

# Audit Report for Audit ID - AU00342-2

## VA-Security - Fire Safety Controls

Audit Score

81/100

### Details

Audit	AU00342
Scheduled Audit	AU00342-2
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	Security
Checklist	VA-Security - Fire Safety Controls
Audit Type	External
Auditor	Venkat Associates
Start Date	11-12-2018
End Date	18-12-2018
Submitted Date	16-12-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	12
Chronic Issues	0

## Comparison

### GREENPARK HOTEL- GPC VA-SECURITY - FIRE SAFETY CONTROLS

VA-SECURITY - FIRE SAFETY CONTROLS		Dec 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Controls	72	-	-
2	Operations	83	-	-
3	Fire Safety	89	-	-
Audit Score		● 81	-	-

	80-100 = Green	Good / Excellent
	61-79 = Yellow	Average
	60 below is Red	Poor / Fair

# Non-Compliance

## Section: Controls

### Subsection: Gate Pass

- 1: Is there any abnormal delay in receiving RGP materials from the vendor? **NC**

Rating: 7

Attachments :

QUE154\_DOC\_20181214\_161118.xlsx

Observation Text :

A few materials sent on returnable basis were pending to be received for a maximum of 967 days as on the date of audit i.e. 14-Oct-18. Many of the items in the listed out instances were sent to Mango resort under RGP only. Considering the nature of the items sent, they ought to have been sent via NRGP only. The department shall clarify

## Section: Controls

### Subsection: Safety Controls

- 1: Does the unit carrying out the frisking activity for visitors/vendors while entering /exiting the premises? **NC**

Rating: 0

Observation Text :

During the verification CCTV footage of 13-Oct-18 (3PM to 6PM) on 15-Oct-18, it was observed that frisking activity was not done for visitors & vendors while entering/ exiting the premises.

- 2: Whether walkie talkies are used by the security guards and whether the licenses are up to date? **NC**

Rating: 0

Observation Text :

Walkie talkies licenses is not available in the unit.

- 3: Is DFMD (Door Frame Metal Detector) has been placed at the guest/employee entrance of the hotel and are in working condition and no guest are allowed to enter bypassing the same? **NC**

Rating: 5

Observation Text :

DFMD is not in working condition at the time office past 3 years.

- 4: Are all metals and explosives calibrated in DFMD available at the unit? **NC**

Rating: 0

Observation Text :

Proposal has been given for getting the calibration in DFMD.

- 5: Are CCTVs installed at the hotel is adequate and whether all the areas of the hotel are covered and whether all are in working condition? **NC**

Rating: 5

Attachments :

QUE163\_DOC\_20181214\_164555.xlsx

Observation Text :

We observed that in a few places, CCTVs were not set for better controls.

- 6: Does the unit follows data back up procedures for CCTVs installed at the hotel? **NC**

Rating: 7

Observation Text :

The existing DVR's have the capacity to store the images for only maximum of 45 days. (32 CCTV - 45 DAYS, 20 CCTV - 31 DAYS, 16 CCTV - 24 DAYS)

- 7: Does the unit monitoring CCTV footages at all hours? **NC**

Rating: 0

Observation Text :

It was also found that while the images were being recorded in CCTV cameras the same are not monitored by security supervisor.

**Section:** Operations

**Subsection:** Others

- 1: Whether minimum qualification and age defined in the agreement **NC**

Rating: 0

Observation Text :

Age was not defined in the agreement.

- 2: Are there any clause for replacement of security guards, if in case of any absenteeism? Is there any penalty clause for non adherence of the terms and conditions?

**NC**

Rating: 6

Attachments :

QUE190\_DOC\_20181214\_171131.xlsx

Observation Text :

As per agreement with the Chennai Citizen security service, they have to provide 17 security guards But observed that Security employees present were less than 17 on a few days which in turn weakens the security control in the premises and the present guards having had to work extra continuous shifts which in turn would affect their alertness and could also lead to conflict with the statutory authorities. And though, there is penalty clause for non compliance to the contract the unit only informs the contractor that security guards presented at the premises are below 17 and as on date unit didn't outsource any security guard from third party.

- 3: Do security guards conducting continuous/multiple shifts in a day? **NC**

Rating: 7

Attachments :

QUE191\_DOC\_20181214\_171213.xlsx

Observation Text :

The personnel had even worked continuously for 5,4, 3 and 2 shifts without a break.

