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| **Title:** | **TAMARIND TREE HOTEL BRIEF SAFETY AND SECURITY PROTOCOLS** | | | | |
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**1. General Safety and Security Overview**

**Objective:** Ensure the safety and security of guests, staff, and property while promoting a welcoming atmosphere.

The primary goal of Tamarind Tree Hotel’s safety and security framework is to:

* Protect lives (guests, staff, and visitors).
* Safeguard property (both hotel and guest assets).
* Prevent criminal or disruptive activities.
* Ensure operational continuity during emergencies.
* Promote a culture of awareness and preparedness.

**Core Principles**

* Proactivity: Anticipate threats before they occur through risk assessment and preventive strategies.
* Preparedness: All staff are trained and ready to respond to emergencies effectively.
* Transparency: Clear communication protocols and signage for guests and staff.
* Collaboration: Coordination between departments and local authorities.
* Hospitality-Oriented Security: Maintaining a secure environment without compromising the comfort and privacy of guests.

**Scope:** This policy applies to all areas within Tamarind Tree Hotel, including guest rooms, common areas, back offices, and external grounds.

The safety and security protocols cover all operational aspects of the hotel:

* Guest accommodation (rooms, corridors, elevators)
* Common areas (lobby, restaurants, pool, gym)
* External areas (parking lot, garden, entrance gates)
* Back-of-house operations (kitchens, storage, staff quarters)
* Digital infrastructure (data protection, guest information security)

**2. Access Control**

* **Guest Check-In Protocol:**
  + All guests must present valid Identification during check-in.
  + Front office staff should verify guest IDs against the reservation.
  + Guest room keys/cards should be issued with special attention to data protection and non-transferability.
  + Upon guest check-in inform then on smoking police in the rooms
* **Employee Access:**
  + Staff must wear visible identification badges at all times.
  + Secure access controls for restricted areas (e.g., staff-only areas, storage rooms).
  + Regular audits of employee access to sensitive areas.
  + All staff must clock in and out and adhere to keycard policy
* **Visitor Management:**
  + All guest visitors must be signed in at the front desk and escorted or picked by guest at reception desk.
  + Visitors are not allowed in guest rooms unless accompanied by a guest.
  + Guests should be informed of the hotel’s visitor policy upon check-in.
  + Hotel suppliers, contractors and visitors should go through staff gate, security procedures adhered where color coded passes are issued.

**3. CCTV Surveillance and Monitoring**

* **Camera Coverage:**
  + That CCTV cameras are installed in key areas, including entrances, hallways, lobbies, parking lots, and exterior premises.
  + Maintain real-time monitoring of security cameras.
* **Data Storage and Access:**
  + Recorded footage should be stored for at least 30 days and protected from unauthorized access.
  + Only authorized personnel should have access to the footage for review or investigation.
* **CCTV System Maintenance:**
  + Regular checks to ensure all cameras are operational and positioned correctly.
  + Immediate reporting of any malfunctioning equipment for repairs.

**4. Fire Safety and Evacuation Procedures**

* **Fire Drills:**
  + Conduct fire drills for all staff and guests at least once a year.
  + Post evacuation maps on the back of guest room doors and in common areas.
* **Fire Safety Equipment:**
  + Ensure fire alarms, extinguishers, smoke detectors, and sprinkler systems are installed and operational.
  + Regular inspections of all fire safety equipment and sprinkler systems
* **Evacuation Plan:**
  + Clearly mark emergency exits and routes.
  + Train all employees on evacuation protocols, including how to assist guests with disabilities or special needs.
* **Fire Safety Training:**
  + Conduct regular fire safety training for staff, including how to handle fires, operate extinguishers, and assist guests during evacuations.

