

Audit Report for Audit ID - AU00401-1

VA-Security - Fire Safety Controls

Audit Score


78/100

Details

Audit	AU00401
Scheduled Audit	AU00401-1
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	Security
Checklist	VA-Security - Fire Safety Controls
Audit Type	External
Auditor	Venkat Associates
Start Date	02-02-2019
End Date	11-02-2019
Submitted Date	04-02-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	14
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPV VA-SECURITY - FIRE SAFETY CONTROLS

VA-SECURITY - FIRE SAFETY CONTROLS		Feb 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Controls	68	-	-
2	Operations	82	-	-
3	Fire Safety	85	-	-
Audit Score		 78	-	-

	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 Hotel/Unit/Property's layout at the security gate? **NC**

Rating: 0

Observation Text :

Not displayed at the security gate.

Section: Controls

Subsection: Gate Pass

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

Rating: 7

Attachments :

QUE55_DOC_20190204_153515.xlsx

Observation Text :

A Few materials sent on returnable basis were pending to be received for a maximum period of 248 days as on the date of audit i.e. 03-Jan-19.

Section: Controls

Subsection: Safety Controls

- 1: 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? **NC**

Rating: 0

Observation Text :

Observed that 4 out of 4 Hand Held Metal Detectors (HHMD) were not in working condition for the past one year.

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

Rating: 0

Observation Text :

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: 3

Observation Text :

DFMD is not in working condition at the entrance from the past 6 months. And at the time office there is no DFMD available.

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

Rating: 7

Observation Text :

We observed that in a few places, CCTVs were not set for better controls. In a solitary instance, CCTV is not working in the Room service lift.

- 6: 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 were not monitored by the security supervisors.

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

- 1: Are all the Visitor pass/tags are serially numbered? **NC**

Rating: 7

Observation Text :

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

Section: Operations**Subsection:** Others

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

Rating: 0

Observation Text :

Agreements with the contractor have got expired and have not been renewed. M/s. Black cat security services, Expired on 31-Aug-18 and rate paid is as per the old expired agreement. And the total amount paid after expiry is Rs 5.32 lakhs.

- 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: 7

Attachments :

QUE91_DOC_20190204_161121.xlsx

Observation Text :

As per agreement with the Black Cat, they have to provide 13 security guards including Security supervisors. It was observed that Security employees present was less than 13 on a few days which in turn weakens the security control in the premises. And there is no penalty clause for non compliance to the contract.

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

Rating: 6

Attachments :

QUE92_DOC_20190204_161135.xlsx

Observation Text :

"Extract of the AP Shops and Establishment Act on working hours: Sec. 9 (1) - Subject to the provisions of this act, no person employed in any shop shall be required or of allowed to work therein for more than: eight hours in any day and fortyeight hours in any week: In 383 instances, observed that contract & security employees have worked for more than 12:00 hrs in a day."

Section: Fire Safety

Subsection: Fire Fighting

1: Whether the laundry chute landing area is free of clutter? **NC**

Rating: 0

Observation Text :

Not available in the unit

2: Is there any expired FEs at the unit? **NC**

Rating: 7

Attachments :

QUE117_DOC_20190204_162358.xlsx

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 the unit

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

Rating: 9

Observation Text :

Yes displayed in the unit

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

Rating: 9

Observation Text :

Yes

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

Rating: 0

Observation Text :

Not displayed at the security gate.

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

Rating: 9

Observation Text :

Yes the Emergency evacuation map displayed at the security gate.

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

Rating: 9

Observation Text :

Yes unit displayed the Disaster Management Board at the security gate.

Section: Controls

Subsection: Gate Pass

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

Rating: 9

Observation Text :

Yes. Updated properly.

2: Are all the RGPs are serially numbered?

Rating: 9

Observation Text :

All RGPs are serially numbered

3: Are all the NRGP are serially numbered?

Rating: 9

Observation Text :

All NRGP are serially numbered

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

Rating: 9

Observation Text :

Yes. Updated properly.

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

Rating: 9

Observation Text :

Yes authorised

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 :

QUE55_DOC_20190204_153515.xlsx

Observation Text :

A Few materials sent on returnable basis were pending to be received for a maximum period of 248 days as on the date of audit i.e. 03-Jan-19.

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 :

No expired medicines in the first aid box at the security department.

