

# Comprehensive Generic Checklist for Hotels and Resorts

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	YES	NO	COMMENTS & NOTES
<b>Hotel Information</b>			
<b>Name of Hotel:</b>			
<b>Address:</b>			
<b>Date of Construction:</b>			
<b>Type of Construction:</b>			
<b>Number of Floors:</b>			
<b>Number of Basements:</b>			
<b>Number of guest rooms/suites:</b>			
<b>Date of Most recent renovations</b>			
<b>Management &amp; Leadership</b>			
Does the hotel/resort have a policy statement reflecting hotel management's commitment to safety and health/risk control?			
Is it included in manuals, employee handbook, bulletin boards, etc.			
Is one or more persons designated with the responsibility for risk control?			
By whom?			
Reviewed with what frequency (check last revision date)?			
Is senior management involved in risk control activities? (Including, but not limited to attending safety committee meetings)			
Describe:			
Are Guest & Life Safety and health/risk control responsibilities clearly defined in every manager's job description?			

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Have specific, measurable goals and objectives been established for all department heads relating to risk control?			
Describe:			
Does the hotel have an incentive program for reducing frequency/severity of accidents?			
If yes, describe program			
Is there a system in place for guests to provide adequate comments for the effective improvement of systems?			
Review guest survey forms			
Review the personnel and processes involved in the processing, recording and actioning of information provided from guest feedback			
Does Executive management periodically review:			
Incident data and detail?			
Guest survey summaries?			
Property damage reports?			
Alarm activation reports			
Employee & third party loss statistics?			
Insurance premiums?			
Risk/Hazard reports?			
Does Executive management set annual targets for Department Managers/Department Heads risk management performance objectives?			
Are such performance objectives and expectations documented?			
Does Executive Management routinely measure actual performance against such objectives (either via HR appraisal or as an individual exercise)?			
<b>DOCUMENTED SAFETY PROCEDURES &amp; PROTOCOLS</b>			
Is there a Documented Life and Guest Safety plan?			
Who is responsible for maintaining and updating the manual?			
Are their Documented Management and Safety Procedures in place for the following:			

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Incident Reporting and Investigation (Guest & Employee)			
Bloodborne Pathogens - Food Service Operations & Housekeeping			
Confined Space Entry - For Engineers & Contractors			
Electrical Safety - including Energy Conservation Programs			
Emergency Action Plan - Fire, Threat, Action Response			
Ergonomics - Housekeeping, Service and Engineering & Maintenance			
Hazard Communication/Material Safety/Secure Storage			
Lockout/Tag Out & Power or Equipment Isolation			
Plant & Machine Safety			
Personal Protective Equipment			
Workplace Safety			
Lift Maintenance			
Fire Safety & Fire Prevention			
HVAC Systems			
Boiler Operations			
Power Generation & Distribution systems			
Cooling Tower Maintenance			
Waste Management & Handling			
Business Continuity Planning			
Property & Asset Maintenance			
<b>TRAINING – LIFE &amp; GENERAL SAFETY</b>			
List the training regimens in place by Hotel Departments			
Engineering			
Front-of-House Personnel			
Engineering & Maintenance			

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Security			
Housekeeping			
Laundry Personnel			
Executive Management			
Contractors			
Is safety training developed and conducted for employees (permanent and casual) as well as for all contractors?			
Describe what training is done e.g. Hazard Communication/Material Safety, Blood-borne Pathogens, Safe Lifting, Personal Protective Equipment, security, key control, job specific etc. Review all available Training manuals and records.			
Is all front-of-house staff adequately trained in guest-response protocols as relate to potential liability scenarios (e.g. loss of property, personal injury, etc)?			
Is such training attendance appropriately documented?			
Are there adequate and appropriately trained first aid trained personnel amongst all front-of-house and back-of-house employees?			
Is all safety training documented and are adequate personnel records maintained? (Review documentation)			
How long are records maintained for?			
Is initial (induction) safety training conducted at orientation or within the first week of employment?			
View induction programs for all Departments (including for Casual employees)			
List First Aid trained personnel:			
Are Engineering personnel appropriately trained in:			
Confined Space Entry			
Working at heights			
Hot Works			
<b>GUEST &amp; OCCUPATIONAL SAFETY COMMITTEE</b>			
Is there a safety/risk control committee?			
If yes, how often are meetings held?			

