1. Personnel and Competence

□ Are roles, responsibilities, and task allocations clearly defined?
□ Is staff competence, training, and occupational safety knowledge up to date?
□ Is work ability and well-being monitored or supported systematically?
□ Are occupational safety documents prepared and introduced?
□ Are the entrepreneur's own workload and well-being under control, and is critical knowledge documented and shared?

2. Finance and Administration

□ Are financial indicators, cash flow, and obligations monitored regularly and systematically?
□ Is there a written risk management or continuity plan?
□ Are risks identified and control measures integrated into business operations?
□ Are contracts, insurance policies, and investment rationales up to date?
□ Are changes in the operating environment and their impacts monitored?

3. Customers and Communication

□ Are customer segments identified and services designed to meet their needs?
□ Is customer feedback utilized for improving operations and services?
□ Is communication (marketing, website, social media) clear and consistent?
□ Is there a plan for crisis communication and reputation management?

4. Services and Daily Operations

□ Are products and services safe, high-quality, and up to date?
□ Does the company have the ability to respond to demand fluctuations or exceptional situations?
□ Are facilities, equipment, and tools safe and in good condition?
□ Is there a contingency plan for operational disruptions?
□ Is customer experience and service flow monitored regularly?

5. Responsibility and Environment

□ Is responsibility integrated into daily operations, goals, and communication?
□ Are environmental impacts (energy, waste management, biodiversity) identified and minimized?
□ Are accessibility and equality considered in services?
□ Has the company defined principles or practices related to responsibility?

6. Safety and Data Protection

□ Are safety requirements and accident risks considered in services?
□ Is there preparedness for physical damage such as fires or accidents?
□ Are data protection and cybersecurity ensured through practical measures?