



GUEST PROTECTION **GUIDELINES**



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GUEST PROTECTION

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RESOURCES

Area/Regional Security Director
Law Department

OVERVIEW

The company Security Management function is directed by a clear philosophy to provide safety and security to our guests, visitors, employees, and their possessions; and to secure the assets of the Company. This philosophy should result in activities and procedures which adhere to all civil and constitutional rights. All actions should be guided by good judgment and be directed at providing reasonable care at minimal risk to the Company. This issue of minimal risk requires that all decisions and actions be guided by the philosophy of protective functions. Our security departments are not law enforcement entities. Therefore, we should direct our activities in a manner consistent with the concepts outlined below.

PROCEDURES

1. The primary duty of hotel security management is to assist the hotel management staff in the prevention of controllable loss. The single most significant aspect of the Security Management function is to assist hotel management in the prevention of any act or condition which might threaten guest security, employee security, or physical assets.
2. The completion of the duties of the security professional must be within the limits of good judgment, common sense, and the local law at all times. All actions are also to be closely monitored by hotel management. Security personnel should inform the management authority (i.e. manager in charge, Manager on Duty, Resident Manager, General Manager, etc.) of actions taken in matters of security. If time is of the essence and good judgment requires immediate action, such actions may be taken without notifying management, however, every effort must be taken to subsequently advise management of the pertinent facts.
3. Each hotel operation must have a Local Security Management Standard Operating Procedure established in agreement with this guideline and cover the areas as specified by the Security Department. Smaller properties not having a specific Security Department should include local security policy in their overall policy manual.

Hotel Security Officer Authority

- In the general case, the security officers employed by the company have no special powers greater than that of an ordinary citizen. This is true in the absence of any special commission, deputization or ordinance. However, the security officer may be called upon to utilize these ordinary citizen powers more frequently than the average citizen because of his/her employment in the field of security and Marriott's philosophy of protective functions.

- The utilization of these powers may range from nothing more than stopping undesired conduct to affecting a citizen's arrest. In all actions taken by our Security Department, the consent of the person being interfered with is to be sought. If consent is not given and voluntary cooperation is not forthcoming, the actions of the security officer may require force. The use of only that force necessary to maintain a secure environment as described above will be utilized. Excessive or unreasonable force is never to be utilized. This activity may subject the security officer to criminal action or civil action for damages by the person against whom the force was used. Finally, the use of force calculated to cause serious bodily harm is strictly forbidden, unless there is a threat to the personal safety of the security officer or others in the hotel, and only when all other methods of restraint have been exhausted.

2. Hotel Security Personnel Procedures

- Because of the unique features of each hotel, the local Security Management Standard Operating Procedures vary from unit to unit. Nevertheless, the underlying philosophy of protective functions and criminal statutes restricts the activities of our security personnel. Additionally, tort law also restricts the action of our security officers through the provision which allows one person to remedy a wrong committed by another.
- The manner in which the security officer carries out his duties must consistently be measured against the potential risks of the applicable criminal statutes and potential cause of civil action. Additionally, local laws, rules, ordinances and regulations may define forms of conduct for private security personnel and restrict other types of conduct.
- Because of the variation among countries as to the privileges conferred and restraints imposed on a security officer's activity, each individual charged with the responsibility for the security effort must be familiar with applicable laws regulating private security, especially those related to citizen's arrest procedures. The individual charged with the responsibility for the security programs should ensure that all other employees actively engaged in the security effort are familiar with applicable local laws.

3. Arrests and Search

- In most countries a legal arrest occurs when an individual is lawfully deprived of his/her freedom. The assertion of legal authority, coupled with the execution of that authority in restraining a person, is an arrest. The task of arresting criminal offenders is one of the sworn police officer. If local laws permit, hotel security officers may make a citizen's arrest to maintain the protective function aspect of Marriott's security program. A citizen's arrest may only take place if time is of the essence, a sworn officer is not available, and the behavior of the offender clearly provides for a citizen's arrest as defined by law, and prompt action is required.
- If a security officer makes a citizen's arrest in accordance with local laws, the right of self defense may justify a search of the offender. This search is warranted only if the security officer believes that the criminal or suspected criminal may use an offensive weapon to attempt an escape. Permission to search an offender must be obtained, if at all possible, in the presence of a witness. If time is of the essence and good judgment requires that the search be done immediately, the security officer must first attempt to obtain verbal permission for the search and then complete the action of the search, if necessary.

- An arrest by hotel security officers taken without proper legal authority is a false arrest and false imprisonment, and could result in the security officer and/or hotel being held liable. No involuntary detention or confinement is permissible, except for a felony or misdemeanor arrest, or except as provided in some areas by state statutes relating very specifically to shoplifting. Voluntary detention or confinement is permissible, but the person being voluntarily detained or confined must clearly understand that he or she is free to leave at any time.
- It is essential that each company Hotel Security Officer know and be totally familiar with the local statutory arrest authority and procedure related to citizen's arrests. Any and all arrests must take place with the offender being held in a property business office.

