

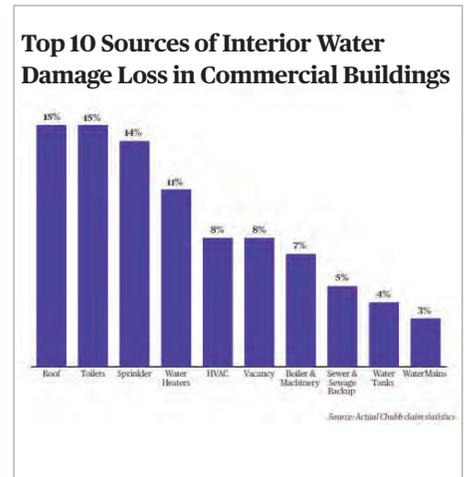
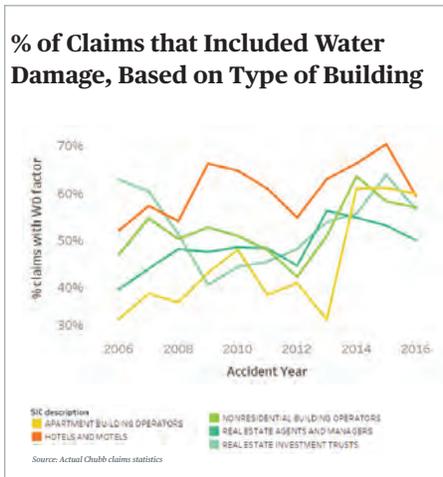
Preventing Interior Water Damage

Hospitality Trends, Risks and Mitigation

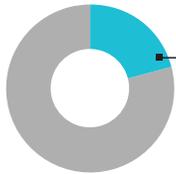


The hospitality industry is in no way immune from potentially devastating water damage events. Burst pipes, roof leaks, overflowing toilets, and leaking appliances can cause significant damage, with losses into the millions of dollars. Water damage can also result in business interruption, relocation costs, lost rents, and can negatively impact your reputation.

According to insurance industry statistics, the frequency and cost of water damage losses are continuing to increase.¹ No business is truly immune from this trend, and the hospitality industry is no exception. In particular, Chubb is seeing more water damage claims in taller and higher valued buildings too.



Chubb is seeing more water damage claims in taller and higher valued buildings.



Hospitality
21.2%

Non Weather Water
Damage - On a dollars paid
basis, Chubb Loss Data

Hospitality Scenario - Could it happen to your business?

It sure can! A pipe fitting on an upper story of a high-rise hotel failed on a domestic water line, causing a massive leak. The water damage caused damage to almost 100 guest rooms on the lower floors, including common areas, corridors, main lobby, and more. The hotel suffered significant lost income and limited hotel room availability during peak season.

Chubb is Here to Help - Preventing Issues in the First Place

Even buildings with good quality water, plumbing, and maintenance can experience leaks. That's why it's so important to have a *water damage mitigation plan* to help prevent and mitigate potential damage that may occur. It is also important to consider the benefits of the latest IoT-enabled water detection technologies. Whether it is water damage planning or technology assistance, Chubb can help guide your business to stay dry.

Follow these specific tips to help prevent water damage:

- **Plumbing Inspection Programs:** Implement formal inspection programs on plumbing systems to identify visible corrosion, and consider replacing old piping systems. Inspect plumbing hoses on toilets, sinks, laundry machines, and kitchen appliances. Replace them every 5 years, and consider installing water detection systems in these areas.
- **Roof Maintenance:** Ensure the roof is regularly inspected, roof drains are clear, and repair roof damage.
- **Fire Sprinkler System Maintenance:** Keep fire sprinkler systems in good shape. Repair damaged or corroded sprinklers and pipe, ensure inspections meet NFPA 25 standards, and train your staff on valve locations and emergency response.

- **Water Heater Considerations:** Make sure water heaters are replaced every 10 years. Inspect them for signs of rust and corrosion. Install a catch pan under them, and consider adding water detection with automatic shut off devices.
- **Check HVAC Units:** Check HVAC units to ensure drain lines are clear, and consider adding water detection sensors to them if not already pre-installed. Consider adding low temperature alarms near external wall PTAC units.
- **Vacant Spaces Need Attention:** Make sure heat is adequate, shut off water where not needed, and drain unnecessary systems. Maintain heat for water based sprinkler systems.
- **Boiler Room Checks:** Pay attention to the boiler rooms, making sure boilers, chillers, valves, pumps, and joints are in good shape. Keep floor drains clear in these areas. Consider installing water detection, and floor sills.
- **Sewer & Waste Water Systems:** Prevent sewer and waste water system backups by ensuring they are not blocked or clogged.
- **Water Storage Tank Inspections:** They'll need internal and external inspections to help ensure they won't fail.

For more ideas about how to protect your business from water damage, contact your local Chubb Risk Engineer or visit us at www.chubb.com/engineering.

Chubb. Insured.SM

1) Olsen, Erik. "Preventing Water Damage" Trends, Risks, and Mitigation for Water Leaks, Pipe Bursts and Plumbing Issues. Chubb Limited, January 2020.