Guidelines for
Security Measures
in Hotels

HOTEL
ASSOCIATION
OF INDIA

HOTEL ASSOCIATION OF INDIA

INDEX

Introduction

Terror is not merely a political issue any longer. The incident of 26/11 has hit the tourism industry squarely by picking two iconic hotels in prime business locations of India's financial capital. Attacks in Mumbai were a clear attack on the Indian economy.

Hotels have become vulnerable to terror attacks on account of their high profile guests that include foreign tourists and hence attract the attention of National and International media alike on the happenings.

While hotels being public places recognize the importance of vigilance and security, they now have also to build a strong and visible 'Terror Shield' to deal with possible terror attacks and to inspire tourist confidence.

The Hotel Association of India has therefore drawn on the best international practices in combating terror in compiling the Guidelines for Security Measures in Hotels. It is an illustrative, non-mandatory compendium of security measures which hotels can adopt according to their specific needs.

R.K. Puri
10th December 2008   Secretary General

EXTERNAL ACCESS CONTROL

(i)   Limiting Access Points

Hotels have multiple access points such as entrances for guests at the front, for the staff and suppliers at the rear, from car parks, restaurants and shops with street access. The human traffic through these points is high.

The number of access points needs to be reduced to a minimum of two or three and entry of persons regulated and monitored through CCTV cameras placed at such points.

(ii)   Perimeter Security System

A three-tier security system should be put in place:-

(a)   At the perimeter, on the outside of the hotel itself, cars must be stopped, boots checked and mirrors put under the car chassis to detect explosives.

(b)   Vehicles driving up to the hotel door should be discouraged. Vehicles should not be allowed to go right up to the door. Guests must alight at some distance away and walk-up.

(c)   There should be closed circuit TVs installed in all public areas of the hotel, especially at the alighting point and entrance door for scanning people coming into the hotel.

(iii)   Road Barriers

Premium hotels could consider installing devices like hydraulically operated road barriers or retractable bollards that can stop vehicles coming at high speed. Short humps can be raised from ground level to slow down/stop vehicles.

(iv)   Shrubs and Vines

Heavy shrubs and vines should preferably be kept away from the hotel building and trimmed close to the ground to reduce their potential to conceal criminals or bombs.

(v)   Patrolling

Increasing the number of Security Guards and stepping up patrolling can be an effective deterrent to criminals.

MATERIALS ACCESS CONTROL

(i)   Guest Baggage Check

(a)   Baggage should be taken to a drop point, away from the lobby and passed through baggage scanners which can detect the shape and density of the objects with a high degree of clarity.

(b)   Handheld bags must be checked at the entry point.

(ii)   Hotel Supplies Check

(a)   All supplies to the hotel- fresh and otherwise should be put through scanners as well and trained security personnel should be posted at the Supply Gate to detect any explosives.

(b)   Certain percentage of packages can be opened and physically checked at random.

(c)   Supplies should be sourced from approved and established vendors only.

PEOPLE ACCESS CONTROL

(i)   Walk-in Guests

Hotels should not entertain 'walk-in guests' (without reference or pre-bookings)

(ii)   Guest Profiling

Hotels should put in place a computer linked guest profiling system to zero in on persons of suspicious antecedents whose names figure in the Ministry of Home Affairs' Watch List. The information would include details such as full name of the guest; date of birth; nationality; sex; passport number; country issuing the passport; country of residence; visa number; date and place of issue.

(iii) Employee Verification

Internal security must be ensured through background checks and antecedent verification of employees and service providers. Temporary staff should be hired from reputed contractors who maintain up-to-date database.

(iv)   Visitor Management System

A visitor management system is essential. All visitors must be given a "Visitor Pass".

INTERNAL ACCESS CONTROL

(i) Within the hotel there should be restriction on access to different parts of the hotel.

(ii) Access of staff to various departments in the hotel can also be regulated through proximity cards with magnetic inter locks.

(iii) Entrances to areas such as Boiler Rooms, Mail Rooms, Computer Rooms, Switch Boards and Control Rooms should remain locked when not in use.

(iv) It is also necessary to establish a procedure for the accountability of their keys.

(v) **Lift Usage**

    (a) The practice of people entering the lobby and taking the lift to any floor must be stopped.

    (b) Lifts should be programmed so that Guests staying in hotels are able to go only to the guest floor they are on by swiping their room card in the lift and it should only let them get out on the guest floor they are on.

OTHER SECURITY MEASURES

(i) Room Key Scanners

The US Department of Energy, through its Oak Ridge National Labs, has developed Mass Spectrometry Scanners which can analyse upto 1000 guest room access cards per hour. These can detect even a billionth of a gram of explosives such as Nitroglycerine or TNT. Even if a tinge of explosive has been touched by the guest it would alert the staff immediately and information flashed to security agencies.

(ii) Snifex

Snifex is a small handheld device with an ariel. The ariel starts pointing to the direction where explosive is kept from a distance of a few metres.

(iii) Trash Management

An explosive device can easily be hidden in the trash. Trash cans need to be managed by trustworthy personnel.

CRISIS MANAGEMENT PLAN

(i)   Hotels must have a plan of action ready in case of an emergency. Staff should be trained by mock drills in evacuations to help people in terror situations.

