

SECURITY DEPARTMENT

1. INTRODUCTION

Security department of the hotel plays an important role in creating a safe and secure place for Guests and Employees. In current scenario, the role & responsibility of the security department has become increasingly challenging in safeguarding the Hotel premises from different threats like natural and unnatural like bomb, hostage, riots etc.

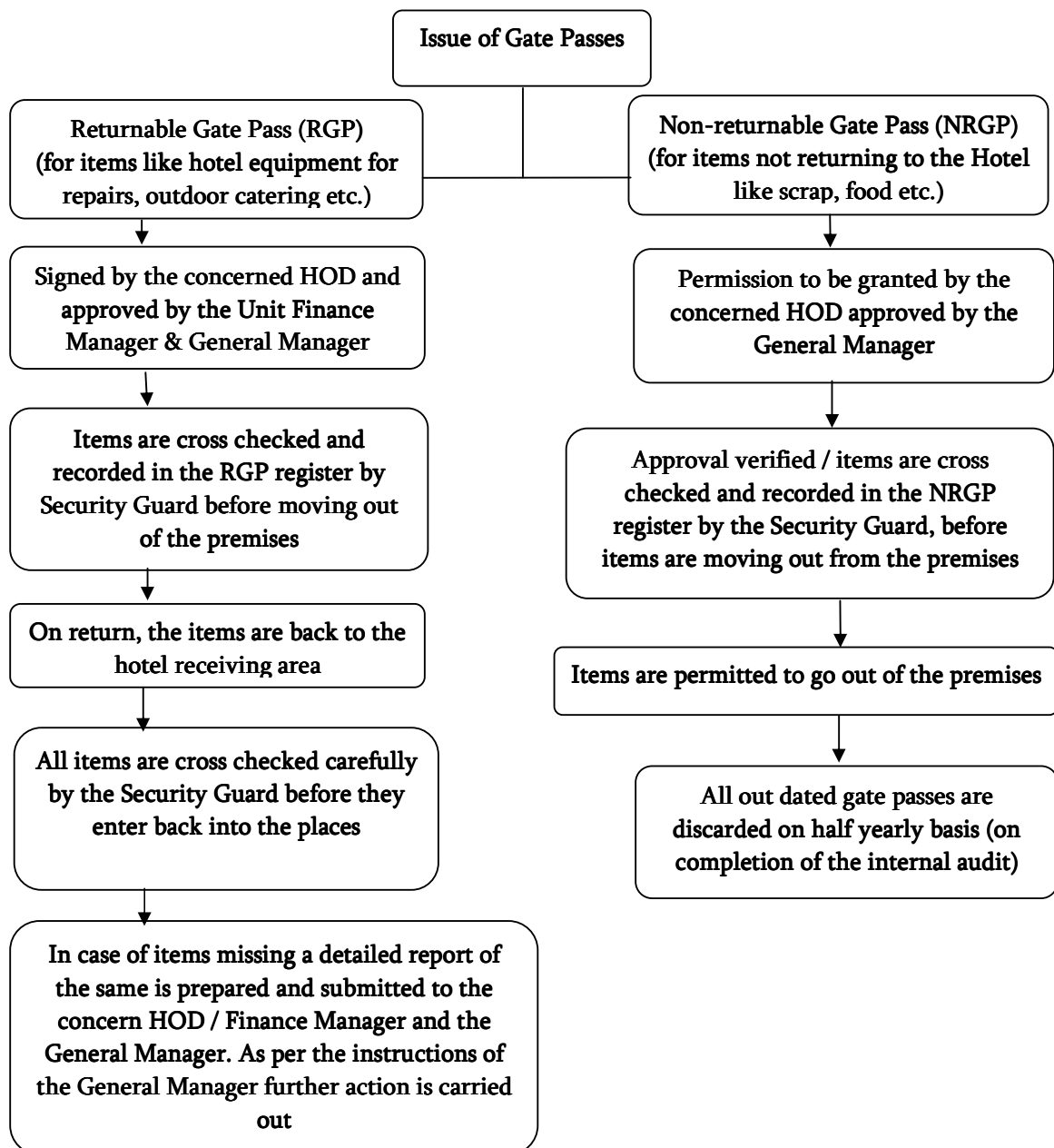
The major responsibilities are smooth & secured movement of materials which are coming in and going out of the Hotel, frisking of staff in preventing any pilferage/ theft, movement of visitors, vendors and suppliers, handling first-aid assistance for an employee, proper control of the key movement and most importantly coordinate to ensure complete grooming and discipline is adhered by each and every employee.

Liaison with other departments like Front Office to ensures floors and public area surveillance, maintaining the traffic and vehicle parking, and also major role is played by Disaster Management Team (DMT) during unforeseen emergencies.

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2. HANDLING GATE PASSES (Ref- Annexure: 1&2, Page no-77 & 78)

a) Flow Chart:



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b) Procedure:

1. Gate pass is classified into two categories i.e. material inward and material outward.
2. Separate registers are maintained for in which all materials coming in will be recorded in the Inward Register and all outgoing material will be recorded in the Outward Reregister.
3. Further, material outward are classified into Returnable Gate Pass Register and Non-Returnable Gate Pass Registers:

I) Returnable Gate Pass (RGP): (Ref- Annexure: 1 Page no-77)

- a) This gate pass is issued by the HOD for all returnable articles going out of the Hotel.
- b) This gate pass is issued for all store materials going out of the premises for replacement, repair, clothes for tailoring, fabric products/garments etc.
- c) The corresponding entries are recorded in the Returnable Gate Pass Register for quick reference. This register provides details like - the products going out, from which department, name, address of the party along with telephone nos., the expected date of return etc.
- d) The issuing authority has to make sure that all such products are coming back after due period, if the goods are not yet received; it is reflected in monthly reports and the copy is submitted to the General Manager.
- e) Signing authority for these gate passes is Unit Finance manager and the General Manager.

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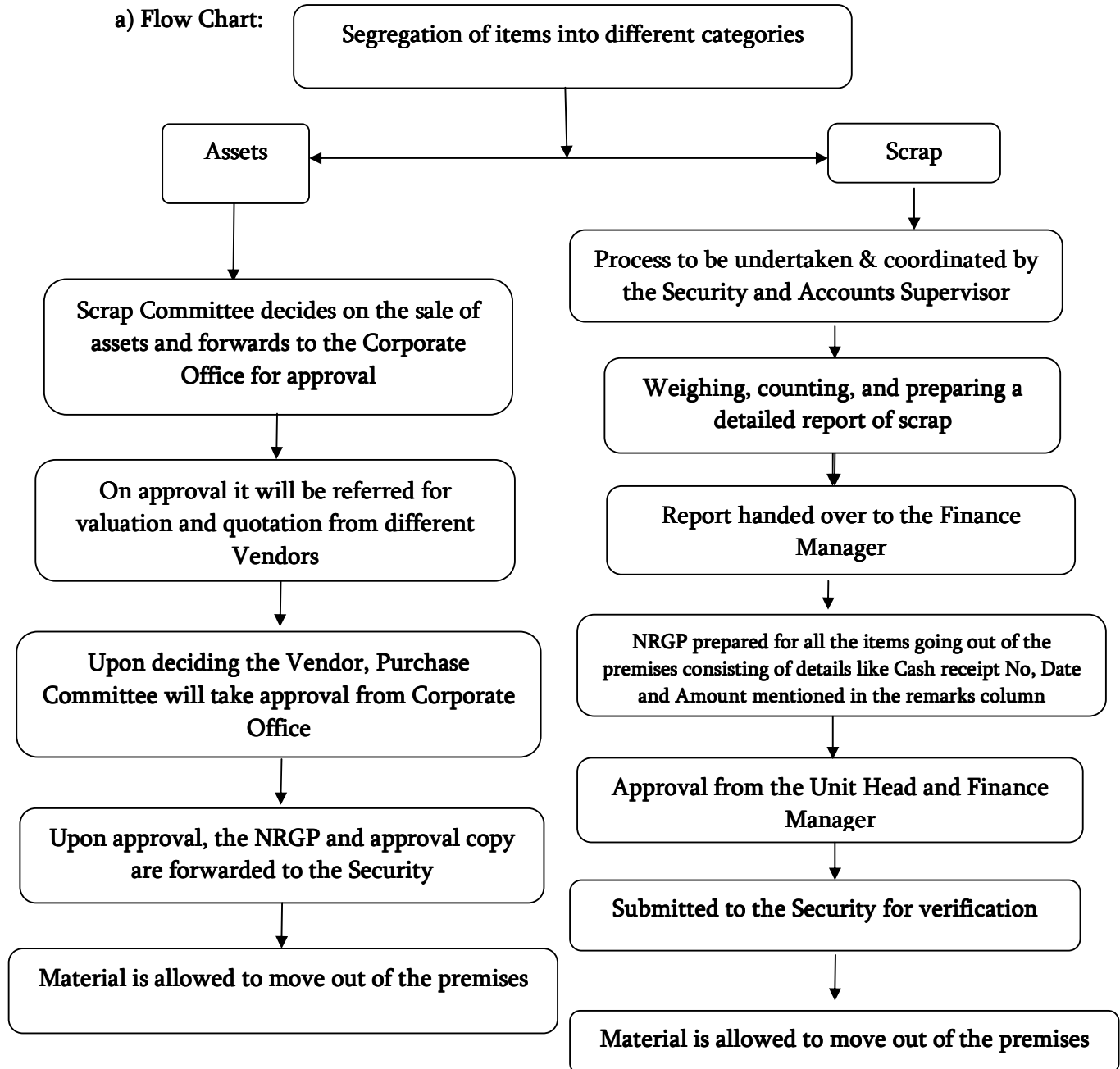
II) Non-Returnable Gate Pass (NRGP): (Ref- Annexure: 2 Page no -78)

- a) The HOD sends goods on non-returnable basis and issues this gate pass for this purpose. The General Manager approval is required.
- b) The Gate pass is issued for goods such as scrap or other goods which are being disposed permanently or banquet out door catering material or items which have attained its life.
- c) The corresponding entries are recorded in the Non-Returnable Gate Pass register with details like:
 1. Name of the issuing authority:
 2. Gate pass no. & date:
 3. Name of the party:
 4. Contents of the articles etc:
- d) No liquor is permitted to be taken out as non-returnable goods unless authorized.
- e) Non-returnable gate passes are discarded half yearly and other passes quarterly after completion of internal audit.

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3. HANDLING SALE OF SCRAP / ASSETS (Ref Annexure NRGp – 2, page no -78)

a) Flow Chart:



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b) Procedure:**i. Assets**

1. The Scrap Committee decides on the asset and sends for approval to the Corporate Office.
2. After approval, it will be referred for valuation and quotations from different Vendors.
3. Upon deciding the Vendor, the Purchase Department will take required approval from the Corporate Office and forwards it to the Security for necessary action along with the approval and NRGp.
4. Security will allow the material to move out of the premises after physical verification.

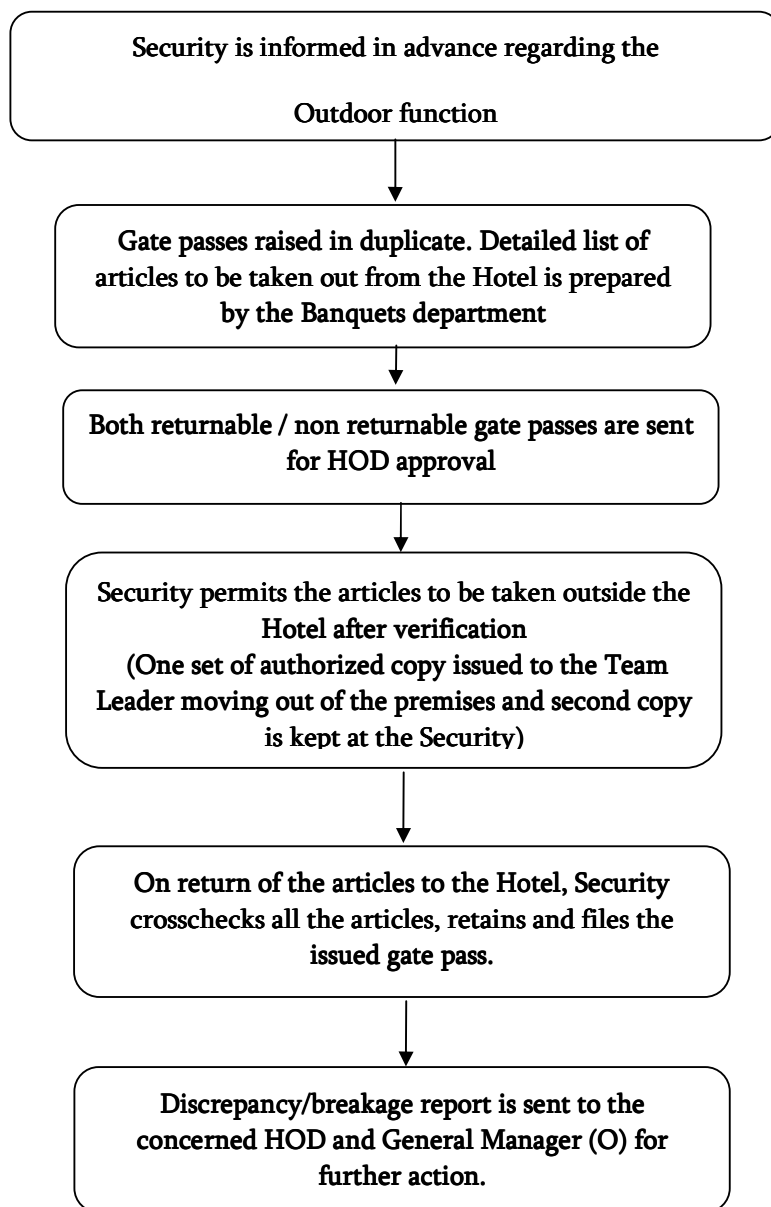
ii. Scrap

1. The Security Supervisor along with Accounts Supervisor handles sale of Scrap (scrap such as empty bottles, juice tins, oil tins etc).
2. The utility workers segregates the scrap.
3. Scrap is either weighed or counted as per the items, and list of details of these articles is handed over to the Finance Manager.
5. A non-returnable gate pass (NRGP) is raised and duly signed by Finance Manager and General Manager (O).
6. After receiving the Gate Pass the materials are allowed out of the Hotel premises.

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4. PROCEDURES FOR BANQUETS OUTDOOR PASS

a) Flow Chart:



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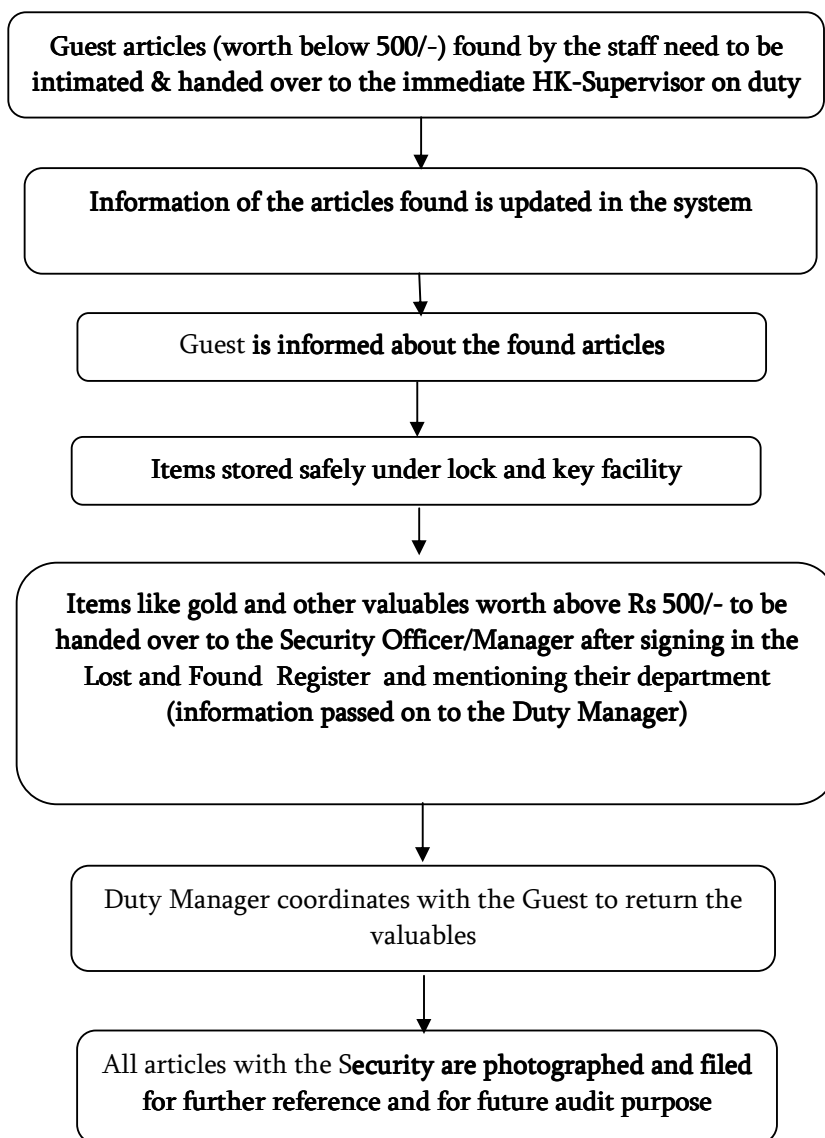
b) Procedure:

1. Banquet gate passes for outdoor parties should be treated as Returnable Gate Pass / Non-returnable Gate Pass.
2. This gate pass is a list containing the names of all Returnable articles (equipments, glasses, plates, cutlery etc.) being sent for the outdoor party and Non- returnable articles (food consumables, solid fuels) by the Banquet Department.
3. This is raised in duplicate copies.
4. The Banquet must give the information in advance about the outdoor function in order to facilitate thorough checking of all articles by Security while being taken out.
5. One copy is certified and given to the party carrying the articles and the other certified copy is kept in the staff gate.
6. When the articles are returned the first copy issued to the party returning the articles and the second copy retained at the staff gate is reconciled and filed after thorough checking.
7. In case of discrepancies / breakages a report is made by the security to the concerned department with a copy to the General Manager (O).

