

Hotel
Resilient

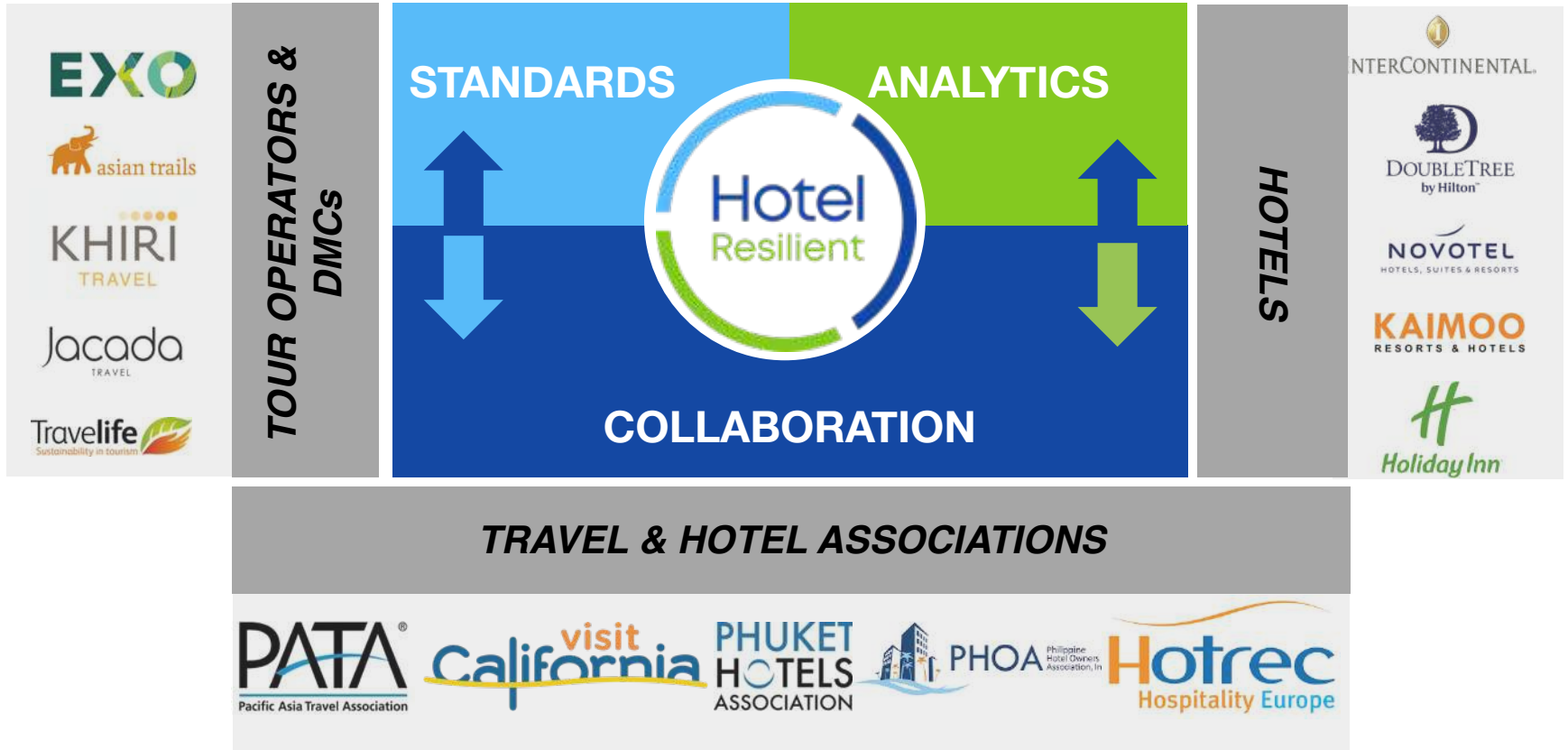


Dr. Bijan Khazai, CEO



GSTC 2024 Sustainable Tourism Conference | Stockholm, Sweden | 24-25 April 2024

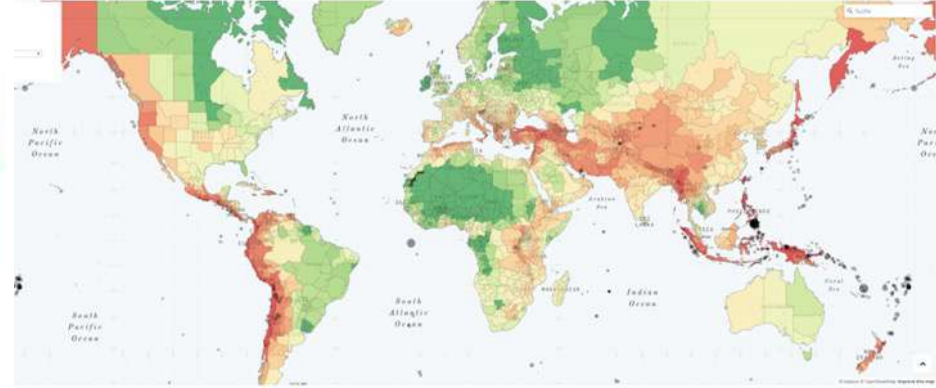
STANDARDS on resilient and responsible hotels



ANALYTICS on sustainability and climate risks

■ Risk Layers

- Disaster Risk
- Climate Risk
- Water Risk
- Biodiversity Risk
- Socio-Economic Risk
- Unrest & Political Risk

