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Purpose目的

1. To define a procedure for proper control of the Hotel's office, store, cabinet, respective operation and Tenant keys under the charge of Security department.
制定程序以便正确控制由保安部负责管理的酒店各办公室、仓库、橱柜、承租商户以及营业点工作用钥匙。
2. To highlight the responsibility and compliance from all the staff for the safe handling of keys and consequences of abuse.
明确责任，保证钥匙的安全使用，避免随意使用造成的不良后果。

Scope范围

This procedure applies to all employees and departments.
所有员工和部门。


Responsibilities 职责:

1. The Chief Of Security (COS) holds overall responsibility and authority over key control.
酒店保安总管总体负责酒店钥匙的管理工作并行使职权。
2. The Assistant takes over the COS's responsibilities in his absence.
酒店保安总管不在店时，其助手代替履行职责。
3. All Div/Dept heads and staff are responsible to ensure that this procedure is strictly complied with as well as to conduct monthly inventory checks of keys under their charge and to correct irregularities.
各部门负责人和员工有责任确保此程序严格执行，并在各负责范围内每月进行盘点检查，更正不规范操作。

Procedure程序


1. Every spare key handed over to Security department for control is assigned a serial number and held at the CCTV Room. These numbers are listed in a Key Register and together with the spare keys are kept in the Main Cabinet in the CCTV Room. Respective operation keys are kept at hotel south staff entrance. They are distributed as follows:
送交保安部掌管的各部门备用钥匙都必须编上序号放在酒店监控室。所有编号都列入钥匙登记簿中，登记簿与各部门的备用钥匙一起存放在监控室的备用钥匙箱里。日常营业部位钥匙存放在员工出入口保安值班处，具体如下：

Location地点	Person in charge 责任人	Remarks备注
CCTV Room 监控室	Duty CCTV guard 当值监控员	Spare keys are complied with double lock management, spare keys can not be used unless emergency. Spare keys kept in CCTV room and sealed envelope to be opened only upon approval from COS.

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		双锁管理的备用钥匙非紧急情况不予启用。任何启用备用钥匙和将封好的、装有备用钥匙的信封打开前，必须征得保安总管的同意。
F/O 前厅部	GSM 宾客服务经理	As above. 同上。
Security Shift at South Staff Entrance (Respective operation keys) 员工南门保安值班处（日常营业部位钥匙）	Duty Guard 当值保安	Withdrawal and return of any key from the South Staff Entrance must be recorded in the Key Movement Logbook. Approved staff in the list provided by Div/Dept Heads can draw only their respective operation keys when they are on the duty roster. 从员工出入口处拿取钥匙，必须在钥匙调遣日志中进行登记。只有各部门批准同意的当班员工才可以拿取各自营业点的钥匙。

- Spare keys are complied with double lock management, controlled by CCTV room and F/O, the spare key cabinet can be opened only use 2 keys together. In general, the spare keys are not allowed to use.
酒店备用钥匙为双锁管理，监控室和前厅部各负责一把，两把钥匙同时使用才能够打开备用钥匙箱，拿出备用钥匙；通常情况不予启用。
 - Spare key cabinet to be opened only upon approval from COS only in an emergency, and “spare key use requisition” (attachment 3) must be filled up.
This procedure is not applied to the tenant.
紧急情况必须征得保安总管的同意，并需填写《紧急情况启用钥匙申请表》（附件3），方可打开双锁管理的备用钥匙柜；启用租赁部位备用钥匙（承租商户备用钥匙）不适用此程序。
 - Access keys under the charge of Security department are kept in the Key Cabinet at the staff checkpoint for daily operation use. Staff withdrawing such keys must be listed in the approved Div/Dep. heads listing for key withdrawal and duly endorse the withdrawal before a key can be handed over by the Duty Security staff. Unlisted staff will not be allowed to draw any key unless the respective Div/Dept. Head or the MOD endorses the withdrawal.
员工南门保安值班处掌管的日常营业用各部位钥匙，由当值保安班次负责人负责。各部门要列出指定领取钥匙的“员工名单”，只有名单上的员工才可以领取钥匙；保安部当班员工在交出钥匙之前完成必要的签字登记。未在名单之列的员工不允许领取钥匙；特殊情况要有相关部门总监或经理以及酒店值班经理的签字批准。
2. Movements of all keys shall be recorded in the “Key Register Form” (Attachment 1) and endorsed by the approved recipients. Part-timers, Trainees and Contractors or any hotel staff member are not allowed to draw out any key unless permission is obtained from the COS or in his absence, superior hotel management or MOD.
各自营业部位所有钥匙的领取，都必须在《钥匙登记表》中进行登记(附件1)并由被认可的钥匙领取者签字确认。钟点工、实习生及承包商不允许拿取任何部位钥匙，除非得到保安总管的批准，保安总管不在店时，由酒店更高一级管理层或酒店值班经理批准。

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NOTE注:

Key Tag number must be checked by the end of duty shift and endorse on the key register form. Once found that is not recorded as returned check shall be recorded in the blank space provided in the Key Register Form and follow up.

