

Protecting Guests Traveling in Unstable Environments- From Civil Unrest to the Risk of Terrorism. What is the Hotel Industry Doing?

Since 9/11, hotels have become frequent targets for terrorism and been in the center of civil disruptions. As a result, hotel companies have implemented physical measures and increased operational security to deter or mitigate future attacks, and be better prepared for other crises. Through a review of the events and circumstances of terrorist attacks and other threats against hotels, this presentation will demonstrate the type of security measures that are being implemented to protect hotels from these threats. Presenter will examine the lessons learned from the past political demonstrations during Arab Spring, Red-Shirt protests in Thailand and past terrorist attacks on hotels. Presenter will also share insights and best practices on how companies can effectively contribute to the organization's entrance into new, emerging markets while protecting their people, and increasing their department's value to the organization.