

SECURITY QUESTIONS

Please note that the answers to the questions below assist corporate travel executives in fulfilling their duty of care to their traveling employees by enabling them to make a broad based informed risk assessment. Accordingly, a negative response to individual questions does not necessarily mean the hotel will be excluded from the preferred list of hotels for the company's traveling employees.

As companies are using this information to set expectations for their employees please be as accurate as possible when responding.

Key account expectations.....so lets meet them.....

1. What is the nearest Major Airport?
 1. How far is it from property?
2. Is there a Doctor on Call?
 1. If so, what is the contact information?
 2. If so, what is the average response time?
3. What is the nearest Hospital/trauma center?
 1. If applicable, what level of Trauma Center?
 2. How far is it from the property?
4. What is the Nearest Urgent Care Center?
 1. How far is it from the property?
 2. Hours of operation?
5. What is the nearest pharmacy?
 1. How far is it from the property?
 2. Hours of Operation?
6. What is the nearest police substation?
 3. How far is it from the property?
7. What is the nearest fire station?
 4. How far is it from the property?
8. Are there first aid trained personnel on staff or on site 24 hrs?

1. CPR trained?
 2. First-Aid trained?
 3. Wheel chair(s) on site?
 4. What is the average response time of EMS?
9. Is there an AED (automatic electronic defibrillator) on site and is there someone who can use it?
1. Can it be accessed by the public?—(i.e.; if someone on my team is trained)
10. Evacuation procedures;
1. How are the patrons notified of an emergency? From the venue area?
 2. From their rooms?
 3. Who coordinates the evacuation? How frequently is the staff trained?
 4. Are emergency evacuation paths and procedures posted on the guest room door?
 5. Are routes routinely kept clear?
11. Are guests informed how to dial 911 in the event of an emergency?
1. What is the average response time for police?
 2. What is the average response time for EMS?
12. Is there a “Security Team”
1. Can they be directly contacted?
 2. Are they proactive or reactive?
 3. What is the typical staffing of this team?
 - i. Foot patrol?
 - ii. Vehicle patrol?
 - iii. Law enforcement?
 4. Are they armed?
 5. Are they uniformed?
 6. If you do not have a formal security team, how often and how in depth is your training on security with your staff.
13. Exterior doors:
1. What times are they are locked?
 2. After locking are they restricted to registered guest access?
 3. After locking are they monitored for breaches?
 4. Are all emergency exits clearly marked, unobstructed and operable?
14. Are there CO (carbon monoxide) detectors on the property? Location? Are they hard wired?
15. How many feet is the HVAC Air intake away from any motors or exhaust?
16. Are there smoke detectors on the property?
1. Areas covered?
 2. Is there a periodic testing and maintenance program in place?
17. Is there a sprinkler system?
1. Areas covered?
 2. Inspection schedule?

18. Are there manual fire alarm pull boxes?
 1. Areas covered?
 2. Inspection schedule?
19. Are there fire extinguishers?
 1. Areas covered?
 2. Inspection schedule?
20. Are there fire hose stations?
 1. Areas covered?
 2. Inspection schedule?
21. What type of emergency lighting?
 1. Areas covered?
 2. Inspection schedule?
22. Is there an operational emergency generator located on the property?
23. How many floors on the property?
24. How many guest rooms on the property?
25. Is there a public address system on the property? Does it reach all guest rooms and public areas?
26. What is the posted limit of liability for lost or stolen items?
27. Are there in-room safes?
28. Are there safety deposit boxes at the front desk?
29. Are criminal background checks done for all employees that have access to guest rooms?
 1. How frequently?
30. Are random drug tests performed, with all management and staff in the pool to be tested?
31. Is smoking allowed inside the physical property?
 1. Has smoking ever been allowed inside the property?
 2. Is smoking allowed near the building?
 3. On balconies?
 4. Is your entire staff smoke free?
 - i. If not, are housekeepers smoke free?
 - ii. Maintenance Staff?
 - iii. Food and Beverage Workers?
32. Are candles and incense allowed to be burned in the guest rooms?
 1. Is any cooking allowed in guest rooms?
33. Does the hotel have a pest (including bed bugs) and/or rodent control and remediation program?
 1. What types of preventative training occur at the hotel?
 2. How frequently does the training occur?
 3. How often are the rooms and common areas inspected for pests and rodents?

