

SINGAPORE STANDARD
SS 545 : 2009
(ICS 03.080.30; 13.310)

SINGAPORE STANDARD FOR
Hotel security

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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. Due to 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. 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.

Singapore's Fire Safety Act provides for the fire safety regulations and effective enforcement of fire safety standards. As such, information already available in the Fire Safety Act is not included in this Singapore Standard. However, hotels should demonstrate consistent compliance to current safety and security legislation (e.g. Fire Safety Act, SIRD legislation on security personnel, etc).

The commitment of hotels in Singapore to ensure that they are safe and secure has been reflected over the years in many ways. The Singapore Standard for Hotel Security is yet another example of this commitment. SPRING Singapore brought together the Singapore Hotel Association, Singapore Police Force, National Crime Prevention Council, Singapore Tourism Board and four hotels to form a Working Group under the purview of the Special Technical Committee for Tourism & Exhibition Services to review Technical Reference TR 21 which was first developed in 2005. As a result of the review, the Technical Reference was elevated to this Singapore Standard.

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

NOTE

1. *Singapore Standards are subject to periodic review to keep abreast of technological changes and new technical developments. The changes in Singapore Standards are documented through the issue of either amendments or revisions.*
2. *Compliance with a Singapore Standard does not exempt users from legal obligations.*

Singapore Standard for hotel security

1 Scope

This Singapore Standard specifies the key requirements for hotel security and includes the following key elements:

- Assessment and follow-up action;
- Installation and maintenance of security equipment;
- Provision of materials and information outlining security operational procedures;
- Employing and training of security personnel;
- Training of non-security personnel;
- Establishing and reviewing plans and procedures relating to security issues, emergencies and crisis response.