4. Interviews

- Generally, routine questioning should be completed at the scene in order to avoid allegation of false imprisonment or defamation. In-depth interviews of suspects conducted in private is the job of sworn police officers, however, from time to time it may become necessary to conduct an investigation by the security staff. There is no restriction against asking questions of any individual, provided that the suspect is not under any obligation to answer the questions. It must be a practice that the person being questioned be advised that he is under no obligation to answer any questions or even make himself available for questioning, and that he/she may leave at any time during the interview.
- A security officer must be aware of the possibility of a suit being filed against him and the hotel alleging slander and defamation, should he question a suspect in public where others may overhear. Defamation occurs when a spoken or written communication is "published" to a third person in a fashion which injures a person's reputation. The defamation may be intentional or negligent. No criminal accusation should be made unless an arrest is intended.
- A security officer must also be aware that compelling a person to accompany him to a remote or isolated location in the hotel for interviewing is likely to be construed as false imprisonment. It must be kept in mind that just as the person being questioned is under no legal obligation to answer questions, he likewise is under no legal obligation to accompany the security officer to an office or room for interviewing.

8. Summary

- The hotel security officer's actions must be controlled by such subjective concepts as reasonableness, good judgment, and necessity. Security officers must act and react in a reasonable manner, with the least possible amount of force, intimidation, and embarrassment.
- Each hotel operation should have Local Security Management Standard Operating Procedure established in accordance with these guidelines and covering the areas specified by the Security department.
- If time permits, call the police – let them enforce the law. In most cases, hotel security officers do not possess the same powers to enforce the law as do sworn police officers. In situations where a hotel does employ law enforcement officers, the interest of the Company as determined by senior management should be a primary consideration.

- Before taking any action which might expose the hotel to a civil lawsuit, or any action involving protective functions, confidential investigations, or the providing of assistance to governmental authorities, consult with the Regional/Area Security Director and property management. Property management may contact the law department for advice. If time is of the essence and the security officer cannot consult with the manager in charge before taking action, the manager in charge must be informed as soon as possible after the action is taken.
- Before taking any overt action which might infringe on the rights of another, if at all possible, attempt to obtain the voluntary cooperation of the person involved. Apply standards of reasonableness, necessity, good judgment, kindness, but firmness to all situations demanding quick judgment.
- A citizen's arrest should be a "last resort measure" used only when time does not permit sworn officers to respond. Security officers should be totally familiar with statutory arrest authority for private citizens as contained in local laws in the state of their employment. After such an arrest, the police are to be called immediately.
- Unless local regulations permit, private security officers cannot search without obtaining consent, or unless an arrest is made and the search is confined to looking for offensive weapons.
- Security officers may use only that force which is absolutely necessary to maintain a secure environment and/or secure the personal safety of the security officer or others involved.
- Security officers should never accuse a person of a crime, unless and until clear evidence has been developed to support the accusation. Criminal complaints should not be signed on behalf of the hotel without the prior approval of the management in charge.
- Security officers should understand that any investigation is confidential. Information pertaining to the investigations should only be shared internally with others who need the information as part of their investigation of appropriate managers and senior management team.

RESOURCES

Area/Regional Security Director

LSOPs

Claims Department/ Law Department

OVERVIEW

The following procedures are basic guidelines related to investigating, reporting and handling guest accidents.

PROCEDURES

1. All guest accidents should be investigated as soon as possible so that statements can be taken from witnesses and the evidence is still "fresh".

The following can be used as a guide:

- Render first aid as necessary.
- Offer to call a doctor or ambulance unit if necessary or requested by guest.
- Arrange for transportation (if needed) of the guest if further treatment is needed at a medical facility. Hotel personnel should not drive a seriously injured guest to a medical facility.
- Call Marriott's Crisis Hotline +1-703-319-1814 in case of serious injury or death.
- Fill out required incident report forms (refer to LSOPs).
- Get the names of the individuals involved.
- Photograph the scene.
- Correct cause of accident, if possible.
- Information should not be given out concerning the incident to anyone other than the Manager on Duty, or a member of the Executive Committee. Under no circumstances, should officers give out information to members of the press or other persons. Refer all inquiries to the General Manager.

2. Managing Guest Accidents

When a guest accident occurs, the responding person must take the following steps immediately:

- Take care of the ill or injured guest. Offer to obtain medical attention, but let the guest decide whether he or she wants to see a doctor, go to the hospital or go home.
- In cases of serious injury, the first person on the scene should call for emergency medical assistance.
- Secure the names of witnesses quickly; customers first then employees. Don't use the word "witness".
- Inspect the accident scene carefully. Take notes and pictures. Get other employees to inspect the scene also.
- Utilize the headquarters notification system as required (see crisis reporting procedures in the Crisis Management Plan).

3. Reporting Guest Accidents

- When a guest is injured, such that medical attention is required, the accident information must be telephoned to the local insurance administration within eight hours. This requirement applies whether or not medical facilities are actually utilized.
- A completed accident form must be mailed to the insurance administrator within 24 hours.
- Additionally, in the event of armed robbery, rape, multiple guest injury, death, suicide (attempts), the International Security Department should be notified

4. Payment for Medical Services

- The hotel will pay for medical first aid in all guest injury cases. Commitment to pay for first aid (transportation, examination, and initial treatment) does not admit any negligence or liability on our part. This procedure fosters good will toward our guests.
- Payment for medical treatment or payments for guest injuries should not be made by the property, but should go through the insurance office.