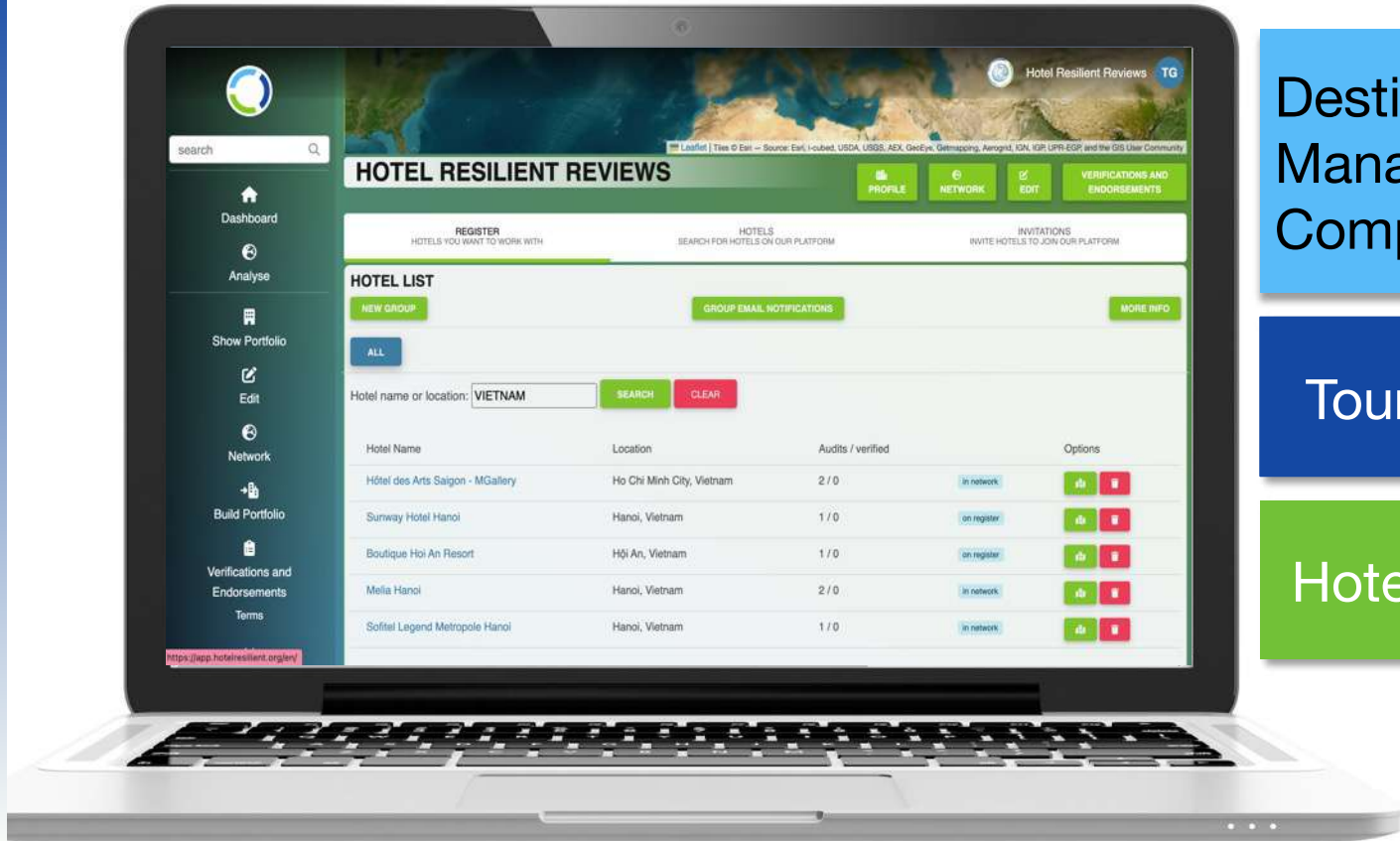


■ Credible

- 1000+ News Agencies
- European Environmental Agency, TPCC, Swiss Re



COLLABORATION on Hotel Resilient Platform



Destination
Management
Companies

Tour Operators

Hotels

COLLABORATION on Hotel Resilient Platform



Category	Impact Assessment Details
Scenarios	<ul style="list-style-type: none"> <2.0°C (RCP 2.6) 2.0°C (RCP 4.5) 3.0°C (RCP 6.0) >4.0°C (RCP 8.5)
Time horizons	<ul style="list-style-type: none"> Baseline/historical Near term (2025–2040) Medium term (2050) Long-term (2100)
Physical Hazards	<ul style="list-style-type: none"> Chronic Acute
Physical Hazard Type	<ul style="list-style-type: none"> Flood, coast Flood, inland Extreme weather Extreme heat Extreme precipitation Landslide Drought Water scarcity Wildfire

SHOWCASING sustainability and resilience



PALM RESORT PHUKET

24/4 Moo 8 Tambon Saku, Amphur Talang, 83110 Phuket, Thailand



Find out how Palm Resort Phuket is crisis resilient, climate-friendly and responsible.

Resilience Practices



Info ⓘ

- ✓ Multi-hazard Risk Screening
- ✓ Crisis Resilience Plan
- ✓ **Crisis Resilience Actions**
 - ✓ Emergency Power and Supplies
 - ✓ Warning Systems
 - ✓ Safe Evacuation
 - ✓ Training and Drills
 - ✓ Building Safety Check
 - ✓ Fire Protection
 - ✓ **COVID-READY**



Climate-Friendly Practices



Info ⓘ

- ✓ Baseline Climate Risk Screening
- ✓ Baseline Carbon Footprint
- ✓ Climate Commitment Targets – 2030
- ✓ Climate Resilience Plan
- ✓ **Climate Resilience Actions**
 - ✓ 100% Renewable Energy
 - ✓ Offset private footprint of employees
 - ✓ Waste Recycling
 - ✓ Plastic Free
 - ✓ Climate-Friendly Rooms