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5. LOST & FOUND PROCEDURE

a) Flow Chart:



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b) Procedure:

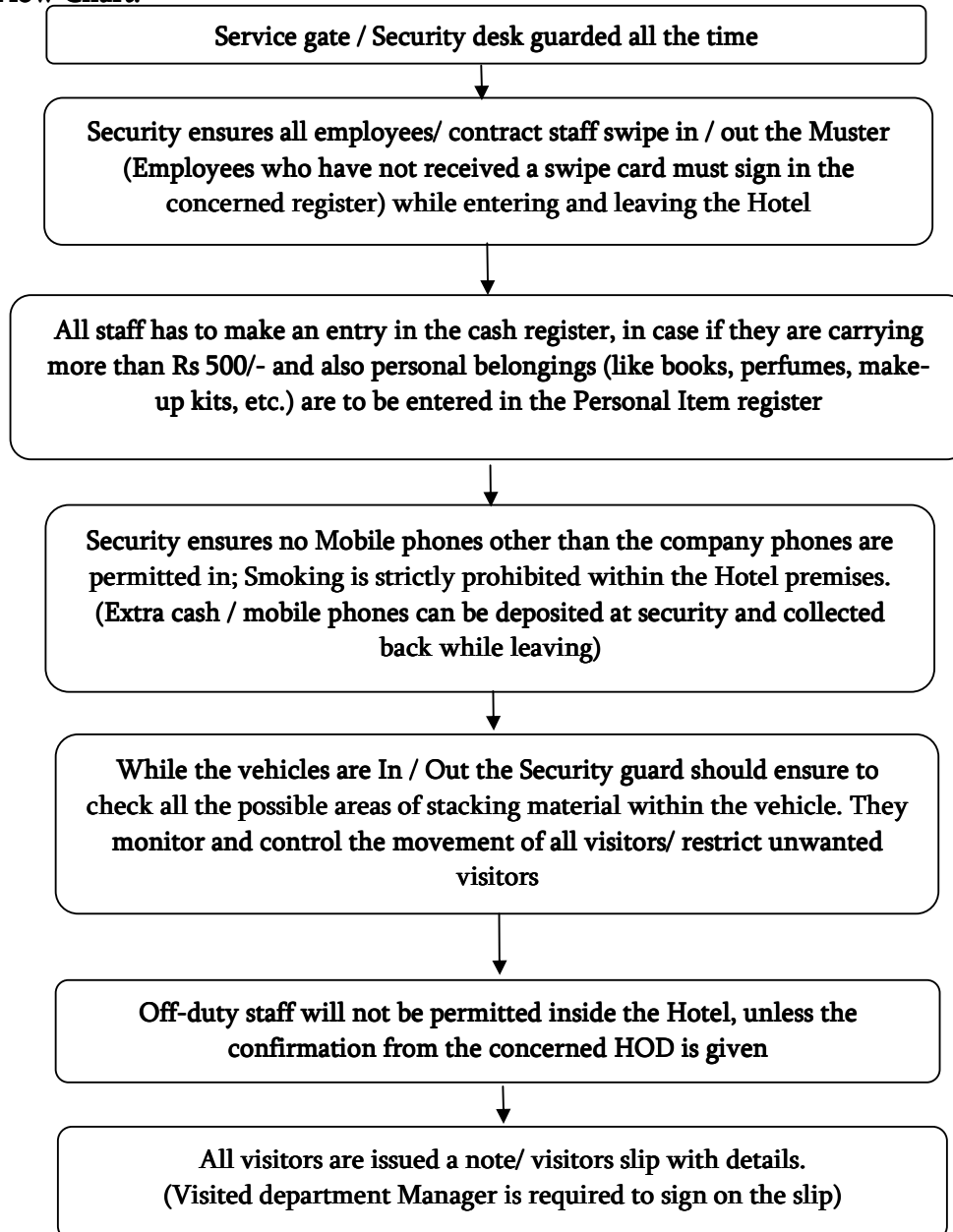
The term lost & found refers to the articles, cash or it may be simple thing, left by the guest either in rooms or in public areas which is found by the staff. Depending on the nature and value of the item the guest might get in touch with the Hotel for return of the item. It is the duty of all the employees of the Hotel to protect the guest articles and see that they are handed over to the guest as per the procedure of the Hotel. Security Manager/Officer should ensure the safeguarding of the items with proper records/documentation.

1. If any article is found, it should be intimated to the immediate supervisor. Articles like soiled clothes to be washed and stored. The supervisor has to enter the details of the found article in the computer system to update the same. The housekeeping department informs to the guest about the found article through SMS/email/letter.
2. The item to be stored safely under lock and key facility. Article worth below Rs 500/- is kept with the Executive House Keeper/Deputy Executive House Keeper for period of 6 months. In case no claim by the guest, the article is given to the founder.
3. Articles (worth above 500/-), currency and any valuable items like gold etc. to be handed over to the Security Officer/Manager after signing in the register maintained at the security desk mentioning their respective department. This is to ensure and keep all the articles under the safe custody.
4. Information is passed on to the Duty Manager on shift, who is further responsible for contacting the guest and inform him / her about the lost and found article. In case there is no claim by the guest for a period of six months, the item is auctioned and the fund is transferred to the Staff Welfare Fund.
5. All items should be photographed and saved in security file for reference.
6. The lost and found records are subjected to audit at any time for verification by Finance /Accounts department.

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6. HANDLING SERVICE ENTRANCE

a) Flow Chart:



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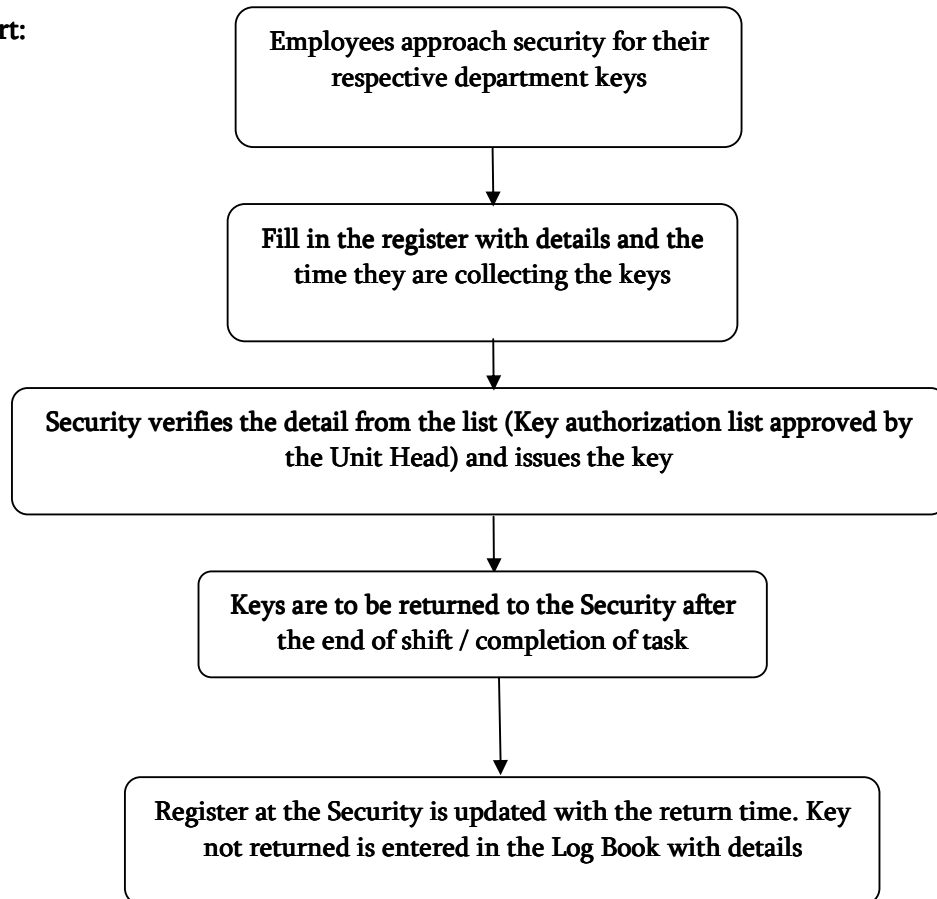
b) Procedure:

1. The service gate and the security desk must be guarded all the time observing people entering through the service gate only.
2. All the employees entering must be checked for swiping of their time card.
3. Employees who have not received a swipe card must sign in the muster while entering/exiting the hotel.
4. All the contract employees must sign in the muster while entering and leaving.
5. All the incoming and outgoing materials must be noted down accordingly.
6. Smoking is strictly prohibited within the hotel premises / contract staff should not be allowed to carry any tobacco material like cigarette, gutka etc.
7. All visitors' movements are to be monitored and controlled.
8. Keys of the back office areas are to be controlled.
9. **Restricting unwanted visitor:**
 - a) It is the duty of the Guard at service gate to restrict visitors at the gate.
 - b) The staff should not entertain visitors in premises unless it is urgent.
 - c) Off duty staff if required, will be allowed inside only after confirmation from the concerned HOD.
 - d) All visitors are issued a note / visitors slip with all necessary details.
 - e) The visited department Manager is required to sign on the slip.

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7. KEY CONTROL

a) Flow Chart:



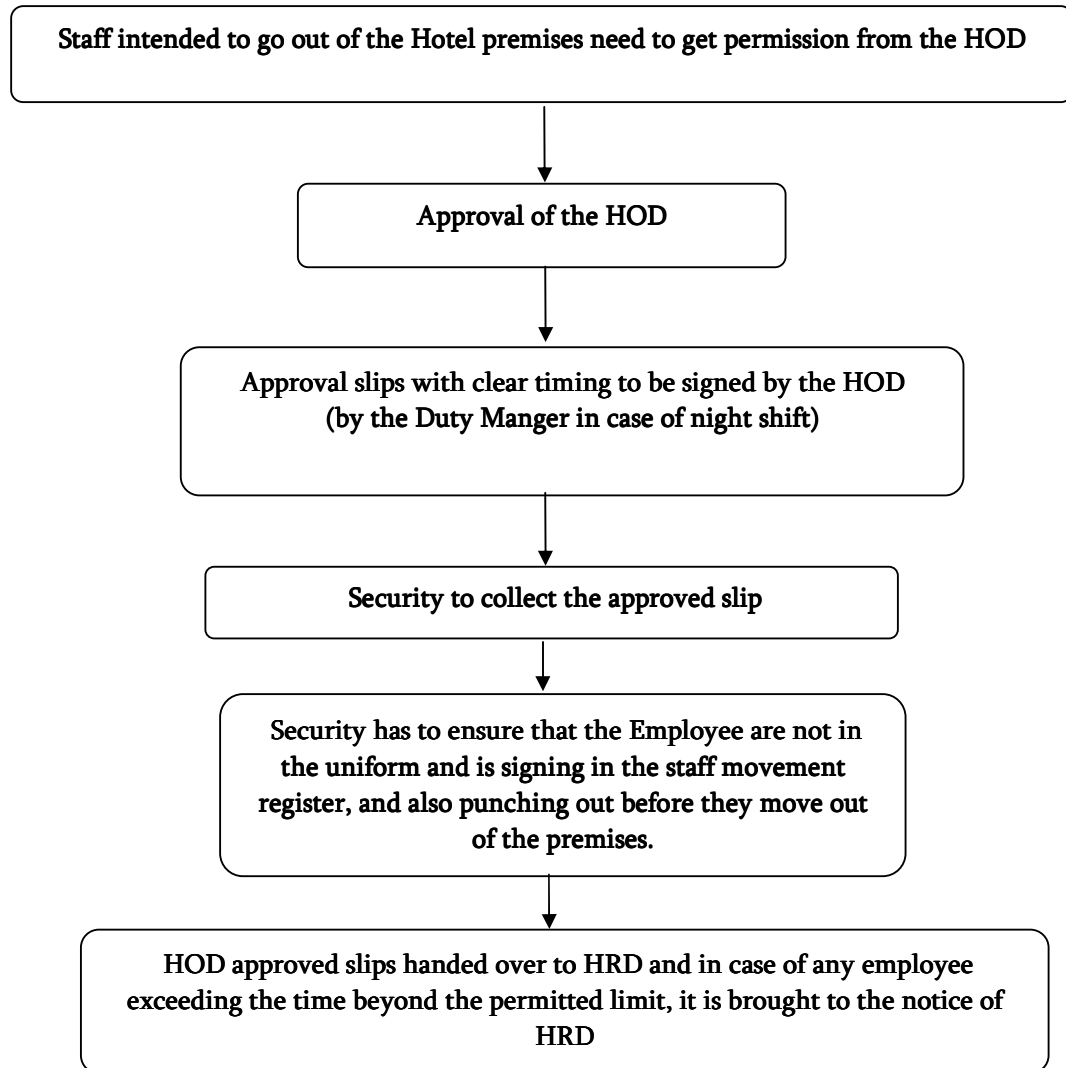
b) Procedure:

1. Every department keeps one set of their door key with the Security duly mentioning department name on the identification tag.
2. The key should be drawn and deposited back as and when required by entering the name and details of person drawing and depositing (key authorization list is approved by Unit Head).
3. Every department must deposit the keys at the security after closing down.
4. Key not returned is entered in the Log Book with details for the information of HOD.

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8. EMPLOYEE GOING OUT OF THE HOTEL

a) Flow Chart:



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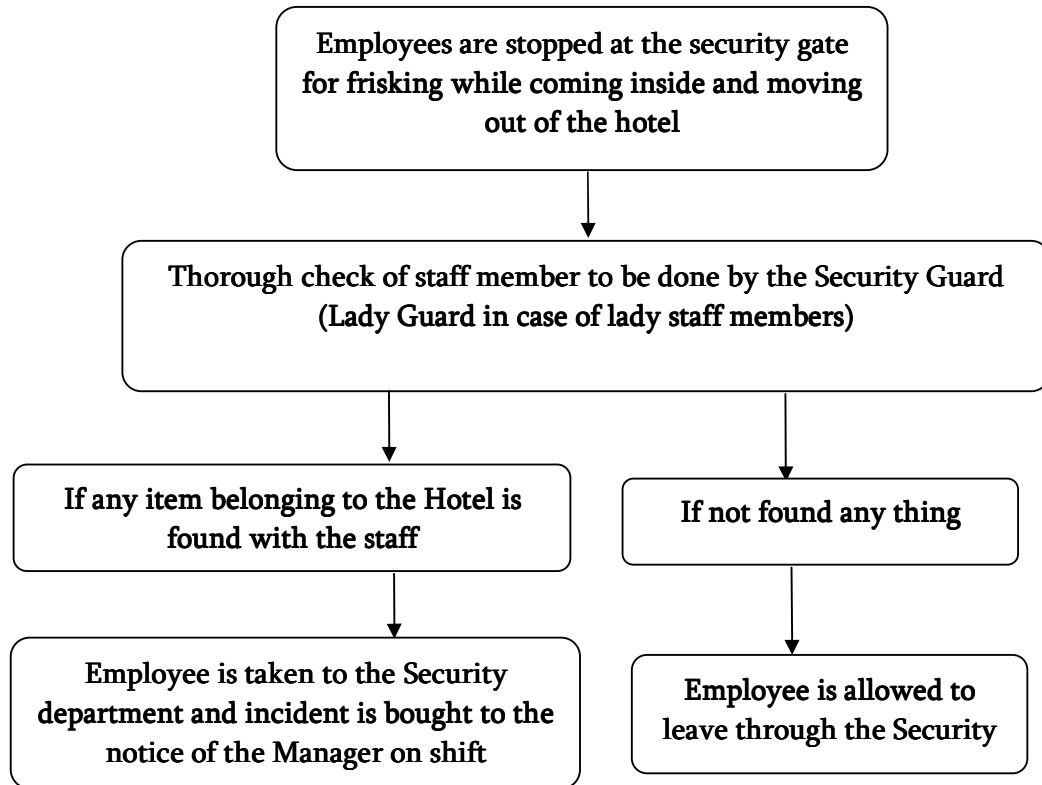
b) Procedure:

1. This is to keep the record and data of the person(s) going outside of the Hotel on either official or personal purpose during the duty hours.
2. The concerned HOD to gives permission to the employee to go outside the Hotel. However, the HOD should not encourage employee to go outside premises on personal work during the duty hours.
3. The approval slip should be clear with the timing and has to be signed by the HOD during the day time and by the Duty Manager during night shift.
4. Employee is not allowed to go out of the Hotel in their uniform.
5. After obtaining such permission, the slip should be handed over to the Security which in turn will be forwarded to the HRD.
6. The employee needs to punch in and out during such visit.
7. This would be useful to keep a track of the person going out and to ascertain his/her visits outside the hotel on official or personal work.
8. It also helps to track the employee meeting in any unforeseen situation like accident etc.

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9. FRISKING OF EMPLOYEES

a) Flow Chart:



Note: In case of any dangerous items (like knives, syringes, scissors, tablets etc...) are found during frisking, the same should be brought to the notice of the shift in- charge and the HRD for course of action.

b) Procedure:

All staff members are subjected to frisking by Security Guard or Lady Guard as per the case.

1. The frisking should be done on regular basis.
2. A surprise check is to be done randomly (while coming in and going out) for employees.
3. Checking is to be done thoroughly from head to toe by removing shoes.
4. All the security staff should get them frisked while leaving the premises.

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10. HANDLING SUSPENDED / LEFT EMPLOYEES

A) In case of suspended employee:

1. Any employee who is suspended from work on duty is immediately asked to leave the Hotel and the department concerned should make the necessary Log entry.
2. The employee is not allowed inside the hotel premises till the clearance is given by the HR Manager / General Manager.
3. The employee is not allowed to enter the hotel premises during the suspension nor permitted to converse with any of the employee in the hotel premises.
4. Suspended employee loitering in the hotel is also not permitted.

B) In case of left employee:

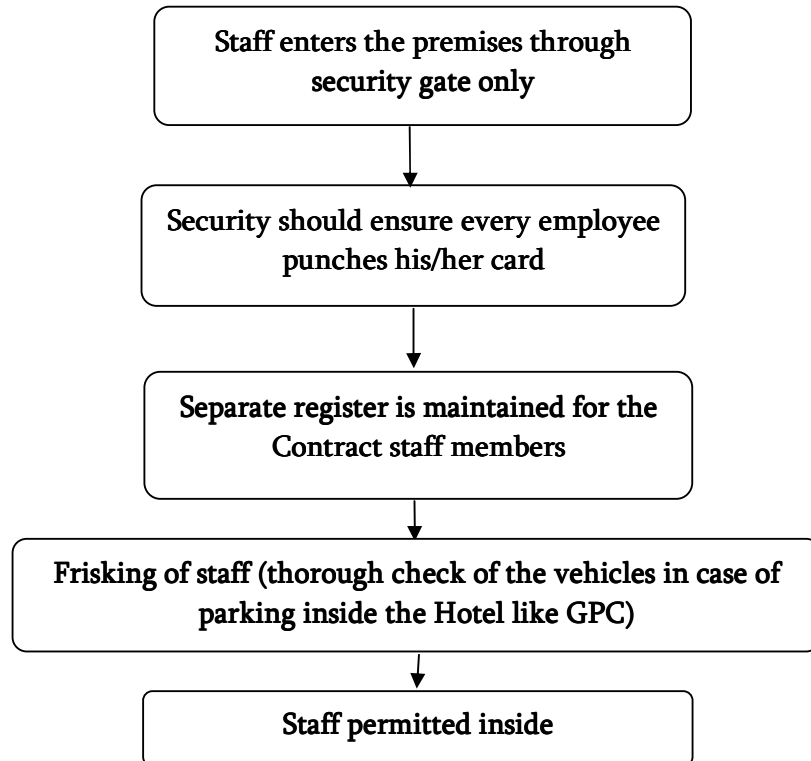
1. The left employee is not allowed into the Hotel premises through the Lobby for a period of 6 months.
2. For all clearances, the employee entry and exit is through service gate only, the permission from HR Manager is required for the same.

Incase he/she is required to meet the guests, advance approval from the GM (O) is to be obtained through the HR Manager.

