

Audit Report for Audit ID - AU00346-1

VA-Security - Fire Safety Controls

Audit Score

85/100

Details

Audit	AU00346
Scheduled Audit	AU00346-1
Location	Hyderabad
Hotel	AVASA Hotel
Department	Security
Checklist	VA-Security - Fire Safety Controls
Audit Type	External
Auditor	Saritha C
Start Date	20-12-2018
End Date	28-12-2018
Submitted Date	27-12-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	11
Chronic Issues	0

Comparison

AVASA HOTEL VA-SECURITY - FIRE SAFETY CONTROLS

VA-SECURITY - FIRE SAFETY CONTROLS		Dec 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Controls	82	-	-
2	Operations	86	-	-
3	Fire Safety	88	-	-
Audit Score		● 85	-	-

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

Non-Compliance

Section: Controls

Subsection: Security Display

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

Rating: 7

Observation Text :

List displayed-Aug'18 updated. (SAMPLE SIZE -As on 29-Nov-18)

RESPONSE:Updated on 9/12/18,(updating every 03 months)

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

Rating: 7

Observation Text :

No such display. (SAMPLE SIZE -As on 29-Nov-18) RESPONSE: Due to security reasons did not display

3: Does the unit display the Emergency Evacuation map at the security gate? **NC**

Rating: 7

Observation Text :

No such display. (SAMPLE SIZE -As on 29-Nov-18) RESPONSE: Due to security reasons did not display

Section: Controls

Subsection: Safety Controls

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

Rating: 7

Observation Text :

Walkie talkies are used but there is no license for the same. (SAMPLE SIZE: As on 30-Nov-18) RESPONSE: Under process

2: 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: 7

Observation Text :

CCTVs not available at OHM, Sky. CCTVs available in 2service lifts were not in working condition since 01-Dec-18. (SAMPLE SIZE: As on 30-Nov-18) RESPONSE: Under process

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

Rating: 7

Observation Text :

Except DVR S.No.4(3days backup only) all other DVRs have enough back up as per

the police permission letter. RESPONSE: We mailed to IT for the same in the Apr'18 and is under process for follow up

- 4: Are all the CCTVs in working condition? **NC**

Rating: 7

Observation Text :

CCTVs available in 2service lifts were not in working condition since 01-Dec-18.

(SAMPLE SIZE: As on 30-Nov-18) RESPONSE: We mailed to IT for the same and follow up is under process

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

Rating: 7

Observation Text :

No, CCTV footage is not monitored all the time. RESPONSE: We monitor most of the time as there is no designated or dedicated person for monitoring

Section: Operations

Subsection: Records or Registers and Controls

- 1: Does the unit maintain Tips register and are updated properly? **NC**

Rating: 7

Observation Text :

Only mail received from the Finance team regarding Tips. No documentation maintained for cross verification of the same. RESPONSE:We were verifying the tips amounts through system record only.

Section: Operations

Subsection: Others

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

Rating: 7

Observation Text :

No such terms mentioned in the agreement.

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

Rating: 7

Attachments :

3-

SECURITYGUARDSCONDUCTINGCONTINUOUSTWOSHIFTSINADAY_2018
1227_171508.xlsx

Observation Text :

In 7 instances security guards were conducting continuous duties for two shifts.

Amount of Rs.3,850/- was paid (as per agreed rate for regular shifts) towards additional shifts.(SAMPLE SIZE-Sep'18-Nov'18) RESPONSE: The reason of doing continue shift due to dussehra festival and shift change.

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? **NC**

Rating: 7

Observation Text :

List displayed-Aug'18 updated. (SAMPLE SIZE -As on 29-Nov-18)

RESPONSE:Updated on 9/12/18,(updating every 03 months)

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

Rating: 9

Observation Text :

Yes displayed.(SAMPLE SIZE -As on 29-Nov-18)

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

Rating: 8

Observation Text :

No such display but updated list maintained with location wise details. (SAMPLE SIZE: As on 29-Nov-18).

