

Closed Hotel Operations Recommendations

- A vacant commercial building, especially a hotel, is a magnet for trespassers, the homeless, vandals, and thieves. Hotel owners and operators need to ensure that the security and the fire/life safety protection equipment of the hotel property are maintained until the hotel resumes operation.
- Hotel property insurers may require that hotel owners or management companies provide building security and basic fire prevention services during the time that the hotel is closed. Security and basic fire prevention may be provided by hotel staff, or 3rd party vendors, such as a private security company. Check with your insurance carrier for their specific requirements.

Recommendations for LIMITED SERVICE Hotels:

1. Inspect ALL exterior doors and windows. Test the doors and windows by pulling and shaking them to ensure they are secure.
2. Create a staffing schedule that provides for 24-hour coverage, seven days a week. **At minimum, no less than two (2) employees (including any 3rd party security personnel, if being utilized), shall be scheduled to be on property at all times.** Having employees spend the night at the hotel is recommended.
3. All participating hotel employees should be thoroughly familiar with and competent operating the hotel fire alarm system. They should be able to read the fire alarm board, respond properly to an alarm, and know how to correctly reset the fire alarm. This is a critical skill needed by all employees or 3rd party personnel occupying and securing the building.
4. It is highly recommended that **a maintenance or engineering employee** be on property as much as possible; the second person on property providing additional security, if an employee, should be a member of hotel management team. Maintenance and Engineering staff being on property, are critical to protect the property, and to ensure the ongoing operation of basic building systems, including the Fire/Life Safety System.
5. Maintenance staff should complete their **maintenance daily checklist** as usual, the same as they would if the hotel was occupied. These checklists usually note water temperatures, water pressure readings, fire sprinkler water pressure, fire alarm status and more. **Document ALL inspections.**
6. A "Security Patrol" is required on a regular basis; every 60 minutes, at a minimum. The "Security Patrol" consists of the following basic procedures at a minimum:
 - a) Check the exterior perimeter of the building; check that all doors and windows are secured.
 - b) Check that the exterior lighting is adequate and that all lighting fixtures are operating properly.
 - c) Check ALL exterior stairwells, parking structures, loading docks; ensure that trash areas are free from trespassers and safety/health hazards.
 - d) Check all interior public areas, interior stairwells, front desk, kitchens, etc.
 - e) Confirm that the visual display on the Fire Alarm Control Panel or "FACP" indicates "Normal" or "All Systems Normal". If the FACP is in an "Alarm" state, or if there are "Ground Faults", "Tamper Alarms" or "Supervisory Troubles", notify engineering/maintenance and management staff **immediately**.
 - f) Walk ALL guest room floors at least once hourly, at a minimum, using the stairwells, to ensure that all areas are secure.
 - g) **DOCUMENT** ALL activity, including security patrols on a written log, indicating the date, time, and name of person(s) conducting the patrols. **DOCUMENTATION IS REQUIRED** to show there were active "Security Patrols" in place.

These recommendations will vary depending on the specific State where you operate, and your insurance policy language and requirements. Always check with your insurance providers and legal counsel before you take action.

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Recommendations for LIMITED SERVICE Hotels continued

- h) Keep hotel radios charged and available for hotel staff to use while they are working at the hotel.
 - i) Security Patrols are required around the clock; the overnight hours are especially prone to crime, vandalism and trespasser attempts.
7. **Stand-alone RESTAURANTS** would follow the same applicable recommendations above, including:
- a) Security patrols 24/7. This is a requirement of the insurance policy, under these extraordinary circumstances. Check with your insurance carrier for specific requirements.

Recommendations for FULL-SERVICE HOTELS:

1. A large, full-service hotel typically employs a full-time loss prevention or security staff. There may be an existing security plan or procedures already available to deal with enhanced security at the hotel. Refer to the hotel's current security policies and procedures first before expanding on them.
2. Make sure that ALL EXTERIOR DOORS have the ability to be locked-down and-working keys are available. Many full service hotels do not ever lock certain exterior doors and keys may not be available. A locksmith may be needed to make keys or repair/replace door locks.
3. Create a 24/7 staffing schedule. **At minimum, there should be multiple employees or 3rd party security personnel, per shift at a large full service hotel.** The size and configuration of the hotel will determine how many employees will be needed to secure the property and make regular security patrols.
4. Most large hotels with security personnel have "security control centers/offices". These control centers have security camera system feeds, alarm monitoring devices, etc. These control centers should be occupied 24/7. Monitoring of the security cameras can help reduce staff and cover the hotel property more efficiently.
5. In addition to loss prevention or security staff, **Maintenance or Engineering employees** should be included in the staffing considerations. Maintenance / Engineering employees should be on property as much as possible and are critical to protecting the property from the usual maintenance issues and emergencies.
6. Maintenance and Engineering staff should conduct their **maintenance daily checklist** as usual, the same as they would if the hotel was occupied. These checklists usually note water temperatures, water pressure readings, fire sprinkler water pressure, alarm status and more. Document these inspections as usual.
7. A "Security Patrol" is required on a regular basis, every 60 minutes-at minimum. The "Security Patrol" consists of the following basic procedures at a minimum:
 - a. Check the exterior, perimeter of the building; check that all doors and windows are secured.
 - b. Check that the exterior lighting is adequate and that all lighting fixtures are operating properly.
 - c. Check ALL exterior stairwells, parking structures, loading docks; ensure that trash areas are free from trespassers and safety/health hazards.
 - d. Check all interior public areas, interior stairwells, front desk, kitchens etc.
 - e. Confirm that the visual display on the Fire Alarm Control Panel (FACP) indicates "Normal" or "All Systems Normal"; if the FACP is in an "Alarm" state, or if there are "Ground Faults", "Tamper Alarms" or "Supervisory Troubles", notify engineering/maintenance and management staff immediately.
 - f. Walk ALL guest room floors at least once hourly, at a minimum, using the stairwells, to ensure that all areas are secure.

These recommendations will vary depending on the specific State where you operate, and your insurance policy language and requirements. Always check with your insurance providers and legal counsel before you take action.

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Recommendations for FULL-SERVICE HOTELS continued:

- g. **DOCUMENT** ALL activity, including security patrols on a written log, indicating the date, time, and name of person(s) conducting the patrols. **DOCUMENTATION IS REQUIRED**, to show there were active “Security Patrols” in place.
- h. Keep hotel radios charged and available for hotel staff to use while they are working at the hotel.
- i. Security Patrols are required around the clock; the overnight hours are especially prone to crime, vandalism and trespasser attempts.
- j. Hotel management can decide if employees should spend the night at the hotel. It may not be needed for regular hours due to staffing, but might be practical on the graveyard shift, due to lower staffing levels.
- k. Hotels with large banquet facilities should have all meeting rooms and banquet rooms inspected during the security patrols.

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