



GLOBAL SECURE
ACCREDITATION

ACCREDITATION REPORT

PRESTIGE

PREPARED FOR:
**THE STRAND
PALACE
HOTEL**

VALID UNTIL: AUGUST 2020





CONTENTS

Foreword	5
Executive Summary	7
Global Secure Accreditation	8
The Accreditation Process	10
Hotel Profile	16
Hotel Risk Profile	18
Performance Against Standards	24
Commitment to Security	27
Additional Recommendations	28
Acknowledgements	29
Accreditation Certificate	30



FOREWORD

**DAVID WOOD
CHIEF EXECUTIVE OFFICER
GLOBAL SECURE
ACCREDITATION LIMITED**

The duty to keep one another safe and secure is one that is pervasive and extends to government, public organisations, businesses and to citizens themselves. In recent years this duty, to work together to keep our society safe and secure, has come into sharp focus as threats from crime and terrorism have become more obvious.

In higher risk areas of our society and economy, legislation and regulation are an appropriate means of ensuring appropriate security standards are maintained, for example, the aviation sector.

However, in most aspects of our lives, and in most sectors of our economy, we adopt a voluntary approach to security where individuals, communities, organisations and businesses take appropriate responsibility for security and work with the police, the public and other partners to take reasonable steps to discharge this duty.

The hospitality sector has recognised it has particular challenges. Hotels and resorts are often specifically targeted as they are viewed as soft-targets by criminals, intent on causing loss or harm to others. Consequently, the industry has made strenuous efforts to professionalise and improve security. However, this effort is not always consistent across the sector and is impeded by an absence of consistent standards.

Survey after survey has revealed a significant increase in security anxiety amongst business and leisure travellers on a global scale and clear evidence has emerged that travellers and their employers are increasingly seeking reassurance about levels of security.

Hotels naturally want security to be discrete, although evidence suggests that travellers are increasingly seeking more reassurance that security is taken seriously and that appropriate standards are in place.

Independent security accreditation provides a means by which the industry can demonstrate that hotels and resorts have been objectively assessed and meet a consistent and professional risk-based standard. This also provides a mechanism to discreetly communicate to leisure guests, business travellers or their employers or agents, that a hotel takes security seriously. The fact that a hotel has had the confidence to permit independent expert assessment and has been found to meet a formally accredited security standard, that the industry itself has helped to develop, should reassure its guests.

At Global Secure Accreditation we feel privileged to work with a sector that is progressive and always striving to provide the highest levels of service and care to its customers. Our aim is to become a trusted partner to the hotels and resorts sector to improve standards and facilitate the sharing of security expertise and intelligence across the industry. Working together we can increase public trust and confidence in their security and create a hostile environment to those who would do us harm or cause us loss.



EXECUTIVE SUMMARY

The Strand Palace Hotel in central London achieved Global Secure Accreditation on 7th August 2019 and comprehensively met the accreditation standards.

Assessment of The Strand Palace Hotel's security was undertaken by Global Secure Accreditation Limited, who have developed rigorous security standards which have been accredited by a UK government (OFQUAL) approved awarding body, SFJ Awards. The security assessment process was independently supervised by SFJ Awards, who then tested the evidence generated by the assessment against the accredited standards and confirmed that the standards were met or exceeded.

The assessment took the form of a thorough structured physical inspection of the hotel's security systems, practices and apparatus, interviews with and observation of staff and the detailed examination of relevant policies, plans and other documentation supplied by the hotel. The assessment focused on six defined areas of security and considered over 100 specific components.

Achieving Global Secure Accreditation demonstrates that The Strand Palace Hotel meets the rigorous standards laid down and takes the security of its guests and staff seriously. The hotel management exposed its security strategy, policies and systems to a thorough, independent assessment; confident that the investment it had made in developing its security posture would bear scrutiny against the accreditation standards. The Strand Palace Hotel is the only hotel in the United Kingdom that has the confidence to openly promote the hotel's security measures on its website, including a lone-female traveller policy. Globally, only a handful of hotels promote their security in this way.

The Strand Palace Hotel is located close to Covent Garden in central London and has been assessed as having a low-risk profile, its security measures substantially exceed the requirements for that risk profile. Throughout the assessment, the hotel's management showed a determined and focussed commitment to providing excellent standards of security, blended with excellent standards of guest service. Above all, a strong security culture has been engendered in all the staff in the hotel, driven by their strong relationship with the in-house security team.

