



When Risk Becomes Reality Some TRIC=S for Organizing Preparedness

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When Risk Becomes Reality

$$\mathbf{T + R + I + C = S}$$

For Organizing Preparedness

Crisis Management presentation to
Regional Directors Jan 21, 2005

WHAT IF THIS WAS OUR HOTEL?

THE
REZIDOR
HOTEL GROUP



SAFETY
AND SECURITY



Crisis Management presentation to
Regional Directors Jan 21, 2005
IT COULD HAVE BEEN US

THE
REZIDOR
HOTEL GROUP



Radisson SAS Resort Hotel, Taba

SAFETY
AND SECURITY



November 9, 2005

IT WAS US!

THE
REZIDOR
HOTEL GROUP



Radisson SAS Hotel, Amman

SAFETY
AND SECURITY



???? ??, 20??

IT CAN HAPPEN AGAIN!

National Risk Register – Malicious Attacks

Attacks on Crowded Places

“**2.82** Terrorists also attack crowded public places because they have less protective security...”

“**2.83** The most likely target for a crowded places attack is ... accessible... available... impact beyond the loss of life alone”

“example... nightclubs (Bali 2002) and hotels (Jordan 2005)

Introducing T+R+I+C=S

THE
REZIDOR
HOTEL GROUP

Threat assessment +
Risk evaluation +
Incident response +
Crisis management =

Safe, Secure Hotels



See the TRIC=S brochure for more information on our program for hotels

SAFETY
AND SECURITY



T = Threat Assessment

Corporate:

- 3rd party alerts, analysis and media monitoring
- in-house assessment, direct dissemination to relevant regions
- cooperation with industry peers and corporate clients

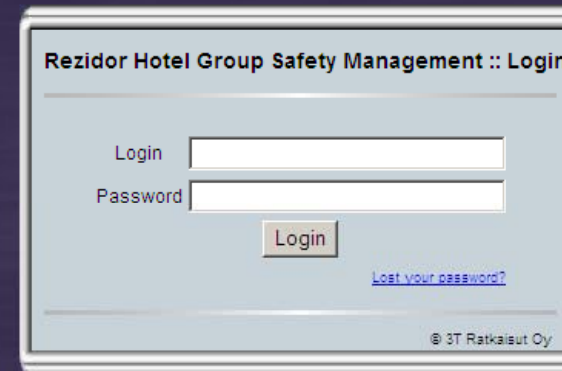
Local:

- Hotels encouraged to actively participate in hotel associations and crime prevention schemes

R = Risk Evaluation

The 3T Monitor

- The Living Manual
- Four Cornerstones
- Quarterly self-audits
- External audits verify results



Rezidor Hotel Group Safety Management :: Login

Login

Password

Login

[Lost your password?](#)

© 3T Ratkaisut Oy

I = Incident response

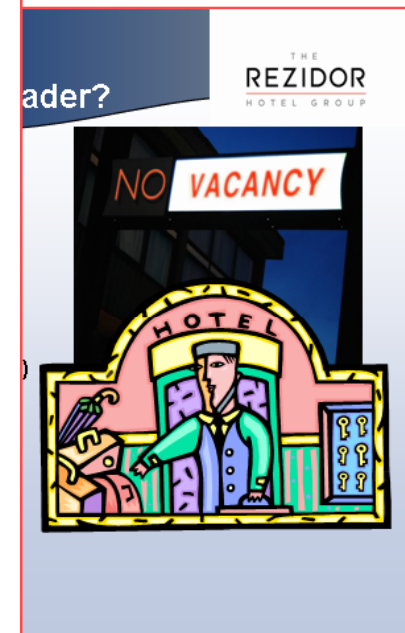
- 1) Raise the alarm**
- 2) Save Lives**
- 3) Solve the problem**

C = Crisis Management



The Rezidor Hotel Group - Crisis Management Plan

+	INTRODUCTION AND GENERAL CRISIS MANAGEMENT ORGANIZATION
CHAPTER 1	INTRODUCTION AND GENERAL CRISIS MANAGEMENT ORGANIZATION
CHAPTER 2	INCIDENT MANAGEMENT ROOMS
CHAPTER 3	INCIDENT SUPPORT CENTRE AGREEMENTS
CHAPTER 4	MAJOR EVENT SECURITY
CHAPTER 5	PANDEMICS (Avian Flu)
CHAPTER 6	DISRUPTION OF LOCAL INFRASTRUCTURE
CHAPTER 7	NATURAL DISASTERS
CHAPTER 8	TERRORISM
CHAPTER 9	KIDNAP AND EXTORTION
CHAPTER 10	EVACUATION AND REPATRIATION



S = Safe, secure hotels

Self-Audits

- Over **180** hotels participated in 2008
- Goal = 90% compliance / **Result = 92,5%**

Crisis Management

- Over **200 General Managers** completed training

Measured guest experience of safety and security (CST)

- Goal 90% / **Result 94%**

MESSAGE TO OUR MANAGERS



It's all about **YOU!**

- Your awareness and your leadership will shape your staff
- Your questions, comments and suggestions for risk and emergency management best practices are welcome:

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