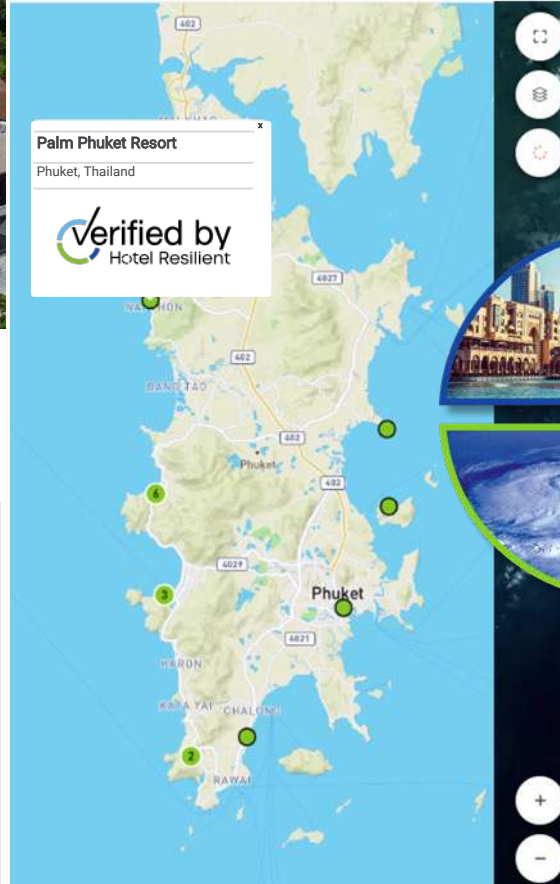


Responsible Practices



Info ⓘ

- ✓ Basic Responsible Hotel Protocols
- ✓ Detailed Responsible Hotel Protocols
- ✓ **Responsible Hotel Actions**
 - ✓ Barrier-Free
 - ✓ Employee Well-being
 - ✓ Forced Labour Protection
 - ✓ Responsible Sourcing
 - ✓ Community Engagement



A Resilient Hotel is crisis resilient, climate friendly and responsible.

DESTINATION RESILIENCE



Issues

coastal erosion climate change
waste pollution
environmental issues
over-tourism infrastructure
water management
land management risk
wildfires community issues
transportation public
workforce readiness quality of life health
certification
crisis management

visit
California



Process

Context via stakeholder
engagement
and data analytics

Critical Success Factors based
on global standards



Solution

Foundational, actionable
outcomes to position the
destination for resilience and
sustainable growth