(ii)   Hotels need to build strong in-house systems to prevent or deal with a crisis; train and motivate staff to respond to an emergency and evacuate guests if there is shooting or a bomb goes off. There should be a designated nodal executive in-charge of the crisis management team.

(iii)   During crisis, calls start pouring from all over the world for news of the welfare and safety of guests and from the media persons who file reports on TV channels and in newspapers. There should be a nodal point and a designated person for information dissemination and to respond to all enquiries during a crisis.

LIAISON WITH LOCAL ADMINISTRATION

(i) The Nodal Officer responsible for crisis management in hotels must coordinate closely with the local administration and police authorities for urgent deployment of the Rapid Action Force in any crisis situation.

(ii) Hotels must liaise closely with the local police authorities and in co-ordination with them, arrange for adequate and visible police presence in the vicinity of the hotel.

(iii) **Intelligence Network** Hotels should build up intelligence networking to draw information from internal segments exposed to outside as well as external segments of hotel.
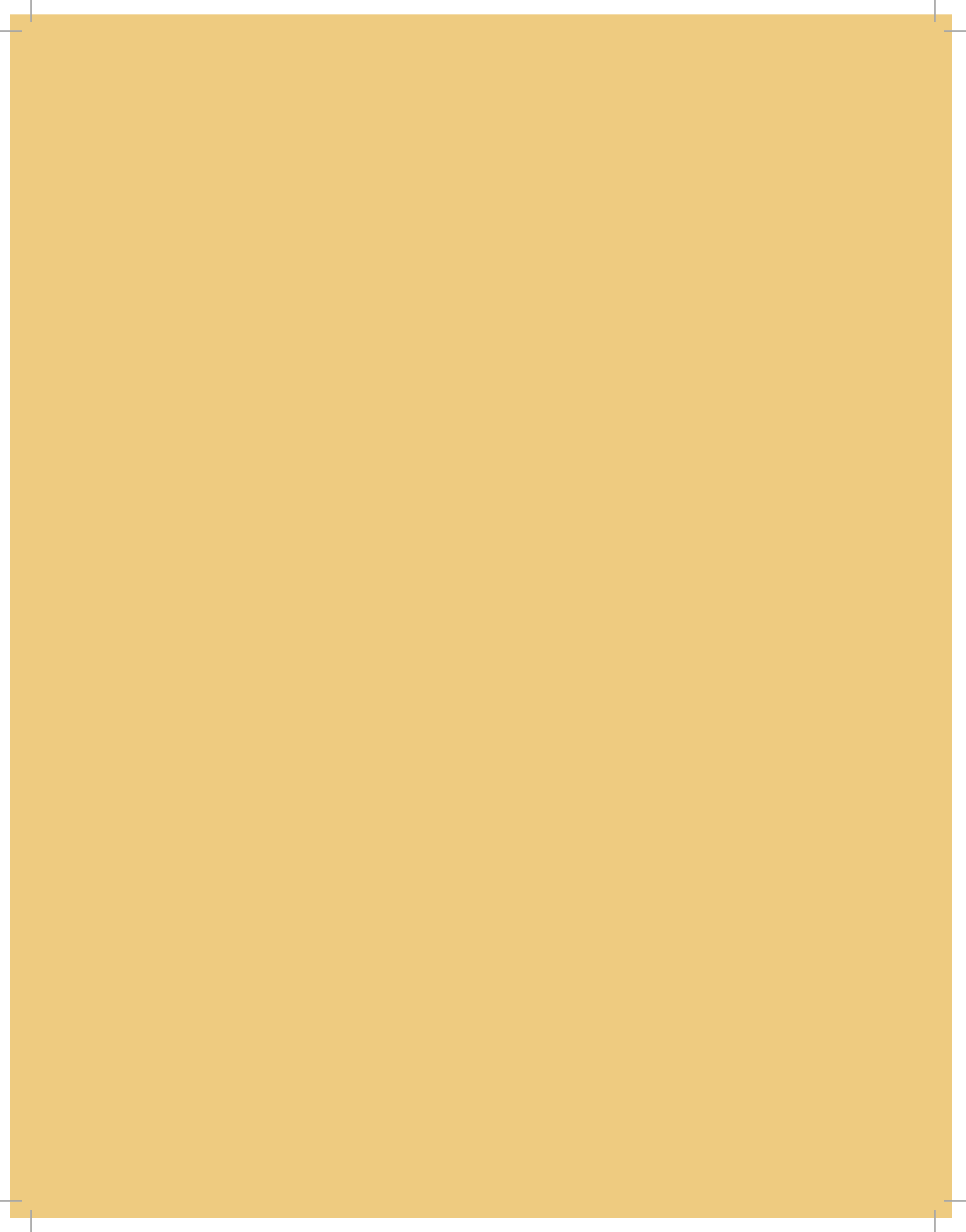
HOTEL ASSOCIATION OF INDIA

B-212-214, Som Dutt Chamber-I, Bhikaji Cama Place,
New Delhi - 110 066, India
Tel: +91-11-26171110/14, **Fax:** +91-11-26171115
Email: haindf@gmail.com, hai@ndf.vsnl.net.in
Website: www.hotelassociationofindia.com