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

Rating: 7

Observation Text :

No such display. (SAMPLE SIZE -As on 29-Nov-18) RESPONSE: Due to security reasons did not display

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

Rating: 7

Observation Text :

No such display. (SAMPLE SIZE -As on 29-Nov-18) RESPONSE: Due to security reasons did not display

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

Rating: 9

Observation Text :

Yes displayed.(SAMPLE SIZE -As on 29-Nov-18)

Section: Controls

Subsection: Gate Pass

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

Pass)?

Rating: 9

Observation Text :

Yes maintained.(SAMPLE SIZE: As on 29-Nov-18)

2: Are all the RGPs are serially numbered?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 29-Nov-18)

3: Are all the NRGP are serially numbered?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 29-Nov-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 29-Nov-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 29-Nov-18)

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

Rating: 8

Attachments :

1-MATERIALSENTTHROUGHRETURNABLEGATEPASS-
PENDINGTOBERECEIVED_20181227_161205.xlsx

Observation Text :

In 20 instances material sent through returnable gate pass were pending to be received from 20-416 days. (SAMPLE SIZE: As on 05-Dec-18) RESPONSE: RGP pending review been happening once in a month with the concerned department head to trace the next date of return.

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

Rating: 8

Attachments :

2-MATERIALSENTTHROUGHRETURNABLEGATEPASS-
DELAYINRECEIVING_20181227_161429.xlsx

Observation Text :

In 73 instances delay ranging from 8-127days was observed in receiving the material sent through returnable gate pass. (SAMPLE SIZE: As on 05-Dec-18) RESPONSE: RGP pending review been happening once in a month with the concerned

department head to trace the next date of return.

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 :

Security team takes care of the medicines at various departments. Verified and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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: 8

Observation Text :

No such instances. First aid box was not available at the GYM during our verification. (SAMPLE SIZE: As on 30-Nov-18) RESPONSE: It was placed near the pool area due to Sunday brunch.

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 29 & 30 Nov'18)

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

Rating: 7

Observation Text :

Walkie talkies are used but there is no license for the same. (SAMPLE SIZE: As on 30-Nov-18) RESPONSE: Under process

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 :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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: 7

Observation Text :

CCTVs not available at OHM, Sky. CCTVs available in 2service lifts were not in working condition since 01-Dec-18. (SAMPLE SIZE: As on 30-Nov-18) RESPONSE: Under process

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

NC

Rating: 7

Observation Text :

Except DVR S.No.4(3days backup only) all other DVRs have enough back up as per the police permission letter. RESPONSE: We mailed to IT for the same in the Apr'18 and is under process for follow up

11: Are all the CCTVs in working condition? **NC**

Rating: 7

Observation Text :

CCTVs available in 2service lifts were not in working condition since 01-Dec-18. (SAMPLE SIZE: As on 30-Nov-18) RESPONSE: We mailed to IT for the same and follow up is under process

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

Rating: 7

Observation Text :

No, CCTV footage is not monitored all the time. RESPONSE: We monitor most of the time as there is no designated or dedicated person for monitoring

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 :

No such instances and found satisfactory. (SAMPLE SIZE-Oct'18 & Nov'18)

Section: Operations**Subsection: Records or Registers and Controls**

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 03-Dec-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 03-Dec-18)

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. ☒ Not Applicable

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 03-Dec-18)

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 :

No such instances. Satisfactory.(SAMPLE SIZE: Sep'18-Nov'18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 29-Nov-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 29-Nov-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 03-Dec-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 03-Dec-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 03-Dec-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 03-Dec-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 03-Dec-18)

13: Does the unit maintain Cash register and are updated properly?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 03-Dec-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 03-Dec-18)

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

Rating: 7

Observation Text :

Only mail received from the Finance team regarding Tips. No documentation maintained for cross verification of the same. RESPONSE: We were verifying the tips amounts through system record only.

