

The key to a safe stay

While we're here to pay to claims if the worst happens, we're all about trying to keep you and your property safe and secure in the first place.

Looking after guests is the number one priority of any hotel or motel business. But unless you're looking after your building, you could be putting your guests' safety at risk and exposing your business to fire, theft or serious damage. The good news? There are simple steps that you can take to prevent these unwanted risks. Check in, and check them out here.



Smarter site security



Make sure your whole building is safe and sound.

Best practice

- Make sure you have good perimeter fencing and lighting, and all service areas are secure.
- Consider electronic swipe card or tag entry for after-hours access.
- Install panic bars for common fire exits and use dead locks or multi-level locks everywhere else.
- Don't put room numbers or your hotel address on guest keys and key cards.

Must haves

- ✓ Make sure bar areas have security grilles, monitored intruder alarms, internal-external Security CCTV Cameras, a secure room for bulk alcohol – and good quality locks!

- ✓ Make sure your gaming machines are located in an area with solid walls, and away from nearby windows (or if not possible, at least install bars on the windows). Machines should be cleared of cash after hours and left in an open state to prevent further damage. A fog cannon (a device that covers an area in a harmless fog if the alarm triggers making it impossible for burglars to see) is a good security measure for gaming rooms.

- ✓ Keep your cash in a cash-rated safe.
- ✓ Have an end-of-day shut-down procedure in place, checking that everything is locked and secured at night, including outside furniture, umbrellas etc.
- ✓ Fix large TVs in place to prevent easy removal from the room.

Putting out the fire risks



Prevention strategies for fire loss and damage.

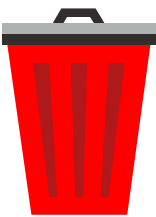
Best practice

- Consider automatic Fire Detection throughout the site – at a bare minimum Smoke Detection in all sleeping areas should be considered.

Must haves

- ✓ Make sure all fire equipment is easily accessible and simple to use. Ask your local fire equipment service agent about the best type, size and quantity for your business.
- ✓ Keep a wall-mounted Fire Blanket (size 1.2 x 1.8m) within reach in the kitchen, and a correctly sized Wet Chemical Fire Extinguisher (minimum 3.5 litre unit) nearby if deep frying. Elsewhere on the premises general purpose Dry Powder or CO2 extinguishers will be needed.
- ✓ Have all fire extinguishers, hoses and fire blankets checked and maintained at least once a year.

Simple tips for ongoing safety



Practice good housekeeping regularly.

Must haves

- ✓ Place waste skips and bins either within a secured area, or far enough away from buildings to reduce the risk of arson.
- ✓ Empty internal waste and recycle bins frequently to avoid a fire risk.

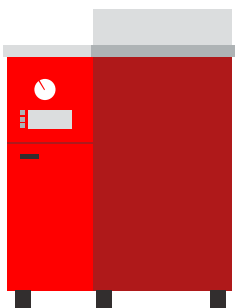
Hot tips for the kitchen



Kitchens can be risky places, so everyday checks are essential.

Must haves

- ✓ Clean kitchen extractor systems regularly. As a general rule, filters should be cleaned weekly and all ducting cleaned annually. (See our Commercial Cooking Advice sheet for more detail.)
- ✓ Make sure that all deep fat fryers have mechanical or electronic temperature controls and a secondary thermostat to prevent oil from overheating. Each vat should be fitted with a close-fitting steel lid when not in use.
- ✓ Waste oil and fat should be stored in a metal bin with a close-fitting metal lid until taken away from the premises.
- ✓ Check the condition of your cooking oils and fats regularly. Drain and filter at least weekly, or in line with manufacturer's recommendations. Crumbs should be removed and oil/fat replaced if it's dirty or cloudy.
- ✓ Separate areas between deep fat frying vats and all open flame sources – this is a recipe for disaster. If you can't, you MUST install a non-combustible flame barrier between the deep fat fryer and the open flame source.



Watching out for water damage



With routine checks and a proper plan, the risks can be seriously reduced.

Best practice

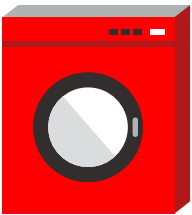
- Plumb washing machine and dishwasher outlets into the wastewater pipe, not simply with the waste pipe hooked over a sink.

Must haves

- ✓ Know where the water shut off valve(s) are for the water supply. Where possible, shut off the water supply during extended shutdowns or when not needed e.g. over the summer holidays or in an unoccupied building.
- ✓ Ensure flexi-hoses are checked regularly and replaced if showing signs of damage – or every 10 years otherwise.
- ✓ Check shower enclosures for signs of deterioration, especially to the wall boards/tiling.

