



Resilience Synergy in the Hospitality Sector: Beyond the Crisis - Integrating Emergency Management and Business Continuity for the Modern Integrated Resort.

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Presentation Abstract: In the high-stakes world of Integrated Resorts (IR) and multi-property hotel groups, a crisis is more than an operational hurdle—it is a direct threat to brand equity and guest trust. This presentation aims to shift the organizational mindset from viewing disaster preparedness as a cost center into a Strategic Pillar of Guest Confidence.

By exploring the Hospitality Resilience Synergy, attendees will learn how to bridge the gap between Emergency Management (EM) and Business Continuity Management (BCM). We will examine the IR as a "city within a city," where resilience is inextricably linked to the surrounding community's stability. By aligning immediate life-safety protocols with long-term operational recovery, this session provides a roadmap for transforming safety protocols into a Competitive Brand Advantage, ensuring that properties protect RevPAR and guest loyalty even in the face of significant external disruptions. Stakeholders will walk away with a framework to ensure the resort is not just ready to survive a crisis, but engineered to thrive through one.

Learning Objectives:

1) Analyze the Synergy between EM and BCM:

Participants will be able to distinguish between immediate Life-Safety Response (Emergency Management) and long-term Service Restoration (Business Continuity), and explain how these two disciplines work together to protect both guests and the bottom line.

2) Evaluate the "Cost Center to Strategic Pillar" Shift:

Attendees will learn to reframe disaster preparedness from a "sunk cost" into a Competitive Advantage, identifying how a resilient property captures market share and preserves Guest Confidence during regional disruptions.

3) Demonstrate the Interdependence of Property and Community Resilience:

Participants will gain a greater understanding of how a hospitality asset functions as a

"Critical Infrastructure Hub" during regional crises, identifying specific ways the property's resources (logistics, sheltering, and food service) can accelerate local recovery while protecting the resort's workforce and supply chain.

Speaker Bio: A Certified Business Continuity Professional (CBCP / CBCI) and Certified Emergency Manager (CEM / NVEM), Lindsey served as the Executive Director of Business Continuity Management – Security at Sands China Ltd., where she implements comprehensive Business Continuity Management (BCM) frameworks to enhance organizational resilience and regulatory compliance. She previously served as Assistant Director of Emergency Management for The Venetian Resort Las Vegas, managing comprehensive emergency management and continuity programs for the world's second-largest integrated resort. In this role she aligned operations with NIMS, ICS, and HSEEP standards. Which encompassed program governance, full-scale exercise development, conduct and evaluation, and the leadership of diverse teams across security, medical services, and disaster response disciplines. In addition, Lindsey contributes to academia as an Adjunct Professor at the University of Nevada-Las Vegas, where she equips students with essential skills in emergency preparedness, leadership, and exercise design.

Lindsey's leadership is informed by a decorated military career, retiring as a Chief Master Sergeant from the U.S. Air Force, with key assignments in both the active-duty Air Force and the California Air National Guard. Lindsey holds a Doctor of Musical Arts from Arizona State University in addition to a Master of Science in Emergency and Crisis Management from the University of Nevada Las Vegas (UNLV), blending high-level operational expertise with a background as a professional musician, operations and logistics director, public relations specialist and educator. Her commitment extends to fostering organizational efficiency, enhancing community resilience, and advancing best practices in business continuity and emergency management.