COMPREHENSIVE RESILIENCE SOLUTIONS

MANAGING DISASTER AND CLIMATE RISK IN HOTELS AND RESORTS THROUGH GLOBAL STANDARDS AND ONLINE SOLUTIONS
COMMIT TO RESILIENCE TODAY
Protect your guests and staff

Make guest safety your priority
Are you a hotel that goes the extra mile to ensure guest comfort and safety? Are you prepared for different crisis scenarios, including impacts faced by the climate emergency? Can you confidently capture your resilience to disaster and climate impacts while gaining brand recognition?

Become a Hotel Resilient member to demonstrate in a measurable way to guests, investors, insurers and tour operators that safety is your priority.

CONTENT

Commit to resilience 2
Make guest safety your priority

Our mission 4
Resilient hotels everywhere

What we offer 6
Three pillars: Standards, Software and Training

Global standards 8
Internationally recognized and science-based

Risk calculator 10
Know your risks before you plan

Audit software 12
Measure resilience performance

E-learning and Training 14
Learn to improve capacity

Certification 16
Demonstrate resilience performance

Membership 18
An easy start into the world of resilience

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As climate change continues, it will lead to more severe and frequent natural hazards. Hotels and resorts face disproportionate risks to climate change, and most do not have strategies in place to reduce their risk to extreme weather events and other disasters (GAR, 2013). In total, 635,000 hotels are located in tourism destinations exposed to high risks from natural and man-made disasters (CATDAT, 2018). According to research by the Federal Emergency Management Association (FEMA) more than 40% of businesses do not open after major disasters.

More than 40% of businesses do not reopen after major disasters

To secure competitive advantage and develop business resilience, it is becoming increasingly helpful for hotels and resorts to shift their focus from merely reacting to crises, to proactively identifying, analyzing and assessing risks while formulating their business strategies. But knowing how to do so is the biggest challenge. With the right tools, hotels can excel despite disaster and ever increasing climate risks.

FEMA 2010

Our mission

Our goal is to enable all hotels to thrive in the face of natural disasters and climate change. By doing so, we not only enhance guest safety and business continuity, we contribute to the resilience of destinations, local communities and national economies that rely on tourism.

Our approach

We provide hotels and resorts with an international, industry-recognized standard for hotel resilience. The international standard is supported by software and training. Our comprehensive online solutions offer a clear path to locally implemented mitigation and adaptation strategies with the need of hotels and resorts in mind. Our tools are aligned to optional certification, which are based on the Hotel Resilient Standards.

Our goal is RESILIENT hotels everywhere

Resilient hotels and resorts become LIGHTHOUSES in their destinations and are catalysts to the resilience of national economies and local communities.
We support all hotel types

Three pillars of Hotel Resilient

**Standards**

The Hotel Resilient STANDARDS take proven disaster risk reduction and climate adaptation strategies and tailor them to the needs of the hotel industry. They outline exactly what you need to become disaster and climate resilient.

**Software**

The Hotel Resilient SOFTWARE equips you with the tools you need to implement the standards, identify potential sources of risk and manage actions to protect life, reduce down time, and minimize business losses.

**Training**

The Hotel Resilient TRAINING tools build your staff’s capacity to prepare, respond and recover from crisis events. Our training and coaching program puts your staff in the driver’s seat to implement your hotel’s resilience strategy.

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Any Size

From small boutique hotels, to large independent or chain hotels

Any Location

City hotels to beach and isolated resorts

Any Hazard

Earthquake, flood, windstorm, storm surges, tsunami, volcano, landslide, bush fire, technological hazards and climate change impacts from extreme weather events
HOTEL RESILIENT STANDARDS

The only GLOBAL STANDARD on climate change adaptation and disaster risk reduction for hotels

Global standards
The Hotel Resilient Standards are the first coordinated effort by tourism regulators, hotel operators, insurance industry and leading scientists to develop a multi-hazard disaster risk management and climate change adaptation standards specifically designed for hotels and resorts.

Internationally recognized
Since 2015, we have continuously worked with tourism operators, regulators and the insurance industry to ensure the acceptance of our standards and tools.

Locally implemented
The Hotel Resilient Standards are based on a global framework and align with international best practices and global trends, however, the individual criteria behind the standards always conform to national and local norms. We work with our premier local partners to implement the standards, maximizing local knowledge and experience.

