

MEETING YOUR DUTY OF CARE IN THE LODGING MODE: PROVIDING SAFE AND SECURE LODGING FOR YOUR MOBILE WORK FORCE

Presented By:

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BRAD BONNELL DIRECTOR RISK MANAGEMENT INTERCONTINENTAL HOTELS GROUP (IHG)



- Brad Bonnell, Director, Risk Management, InterContinental Hotels Group (IHG)
- 20 years with IHG
- Former Chief of Staff, Georgia State Patrol
- Former Special Agent, Georgia Bureau of Investigation
- Former Special Agent, US Army Criminal Investigation Command







TOM WINN SENIOR CHIEF OF OPERATIONS AND INTELLIGENCE FRONTIERMEDEX





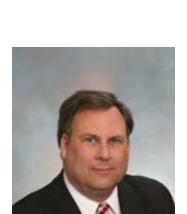
- Tom Winn Head of Travel Security Operations and Intelligence, FrontierMEDEX
- 20 years in private security and training
- Adjunct Faculty to the University of Houston/Downtown
- Holds a Master of Security
 Management and a Bachelor of Arts in Criminal Justice





JAMES EILER PARTNER KAISER, SWINDELLS & EILER

- James O. Eiler, Partner Kaiser Swindells & Eiler
- Represents Hotels, Resorts and Travel Industry in Operational, General Liability, Toxic Torts and Security Related Cases
- Regional Counsel for Hotel and Restaurant Companies
- Member of Global Alliance of Hospitality Attorneys / Academy of Hospitality Industry Attorneys / Hospitality Industry Bar Association











- What to expect from a hotel:
 - Fire Safety: Sprinkler vs. Non-Sprinkler Systems
 - Guest Privacy & Security
 - Emergency Response:
 - Evacuation
 - Shelter In Place/Lock Down
 - Active Shooter
 - Bomb Threat
 - Fire Alarm







Responsibilities of Travelers/Organizations

- Select 4-5 star hotels when in higher-threat locations
- Know the threats in the location and the area
- Consider the location of the hotel before you select
 - Near govt. buildings?
 - Near common protest areas?
 - Close to your meetings?







Educate Travelers on "Things To Do and Not Do" When Traveling

- Read the fire evacuation plan on the door
- Look for the fire exit when you first leave your room
- Lock the door
- Do not open the door for unexpected visitors or deliveries
- Avoid becoming intoxicated in the lobby bar
- Where espionage is common, expect to be under surveillance
- Try to stay in a room between floors 2-7
- If you have a sliding glass door, use the secondary locks (pins)







Innkeepers Legal Duties

- 1. Not and Insurer of Guest Safety
- 2. There is a Special relationship between an Innkeeper and Guest must like a Common Carrier
- Possible Higher Duty to provide for security and loss prevention depending upon the location, prior issues and who is staying in the resort







Innkeepers Legal Duties

- 4. Group Contracts and Requests for Security and Loss prevention
- 5. Guest Privacy Issues—including responding to discovery and documents production
- 6. Guest Financial Information and Loss Prevention—Credit card and other Financial Information that is lost or stolen
- 7. Watch the Municipal Ordinances regarding Police Inspection of Guest Registers and Documents







Litigation issues

- 1. Where is the case filed and where should it be tried?
- 2. Who to conduct the investigation and when?
- 3. When to engaged consultants and or trial experts?
- 4. Who are the parties and is there any bases to tender the defense and request for indemnity?
- 5. The Discovery Battle—watch national discovery requests!







• Questions?

■ Thank You for Your Time



