



Creating Accommodation Safety & Security Guidelines

OSAC Hotels and Lodging Sector Committee

Introduction

The OSAC Hotels and Lodging Sector Committee (HLSC) developed this resource to assist the broader OSAC membership in better understanding general guidance for safety measures employed by accommodations globally. The topics provide considerations for group security managers or travel program managers regarding properties and their approach for safety, security, and health. It provides the basis for a conversation with lodging providers about how these practices are implemented at the property level.

Any organization providing guidance on the safety of travelers may consider its unique considerations for:

- Typical traveler profile and type of trip
- Type of accommodations (e.g., hotels, short term rental, serviced apartment, star rating, type of facilities)
- Risk of the location as determined by the U.S. Department of State and other open-source or contracted resources

General Safety & Security Questions

- ☐ Does the accommodation assess the risk of the location based on specialized and/or open sources?
- ☐ Does the accommodation have a strategy to mitigate the risk?
- ☐ Does the accommodation follow a group or hotel-brand life safety & security program that is aligned, at a minimum, with national and regional standards?
 - Can the accommodation provide a more detailed fact sheet in a one-on-one exchange?
 - Has the property conducted a risk assessment and implemented controls?
 - Has the accommodation provided a designated contact for safety and security at a local and/or regional level?

Safety & Security Topical Questions

Guest Safety & Security

- ☐ Does the accommodation have systems and procedures to provide safe guest access to rooms and belongings?
- ☐ Does the accommodation or group have procedures to ensure the protection of guest identity?
- ☐ Does the accommodation have procedures to identify the guest if they use a digital key?
- ☐ Does the accommodation have IT security safeguards to protect guests' Personally Identifiable Information (PII) and devices?
- ☐ Are guestrooms protected against unauthorized access?

- ☐ Are guestrooms equipped with security features such as door locks, intrusion prevention on doors and windows, and safes installed according to supplier specifications and local regulations?
- ☐ Is current information provided in the guestroom about egress routes and the location of fire safety equipment?
- ☐ Are vehicles used for guest transportation equipped with safety devices such as seat belts, and does the accommodation have a procedure for regular vehicle maintenance, insurance, and license check for all drivers?

CCTV & Access Control Systems

- ☐ Are all critical points in the accommodation under CCTV surveillance?
- ☐ Are data and video footage safely stored and available to support an incident investigation?
- ☐ Are areas such as elevator lobbies, front desks, and parking lots access-controlled?
- ☐ Are entrances locked and access-controlled at night?

Life Safety

- ☐ Are Fire Protection Systems in place that include detection, suppression, and alert?
 - Are systems tested regularly to ensure operation according to supplier specifications and local regulations?
 - Is the team trained and are regular drills organized for fire response and evacuation, as a minimum in line with local regulations?
- ☐ Are all emergency egress routes clearly marked, equipped with emergency lighting, unobstructed, accessible, and functioning?
- ☐ Are life safety systems and devices installed and operational in applicable accommodation areas such as the pool and spa?

Crisis Management

- ☐ Is the accommodation prepared to respond to emergencies and incidents (e.g., natural disasters, power outages, attacks) that could reasonably affect the property?
- ☐ Does the accommodation have an emergency and contingency plan in place that includes lighting and utility backup systems and redundant communication systems?
- ☐ Are critical local contacts to emergency and support services (e.g., hospital, fire brigade, food safety expert) known or readily available for the staff?
- ☐ Does the accommodation have updated internal escalation points of contact for all safety and security matters?

Staff Training

- ☐ Are security staff appropriately trained and equipped for the risk environment?

- ☐ Are staff routinely trained in emergency response procedures?
- ☐ Does the accommodation offer staff training on the prevention of human trafficking?
- ☐ Are staff routinely trained on
 - Deployment and use of life safety equipment (e.g., first aid)
 - Food safety

Health & Safety

- ☐ Does the accommodation have protocols and certifications addressing:
 - Food and drinking water safety
 - Any on-premise water feature safety (e.g., pool, fountain)
 - Storage of Hazardous Materials
- ☐ Does the accommodation have a process for regular maintenance and certification, where applicable, of mechanized equipment (e.g., elevators and escalators)?
- ☐ Is the accommodation following the appropriate COVID-19 prevention measures? [Hotel Checklist - COVID-19 Prevention Measures](#)

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November 2022