

Department of Homeland Security Resources for Hotels & Travelers

The Department of Homeland Security's Office of Infrastructure Protection, in collaboration with the U.S. Lodging Industry and other private sector partners, has produced several no-cost resources for hotels and other commercial facilities that travelers frequent. The Department partners with the Commercial Facilities Sector, through its Commercial Facilities Sector Specific Agency (SSA), to create programs, products, training, and information sharing to assist the sector with mitigating its risks and to ensure safer, more secure, and resilient enterprises.

A representative from the Commercial Facilities SSA will discuss several of the free resources designed for hotels and other infrastructures travelers visit, including but not limited to:

- **Protective Security Advisory (PSA) Program:** The PSA Program provides a locally-based DHS infrastructure security expert as the link between State, local, Tribal, territorial, and private sector organizations and DHS infrastructure protection resources. PSAs assist with ongoing State and local critical infrastructure (CI) security efforts, coordinate vulnerability assessments and training, support incident management, and serve as a vital channel of communication between private sector owners and operators of CI assets and DHS.
- **Risk Self-Assessment Tool (RSAT):** The RSAT application is a secure, Web-based application designed to assist managers of stadiums and arenas with the identification and management of security vulnerabilities to reduce risk to their facilities. It uses facility input in combination with threat and consequence estimates to conduct a comprehensive risk assessment and provides users with options for consideration to improve the security posture of their facility. Currently available are modules for Stadiums & Arenas, Performing Arts Centers, Amusement Parks, Convention Centers, Hotels, and Racetracks. A module for Shopping Centers is currently in development.
- **Homeland Security Information Network (HSIN):** HSIN is a secure portal that provides a "peer to peer" collaboration space for members to engage in real-time, and serves as the primary conduit through which DHS shares Sensitive But Unclassified (SBU) information on domestic terrorist threats and incident management with our partners.
- **Protective Measures Guides:** These Protective Measures Guides provide an overview of possible threats, vulnerabilities, and protective measures designed to assist owners and operators in planning and managing security specific to their venue. It provides a menu of options for successful planning, organizing, coordinating, communicating, operating, and training activities that help to maintain a safer environment for guests and employees. Currently available are the *Protective Measures Guide for the U.S. Lodging Industry*,

Protective Measures Guide for Sports Leagues, Protective Measures Guide for Mountain Resorts, and Protective Measures Guide for Outdoor Venues. A Protective Measures Guide for U.S. Commercial Real Estate is currently in development.

- **Suspicious Activity Videos:**
 - ***What's Store – Ordinary People/Extraordinary Events:*** Designed for retail employees of commercial shopping venues to alert them to the signs of suspicious behavior in the workplace that might lead to a catastrophic act. The video is intended to both highlight suspicious behavior as well as, encourage staff to take action when suspicious behavior is identified.
 - ***No Reservations: Suspicious Behavior in Hotels:*** Designed to raise the level of awareness for hotel employees by highlighting the indicators of suspicious activity, this video provides information to help employees identify and report suspicious activities and threats in a timely manner.
 - ***Check It! How to Check a Bag:*** Designed to raise the level of awareness for front line facility employees by highlighting the indicators of suspicious activity, this video provides information to help employees properly search bags in order to protect venues and patrons across the country..
- **Active Shooter Materials:** CF SSA has produced a number of Active Shooter materials help managers, employees, training staff, and human resources personnel mitigate the risk of, and appropriate reaction to an active shooter situation.
 - ***Active Shooter – How To Respond:*** The products include a desk reference guide, poster, and a pocket size reference card.
 - ***IS-907 – Active Shooter: What You Can Do:*** An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. All employees can help prevent and prepare for potential active shooter situations. This course provides guidance to individuals, including managers and employees, so that they can prepare to respond to an active shooter situation.
 - ***Active Shooter Workshops:*** DHS is partnering with Police Departments to conduct Workshops aimed at fostering communication between facilities and their local emergency response teams in response to an active shooter event. These one-day facilitated seminars focus on emergency responder and facility coordination, interoperability capabilities, communications protocols, best practices, and integration of local assets.