5. Payment for Property Damage

- Payment for guest property damage only may be made following these:
 - Authorization should be established for payment to the guest for damages less than US\$1,000.00. In addition, a release form (Legal Manual/Law Department's Website) should be completed.
 - All claims over US\$1,000.00 must be reported to the local insurance administrator per section III of this Guideline.

RESOURCES

Law Department

Regional/Area Security Director

International Security Operations/Risk Management Web-based Training

OVERVIEW

This guideline outlines the procedure which should be included in a guestroom hallway security patrol round.

PROCEDURES

1. Hallway patrol rounds should include, but not be limited to:

- Checking for room keys left in locks and doors left ajar.
- Checking for suspicious persons and unusual activities or loud noise from guestrooms.
- Checking linen rooms to make sure they are locked and secured.
- Checking lighting on guestroom floors as well as vending areas and stairwells.
- Checking all fire-fighting equipment such as fire extinguishers, fire hoses, standpipes and phones to make sure they are charged and/or in working order.
- Checking all service areas including service elevator landings.
- Checking for safety hazards, i.e. torn carpet, water on floor, room service trays, etc., and calling them in or writing them up to ensure prompt follow-up.
- Verifying roof areas are secured and checked for unusual activity. Checking that doors are locked (unless it is a fire exit) or unlocked with alarm working in conformance to local fire codes.
- Taking actions on suspicious person or object on guestroom floor.

RESOURCES

Area/Regional Security Director
Law Department

OVERVIEW

The security function at our company is primarily concerned with providing a level of care which reasonably ensures the safety and security of all hotel guests and their possessions. This is especially true in private areas of the hotel, such as a guestroom. Both public and private areas of the hotel are controlled by management personnel. In general, guestrooms, to include guestrooms which are legally occupied by patrons, may be entered when there is reasonable cause to do so. This entry may be for routine cleaning and repairs, or it may be caused by a perception of danger to the guest or other invited persons. All actions in this area should be tempered by **good judgment** and directed at providing an appropriate degree of care.

PROCEDURES

When entering a guestroom for security purposes without the occupant's knowledge, an attempt should be made to gain management consent and involvement. In cases of emergency or where time is essential, this might not be possible, however, when time permits, the following procedure should be adhered to:

1. Security or designated personnel, with a property Manager on Duty or an Assistant Front Office Manager present, should knock on the door and identify themselves. This should be repeated at least three times, if necessary.
2. If there is no response, the room should be called and the phone should ring at least 10 rings. Then, knock again, if there is no response, the room should be entered carefully opening the room door in expectation of a potential fire/smoke hazard.
3. Upon entry, responding personnel should immediately call for assistance if an emergency exists or assistance is required.
4. Upon determination that no emergency exists, the room should be left untouched, exited, and secured. The time of entrance and exit should be recorded on the daily activity log.
5. If it is determined that the room must be cleared, all guest items should be inventoried, logged, and removed to secure storage in the presence of at least two employees who are documented as witnesses.
6. These items should remain in secure storage until property management determines the appropriate disposition.

7. When entering a guestroom for the purpose of a guest wellness check, please follow the procedure below:

Reasons to conduct wellness checks may include: guest not responding to wake-up calls, extended “do-not disturb” periods, a specific request from a family member or co-worker or a request from a staff member, etc.

- Follow the same procedures from calling the room and appropriately knocking at the door.
- If possible, have two persons perform room entry.
- It is important to physically see and speak with the guest if there is uncertainty as to their mental or medical condition.
- If a medical problem or health issue exists, call for emergency medical assistance immediately.

RESOURCES

LSOPs

Area/Regional Security Director

Law Department, Security Management Guideline SA 20

OVERVIEW

The following procedures are minimum guidelines to assure guestroom number confidentiality, and cover responsibilities of the Front Desk and PBX/AYS personnel.

PROCEDURES**1. PBX/AYS Operation**

- Absolutely no guestroom numbers are to be given out over the telephone. If a request seems to be valid enough to warrant consideration, the PBX operator should contact the General Manager or Manager on Duty for authorization.

2. Front Desk Personnel

Front Desk personnel must not give out room numbers by telephone or personal request. If an individual needs to visit an unknown room, they should be put in telephone contact with the guest without disclosing the room number. Strong consideration should be given to having house phones routed through PBX in order to prevent random room calling.

- Be careful not to announce a room number so that it can be overheard.
- Guestroom numbers should not be put on room keys.

3. Other Departments

- Occasionally, law enforcement agencies will request information as a normal course of investigation. The General Manager or Manager on Duty must be advised in this case. The Controller is the actual records custodian and should also be notified. Departments such as Reservations should be advised not to release information through Guest History.
- The existence of information, however, can be verified without a warrant by advising those interested that information is available, but specifics related to room folio, dates of stay, etc., cannot be released without a subpoena.
- Health Club log books and other lists containing confidential guest information should not ask for room numbers – names and room numbers should not be available for others to view.
- Housekeeping rooming list generated by PMS, if used, should be placed in a secure area to protect guestroom number confidentiality.

RESOURCES

Law Department

Area/Regional Security Director

OVERVIEW

Activities conducted by law enforcement (on or off-duty) authorities in our hotels for the control of vice, illicit activities, etc., are activities involving major risk. The hotel may be held liable in circumstances where an innocent bystander is injured. Additionally, if an agent or law enforcement officer injures themselves on our premises (e.g., tripped on some mislaid carpeting), they could sue the hotel. Another consideration is the avoidance of liability from a potential false arrest of a guest or patron of the hotel.