保安部每班次交接时，班次负责人都要进行钥匙核查，清点清楚，对检查结果签字确认；发现有未归还钥匙情况要及时跟进并做好记录。

Draw out general store key in an emergency, implement the regulation of general store issued by Finance Dept in 2000.

紧急启用总仓钥匙，执行酒店财务部于2000年下发的关于紧急开仓的有关规定。


3. Every department head will assign staff who must be listed in the approved Div/Dep. heads listing for key withdrawal for key collection from south staff entrance. The listed staff will be allowed to collect their respective outlet operation keys daily before work commences with uniform and name tag. Approved staff who collects keys must be on the approved official duty roster before being allowed to draw the related key. Every department should update this list and submit to security department where necessary. Keys drawn from Security must be returned after the duty period ends or at the end of day as the case may be.

各部门根据工作需要指定人员在每天工作开始之前，到员工出入口保安值班处领取营业钥匙；只有名单所列员工，着工装、带工牌，且是本部门批准的班次当班人员，才有权利领取本部门所需钥匙。必要时各部门要随时更新领取钥匙的员工名单，并及时报至安保部。各岗位钥匙必须在工作结束后或者根据实际情况及时归还至安保部。

4. Responsible person of every department must report any missing or damaged key immediately to the Security Department, a report form must be completed by the outlet Supervisor and submit to security shift supervisor or responsible person of duty shift. An investigation will be conducted and immediate preventive measures shall be taken to secure the area or change the locking devices. The incident will be reflected in the Security logbook and informed to the COS or security manager and MOD for follow up.

如有钥匙丢失或者损坏情况，责任部门人员应立即报告安保部，本部门主管级以上人员写出事件报告，报至安保部当值主管或保安班次负责人，并协助进行调查且立刻采取预防措施，以保证相关区域的安全，或者立即按有关要求更换锁具。此类事件应记入安保部工作日志，并通知保安总管或经理以及酒店值班经理进行跟进。

5. Broken keys or damaged lock devices shall be taken into custody and referred to the COS. Security Department should physically go to the scene analyse the reason of key missing, after confirmation by Security Department the applicant department should fill in the lock requisition to get approval of GM. The employee who willfully damages such items will also pay related costs and may be given misconduct or transferred to the judicial organ for handling, depending on the gravity of the case. 破损的钥匙或锁具要保管好并报至安保部，安保部检查核实后，使用部门按规定填写锁具申请单，由总经理批准。蓄意破坏锁具、钥匙人员，核实后将根据事态的严重性给予违纪处分或交司法机关处理。

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6. Any employee who duplicating of hotel assigned keys or installation of unapproved locksets by anyone is prohibited and will result in disciplinary action being taken. Once caused loss and serious influence, will be dismissed immediately or transferred to the judicial organ for handling.

严禁未经批准私自复制酒店钥匙或私自安装锁具，一旦发现将受到违纪处分，造成损失和严重影响的立即开除或交司法机关处理。

7. TENANTS承租商户

- (1) Tenants will purchase and install the hotel standard locksets for their main doors in co-ordination with our COS in advance. A Tenant spare key for each shop or office tenanted under the hotel charge must be handed over to COS by the hotel FC on behalf of the tenant on the commencement of the hotel agreement with the tenant. In the presence of the FC, DOR and FOM, COS will seal this Tenant spare key into an envelope, crossed with the signature of COS, FC, DOR and FOM. Deposit this into the safe-deposit box at the Front Office for safe-keeping.

酒店承租商户要提前与酒店保安部沟通，可以自行购买安装符合酒店标准的锁具。但任何商店或办公区域，都必须在与承租商户签订协议之初，酒店财务部总监应当代表商户，将备用钥匙交于保安总管，且承租商户现场确认：保安总管在财务总监、房务总监、前厅经理的见证下将此备用钥匙封入信封；同时，保安总管、财务总监、房务总监、前厅经理骑缝签名。此信封将被保存在前厅部办公室的保险箱内。

- (2) The Safe Deposit box key is sealed in another envelope with the signature of the COS across the opening flap and kept in the Main Cabinet at CCTV Room. Only the COS is allowed to draw this key from the CCTV Room unless an emergency situation requires another person to do so after due approval from the COS.


