

ABOUT YOUR HOTEL

1. In which region is your hotel located?
 - Asia Pacific 58.97
 - North America 12.82
 - Europe 10.26
 - Other 17.95
2. What type of property do you work for?
 - City 61.54
 - Resort 17.95
 - Convention 5.13
 - Airport 2.56
 - Other 12.82
3. What is the star rating of your property?
 - 5- and above 46.50
 - 4- 38.46
 - 3- or below 15.04
4. What is your job-title/position or department?
 - GM 43.59
 - Security 25.64
 - Engineering 2.56
 - Other 28.21
5. Where is the headquarters of your company based?
 - Asia Pacific 38.46
 - North America 33.33
 - Europe 23.08
 - Other 5.13

SECURITY AT YOUR HOTEL

6. Following the bomb attack in Bali, do you consider your hotel is secure?
 - Yes 64.10
 - No 35.90
7. Have you increased your security budget since the Bali attacks?
 - Yes 23.08
 - No 61.54
 - We plan to 15.38
8. Has your hotel increased its investment in security since 9/11?
 - Yes 51.22
 - No 39.02
 - Not yet 9.76
9. If yes, where has the investment been made?
 - Extra security guards 17.95
 - Increased staff training 51.28
 - Extra security equipment 30.77
10. Have you positioned extra security guards?
 - Yes 33.33
 - No 48.72
 - Not yet 5.13
 - Not required 2.56
 - N/A 10.16
11. Have you contacted an outside or government agency for advice?
 - Yes 53.85
 - No 38.46
 - Not yet 5.13
 - Not required 2.56
12. Have you installed metal detectors at your premises?
 - Yes 17.95
 - No 48.72
 - Not yet 5.13
 - Not required 12.82
 - N/A 15.38
13. Do you have sniffer dogs?
 - Yes 7.69
 - No 79.49
 - Not yet 5.13
 - Not required 7.69
14. Do you have bullet-proof or locked windows overlooking sensitive areas?
 - Yes 15.38
 - No 74.69
 - Not applicable 10.26
15. Are you performing any extra vetting of prospective employees?
 - Yes 25.64
 - No 66.67
 - Plan to do so 7.69
16. Are all your exit and storeroom doors alarmed?
 - Yes 23.08
 - No 71.79
 - In progress 5.13
17. Have you conducted any security briefing or awareness training?
 - Yes 74.36
 - No 12.82
 - We plan to 12.82
18. Do you regularly print an in-house guest list?
 - Yes 84.62
 - No 12.82
 - We plan to 2.56
19. Have you ever lost any master keys?
 - Yes 33.33
 - No 66.67
20. Do you really know who has keys for all your locks?
 - Yes 58.97
 - No 17.95
 - I think so 23.08
21. Do you issue a security photo ID for all staff?
 - Yes 61.54
 - No 28.21
 - We plan to 10.26
22. Do you perform security checks for contractors?
 - Yes 48.72
 - No 38.46
 - We plan to 12.82
23. Have you installed X-ray machines?
 - Yes 92.31
 - No 7.69
24. Are all entrances/exits manned?
 - Yes 38.46
 - No 58.97
 - Not required 2.56
25. Are all fire exits clear of blockages?
 - Yes 94.87
 - No 2.56
 - I'm going to check 2.56
26. Do you employ plain-clothes security guards?
 - Yes 35.90
 - No 56.41
 - Not required 7.69
27. Do you have adequate measures to safeguard handicapped, blind, deaf and mute people?
 - Yes 33.33
 - No 56.41
 - I think so 10.26
28. Do you have a policy for suspicious package handling?
 - Yes 56.41
 - No 41.03
 - I think so 2.56
29. Have you stopped cars parking close by?
 - Yes 38.46
 - No 58.97
 - I think so 2.56



Security Survey



- 30. Do you have regular patrols of your grounds?**
 • Yes 87.18 • No 12.82
- 31. Are the toilets regularly checked for packages?**
 • Yes 58.97 • No 33.33 • I think so 7.69
- 32. All access panels checked and secured?**
 • Yes 66.67 • No 23.08 • I think so 10.26
- 33. Are air-con vents secure?**
 • Yes 46.15 • No 30.77 • I think so 23.08
- 34. Do you have clear roof access – is it secure?**
 • Yes 66.67 • No 17.95 • I think so 12.82 • Not necessary 2.56
- 35. Do you have helicopter access?**
 • Yes 15.38 • No 84.62
- 36. Do you have a sprinkler system in guestrooms?**
 • Yes 76.92 • No 23.08
- 37. Do you have an updated emergency contact list with home numbers?**
 • Yes 84.62 • No 5.13 • Needs updating 10.26
- 38. Is there an established chain of command outside of normal working hours?**
 • Yes 74.36 • No 10.26 • Needs updating 15.38
- 39. Do you have in place any contingency plans for a major crisis?**
 • Yes 66.67 • No 17.95 • We plan to 15.38
- 40. When did you last test the emergency power generator?**
 • Last week 28.21 • Two weeks 12.82 • Last month 28.21 • Two months 2.56
 • Three months 2.56 • Can't remember 17.95 • Never 2.56 • Not applicable 5.13

ABOUT YOUR GUESTS

- 41. Do the room attendants ask for photo ID before opening guestroom doors?**
 • Yes 41.03 • No 46.15 • Not required 7.69 • They will now 5.13
- 42. Do you have smoke hoods or other protective clothing available in the guestroom?**
 • Yes 12.82 • No 76.92 • In progress 7.69 • Not required 2.56
- 43. Do your guests have access to torches?**
 • Yes 23.08 • No 69.23 • In progress 2.56 • Not required 5.13
- 44. Do you allow guests to register using an alias?**
 • Yes 17.95 • No 82.05
- 45. Do you ask guests for photo ID when registering?**
 • Yes 48.72 • No 41.03 • It's too intrusive 10.26
- 46. Do you keep a copy of the guest ID when registering?**
 • Yes 53.85 • No 41.03 • It's too intrusive 5.13

ABOUT YOUR TECHNOLOGY

- 47. Do you have a CCTV system?**
 • Yes 69.23 • No 28.21 • Not yet 2.56
- 48. What period are the tapes/discs rotated?**
 • 2 days 10.26 • 1 week 20.51 • 1 month 35.9 • Other 33.33
- 49. When was the emergency lighting system last checked?**
 • 1 month 71.79 • 2 months 10.26 • 6 months 2.56 • Other 15.38
- 50. When was your fire system last checked?**
 • 1 month 69.23 • 2 months 15.38 • 6 months 2.56 • Other 12.82
- 51. Do you regularly print an inhouse guest list?**
 • Yes 92.31 • No 5.13 • Will do from now on 2.56
- 52. Do you keep off site back ups of all data?**
 • Yes 53.85 • No 38.46 • Will do from now on 7.69
- 53. Do you think you have adequate protection against hackers?**
 • Yes 64.10 • No 17.95 • We're updating our system 17.95
- 54. Do you think you have adequate protection against a virus attack?**
 • Yes 76.92 • No 12.82 • We're updating our system 10.26
- 55. Do you have an emergency PA system that gives messages in multi-languages?**
 • Yes 48.72 • No 38.46 • We plan to update our system 12.82
- 56. Do your staff have walkie talkies or two-way radios?**
 • Yes 87.18 • No 7.69 • Not required 5.13
- 57. Does your PABX have a voice-recording capability to monitor threats?**
 • Yes 23.08 • No 64.10 • I think so 2.56 • We will install this function 10.26



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