

Security Tips for Your Property

"These Tips are not intended to be, nor should they be construed as, either a set of requirements for a business on high alert or an exhaustive list of steps a business might take in such a situation. Rather, they are general suggestions that a business might wish to consider in such necessarily fact specific and fluid situations. Each business should make its own judgment as to the appropriate steps considering such factors as its location, the nature of the alert and the building's configuration."

CRISIS MANAGEMENT TEAM

- Establish a crisis management or leadership team.
- Review and update all emergency procedures. Make sure your staff is familiar with the implementation of each plan.
- Review and/or update your policy on the use of force.
- Create new procedures as necessary. Develop new procedures if not already in place for: 1) reporting of suspicious persons, activities, events, vehicles or packages to Managers on Duty (MOD), 2) mailroom and other receipt/delivery areas, and 3) authorized service, construction, vendors/suppliers, contract and associate personnel.
- Identify an alternative site where your crisis management/leadership team can meet to monitor security and safety in the event your property is evacuated.

EMERGENCY PROCEDURES

- All managers, department heads, security and loss prevention staff should meet to review their procedures for EMERGENCY EVACUATION, BOMB THREATS AND FIRE EMERGENCY and update as necessary.
- Managers on duty should review emergency procedures with all associates/staff at pre-shift meetings throughout the day and evening.

FIRE SAFETY

- Determine that all fire alarm and sprinkler systems are operational.
- Make sure that all key personnel such as MODs, security officers and engineers are trained and knowledgeable in the operation of fire safety systems.
- Staff should know the location of sectional sprinkler control valves and central station panels.
- Inspect all portable fire extinguishers for operability. Ensure all fire extinguishers are housed in their proper locations. Perform any necessary maintenance.
- Ensure that back-up batteries for any fire protection or suppression system are serviced and/or available.
- Ensure that back-up water supplies for any fire protection or suppression system are at full capacity

Security Tips for Your Property

MEDICAL

- Management should ensure that MODs and security personnel are appropriately trained and certified for First Aid and CPR. This training should be offered to all staff.
- Inventory the number and content of first aid kits. Make certain first aid kits are well stocked.
- Identify location of first aid kits/stations or temporary triage areas for your property.
- Locate the nearest medical facilities and have maps with routes and alternate routes identified. Determine estimated travel time for all routes.

EMERGENCY PHONE NUMBERS

- Identify and/or update all emergency phone numbers for police, fire department, emergency medical services, hospitals, pharmacies, poison control and medical clinics.
- Update all emergency contact numbers including your crisis management team contacts, key staff, MODs and suppliers.
- Post emergency numbers at various predetermined locations throughout your property and provide to key departmental staff.
- Update and/or obtain phone numbers and 'in case of emergency' contact information for all staff's home and family, spouse, significant other, and their childrens' school(s).
- Establish a dedicated open line of communication with your local law enforcement and state police.

TRAINING / PROCEDURES

- Train your staff what to do in case of an emergency and review emergency procedures on a periodic basis.
- Review and update your property's program to train new hires on emergency procedures.
- List and identify all travelers with disabilities and guests occupying handicap accessible rooms on a daily basis. Provide electronic backup copy of TWDs list and secure in remote off-site location.
- Inspect and copy passports for all non-U.S. citizens.
- Discuss security awareness with all staff and associate personnel.
- Each guestroom room should be cleaned or inspected on a daily basis.
- Guests should be contacted for rooms that display the 'do not disturb' sign for more than 24 hours.
- Report to management any suspicious activities, persons, events, vehicles, service/delivery trucks/vans or packages.

Security Tips for Your Property

PACKAGES OR LUGGAGE

- Identify any unattended packages or luggage and notify local police.
- Any packages or luggage checked for temporary storage should be placed in a secure area.
- Checked luggage should be accepted for registered guests only upon showing of room key or other means of proper identification.
- Staff should inspect or ask persons to declare contents of any suspicious packages or luggage.
- Daily inventory of checked/stored luggage should be maintained. Identify and remove any unclaimed luggage on a regular basis.