4. How frequently is the property proactively treated for pests and rodents?
 5. Who is the treatment provider?
34. Has the staff been trained to not announce room numbers out loud?
1. Can an outside caller reach a guest room without going through the main switchboard?
35. How many employees work from 11 pm - 7 am?
36. Is there a crisis/emergency management plan in place?
1. Are there specific plans to assist the disabled in the event of a crisis/emergency?
37. Are there night lights in the bathroom?
1. Guest room?
38. If there is a comforter or duvet on the bed?
1. If so, how often is it cleaned?
39. What is/are the latest health inspection ratings received by the property?
1. How often is the hotel inspected by the local health authorities?
40. Is all guest hard and digital data, and confidential information, kept private, with access restricted?
41. How long is confidential information kept?
42. How is confidential information disposed of?
1. Hard Copies Burned?
 2. Shredded?
 3. Digital?
43. Is there a closed circuit television system used in the property?
1. Does it record Audio?
 2. What areas of the property are covered by cameras?
44. Is the CCTV system monitored by hotel staff?
1. If so, how often?
45. How long are recordings retained?
46. Are there electronic locks?
47. If manual locks, are room numbers on keys?
1. If the key is lost, is the lock automatically changed?
48. Is there an RFID system used for locks?
49. Do all rooms have view finders?
1. Are view finders inspected each time a room is cleaned?
 2. Do handicapped rooms have high and low peepholes for wheelchair use?
50. Are there dead bolts on the guest room doors?
1. Safety Bars? Chains?

2. Are these inspected each time a room is cleaned?
51. Are door stops available at the Front desk for use in a guest room?
52. Are electrical adapters available at the front desk?
53. Is the property ADA compliant?
54. Is the property green? Energy Conservation Techniques; Water Conservation Techniques; Recycling?
55. Have the brand and property signed the ECPAT pledge and has the property taken steps to prevent human trafficking on its premises?
56. Is the swimming pool compliant with the Graham Baker Pool Act? Is there a life guard?
57. Is the pool lit 24 hours a day, every day?
58. Is the water in the pool maintained by hotel staff or 3rd party?
 1. If hotel staff, what training have they received?
 2. Which certifications do they currently hold?
59. Is the parking lot well lit?
 1. Does CCTV cover this area?
60. Is landscaping maintained so that no one can hide behind it?
61. If there is an exercise room? Is it staffed?
62. Food and Beverage- if alcohol is served are bar staff, are servers and managers certified in the responsible service of alcohol?
63. Are all kitchen employees certified in safe food handling?
64. Are ingredient lists for all food and drink items available if requested?
65. Is there an Active Shooter response plan in place?
66. General Inquiries:
 1. Crime
 2. Political climate
 3. Terrorist threat
 4. Natural disaster threat
 5. Available resources
67. Are There;
 1. automatic fire door closures
 2. sprinkler systems
 3. elevator shut downs
68. Is secured WiFi Available?
 1. Are hard wire (drops) connections available?

69. Are there emergency "house phones" on each floor?
 1. In the common areas?
70. Cell phone service within venue?
71. Backup power system in case of a loss of power?
72. Fire suppression systems;
 1. how used
 2. who is trained
73. Facility person availability in case of system failure?
74. Does the hotel have a swimming pool/Jacuzzi?
 1. Certified life guard on duty?
 - i. If not, visible signs noting this to the guest?
 2. Life saving equipment accessible to swimmers?
 3. Phone in the immediate area for emergencies?
75. Does the hotel have an in-house water drinking purification system?
76. Does the hotel have Valet Parking?
 1. Available 24 hours?
77. Does the hotel have a parking garage?
 1. 24 hour dedicated parking garage attendant
 2. Emergency telephone
 3. Emergency lighting
 4. Manual fire alarm pull boxes
 5. Hose stations
 6. Fire extinguishers
78. Does the hotel utilize safety glass in its lobby windows and doors?
79. What type and amount of insurance is held by the property?
 1. worker's compensation and/or employer's liability insurance
 2. commercial general liability
 3. comprehensive automobile liability insurance;
 4. host liquor liability insurance
80. Does your company have a policy against human trafficking?
81. Has your company signed on to the ECPAT-USA Tourism Child-Protection Code of Conduct (www.thecode.org, www.ecpatusa.org)??
82. For US only Hotels:
 1. Is the property in compliance with all local, state and federal fire safety laws including the 1990 Hotel/Motel Fire Safety Act Requirements?
81. Please list all current certifications held by employees and/or the property.