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11. HANDLING STAFF MUSTER

a) Flow Chart:



b) Procedure:

1. While a shift starts and ends, the security ensures that all employees are registering the in / out time or swiping their identity cards.
2. It is important to keep alert to monitor that the employees are properly swiping their cards, observe any misuse of the same.
3. No employee is allowed to enter and exit without mustering their time in and time out.
4. All regular Contract employees must sign in the respective muster during entry and exit.
5. Staff is frisked (thorough check of the vehicles in case of parking inside the Hotel like GPC) and permitted inside.

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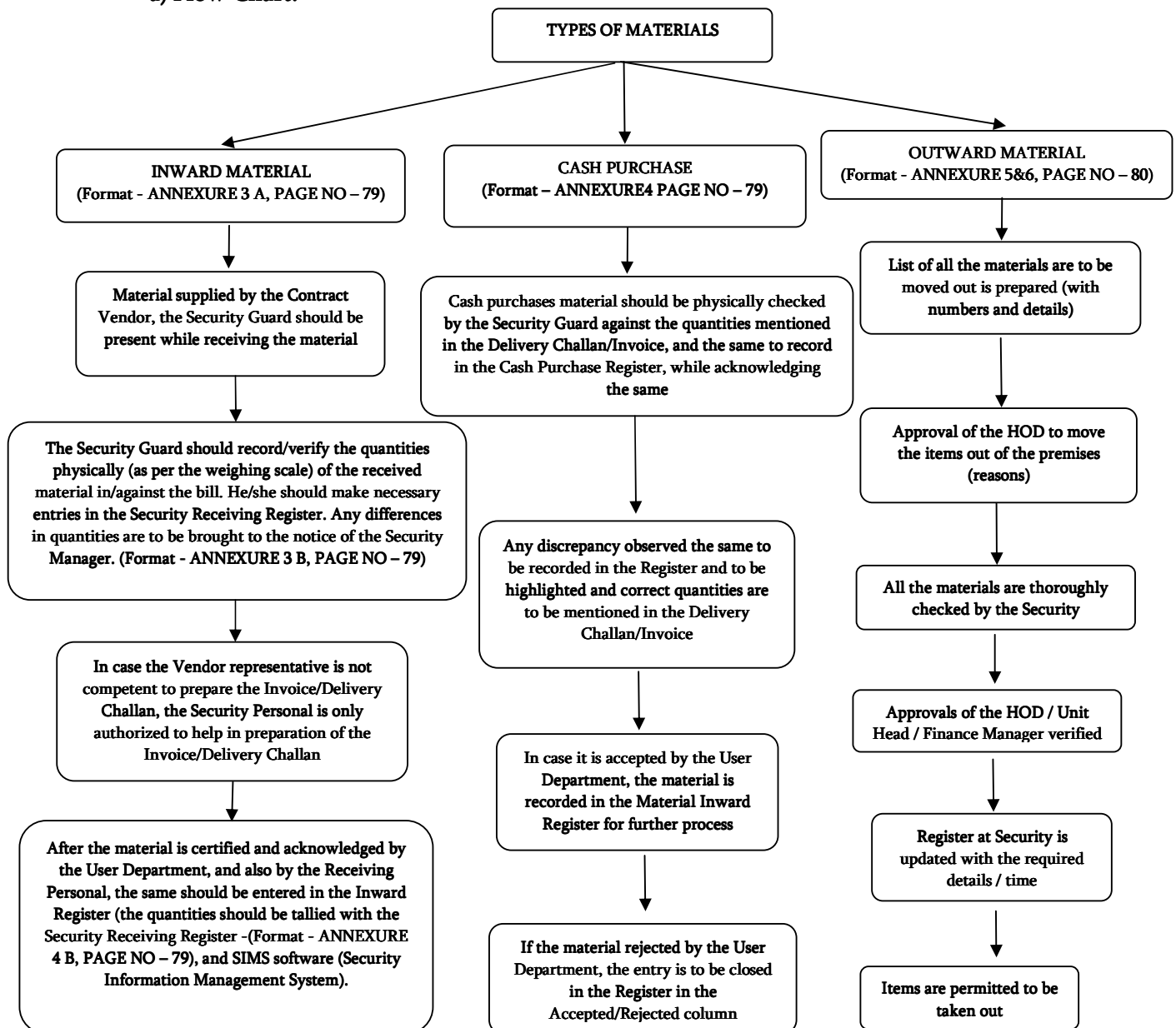
12. SECURITY SUPERVISOR LOG BOOK

1. All the shift details are to be entered in the log book.
2. All the log entries are entered with details like date, time and sign while handing over the shift.
3. Incidents are to be recorded in the log book and are highlighted.
4. Log book should be placed in the GM's office every morning for update.

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13. CONTROL OF MATERIAL MOVEMENT: INWARD/CASH /OUTWARD

a) Flow Chart:



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b) Procedure:**i. INWARD (FORMAT ENCLOSED, ANNEXURE 3 A, PAGE NO - 79)**

1. Material supplied by the Contract Vendor, the Security Guard should be present while receiving the material.
2. The Security Guard should compare the quantities of the received material as per the physical quantities (as per the weighing scale) to the quantities mentioned in the bill/invoice. Any differences in the quantities are to be highlighted and brought to the notice of the Security Manager.
3. After the material is certified and acknowledged by the User Department and also by the Receiving Personal, the same should be entered in the Inward Register.
4. In case the Vendor representative is not competent to prepare the Invoice/Delivery Challan, the Security Personal is only authorized to help in preparation of the Invoice/Delivery Challan.

ii. CASH PURCHASE (FORMAT ENCLOSED, ANNEXURE 4, PAGE NO - 79)

1. Whenever the cash purchases are made, the material should be physically checked by the Security Guard against the quantities mentioned in the Delivery Challan/Invoice, and the same to record in the Cash Purchase Register, while acknowledging the same.
2. If there is any discrepancy observed the same to be recorded in the Register and to be highlighted and correct quantities are to be mentioned in the Delivery Challan/Invoice.
3. In case it is accepted by the User Department, the material is recorded in the Material Inward Register for further process.
4. In case the material rejected by the User Department, the entry is to be closed in the Register in the Accepted/Rejected column.

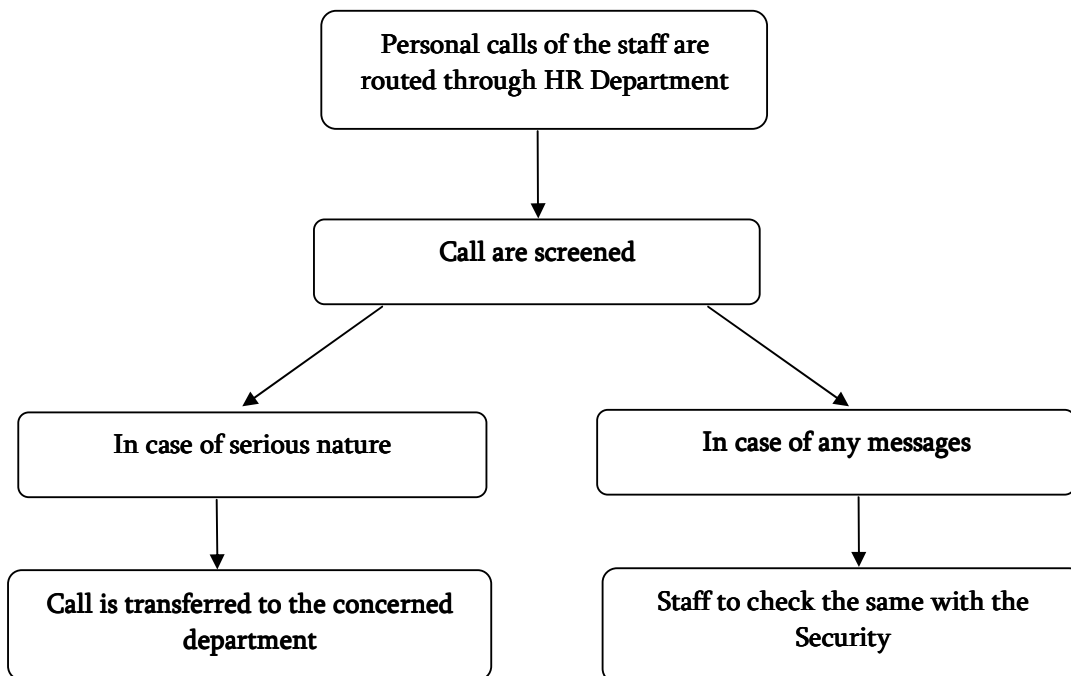
iii. OUT WARD (FORMAT ENCLOSED, ANNEXURE 5&6 , PAGE NO - 80)

1. No material is allowed to go out of the premises unless accompanied by a valid gate pass and due approval from HOD, General Manager or Finance Manager as the case may be.

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14. RECEIVING PERSONAL CALLS & RECORDING MESSAGES:

a) Flow Chart:



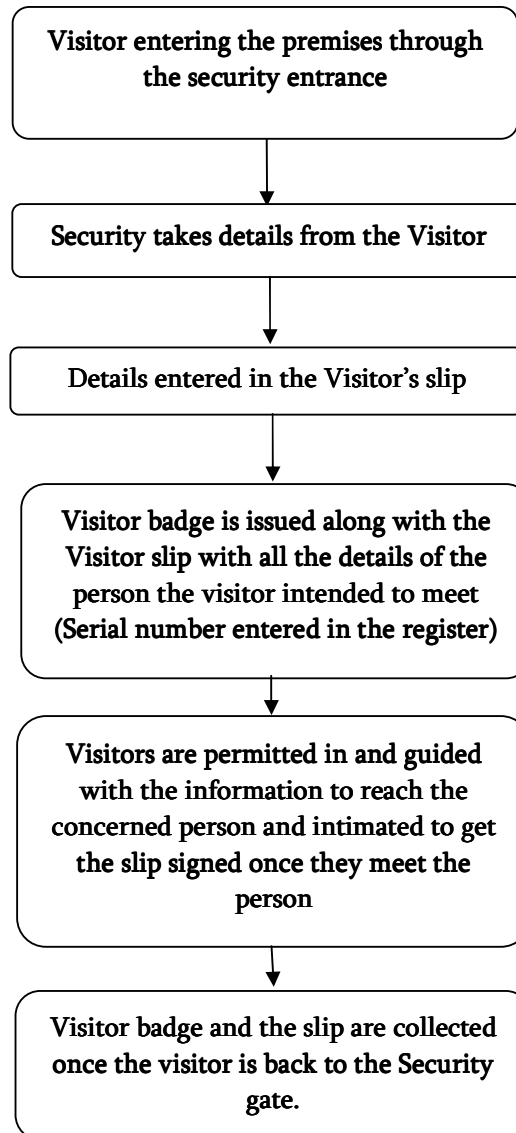
b) Procedure:

- All personal calls of the staff to be routed through HR Department. But after 6.00 p.m. it will be routed through Security.
- On screening the call unless urgent or of serious in nature it will not be transferred to the staff.
- In case of messages the staff needs to check with Security for message if any.

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15. HANDLING VISITORS (Ref- Annexure: 7, Page-81)

a) Flow Chart:



Note: In cases where in the visitor has to pass through the Guest areas (like Lobby, Back office etc.) a security guard will be escorting him/ her till the last point.

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b) Procedure:

1. A visitor slip is issued to all visitors entering the hotel premises.

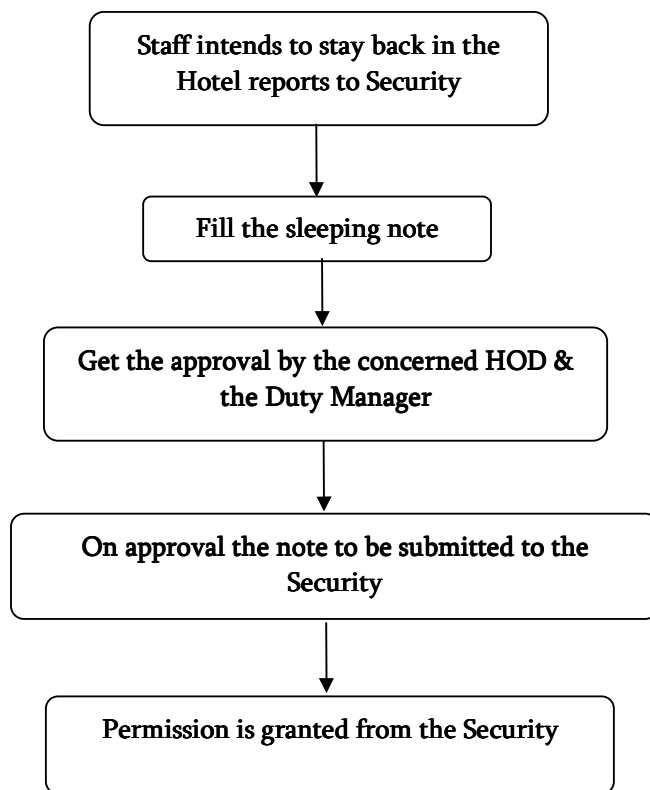
The visitor's slip contains the following details:

- a. Name of the person:
 - b. The company he/she is representing:
 - c. Person whom he/ she needs to meet:
 - d. Time the pass is issued:
2. Visitor badge along with the visitor's slip (as mentioned above) is provided to the visitor and serial number of the badge is entered in the register.
 3. Before permitting the visitor in, he/she is guided by the security with the information to reach the concerned person and intimated to get the slip signed once they meet the person. The badges are collected back once the visitor is back to the security gate.
 4. The staff is not permitted to entertain any visitors in hotel premises. However, they are allowed to meet visitors at security gate only.

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16. ISSUING NIGHT STAY PERMISSION FOR EMPLOYEES (Ref- Annexure: 8, Page-82)

a) Flow Chart:



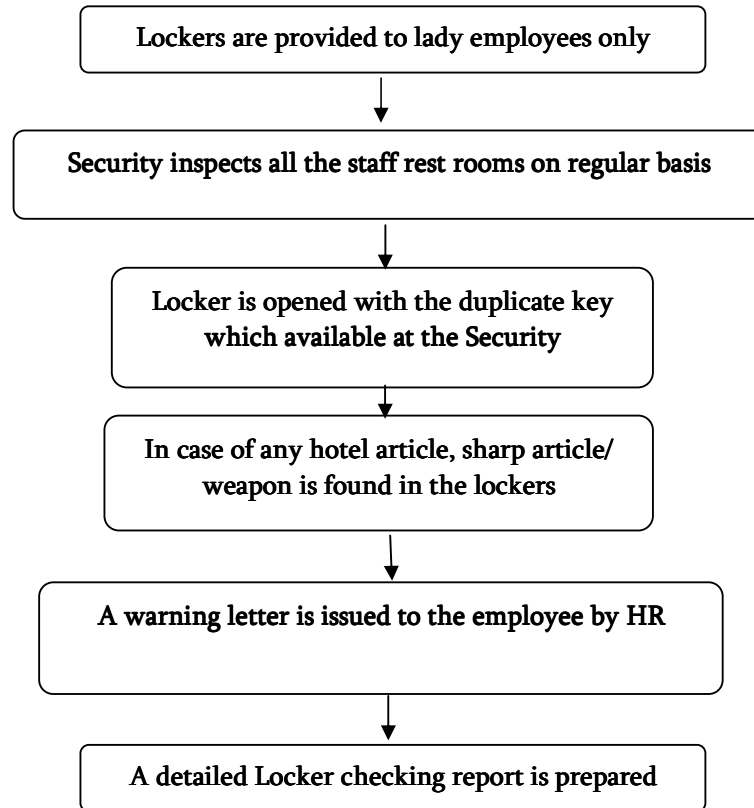
b) Procedure:

1. If the employee needs to stay back in the Hotel for some reasons like non-availability of local transport or if they need to report for an early morning shift for breakfast service.
2. After completing the shift, the employee should report to the security department to fill in the sleeping note.
3. The HOD and Duty Manager have to authorize the note and it is submitted to security for permission.

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17. CHECKING OF LOCKERS / REST ROOMS

a) Flow Chart:



b) Procedure:

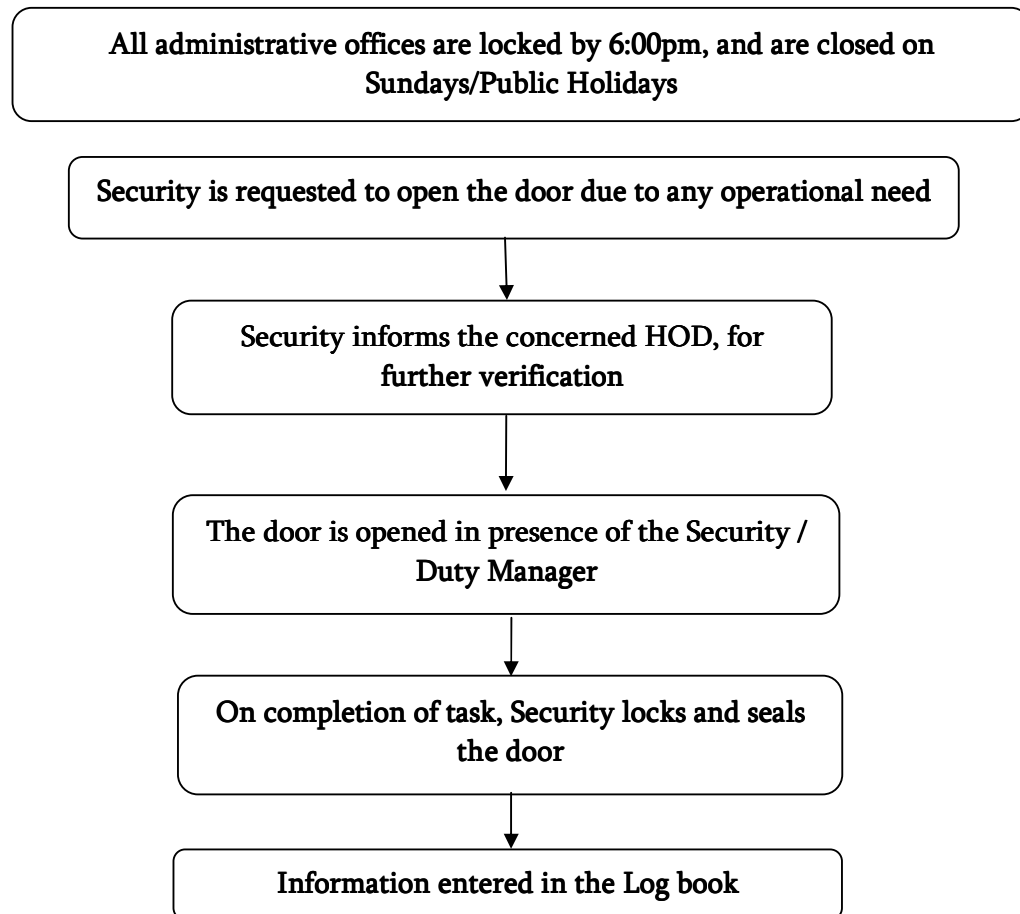
1. Lockers are provided to lady employees only.
2. Staff rest rooms are inspected on regular basis.
3. If any guest supplies, hotel material, tools belonging to hotel, sharp articles such as knives, scissors etc are found in locker the concerned employee will be issued a warning letter.
4. Locker is opened with the duplicate key available with the Security department.
5. A locker checking report is generated which contains the following details:

a) Locker number	c) Items found in the locker
b) Employee(s) name(s)	d) Unlocked lockers

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18. OPENING OF AUTHORISED DOORS

a) Flow Chart:



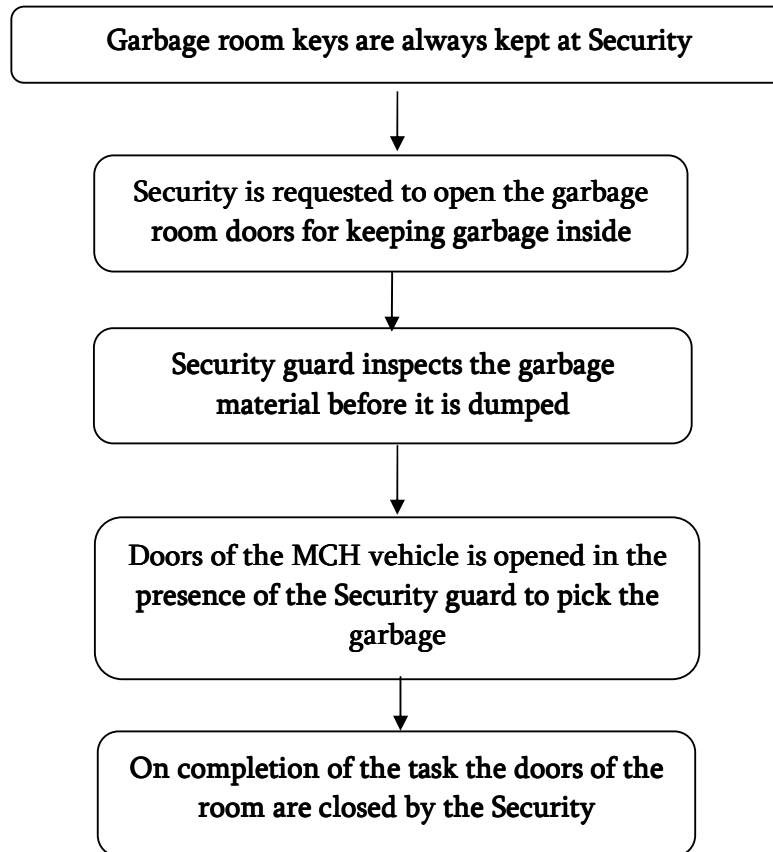
b) Procedure:

1. All the administrative office doors and stores will be locked at 6.00 p.m, and also closed on Sundays and Public Holidays.
2. If any of the operational need arises to open the doors, the Security must be informed and in the presence of Security and Duty Manager the doors to be opened.
3. A log entry is to be made accordingly.
4. The doors are to be properly locked and sealed.