GENERAL PROPERTY

- Increase security/safety patrols of your property's grounds.
- Clear any landscaping away from the property that might create an area of concealment.
- Inspect trash and cigarette receptacles, planters, restrooms, public areas and general property grounds for suspicious activities or packages.
- Consider removal of all public trash containers.
- Consider sealing trash dumpsters so that items can not be placed or discarded inside of dumpsters without staff's knowledge.

ACCESS CONTROL

- Increase security/safety patrols of your facility.
- Make an effort to increase security awareness at your property's vehicle entrances and exits.
- Consider limiting the number of entrances/exits to one.
- Consider screening guests and their luggage for explosives or weapons before allowing them to enter your building.
- Increase your security at loading docks, employee entrances and back-of-house areas.
- When high profile guests or meetings are scheduled for your property, take precautions to monitor the entrances to your property, loading dock areas, corridors and public spaces.
- Secure all back-of-house areas such as computer rooms, security monitoring stations, mechanical rooms, housekeeping storage closets, telephone equipment and electrical areas.
- Secure non-essential service doors and exits while maintaining required means of egress established by local fire and building codes.

Security Tips for Your Property

- Limit use of non-essential building entrances such as side entrances and exits and bring persons in and out through the main or front entrance to the extent possible.
- Secure any storage of or designated storage areas for hazardous chemicals.
- Inspect and secure all unoccupied guestrooms and meeting rooms.
- Consider posting security personnel at elevator vestibules limiting access to registered guests only.
- Inventory keys and employee identification cards to insure that none are unaccounted for or missing.
- Ensure that all means of egress, exits and exit discharge areas are clear of any obstructions and fully functional. Inspect and/or test electronic locking devices on exit doors for proper operability.

PARKING

- Make certain all vehicles in valet parking lots or areas are accounted for and keys are secure.
- Remove or have towed any unattended vehicles on your property or in your garages.
- In all parking areas and especially underground garages, screen access to the lot and restrict parking to registered guests only. Consider inspecting vehicles and checking vehicle trunks.
- Restrict use of multiple entrances or exits for parking areas.
- Restrict parking near the building as much as possible.
- Consider lowering parking garage entrance bars and warning arms for all parking vehicles to a maximum permissible height of seven (7') feet.

DELIVERIES AND 3RD PARTY CONTRACTING

- Restrict some driveways or entrances if multiple entrances are available for deliveries.
 - Accept only authorized and previously scheduled service, deliveries and maintenance calls.
- Pay special attention to unscheduled deliveries or supplies.
- Identify all service personnel entering your property or making deliveries.
 - Pay special attention to or consider not accepting packages that are for guests that have not arrived or checked-in. Make certain that deliveries are accepted for only registered guests or guests with a reservation.

EMERGENCY EQUIPMENT, SUPPLIES AND DATA

- All emergency equipment and standby generators should be inspected and tested. Standby generators should be tested for full load conditions- not just startup.

Security Tips for Your Property

- Inspect all emergency lighting and perform any necessary maintenance.
- Inspect all exit lighting and perform any necessary maintenance.
- Ensure that all fuel tanks for generators and fire pumps are full.
- Emergency supplies such as flashlights, candles, water, canned food, blankets and first aid should be inventoried and restocked as necessary.
- Make certain that a current guest occupancy report is available providing at a minimum the guest's name and their room number. Maintain an electronic backup copy at a remote location.
- Maintain an electronic list of employee work schedules both onsite and at a remote location.
- Have Front Desk employees list daily all cash paying customers.
- Assemble a file of all important documents that you may need during a crisis or emergency, i.e., these tips, your emergency procedure manuals, emergency phone numbers and contact information, an up-to-date list of all employees, a current list of guests and their room number, your one-page insurance summary, a map of the building and your property and a map to emergency medical facilities.
- Maintain all emergency information in a secure area at your property and provide a back-up of all pertinent information at a second or remote location. Inform key personnel of location of emergency information and remote backup data.