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

Rating: 9

Observation Text :

During the verification CCTV footage of 30-Dec-18 & 3-Dec-18 (8.30AM to 9.30AM) (9.30PM to 11.30PM) on 5-Jan-19, it was observed that frisking activity was done properly by the security guards.

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

Rating: 9

Observation Text :

Yes walkie talkies are used by the security and also the license is available with 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? **NC**

Rating: 0

Observation Text :

Observed that 4 out of 4 Hand Held Metal Detectors (HHMD) were not in working condition for the past one year.

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

Rating: 0

Observation Text :

Not available in the unit.

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: 3

Observation Text :

DFMD is not in working condition at the entrance from the past 6 months. And at the time office there is no DFMD available.

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?

Rating: 8

Attachments :

QUE64_DOC_20190204_154555.xlsx

Observation Text :

We observed that in a few places, CCTVs were not set for better controls. In a solitary instance, CCTV is not working in the Room service lift.

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

NC

Rating: 7

Observation Text :

We observed that in a few places, CCTVs were not set for better controls. In a solitary instance, CCTV is not working in the Room service lift.

11: Are all the CCTVs in working condition?

Rating: 9

Observation Text :

Yes all the CCTV 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 were not monitored by the security supervisors.

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 observed

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 :

QUE69_DOC_20190204_155712.xlsx

Observation Text :

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

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

Rating: 7

Observation Text :

During the physical verification of visitor 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 :

Yes record is available

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

Rating: 9

Observation Text :

Yes. Updated properly.

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. Updated properly.

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?

Rating: 8

Attachments :

QUE81_DOC_20190204_164055.xlsx

Observation Text :

In 5 instances, observed that the out time & handover of cash to the employee had not been updated in the register.

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

Rating: 8

Observation Text :

Yes register was maintained by the unit but there was no practice of issuing tokens for the mobile phones.

15: Does the unit maintain Tips register and are updated properly? ☒ Not Applicable

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?? ☒ Not Applicable

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. Updated properly.

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

Rating: 9

Observation Text :

Yes. Updated properly.

Section: Operations

Subsection: Others

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

Rating: 0

Observation Text :

Agreements with the contractor have got expired and have not been renewed. M/s. Black cat security services, Expired on 31-Aug-18 and rate paid is as per the old expired agreement. And the total amount paid after expiry is Rs 5.32 lakhs.

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

Rating: 9

3: Whether minimum qualification and age defined in the agreement ☒ Not Applicable

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: 7

Attachments :

QUE91_DOC_20190204_161121.xlsx

Observation Text :

As per agreement with the Black Cat, they have to provide 13 security guards including Security supervisors. It was observed that Security employees present was less than 13 on a few days which in turn weakens the security control in the premises. And there is no penalty clause for non compliance to the contract.

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

Rating: 6

Attachments :

QUE92_DOC_20190204_161135.xlsx

Observation Text :

"Extract of the AP Shops and Establishment Act on working hours: Sec. 9 (1) - Subject to the provisions of this act, no person employed in any shop shall be required or of allowed to work therein for more than: eight hours in any day and fortyeight hours in any week: In 383 instances, observed that contract & security employees have worked for more than 12:00 hrs in a day."

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

Rating: 9

Observation Text :

Yes Available

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

Rating: 9

Observation Text :

Yes

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 :

approval is available

9: Does the unit arrange vehicle for the Cashier to withdraw the cash from bank?(and a Security Guard to accompany the Cashier) ☒ Not Applicable

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 17-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 :

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? **NC**

Rating: 0

Observation Text :

Not available in the unit

12: Whether the emergency squad details are displayed?

Rating: 9

Observation Text :

Yes

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

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

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

Rating: 9

Observation Text :

Yes

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

Rating: 8

Attachments :

QUE114_DOC_20190204_162250.xlsx

QUE114_DOC_20190204_162254.xlsx

Observation Text :

Observed that 3 Fire Extinguishers were in damaged condition for the past one year.

5 out of 56 Fire Extinguishers were low pressure as on the audit date i.e, 4-Jan-19.

Observed that some of the Fire Extinguishers were placed on the floor. Monthly servicing tag details were not mentioned on the fire extinguishers.

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

Rating: 9

Observation Text :

No refilling date of all the FE falling on the same date.

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

Rating: 9

Observation Text :

Yes

21: Is there any expired FEs at the unit? **NC**

Rating: 7

Attachments :

QUE117_DOC_20190204_162358.xlsx

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 :

Monthly once