- ✓ Inspect plumbing, water pipes and waste lines for leaks, damage or corrosion. Check that all basins, tanks, etc have overflow facilities. Process tanks should be banded.
- ✓ Check and clean the roof regularly. This is important before the winter season and after storms. Pay attention to membrane-style roof coverings as these have a limited life and can be affected by environmental exposures.
- ✓ Check flashings where the walls and roof meet, and also pipes and skylights where they penetrate the roof covering.

The low-down on laundry areas

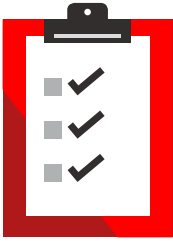


Some simple steps to reduce risk.

Must haves

- ✓ Be aware that washed cotton clothing and linens can spontaneously heat and sometimes catch fire. Make sure all laundry is left to air and cool down.
 - ✓ Ensure your laundry area has good storage for equipment and supplies.
 - ✓ Always let tumble-dried hot items air and cool completely before packing them away.
- ✓ Follow all manufacturer's guidelines when cleaning the tumble dryer and all components.
 - ✓ Never put foam, plastic, nylon, rubber materials or mop heads in the tumble dryer.
 - ✓ Never leave your dryer unattended and never leave dry hot washing inside the drum.

Management controls that count



These measures are simple, but highly effective.

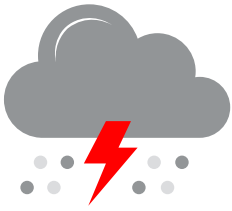
Best practice

- Check third party contractors Public Liability and Professional Negligence covers.
- Make sure all guests know the safety guidelines around cooking in rooms i.e. toasters, microwave, hot plates etc.

Must haves

- ✓ Create a thorough self-inspection routine for all areas, including daily room checks, to ensure guests are obeying guest rules and not smoking etc.
- ✓ Double check you have proper procedures in place if fire systems such as a sprinkler or alarm systems is out of commission for more than a few hours.
- ✓ Ensure smoking on site is controlled and limited to a designated smoking areas – and make sure ashtrays are safe and suitable.
- ✓ Check carpark areas – consider installing crash barriers or posts to prevent customers vehicles driving into corners and walls of the building.
- ✓ Keep fire exit doors clear at all times.
- ✓ Regularly check all electrical appliances, leads, power boards for wear and tear or damage. This will help reduce the chance of an electrical fire. Test and tag all electrical appliances and make sure all fluorescent lights are lighting up properly. If they don't it could mean there's a problem. Consider replacing fluorescent lights with LED lights.
- ✓ All electrical switch/fuse boards should undergo routine electrical checks and be enclosed if possible, to reduce dust/oil build up or damage. Keep the areas around switch boards accessible and electrical rooms clutter-free.
- ✓ Make sure all LPG Bottle installations are currently certified and all cylinders are stored correctly.
- ✓ Make sure all pool chemicals and hazardous substances are appropriately stored.
- ✓ Ensure gutters, channel drains and storm water drains are clear, especially if there are large trees nearby.

Weather watch outs



While you can't control wild weather, you can reduce the risks that come with it.

Best practice

- Be aware of what weather or flood events are likely to affect your building or business. This can help you plan what needs to be done.
- Keep trees and shrubbery well-trimmed, and remove diseased or damaged limbs. Ask a professional arborist to assess and strategically remove branches to allow wind to blow through the trees.
- Protect water and other pipes from freezing using insulation, or install heat tape.

- Remove snow and hail from gutters as soon as it's safe to do so. This will reduce the possibility of subsequent rain overflowing gutters.

Must haves

- ✓ Ensure the building is well maintained, that walls and roof are watertight. Make sure doors and windows are close fitting.
- ✓ Make sure gutters and down pipes are not blocked by leaves or rubbish. Check before the winter season, or more frequently if needed.
- ✓ Inspect channel drains, yard storm water outlets and sumps and make sure they are all free-flowing and that curb side gutters are not blocked by leaves and rubbish.

Cyber interruptions



Cyber-security is becoming increasingly important – and risky.

Must haves

- ✓ Make sure all critical data is backed up at least weekly and stored off site – this can include secure Cloud services.

- ✓ At a bare minimum, make sure you have antivirus protection installed on your computer and update regularly – it can save you a lot of heartache later.
- ✓ Store all important paper records safe in a fireproof box or cabinet.

Visit vero.co.nz/risk-profiler to check out our other advice sheets for more tips and in-depth information about managing risk.

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