In certain circumstances, the control of illicit activities in the hotels is of sufficient importance so as to outweigh the risks of liability as described above.

PROCEDURES

1. With the possibility of further reducing these risks, the following procedures are recommended:

- Discussion with local law enforcement personnel and agents on implementation of release from liability for their activities on our premises. ([Indemnity Agreement](#)).
- When the property is knowledgeable or has requested use of law enforcement, a personal release should be obtained from the agents or officer providing that service. (Personal Release form).
- A procedure of notification to the International Security Operations Department for any instances of special investigation being done on premises.

RESOURCES

Area/Regional Security Director

Security Audit

LSOP

OVERVIEW

This guideline provides broad parameters for the hotel operation in the area of perimeter and grounds control.

PROCEDURES**1. Security of Outside Grounds**

- Control procedures for perimeter grounds security should include lighting, patrols, and building access controls.
- All parking areas should be well marked to specify the purpose and objective of the parking facility.
- External lighting should conform to building code regulations which apply in the area of the facility.
- Patrol rounds guides should clearly outline the frequency and critical points of inspection during perimeter tours. Frequency and duration of patrol rounds should be re-evaluated as threats or crime trends change.
- Remote access doors should be inspected. Fire doors must be unlocked as a means of exit in the event of an emergency.
- If external barriers such as fences or walls are used on the property, these perimeter barriers should be inspected and evaluated on a periodic basis and needed repairs made as soon as possible.

2. Unauthorized Visitor Control

- Care must be exercised in the control of persons found on the property grounds. Individuals who are not guests or visitors of guests should be graciously asked to leave the hotel grounds. These people should be escorted off the property.
- Control procedures must be established for major functions, which will result in large numbers of individuals driving or walking onto the hotel grounds.

RESOURCES

Area/Regional Security Director
Law Department

OVERVIEW

Parking area liability represents a frequent subject of concern for hotel operations. This guideline explains the recommended procedures to follow in securing guest vehicles. Basically there are three levels of "duty of care" for which controls should be implemented. Each level corresponds to a different parking lot control. The highest duty of care is associated with valet-parked cars, intermediate is controlled parking, and lowest is self-parking facilities.

PROCEDURES**1. Valet Parking (Highest Duty of Care)**

- When the hotel operator valet parks a vehicle, the condition of the car becomes our responsibility. Frequently, damage to the vehicle, theft of the vehicle, and in some cases, contents of the vehicle become issues of liability when the vehicle is not returned to the guest in good condition. It is strongly recommended that valet parking be avoided, if possible, and if necessary, the service should be contracted out to another company. If this is done, be sure to determine adequate levels of insurance (see Legal Manual).
- The contract valet-parking arrangements should be completed in accordance with Law Department review.

2. Controlled Parking (Intermediate Duty of Care)

- Controlled parking refers to guest parking privileges for a charge. These expenses can be collected at the control gate or placed on room bills. Our liability in these circumstances is below that of an insurer of the property. A guest who pays to park his/her vehicle has the expectation and legal right to assume a certain degree of security for the vehicle. Accordingly, the person in charge of security must plan patrol rounds, keep accurate incident records and manage claims losses. Large, conspicuously-placed signs are helpful to effectively place the guest on notice of our position regarding liability (please see "notice" below).
- Suggested Disclaimer Language for Controlled Parking Tickets:
"This ticket licenses the holder to park one (1) automobile in this area at holder's risk. The Hotel shall not, in any event, be liable for any loss or damage to ticket holder's vehicle or property left therein."

3. Self Parking (Lower Duty of Care)

- The disclaimers below should be posted in these parking areas. Additionally the property should patrol the area, retain incident records, and respond to all security incidents as frequency dictates.

"NOTICE"

You are parking and leaving your vehicle at your own risk. Please lock all doors and windows after removing any property or valuables from the vehicle. The Hotel shall not, in any event, be liable for any loss or damage to your vehicle or property left within.

4. Other Security Control Procedures recommended are:

- Where feasible, security personnel will encourage guests to secure their cars and to remove any valuables from their automobiles.
- Make routine checks of all parking lots. Patrols should be conducted on an irregular schedule.
- Outdoor parking lot illumination should average at or above 2-foot candles of illumination with no area to fall below 1-foot candles. Indoor parking lots must have a minimum of 5-foot candles.
- Security officers should pay particular attention to any person or persons who appear to be loitering in the parking area. As a precautionary measure, depending on the condition, the officer should make radio contact with the hotel, apprise them of the intent to investigate and give the exact location and area in question.

RESOURCES

Area/Regional Security Directors

International Security Operations/Risk Management Web-based Training

OVERVIEW

The security of guests and employees is everyone's responsibility. Training employees to understand their role is essential to the property's security effort.

PROCEDURES

1. employees should receive basic security training in the orientation process:
 - What to do in an emergency.
 - How to access Security or the local police department.
 - Identifying suspicious activity and suspicious situations.
 - Reporting of suspicious activity and suspicious situations.
 - Protecting confidential guest information
 - Know the property's security policies and procedures.
2. Security awareness training for employees should be documented and placed in personnel files.