CRITICAL SUCCESS FACTORS

CSF 1

Understanding risks to tourism

CSF 2

Managing destination resilience

CSF 3

Enhancing preparedness for effective crisis response and recovery

CSF 4

Investing in resilience and sustainability

CSF 5

Managing sustainable tourism growth

CSF 6

Local community well-being and engagement

CSF 7

Environmental awareness and conservation


SENDAI FRAMEWORK
FOR DISASTER RISK REDUCTION 2015-2030

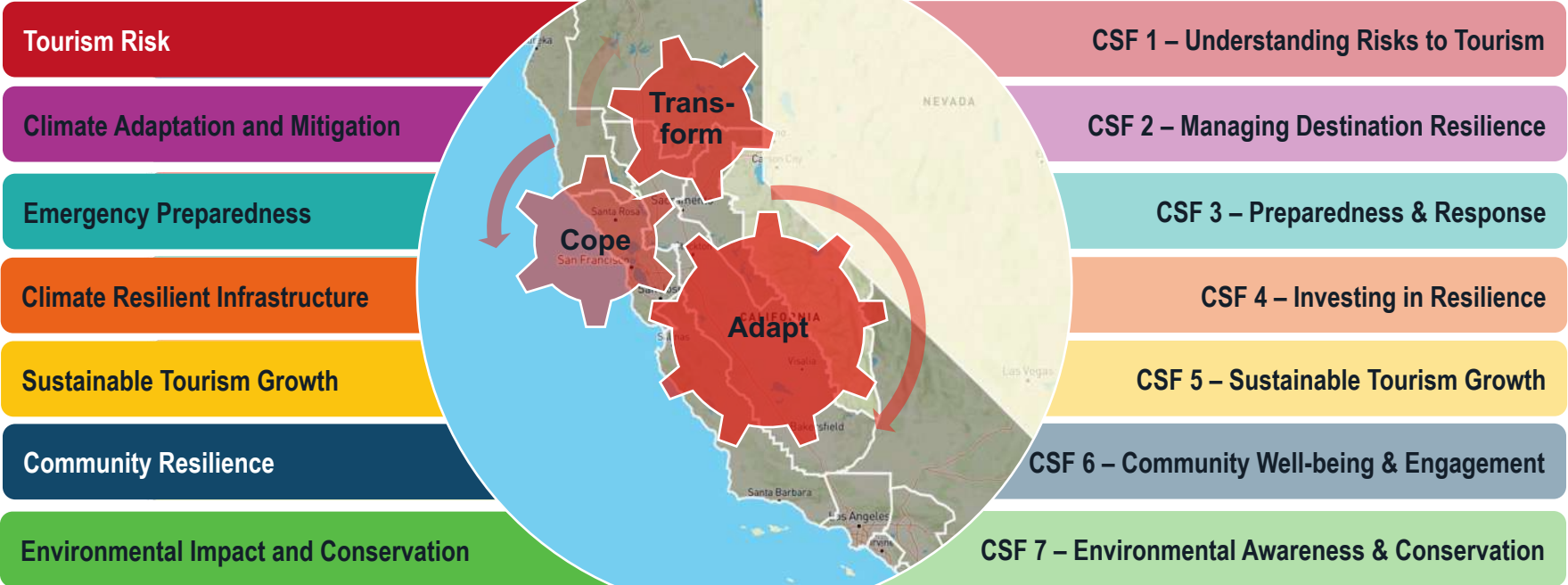

SUSTAINABLE DEVELOPMENT GOALS
SENDAI FRAMEWORK
FOR DISASTER RISK REDUCTION 2015-2030

SUSTAINABLE DEVELOPMENT GOALS

MONITORING AND EVALUATION

RESILIENCE & SUSTAINABILITY ANALYTICS

RESILIENCE & SUSTAINABILITY SCORECARD



SCORECARD AND RECOMMENDATIONS

Deliverables

Completed assessment
for each CSF

Evaluation
and scoring

Incremental recommendations
with milestones

Monitoring via
web-based platform

CSF 1 Understanding Risks

(Note: chart populated with an example for illustrative purposes)



Level 3



Risk Awareness



Risk Inventories



Risk-based Planning



Knowledge Management



Training & Capacity Building

5 (81 - 100)	Level 5	Full integration, changing habits and transformation
4 (61 - 80)	Level 4	Solution development and impactful interventions
3 (41 - 60)	Level 3	Engagement, commitment and direct interventions
2 (21 - 40)	Level 2	An early stage of awareness
1 (0 - 20)	Level 1	Little or no awareness and understanding