**5. First aid and medical emergency protocols**

* **First Aid Kits:**
  + Maintain well-stocked first aid kits in key areas, including the front desk, kitchen, and staff areas.
* **Medical Emergencies:**
  + Ensure all front desk staff have a list of local emergency medical services and hospitals.
  + Train staff in basic first aid – key areas CPR, chocking, stopping bleeding and food allergy
* **Emergency Response:**
  + Staff should immediately call emergency services in case of a medical emergency. Security office extension 260
  + Designate trained personnel to assist until help arrives.
  + Fire Marshall and first aiders names to be displayed on common notice board

**6. Theft Prevention and Anti-Theft Measures**

* **Guest Room Security:**
  + Ensure all rooms are equipped with secure locks and safes for valuables.
  + Inform guests about the importance of securing valuables in the safe or with the front desk.
* **Housekeeping Protocol:**
  + Housekeeping staff should never enter a guest room without the guest present or without authorization.
  + Rooms should be checked regularly for missing or damaged items.
* **Staff Vigilance:**
  + Encourage staff to report suspicious activity or guests to the security team.
  + Implement periodic security checks of areas like storage rooms, employee lockers, and supply closets.

**7. Threats and crisis management**

* **Terrorism and Bomb Threats:**
  + Implement a specific bomb threat protocol, including steps for evacuation and immediate reporting to authorities.
  + All staff should be trained to recognize suspicious behavior or items.
* **Active Shooter or Hostage Situations:**
  + Create an action plan for active shooter situations, including lockdown procedures and communication with authorities.
  + Conduct training drills for all staff, simulating real-life threats.
* **Risk Assessment Framework**
* Conduct quarterly **risk assessments** to identify and mitigate threats:
  + Physical risks (fire, flooding, trip hazards)
  + Security risks (theft, terrorism, unauthorized access)
  + Health risks (pandemics, food safety issues, pool safety)
* Implement **corrective actions** and update SOPs accordingly.

**8. Staff training and security awareness**

* **Ongoing Security Training:**
  + Regular security workshops to ensure that staff understands the latest safety protocols and how to handle various emergencies.
  + Provide specialized training for staff in high-risk areas, such as front desk personnel, security officers, and housekeeping.
* **Behavioral Awareness:**
  + Train staff to recognize and report unusual or suspicious behavior from guests or employees.
  + Encourage staff to communicate potential threats to security immediately.
* **Security Culture and Awareness**
* Encourage a culture of **“See Something, Say Something”** among staff.
* Empower employees to act and report incidents without fear of retaliation.
* Include safety topics in **daily briefings and pre-shift meetings**.

**9. Incident reporting and investigation**

* **Incident Reporting System:**
  + Establish a secure and anonymous reporting system for staff and guests to report safety or security concerns.
  + Ensure prompt investigation and resolution of any incidents, with appropriate follow-up action.
* **Accident and Injury Reporting:**
  + Encourage immediate reporting of any accidents or injuries involving guests or staff.
  + Document all incidents thoroughly and report them to management and insurance as necessary.

**10. Guest Security Services**

* **Guest vehicle Parking Security:**
  + Secure parking areas with proper lighting and surveillance.
  + Ensure that (incase) valet services check vehicle identification and ensure no unauthorized access to parked cars.
* **Guest Escort Services:**
  + Offer escort services for guests traveling alone to Carnivore restaurant or during nighttime hours, especially to parking areas or remote sections of the property.

**11. Environmental and Sustainability Initiatives**

* **Sustainable Practices:**
  + Promote energy-saving measures that also contribute to security, such as motion-sensor lighting in outdoor areas.
  + Implement waste management protocols to reduce clutter and potential hiding places for dangerous items.
* **Sustainable Security Equipment:**
  + Invest in energy-efficient lighting and low-maintenance security systems that reduce the hotel’s carbon footprint.

**12. Legal and Regulatory Compliance**

* **Security Compliance:**
  + Regularly review Kenya and international laws and industry standards regarding safety and security.
  + Ensure the hotel’s safety and security practices comply with Kenya regulations, including fire codes, health and safety standards, and data protection laws.

**13. Communication and Coordination**

* **Emergency Communication System:**
  + Maintain an internal communication system that allows for quick alerts during emergencies.
  + Ensure that communication channels between front desk staff, security, and management are always open.
* **Coordination with Local Authorities:**
  + Establish a good working relationship with Kenya police services, fire departments, and emergency services.
  + Provide local authorities with access to hotel plans and emergency procedures, if necessary.

John

Group Safety and Security Manager

Tamarind group