**Section:** Fire Safety

**Subsection:** Fire Fighting

1: Whether the emergency exits are marked and highlighted and are clutter free? **NC**

Rating: 7

Observation Text :

Fire exit door was closed in the near KST back side area.

## Chronic

No chronic issues found

# Audit Questionnaire

**Section: Controls****Subsection: Security Display**

1: Does the unit display the specimen copy of the authorised signatories at the security gate?

Rating: 9

Observation Text :

Yes Displayed in security gate

2: Does the unit display the emergency contact numbers like, Police, Fire, Nearest Hospital, HOD, etc..?

Rating: 9

Observation Text :

Yes Displayed in security gate

3: Does the unit display the Fire Extinguisher layout (Location wise) at the security gate?

Rating: 9

Observation Text :

Yes Display

4: Does the unit display the Hotel/Unit/Property's layout at the security gate?

Rating: 9

Observation Text :

Yes Displayed

5: Does the unit display the Emergency Evacuation map at the security gate?

Rating: 9

Observation Text :

Yes

6: Does the unit display the updated Disaster Management Board at the security gate?

Rating: 9

Observation Text :

Yes

**Section: Controls****Subsection: Gate Pass**

1: Does the unit maintain RGP (Returnable Gate Pass) & NRGP (Returnable Gate Pass)?

Rating: 9

Observation Text :

Yes

2: Are all the RGPs are serially numbered?

Rating: 9

Observation Text :

Yes

3: Are all the NRGP are serially numbered?

Rating: 9

Observation Text :

Yes

4: Does the unit maintain RGP and NRGPs register and are updated properly?

Rating: 9

Observation Text :

Yes

5: Are all the RGPs and NRGP authorized as per the policy?

Rating: 9

Observation Text :

yes

6: Status of long pending RGPs to be given and whether the security monitor the long pending RGPs at frequent intervals?

Rating: 9

Observation Text :

yes

7: Is there any abnormal delay in receiving RGP materials from the vendor? **NC**

Rating: 7

Attachments :

QUE154\_DOC\_20181214\_161118.xlsx

Observation Text :

A few materials sent on returnable basis were pending to be received for a maximum of 967 days as on the date of audit i.e. 14-Oct-18. Many of the items in the listed out instances were sent to Mango resort under RGP only. Considering the nature of the items sent, they ought to have been sent via NRGPs only. The department shall clarify

## **Section: Controls**

### **Subsection: Safety Controls**

1: Whether the HR department personnel has the practise of verifying the first aid boxes and its components monthly and are re-filled based on the same?

Rating: 9

Observation Text :

Yes



2: Is there any expired medicines/tablets in the First aid box? Physical verification of first aid boxes at various departments to be done and availability, non-availability to be reported

Rating: 9

Observation Text :

Physical verification of first aid boxes at security department and found satisfactory.

3: Does the unit carrying out the frisking activity for visitors/vendors while entering /exiting the premises? **NC**

Rating: 0

Observation Text :

During the verification CCTV footage of 13-Oct-18 (3PM to 6PM) on 15-Oct-18, it was observed that frisking activity was not done for visitors & vendors while entering/ exiting the premises.

4: Whether walkie talkies are used by the security guards and whether the licenses are up to date? **NC**

Rating: 0

Observation Text :

Walkie talkies licenses is not available in the unit.

5: Whether all the HHMD (Hand Held Metal Detectors) are in working condition and are physically verified and tallied and in case of variance action has been taken?

Rating: 9

Observation Text :

Total -2 In working condition - 2

6: Does the unit maintain baggage X-Ray scanner and all the guests luggage / baggage are scanned?

Rating: 9

Observation Text :

Yes

7: Is DFMD (Door Frame Metal Detector) has been placed at the guest/employee entrance of the hotel and are in working condition and no guest are allowed to enter bypassing the same? **NC**

Rating: 5

Observation Text :

DFMD is not in working condition at the time office past 3 years.

8: Are all metals and explosives calibrated in DFMD available at the unit? **NC**

Rating: 0

Observation Text :

Proposal has been given for getting the calibration in DFMD.

9: Are CCTVs installed at the hotel is adequate and whether all the areas of the hotel are

covered and whether all are in working condition? **NC**

Rating: 5

Attachments :

QUE163\_DOC\_20181214\_164555.xlsx

Observation Text :

We observed that in a few places, CCTVs were not set for better controls.

10: Does the unit follows data back up procedures for CCTVs installed at the hotel?

