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Security management system for hotels

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Foreword

Hotels often call themselves the 'home away from home'. It is the responsibility of all hoteliers to ensure that there is no compromise with safety and security of the guests in the hotel. In the wake of the recent terrorists attacks, safety and security are constantly high on the agenda of hoteliers and guests. This is not surprising as safety and security are key considerations when making decisions to travel. They are critical success factors for a tourist destination. As such, hoteliers and everyone involved in the tourism industry need to work together in reassuring guests and restoring the general public's confidence in the travel industry.

Although safety and security are commonly used interchangeably, the two concepts differ in their focus. Safety involves protecting employees and guests within the hotel property from potential injury or death. Safety issues deal with effects of accidents, hazardous materials and fire. Security goes beyond protecting employees and guests and is concerned with preserving guests' possessions and the property itself. Security issues include matters such as theft and violent crime. Safety can be treated as a form of security that focuses on the protection of guests from injuries.

The commitment of hotels in Singapore to ensure that they are safe and secure has been reflected over the years in many ways. The Technical Reference for Security Management System for Hotels is yet another example of this commitment. SPRING Singapore brought together the Singapore Hotel Association, six hotels, Singapore Police Force and Singapore Tourism Board to form a Working Group under the purview of the Services Standards Committee to develop the Technical Reference. This Technical Reference is also supported by the National Crime Prevention Council. This is truly reflective of security being everyone's business.

This Technical Reference is not to be regarded as a Singapore Standard. It is made available for provisional application over a period of two years, but does not have the status of a Singapore Standard. The aim is to use the experience gained to modify the Technical Reference so that it can be adopted as a Singapore Standard in due course. Users of the Technical Reference are invited to comment on its technical content, ease of use, and any ambiguity or anomaly. These comments can be submitted using the feedback form provided at the end of the Technical Reference and will be taken into account in the review of the publication. At the end of the two years, the Technical Reference will be reviewed by the Working Group. The Working Group will discuss the comments received and determine its suitability as a Singapore Standard. Submission for approval by the Standards Council as a Singapore Standard will be carried out only upon agreement after review.

Attention is drawn to the possibility that some of the elements of this Technical Reference may be the subject of patent rights. SPRING Singapore shall not be held responsible for identifying any or all of such patent rights.

Technical Reference for security management system for hotels

1 Purpose

This Technical Reference specifies the key requirements for a hotel security management system. Security standards include the following key elements:

- Installation and maintenance of security equipment;
- Provision of materials and information outlining security procedures;
- Employing and training of security personnel;
- Training of non-security personnel;
- Establishing plans and procedures relating to security issues.

2 Scope

This Technical Reference applies to the security measures implemented in hotels. It addresses all areas in the hotel:

- Exterior perimeter areas (including driveway);
- Car park;
- Lobby and reception areas (including restrooms, etc);
- Food and beverage outlets, function rooms and foyer area (including restaurants);
- Recreation facilities (including swimming pool, fitness centre, etc);
- Food production areas;
- Back-of-house areas (including staff canteen and restrooms, etc);
- Guestrooms and corridors;
- Hotel control room / Fire command centre;
- Plant room / Rooftop;
- Loading and unloading bay;
- Other public access areas (e.g. retail space).

3 Definitions

In this Technical Reference, the following definitions apply:

3.1 Access

- 3.1.1 Controlled access – Only authorised personnel allowed into the area.
- 3.1.2 Secondary access – Non-crucial entry point(s) into the hotel premises.

3.2 Checklists

Lists developed to check the security standards specified by the hotel.