Incident-Escalation Policy Template (Hospitality)

Template — not legal or financial advice. Notification duties to regulators, card brands, insurers, and individuals are set by law and contract; counsel should review this policy and your response plans. The board sets every threshold and time window below; this template does not suggest numbers.

Organization: _____ **Adopted by the board on:** _____ **Next review:** _____

1. Purpose

This policy tells management which incidents must be reported to the board, how fast, and to whom, so that the board can oversee the response. It does not replace the operator's or management's own emergency procedures.

2. Who reports, and to whom

- **Reporting officer:** [CEO / general manager / asset manager]; backup: [name]
- **Board contact:** the Chair; if unavailable, [committee chair / lead director]
- **Operator obligations:** where a third-party operator runs the property, management will ask the operator to report to the owner on the same tiers (check the management agreement).

3. Tiers

Tier 1 — report to the board contact immediately (by phone), and in writing within [__] hours

- Death or life-threatening injury of a guest, employee, or contractor on property or in company vehicles or vessels
- Credible threat of violence, active-threat event, or suspected human trafficking
- Fire, explosion, structural failure, or evacuation
- Suspected compromise of payment-card data or guests' personal information
- Outbreak of foodborne or other illness linked to the property, or a public-health inspection closure
- Suspension, revocation, or emergency closure of a liquor license or operating permit
- Any event already attracting media or social-media attention, or likely to
- [Other: _____]

Tier 2 — report to the board contact within [__] hours / business days

- Serious injury requiring hospital admission
- Police involvement in an incident on property
- Lawsuit, demand letter, or claim above [amount]
- Failed fire, life-safety, food, or health inspection
- Harassment or safety complaint involving a manager
- Loss of a key system (reservations, payments) for more than [__] hours

- [Other: _____]

Tier 3 — include in the next board report

- Routine claims and minor injuries, minor citations, near-misses, and lessons learned
- Count of incidents by category for the period

4. What the first written report contains

- What happened, when, and where; who is affected
- Immediate actions taken and who is in charge
- Who has been notified (emergency services, insurers, brand, lender, regulators)
- Known unknowns and when the next update will come

5. Roles during a Tier 1 incident

Role	Name	Backup
Incident lead (management)		
Board contact		
Outside counsel		
Insurance broker / carrier notice		
Forensic / technical firm (cyber, card data)		
Spokesperson (only this person speaks to media)		
Records keeper (preserves documents, video, logs)		

6. Records and privilege

- Preserve relevant records (incident reports, video, system logs) from the moment of the incident; do not delete under routine retention schedules until counsel releases the hold.
- Route investigation reports through counsel where counsel advises.

7. Board follow-up

- The board (or its designated committee) receives a written close-out for every Tier 1 incident: cause, response, cost, and changes made.
- The board reviews this policy at least [annually] and after any Tier 1 incident.

8. Adoption

RESOLVED, that the Board adopts the Incident-Escalation Policy presented on [DATE], effective [DATE], and directs management to train [roles] on it within [__] days.

Related: Compliance and incident oversight guide (https://preparedboard.com/guides/hospitality-compliance-and-incident-oversight) · Cyber incident board notices (https://preparedboard.com/guides/cyber-incident-board-notices).