**NC**

Rating: 7

Observation Text :

The existing DVR's have the capacity to store the images for only maximum of 45 days. (32 CCTV - 45 DAYS, 20 CCTV - 31 DAYS, 16 CCTV - 24 DAYS)

11: Are all the CCTVs in working condition?

Rating: 9

Observation Text :

yes working condition

12: Does the unit monitoring CCTV footages at all hours? **NC**

Rating: 0

Observation Text :

It was also found that while the images were being recorded in CCTV cameras the same are not monitored by security supervisor.

13: Does the unit verify if any guest room is on DND for more than 12hrs during the day (the room to be checked by team consisting of Front Office Manager, Security Manager, and Executive Housekeeper. Any guest refuses service for couple of time it should be brought in to the notice of above team immediately)

Rating: 9

Observation Text :

Yes

## **Section: Operations**

### **Subsection: Records or Registers and Controls**

1: Does the unit maintain the Visitor Pass/tags and are updated the register properly?

Rating: 8

Attachments :

QUE168\_DOC\_20181214\_165537.xlsx

Observation Text :

During the physical verification of various tags maintained at Time Office, variances were observed.

2: Are all the Visitor pass/tags are serially numbered?

Rating: 8

Attachments :

QUE169\_DOC\_20181214\_165543.xlsx

Observation Text :

During the physical verification of various tags maintained at Time Office, variances were observed.

3: Does the unit maintain record for the food taken from the unit to other units with the signature of Security, F&B Controls(Finance) teams.

Rating: 9

Observation Text :

Unit is maintaining the records

4: Does the unit maintain inward & outward registers and are updated properly?

Rating: 9

Observation Text :

yes

5: Does the unit maintain Security attendance register and are updated properly (no single person to sign on behalf of others?)

Rating: 9

Observation Text :

Yes Updated properly.

6: Does the unit maintain Security Log book and are updated properly?

Rating: 9

Observation Text :

Yes Updated properly.

7: Does the unit maintain Key register and are updated properly??

Rating: 9

Observation Text :

Yes Updated properly.

8: Does the unit maintain Contract attendance register and are updated properly?

Rating: 9

Observation Text :

Yes Updated properly.

9: Does the unit maintain Staff & Executive movement registers and are updated properly?

Rating: 9

Observation Text :

Yes Updated properly.

10: Does the unit maintain employee's sleeping register?

Rating: 9

Observation Text :

yes available

11: Does the unit maintain Two wheeler & Car parking registers and are updated properly?

Rating: 9

Observation Text :

Yes Updated properly.

12: Does the unit maintain Valet Car parking register and are updated properly?'

Rating: 9

Observation Text :

Yes Updated properly.

13: Does the unit maintain Cash register and are updated properly? ☒ Not Applicable

14: Does the unit maintain Mobile register are updated properly?

Rating: 8

Attachments :

QUE181\_DOC\_20181214\_170157.xlsx

15: Does the unit maintain Tips register and are updated properly?

Rating: 9

Observation Text :

Yes tips register maintained properly.

16: Does the unit maintain Dry & Wet Garbage registers and are updated properly?

Rating: 9

Observation Text :

Yes Updated properly.

17: Does the unit maintain Water register and are updated properly??

Rating: 9

Observation Text :

Yes Updated properly.

18: Does the unit follow and maintain the record for the procedure of verification of Lost and Found High value(above Rs.500/-)items.

Rating: 9

Observation Text :

yes

19: Does the unit maintain Fuel/Gas register and are updated properly?

Rating: 9

Observation Text :

yes

**Section: Operations****Subsection: Others**

- 1: Whether the agreement for deploying security guards are renewed and signed?

Rating: 9

Observation Text :

yes

- 2: Whether all the proper supportings are available for the payments made to the Contractor for Security Guards deploying?

Rating: 9

Observation Text :

Yes

- 3: Whether minimum qualification and age defined in the agreement **NC**

Rating: 0

Observation Text :

Age was not defined in the agreement.

- 4: Are there any clause for replacement of security guards, if in case of any absenteeism? Is there any penalty clause for non adherence of the terms and conditions?

**NC**

Rating: 6

Attachments :

QUE190\_DOC\_20181214\_171131.xlsx

Observation Text :

As per agreement with the Chennai Citizen security service, they have to provide 17 security guards But observed that Security employees present were less than 17 on a few days which in turn weakens the security control in the premises and the present guards having had to work extra continuous shifts which in turn would affect their alertness and could also lead to conflict with the statutory authorities. And though, there is penalty clause for non compliance to the contract the unit only informs the contractor that security guards presented at the premises are below 17 and as on date unit didn't outsource any security guard from third party.

