

While you are out, in order to give the impression that the room is occupied:

- put the 'Do Not Disturb' sign on the outside of the door or leave the light, TV or radio on
- call the maid when you are ready for the room to be cleaned rather than leaving the 'Please make up my room' sign on the outside of the door
- do not tell anyone in the hotel of your departure or return times
- carry the room key with you instead of leaving it at the front desk.

Use the hotel safe for passport (taking photocopy with you), money, tickets, etc.

If you determine that an item in your room has gone missing, conduct a thorough search before reporting it to hotel security. The incident should also be reported to the local police and the local Business Security Manager. Obtain a letter verifying that you reported property missing - this may be required for insurance purposes.

As a business person, in certain countries you may be the target of commercial information gatherers. Do not leave any Company papers or diskettes in your hotel room. Do not engage in business conversations in hotel foyers where you can be heard, as they are often frequented by competitors seeking inside information. If you have to leave your laptop computer in your room, lock it away and if possible remove the hard drive and secure it separately.

Remember that hotel telephones are in no way secure. In some countries they are tapped by security authorities.

Loss of laptops/sensitive documents should be reported to line management and IT Security/ Group Security.

Avoid inviting persons who you do not know to your room. Be aware that prostitutes can take advantage of travellers through various ploys, e.g. use of 'knock-out' drugs, to commit theft.

If using the breakfast ordering form, do not use full name - just surname. Do not use Miss or Mrs.

When you retire at night ensure that your room is secure and place your room key on the bedside table where it can be found easily if you have to vacate the room in an emergency. It is also useful to travel with a pen-light torch.

On Return

Report any incident to your Business Unit Leader, Regional Security Adviser and Business Security Representative as this helps them to keep track of trends in countries being visited by your Business Unit and give advice accordingly.

Be aware that credit card information may be compromised by dishonest employees of the hotel, rental car company, and restaurants. Always audit monthly credit card statements to ensure that unauthorised use has not been made of your account.

All the above can be found on the Group Security Website

<http://gbcweb.bpweb.bp.com/bpsecurity>

notes

Hotel Security

Criminal incidents occur in hotels, of all standards, all over the world

The following pro-active steps are recommended



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In Advance of Travel

Hotel reservations should be made via the corporate travel agency or local Business Unit as the hotel recommended is likely to be one of a chain of hotels that provide a consistent and uniform level of security.

Arriving at and Departing from the Hotel

The most vulnerable part of your journey is travelling between the point of disembarkation/embarkation and the hotel.

Get out of/get into the taxi as close to the hotel entrance as possible and remain alert to what is going on around you.

Stay with your luggage until it is brought into the lobby or placed in your taxi. If using the bellman, luggage in the "care, custody, and control" of the hotel causes the hotel to be liable for your property but remember to keep the claim checks in a safe place. Due to hotel liability limits, personal travel documents, laptop computers, valuables and sensitive documents should be hand carried and personally protected.

Laptop computers are particularly attractive items to thieves; try to conceal them inside other bags or take particular care of them.

Keep an eye out for distractions that are intentionally staged to assist pick-pocketing, luggage theft or handbag snatching.

If arriving by hired car, park as close as you can to the hotel entrance in a well lit area. Remove all property from the car interior and place in the boot. Do not leave valuables or personal documents in the car.

Car parks are difficult to secure. Avoid ones that are dimly lit, not patrolled and that do not have security telephones or intercoms.

If you are required to use hotel car parking identity stickers in your car, make sure that they do not indicate your room number or name.

Women travellers should consider requesting an escort to their vehicles.

Check In/Out

In some countries, your passport may be held by the hotel for review by the police or other authorities. If so, retrieve it at the earliest possible time. Don't leave it behind when you check out.

Position luggage against your leg during registration/checking out, but place a briefcase, bag containing computer or handbag on the desk or counter in front of you.

Request a room between the third and seventh floor. Most fire departments do not have the capability to rescue people above the seventh floor with external equipment (i.e. ladder truck).

Avoid low-level rooms with sliding glass doors and easy window access. Depending upon the situation, area and security coverage, exercise a higher level of security if assigned a ground level room.

If hotel staff show you to your room, allow them to open the room's door, turn the lights on, and check the room to ensure that it is vacant and ready for your stay.

Your Room

Check that your door lock, locks on sliding patio doors, eye viewer, privacy latch or chain, locks on any interconnecting doors, room safe and telephone all work. If there is a problem, request assistance straight away or request a room change. For extra security, a chair can always be used - prop the back of it under the doorknob. A simple booby trap, such as a lamp or table placed close to a window or door, might give warning of an attempted intrusion. Additional security/safety portable devices or a simple wedge can be used.

Fire evacuation plans are normally posted on the back of the room door. Ensure that you know where the fire exits/stairways are located, counting how many doors you have to pass to reach them - in a smoke-filled hallway, you may have to feel your way, door by door, to the exit. Refer to Hotel Safety on Group Security's website.

Ensure you know how the phone works and which number to call in the case of an emergency.

Note how hotel staff are uniformed and identified. If expecting room service/maintenance, use the eye viewer to check before permitting entry to your room. If not expecting a hotel member of staff, verify with the front desk before permitting entry to your room.

While in the room, engage the deadbolt and privacy latch or chain.

If you receive mysterious calls, where the caller hangs up when you answer, it may be someone testing to see if the room is occupied. If this happens, advise the hotel management.