

# HOTEL SECURITY

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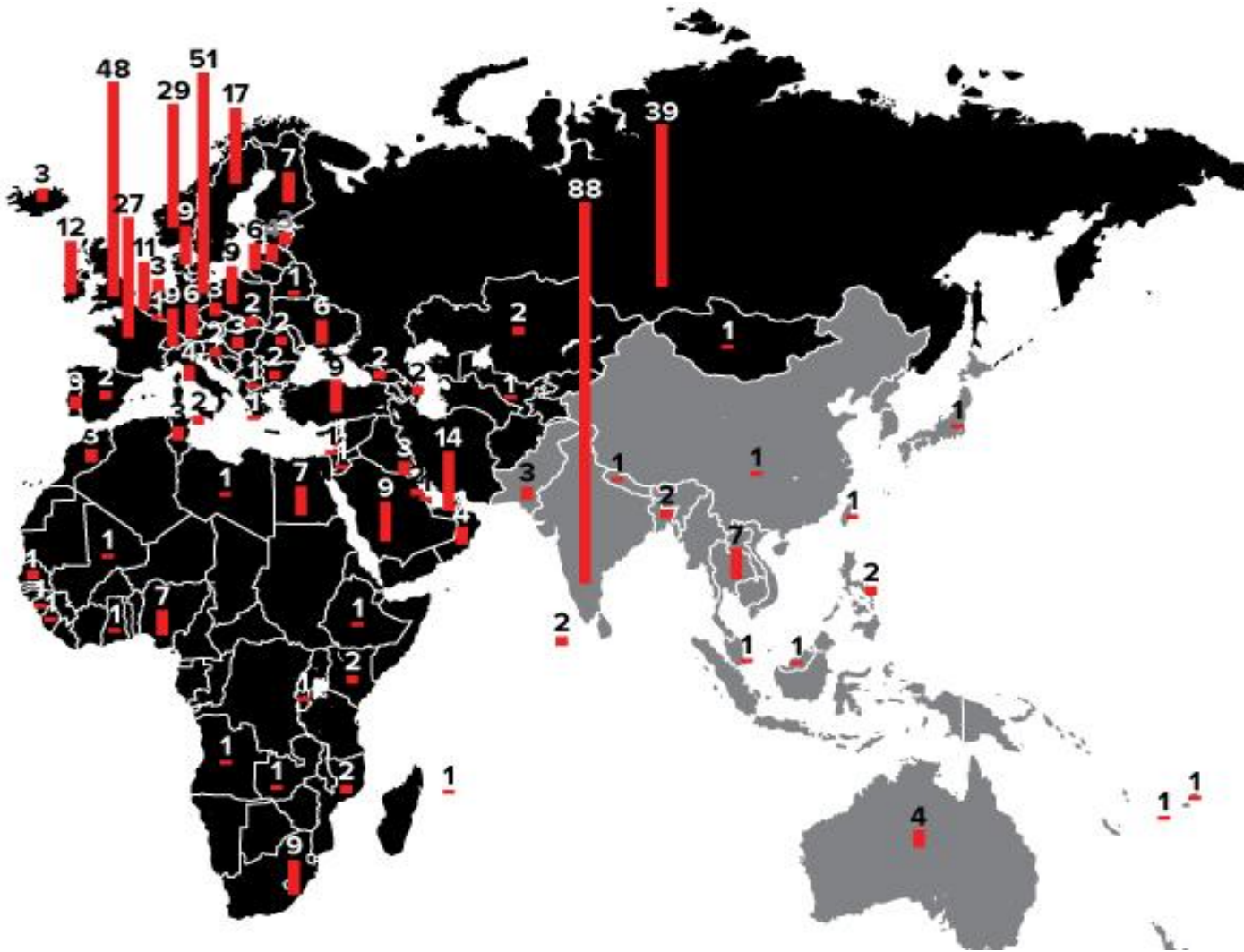
Security Manager

Radisson Blu Scandinavia Hotel, Oslo



# CARLSON REZIDOR

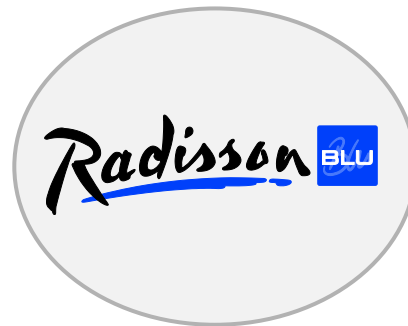
HOTEL GROUP



SAFETY  
AND SECURITY



# Our Brands



SAFETY  
AND SECURITY



# Our Motto: “Always Care”



“Like the Yes-I-Can service our major brands are renowned for, Always Care emphasizes the personal responsibility every employee is expected to take to ensure the safety and security of people and property in all of our hotels.”

- Care about people
- Care about property
- Care about the world around you
- It is everyone’s duty to “**ALWAYS CARE!**”

SAFETY  
AND SECURITY



# The Challenge



In a multinational chain, maintaining high levels of safety and security is dependent on the everyday actions of every employee at every level in every hotel!