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19. OPENING OF GARBAGE ROOM DOORS

a) Flow Chart:



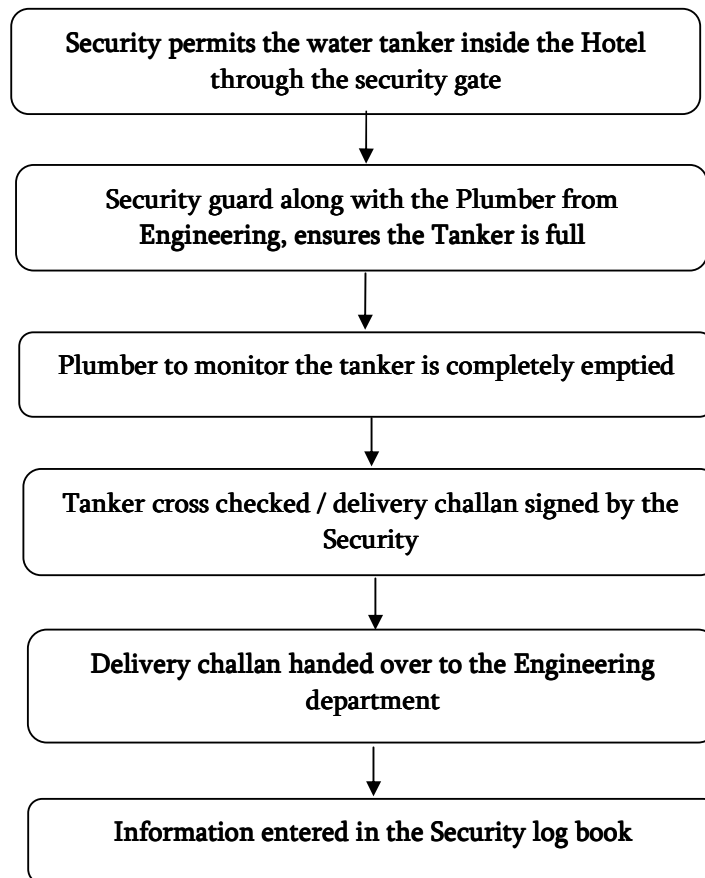
b) Procedure:

1. Garbage room keys are always kept at the Security.
2. When the Kitchen stewarding staff needs to put garbage inside, the Security guard on the duty shall open the same for them and checks the garbage before dumping.
3. When MCH vehicle comes to pick up the garbage, the door shall be opened in the presence of Security Guard on duty.
4. Both outer and inner doors are to be closed and the door must be locked.

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20. CHECKING THE WATER TANK

a) Flow Chart:



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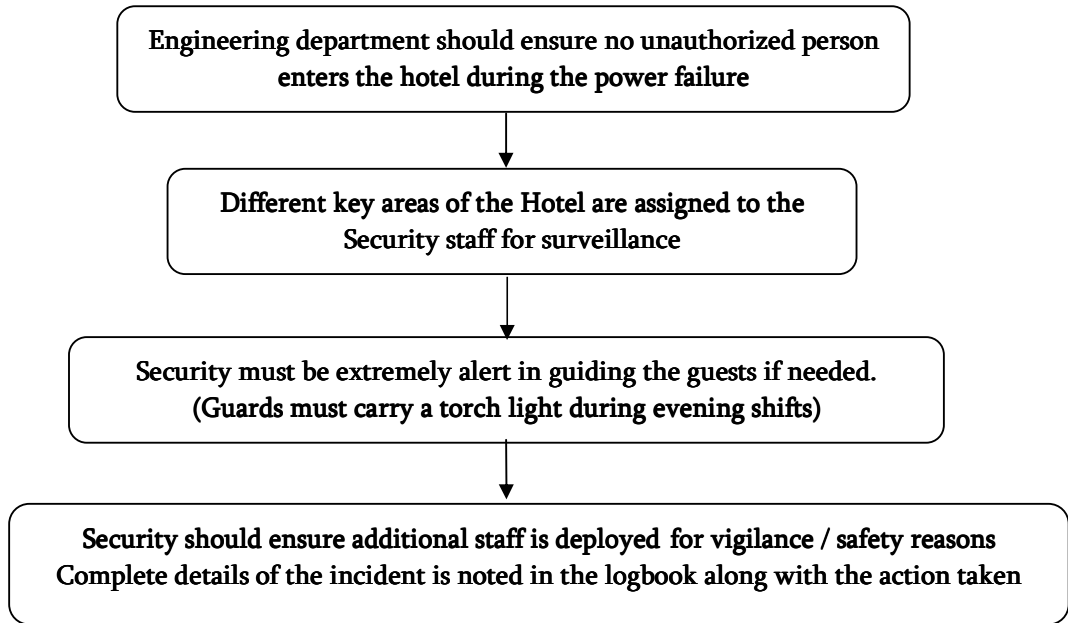
b) Procedure:

1. Hotel receives water through water tanker daily.
2. When the water tanker arrives to deliver, on duty Security Guard along with Plumber should ensure that the tanker is full to the capacity and entire water is pumped into the hotel water tank while emptied.
3. The delivery challan is signed by the Security only after ascertaining that the water tanker is empty.
4. The challan is then handed over to the Engineering Department.
5. The water received must be entered in the logbook.

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21. HANDLING POWER FAILURE

a) Flow Chart:



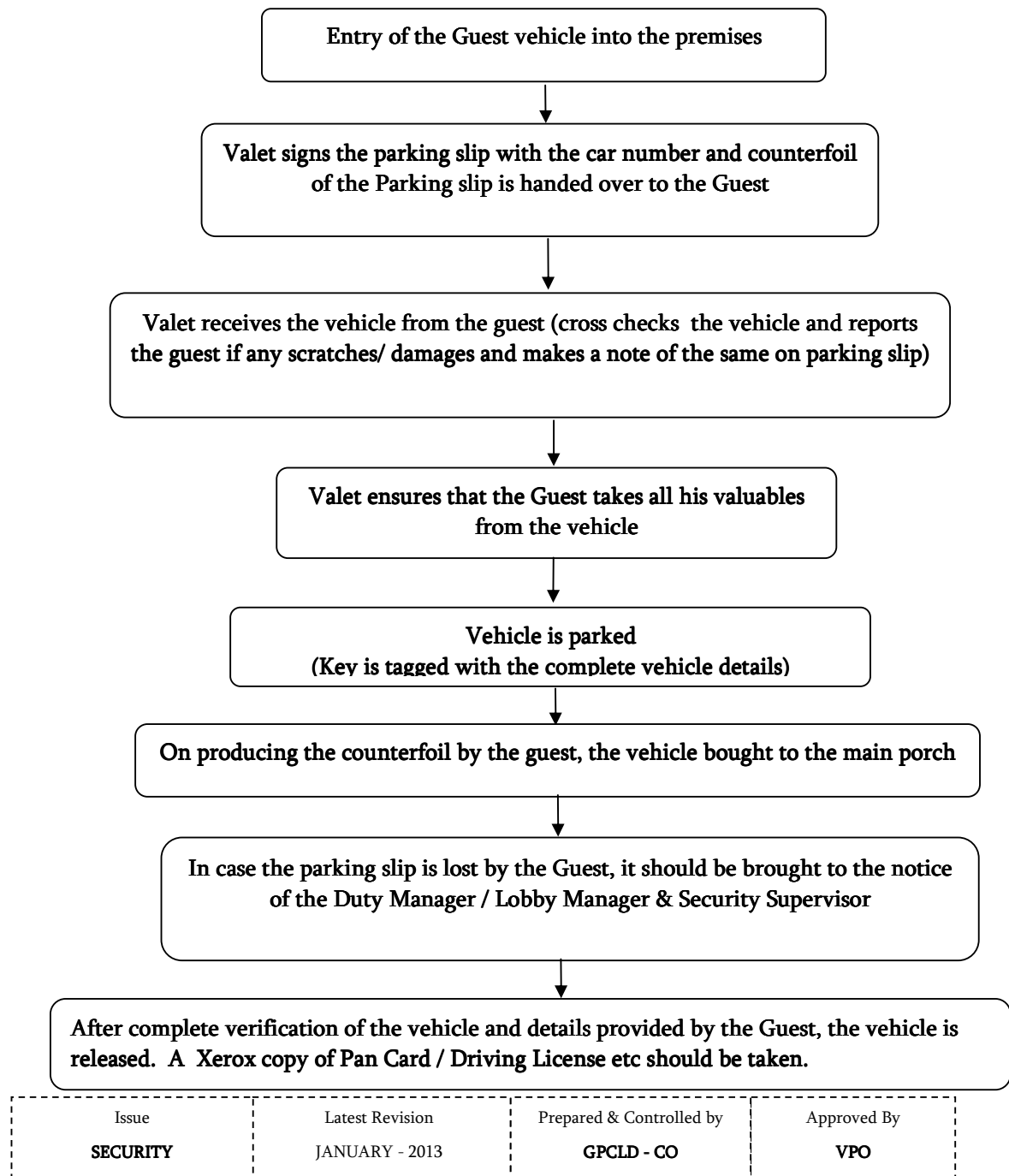
b) Procedure:

1. In case of power failure, one hotel guard is placed outside the Engineering department to see that no unauthorized person enters the premises.
2. Security staff is assigned different key areas of the Hotel for surveillance.
3. The entire incident is noted down in the logbook with the time, place of the incident and the corrective action taken.
4. Security on the floor needs to be extremely alert and be able to guide guests if needed. (The security staff has to carry a torch light during evening shifts)
5. Additional security should be deployed on floor for vigilance / safety reasons and to assist the guest if required.

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22. HANDLING VALET PARKING/PARKING SLIPS (Ref- Annexure: 9, Page- 83)

a) Flow Chart:



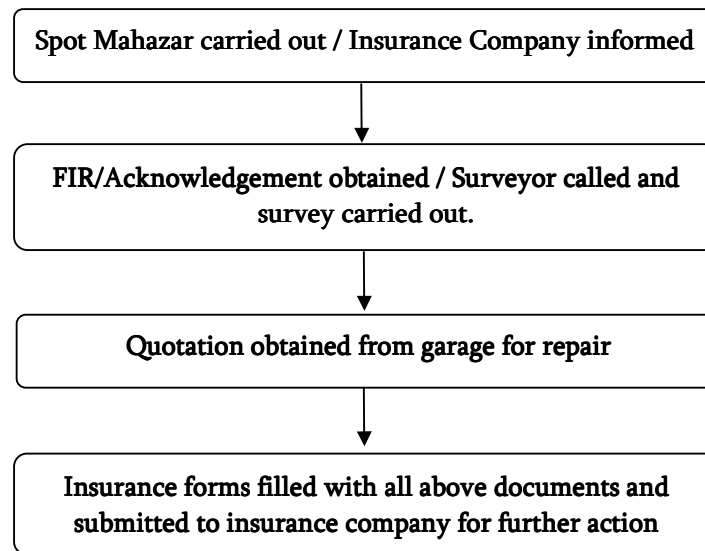
b) Procedure:

1. When an owner driven car arrives into the Hotel premises, the valet should sign a parking slip with the vehicle number and hand over the counterfoil to the guest.
2. While receiving the vehicle the valet driver has to ensure to check the vehicle for any dents / scratches if in case if he finds it he should report to the guest and make a note of it on the back side of the parking slip and also he should inform guest to collect the luggage.
3. After parking the vehicle, the details are duly filled in the remaining part of the slip and attached to key.
4. The details which are filled in the slip are: car number, location /area where it has been parked, the date/ time of parking the car, the type & model of the car and the valet driver name.
5. The guest vehicle should be brought to the main porch and handed over to the guest on receiving the counter foil.
6. In case the parking slip is lost by the guest, the valet should inform the Duty Manager / Lobby Manager & Security Supervisor about the same.
7. The Duty Manager / Lobby Manager & Security Supervisor should verify the vehicle number, make of the vehicle and details of RC book, on satisfaction information provided by the guest. Finally the vehicle is released after taking a xerox copy of the Pan Card, Driving License, Mobile Number and a document written by the guest regarding the handover of the vehicle to be collected from the guest.

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c) In case of insurance claim the following actions are taken:

Flow Chart:



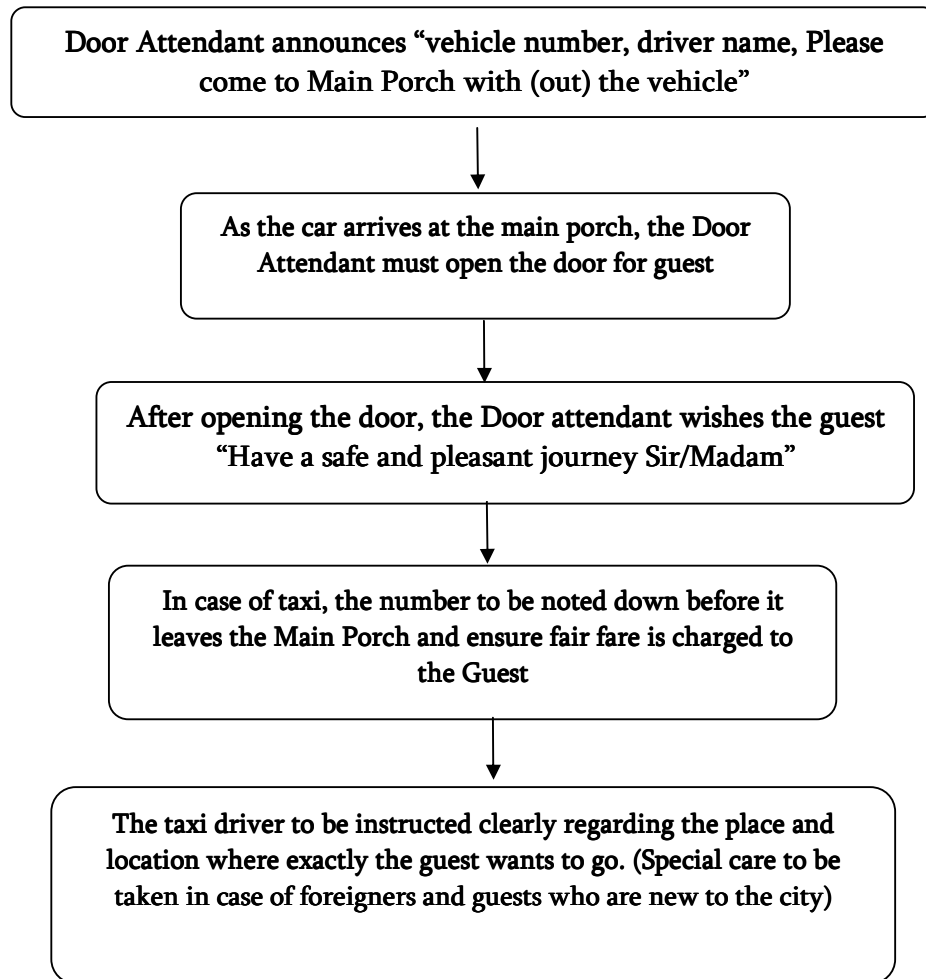
Procedure:

1. Police complaint lodged.
2. Spot Mahazar carried out
3. Insurance company informed.
4. FIR/Acknowledgement obtained
5. Surveyor called and survey carried out.
6. Quotation obtained from garage for repair.
7. Claim forms filled with all above documents and submitted to insurance company for further action.