保险箱的钥匙将被封在另一个信封内，由保安总管骑缝签字保存在监控室的备用钥匙柜里。原则上只有保安总管一人有权从监控室取出保险箱钥匙，紧急情况下，必须征得保安总管的口头批准，才可以让其他人行使此权利。

- (3) A tenant is allowed to check their sealed envelope or break the seal when they wish to conduct a spot-check on their Tenant key kept in the sealed envelope placed in the safe deposit box. The breaking of a tenant's sealed envelope from the Safe Deposit box must be witnessed by the FOM/DOR, Security Shift Supervisor/Manager and the requesting tenant after the COS opens the safe deposit box. The incident must be logged in the Tenant's Spare Key Management Record (attachment 4) at the safe deposit room, with the date & time and signed by the requesting Tenant and the witnesses present.

如果承租商想检查他们存放在保险柜中用信封封存的钥匙时，可以允许他们检查信封和打开封条。当保安总管打开保险箱后，必须有前厅部经理/房务总监、保安部当班主管/经理和承租商在场才可以打开信封。此经过要在存放于保险柜中的《承租商备用钥匙管理记录表》（附件4）上做好记录，包括日期、时间、承租商检查当事人以及见证人要签字。

- (4) At the last week of every quarter, the COS/Security Manager & FOM are also to verify and test the Tenant spare keys with the locksets at the respective shops and offices. The checks shall also be recorded in the "Tenants Key Management Form". Discrepancies must be recorded and resolved immediately with the tenant and reported to Management.

每季度的最后一周，保安总管或经理与前厅经理检查各承租商户的商店及办公室的备用钥匙

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和锁具情况。检查情况要记录在《承租商备用钥匙管理记录表》中。任何差错都要做好记录并立刻与承租商共同解决，同时汇报酒店管理层。

- (5) There are four (4) conditions which allow the hotel, after approval from the GM, to break the sealed envelopes and access into a tenant's premises without approval from the tenant. This disclaimer must be specified in the Tenant Agreement to dislodge the hotel from any liability:

在酒店总经理批准的情况下，以下四种情况酒店方可以立即启用承租商备用钥匙，不经承租商同意进入他们的办公室。此免责声明必须在承租商协议中详细说明：

Fire 火灾

Flood 洪水

Major disaster or Repairs 重大灾难或修缮

Default or Termination of Tenant Agreement 违反或终止承租商协议

- (6) When tenants change their locksets, a duplicate key should provide to the hotel COS, the hotel reserves the right to demand a duplicate key for the existing lockset. If this is ignored, the hotel COS will communicate with FC, officially written inform tenant of this requirement, proceed to dismantle the existing lockset to ensure compliance of the key control system by the tenant. All related costs will be automatically charged to and borne by the tenant and specified to them in the hotel Tenant Agreement.

承租部位若换锁需将备用钥匙交于保安部，酒店有权要求取得现有锁具的复制钥匙。如不遵守，保安总管将与财务总监沟通，向承租商提出书面声明，进而拆除其锁具以确保承租商遵循钥匙管理程序。所有相关费用及后果将由承租商承担，并此款项必须在酒店与承租商签订的协议中注明。


- (7) If there is an **urgent** need to gain access to a tenanted area, the COS's permission must first be secured by the Security Shift Supervisor and the tenant informed. However, if the tenant cannot be present and if the urgency is immediate, the hotel GM/DGM must be informed and the presence of FC, MOD and FOM/DOR are required as witnesses when the premises is accessed by the COS.

若酒店**急需**进入承租商的商店或办公室，当班保安部主管必须先征得保安总管的同意并通知承租商。但如果承租商不能到场且情况紧急，要报告总经理或副总经理，必须在财务总监或值班经理和前厅经理或房务总监在场的见证下，方可进入承租商区域。

- (8) Under normal circumstances, before breaking a Tenant key sealed envelope, the COS and respective tenant must be informed of the reason and be present at the site. The Security Shift Responsible Person/Security Supervisor or COS shall open the required sealed envelope from the safe deposit box to withdraw the Tenant key in the presence of the tenant, FOM/DOR or the MOD. Only the relevant shop or office key can be drawn.