DIGITAL PLATFORM

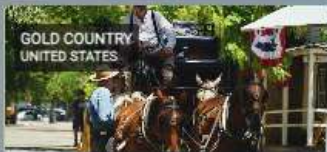


Fire Weather Days
Autumn

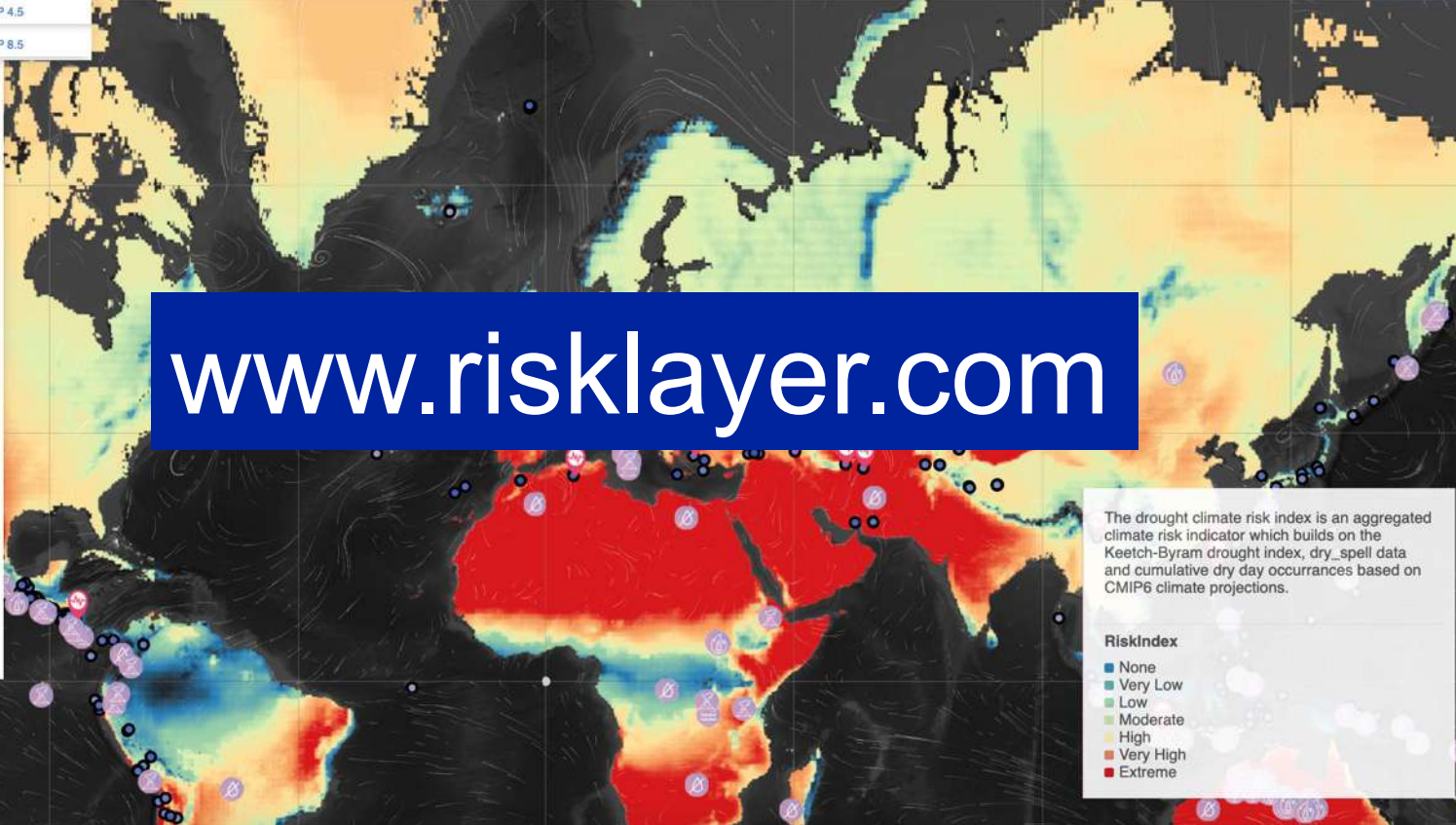
Delivering recommendations supported by metrics

Visualizations to compare resilience and sustainability performance between different regions across the destination.

DESTINATIONS



- Climate RCP 4.5
- Climate RCP 8.5
- Combined Climate Risk
- Drought Climate
- Fire Climate
- Extreme Precipitation Climate
- Heat Climate
- Thermal Comfort Climate
- Cold Climate
- Earthquake
- Political Risk
- Water Stress



The drought climate risk index is an aggregated climate risk indicator which builds on the Keetch-Byram drought index, dry_spell data and cumulative dry day occurrences based on CMIP6 climate projections.

RiskIndex

- None
- Very Low
- Low
- Moderate
- High
- Very High
- Extreme