

Safehotels

The Global Hotel Security Standard ©

STANDARDS GUIDELINE OVERVIEW & CERTIFICATION PROCESS



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CONTENTS OF SAFEHOTELS CERTIFICATION STANDARDS

This guideline provides an overview of the Safehotels Certification Standards, how a hotel becomes Safehotels Certified and how Safehotels Certificate levels are awarded.

Safehotels Certification is achieved by a hotel meeting key elements of The Global Hotel Security Standard ©.

Below by way of example is the contents list of the Standards required for Certification. The full Safehotels Standards manual is provided to the hotel once an agreement to become Safehotels Certified is made.

The Global Hotel Security Standard © and key components are evaluated and maintained through a third party independent assessment and annual recertification provided by Safehotels.

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ASSESSMENT AND CERTIFICATION PROCESS

- The Global Hotel Security Standard © is validated by an assessment question and check process covering 220+ individual elements relating to the key components of the Standard. The assessment is conducted by a Safehotels representative by means of: visual inspection, detailed walk through of the hotel and venue, face to face meetings and interviews with relevant managers and employees within the hotel, testing and inspection of certain security and fire equipment/systems, examination of records, plans, policies and procedures relating to training, systems/equipment, fire, security and safety operations.
- Each element assessed is individually weighted as being 'Mandatory', 'Standard' and 'Premium' to enable final percentage scoring of each weighting. The result then provides the level of certification the hotel is to be awarded. If the hotel does not reach required base certification level on first visit, the corrective actions required are consolidated within an action plan and forwarded to the hotel to address and then meet certification level.
- Corrective actions are confirmed by sending documentary evidence, pictures or media signed by the Hotel GM to Safehotels within 6 months of the hotel visit date. These are additionally validated during the hotel's first annual re-certification.

ASSESSMENT PROCESS AND CERTIFICATION

The process for assessing a hotel to validate and enable a hotel venue to be certified is as follows:

1. Safehotels Alliance contacts the hotel to agree date of assessment, provides familiarization of the assessment content and protocol.
2. Depending on the size of the hotel – an assessment visit takes a minimum of one day, with the assessor usually arriving the night before and staying in the hotel to gain first hand experience from a guest perspective.
3. On completion of the assessment (as described in methodology above) – a report will be produced with findings – score and Certification level achieved. If the hotel fails to achieve certification on first visit a corrective action plan will be included in the report.
4. The report will include written narrative on the findings and pictures to illustrate points where relevant.
5. On successful pass of minimum 'Standard' level. The Global Hotel Security Standard © is validated and the hotel will receive a 'Standard' – 'Premium' or 'Executive' certificate and mounted plaque based on their audit score.
6. A year after Certification and each following year - to maintain certification, the hotel is contacted for a re-audit and the assessment process repeated.

STANDARD, PREMIUM AND EXECUTIVE CERTIFICATION LEVELS

- Certification is provided to award the Standard, acknowledging hotels, which invest in, operate and maintain a high level of and independently verified guest focused safety and security.
- The Certification level is awarded according to a percentage of verified standard elements confirmed in place at the time of the hotel assessment visit, or as a result of action points completed and verified following the visit.
- There are 222 individual Certificate standard elements, which are reviewed and updated on an annual basis within the
- Each standard element has a value rating of either: 'Mandatory' - 'Standard' or 'Premium'. There are 92 'Mandatory' questions, 57 'Standard' questions and 73 'Premium' questions = 222 in total.
- There are three levels of Safehotels Certificate: The higher the amount of the 222 individual standard element components a hotel has in place (as assessed during the hotel Certification visit) - the higher the level of Certificate is awarded.
- For a hotel to gain 'Certificate Level' its must achieve 100% of all 92 'Mandatory' element questions and also score 80% or higher of the 57 'Standard' element questions
- For a hotel to gain 'Premium Level' it must achieve 100% of all 92 Mandatory questions, 100% of all 57 'Standard' questions and 80% or higher of the 'Premium' questions. For 'Executive Level' = 100% Mandatory, 100% Standard, 95%+ Premium elements verified in place.

Certificate Level	Standard	Premium	Executive
			
Mandatory Elements	100%	100%	100%
Standard Elements	80+%	100%	100%
Premium Elements	Not Required	80+%	95+%