

Hospitality Risk Management

Reducing risk and building resilience in the hospitality industry





The United States hospitality market is valued at \$247.45 billion in 2025 and forecast to reach \$313.87 billion by 2030.

According to a study published in the American Journal of Industrial Medicine hotel workers are nearly 40% more likely to be injured on the job than all other service sector workers.²

1% of hospitality organizations had experienced a data breach, with 89% of these organizations affected more than once in a year.³

Reducing Risk and Strengthening Operational Resilience

The hospitality industry is a dynamic sector with a diverse risk environment. From restaurants and bars to hotels and casinos, businesses are exposed to a number of threats and hazards. Some of the challenges faced by the industry include the management of people and property, industry-based compliance, cybersecurity and climate change. In this fast-paced environment, professional risk assessment is needed to gain visibility over the risk landscape.

Zurich Resilience Solutions provides a dedicated risk mitigation strategy tailored to the unique needs of the hospitality sector. Services focus on identifying and quantifying risk exposure, and prioritizing actions that reduce risk and improved business performance.

Benefits of Risk Management for Hospitality Businesses



Enhanced safety for employees and guests

Workplace safety programs help to limit accidents, injuries and liability risk for employees and guests.



Improved cybersecurity and data privacy

Technology risk assessments and training initiatives enhance visibility of computer networks and databases.



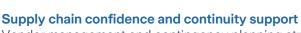
Property and infrastructure protection

Property risk inspections, maintenance reports and loss prevention programs help to protect operating assets.



Extreme weather and climate change resilience

Severe weather response and resilience planning reduces vulnerabilities and supports compliance management.



Vendor management and contingency planning strengthens supply chains and supports business continuity.



Risk management supports effective response and recovery, now and into the future.

Zurich Resilience Solutions helps organizations address the risks the hospitality industry faces head on with a simplified process that promotes safety, minimizes losses, and enables efficiency.

Hospitality Risk Management Solutions

We support the hospitality industry in addressing both established and emerging threats. From wide-scale industry reviews to specific project evaluations, our risk management services are structured around the needs of your business.

Our services include:



Workplace safety and guest handling

We review workplace protocols to ensure the health and safety of your people. A variety of programs are available for employees and guests, from site assessments and accident response planning to ergonomics, sanitation, training and certification.



Cyber risk assessment and monitoring

Computer networks and databases are integrated with most hospitality services. Our team can review your current technology profile and cyber posture, with monitoring and vulnerability scanning used to protect data, build awareness and support resilience.



Extreme weather readiness and response

The hospitality industry is vulnerable to extreme weather events. We deliver a range of solutions, from natural hazard impact assessment and response planning to business continuity and regulatory support.



Property and infrastructure management

Hospitality businesses use specialized spaces, infrastructure and equipment. We support loss prevention across the built environment, with services like property risk inspections, fire and life safety reviews, and water leak detection and prevention strategies.



Industry compliance support

Our team creates compliance roadmaps and planning scenarios for the hospitality sector. We help to minimize exposure and satisfy regulatory requirements through HR management support, background and drug testing, and onboarding and safety training.



Business continuity solutions

Our team supports immediate growth and long-term resilience through business continuity planning (BCP). From impact modeling and communication planning to emergency response and recovery, we help the hospitality industry to avoid and manage crisis.

Sources:

- 1. Mordor Intelligence. (2025). U.S. hospitality market size and share: United States hospitality industry report 2025–2030. Mordor Intelligence.
- Buchanan, S., Frumin, E., Krause, N., Mirer, F., Moriarty, J., Orris, P., Punnett, L., Shimek, J. A., & Vossenas, P. (2010). Occupational injury disparities in the U.S. hotel industry. <u>American Journal of Industrial Medicine</u>, 53(2), 116-125.
- 3. Trustwave SpiderLabs. (2023). 2023 Hospitality Sector Threat Landscape: Trustwave threat intelligence briefing and mitigation strategies [Executive summary infographic].



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