Are you prepared for the next crisis?

Assessing and managing resilience to natural disasters, climate change and pandemics is complex and requires detailed risk information, credible scenarios and expertise. Disclosure of climate-related risks is now becoming compulsory for companies. Hotels need to build their resilience strategy in a way that is cost-effective, easy to do and based on the latest science.

At the same time, resilience and sustainability information for hotels is often not transparent. Confidence in Green-advertising is at an all time low. Travelers, investors and other stakeholders are looking for information that is clear, concise and comparable.

Hotel Resilient is driving the transformation of the hospitality sector, by partnering with hotels and destinations to become crisis resilient, climate friendly and responsible through technology-enabled solutions.

Key Benefits of the Hotel Resilient Model

- **Gain trust of travelers** by showcasing all resilience actions transparently
- **Enhanced safety** through better crisis preparedness and planning
- **Secure investments** through cost-effective disclosure of climate risks
- **Increased visibility** through verified achievement of climate-friendly and responsible travel targets
Protecting: People, Planet And Profit

We provide science-based measurements, hotel-specific guidance and software solutions to make the transformation to crisis resilience, low-emissions and social responsibility a reality.

Crisis Resilient

- Multi-hazard Risk Screening
- Crisis Resilience Plan
- Earthquake Resilient
- Flood Resilient
- Storm Resilient
- Tsunami Resilient
- Fire Resilient
- COVID-READY
- Security

Responsible

- Baseline Responsible Screening
- Responsible Hotel Plan
- Biodiversity
- Water Stewardship
- Land Stewardship
- Employee Well-being
- Forced-labor Protection
- Barrier-Free
- Culture and Heritage
- Community Engagement
- Animal Welfare

Climate Friendly

- Baseline Climate Risk Screening
- Baseline Carbon Footprint
- Climate Targets Commitment
- Climate Resilience Plan
- Energy Efficiency
- Renewable Energy
- Carbon Neutral
- Waste Reduction

A resilient hotel is crisis resilient, climate friendly and responsible.

How we support you

Simple yet powerful software

Identify your hotel’s risks
Your risk score is calculated to take into account hazard intensities for multiple perils 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 our standard criteria and factors in risk to provide you with a resilience score.

Take resilience actions
The software integrates specific solutions needed to improve your resilience, and the task management functionality lets you assign, schedule, prioritize and track resilience improvement actions.

Demonstrate trust, get verified
As soon as you reach the minimum requirements, you can transparently communicate your resilience actions to the world on your individual microsite. You can apply for verification of all your resilience actions with the click of a button.
Showcase your resilience actions

Hotels can now play their “Full Part” to transparently demonstrate how they are crisis resilient, climate-friendly, and responsible to guests and investors using Hotel Resilient’s many audit modules, voluntary and verified labels linked to microsites through QR codes.

**Unique Microsites and QR Codes** clearly demonstrate specific resilience actions of accommodations based on our standardized and data-driven audits.

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**Resilience Practices**

**Palm Resort Phuket**

- Multi-hazard Risk Screening
- Crisis Resilience Plan
- Crisis Resilience Actions
  - Emergency Power and Supplies
  - Warning Systems
  - Safe Evacuation
  - Training and Drills
  - Building Safety Check
  - Fire Protection
  - COVID-READY

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**Climate-Friendly Practices**

**Palm Resort Phuket**

- Baseline Climate Risk Screening
- Baseline Carbon Footprint
- Climate Commitment Targets – 2030
- Climate Resilience Plan
- Climate Resilience Actions
  - 100% Renewable Energy
  - Offset private footprint of employees
  - Waste Recycling
  - Plastic Free
  - Climate-Friendly Rooms

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**Responsible Practices**

**Palm Resort Phuket**

- Basic Responsible Hotel Measures
- Detailed Responsible Hotel Protocols
- Responsible Hotel Actions
  - Barrier-Free
  - Employee Well-being
  - Forced Labour Protection
  - Responsible Sourcing
  - Community Engagement

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**PALM RESORT PHUKET**

24/4 Moo 8 Tambon Saku, Amphur Talang, 83110 Phuket, Thailand

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**Measuring and Managing our Climate Risks**

Our hotel has measured its climate risks and is investing in infrastructure to mitigate against climate impacts.

**Powering our hotel by 100% Renewables.**

Our hotel is powered by 100% renewable energy.
Hotel Resilient’s risk specialists have been intensely involved from the beginning of the COVID-19 crisis and developed the COVID-READY standards based on international guidelines, industry best practices and the latest scientific research related to the pandemic.

“AN INTERNATIONAL COVID CERTIFICATION GIVES GUESTS PEACE OF MIND WHEN BOOKING THE HOTEL”

Your partner on COVID-19, climate crisis and beyond

We support hotels assess their crisis and future climate impacts through detailed analytics and credible scenarios, provide guidance to plan for resilience and take action with hands-on solutions.
We support hotels and destinations to manage risks from pandemics, disaster and climate change through a range of services.

**Scientific Benchmarking**
We work with government authorities, industry partners and hotel associations to align our global standards with the needs of local destinations.

**Hotel Resilience Planning and Training**
We support hotels in assessing their risks, developing tailored climate and crisis resilience plans and offer a suite of trainings and e-learning courses.

**Tourism Destination Resilience**
We work closely with local governments and draw on the latest science to develop destination-wide climate and disaster resilience plans.

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**Clients and Partners**

Over 250 Hotels in Europe, Asia and Central America

Governments, Hotel Associations, Destination Management Companies and Development Organizations as clients and partners
As a world leader in scientific benchmarking for the hospitality sector, we have created 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 management and climate 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**
Hotel Resilient standards are based on a global framework and align with international best practices and global trends. We work with our premier local partners to implement the standards, maximizing local knowledge and experience locally.

Hotel Resilient was created under the Global Initiative on Disaster Risk Management and is a partner of the United Nations Office for Disaster Risk Reduction (UNDRR) Pacific Asia Travel Association (PATA), and German Cooperation and Development (GIZ).
Hotel Resilient is a scientific benchmarking and certification company based in Germany. Our mission is to be the definitive resource to the global hospitality industry in preparing it for crises like pandemics, natural disasters and climate change by bringing together cutting-edge risk analytics and technology-based resilience solutions. We support hotels and destinations become more crisis resilient, climate friendly, environmentally and socially responsible.