

SAFETY AND SECURITY MEASURES – TOURIST ACCOMMODATION

Reinforcement of Security Measures in Hotels <i>(as from 1st October 2008 and subsequent amendments)</i>	Tourist residences and guesthouses <i>(as from 1st October 2008 till Date)</i>
<p>a) 24 hour CCTV Hotel should be equipped with 24 hour camera surveillance with upgraded and modernised recording system.</p> <p>b) 24-hour watchmanship on the hotel premises The number of watchmen on a hotel premise determined on a case basis with consideration given to the topography, layout, surroundings, use of watchdogs, location and the coverage by the CCTV.</p> <p>c) 24-Hour Surveillance – Monitoring Control Room</p> <ul style="list-style-type: none"> • A proper security control room should be set up in every hotel with restricted access. • For small hotels (less than 60 rooms), a control point with monitoring facilities should be set up. Yet, care must be taken to protect all CCTV and other information from being viewed by unauthorized individuals. <p>d) Access Control/ Electronic Locking System Hotels can opt for either:</p> <ul style="list-style-type: none"> • an online system, or, • offline locks with expiring cards (referred to as re-activator) <p>e) Digital Safe Hotels need to be equipped with safes supporting user codes of at least four (4) digits and allow for an audit trail of at least 100 entries</p> <p>f) Screening of Employees</p>	<ul style="list-style-type: none"> • Burglar alarm system with rapid response Tourist residences and guesthouses should be equipped with an integral burglar alarm system linked to a security company offering rapid response. • 24-hour C.C.T.V Tourist residences and guesthouses of 5 rooms and above should also be equipped with a 24-hour camera surveillance with recording system. Existing systems will have to be upgraded and modernised in terms of infrared colour camera, high-image resolution, memory, good quality recording and reading. • Digital safe A 4-digit pin code operated electronic safe, affixed to the wall in a concealed position, should be provided to protect guests' valuables. • Emergency telephone numbers A list of emergency telephone numbers should be displayed in a conspicuous place so that the emergency services can be contacted quickly. • Security awareness A leaflet containing safety tips to advise tourists on the basic precautions to take to ensure that their stay is as pleasant and safe as possible and designed by the MTPA should be made available.

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<p>A Certificate of morality/Certificate of character should be a pre-requisite for all new recruits. A period of up to eight weeks will be allowed for those who are not yet in possession of a certificate of morality but show proof of having applied for one.</p> <p>g) Security Norms</p> <p>Every hotel should enforce the following security norms as may be recommended by a security consultant/expert:</p> <ul style="list-style-type: none"> • Dog handling services at night within hotel compound • Electric Golf Car Surveillance • Security boat <i>(with low noise pollution engines)</i> surveillance • Bike Patrol Surveillance • Segway <i>(with low noise pollution engines)</i> patrol surveillance • Security guards to clock in at specific security zones and alarm to sound in control area in case of non-compliance • Motion detector camera <i>(infrared)</i> <p>h) Emergency telephone numbers</p> <p>The room directory must provide a list of emergency telephone numbers.</p> <p>i) Security awareness</p> <p>A leaflet designed by the MTPA containing security tips to advise tourists on the basic precautions to take to ensure that their stay is as safe and pleasant as possible should be made available.</p>	<ul style="list-style-type: none"> • Certificate of Morality <p>A Certificate of Morality will be a pre-requisite for the employment of security staff (watchman) in tourist residences and guesthouses of 5 rooms and above.</p>

Monitoring & Compliance Unit
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