RESOURCES

Area/Regional Security Director
Law Department

OVERVIEW

The following procedures serve as a guide in the development of responses to various security-related occurrences. In addition, some basic responses are indicated. Procedures should be developed in conjunction with the individual security needs of the property.

PROCEDURES

1. Examples of incidents that commonly require a response on the part of the property include suspicion that a crime is and/or has been committed or reason to believe that a crime is being committed, guest accidents/serious illness, employee accidents, noise complaints, reports of lost property, safety hazards, parking lot incidents, and any other situation that may warrant an investigation or report.

Note: In any case where there is reasonable suspicion of a crime, the police should be contacted immediately.

2. Some basic response procedures are as follows:
 - When responding to an in-progress call (i.e., robbery, burglary, etc.) the non-uniformed security officer should carefully proceed to that area. They should place their name tags inside their coat pockets (if non-uniform) and turn down radio before nearing the area. They should enter the area in a calm manner to determine if a crime is occurring. If a crime such as a hold-up is in progress, Do Not Interfere. Make mental notes of suspect (s) as they leave. Preserve the crime scene and notify the police immediately. Provide the police with all the information you have upon their arrival.
 - When responding to a domestic situation or peace disturbance, it is always best to have two employees respond, if available. This will reduce the chance of the parties turning on them or alleging misconduct or physical abuse later.

Note: If a situation exists where there is a potential threat of physical harm to a guest, judgment must be used to determine what interventions, if any, are appropriate. In some cases, contact with the room occupants should be considered to determine if there is violence or criminal activity. This contact may include telephoning the room, knocking on the door or even entering the room. In all cases, good judgment must determine the level of intervention necessary.

- Uniformed officers need to choose a vantage point when responding to an in-progress crime to evaluate the situation. A uniformed officer walking into a possible in-progress crime could be in extreme danger.
- LSOPs may also dictate preliminary and after-the-fact contact with the Manager on Duty or person in charge prior to, or after any security response.

RESOURCES

Area/Regional Security Director
Law Department
Local Laws

OVERVIEW

The following procedures are guidelines for determining a visitor's status, and handling undesirable persons.

PROCEDURES

1. Visitor status should be determined and action taken accordingly. In the event the status of an individual is determined to be one which legally constitutes a trespass, he/she is defined for the purpose of this document, to be unauthorized and should be removed from the property. In guestroom areas, individuals other than a registered guest or visitor of a registered guest shall be approached in the proper hospitality- focused manner.
2. Trespassers must be duly warned as specified in applicable local laws and where possible or required, written notification (criminal trespass notification) should be issued.
3. Only if arrest is imminent and/or the person has received verbal or written warning(s) on previous occasions will detainment take place. This should be brought to conclusion by turning over the individual to sworn authorities. The conduct of the Security Department or designated personnel during this phase must consistently be professional. This conduct must not in any way constitute a violation of an individual's civil rights. Security officers must always act in a reasonable manner consistent with the guest protective functions approach.
4. Some basic steps to follow in determining an undesirable visitor, if suspicions have been aroused, include:
 - Security or designated personnel should identify themselves as agents of the hotel when in contact with person(s) involved.
 - Inquiring if the individual(s) are guests in the hotel, asking for their room key and if one is presented, verifying through Front Desk.
 - Requesting some form of identification and the purpose of their presence in the hotel.
 - Removal from the hotel premises, if the person(s) are determined to be unauthorized visitors by politely, but firmly, requesting that those person(s) leave the property boundary.
 - Avoidance of engaging in any type of argument or confrontation.

- Diplomatically informing the individual(s) that they will be subject to arrest for criminal trespassing, disorderly conduct (per local laws), etc. should you encounter resistance; in doing so, be diplomatic.
- Reviewing the local laws in reference to trespass, disorderly conduct, or peace disturbance. Be aware of the elements necessary for arrest and/or prosecution.

5. Some basic guidelines for photographing and handling unauthorized visitors include:

- Unauthorized person(s) should not be detained and photographed unless those person(s) have been stopped and verbally warned on at least one previous occasion and local laws permit photographing.
- Detention and photographing unauthorized visitors is permitted in only two instances:
 - Arrest is imminent, or
 - Subject is suspected of soliciting and will not or cannot produce identification.

Note: In all other occasions, a verbal notification of trespass should be given, documented and filed.

- Written notification should be documented incorporating local statute, description of incident, date/time and signatures of security personnel and the individual involved, if possible.
- Polite and courteous treatment of the individual(s) in question without any intentional infliction of mental or emotional distress and/or invasion of privacy.
- Turning the individual(s) over to sworn local authorities for processing and arrest.

Special Note: Remember, detention of an individual without subsequently turning that person over to sworn law enforcement officers and pressing charges creates major civil liability risks. Do not "drop charges" in any circumstances without first consulting your Area/ Regional Security Director or company Legal Counsel.

RESOURCES

Area/Regional Security Director
Law Department
Regional Vice President of Operations

OVERVIEW

These procedures are general guidelines outlining guest eviction. Eviction should only be used as a last resort when all else fails to resolve the problem at hand.