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23. CALLING CAR / TAXI FOR GUESTS

a) Flow Chart:



Issue	Latest Revision	Prepared & Controlled by	Approved By
SECURITY	JANUARY - 2013	GPCLD - CO	VPO

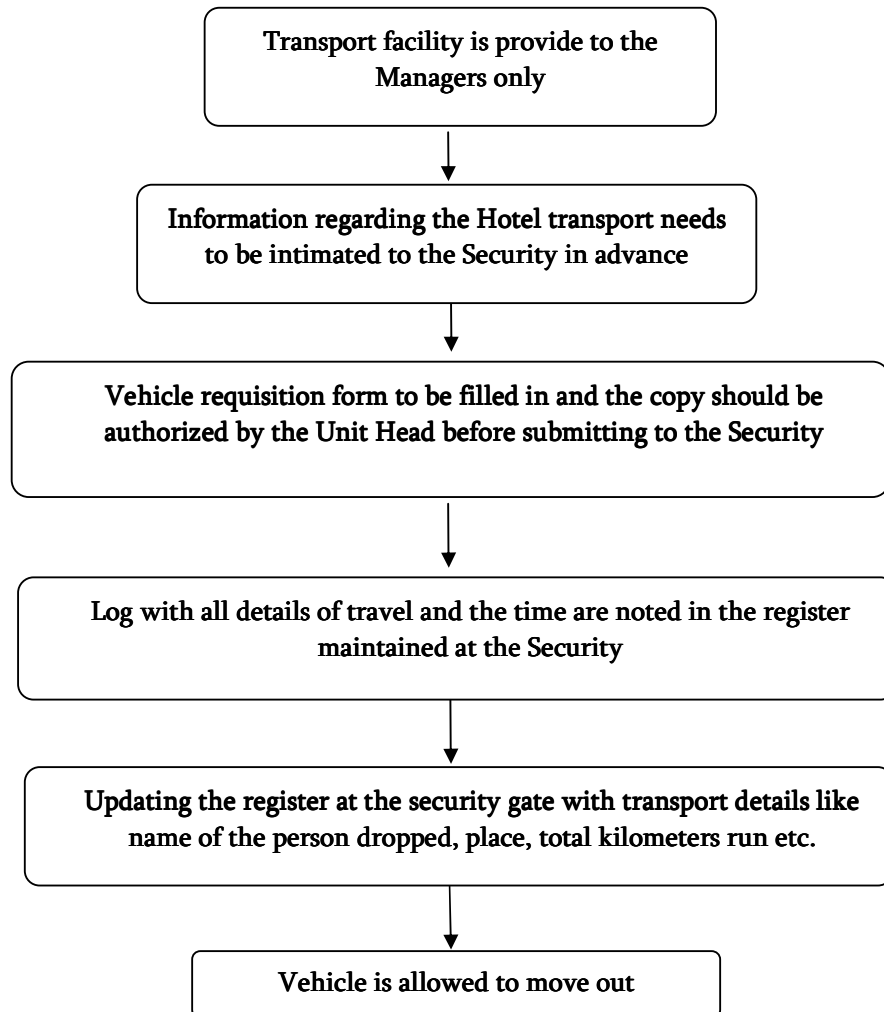
b) Procedure:

1. If the guest has a chauffeur, the Door Attendant announces for the chauffeur to bring the car to the main porch.

Door Attendant announces “vehicle number, driver name, Please come to Main Porch with (out) the vehicle”

2. As the car arrives at the main porch, the door attendant must open the door for guest and wish him/her “Have safe and pleasant journey Sir/Madam”.
3. In case a taxi has to be called announcement should be made accordingly for calling the taxi.
4. Before taxi leaves the porch the taxi number to be noted down. The cab to be instructed clearly of the place and location where the guest wants to go, especially if the guest is a foreigner or new to the city.
5. Whenever any taxi arrives with guest(s), the taxi number to be recorded, and it should be facilitated to ensure that a fair fare is charged to the guest. In case of any dispute pacify the guest and driver and payment should be made as per the fare card.

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24. HANDLING HOTEL TRANSPORT FACILITY (Ref- Annexure: 10, Pg- 84)**a) Flow Chart:**

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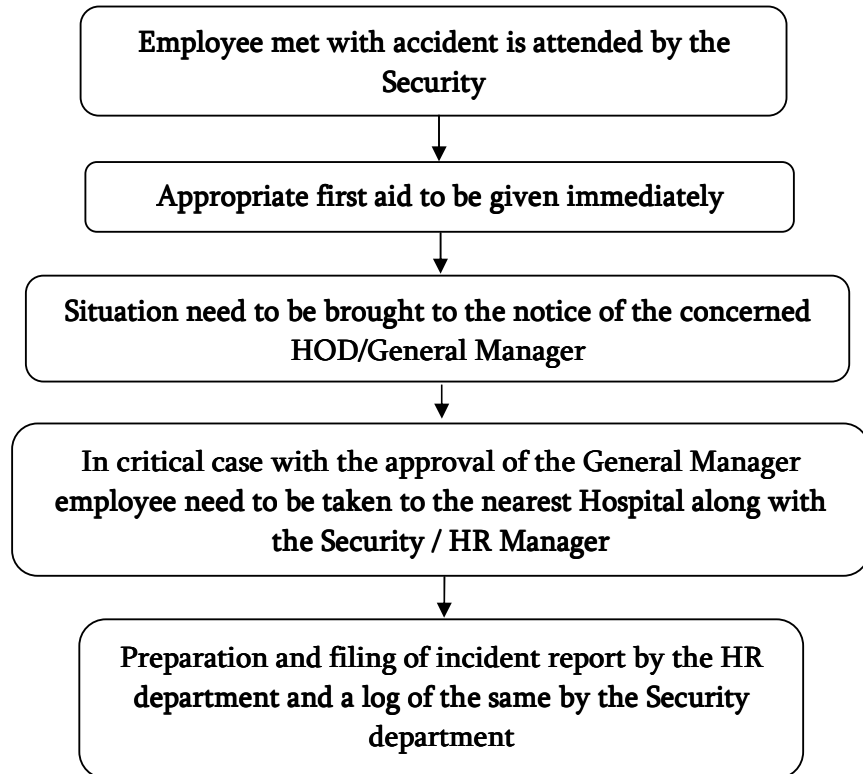
b) Procedure:

1. The fleet of transport will be working under Security along with the drivers.
2. Hotel vehicle (or cab facilities) to Managers / Executives for official purpose is facilitated by the Security. Information regarding the same need to be informed to the Security in advance.
3. Vehicle requisition form available in the intranet to be filled in with all the details and the same should be authorized by the Unit Head and submitted to the Security.
4. Hotel transport is also used to provide night drop to the lady staff members of the Hotel escorted by a security guard.
6. All entries pertaining to the vehicle movement will be recorded along with name of the person dropped, place, total kilometers run etc.
7. In addition, records pertaining to fuel, servicing etc. details also are recorded.

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25. HANDLING ACCIDENTS INSIDE THE HOTEL

a) Flow Chart:



b) Procedure:

1. Accidents happening to any employee must be attended immediately by the Security.
2. The patient must be given immediate first aid and the situation needs to be brought to the notice of the concerned HOD / General Manager for their advice and approval.
3. Depending on their advice and the severity of the injury, he/she must be taken to the nearest hospital for treatment.
4. Security/HR must accompany the patient.
5. An incident report is prepared and the same is filed in the HR department.
6. Security supervisor on duty must log the incident in the logbook.

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26. VEHICLE ACCIDENTS IN THE HOTEL PREMISES

A vehicle may get damaged under various circumstances in the hotel premises like

- a) An accident between two guests driven vehicles either both in motion or one in motion and the other stationary.
- b) An accident between a guest driven vehicle and a driver driven vehicle.
- c) An accident between two driver driven vehicles.
- d) An accident involving two vehicles out of which one is driven by the Hotel staff.
- e) An accident involving the company vehicles inside or outside the Hotel premises.

If an accident involves two vehicles driven by the guests the security officer assists in their mutual agreement and clear the traffic jam (if any) soon.

If an accident involves two vehicles driven by the drivers, the security officer assists in informing the Guests /Owners of the car for further action and clear the traffic jam (if any) soon.

In all circumstances the Guest/Owner of the car has to be involved for speedy action in resolving the problem.

The Guest may or may not claim damages from the company. In the event if the guest claims the damages, instantly a police complaint has to be lodged and the relevant process set in motion.

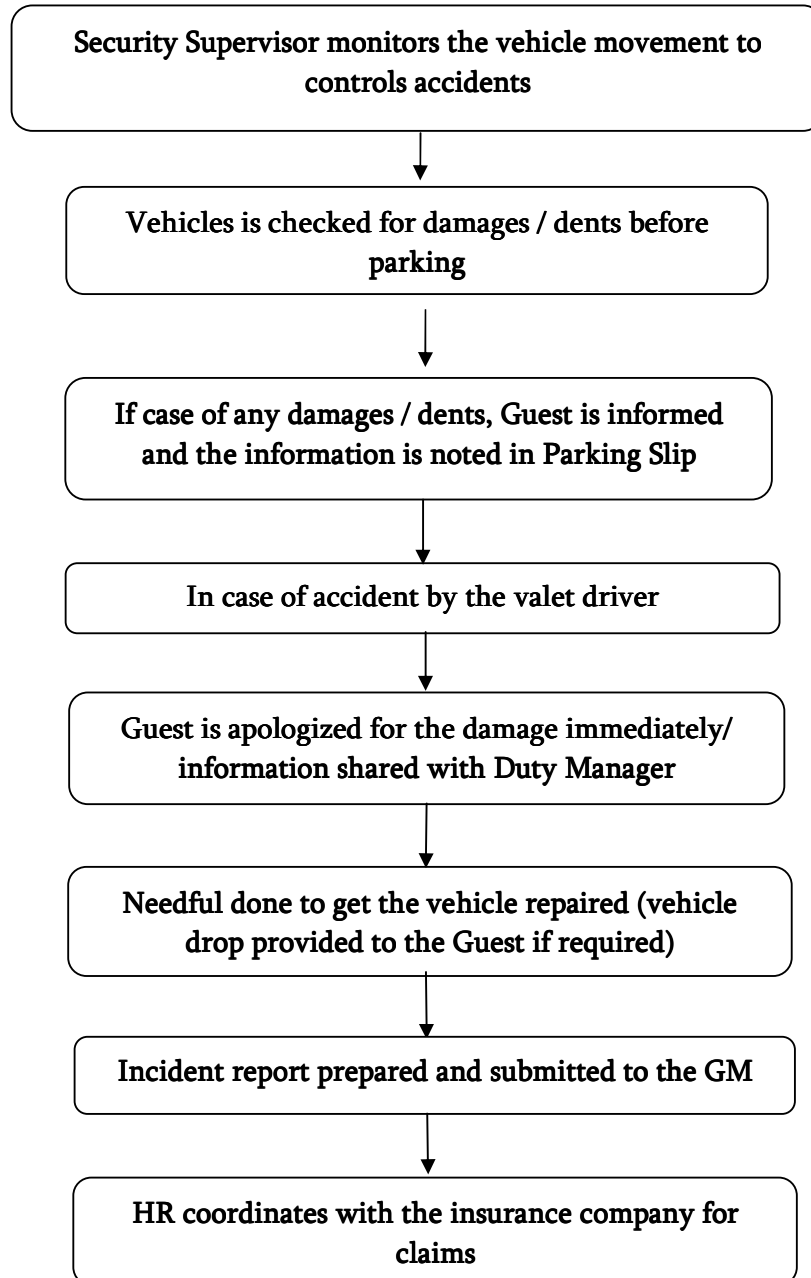
If the damage has been caused to the Guest vehicle entirely due to the negligence of the hotel staff the guest may be compensated first by the hotel and insurance claimed later.

If the guest wants to repair the vehicle on his own, he has to produce estimation from the mechanic. If it is found reasonable, he may go ahead with the repair. If not we should suggest alternatives to do the same quality of work at a lesser cost.

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27. HANDLING ACCIDENTS AT THE PARKING AREA

a) Flow Chart:



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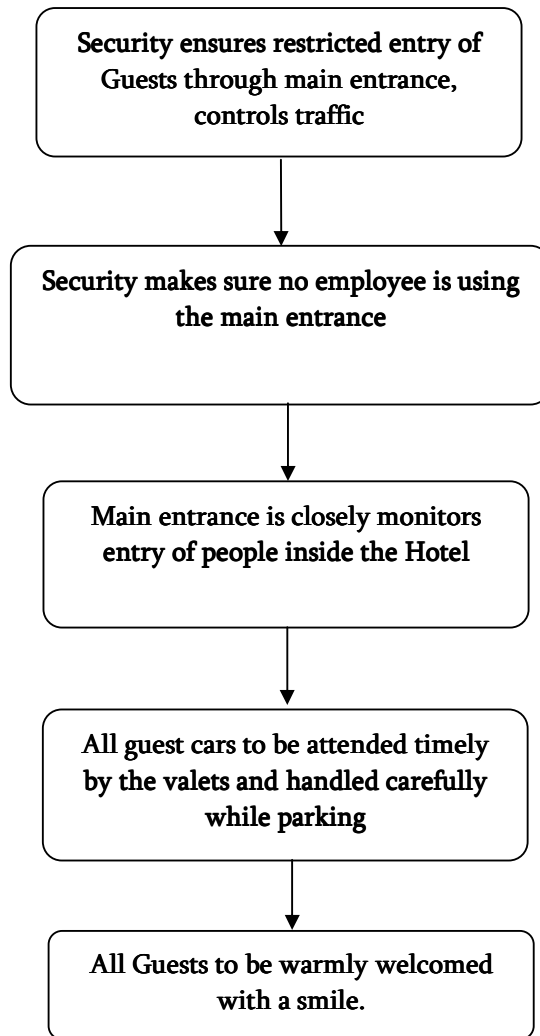
b) Procedure:

1. All the guest vehicles are checked for damages or dents before the valet takes possession of the vehicle.
2. Guest is politely informed about the damages, if any, so as to ensure that the guest does not have any scope for blaming Organization.
3. Any visible damages to the vehicle are noted down on the PARKING SLIP.
4. The Security Supervisor handles any incident of accident of any of the Vehicle at the parking lot.
5. The Security Supervisor checks to ascertain the damage caused and if he is very sure that the accident has occurred due to negligent driving of hotel Valet, the guest is apologized for the damage immediately.
6. The Duty Manager is informed about the incident immediately.
7. If the vehicle is in driving condition the guest is advised to get the vehicle next day for needful repair work or otherwise he would be provided with a vehicle to drop him at his/her at residence.
8. A report is made and the information is passed to the General Manager.
9. In coordination with HR department the Information about the accident is passed to the insurance firm for insurance claims.
10. Following are the lists of documents are to be enclosed with the claim form.
 - (a) Incident Report
 - (b) Parking slip
 - (c) Driver's license
 - (d) Photo at the time of incident.

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28. HANDLING GUEST ENTRANCE

a) Flow Chart:



Issue	Latest Revision	Prepared & Controlled by	Approved By
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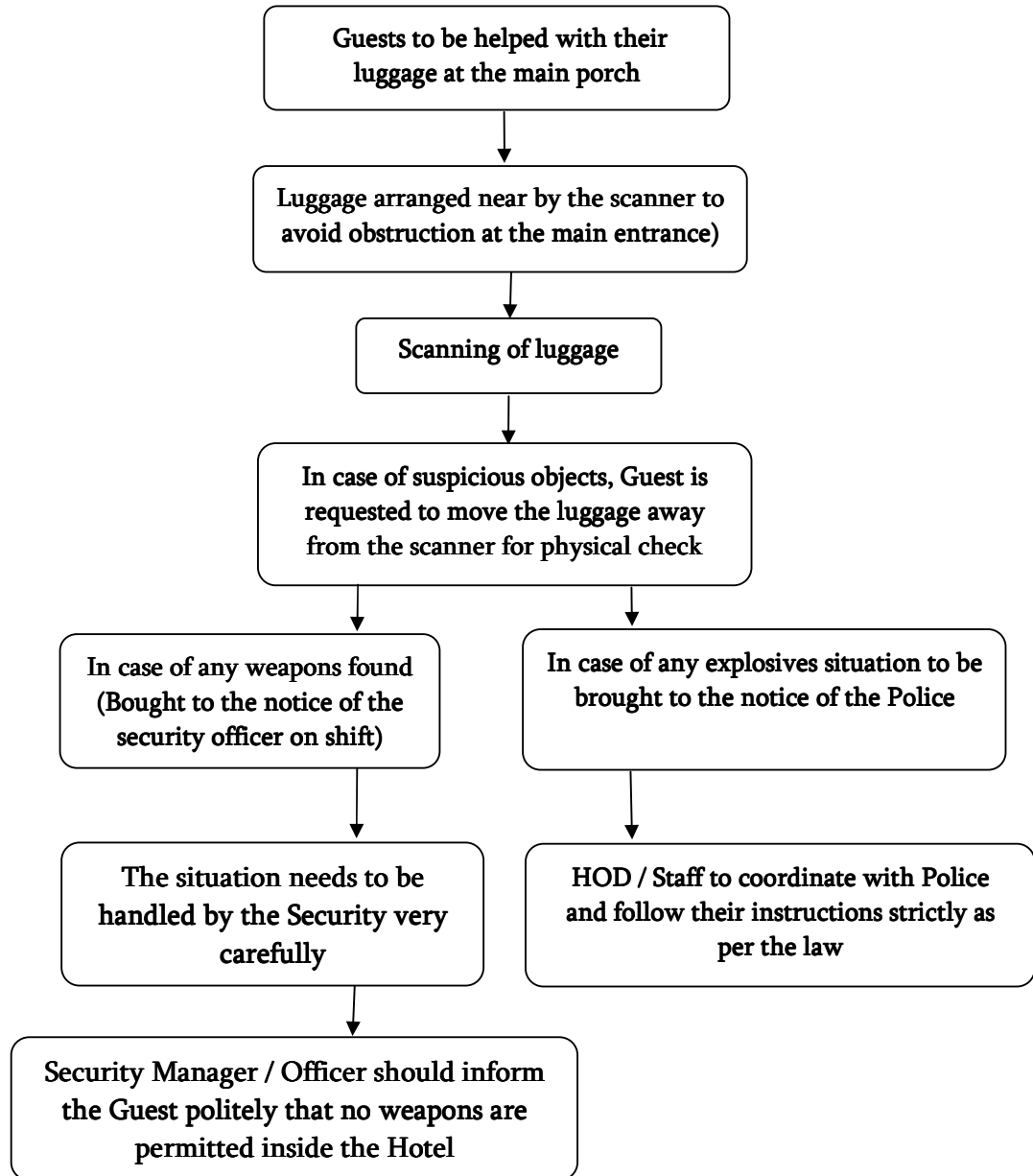
b) Procedure:

1. The main objective of the Security at main gate is to restrict entry, parking of car, traffic control, and recording of vehicles in & out, car calling etc.
2. No employee shall use main gate and no material belonging to the hotel should go out the hotel.
3. Security must be alert always to ensure that anti-social activities do not take place.
4. All the guests entering through the main entrance must be closely watched for safety and security reasons.
5. All guest cars must be timely attended by the valets and the security staff will receive all the guests with warm welcome and smile.
6. The main porch must always be kept clean and free from litter.
7. All the guest vehicle keys must be carefully handled and kept safe at the Valet desk.