Assessors noted evidence of regular reviews of security measures, with a clear 'hands-on' management approach to monitoring of security procedures. There is obvious ownership of the tactical delivery of security policies by the in-house security team, who's members have between 6 and 15 years of service at the hotel. There are extensive technologies in place to unobtrusively manage the security of the hotel guests, as well as the wider non-resident customer base, informally using the services of the hotel's restaurant, café and licensed facilities.

It is clear the hotel benefits from experienced management in key positions with broad strategic and operational capabilities, combined with in-depth knowledge of the hotel and its clientele. During the assessment it was obvious that the subtle blend of discrete service to leisure clients sat at ease with honed security considerations for corporate clients.



GLOBAL SECURE ACCREDITATION

The Global Secure Accreditation team is made up of highly experienced former law enforcement practitioners, UK military, UK Counter Terrorism and international security experts, bound together by a common desire for setting the highest professional standards. Their combined experience of managing security operations at the highest levels of national and international security has been channelled into the development of independent security accreditation for hotels.

The Global Secure Accreditation concept originated from the founders of the company analysing hotel security incidents globally and identifying a lack of common security standards in hotels worldwide. Significant variations in levels of security and security competency and practices mean it is difficult to differentiate between hotels that take security seriously, have carefully considered their risk profile and conscientiously developed an appropriate security regime and those that fall short of this. It was recognised that when the hotels themselves are the sole arbiter of appropriate security without independent challenge, there is a greater risk of vulnerabilities being missed. This, and the absence of consistent standards and security disciplines, inspired the founders to establish the Global Secure Accreditation framework.

Global Secure Accreditation has developed a set of rigorous, proportionate hotel security standards, based on UK Government advice and security concepts widely used by security professionals around the world. These standards are risk based and examine hotel security from strategic management through to tactical delivery. This enables the standards to be applied flexibly but to a consistent risk defined level to ensure that appropriate measures are in place according to the unique environment, features and context of each individual hotel.

Global Secure Accreditation focuses on three core categories of hotel security covering six standards:

CORE CATEGORY 1

Strategic planning, policy and procedure

STANDARD 1

Maintain security through strategic security planning

STANDARD 2

Maintain security through the effective management of appropriate security policies

CORE CATEGORY 2

Physical and technical security

STANDARD 3

Maintain the security of IT systems, perimeters, car parks and hotel areas

STANDARD 4

Maintain security using surveillance, lighting and alarm systems

STANDARD 5

Maintain security through the control of access for staff, contractors and visitors to hotel areas

CORE CATEGORY 3

Workforce

STANDARD 6

Maintain security through the effective management and training of staff

Global Secure Accreditation maintains the highest levels of integrity and independence in its assessments. Integrity and independence are the cornerstones of the Global Secure Accreditation process; it is unique because the final accreditation is awarded independently by SFJ Awards, a UK government (OFQUAL) approved, independent awarding body.

SFJ Awards is a well-respected accreditation provider, operating within the public service, policing, criminal justice and military workforce training sectors. SFJ Awards has independently endorsed the Global Secure standards and provides external quality assurance to the assessment process.

Global Secure Prestige membership is a subscription-based service, renewed annually. Global Secure Accreditation is valid for one year from the date of accreditation and is one of a range of other security enhancing services available to members. These services include security related intelligence bulletins and reports designed specifically for this sector, a system of incident reporting (anonymised where necessary) to disseminate learning, access to practice guidance and security advice and security training modules.

Because Global Secure Accreditation is renewed annually, the Global Secure standards are reviewed regularly by both Global Secure Accreditation and SFJ Awards in the light of global events. This review process is supported by a technical group, comprising of hotel industry and security experts. The accreditation is quality assured by a regime of irregular compliance checks to ensure standards are maintained.

THE ACCREDITATION PROCESS

Global Secure Accreditation (GSA) have designed the Global Secure Accreditation process to be rigorous in its standards, yet simple in its delivery to the hotel seeking accreditation, in this case the Strand Palace Hotel, as this simple flow chart demonstrates.

The Strand Palace Hotel was allocated a dedicated GSA trained and accredited assessor, these assessors are all experienced former law enforcement or military professionals, recruited for their integrity and skills.

The main assessment questionnaire used by the assessors, comprising some 120 outcome-based questions, is contained on a bespoke software platform. GSA take data

security extremely seriously; the software platform is hosted on a secure server and both the platform and the server have been independently penetration tested. Additionally, the Strand Palace Hotel was completely anonymised on the platform by being allocated a unique reference number (URN) and user access to the platform is limited to GSA staff and SFJ Awards accreditation staff. All users are verified using 2-factor authentication.



