

JUMP START DISASTER RECOVERY PLAN FOR HOSPITALITY

Introduction

In the hospitality industry, a disaster recovery plan (DRP) is a key part of smart business. A DRP can help you protect guests and employees during business-disrupting events and speed business recovery and ongoing operations after them. After all, any business can only handle a limited amount of disruption before recovery becomes impossible.

Building a comprehensive DRP can be daunting, as plans can get quite specific for different types of circumstances. This Jump Start template was designed by Interstate Restoration disaster recovery experts to help hospitality companies get started with some of the key components of a DRP. While it cannot meet the requirements for every circumstance or organization, building out this template will put you on the path to disaster readiness and give you a great head start on your comprehensive disaster plan.

About DRPs

From a high level, a DRP tries to answer the question “A disaster has happened, so what’s next?” A DRP typically includes some combination of the following:

- An overview of key personnel and their assigned roles for disasters, along with a breakdown of what staff from all departments should do when disaster strikes
- An overview of the types of disasters or human-caused disruptions that are likely to happen at a location(s) with likelihood ratings and a breakdown of specific circumstances staff should expect

- Plans and procedures for how to respond to the most likely types of disasters or events, ranging from training guidelines to event-specific actions that should be taken by different departments in different circumstances

In many cases, a company may require multiple DRPs for different properties and geographies. For example, hotels and resorts in hurricane zones will often receive plenty of advance warning to prepare for an event, whereas those located in earthquake prone areas must be ready at all times, so the preparation and response approaches are different. Moreover, we live in a complex world, so it is difficult to plan for every possible contingency or type of disaster your facilities may ultimately face. Yet the preparation you do for the most likely kinds of disasters should better prepare your organization for unexpected circumstances.

This *DRP Jump Start* template will help you work through key *DRP* questions and considerations, including those related to:

- Guests and employees
- Buildings
- Emergency response vendors
- Supply chains

[YOUR COMPANY NAME] DISASTER RECOVERY PLAN



Last updated
[Month, Year]

Applicable Locations:
[City, state, street or identifier]

Instructions

Use this DRP Jump Start template to guide initial discussions about and development of your company's DRP. Remember that it is intended to address key steps in the development of a DRP and is not comprehensive, so be sure to expand the template as needed, based on your unique operations and circumstances. Any DRP should be considered a living document that you regularly update as personnel, policies, procedures and resources change.

KEY ROLES AND RESPONSIBILITIES

Summary: Use this section to document leadership roles in your DRP as well as things like the general responsibilities of each department in the event of a disaster. Roles vary by organization, but could include a Recovery Coordinator and managers, for example.

Individuals

Departments

Teams

MAINTENANCE SCHEDULE AND INSTRUCTIONS

Summary: Use this section to outline when your plan will be updated each year and how intermittent changes to personnel should be handled.

RISK ASSESSMENT

Summary: A DRP can be based on the specific risks that each region or even individual property faces. The level of details and number of plans you need really depend on the unique threats faced across your organization.

Use this section to summarize the most likely natural disasters and human-caused events that could occur at your location(s). If you find that the circumstances vary significantly in different areas, then be sure to create as many additional plans or subsections as needed to safely address the potential varying circumstances. Note that this section could include everything from a natural disaster, such as a hurricane, earthquake, flood or tornado, to supply chain related disruptions, to IT-related emergencies

PLANNING CONSIDERATIONS

Summary: Use this section to outline important considerations that you will need to address in your action plan(s).

Guest and employee safety/EMS (How will you ensure guests and employees are safe? Do you have an emergency medical services [EMS] plan and how will you activate it? How will you account for everyone in different circumstances?)

Buildings (How much of a building is likely to be affected in different types of a disaster? Where will guests go, depending on impact to the building? Do you need backup hotels or partners for relocating guests, for example?)

Emergency response vendor (Who will help you get operations back up and running quickly and safely, once the event has passed?)

Supply chain (Do your key vendors have contingency plans in place? Either way, do you need backup vendors, just in case? What will you do if your food and water supply is cut off for several days?)

[INSERT DISASTER TYPE] PLAN

Summary: Create as many individual plans as needed based on the different types of circumstances you may face (if they will be different enough to warrant a unique plan). In each plan, explain what will trigger plan execution, what preparations should be done and by whom (if there is time), key steps that should be taken throughout the disaster when possible and what steps should be taken immediately following the event.

[INSERT DISASTER TYPE] PLAN

Summary: Create as many individual plans as needed based on the different types of circumstances you may face (if they will be different enough to warrant a unique plan). In each plan, explain what will trigger plan execution, what preparations should be done and by whom (if there is time), key steps that should be taken throughout the disaster when possible and what steps should be taken immediately following the event.

EMS AND OTHER KEY LOCAL RESOURCES

Summary: List all important local emergency resources here, including but not limited to specialty care facilities, fire departments, police departments, trauma units, hospitals, gas companies, utility providers, etc.

DISASTER INTELLIGENCE

Summary: Specify the types of information your organization will need in disasters, who will gather and provide it, and how it will be disseminated.

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TRAINING PLAN AND SCHEDULE

Summary: Specify the steps you will take to ensure that staff are properly trained on disaster procedures and how you will refresh training and keep new staff and changing roles up to date on your plan. Set dates for annual training and regular refresher training.

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BUDGETING

Summary: The budget should consider acquisitions that you may require, such as communication equipment, as well as training materials and courses, transportation needs, as well as ongoing maintenance of your plan.

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Useful Resources:

[Comprehensive FEMA DRP template](#)