PROCEDURES

1. Depending on the many varying situations that may give rise to an eviction of a guest, i.e. loud disturbances, theft of services, etc., the following points should be addressed:
 - Identify the levels of management authority required to effect an eviction.
 - Review of local laws governing eviction, trespass, etc.
 - Establish procedures for filing formal charges with the involvement of local law enforcement.
 - Identify circumstances wherein eviction is a viable course of action by the property.
 - Utilize pin-out features on guestrooms.
2. Rooms should be pinned out when:
 - Prior attempts to reach the guest to resolve situation have failed, i.e. phone messages.
 - Resistance of the guest for payment of debt is encountered.
3. Guestrooms should be pinned out as follows:
 - Proper approvals should be obtained from property management.
 - The room with all belongings must be secured after the room has been visually inspected for any occupants.
 - A message should be left for the guest to contact the Front Desk to setup a meeting.
 - The meeting should be conducted in an office area with management and security or designated personnel present.
 - If a guest requests his belongings, the belongings should be brought to the guest immediately.
 - Local law enforcement should be involved as dictated by the situation and local policy.

RESOURCES

Regional Vice President of Operations
Area/Regional Security Director
Local Laws

OVERVIEW

Frequently a guest may require the safekeeping of some item too large to store in a safety deposit box, i.e. fur coat, expensive camera equipment. The hotel's liability for the loss of articles such as these may be governed by local laws.

The procedures for storing large valuables are essentially the same as those procedures for safe-deposit boxes.

PROCEDURES

1. Become aware of the local laws outlining innkeeper liability as it relates to large valuable storage. A procedure should be established to avoid liability for the bailment of such articles, yet provide guest service. In general, if the frequency of guest requests warrants the provision of this service, the following procedures apply:
 - Establish a lockable and secure storage area near the Front Desk which is accessible to guest. Utilize the procedures for signature requirements as described in safe deposit box procedures.
 - Ensure storage area is totally securable and protected by sprinkler protection.
 - Once a decision and policy is established to accept large valuables, consistency is essential to avoid liability measures by accepting some articles and rejecting others. Contact Area/Regional Security Director for guidance.
 - If a large on-site area does not exist, explore alternative storage options with local banks.

RESOURCES

Area/Regional Security Director
Law Department
Rooms Operations Front Office SOP
LSOPs

OVERVIEW

The scope of this guideline is to outline the procedures for providing safe-deposit facilities for guest valuables per Front Office SOP.

PROCEDURES

1. The safe-deposit boxes should be periodically inspected by the Front Office Manager to ensure they are in proper working order and there is a key present for each box that is not in use. The limitations on the total value of the items placed in any one safe-deposit box must be in accordance with local law. Even a seemingly minor variation from the statutory requirements as to the method of posting the limitation of the liability notice may remove the protection given the hotel. If the statute is strictly complied with, the hotel cannot be held responsible for loss of amounts over the published limitations except in the case of proven employee theft, negligence, or other statutory requirements. (See "Executive and General" SOP 19).
2. Issuance of Safe-Deposit Boxes
 - The following are permissible uses of safe-deposit boxes:
 - Registered guests.
 - Cashiers handling hotel funds as working banks.
 - Concessionaires or tenants upon approval of the General Manager, and only after signing a "Release of Liability" form. (See forms below).
 - Gift Shop sundry box.
 - Housekeeping/Lost and Found
 - No box is to be used for the personal property of employees or for non-registered parties without the approval of the General Manager. In such a case, a "Release of Liability" should be executed.
 - The cashier should enter the date, name of guest, permanent address, room number and safe-deposit box number, and should present the form to the guest for his signature before assigning the box. (See form below).
 - The guest must place his/her valuables in the inner box himself/herself. At no time should the cashier touch or handle the items being placed in the box for safekeeping even if the guest requests the employee to verify or inventory the contents of the box. The box is then placed in the

locked box in the presence of the guest. The individual box key is then turned over to the guest who should be advised that the box can only be opened with that particular key. Under no circumstances should the hotel or any employee of the hotel possess safety-deposit box keys. The safe-deposit box record card is then time-stamped and placed in the "in use" (numerical) section of the card file kept in a locked, convenient place at the Front Desk. The guest' folio should be noted to show issuance of a safe-deposit box, date it was issued, the box number and the initials of the person issuing the box.

- If a concessionaire or tenant requests the use of a box, the cashier or room clerk is to notify the Front Office Manager or Resident Manager for approval and preparation of a "Release of Liability" form. This form, when prepared and signed by the concessionaire or tenant, should be kept in the numerical portion of the file box. (See form below).
- employees assigned a safe-deposit box for the holding of house funds must also have a safe-deposit box record form on file at all times.

3. Access to Safe-Deposit Boxes

- The Access Slip should be signed in the presence of the clerk and should be compared with the signature on the "Safe Deposit Box Agreement". This procedure should be followed for each access requested, regardless of frequency and/or how well the clerk knows the guest. Only those persons who originally signed the Agreement may be given access to the box. (See form below).

4. Surrender of Boxes

- Upon surrender, the guest is required to complete a "Surrender of Safe Deposit Box" form (reverse side of "Safe Deposit Box Agreement," see below). Regular access procedure is followed, but the guest and the clerk must check the box and verify it is empty. Have the guest return his/her key and staple the "Agreement" and "Access Slips" together and retain these in the alphabetical portion of the deposit box file for six periods.

