

Global Risks Peculiar to Resorts: Prevention, Management, Litigation

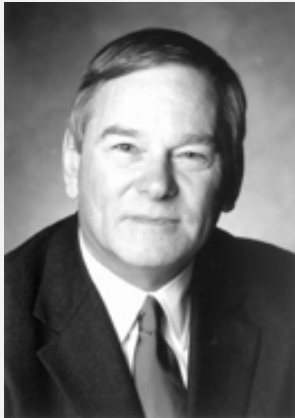
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Presenters



- Richard G. Hudak, Managing Partner, Resort Security International
- Provides security expert witness testimony and litigation support for several national law firms
- Harvard University Graduate and Former Special Agent in the Federal Bureau of Investigation
- With the FBI, he conducted background checks on presidential appointments and worked counter-espionage and counter-terrorism cases.

Why Resorts are “Peculiar”



- Usually Isolated—Far from Airports & Embassies
- Fewer Police & Public Service Resources Available
- Near Natural Sites—mountains, oceans, jungles
- Emphasize Luxury, Service, Convenience & Relaxation
- Privacy is Featured
- Attractive Landscape (Cover & Concealment)
- Interior Design (Lower Lighting & Reduced visibility)
- Resort Staff Uniforms (Relaxed v. Authoritarian)

Risk Prioritized

- Fire, Electrical Shorts & Gas Leaks
- Guest Safety, Personal Health Issues & Evacuation
- Food Quality & Safety Concerns
- Data Breach & Identity Theft
- Theft of Guest Property
- Staff & Employee Safety
- Natural Contingencies
- Civil or Labor Unrest
- Resort & Casino Robbery
- Terrorism & Bombing
- Kidnap & Ransom

Nature of Security

- Prevention is the Objective
- Deterrence is the Key Element
- Situational Awareness is Critical
- Guests & Employees like being Recognized, Criminals do not!
- Security vs. Privacy—Should Know Staff, Guests, Visitors, Vendors, Service Providers

Nature of Security--Continued



- Security requires Access Controls & Monitoring
- “Standoff” employing Barriers, Fencing, Vehicle Barricades
- Lighting to Enhance Visibility
- Desirable Lines of Sight –Inside & Grounds
- Security Presence—Patrols, Uniforms, CCTV
- Carefully Planned & Timely Security Response

Prevention

- Crime Prevention through Environmental Design
- Contact & Benchmarking with Other Businesses & Resorts in Area
- Liaison with Law Enforcement and Public Services
- Resort Safety & Security Committee
- Security Awareness

Management



- Comply with the Innkeeper Statutes and Local Law
- Earn the Respect of Staff & Employees—Resort Security should work just as hard to safeguard Employees as for Guests or protecting Hotel Property.
- Create Written Security Policies and Procedures based upon Periodic Surveys and Audits that reflect Management Culture and Community Security Standards.
- Document Security Training for Security Officers and Security Awareness for Resort Employees
- Document Security Incidents

Litigation

- Hotels & Resorts--A Higher “Level of Care”
- Companies have “Duty of Care” laws—
Employers are expected to take practical steps to safeguard employees against reasonably foreseeable danger.
- Foreseeability & Adequate Security--Critical
- Establish and maintain a reasonably safe and secure environment –Do not have to
Guaranty
- Following an Incident, assess and correct deficiency, or document measures taken.

Summary

- Establish Levels of Risk—Normal, Elevated & Highest along with incremental security measures and procedures for each level.
- Resort Staff are Integral to the Security Program—
“Be Aware, Be Alert, Report!”
- Designate a VIP Safe Room to “Shelter in Place”
- Build a lighted emergency landing pad for Helicopter evacuation.
- Have satellite telephones available to ensure communications in an emergency.
- Make provisions to have backup Security assets respond if required.

Conclusion



Security = Inconvenience