Considerations for Hotel Security

Presentation Overview

Hotel Security Threats

What are the security risks posed to travelers during hotel stays abroad?

Hotel Security Measures

What are the security best practices employed to mitigate these risks?

Hotel Security Evaluation

What factors should security managers consider when assessing hotel security?

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Hotel Security Threats

What are the security risks posed to travelers during hotel stays abroad?

Hotel Security Threats

- High probability, low consequence vs. Low probability high consequence (Petty theft vs. bombing)

- Several high profile hotel attacks in the last decade, but crime is far more common

- Extreme weather events and natural disasters generally fall somewhere in-between (with the potential to become high consequence events)

Hotel Attacks: 2008 to 2018

According to OSAC records:

- 200+ attacks globally over the past decade in 38 different countries

- Most common location is Somalia

- Several tourist resort attacks, including the 2015 attack in Sousse, Tunisia (38 killed)

- Highest death toll was 2008 Mumbai attack: 61 dead between Oberoi-Trident Hotel and Taj Mahal Palace and Tower Hotel (164 total deaths)

Hotel Attacks: Why are hotels targeted?

- Symbols of the West
- Soft targets
- High-profile guests
- Financial disruption
- Easily accessible
- Low-risk, high reward

Commonalities Among Hotel Attacks

- Synchronized
- Multi-staged
- Indiscriminate
- Researched
- Rehearsed
- Targeted

Hotel attacks tend to be strategically designed to exploit inherent hotel vulnerabilities.

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Hotel Security Measures

What are the security best practices employed to mitigate these risks?

Physical Security Best Practices: Design and Placement

Extent of measures deployed should be dependent on the local threat level.

▰ Establish setback from the street (if applicable).

▰ Avoid proximity to other high value targets or physical connections to unsecure sites.

▰ Establish shelter in place locations within the confines of the facility.

Physical Security Best Practices: Identification, Mitigation, and Response

- Develop and exercise evacuation and emergency plans.

- Employ a well-trained, vetted guard force.

- Maintain unpredictable patterns of security.

- Incorporate extensive closed-circuit television (CCTV) cameras utilizing multiple angles with consistent monitoring.

Physical Security Best Practices: Identification, Mitigation, and Response

- Alter delivery entrances randomly to avoid discernable patterns.

- Restrict access to HVAC systems.

- Establish luggage storage areas that are away from people.

- Install emergency lighting systems and automatic locking mechanisms of access doors and windows to critical sites.

- Reinforce doors/windows.

Physical Security Best Practices: High Threat Areas

- Close access to hotel from street.

- Close underground parking garages.

- Train staff in surveillance detection.

- Erect security barriers/checkpoints at a safe distance.

- Check baggage and conduct regular security sweeps.

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Hotel Security Evaluation

What factors should security managers consider when assessing hotel security?

Look for Strong Access Controls

- Extensive (and routinely monitored) CCTV cameras

- Visible security personnel in the lobby/ patrolling public areas

- Card access control on elevators

- Electronic key cards that can be reset between stays, and audited

- Security bolts and chains on room doors

- Limited or no re-entry floors on fire stairs

- High Threat: Armed security and/or police/military presence

Other Security Factors to Consider

- Proximity to the work site

- Multiple transit routes to and from

- Proximity to safe havens & emergency response

- Distance from high value targets

- Overall hotel quality

- Hotel self-sufficiency

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Hotel Security Tips for Travelers

Encourage travelers to:

- Stay with their luggage throughout check-in.
- Avoid the ground floor or being too high up.
- Check the locks on windows and doors.
- Lock the doors when occupying their room.
- Utilize the in-room safe.
- Study the hotel's emergency procedures.
- Ask hotel employees to identify themselves or show ID before allowing them to enter guestroom.

OSAC Hotel Safety/Security Resources

Hotel Security and Safety Assessment Form

Considerations for Selecting Secure Hotels and Transport

Fire Safety Abroad

And more…

OSAC has a number of hotel-specific security resources available at www.OSAC.gov.

Hotel Security Working Group (HSWG)

- Addresses security concerns relevant to the hotel industry operating abroad

- Promotes the safety and security of guests and employees of member organizations

- Works to develop resources and training opportunities relevant to the hotel security community

For questions about the HSWG, contact OSAC.