Note: In either event, whether box is surrendered or access granted, the appropriate record should be time-stamped. The guest's folio or registration card should then be marked to indicate he has surrendered the safe-deposit box, when this action takes place.

5. Cashier of Concessionaire

- When the hotel cashier, tenant, or concessionaire desires access to the safe-deposit box, it will not be necessary to follow the access procedure outlined for the guest-held boxes. The cashier, in addition to the original record form, has been required to sign a hotel form acknowledging his/her personal responsibility for the funds in his/her care. This form, plus the periodic audit of the box by the Hotel Controller, will suffice for the accountability of the contents of the box.
- These cashier bank deposit boxes will be audited by the Controller at least once a period. Whenever possible, the cashiers should be present during this audit. This audit will always be performed by two persons.
- The concessionaire must sign the "Release of Liability" form in addition to the original record card. Since the hotel has been released from any liability for the contents of the box, and since

the concessionaire is known to all the hotel personnel, he should be allowed unlimited access to the box. For the procedure to be followed in the surrender of the cashier and concessionaire boxes, refer to "Surrender of Boxes" section.

6. Lost Keys

- At no time should the hotel maintain a second key to any safe-deposit box which is reserved for guest use
- The guest should be advised, at the time of issuance, of the penalty for loss of the key. It will be necessary for the hotel to engage the services of a locally known lock service company to drill and replace the lock when the guest loses the key, and the cost of this service shall be passed on to the guest. This fee should also be charged to the employees and concessionaires if this same situation should occur with them. Both the guest and a representative of the hotel must be present when the box is drilled by the lock service technician.
- These steps should be followed if any box key cannot be accounted for during an audit of boxes:
 - The auditor should check the "released" section of the file and make note of the last person known to have used the box.
 - Contact the person by registered mail or phone in order to determine what information he has or what he remembers about the location of the key.
 - If the last box holder on record cannot be located, or cannot shed any light on the whereabouts of the key, a lock service company should be called in to open the box and replace the lock. The Controller, in the presence of a witness, should conduct an inventory of the box, making a written record of the contents. The contents of the box should then be locked in the hotel safe until proper disposal, can be made.

7. Keys Received by Mail or Messenger

- When a key is received by mail, it must be delivered to the Controller and held in a locked area. This delivery must be signed and witnessed by one other employee. The guest must be requested to execute and return a Surrender Form.
 - Upon receipt of the Surrender Form, the box should be opened in the presence of the Controller and safe-deposit attendant. If empty, an affidavit to that effect must be executed and witnessed.
 - If there is property in the box, the box should be immediately relocked, the keys again locked up, and an appropriate affidavit executed.
 - The guest should be advised immediately and be requested to remove the contents and surrender the box, or forward a Power of Attorney for the guest's representative to do so. The General Manager shall ensure that the signature of the guest on the Power of Attorney is identical to that on his room registration. A Power of Attorney must be acted on with caution, and under no circumstances should any person presenting such a Power of Attorney be granted access to the box if the authenticity of the document is in any way questionable.

- When a key is received by a messenger, the hotel should follow similar procedures as when keys are received by mail and should again check with the Legal Department to ensure the messenger's Power of Attorney is valid.

8. Excess Demand for Boxes

- Use of Envelopes – on rare occasions, sufficient boxes may not be available for each guest requesting one. The Front Office Manager should obtain approval from the General Manager to set aside one or more large safe-deposit boxes for the use of more than one guest. The key for this box should be kept in a locked area which is accessible only to the Front Desk management. Advise the guest that individual boxes are all in use, and ask if he will agree to place his property in an envelope which will be placed in a larger safe-deposit box with other guest's property. If the guest agrees, request he complete and sign the envelope.
- Use of Local Bank – if the guest declines to share a larger size safe-deposit box, explore the possibility of using a safe-deposit box in a nearby bank at no cost to the guest. Arrangements should be made in advance with a bank, and the cost should be paid by the hotel. Hours when access will be permitted should be made clear to the guest before he/she decides on such usage. Under no circumstances, however, should the hotel accept custody of the guest's property for deposit in the bank. The deposit of guest property into a bank should be accomplished directly by the guest.

9. Unusual Size or Value

- Any unusual request for the use of safe-deposit boxes must be referred to the General Manager or Controller. If the item is too large or is known through local publicity to be of very high value and on the hotel's premises, the General Manager may make arrangements with a local bank.

10. Unusual Access

- Court orders must be referred to the General Manager and the safe-deposit box must be sealed, and all right of access suspended until the hotel's rights and obligations are determined. The General Manager shall consult with the Legal Department before granting access.
- Under no circumstances shall access to a safe-deposit box be allowed based on telephone, fax, email or telegraph authorization.
- Information concerning a guest's safe-deposit box may not be given over the telephone.

RESOURCES

Regional Director of Operations
Area/Regional Security Director
Rooms Operation Housekeeping SOP

OVERVIEW

A close review of Rooms Operation Housekeeping SOP on 'Lost and Found Procedures' is required. Security Department personnel are required to know and follow the SOP closely as they frequently become involved in lost and found situations. Many Security Departments are now effectively managing the lost and found function.

