

## **Bhole Hospitality dba Hyatt Place Savannah Airport**

### **Security Plan**

**1- Identification of days and hours of operation:**

- Hotel: Su-Sat, 24hrs
- Hotel Bar: Food- Su-Sat, 24hrs
- Hotel Bar: Alcohol- Su 12pm-12am, Mon-Sat 6am-12am

**2- Specific measures and procedures to address crowd management both inside and outside the premises:**

**-How do you make sure crowds inside your establishment remain orderly?**

- Clear signage for check in counter, restrooms, bar area, elevators, and exits
- Furniture arranged to reduce overcrowding and ease flow of walkways

**-a) Do you have no loitering signs? No**

**-b) Do you have cameras?** Yes, there are 25 cameras covering the interior of the hotel and 1 covering the outdoor pool.

- If camera footage needs to be reviewed, the General Manager (Heather Nugent) will need to be contacted at 352-835-1396.

-The camera system holds a recording for a length of 7 days.

**3- Identification of any parking areas owned or controlled by the establishment:**

**-Where do your customers/patrons park when they're at your establishment?**

- Parking for guests/patrons is in front of and behind the hotel.

**4- Means of controlling access to the premises and parking area: How does your establishment control who comes in and out of your establishment?**

-The side and back entrances always require a hotel room key to open. The front door is monitored by staff and cameras during regular hours and is locked requiring a room key from 10pm to 5am. The back kitchen door remains locked from the outside and is accessible by hotel staff only from inside the kitchen.

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**-How do you control who uses your parking areas?** Signage is posted listing for Hyatt guests only and parking at own risk.

- 5- **Security Staffing: Do you use Security Guards?** No
- 6- **Measures used to combat underage consumption of alcoholic beverages: What do you/your employees do to ensure that individuals under the age of 21 are not allowed to buy/consume alcohol at your establishment?**  
-When a guest asks the server for an alcoholic beverage, the server requests to see the guest's ID. The server verifies the ID is not expired, the birth date is on or before the date for guest to be 21 years old, and the photo matches the guest. For reference, there is a sign at the bar listing "To purchase alcohol a person must be 21 years of age born on or before today's date in 2004".
- 7- **Measures used to distinguish between patrons who are over and under the age of 21, where applicable: Does your establishment allow individuals under 21 to enter? If so, how do you identify people who are 21 and over from those who are under 21 years of age?**  
-All guests that request alcoholic beverages must present a valid ID regardless of appearance or assumed age. Only guests that have been verified to be 21 or over will be served alcoholic beverages.
- 8- **Measures and procedures to combat the risk of fire: What is being done at your location to help ensure there are no accidental fires?**  
-The hotel is completely non-smoking. There are non-smoking signs displayed in the rooms listing the \$250 fee for smoking.  
-The maintenance and management walk the property daily looking for potential issues that could lead to fires. Monthly, the property is inspected in detail for potential fire and maintenance issues.  
-Hotel fire alarm systems and extinguishers are professionally inspected annually.  
-Kitchen staff are trained on how to properly clean the cooking equipment during their shifts and on how to correctly turn them off when the kitchen is not in use.  
-Champion Fire completes annual safety/fire inspections and the onsite maintenance technician performs a monthly fire safety inspection.  
-The hotel is equipped with a fire sprinkler system.
- 9- **Discuss matters related to managing emergencies, such as fires, evacuation tactics, assignment of employee duties during emergencies, and coordination**

**with public safety: In the event of an emergency how is your staff trained to evacuate patrons? Do certain employees have certain duties during emergencies? How does your establishment contact/work with police and EMS during an emergency?**

-During emergencies that require evacuation (fires, floods, severe property damage), the fire alarm is tripped by the manager in charge. Employees are trained to inform any guest they see to evacuate the building immediately. After the fire alarm is tripped, the Fire Alarm Monitor calls the hotel. The manager or employee will inform the monitoring company of the emergency. In the event the monitoring company does not call or if the phone system is down, the manager on duty will call 911 from their cell phone providing emergency services with details of the emergency.

-During extreme weather conditions (hurricanes, tornadoes), if conditions are too extreme to evacuate, guests and employees are instructed to move to the main floor and to stay away from the windows. Elevators are brought to the main floor and turned off. Once the conditions are deemed safe, the hotel is inspected for structural damage, possible gas leaks, and loss of power or water. Guests are evacuated or allowed to return to their rooms depending on findings.

-During a bomb threat, the front desk staff is informed to notify the manager on duty. The employee will calmly attempt to get as much information (location of bomb, time it is set to go off, reason for the bomb) from the caller and determine if the call is serious or a prank. The manager will call 911 to relay the information to emergency services. With the instruction of emergency services, the hotel will be calmly but orderly evacuated.

-During an active shooter situation, staff are trained in the Run Hide Fight method. Employees will attempt to inform guests of the situation. The manager will call 911 as soon as they are safely able to inform police and emergency services.