From 2013 to 2017, the Global Initiative on Disaster Risk Management, an initiative by the German Government under the responsibility of the Federal Ministry for Economic Cooperation and Development (BMZ), in partnership with the United Nations Office on Disaster Risk Reduction (UNDRR) and the Pacific Asia Travel Association (PATA), developed in consultation with government and private sector stakeholders a Multi-hazard Risk Management Standard for hotels under the Hotel Resilient Initiative. The Hotel Resilient Initiative aimed at raising awareness on climate and disaster risks in the tourism sector, advancing comprehensive risk management capacities and strengthening resilience in hotels and at tourist destinations.
Risk Information

Good information on disaster risk at the property level is an expensive business commodity which requires detailed risk modeling, credible scenarios and expertise. We provide hotels with powerful risk analytics and performance metrics as part of your Hotel Resilient membership. Our analytics take into account risk from multiple hazards and future climate scenarios to help you prioritize mitigation and adaptation strategies.
Identify your hotel's risks
Your risk score is calculated by taking into account hazard intensities at your location, future climate scenarios, site conditions and the vulnerability of your building.

Measure your hotel's resilience
The software takes you through each of the criteria that make up the Hotel Resilient Standards and factors in risk to provide you with a resilience score.

Manage resilience improvement actions
The software clearly lays out the steps needed to improve resilience and the task management functionality lets you assign, schedule, prioritize and track resilience improvement actions.

Apply for Hotel Resilient Certification
Not only can you apply for certification with the click of a button, the software ensures a transparent review and prompt communication between you and Hotel Resilient.

Simple yet powerful software

From powerful risk analytics and performance metrics, to comprehensive management tools, the Hotel Resilient Software provides you with everything you need to improve resilience.
Train your workforce and enhance safety.

E-Learning

No one knows disaster risk and safety in the hospitality sector better than we do, and our members gain unparalleled access to our suite of E-learning courses and Webinars. We offer over 30 hours of E-learning content, providing comprehensive resilience solutions tailored to hotels and resorts covering the 9 different modules of the Hotel Resilient Standards.

Buildings Modules
1. Hazards & Site
2. Building Structure
3. Building Components

Systems Modules
4. Infrastructure & Supplies
5. Evacuation & Rescue
6. Warning Systems

Management Modules
7. Crisis Communication
8. Preparedness & Management
9. Business Continuity

Training and Coaching

Hotel Resilient recognizes the importance of a skilled workforce in reducing risks and enhancing the safety of hotels. A comprehensive 2-day Training Program has been developed by Hotel Resilient to provide a high-level understanding of managing disaster risk reduction and climate adaptation for hotels and resorts.

The training also provides technical understanding in three specific areas: Crisis Communication; Disaster Response; and Business Continuity through a series of interactive and hands-on exercises and table-top scenarios.

Learn to improve capacity
How it works

Upon completion of the Hotel Resilient self-assessment, you can view your resilience score and see if you qualify for Hotel Resilient Certification, based on your score and ability to meet mandatory requirements. If you qualify for Hotel Resilient Certification, you can apply online at any time.

Hotel Resilient Certification Process

During the certification process, documentation is submitted by the hotel and reviewed by Hotel Resilient accredited auditors, with a site audit performed. Hotels that meet the Hotel Resilient standard receive a certificate confirming estimated resilience performance.

Demonstrate Resilience with Hotel Resilient Certification

The Hotel Resilient label allows hotels to demonstrate their safety and preparedness to potential customers, tour operators, insurers and financiers, whilst securing their reputation.

Our premier global and local partners deliver Hotel Resilient Certification in disaster and climate risk-prone destinations around the world. Certification is offered at a competitive price.

For more information on how to obtain certification, visit our website at www.hotelresilient.org

To certify your hotel or for more info, email certification@hotelresilient.org
Hotel Resilient Membership
an easy start

WHY JOIN?

✓ Access the latest global scientific risk and climate models tailored to your location
✓ Use our comprehensive software solutions, eLearning, coaching and training to start improving resilience
✓ Show your guests that you have gone the extra mile to enhance safety at your hotel
✓ Solidify your hotel’s presence and visibility in the safe travel market
✓ Qualify for incentives such as climate resilience investments and lower insurance premiums
✓ Increased visibility of member hotels through Hotel Resilient promotional activities
✓ Use of Hotel Resilient Members Logo and Certification Seal (for certified members) in your marketing material

Membership is available to all hotels for an annual fee. Certified hotels enjoy all membership benefits. For more information on membership benefits and to become a member, visit our website at www.hotelresilient.org

Discover the benefits of membership at www.hotelresilient.org
Hotel Resilient is the world's only scientific benchmarking and certification body for disaster risk management and climate change adaptation of hotels and resorts. We provide the hotel industry with risk analytics, digital platforms and pragmatic tools towards disaster and climate resilient planning, design and operations.

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