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29. PROCESS FOR SCANNING BAGGAGE AT LOBBY ENTRANCE

a) Flow Chart:



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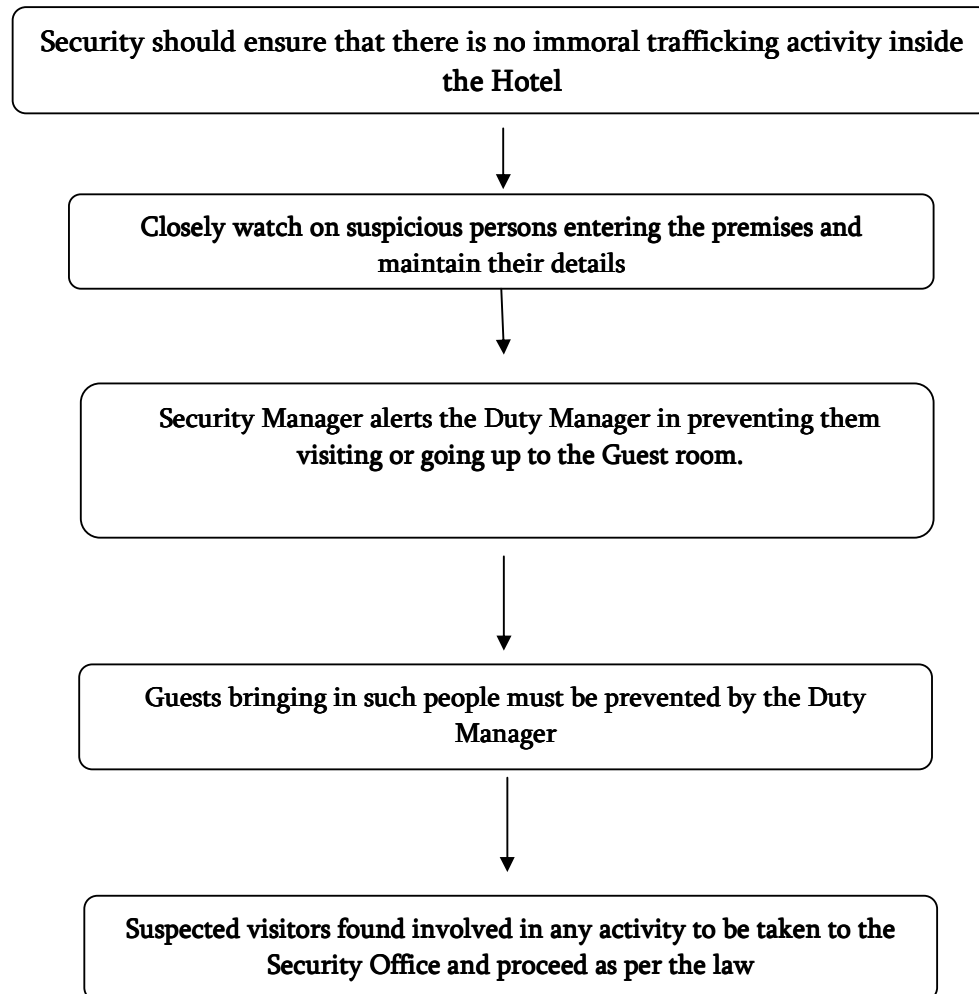
b) Procedure:

1. Baggage, hand bags, parcels, carton boxes etc of the guests coming into the hotel have to be scanned on daily basis.
2. Two security guards are to be deployed at baggage scanner and DFMD (Door Frame Metal Detector). Normally frisking is done by the security guard and the lady guard will be scanning the baggage of all the guests coming in.
3. In case of any suspicious object found in the baggage, the security guard will ask the guest for the suspicious object or would requested the guest to open the bag for a physical check.
4. For the physical check of the suspicious baggage, the security guard will request the guest along with the baggage to move from the scanner, to the table, which will be placed beside the scanner for the physical check of the scanned baggage.
5. If any suspicious item like weapon is found in the scanned baggage, the security guard has to inform immediately to the Supervisor. The Supervisor politely informs the guest that the Hotel do not have any permission for keeping weapons inside.
6. If found any explosives inside the baggage, they need to be moved out of the property immediately without any disturbance, and the same need to be brought to the notice of Security Manager, if required the bomb disposal team and police. It needs to be handled as per the law.
7. Security will maintain a register and record the suspicious items, weapons, and heavy material found during scanning as following:

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30. PREVENTING IMMORAL TRAFFICKING

a) Flow Chart:



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b) Procedure:

1. Hotel strictly does not entertain any kind of immoral trafficking.
2. It is the responsibility of security staff to note down the details of suspicious persons entering the premises and a close watch must be kept on them.
3. Guests bringing such people of immoral character must be prevented by the Duty Manager from going up to the room.
4. Security must alert the Duty Manager of any such incidents.
5. The person suspected or found involved in such activity should be brought to the Security Office. The person address and photograph are to be taken, and proceed as per the law.

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31. PROCEDURE FOR CONTRACT LABOUR

- 1) Any sort of project work being undertaken at the unit need to be brought to the notice of the Security Manager with all the following details of the particular task:
 - a. Details of the contractor and the company.
 - b. Exact number of contract staff, proposed to be on the project.
 - c. Authorization for all the working men of the contact team.
 - d. Complete details of the staff working on the project.
 - e. Detailed list of equipment's they would be carrying with them while the work in under progress.
 - f. Frequency of the heavy vehicle movement.
 - g. Timings of the Staff.
 - h. Prior intimation and the clearance for the same need to be obtained by the security department in case of work being carried out during nights.
- 2) Project Manager has to ensure that the contractor is introduced to the Security Manager of the unit.
- 3) Security Manager has to brief the policy and procedures of the organization to the contractor to follow.
- 4) All labour has to move in and out through service gate and they should not carry any prohibited items like gutka, chewing gum, tobacco, cigarettes, match boxes and pan masala.
- 5) Contractor should ensure that the equipment brought by him to the site must be registered at the Security and gate pass for the same need to be obtained.
- 6) Gate pass should be shown and deposited back to the security while taking the material out of the site.
- 7) All the labour should follow safety norms with respective to the work areas as following:
 - A. While working at heights, it should be ensured that the following safety equipments are to be used strictly:
 1. Safety Belts
 2. Helmets
 3. An extra person should be available for additional help.
 4. Proper lighting.

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B. While working at places, where in welding or cutting works are undertaken, it should be ensured that the following safety equipments are used:

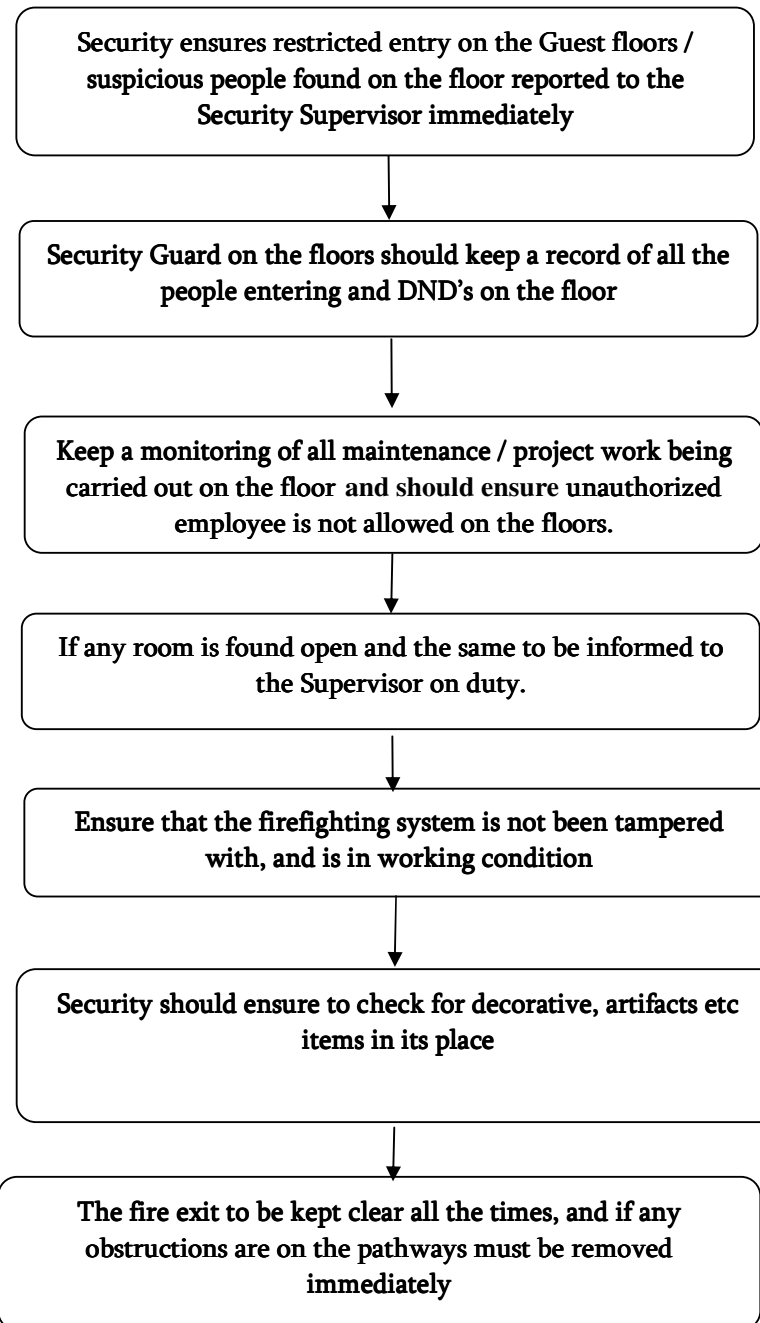
1. The area should be barricaded.
2. All the combustible material should be kept away from the work location.
3. Fire extinguishing material like sand bucket, water and an extinguisher should be placed nearby.
4. Safety equipments like safety glasses, gloves, jackets etc need to be worn while on work.

8. The Project Manager has to maintain a separate record of all the labors on daily basis. While submitting the bills (Monthly / Weekly) He has to refer to his register and submit to the Security for scrutiny. Security will cross check as per their reregister and in case of any discrepancies in the given names, He would highlight the same to the Accounts Manager.

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32. HANDLING FLOOR SURVEILLANCE

a) Flow Chart:



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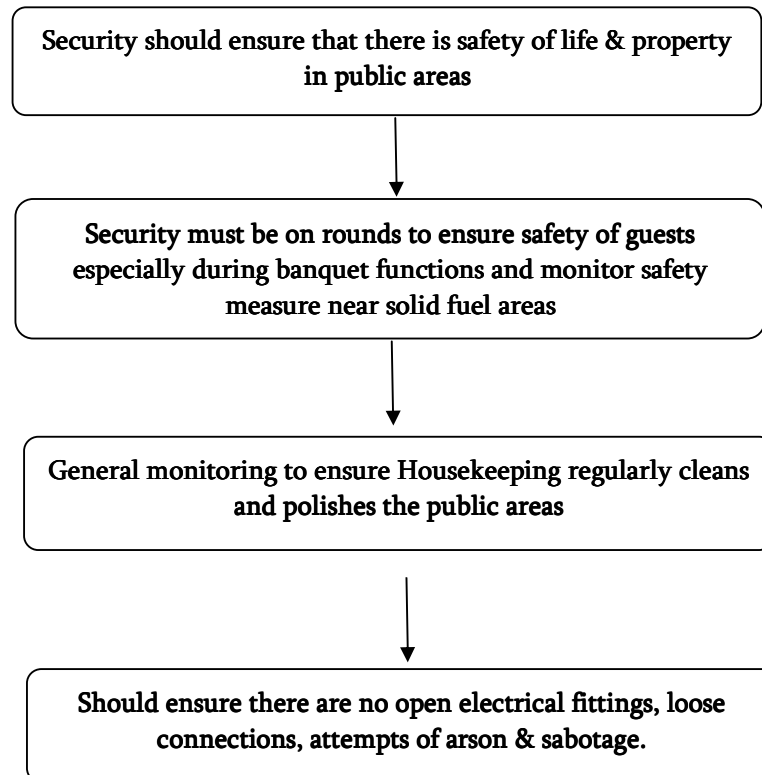
b) Procedure:

- 1.The floor guard ensures that there is a restricted entry on the floor and if any suspicious people found on the floor is reported to the security supervisor immediately.
- 2.The guard on the floors keeps a record of all the people entering the floor with the time they are seen on the floor. Unauthorized employees are not be allowed on the floors.
- 3.The guard should note down the DND room numbers in his shift book. If the status of a particular room is under DND in the entire three-shift book, the security supervisor immediately alerts the Front Office Manager/ Duty Manager.
- 4.The floor guard needs to be vigilant to avoid chances of sabotage, theft and entry of prostitutes.
- 5.In case any project work is in progress, it should be ensured that a dedicated guard to be placed for monitoring and to check proper safety measures is followed. Security to be informed floor guard should be familiar about the staff working on floors, and restrict other persons such as visitor etc. entering on floor.
- 6.A record should be kept with details such as, there is any maintenance work being carried out giving details of staff working in rooms, floors, stewards coming in for service, bell boys' entry / exit on floor along with time.
- 7.The floor guard should keep record of all hotel property being taken out of the floor or maintenance workers etc. bring any item to the room.
- 8.If any rooms are found left open then the same should be informed to the Supervisor on duty.
- 9.The guard on the floor should ensure that the firefighting system is not been tampered with, and is in working condition.
10. All areas such as shafts, false ceiling, pantry passage, bust bins etc. should be checked to avoid attempt of sabotage.
11. The guard must be thorough with hotel information and city information as the guest on the floor may enquire about.
12. The fire exit must be kept clear all the times, and if any obstructions are on the pathways, the security guard must get them removed immediately.

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33. HANDLING PUBLIC AREA SURVEILLANCE

a) Flow Chart:



Issue	Latest Revision	Prepared & Controlled by	Approved By
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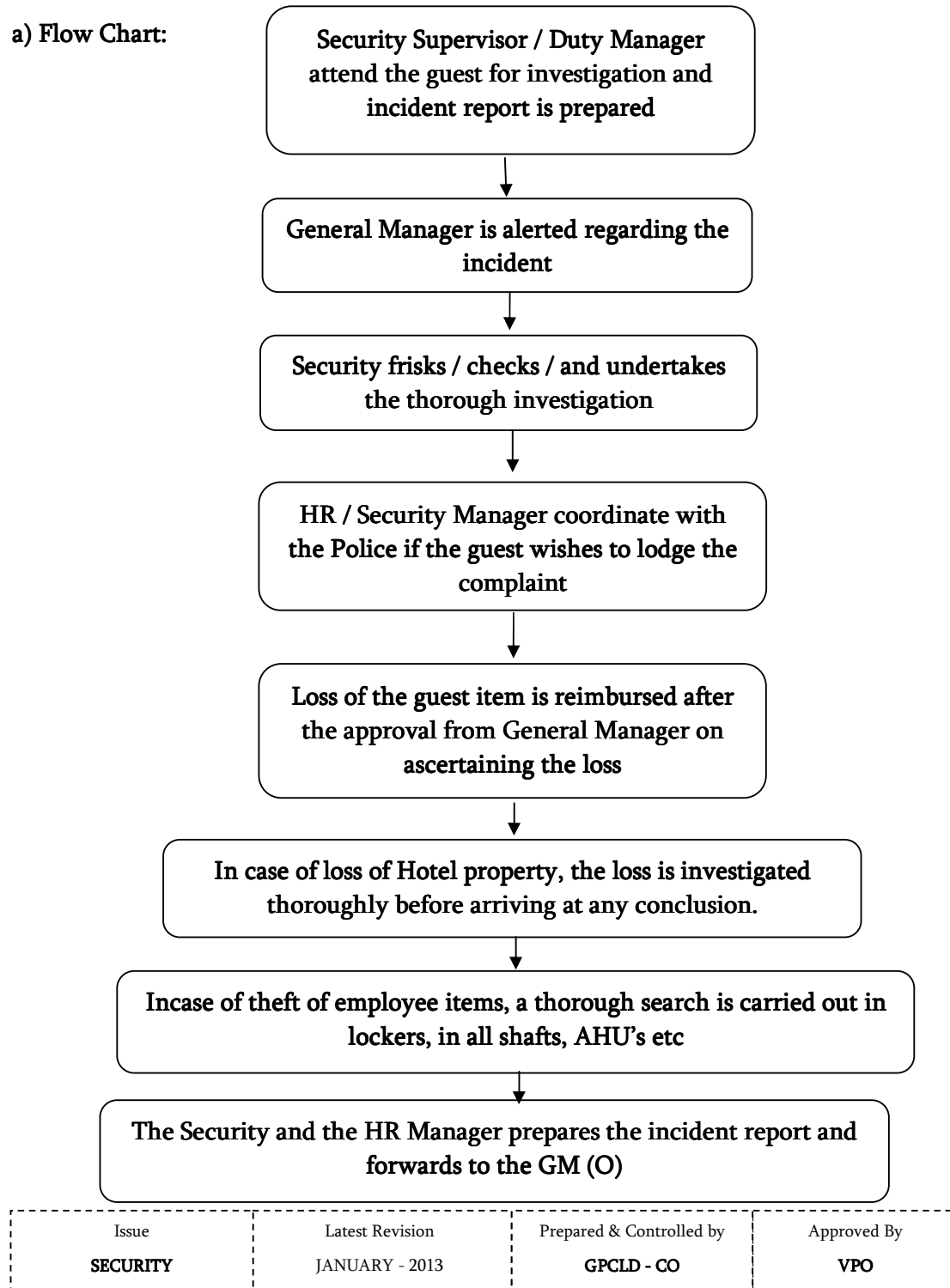
b) Procedure:

1. The Security Guard at the public areas should ensure that there is safety of human life & property.
2. As there will be a flow of public in these areas, the Security Guard he/she should ensure that there are no open electrical fittings, loose connections, attempts of arson & sabotage.
3. The Security should have general observation that the housekeeping regularly cleans and polishes public areas.
4. Security should ensure that all the garbage / waste should be removed immediately.
5. Security must be on rounds to ensure safety of guests especially during banquet functions and monitor safety measure near solid fuel areas

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34. HANDLING THEFTS

a) Flow Chart:



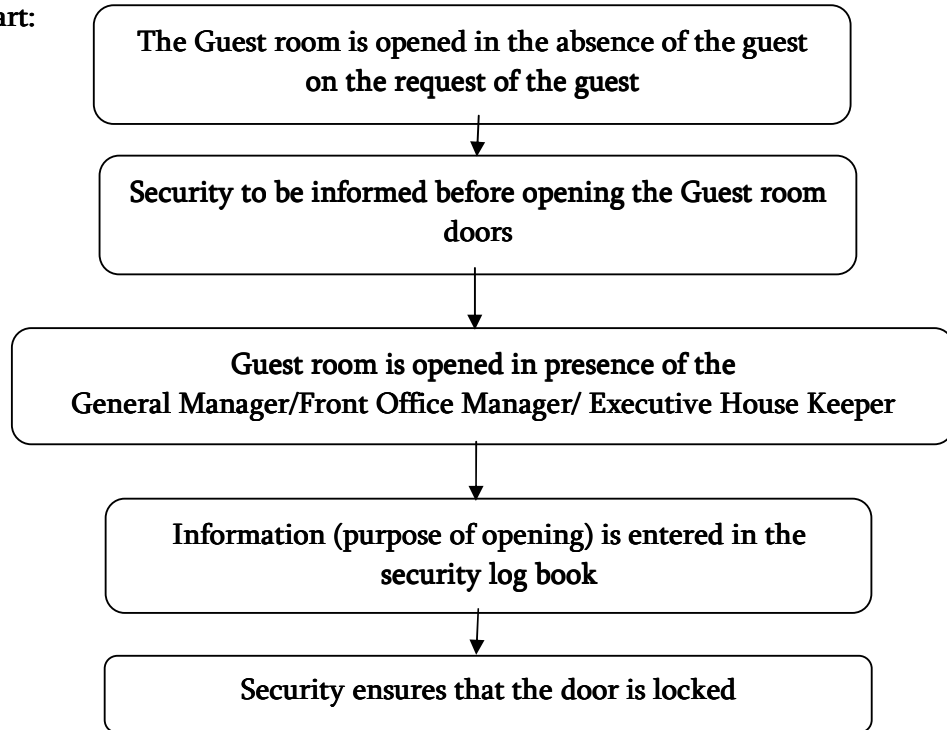
b) Procedure:

1. A theft happening in the hotel is handled carefully. Thefts can be of Guest and Employee items and Hotel property.
2. The Security Supervisor along with the Duty Manager will attend guests reporting of the theft, should investigate and prepare the incident report.
3. The General Manager must be alerted about the incident by the Duty manager/Security officer.
4. The Security frisks/ checks all the staff leaving the hotel and makes a thorough investigation and checks with the staff working in and around the area of the incident.
5. A thorough search in the guest room is carried out by the Security in the presence of the guest.
6. The Guest can lodge a police complaint if he/she wishes to, and the HR Manager and the Security Manager handles the matter.
7. The Guest is apologized for the incident/loss, and with the approval from GM the loss is reimbursed to guest on ascertaining the loss only.
8. Any loss of the Hotel property is also investigated thoroughly before arriving at any conclusion.
9. In case of theft belonging to the employee's items, the employee lockers are checked in the presence of the employee, search activity is performed at all shafts, AHU'S and every corner of the hotel.
10. An incident report is prepared and forwarded to the General Manager (O).