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 03-Dec-18)

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

Rating: 9

Observation Text :

Maintained by Engineering team-verified and found satisfactory. (SAMPLE SIZE: Sep'18-Nov'18)

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: 8

Observation Text :

"Verified the records and physically cross verified on random basis and found satisfactory. (SAMPLE SIZE: As on 08-Dec-18) As per SOP-The lost and found records are subjected to audit at any time for verification by Finance /Accounts department. Finance team did not verify these items since 12-Feb-18 till 08-Dec-18.)

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

Rating: 9

Observation Text :

Maintained by KST team-verified and found satisfactory. (SAMPLE SIZE: Sep'18-Nov'18)

Section: Operations

Subsection: Others

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 8

Observation Text :

In a solitary instance unit deducted the ESI & PF amount of Rs.16.510/- from the Ap1'18 bill amount as the contractor did not submit the supporting for the same. Verified and found satisfactory. (SAMPLE SIZE: Apr'18-Nov'18)

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

Rating: 7

Observation Text :

No such terms mentioned 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?

Rating: 8

Observation Text :

Clause available for the adequate manpower to be provided from time to time as per requirement and information. No penalty clause in specific.

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

Rating: 7

Attachments :

3-
SECURITYGUARDSCONDUCTINGCONTINUOUSTWOSHIFTSINADAY_2018
1227_171508.xlsx

Observation Text :

In 7 instances security guards were conducting continuous duties for two shifts. Amount of Rs.3,850/- was paid (as per agreed rate for regular shifts) towards additional shifts.(SAMPLE SIZE-Sep'18-Nov'18) RESPONSE: The reason of doing continue shift due to dussehra festival and shift change.

- 6: Does the security guards present for the weighment of materials during inwards?
Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 29 & 30 Nov'18)

- 7: Food authorisation slip are available for all the food item taken out by staff?
Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on Sep'18-Nov'18)

- 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 :

No such instances for the audit period.

- 9: Does the unit arrange vehicle for the Cashier to withdraw the cash from bank?(and a Security Guard to accompany the Cashier)
Rating: 8

Observation Text :

Depending upon the amount of cash security accompany the cashier for deposit or withdrawal as per the information from the Finance team as the bank is nearby.

Section: Fire Safety

Subsection: Fire Fighting

- 1: Has the unit placed the Fire Extinguishers (FEs) as per the approved Fire Extinguisher layout?
Rating: 8

Observation Text :

No such layout but list with location wise fire extinguishers is maintained. Verified 5 locations and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)
RESPONSE:Register is updated and maintained

- 2: Are Fire Alarms installed at the unit?
Rating: 9

Observation Text :

Yes. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 9

Observation Text :

Yes. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 9

Observation Text :

07-Nov-18 & 06-Dec-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 :

Record for verification by Security department once in 6months is available and found satisfactory.

- 7: Are FEs placed in accessible manner?

Rating: 8

Observation Text :

Verified 5locations and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 8

Observation Text :

Verified 5locations and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 8

Observation Text :

Training is given to new joiners along with the old security guards on regular basis depending upon the feasible time. Verified training attendance sheets and found satisfactory.(SAMPLE SIZE-Oct'18 & Nov'18)

- 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 :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

11: Whether the laundry chute landing area is free of clutter?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

12: Whether the emergency squad details are displayed?

Rating: 9

Observation Text :

Verified DMT list displayed and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 8

Observation Text :

Verified the records and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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 :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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 informed during induction.

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

Rating: 8

Observation Text :

Emergency exit indicators in the floors and layouts in the rooms were available.
(SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 9

Observation Text :

Verified 5 locations and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 9

Observation Text :

No. The refilling date was different. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 9

Observation Text :

Yes. (SAMPLE SIZE: As on 30-Nov-18)

21: Is there any expired FEs at the unit?

Rating: 9

Observation Text :

No such instances. Satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)

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

Rating: 9

Observation Text :

Verified records for Feb'18 & Nov'18 and found satisfactory.

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

Rating: 9

Observation Text :

Verified the records and found satisfactory. (SAMPLE SIZE: As on 30-Nov-18)