**T + R + I + C = S**

INTRODUCING THE CARLSON REZIDOR HOTEL GROUP  
SAFETY AND SECURITY PROGRAM

# TRIC=S Reports Monthly

## SAFETY & SECURITY TRIC=S REPORT

GLOBAL UPDATE Current as of March 5, 2012

### Threat Assessments

Category	Locations	Issues and assessments:
<b><u>RED ALERTS</u></b>		
Austerity measure protests	Europe	New strikes and protests planned in many European countries as <a href="#">discontent over austerity measures continues</a> .
Civil unrest	Global	<a href="#">Civil unrest is the greatest concern for international business travellers in 2012.</a>
<b><u>TRAVEL</u></b>		
Updated Government warnings.	Updated US government warnings issued for <a href="#">Nigeria</a> and <a href="#">Colombia</a> .	<a href="#">See US travel alerts and warnings here.</a> Before international travel, check your foreign ministry website for similar advisories. <a href="#">Click here for a list of links to major country advisory websites.</a>
<b><u>ELECTIONS</u></b>		
Presidential run-off	Senegal (Mar 25)	<a href="#">Tensions and risk of unrest likely to continue until run-off.</a>
Parliamentary and Legislative	Slovakia, (10), El Salvador (11) and Gambia (29)	Elections in these countries are not expected to cause significant rise in risk.
<b><u>EVENTS</u></b>		
National Carnival	Trinidad and Tobago	<a href="#">Crime risk often increases during carnival events.</a>

# Our Formula

Threat assessment +

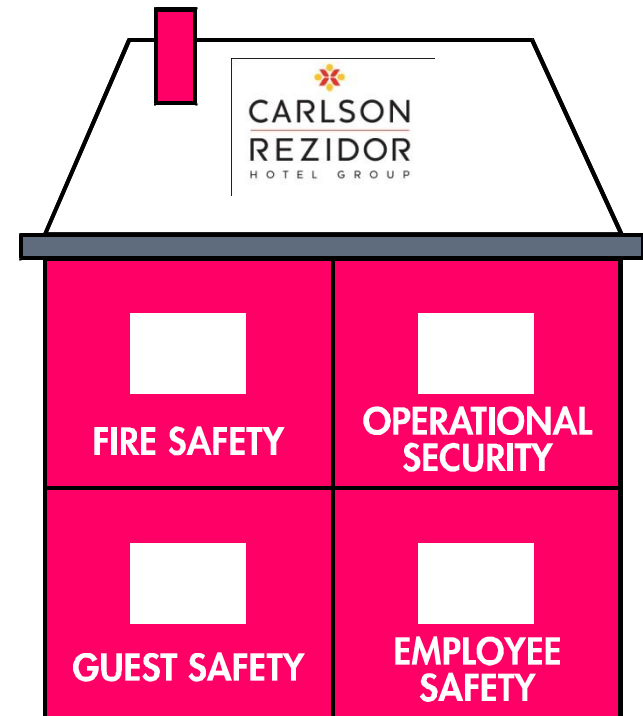
Risk evaluation +

Incident response +

Crisis management =

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Safe, Secure Hotels





# T = Threat Assessments

## Corporate:

- 3rd party alerts, analysis and media monitoring
- in-house assessment and direct dissemination to relevant regions
- cooperation with industry peers and corporate clients

## Local:

- Hotels encouraged to actively participate in hotel associations and crime prevention schemes

**R = Risk Evaluation**

## Safety Security Self-Assessment

-Quarterly self-assessments

-Corporate Audits

External audits verify results

**Safety Security Self-Assessment Application**  
Safety Security Self-Assessment Application Version: UI-1\_0\_0  
Switch to Application

Welcome | **Administration** | Self Serve Extract | Logoff: Gernitz, Christopher

[Admin Management](#) | [Self Serve Extract](#)

[<< Back to Search Results](#)

**Important:** Once the Self-Audit has been launched, no further changes will be possible. Please review prior to launching.

[Edit](#) | [Launch This Self Audit](#)

**Preview Self-Audit**

**Safety Security Self-Assessment Q1 2012**

**GUEST SAFETY + SECURITY**

**100.01 Protection of Guest Identity**  
Guests will enjoy privacy while hotels will follow local legislation regarding record keeping.

- Do you know your local legal requirement for gathering guest information?  
 Yes  No  N/A [Example of Good Practice](#)
- Do you work with IT and accounting to determine where and how any record containing personal guest information is stored and secured?  
 Yes  No  N/A [Example of Good Practice](#)
- Is your staff trained in guest identity protection?  
 Yes  No  N/A [Example of Good Practice](#)

**100.02 Control of Guest Identity**  
Guest identity will be checked when necessary to meet legal or operational requirements.

- Do your check-in procedures ensure that guest name on credit cards and registration cards match the name in the reservation system?  
 Yes  No  N/A [Example of Good Practice](#)
- Do you have procedures for checking identity if a guest asks for a new room key?  
 Yes  No  N/A [Example of Good Practice](#)
- Do your procedures ensure that a new room key locks out previously issued room keys?  
 Yes  No  N/A [Example of Good Practice](#)

**100.03 Doors and Locks**  
Guests will enjoy privacy and not suffer any loss during their stay.

- Do you have electronic locks that keep an audit trail of events?  
 Yes  No  N/A [Example of Good Practice](#)

I = Incident response

- 1) Raise the alarm**
- 2) Save Lives**
- 3) Solve the problem**

# C = Crisis Preparedness



## The Carlson Rezidor Hotel Group – Local Incident Management Plan Template

Introduction.....	2
Response to Incidents.....	4
Appointing the Incident Management Team.....	4
IMT responsibilities.....	5
Chairman.....	6
Legal representative.....	6
Corporate Security representative.....	7
Incident Coordinator.....	7
Public relations /Corporate Communications Representative.....	8
Human resources representative.....	8
The Communicator (only in the event of a kidnap/hostage situation).....	9
PA/Secretary.....	9
Notification and Reporting procedures.....	10
Principles of effective crisis communication.....	11
Definition of a Crisis.....	11
Crisis and Issues.....	11
Retrieving Control in an Unexpected Crisis.....	12
The Flow of Information.....	13
Internal Communication.....	14
External Communication.....	14
Media Guidelines.....	15

Thank you for your time!

Stay safe and always care