通常情况下，在打开承租商钥匙信封之前，保安总管和相关的承租商必须被告知取用原因且必须在场。保安部班次负责人/保安主管或保安总管要在承租商、前厅经理/房务总监或者值班经理在场的情况下，从保险箱中取出信封拿出承租商钥匙，并只能取用相关的商店或办公室的钥匙。

- (9) The movement of a tenant's keys must log into the Tenant's Key Management Record at every time. 承租商钥匙的每次使用详细事由，都必须记入承租商备用钥匙登记表中。

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(10) The procedure for Tenant key deposit to the safe deposit box and main cabinet must be repeated every time the sealed envelop is withdrawn or used.

每一次打开信封取用承租商钥匙，都必须履行存放保险柜和备用钥匙柜的相关程序。

(11) Where tenanted premises are to be locked out by the hotel, the FC will officially inform and accompany the hotel COS to the premises. The padlock will be installed and keys kept by the hotel COS and released only when approved by the FC/GM.

如果酒店方需对承租区域封锁，财务总监将通知保安总管，并陪同保安总管一起到场挂锁，保安总管挂锁并保存钥匙。只有财务总监/总经理批准后方可去掉。

8. KEY DUPLICATION AND LOCKSETS 钥匙的复制和锁具管理

Any request for duplicating Room, Cabinet and Tenant keys or replacement of locksets must be informed to and prior approved by the COS. A 'Key Duplication Request Form and Key/Lockset Request Form' (Attached 2) must be filled in and handed over by the respective Department Head or tenant to the COS at least three working days ahead. Also the Key Duplication Request Form should get approval of COS and GM, at last the form will be handed over to Engineering for the work.

复制任何房间、橱柜和承租商区域钥匙或更换其锁具的，都必须事先告知并征得保安总管的同意，填写钥匙/锁具复制、拆装申请单（附件2），应当提前三个工作日，由相关的部门负责人签字认可，在经得保安总管、总经理的签字批准后再交至工程部实施。

Request forms will be processed soonest possible and costs charged to the requesting department or tenant. Duplicating of hotel assigned keys or installation of locksets without the formal approval is prohibited.

只有完成钥匙申请的批复后才能拆装和复制，费用记入申请部门或承租商户。严禁未经许可私自复制酒店某处的钥匙或者安装锁具。

On completion of the work request, the Form will be endorsed by the requesting department or tenant and kept by the Engineering Dept for above one year.

锁具拆装完成后，申请部门或承租商负责人需在申请单上进行签字确认，申请单由工程部负责保存至少一年以上。

9. OUTLET WORKING KEYS 营业点使用钥匙


The keys are divided into two categories :

营业点使用钥匙分为两种：

Type A : Providing access to room and secured cabinets which hold items of significant value to the outlet.

A种：打开各营业部门存放贵重物品房间门及安全橱柜的钥匙。

Type B : Access to room and cabinets which hold common operation items of the outlet.

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B种：打开存放普通营业区域使用物品房间门及橱柜钥匙。

All cabinets that are accessed by the two keys must be checked and secured by the shift leaders every time when taking/handing over. Type B keys must be kept in the Type A cabinets and all items secured and accounted for.

以上两种钥匙在每一次使用/交接时，相关部门当班负责人要认真检查，确保安全。B种钥匙存放在A种钥匙的橱柜中，妥善保管，清点清楚。

Type A keys must be sealed in an envelope and crossed with the signature of the shift leader or Outlet Manager, before handing over to Security at the South Staff Checkpoint for safekeeping at the end of each shift.

A种钥匙必须封存在信封中，由各部门当班负责人或部门经理骑缝签字确认，在每个班次结束时交接至员工南门保安部钥匙管理当值人员。

The shift leader handing over the keys to Security at the end of each day/shift will be responsible for the correctness of keys in the sealed envelope and items secured in the locked cabinets must be undamaged.

同保安部交接钥匙的各部门当班负责人在每天/每班次工作结束时，必须确保封存在信封中的钥匙以及锁在房间、橱柜中的物品是正确无损坏的，并将承担全部责任。

The envelopes must be intact, duly signed and recorded when handing over. Any tampering or irregularities must be reported immediately to the Security Shift Supervisor. Shift leaders of every department who are on the duty roster may only draw keys for their respective outlet.

信封在交接时必须完整无缺并有相应的签字和记录，任何缺损或者违规操作，都必须立刻报告保安部当班主管。各部门当班的班次负责人只能领取其所在部门的钥匙。

GENERAL 总则

Department heads should formulate their departmental key control procedures for use of internal working keys to track the movements of keys and record of users within the department/outlet.