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35. OPENING OF GUEST ROOM IN THE ABSENCE OF GUEST

a) Flow Chart:

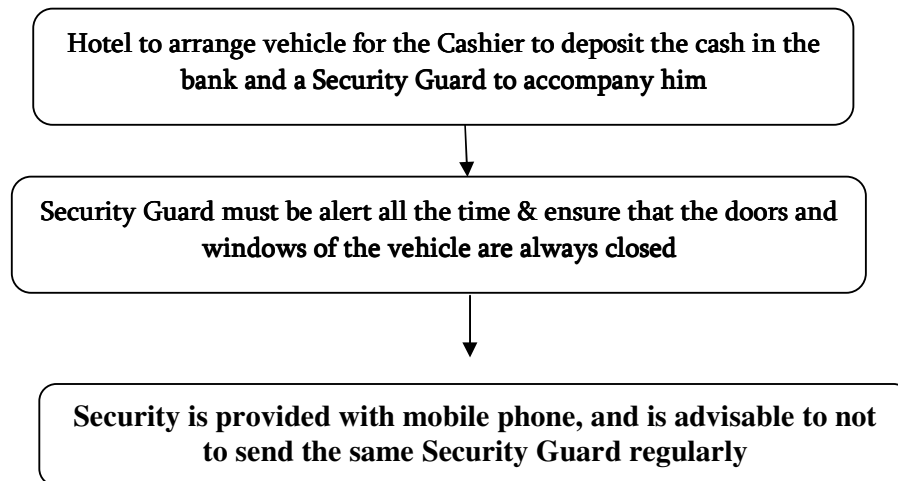


b) Procedure:

1. Sometimes a guest room may need to be opened in the absence of the Guest, for either keeping inside or to take out any of the guest belongings as requested by the Guest.
2. The Duty Manager along with Security Guard/Security Supervisor on the duty shall proceed to the room to with the room key and open the same.
3. Guest room is opened in presence of the General Manager/Front Office Manager/ Executive House Keeper
4. The time when the room is opened and the purpose for which the room is opened must be noted down in the security log book.

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36. ACCOMPANYING CASHIER TO BANK



Procedure:

1. The General Cashier leaves for bank for depositing cash.
2. Hotel vehicle must be released for the purpose and a Security Guard must accompany him.
3. The Security Guard should be provided with a company mobile phone for any emergency.
4. Security Guard must always ensure that the doors and windows of the vehicle are closed properly.
5. Security Guard should be alert always and it is advisable to not to send the same Security Guard regularly.

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37. HANDLING ROBBERY AT RECEPTION

1. In case of robbery at reception, it is advised not to confront or challenge but to comply with the intruder's instructions.
2. Volunteer no information, except in response to questions.
3. Raise the alarm discretely if you can.
4. Note the intruder's features like height, dress, accent, color, distinctive features and details of any getaway vehicles used.
5. Keep the Duty Manager and Security Manager informed immediately of the incident and provide all the necessary information.
6. Security Manager to inform the General Manager (O) immediately about the incident and further action is carried out as per the Law.

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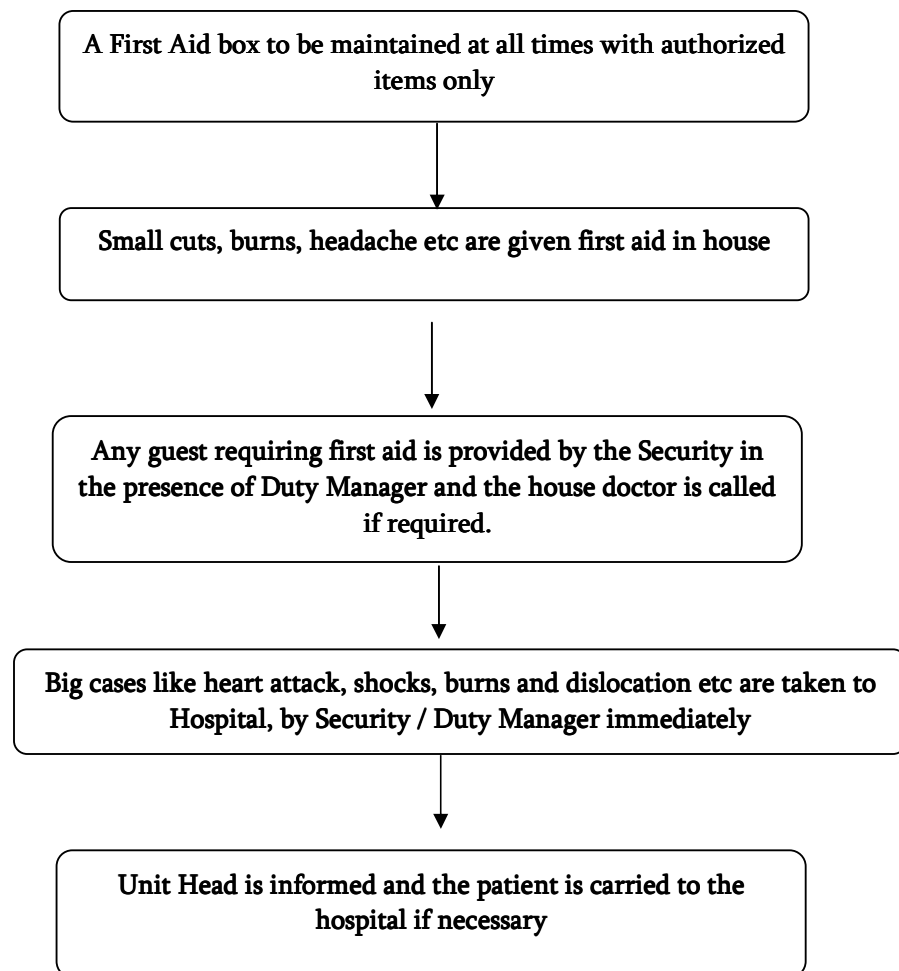
38. NEW EMPLOYEE MANDATORY TRAINING:

1. Fire fighting and evacuation training is to be carried to all the new employees during New Employee Mandatory Training process within two months of the new employee joining.
2. It is also to ensure that the employees are adequately trained on how to react in the event of emergencies of firefighting and evacuation.
3. The Security and Safety Officer will familiarize with the firefighting procedures, emergency situation handling and firefighting policy details during the process.
4. The Security Officer will demonstrate the usage of firefighting equipment's and locations for easy accessibility and use in case of fire emergency.
6. Those who are deployed in the Guest areas are to be familiarized with the emergency exit locations in the Hotel. They also have to be familiarized about the Disaster Management Committee and its role in case of any emergency.
7. Refresher training for the existing staff should be conducted at least twice in a year. Security and safety officer should undertake the training process, and proper records are to be maintained.

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39. HANDLING FIRST AID

a) Flow Chart:



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b) Procedure:

1. All emergency cases should be reported to Security / Duty Manager immediately so that first aid can be provided at earliest.
2. Small cuts, burns, headache etc will be treated in house, where as all big cases such as heart attack, shock, burns, and dislocation etc. will be referred to hospital after giving the first aid.
3. Transportation facility to be provided to patient while he is taken to a clinic or a hospital if necessary.
4. A First Aid box with the minimum stock need to be maintained well at all times.

Following are the list of items maintained in the first aid box:

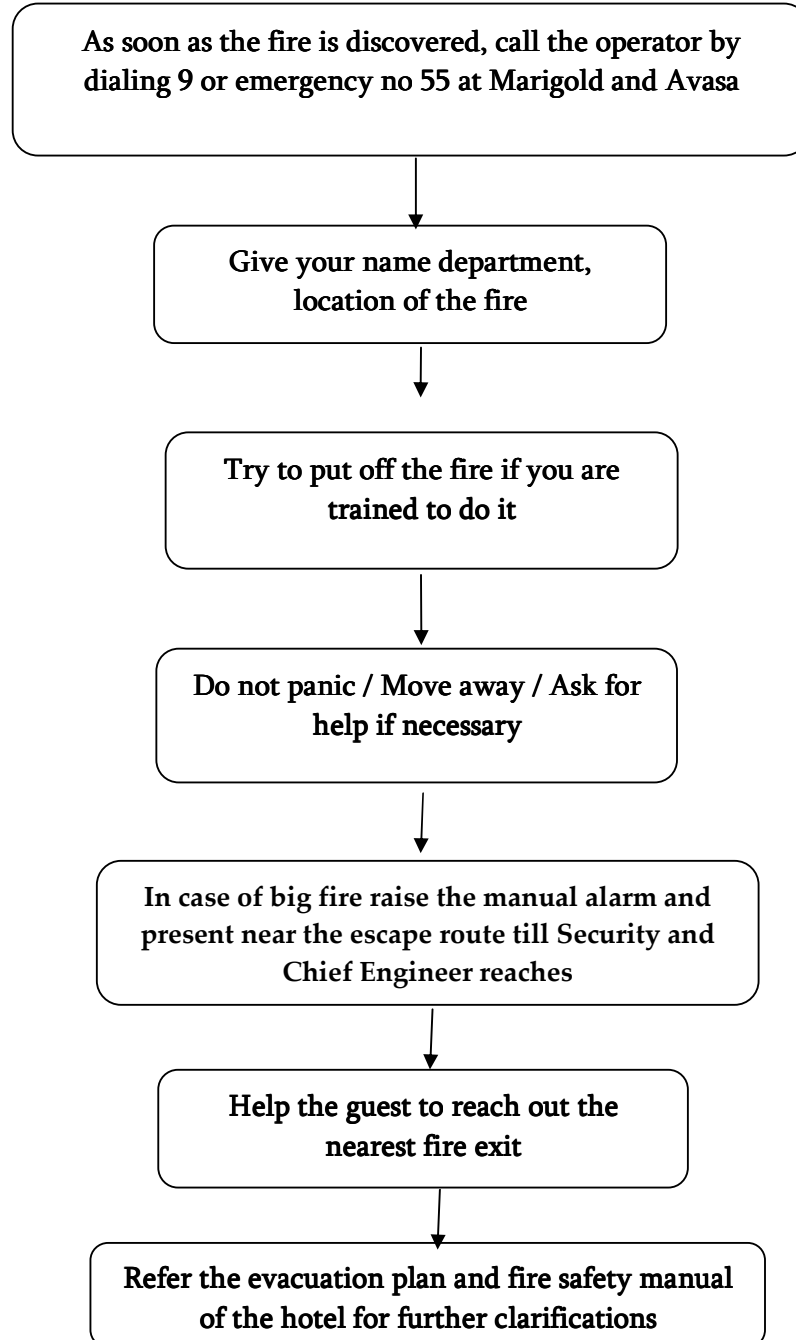
S- No:	Medicine Name	Min Stock	S- No:	Medicine Name	Min Stock
1	Action 500	10	23	Entroquenol	20
2	Amrutanjan	10	24	Gelusil	20
3	Anacin	10	25	Glucon-D	2
4	Avil	10	26	Halls	10
5	Avomin	10	27	Imol	10
6	Band Aid	30	28	Iodex	2
7	Bandage	5	29	Lamotil	10
8	Baralgan	10	30	Metrogyl	10
9	Brufen	20	31	Moov	2
10	Burnol Plus	2	32	Navalgin	10
11	Cold Act	20	33	Nebasulf	2
12	Combiflame	20	34	Nise	10
13	Cotton	2	35	Paracetamol	20
14	Cough Syrup	10	36	saridon	20
15	Crocin	30	37	Savlon	2
16	Crocin painrelif	20	38	Spasmax	10
17	D Cold	10	39	Strepsils	10
18	Dependal	20	40	Thermometer	2
19	Digene	20	41	Vicks Drops	10
20	Disprin	30	42	Vicks Vaporub	2
21	Electro Bions	10	43	Zandu Balm	2
22	Eno	10			

The above mentioned medicines are kept in First Aid box as per the approval by the house Doctor.

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40. HANDLING FIRE FIGHTING

a) Flow Chart:



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b) Procedure:

1. As soon as any employee discovers any fire, the following steps are to be adopted
2. Call up the operator by dialing – 9 or dial emergency number (55) at Marigold and Avasa.

The colour of the phone should be RED.
5. Give your name, and the department you belong to.
6. Give your location and the area where fire has been located / discovered.
7. Do not panic and run away from the area, instead reach for the nearest fire extinguisher and try to extinguish the fire if you are trained to do so.
8. If necessary ask for help.
9. If a big fire is discovered raise the manual alarm & be near the escape route after calling of the fire number till Security Manager / Chief Engineer reaches.
10. Refer the evacuation plan and fire safety manual of the hotel for further clarifications.

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41. FIRE HYDRANTS (Ref- Annexure: 11, Page-85)

Fire hydrants are an extremely important part of fire fighting. They must be located so that they are easily identified and easily accessible to fire-fighters. Since fire engine can only carry a limited amount of water, it is important for fire-fighters to hook to the hydrants so that it can supply them enough water to fight and set off the fire. A fire hydrant is a pipe that allows water to flow from a water main with the control of a valve. The fire-fighter connects a fire hose to the fire hydrant and releases the valve to get water from the water source. The different valves on a fire hydrant allow it to be attached to different water sources that may be either pressurized or non pressurized. Most fire hydrants are designed to allow not less than 250 gallons (950 liters) of water to flow through the hydrant per minute.

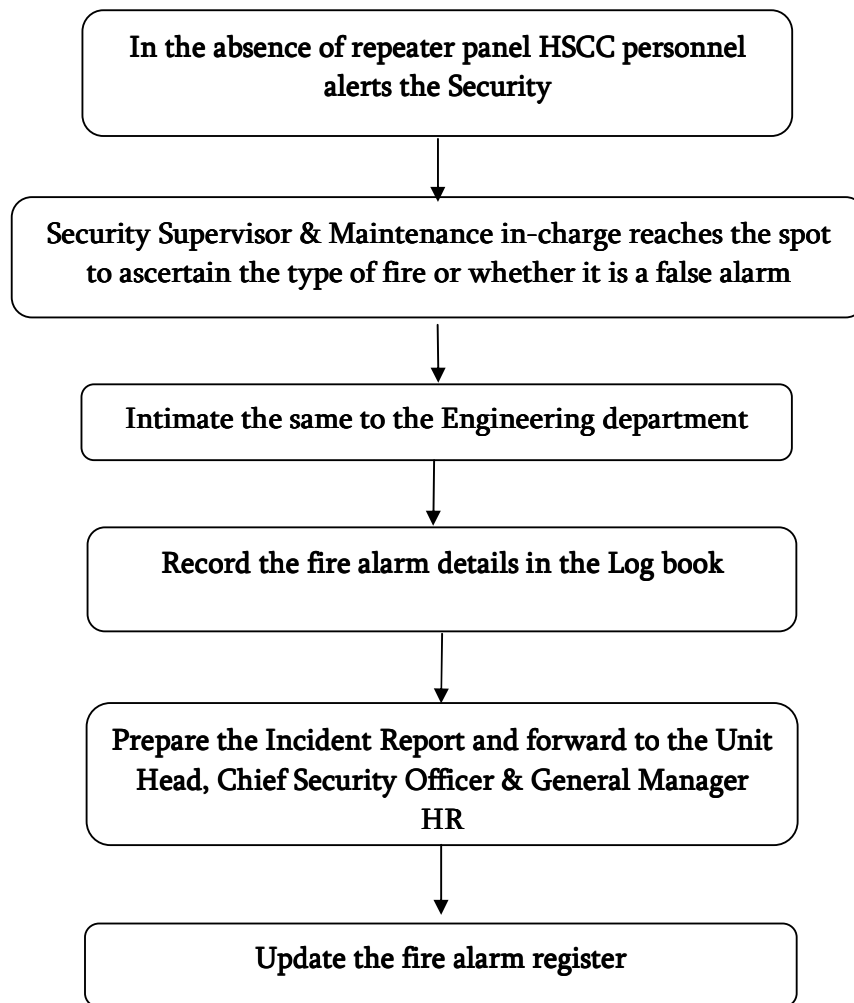
IMPORTANT POINTS:

- 1) Fire Hydrant inspection is done in coordination with the Engineering department. The periodicity of the activity is once in a month.
- 2) Hydrants need 6 to 7 kg pressure of water per second to kill the Fire.
- 3) In general the buildings should always have four hydrants in its four corners and two fire brigades (filling points) in the diagonal positions of the building.
- 4) All the floors hydrants of the Hotel should have a hose reel and a hose pipe of at least 30 meters. In case of fire located in corridors, the hose reel and the pipe should reach all the corners of the floor.
- 5) Each exit stair case to equip with one Co2 and one DCP fire extinguisher.
- 6) Every floor of the hotel including the corridor, administrative building and the guest rooms are equipped with fire sprinklers and smoke detectors.
- 7) In case of Kitchens, the heat detectors and sprinklers are to be checked periodically.
- 8) Fire exit plan of the building must be placed behind the individual guest room doors.
- 9) The security department in coordination with the Disaster Management Team (DMT) has to ensure that all the employees undergo Fire Fighting Training and Mock Drills periodically once in 3 months.

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42. HANDLING FIRE ALARM

a) Flow Chart:



Issue	Latest Revision	Prepared & Controlled by	Approved By
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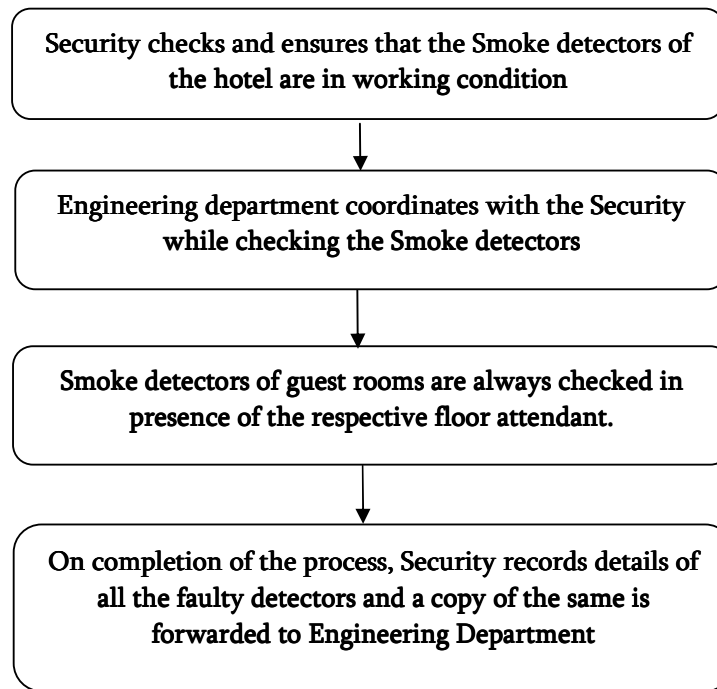
b) Procedure:

1. As soon as there is an alarm on the fire panel (which are placed at the back office and security) the personnel at the HSCC alerts the Security Manager or in case where there is no repeater panel, the HSCC operator should inform the Security Supervisor.
2. Security Supervisor along with Maintenance in-charge goes to the location and inspects the fire to ascertain the type of fire or whether it is a false alarm.
3. The Engineering Department is informed immediately and necessary precautions are taken to douse the fire as per the fire handling procedure of the hotel.
4. The fire alarm sounded on the panel must be recorded in the Log Book.
5. Incident report (format in the annexure) is filed and copy is forwarded to Unit Head, Chief Security Officer and General Manager - HR.
6. A separate register to be maintained (Fire Alarm register) and information recorded accordingly.

