



Safety, Security, Duty of Care & Commercial Requirements

precise requirements for accommodation, meetings and events

Safety, Security, Duty of Care & Commercial Requirements

You set your standards – we do the research

As we set up your portal we discuss key areas for your staff, external delegates, your company and any other requirements you may have

These key areas are:

Safety and Security

Duty of Care

- Wheelchair User
- Deaf and hearing impaired
- Blind and visually impaired

Lone Travellers

Technology Services

Environment

There is a detailed check-list for each section and you advise which requirements are appropriate for you.

Once this template is established it is transmitted with every RFP we generate on your behalf

EXAMPLES from: Safety and Security

- Are public areas equipped with smoke detectors?
- Are all bedrooms rooms equipped with smoke detectors?
- Are smoke detectors hard-wired?
- Are hallways equipped with fire extinguishers?
- Does the building have emergency lighting?
- Building has emergency back-up generators
- Are the building stairways ventilated?
- Does the building have an emergency evacuation plan?
- Does the building comply with country/state/local fire laws?
- Building meets all current local, state and country building codes?
- Does the bedroom have a sprinkler system in case of fire?
- Are all hallways equipped with sprinklers?
- Are public areas equipped with sprinklers?
- Is the building auto linked to the fire station or monitoring service?
- Are alarms continuously monitored?
- Are rooms accessed by interior entrances?
- Are there emergency exits for each floor?
- Do bedrooms rooms have emergency information posted/available?
- Do bedrooms have an emergency communication device?
- Does the building have visual alarms for hearing impaired in public areas?
- Does the building have visual alarms for hearing impaired in hallways?
- Are rooms equipped with visual alarms for hearing impaired?
- Does the building have audible smoke alarms?
- Does the building have audible smoke alarms in hallways?
- Are bedrooms equipped with audible smoke alarms?
- Does the building have public address system?
- Do bedroom doors close automatically?
- Do bedroom doors have deadbolts?
- Do bedroom doors have a secondary lock?
- Are there locking devices on windows that open? If the windows do not open, answer Yes.
- Do the exterior doors (except lobby entrance) of the facility require key access at night or automatically lock?
- Does the building have security?
- If building has security, what are the hours of operation?
- Does the building have 24Hr Security Cover and/or Security Procedures?

EXAMPLES from: Wheelchair user

- Do you provide a simple floor layout plan for use of wheelchair users?
- Do you provide accessible W/C facilities close to the conference room on the same floor?
- Does hotel have parking spaces reserved for disabled drivers?
- Are parking bays at least 2.8m wide?
- Are parking bays close to the entrance?
- Are parking bays in an accessible location?
- Is the journey between parking bay and entrance no more than 50m if open air?
- Is the journey between parking bay and entrance no more than 100m if covered?
- Number of parking spaces reserved for disabled drivers?
- Disable toilets available?
- Where ramps are in place do you provide continuous handrails?
- Does the setting down point have a dropped kerb for access?

EXAMPLES from: Deaf & Hearing Impaired

- Are staff aware that direct, face on communication is necessary for hearing impaired persons to lip read?
- Do you ensure any hearing impaired customer' details and requirements are passed to staff on changing shift patterns?
- Are staff aware of the distractions of background noise when dealing with guests with hearing loss?
- Are a pen and paper available at reception for ease of communication?
- Do you provide written information on location of facilities for guests with hearing impairment?
- Do you provide written information on what to do in an emergency?
- Are staff aware that in the event of a lift breakdown, the car may contain someone with hearing impairment?
- Are guests made aware of the lift's emergency procedures as part of the arrival process e.g. available text messaging service?
- Do you provide a means of identifying the floor level visually within the lift?

- Do you provide a means of identifying the floor level visually, opposite the lift doors on the actual floor?
- Do you provide flashing lights as part of your alarm systems?
- Do you provide vibrating pads as part of your alarm systems?
- Where normally provided, do you provide a vibrating pad alarm for this service to be available for hearing impaired guests?
- Where normally provided, do you provide a flashing alarm for this service to be available for hearing impaired guests?
- Do provided televisions have access to subtitles?
- Do you provide room loops in adapted bedrooms?

EXAMPLES from: Blind & Visually Impaired

- Do you ensure any visually impaired customer' details and requirements are passed to staff on changing shift patterns?
- Do you provide facilities for service animals (guide dogs)?
- Do you discuss emergency evacuation procedures with visually impaired guests?
- Do you provide literature on emergency advice in large print (minimum 14 font)?
- Do you provide literature on emergency advice in Braille?
- Do you provide literature on escape routes in large print (minimum 14 font)?
- Do you provide literature on escape routes in Braille?
- Are your escape routes clearly marked with illuminated signage?
- Is the fire evacuation point clearly identifiable?
- Do you make visually impaired guests aware of where all steps and staircases are located?
- Are top and bottom of steps easily recognisable?

EXAMPLES from: Lone Traveller

- Hotel has Health & safety guidelines in place for staff, on non-harassment of lone guests?
- Do you provide facilities for lone women travellers, such as a separate lounge?
- Does the property have valet parking?
- Is the car park well lit and secure?
- Do parking garages/areas have attendants?
- Do you offer escort service from hotel to the car park, especially at night?
- Are parking areas equipped with lights?
- Do you have parking with CCTV when circumstances permit?
- Are parking areas patrolled?

EXAMPLES from: Technology

- Wireless Internet access in public areas?
- Wireless Internet access in rooms?
- Number of RJ45 network sockets for high speed Internet access
- Dedicated Internet connection available?
- Do you have a wi-fi Internet speed of 30 mbps or more?
- If so, what is the cost of the 30 mbps connection?
- Do you have a wi-fi Internet speed of 100 mbps or more?
- If so, what is the cost of the 100 mbps connection?
- Do you have a wi-fi Internet speed of 200 mbps or more?
- If so, what is the cost of the 200 mbps connection?
- Do you have a wi-fi Internet speed of 300 mbps or more?

EXAMPLES from: Environment

- Do you operate an in house recycling policy?
- Do you re-use towels on guest request?
- Do you purchase recycled goods whenever appropriate?
- Do you work with suppliers to reduce their packaging and transport?
- Do you reduce packaging by the purchase of bulk food and cleaning materials?
- Do you reuse signage, linens, badge holders etc?
- Do you implement a linen re-use program for towels and sheets?
- Do you instruct housekeeping not to throw away partially used amenities; rather replenish as needed or requested
- Do you use dispensers for soap, shampoo, etc?
- Do you donate opened bathroom amenities such as shampoo and conditioner, etc. to local organizations/charities?