- 5: Do security guards conducting continuous/multiple shifts in a day? **NC**

Rating: 7

Attachments :

QUE191\_DOC\_20181214\_171213.xlsx

Observation Text :

The personnel had even worked continuously for 5,4, 3 and 2 shifts without a break.

- 6: Does the security guards present for the weighment of materials during inwards?

Rating: 9

Observation Text :

yes

7: Food authorisation slip are available for all the food item taken out by staff?

Rating: 8

Attachments :

QUE193\_DOC\_20181214\_171718.xlsx

Observation Text :

In 9 instances, Food authorisation slip was not available for staff and executive take away from the Hotels' various restaurants.

8: Does the unit obtain approval for the reimbursement towards damage to guest vehicles if any? (upto Rs.20,000/-Unit Head, Rs.0.50Lakh-Dy. Head Operations & above Rs.0.50Lakh-Head of Operations & Head of Finance -Corporate)

Rating: 9

Observation Text :

In 3 reimbursement happen in past six month with approval of VP.

9: Does the unit arrange vehicle for the Cashier to withdraw the cash from bank?( and a Security Guard to accompany the Cashier)

Rating: 9

Observation Text :

yes

#### **Section: Fire Safety**

#### **Subsection: Fire Fighting**

1: Has the unit placed the Fire Extinguishers (FEs) as per the approved Fire Extinguisher layout?

Rating: 9

Observation Text :

yes

2: Are Fire Alarms installed at the unit?

Rating: 9

Observation Text :

yes

3: Are the control panel of the Fire alarms are in accessible condition?

Rating: 9

Observation Text :

yes

4: Are smoke detectors and water sprinklers installed at the unit?

Rating: 9

Observation Text :

yes

5: When is the last time the fire sprinklers and gas smoke detectors are tested?

Rating: 9

Observation Text :

Fire sprinklers testing done on 09-Mar-18

6: Is there any record maintained by the security department for conducting the test of water sprinklers pipe once in a year with the help of Fire department?

Rating: 9

Observation Text :

yes

7: Are FEs placed in accessible manner?

Rating: 9

Observation Text :

yes

8: Whether sand buckets are placed and the sand are refilled regularly?

Rating: 9

Observation Text :

yes

9: Whether new joiners are inducted on the safety techniques of the hotel?

Rating: 9

Observation Text :

yes

10: Whether there is any emergency alarm button is installed in the cold freezer room in the event of door lock?

Rating: 9

Observation Text :

yes

11: Whether the laundry chute landing area is free of clutter? ☒ Not Applicable

12: Whether the emergency squad details are displayed?

Rating: 9

Observation Text :

Yes Displayed

13: Whether the security guards or the manager are trained in CPR?

Rating: 9

Observation Text :

Yes

14: Whether gas banks and diesel storage area are clearly marked and no smoking signage is displayed and are there sand buckets placed and refilled?

Rating: 9

Observation Text :

Yes

15: Whether assembly area in the event of any emergency is identified and informed to all the employees of the unit?

Rating: 9

Observation Text :

Yes

16: Whether the hotel layouts and emergency layouts are properly displayed in all the floors / or in the rooms?

Rating: 9

Observation Text :

Yes Displayed in all floors

17: Whether the emergency exits are marked and highlighted and are clutter free? **NC**

Rating: 7

Observation Text :

Fire exit door was closed in the near KST back side area.

18: Are all the FEs in working condition & refilled within the due date of servicing?

Rating: 9

Observation Text :

Yes

19: Are the refilling dates of all the FEs falling on the same date?

Rating: 9

Observation Text :

No

20: Are there any spare FEs available for back up purpose at the unit?

Rating: 9

Observation Text :

Yes available

21: Is there any expired FEs at the unit?

Rating: 9

Observation Text :

No Expire FEs in the unit

22: Does the security guards know how to operate FEs?

Rating: 9

Observation Text :

Yes

23: Does the unit conducts FFT training (Fire Fighting Techniques) for Security guards once in 3 or 6 months?



Rating: 9

Observation Text :

yes

24: Does the unit maintain the record for fire/mock drills conducted?

Rating: 9

Observation Text :

Mock drills was conducted on 12-Mar-18