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43. CHECKING SMOKE DETECTORS (Ref- Annexure: 12 Page-86)

a) Flow Chart:



b) Procedure:

1. The smoke detectors of the entire hotel are to be checked periodically by the Security to ensure the working condition.
2. The Security Supervisor along with a member of Engineering Department checks the smoke detectors by using smoking stick near to the detector.
3. When the red indicator starts glowing, it indicates that the detector is in working condition.
4. The detectors of the rooms are to be checked in presence of the respective floor attendant.
5. A record of faulty detectors is to be prepared and the same to be forwarded to the Engineering Department.
6. Security must maintain a record of the checking of detectors.

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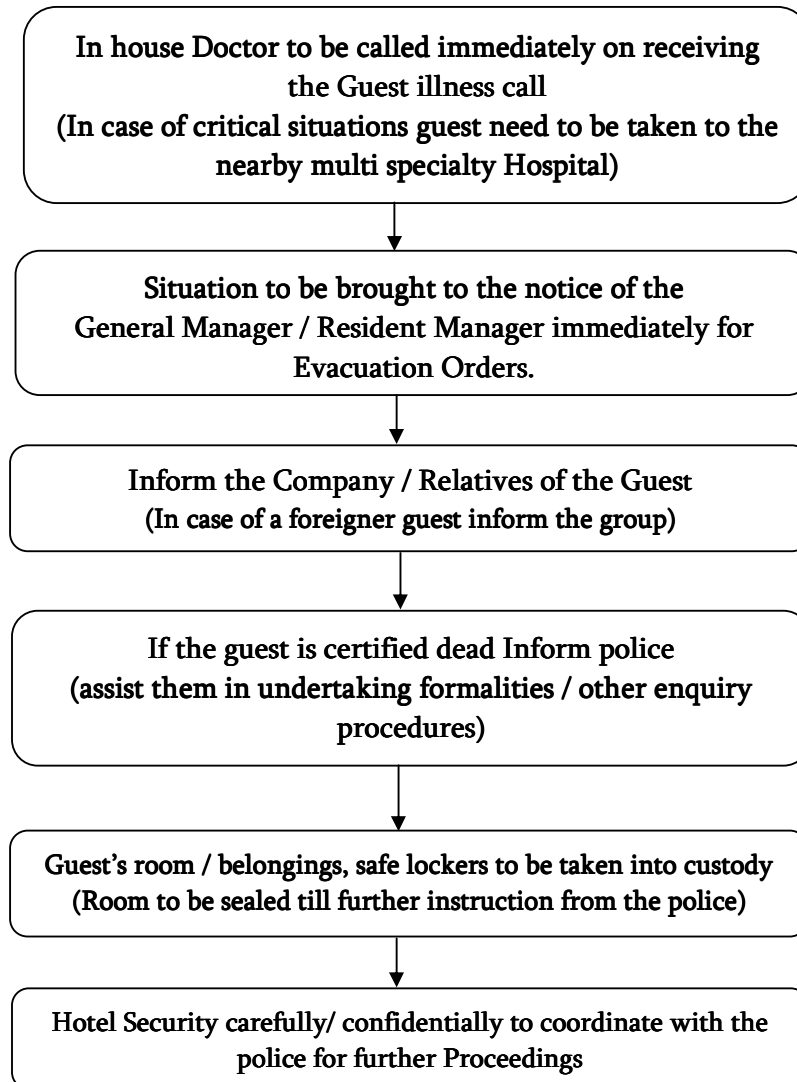
44. DISASTER MANAGEMENT TEAM (DMT)

1. The Disaster Management Team is formed by the Unit Head with HOD-Security as the coordinator.
2. The team consists of Senior Managers / Staff with good physique, intelligence and knowledge of safety systems.
3. Each member will be given a specific task to prevent chaos during the time of a Disaster, and once a Disaster Management Team member takes over the situation all other staff shall obey his orders.
4. HOD-Security is responsible for training the DMT members on firefighting procedures, first aid, evacuation procedures and other safety systems. They should be familiar with physical locations of the hotel, emergency exits, safety methods, first aid procedures etc.
5. In case a DMT member leaves the services and his vacancy to be replaced by other regular staff.
6. The Team should meet once in a month and review the safety procedures and should also conduct safety management camps periodically.
7. Minutes of the meeting to be recorded and the same need to be sent to the Unit Head and General Manager-HR.

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45. HANDLING EMERGENCY PROCEDURES

a) Flow Chart:



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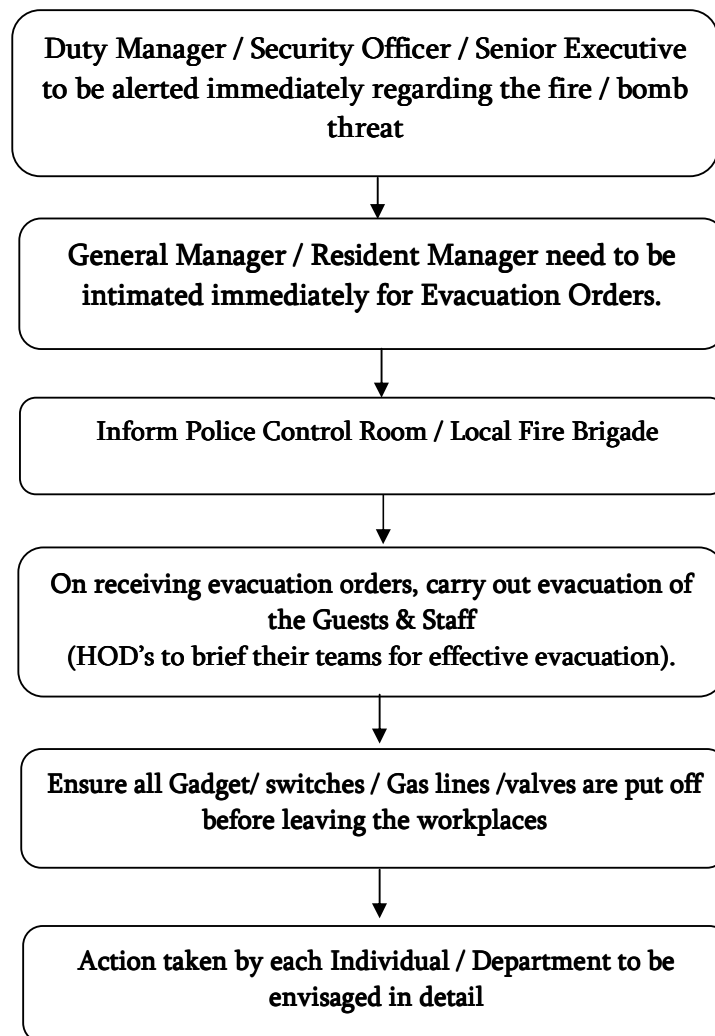
b) Procedure:

1. When any guest complains about sickness, the house doctor to be called be immediately or take the guest to the nearest hospital.
2. If in case it is related to heart, respiratory, allergy or an accident of close to fatal condition the 108 to be called or provide the Hotel vehicle to shift the guest to the nearest multi-specialty hospital for emergency medical attention escorted by the Duty Manager and Security Manager.
3. In case of the death like / suicide the following actions are to be taken by the Security Officer and Duty Manager along with the Senior Manager present in the hotel.
 - a. When the guest reports sick, the house doctor to be called immediately and depending up on the guest condition personal attention to be given till the doctor arrives at the place.
 - b. In case the guest is unconscious or under severe pain, shifts the guest immediately to the nearest hospital using the hotel vehicle or any other vehicle available. DO NOT WAIT TILL THE HOTEL DOCTOR ARRIVES THE HOTEL.
 - c. In case of suspected suicide or murder, the police to be informed and shift the guest to the nearest hospital for required medical attention and seal off the area.
 - d. Keep the General Manager/ Resident Manager, Front Office Manager, Security Manager informed.
 - e. Inform the company or the relatives of the Guest as the case may be.
 - f. In case if the guest is a foreigner inform the group leader / the colleague / co-traveler or concerned embassy.
 - g. On the guest being certified dead inform police and assist the police in carrying out the formalities and other enquiry procedures.
 - h. Take custody of the guest's room and belongings, safe lockers and seal the room till further instruction from police officials.
 - i. The guest body should be shifted to government hospital for postmortem.
 - j. Security Officer has to collect the CCTV footage for the number of days the guest was staying, room opening records and the room service orders etc.
 - k. All the above actions are to be done very discretely without raising alarm either to the guest or staff.
 - l. Shifting of the unconscious guest should be carried out through the service area only. While shifting the security staff should ensure that staff, vendors, visitors are away from the scene.

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4. Any room is on DND for more than 12hrs during the fair part of the day the room to be checked by team consisting of Front Office Manager, Security Manager, and Executive House Keeper.
5. Any guest refuses service for couple of time it should be brought in to the notice of above team immediately.
6. Front Office has to maintain the guest history of such guest who suffered with the sickness mentioned in point above and take a special care about them during their further visits to us.

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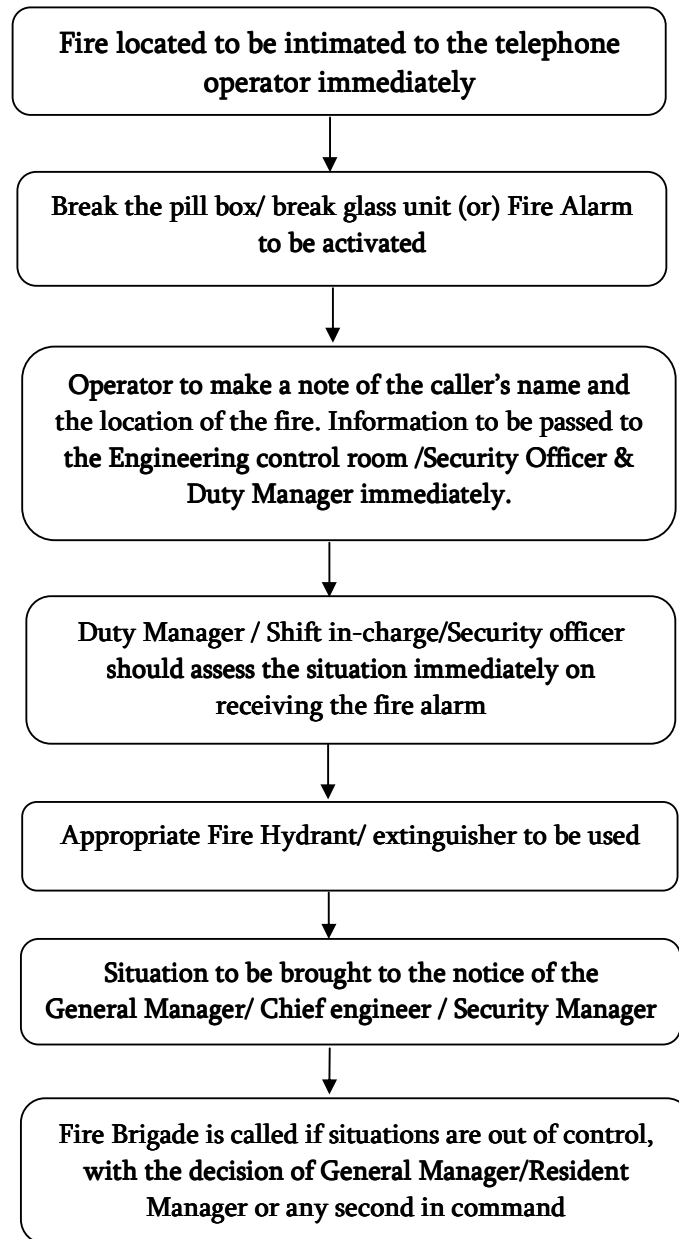
46. IN CASE OF BOMB THREAT / FIRE:**a) Flow Chart:**

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b) Procedure:

1. In case of a fire or bomb threat the following actions will be initiated by Duty manager / Security Officer.
 - a) General Manager/ Resident Manager need to be informed immediately.
 - b) Informs Police Control No: 100/local Police.
 - c) Informs Local Fire Brigade No.101
 - d) On receiving evacuation orders carry out EVACUATION of the Guests & Staff.
2. The evacuation orders holds well for all emergencies like fire, bomb threat or any natural calamities etc.
3. All HsOD to brief the staff thoroughly about the instructions contained herein, particularly the role of each individual to achieve maximum co-ordination/co-operation during the crisis for effective evacuation.
4. Ensure that all contract laborers/ visitors of your area are accounted for and have left the Hotel premises for safety.
5. All departments to ensure that all gadgets, gas line valves etc. likely to aggravate the crisis are put off before leaving the workplaces.
6. All cash/ cheque, cash boxes are accounted for and kept in safe custody.
7. Actions required to be taken by each individual / Department is envisaged in detail as appendices to this order.

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47) EMERGENCY PROCESS:**a) Flow Chart:**

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b) Procedure:


1. Any fire located by any staff has to be intimated immediately to the operator.
2. The staff may also need to alert about fire by breaking the pill box/ break glass unit.
3. Fire Alarm can also get activated by the action of the smoke detectors.
4. The operator has to check the name of the caller and the location of the fire and the same is relayed to engineering control room duty Security Officer & Duty Manager immediately.
5. On receiving the fire alarm at the panel by smoke detectors action, the shift in-charge, security officer and the duty Manager rushes to the spot to assess the situation.
6. Depending on the intensity of the fire either a portable fire extinguisher is used or hydrant system is used.
7. Simultaneously the operator informs the General Manager, Chief engineer and the Security Manager about the fire.
8. If the fire goes beyond control during the above actions, the following actions are to be taken immediately by the following officials, General Manager/Resident Manager or any No.2 in command takes a decision to call the Fire Brigade and also for a General Evacuation Order.

48. Evacuation Procedure for Fire is similar to that of Bomb threat evacuation.

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ANNEXURE-1

RETURNABLE GATE PASS (items which are taken out of the hotel and are to be returned back to the Hotel)


GreenPark
 HOTELS
 Green Lands, Begumpet,
 Hyderabad - 500 016.

PARTY COPY

RETURNABLE GATE PASS

Issued to : _____ REF.No. _____ RGP No. **1250** Date : _____
 M/s. _____ Expected Date of _____ Advised By : _____
 Return : _____ Purpose : _____
 Vehicle No. : _____

Sl. No.	Material Issued	Qty.	Sl. No.	Material to be received	Qty.	Party DC. No. & Date	Qty. Received	Signature

Prepared by :	Originating HOD	VP (O) / RM / FM	Received by (Party)	Security
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ANNEXURE – 3 A**INWARD REGISTER FORMAT**

S.No	Date	Invoice/Delivery Challan No	Supplier name	Material Description	Quantity	Vehicle No	Received Person Signature	Security Signature

ANNEXURE – 3 B**SECURITY RECEIVING REGISTER**

S.No	Date	Supplier name	Material Received	Quantity	Security Signature	Remarks

ANNEXURE – 4**CASH PURCHASE REGISTER FORMAT**

S.No	Date	Invoice/Delivery Challan No	Description of the Material	Quantity	Name of the person carrying the material	Name of the Security person checking the material	Signature	Material Accepted/Rejected by the User Department

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ANNEXURE - 5

OUTWARD REGISTER FORMAT – Non Returnable Material

OUTWARD REGISTER FORMAT								
S.No	Date	Gate Pass Number	Sent to	Material Description	Quantity	Vehicle No	Authorized by	Security Signature

ANNEXURE - 6

OUTWARD REGISTER FORMAT – Returnable Material

OUTWARD REGISTER FORMAT - RETURNABLE											
S.No	Date	Gate Pass No	Sent To	Material Description	Quantity	Vehicle No	Authorized By	Security Signature	Expected Date	Received On	Security Signature

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ANNEXURE - 7**VISITORS SLIP**

(given to all outsiders entering the hotel premises through service entrance)

Sl. No	Name	Coming from / Phone No.	Whom to Meet & Purpose	In- time	Sign	Out-time	Sign	Remarks

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ANNEXURE - 8

NIGHT STAY PERMISSION REGISTER

Sl. No	Name	Dept	Reason for staying	Time	Shift	Employee Sign	Security Sign	Out Time	Employee Sign	Security Sign

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ANNEXURE - 9

PARKING SLIP



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ANNEXURE – 10**VEHICLE REQUISITION SLIP (AVAILABLE IN THE INTRANET)**

Fill the form in the intranet with details and due approval to be taken.

GREEN PARK – HYDERABAD	
REQUISITION FOR CAR FROM HOTEL	
1. NAME OF THE OFFICIAL BOOKING THE CAR :	
2. DESIGNATION :	
3. DEPARTMENT :	
4. PURPOSE FOR :	
5. VEHICLE IS REQUIRED :	
6. CAR NUMBER :	
7. REQUIRED ON :	
8. REQUIRED AT :	
9. PLACE TO VISIT :	
10. MODE OF PAYMENT :	
11. STARTING METER READING :	
12. CLOSING METER READING :	

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ANNEXURE - 11
FIRE HYDRANTS - HOSE REELS AND HOSE PIPE RECORDS OF TEST

MONTHLY INSPECTION:

DATE OF INSPECTION:

TIME OF INSPECTION:

PROCESS OF CHECK:

S.NO	LOCATION /NUMBER	SATISFACTORY YES/NO	REMEDIAL ACTION	REMARKS

INSPECTED BY:

1) MAINTENANCE : (A)

(B)

2) SECURITY : (A)

(B)

OBSERVATION:

CHIEF ENGINEER

SECURITY MANAGER

UNIT HEAD

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ANNEXURE - 12**SMOKE DETECTOR RECORDS OF TEST****MONTHLY INSPECTION:****DATE OF INSPECTION:****TIME OF INSPECTION:****PROCESS OF CHECK:**

S.NO	LOCATION /NUMBER	SATISFACTORY YES/NO	REMEDIAL ACTION	REMARKS

INSPECTED BY:

2) MAINTENANCE : (A)

(B)

2) SECURITY : (A)

(B)

OBSERVATION:**CHIEF ENGINEER****SECURITY MANAGER****UNIT HEAD**

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