GSA RISK PROFILE

The start point for the assessment process of the Strand Palace Hotel was the GSA assessor establishing the risk profile for the hotel. Risk is assessed against national, regional and local risk factors using a 'Likelihood and Impact' risk matrix (see 'Hotel Risk Profile' below). In many cases the hotels will have conducted their own risk assessments, and these are considered, but

not relied upon, during the GSA risk profiling process. Establishing the risk profile of the Strand Palace Hotel allows the assessor to make informed decisions about the hotel's performance against the Global Secure Accreditation standards.



Strand
Palace
Hotel

G-R

G-R

G-R

STRAND
PALACE
HOTEL

GSA FULL PHYSICAL INSPECTION

Once the risk profile for the Strand Palace Hotel was established, the GSA assessor arranged to attend the hotel to conduct a full physical inspection of the hotel's security systems. During the inspection the assessor utilised the Global Secure software platform, which not only enabled the assessor to complete the assessment and upload documents, but also allowed the assessor to take photographic or video evidence to support the assessment.

Prior to the visit the assessor provided the hotel with a list of strategic and policy documents that the assessor sought to view as part of the assessment. With the permission of the hotel electronic copies of these documents were securely uploaded to the software platform to support the assessment. These documents include security policies, plans, procedures and other supporting material.

Again, prior to the visit, the assessor arranged to conduct informal interviews with members of staff on the day of the assessment, from various departments within the hotel, such as Food & Beverage, Housekeeping and Maintenance, as well as the General Manager.

During the physical inspection of the hotel the assessors observed general staff behaviours in the different areas of the hotel they inspected.

GSA ASSESSMENT & RECOMMENDATION

After the full physical inspection of the hotel, the GSA assessor completed the assessment questionnaire on the software platform, including uploading evidence, such as photographs, documents or staff interviews to support their findings. The assessor then reviewed their findings and was satisfied that the hotel had achieved the Global

Secure Accreditation standards and recommended the hotel for Global Secure Accreditation.

During the review of the assessment process, the assessor identified minor issues either within the Global Secure Accreditation standards or the general security of the hotel. These minor issues were not of a nature that would prevent the hotel from being recommended for Global Secure Accreditation; these issues have been detailed in an advisory notice for the hotel's consideration to continuously improve their overall security.

If the hotel had not achieved critical Global Secure Accreditation standards then the GSA assessor would have agreed an action plan with the hotel, to be completed within specific time frames. If the action plan was completed within the timescales to the expected standards, then the hotel would be recommended for Global Secure Accreditation.

All recommendations made by GSA assessors must be ratified by a GSA Assessment Manager, as an internal quality control measure. Once ratified the recommendation was passed to SFJ Awards for their independent assessment and decision.



SFJ AWARDS INDEPENDENT ASSESSMENT

Once informed of GSA's recommendation that the Strand Palace Hotel should receive Global Secure Accreditation, SFJ Awards accreditation staff accessed the GSA assessment questionnaire on the software platform and assessed the findings and supporting evidence provided by the GSA assessor.

SFJ AWARDS ACCREDITATION DECISION

The SFJ Awards accreditor agreed with the GSA assessor's findings and the Strand Palace Hotel was awarded Global Secure Accreditation. GSA then provided the hotel with an accreditation certificate and this full Accreditation Report.

Post-accreditation the above process is supported by quality assurance systems, which may involve periodic checks of the accredited hotel to ensure that standards are maintained.

As can be seen, to achieve Global Secure Accreditation, the Strand Palace Hotel has been through a stringent test of its security systems and has proved itself capable of providing its guests and staff with good levels of safety and security.

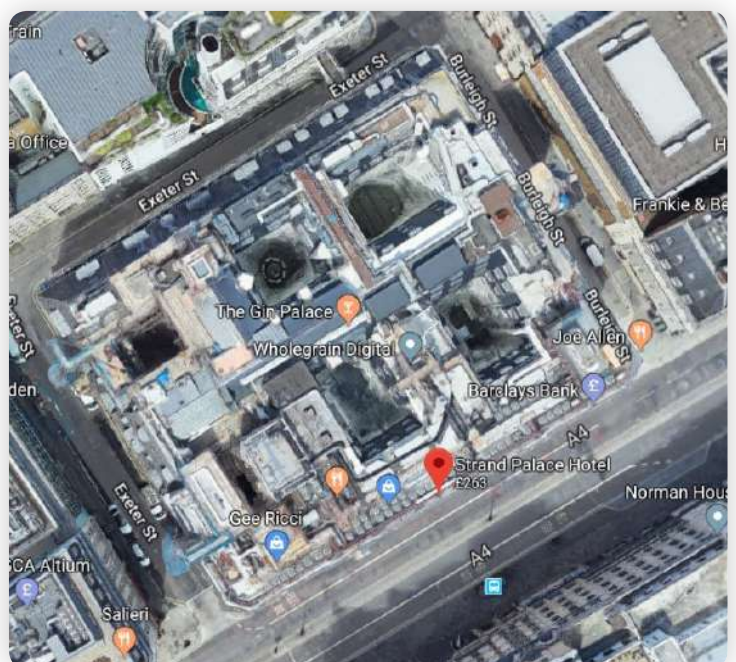
HOTEL PROFILE

LOCATION

The Strand Palace Hotel is a 4-star hotel located on the north side of the Strand, London, England, positioned close to Covent Garden, Aldwych, Trafalgar Square and the River Thames at 372 Strand, London, WC2R 0JJ.

The hotel's primary entrance is on the Strand - a high volume route in terms of vehicle and foot traffic. The hotel is surrounded by public premises including stores, banks, and restaurants and, as can be seen from the aerial photograph below, the hotel building also houses a Barclays bank, an independent restaurant (Joe Allen) and an independent menswear shop (Gee Ricci).

Covent Garden's shops and the Royal Opera House are a 5-minute walk away, while Trafalgar Square is an 8-minute walk away. The Strand Lyceum Theatre and the Novello Theatre are 750 yards from the hotel. Charing Cross Rail and Underground Station is a 4-minute walk from the hotel, while Waterloo Station is a 15-minute walk away.



OWNERSHIP & MANAGEMENT

London and Regional Properties took over ownership of the Strand Palace Hotel in 2006.

The General Manager at the Strand Palace Hotel is David MacRae and the Head of Safety & Security is Morne Landman, both have been at the hotel for a number of years.

CAPACITY

The hotel is currently undergoing a staged multi-million-pound refurbishment which is due to be completed by 2020. To date, the entire ground floor including the lobby, reception, front entrance, concourse, restaurant, bar areas, and the first wave of guestrooms have been completed and unveiled.

The hotel accommodation comprises 785 guestrooms over 9 floors all of which are built around six inner courtyards.

The hotel's facilities include Haxells Restaurant, the Sacred Café, the Gin Palace bar and a basement fitness centre.

SECURITY CAPABILITY

The hotel employs in-house security staff, comprising of the Head of Security, Deputy Head of Security and six security officers. All of the security staff have an extensive tenure at the hotel, with many having been recruited into the security team from other roles within the hotel, such as night porter.

GUEST PROFILE

The hotel hosts a mix of leisure visitors, attracted by the central London location and business travellers, attracted by the single occupancy facilities at the hotel. The hotel prides itself on repeat business and many of the leisure guests are regular visitors to the hotel. The hotel regularly hosts high net worth individuals and celebrities.

HOTEL RISK PROFILE

Hotels throughout the world hosting business travellers and others are, by their very nature, inherently attractive targets for both opportunistic and more sophisticated criminals. Also, in many countries hotels are seen by terrorists as 'soft targets' upon which to perpetrate attacks to achieve political or ideological

objectives. However, to assess all hotels in the world as high risk due to these factors would be disproportionate. For this reason, we base our risk assessments on the likelihood and impact of national, regional and local risks using the following risk matrix.

RISK MATRIX	LIKELIHOOD OF RISK				
IMPACT OF RISK	Remote ←1 in 1000	Unlikely 1 in 200	Possible 1 in 50	Likely 1 in 10	Probable →1 in 3
Negligible	Very low	Very low	Very low	Low	Low
Slight	Very low	Very low	Low	Low	Medium
Moderate	Very low	Low	Medium	Medium	High
Severe	Low	Medium	High	High	Extremely high
Very Severe	Low	Medium	High	Extremely high	Extremely high

RISK CONSIDERED

The risk profile of the Strand Palace Hotel has been assessed as low risk, based on an assessment of the likelihood and impact of national, regional and local risks, detailed below:

NATIONAL THREAT LEVEL

TERRORISM

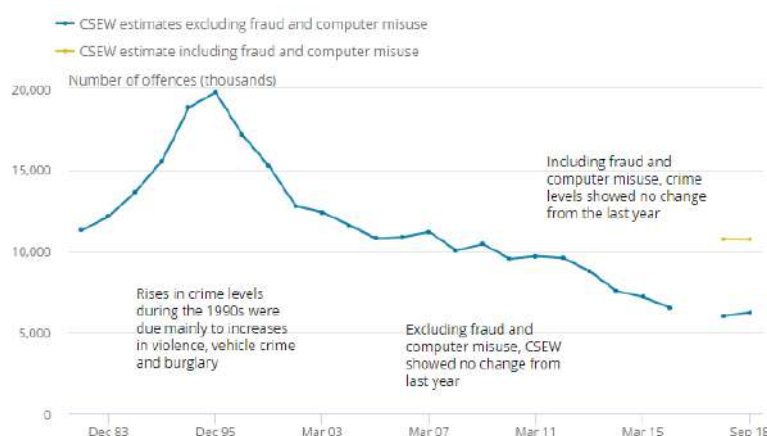
- The threat level to the UK (England, Wales, Scotland and Northern Ireland) from international terrorism at the time of the assessment was 'Severe'. This means that a terrorist attack in the UK is highly likely. The UK has been at threat level 'Severe' since 1 March 2018.
- The threat to Great Britain (England, Wales and Scotland) from Northern Irish terrorism is 'Moderate'. This means that a terrorist attack is possible, but not likely.

- The UK is considered to be a low travel risk and low medical risk area.

CRIME

The UK, in common with other developed countries, experiences, relatively, high rates of crime, particularly in Urban areas. However, the UK has a highly developed policing and justice system and remains a safe country where a basic awareness and precautions will ensure the vast majority of people will not fall victim of crime. The Crime Survey for England and Wales shows that crime, estimated by the survey, has not changed over the last year in England and Wales, as can be seen from the graph below.

England and Wales, year ending December 1981 to year ending September 2018



Crime Survey for England and Wales.
Office for National Statistics.

REGIONAL LEVEL - LONDON

The London Risk Register currently identifies the highest risks in London according to a High-Level Summary Risk Matrix:

Impact	5	H4 Hazardous Liquids Supply Infrastructure, H5 Fuel Supply Infrastructure (Pipelines), H9 Toxic Chemical Release, H44 Reservoir/Dam Failure	X5 Catastrophic Unconventional Attacks	H41 National Electricity Transmission		
	4	H16 Aviation Crash, HL30 Localised Explosion at a Natural Gas Main	H38 Gas Supply Infrastructure, HL12 Local Accident Involving The Transport of Fuel/Explosives, HL19 Coastal/Tidal Flooding	H22 Surface Water Flooding, H23 Pandemic Influenza, H45 Regional Electricity Transmission, H54 Volcanic Eruption, H56 Space Weather, L21 Fluvial Flooding, HL50 Severe Drought		
	3	H7 Gas Supply Infrastructure (High Pressure Pipelines), HL23 Bridge Collapse, HL25 Fire or Explosion at a Flammable Gas Terminal, HL34 Evacuation of passenger ship	H39 Water Supply Infrastructure, HL28 Fuel Distribution Site Fire or Explosion, HL105 Complex Built Environments, X6 Cyber Security	H17 Storms and Gales, H18 Cold and Snow, H24 Emerging Infectious Diseases, HL11 Railway Accident, HL21 Land Movement, HL48 Heatwave, X2 Attacks on Infrastructure, X4 Small Scale Unconventional Attacks	HL4 Major Pollution of Inland Waters, L19 Groundwater Flooding, X1 Attacks on Crowded Places	X3 Attacks on Transport System
	2	HL37 Maritime Pollution Incident	H15 Maritime Pollution, H14 Food Supply Contamination, H40 Telecommunications, H58 Wildfires, H60 High Consequence Dangerous Goods, HL7 Industrial Explosion and Major Fires, HL33 Forest or Moorland Fire	H11 Radiation Exposure from Stolen Goods, H31 Fuel Tanker Driver (Industrial Action), H35 Public Mass Transportation (Industrial Action), HL9 Aviation Crash, HL14 Local Road Accident Involving the transport of Fuel/Explosives	H37 Influx of British Nationals, H46 Biological Substance Release	HL22a Large Building Collapse
	1		H57 Public Disorder		HL10 Local Accident on Motorways/ Major Trunk Roads	
		1	2	3	4	5
		Low	Medium/Low	Medium	Medium/High	High
		Likelihood				

The register identifies the following risks as a "Very High" rating:

(assassination or poisoning) to mass-impact (widespread dispersion and contamination) which is reflected in the scores.

having a greater water holding capacity, causes a pattern of convective rainfall events.

- Catastrophic Unconventional Attack – Mass impact terrorist attacks, whilst unlikely, cannot be ruled out. The likelihood of terrorists successfully undertaking an attack against a nuclear or chemical facility or obtaining chemical, biological, radiological (CBR) or nuclear materials remains low, but not negligible. If such attacks were successful, their potential impact on the UK would be severe and significantly greater than a conventional attack. The potential impacts of an incident involving CBR agents will depend on a range of factors including type and quantity of CBRN materials used. This could range from small-scale
- National Electricity Transmission – A total national blackout due to the loss of the GB National Electricity Transmission System caused by damage to or technical failure of the transmission network. The technical recovery process (Black Start) could take up to 5 days; however, there is the potential for wide area power disruptions for up to 14 days, potentially affecting millions of consumers.
- Surface Water Flooding – Surface water flooding in a large metropolitan area caused by a warm unstable atmosphere, most likely to occur in summer due to the warmer atmosphere
- Pandemic Influenza – A worldwide outbreak of influenza occurs when a novel flu virus emerges with sustained human to human transmission. Up to 50% of the population may experience symptoms, which could lead to up to 750,000 fatalities in total in the UK. Absenteeism would be significant and could reach 20% for 2-3 weeks at the height of the pandemic, either because people are personally ill or caring for someone who is ill, causing significant impact on business continuity.
- Regional Electricity Transmission – A significant failure of the electricity network

across one or more regions of Great Britain affecting large numbers of customers (approximately 1 million) for up to 24 hours or up to 72 hours for some people.

- Volcanic Eruption – Volcanic ash incursions for up to 25 days (assumed not to be sulphur-rich) resulting in sporadic and temporary closures of significant parts of UK airspace for up to a total of 15 days (possibly non-consecutive) during a three-month eruption period.

- Space Weather – Disruption to the electricity grid, resulting in two rural/coastal sub-station disconnections each effecting communities of approx. 100,000 people, with loss of power for 1 month or more and rota-disconnections for a further 1 month or more. Voltage instability may also result in local blackouts, most likely in urban areas lasting a few hours
- Fluvial Flooding – Successive bands of frontal rainfall saturate river catchments (soil moisture deficit is at zero) and fill river channels to full capacity. High intensity heavy rainfall causes fluvial rivers in London (tributaries to the Thames) to exceed channel capacity. Flooding happens very quickly with little warning and time for evacuations.

- Severe Drought – Following three consecutive and unprecedented dry winters London is in a severe drought (level 4) situation. Emergency drought orders are in place with millions of properties with severe water supply restrictions and low water pressure (impacting supply to properties at high levels and tower blocks). Increase of illnesses due to reduced use of water impacting on hygiene levels, increased casualties and potentially fatalities.

LOCAL LEVEL - THE STRAND & WHITEHALL

Local crime statistics for Strand and Whitehall over the past year indicate an increase in the number and type of crimes being committed. The most prevalent crime type reported between June 2018 and June 2019 are incidents relating to theft.

In May 2019 (the most recent data available) 10 crimes were reported in the direct vicinity of the Strand Palace Hotel. These were 3 counts of anti-social behaviour, 6 counts of theft and one count of theft from a person.

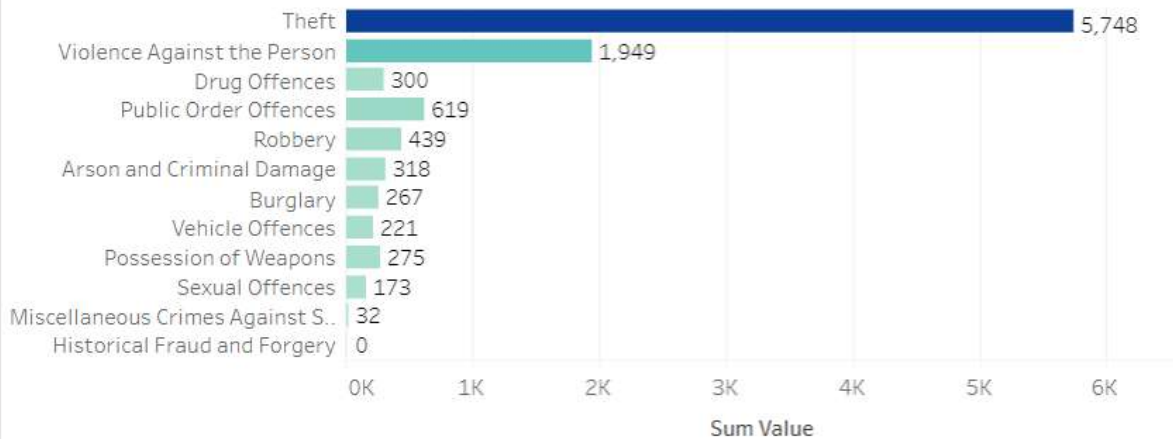




Strand and Whitehall

	Crime Rate (per 1000 pop)	Crime Count
Totals	1,868.57	10,341

Crime By Type



Crime By Month



Nearby entities which are of interest: (Including Crime and Terrorism threat analysis):

- Charing Cross (0.2 miles), Covent Garden (0.3 miles), Embankment (0.3 miles), and Temple (0.4 miles) Underground Stations are situated locally to the hotel. The tube stations cover the Piccadilly, Northern, Bakerloo, District and Circle lines. Although these tube stations have not been subject to terrorist incidents, terrorists have targeted public transport hubs in recent years.
- Charing Cross Cross National Rail Station is situated 0.3 miles from the hotel (approximately a 6-minute walk). This busy station serves as a terminus with national links around the UK. This station poses a relatively low risk due to its proximity to the hotel but could cause disruption to the area if an adverse incident took place.

PERFORMANCE AGAINST STANDARDS

Below is a summary of the Strand Palace Hotel's performance against each of the six Global Secure Accreditation Standards.

STANDARD 1

Maintain security through strategic security planning

The Strand Palace Hotel is an industry leader in the promotion of its security capabilities to the travelling public through its website. The strategic decision to promote the hotel's security publicly, as a differentiator in the market, was made by the General Manager in 2016 and has proved popular with inbound travellers from abroad and the UK. The strategy resonates with one of the hotel's main core values of acting with honesty and integrity with its guests.

The hotel's security strategy permeates throughout the hotel's workforce. The strong relationship built between the in-house security team and non-security staff has ensured high levels of trust and respect; this has led to confidence within the workforce that their working environment is safe for themselves and their guests.

The Strand Palace Hotel's strategic security planning is mature and well exercised and has been tested through live events, such as the Holborn electricity power failure and a number of fire alarm evacuations. The hotel benefits from detailed major incident and business continuity plans, with mutual aid arrangements in place with local hotels to provide emergency accommodation in the event of a long-term evacuation.

The hotel has also built strategic partnerships with Westminster Council and the Metropolitan Police Service, to ensure that their strategies and planning remain current and that information sharing is maintained at the appropriate levels.

STANDARD 2

Maintain security through effective security policies and procedures

The Strand Palace Hotel has developed extensive security policies, covering areas such as cyber security, substance abuse, patrolling and searching policies. These policies provide a level of consistency by which the staff of the hotel can discharge their normal duties, whilst maintaining a suitable level of security. Cyber security is a shining example of the depth and complexity of the hotel's approach to their security policies and procedures, with some 31 individual documents making up their overarching cyber security policy. However, the Strand Palace Team Handbook distils these policies into an easily digestible guide for staff on the day-to-day delivery of their roles.

The hotel's security policies specifically recognise the requirements of lone female travellers, for example, ensuring that they are not allocated rooms with inter-connecting doors, or rooms on the first floor, at the ends of corridors or near fire exits.

The hotel has also developed strong corporate social responsibility policies in terms of human trafficking, modern slavery and labour exploitation.

STANDARD 3

Maintain the security of IT systems, perimeters, car parks and hotel areas

The Strand Palace Hotel's rectangular, single building footprint provides an effective hard perimeter, allowing the main hotel areas to be locked down quickly in the event of a terrorist or serious criminal attack. The main entrance doors at the front and side of the building are fitted with magnetic locking systems, allowing them to be secured simultaneously. All other ground floor doors and windows are capable of being locked shut and all main access points in the hard perimeter are subject of external CCTV surveillance. All access points to the roof of the building are monitored by internal CCTV surveillance.

The hotel provides good separation between public and private areas of the hotel, through access control measures, physical surveillance by staff and CCTV coverage. A member of security staff is always on duty in the lobby area of the hotel and the security managers conduct regular walk-round checks of the hotel, from both a fire safety and security perspective. The hotel is locked down between 11pm and 6am each day; guest access during this period is achieved using guest room key-cards.

STANDARD 4

Maintain security using surveillance, lighting and alarm systems

The Strand Palace Hotel has invested in a wide-ranging upgrade of their high definition CCTV system as part of its major refurbishment project. The CCTV cameras are monitored through a sophisticated multiplex system, securely located within the

main security control room. The CCTV upgrade has included the installation of a number of small ceiling-mounted 360-degree cameras in public areas, which are well positioned and as unobtrusive as possible to guests. The CCTV system is capable of both live monitoring and recording.

The hotel is well lit at night, making good use of movement activated lighting and fixed security lighting. Smoke detectors are fitted in all rooms and public areas of the hotel. The hotel utilises intruder detection alarms on all external ground floor access points and roof access points. All fire, smoke and intruder alarm activations are monitored in the switchboard room, which is staffed 24/7/365, and on-duty security staff are also automatically alerted.

STANDARD 5

Maintain security through the control of access for staff, contractors and visitors

The Strand Palace Hotel utilises electronic access control systems, based on key-card access to guest room doors and other restricted access areas. Guest room doors have secondary deadlocks built into the key-card locks, these deadlocks can be overridden by security in the case of a medical emergency, for example. The hotel's management maintain strict controls over staff issued key-cards, especially master access cards, and access to staff is limited to that necessary to undertake their specific roles.

At the time of the assessment the hotel was undergoing a phased refurbishment programme, access for contractors engaged in this process was limited to the particular area of the hotel undergoing refurbishment. Access control to this area was devolved to the security team

provided by the main contractor, as access to the main hotel was not possible from the area undergoing refurbishment.

Access for ad hoc contractors and visitors is controlled by the hotel's security team, using time and location limited passes. All staff are distinguishable from guests by either their uniform or name badges if business suits are worn.

STANDARD 6

Maintain security through the effective management and training of staff

The obvious and pervasive security culture within the staff of the Strand Palace Hotel is probably the strongest factor in the hotel's security mechanism. Interviews conducted with members of non-security staff, found them to be well versed in the general security policies adopted by the hotel and keen to share any security concerns with the in-house security team or their managers.

All staff undergo pre-employment checks to verify their identity and their right to work in the UK. Once employed all staff receive security training as part of their induction training and at regular intervals throughout their time working at the hotel.

It is clear that the hotel's senior management team, take security seriously and understand the risk profiles and security requirements of both the leisure and corporate clients that use the hotel. The hotel's senior management team fully support the Security Manager and the in-house security team, who are all licensed by the UK Security Industry Authority and hold relevant first aid qualifications. The security officers are all experienced, polite, smartly dressed in business suits and, most importantly, they are guest focussed.



COMMITMENT TO SECURITY

The Strand Palace Hotel is an excellent example to the hospitality industry of a hotel that has embraced the security of its guests and staff and has then promoted its security capabilities publicly.

In an industry where security is often considered a 'necessary evil' that is not discussed with guests, the senior management team at the Strand Palace Hotel have identified that strong and effective security policies and procedures are a key differentiator. Publicly communicating a clear security strategy, in the context of the security challenges that London has faced in the last few years, makes perfect sense.

Obviously, the Strand Palace Hotel must be able to support these public security claims with an effective security apparatus and this accreditation has confirmed that the hotel is clearly committed to ensuring the safety and security of their guests and staff.

ACKNOWLEDGEMENTS

We would like to acknowledge the vital contribution made to the assessment process by the owner, management and staff of The Strand Palace Hotel, which has led to the hotel achieving Global Secure Accreditation by SFJ Awards.

In particular we would like to acknowledge the assistance of Mr David MacRae, the General Manager, for facilitating the assessment and for his obvious commitment to hotel security, Mr Morne Landman, the Security Manager, for his commitment to the assessment process and hotel security and Mr David Pryde, the IT Manager, for his insight into the cyber security measures employed at the hotel.

During the course of the assessment we interviewed a number of members of hotel staff and we would like to thank them for their time, candour and obvious pride in their hotel.

A handwritten signature in black ink, appearing to read 'David Wood', with a stylized, flowing script.

David Wood
Chief Executive Officer
Global Secure Accreditation Limited

COPY OF ACCREDITATION CERTIFICATE





GSA LTD, ONE CROYDON, 12-16 ADDISCOMBE ROAD, CR0 0XT
CONTACT@GSACCREDITATION.COM +44 (0)20 3874 0260



GLOBALSECURE
ACCREDITATION