



# Hotelier Security Guidance

## Security Management System Template

**Background Information**

We have provided below a template for your Security Management System, which will guide you through each objective of the TUI Hotel Security Standard and explain step-by-step what you need to do. Follow the instructions when filling in the template. You will have a Security Management System in place and ready for any incidents, as well as being ready for when TUI’s external security assessment provider contacts you to arrange a Security Assessment.

● **Objective 1: Security Responsible Person**

- Clearly define and allocate responsibilities for security resources, granting them the necessary authority

● **Objective 2: Security Management System**

- Implementation and maintenance of a complete and thorough system – a security management system
- Incident handling

● **Objective 3: Security Risk Assessment**

- Conduct regular risk assessments to identify and evaluate existing risks – providing resulting documentation to TUI upon request and without delay
- Perform dynamic, ongoing risk assessment / situational awareness to update the initial risk assessment continuously.

● **Objective 4: Security Awareness Training**

- Conduct employee training
- Develop a security culture

**Background Information**

Hotel Name: Insert Here

Address: Insert Here

Capacity (how many rooms): Insert Here

Site/Hotel Map [Insert a visual overview/map of your hotel if available] Insert

Photo here:

**Abbreviations**

The abbreviations used in this document are detailed below:

Abbreviation	Explanation





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For any help in completing this section, please read click here: [Response Guide](#)

## **Risk Assessment Methodology**

*In this section, you should document the guidelines/rules on your risk assessment process. Different risk assessment approaches/methodologies exist. Whatever methodology you choose needs to be simple as possible, and it should be consistent from year to year. When you make a decision on your preferred methodology, you will have to define:*

- a. How will you identify the risks that could cause the loss of your assets?*
- b. How will you identify the risk owners?*
- c. What will be the criteria for assessing consequences and the likelihood of the risk?*
- d. How will you calculate the risk?*
- e. What are the criteria for accepting risks?*

For any help in completing this section, please read click here: [Response Guide](#)

The hotel should monitor and measure the performance of its security processes and equipment against the objectives, minimum equipment performance levels, identified risks and specified mitigation measures defined by this document.

Items	Frequency of checking (quarterly, yearly,...)	Responsible person
<i>e.g. lighting</i>	<i>Daily</i>	<i>Zone Responsible</i>

### Security Training Program

In this section, you should document the topics of your Security Training Program, when the training takes place and who are target groups. The hotel should establish a training programme for its personnel, including all levels of Employees. The amount and detail of the Security Training Program should be proportionate and appropriate to the individual's responsibility and involvement in the security functions the employee fulfils.

Training Topic	Frequency	Who are the participants
<i>e.g. Security Awareness Training</i>	<i>With each employee's induction</i>	<i>All new employees</i>

*This section should include response processes for dealing with security incidents. The processes should be exercised or reviewed as appropriate regularly.*

### **Emergency Contact Details**

Emergency Contact	Details & phone number
Police	
Fire Brigade	
Medical Assistance	
Hospital	
Regulatory Authority	
Media (e.g. newspapers, television)	
Neighbouring properties/facilities which might need to be alerted in case of an incident	
TUI Functions (TUI Musement, TUI Group Purchasing)	
Internal functions (e.g. 24/7 security point of contact, management, security personnel, maintenance team, customer services, all staff)	
Suppliers/contractors and external experts (e.g. transport providers, tour operators, booking agents, insurance companies, alternative accommodation, psychological support services)	

## Public Communication Systems:

*Describe how you will alert your guests and employees in case of a security incident.*

Public Communication Systems		
Loudspeaker		
Light signals		
Sirens		
Emergency Scripts		

## Incident Report and Documentation

*In this heading, write down how you report incidents, in what format, where you keep historical data and what happens if an incident is reported. The system should ensure records are traceable, retrievable and accessible by those authorised.*

## Special Procedures

*Special procedures can be in separate documents. A short description and where and in which document the entire process is described is enough.*

- Zoning
- Evacuation
- Invacuation
- Dynamic Lockdown
- Search Planning  Bomb threat
- Detection of suspicious objects/persons/situations
- Special Event Planning
- Cash Handling
- The handling of sensitive information and documents

Version	Date	By	Revision/changes made
Draft 01	20220315	Robert Zsolt Doma	Development
Draft 02	20220425	Robert Zsolt Doma	Additional Information
Final v.1	20220627	Robert Zsolt Doma	Minor changes in layout
Final v.1	20220818	Robert Zsolt Doma	Minor changes in wording
Final v.1.1	20240402	Daan Bouwsema	Lay out

*Any changes made to your document need to be documented here*