各部门总监、经理要确保钥匙管理程序在本部门作出明确解释，以便使本部门钥匙的使用和记录正常进行。

Div/Dep Heads are responsible for the security of their own offices, cabinets and items therein if they chose not to deposit Access keys to Security for control or safekeeping.

如果部门没有按规定将相关钥匙交到保安部管理或保存，则本部门负责人对其房间、橱柜内的所有物品负全责。

Irregularities and infringements of the hotel Key Control Policy & Procedures must be reported to COS or his assistant immediately for the appropriate follow-up or investigation. A Report shall be prepared by the COS to GM for record and action to be undertaken.

任何违反酒店钥匙管理程序政策的情况都要立刻报告给保安总管或其助手以实行适当的跟进措施和调查。保安总管将向总经理做书面报告，以便记录和采取措施。


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Attachments附件

1. Key Register Form 钥匙登记表

Key Register Form 钥 匙 登 记 表

No. 编号	Type of keys 钥匙类型	QTY of key 钥匙数量	Drawn by 领取者 姓名	P.R.No. 员工 卡号	Time out 领出时间	Shift guard 值班 保安	Returned by归还者 姓名	P.R.No. 员工 卡号	Time in归还 时间	Returne d QTY 归还 数量	Shift guard 值班 保安
1	大堂吧	3									
2	百花园	16									
3	财务办公室	9									
4	宴会厅	2									
5	康乐部	7									
6	行政楼层	23									
7	银顶餐厅	5									
8	银顶收银	23									
9	客房部办公室	4									
10	布草房	2									
11	管事部	5									
12	财务总仓	10									
13	47F厨房	1									
14	B3肉房	13									
15	20F餐厅	2									
16	施工南门										
17	电脑房	4									
备注											

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2. Key Duplication Request Form and Key/Lockset Request Form

钥匙锁具复制、拆装申请单

KEY DUPLICATION REQUEST FORM

钥匙复制申请单

Date日期: _____

Key to be duplicated需复制钥匙: _____

Serial No: _____

Number of key(s) required所需钥匙的数量: _____

Requested by (Name) 申请人（姓名）: _____

Department部门 /Tenant承租人: _____ Section分部门: _____

Staff No.员工卡号: _____


Reasons for key duplication复制钥匙的原因:

Acknowledged by (Name)确认人（姓名）_____

Signature 签名 _____

(Head of Department部门经理)

=====

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(Part Two – reverse page)

ACKNOWLEDGMENT确认

Approved by CSO保安总管批准: _____

Signature签名: _____

Approved by DFA财务总监批准: _____

Signature签名: _____

Approved by HGM总经理批准 : _____

Signature签名: _____

Key(s) Duplicated by钥匙复制人: _____


No. of Keys钥匙数量 : _____

Date Completed完成日期: _____

Key(s) received by收到者: _____ Signature签名: _____

Department部门/Tenant承租人: _____ Staff No.卡号: _____

Date & Time 日期&时间: _____


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锁具拆/装申请单
Lock Requisition

年/Y 月/M 日/D

申请部门 Dept.		申请人 Application	
拆/装原因 Reason			
申请部门总监签名/Applicant Dept. Mgr. Signature:		日期/Date:	
保安总管签名/COS Signature:		日期/Date:	
总经理/驻店经理签名/GM/RM Signature:		日期/Date:	


工程部总监签收/ COE Receiving:		日期/Date:	
维修人 Repaired By		保安部监察 Sec. Check	
材料消耗 Material Used		保安部钥匙接收人 Key Handover To	
备注 Remarks			

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3. Spare key use requisition (in an emergency)

紧急情况启用备用钥匙申请表

年/Y	月/M	日/D			
申请部门 Dept		申请人 Application		领用部位 Location	
领用原因 Reason					
申请部门总监/经理 Application Dept Head		宾客关系经理 GSM			
保安总管或经理 Chief of security/Mgr					
备注/Remarks 保安总管/经理不在店内时，酒店值班经理行使备用钥匙的管理权利。 MOD during chief of security and security manager's absence is responsible for the spare key management.					

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Tenant's Spare Key Management Record

承租商备用钥匙管理记录表

Date日期:

Time时间:

Area部位:

COS 保安总管		FC 财务总监		Tenant 承租商	
DOR房务总监 FOM前厅经理			Witness 见证人		

Detailed record

情况记录: