



# Hotel Security Services

Protecting Hoteliers and Their Guests



As the horizons of modern travellers broaden, hoteliers capitalise by establishing resorts in new and emerging travel hot spots. With increased opportunity, invariably comes threat, from terrorism to petty crime: BTG Global Risk Partners turn security threats into commercial opportunities.

Across all aspects and phases of hotel and resort operations from planning and construction to the live guest environment, BTG Global Risk Partners provides a risk-based control framework to protect your people, guests, property and, ultimately, your profits.

Our experienced consultants have worked on projects throughout the world in both established and emerging tourist locations, successfully mitigating some of the most pernicious risks facing the hotel industry.

## Our Services

- Risk assessment and security surveys
- Security planning including CPTED assistance
- Coordination of systems engineers, architects and security operations
- Liaison with local security forces
- Recruitment, selection and training of security providers
- Interim security management
- Specialist training including workplace violence and fraud prevention
- House detective, close protection and security management services
- Special event planning
- Crisis management planning including
  - Response to terrorist or serious criminal incident
  - Evacuation, IED and incendiary risks and other serious hazards
  - Insurance related risk mitigation consulting, training and response

## Our Approach

Effective identification and management of various levels of risk is a core requirement of hospitality-based business. We understand the demands placed on hoteliers and assist our clients in delivering effective and proportionate security programmes that complement the core business activity by providing a secure guest environment.

Retained as insured advisors to specialist syndicates in the Lloyds of London insurance market, BTG Global Risk Partners is underwritten to mitigate and respond to security incidents in all jurisdictions and operating environments.

## Case Examples

### *Response to Terrorist Attack*

A prestige hotelier suffered a fatal terrorist attack at one of their Middle Eastern resorts. BTG Global Risk Partners carried out security reviews, risk assessments and liaised with law enforcement and other security agencies to establish the ongoing security risks faced by the client's estate across 11 high risk countries. We found our clients security preparedness to be proportionate and a healthy attitude to security was noted. This seal of approval from BTG Global Risk Partners was used to negotiate favourable terms for their terrorism insurance renewal.

### *Planning a New Resort*

Security system engineers and architects developing a major resort in UAE had concerns that the technical aspects of the security designs would not fit with day-to-day operations. BTG Global Risk Partners drafted a modified security strategy, having completed a detailed risk assessment and risk register, to ensure design standards were risk-based and proportionate. We led a working group to ensure end user needs were incorporated into designs: transparent planning, reduced costs and a methodology agreed on by planners and franchise owners prevented abortive work.

### *Halting Impacts of Crime*

A hotel in a European city experienced a series of night-time armed robberies. The attacks were increasingly violent and guest/employee safety was a major concern. After initial investigations and ruling out insider involvement, we recommended changes to cash handling procedures, altered back office arrangements to improve physical controls and worked with local law enforcement to sensitize them to conditions at the hotel. The criminals were apprehended and the new strategy created a secure environment for guests and staff, which immediately relaxed tension on site.