PROCEDURES

1. All articles found on the property are to be turned in to the Lost and Found Department which is administered by the Housekeeping or Security Department.
2. Alcoholic beverages are not to be retained for later dispensing to employees. Unopened bottles with hotel inventory stamps may be resold. Partially used bottles must be discarded.
3. After hours, lost and found may be coordinated through the Front Office if Housekeeping Department doesn't operate 24/7.
4. Security should obtain stock valet bags and lost and found tags for after hours articles. Articles should be properly tagged and secured to relinquish to the Housekeeping Department.
5. A regular scheduled audit should be conducted by Security/GM and Housekeeping Department of Lost and Found procedures to include:
 - All articles secured in Lost and Found cage.
 - All entries in Lost and Found log books.
 - All valuable belongings stored in the safety deposit box.

The objective of the audit is to insure proper audit trail capabilities and proper disposition of articles.

RESOURCES

Area/Regional Security Director

OVERVIEW

Gratuitous receipt of luggage after a guest has checked into the hotel establishes clear responsibility. While loss potential is usually limited by statute, every effort within reason should be taken to avoid uncontrolled situations.

PROCEDURES

1. Management/Security Personnel should frequently check to determine that Front Office personnel are not receiving equipment and belongings to "watch for a moment". Receipt of these articles invites liability risk. All articles should be secured in the luggage storage room and a claim ticket should be issued to the guest.
2. Claim tickets represent assumed liability, therefore unused tickets should be safeguarded against access by unauthorized personnel or the general public.
3. Group check in/out may result in large amounts of luggage remaining under loose control. The luggage should be secured with a lock and rope/chain arrangement tying the luggage pieces together or placed in one central location where constant supervision of the luggage can be made.
4. Verification of luggage contents for value determination should be avoided.
5. Lost/damaged luggage should be handled by local insurance for claims in excess of US\$1,000 or where guest dissatisfaction suggests legal involvement.

RESOURCES

Area/Regional Security Director

OVERVIEW

The following procedures cover traffic control, securing of property, and additional security measures that should be implemented during exhibits or special events.

PROCEDURES

1. The Director/Supervisor of Security should meet with the Event Sales Manager and Food & Beverage Manager to develop a policy for events that may require special security considerations. Security should participate in meetings between the hotel and the client to discuss details related to security, including:
 - A review of parking needs for the event
 - Special duty security protection
 - In-house or contract service
 - Limitations of liability
 - Emergency contacts
 - Special needs for personal delivery and storage areas, etc.
2. Local law enforcement should be alerted when a major event is to take place so that they can plan for the traffic control of pedestrians and vehicles.
3. Security patrols around the property, primarily in the parking areas and buildings, should be increased.
4. For special functions, (events such as New Year's Eve, National Day Celebration, etc.) please review the flow chart on the next page to determine strategies for handling related security concerns.

RESOURCES

Area/Regional Security Director

OVERVIEW

A guest's death in our operation may cause concern to other guests and employees. The quick and efficient management of these situations is critical to minimizing negative business impact.

Note: In some countries, suicide is a felony offense and the affected area should be handled as a crime scene.

PROCEDURES**1. Guidelines for Prevention of a Potential Suicide:**

- If a suicide note, phone call, or other suspicious information is received by the hotel, the General Manager or Manager on Duty must be notified immediately.
- Police and Emergency Medical Services should be notified immediately.
- Every reasonable effort should be used to prevent a suicide. These preventative efforts should exclude actual efforts to rescue by going out to the area where the individual is situated.
- Members of the hotel staff should never arrange a rescue attempt which will surprise the individual or endanger the hotel staff, guests or any other individuals.
- Friends, business employees or family in the hotel must be identified and contacted immediately.
- The immediate area must be brought under control and all guests and employees should vacate the area below and around the suicidal individual.

2. Control of an Area After a Suicide is Attempted:

- If the individual is still alive, medical attention must be sought immediately.
- The police must be called immediately.
- The entire area must be roped off and security/designated personnel stationed at the scene of the suicide.

- If the individual is deceased, provisions should be immediately taken to cover the body and any belongings. The body must not be moved until the police and coroner arrive and release the scene.
- Any witnesses must be interviewed and information made available to the police.
- All records of hotel charges and services should be secured. If deceased was a guest, his/her room must be secured.
- With the exception of natural cause deaths, such incidents should be reported through Marriott's Crisis Hotline immediately at +1-703-319-1814.

Any questions from the media should be referred to the General Manager's office. No statements of any kind should be made by an employee without the General Manager's authorization.

3. Upon receiving a call concerning a possible death, the Manager on Duty, along with Security, should follow the basic procedures detailed below. Exceptions and variances will depend on the circumstances.

- Respond to the reported location and investigate.
- Call EMS (Emergency Medical Services) as soon as possible.
- In the event death is confirmed and has occurred in a public area, cover the body.
- Have Security/designated personnel secure and seal off the area. Do not attempt to remove anything from the scene until given permission by the local authorities.
- Allow/require law enforcement to inventory belongings of deceased preferably with a security/designated personnel as witness.
- Receipt any item(s) taken from the room by local authorities. A receipt should also be obtained from the individual claiming the personal effects of the deceased.
- Pin out the guestroom until released by authorities.
- Submit an incident report containing all pertinent information and notify the Area/Regional Security Director within 24 hours.

4. Should a suicide occur in a guestroom and it is discovered by an employee, immediate assistance should be rendered in an attempt to revive the victim. Authorities must be notified as soon as possible.