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Who participates and how are the participants selected?			
Are guest safety as well as employee safety issues addressed in such a forum?			
Review most recent minutes & risk issues			
Are Executive Management & each Department adequately represented?			
Does the safety/risk control committee have established goals and objectives (a Charter)?			
Describe:			
Are safety/risk control committee meeting minutes kept and maintained?			
Do the minutes document discussion of:			
Planned inspections			
Reports of incidents (guest & employee)			
Analysis of cause of accidents			
Department Risk Management status reports			
Identification of cost drivers in Insurances			
Recommendations for improvements			
Do the minutes document correction of deficiencies, or a plan of action discussed during meetings?			
Do Committee meetings review relevant Industry related risk issues as a matter of course (eg security updates affecting the hotel industry as a whole)?			
Review Security logs and Incident & Investigation reports			
<b>EMERGENCY PLANNING &amp; PREPAREDNESS</b>			
Is there a written Emergency/ Disaster Response Plan?			
Who is responsible for maintaining and updating the plan?			
Check Document for Currency			
Are special contingencies or provisions made for evacuations relating to guests with special needs (e.g. disabled or elderly guests located on lower floors)?			
Is a register maintained noting such guests and the need for possible staff assistance in the event of an emergency evacuation?			

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Does the Emergency/Disaster Response Plan include procedures for:			
a. Aircraft Crash			
b. Bomb or terrorist threat			
c. Chemical Spill			
d. Civil Disturbance			
e. Death/Suicide			
f. Earthquake/Tsunami			
g. Elevator Failure			
h. Emergency Response Team			
i. Evacuation (partial & full)			
j. Fire/Life Safety System			
k. Fire			
l. Flood			
m. Hostage Situation			
n. Cyclone/Hurricane/Weather extremes			
o. Medical Emergencies			
p. Power Failure			
q. Robbery			
r. Snow/Ice			
s. Emergency Phone Numbers			
t. Location of Emergency Supplies			
u. Floor Plans			
v. Assembly locations for guests and employees including a method of accounting for staff and communicating with guests.			
w. Protocols for media requests relating to any of the above			

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Have all employees and all third party contractors on site received clear instructions regarding their role in the emergency plan?			
Is this documented?			
Is training given to:			
a. Management Staff			
b. Emergency Response Team			
c. Hotel/Resort employees			
Describe training			
Frequency and type of drills conducted?			
Participation in drills by outside agencies?			
Through in-room guest literature and rear-of-door signage and instructions – are all guests adequately provided with clear instructions relating to emergency scenarios and evacuation plans?			
Are the same instructions produced in a number of languages?			
What languages?			
Are telephone units in all guest rooms and facility areas (including the gymnasium and swimming pool areas) fitted with 'one button' rapid dial numbers to allow for quick and appropriate response?			
Has each section of the emergency plan been tested?			
Have emergency drills been conducted?			
How often?			
Have municipal agencies been advised of the emergency plan and have they participated in emergency drills?			
Is there a premises-wide intercom system adequate to allow for broad-based evacuation or notification to building occupants?			
Is there a prepared evacuation tape available to allow for rapid evacuation of the premises?			
Is the same in a multi-lingual format?			
Are guest rooms equipped with battery charged torches in the event of a total power failure and lag or failure of back-up emergency lighting?			
Are all guest lifts fitted with signage and clear instructions relating to emergency evacuation requirements and operations?			

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Have disabled/handicapped guest records been identified in some manner to aid in evacuation?			
Have the telephone operators been trained in telephone evacuation procedures?			
Have designated employees received training in assisting disabled guests during an evacuation?			
Have "safe rooms" or appropriate evacuation areas been identified within the property and off-property?			
Detail and point out such areas on the site			
Have arrangements been made with nearby hotels or establishments to provide assistance if required?			
Is there a written procedure outlining a manual check-in/check-out system in the event that computer systems are compromised or shut down?			
Are booking and other records manually backed-up in the event of data loss incidents?			
<b>PLANNED INSPECTIONS &amp; TESTING</b>			
Are periodic and planned inspections conducted as relate to:			
1. Fire protection systems			
2. Guest facilities maintenance & safety			
3. Security programs & systems			
4. Kitchen hygiene (equipment & systems)			
5. Internal & External Lighting			
6. Environmental risk management and control (water, air, noise, etc.)?			
7. Outdoor areas including all walkways and car park areas?			
Are such inspection reports adequately documented?			
Are such inspection reports reviewed and 'signed-off' by executive management?			
Is there a process of inter-departmental "mix" of inspections whereby one department will inspect or assess the operations/standards of another department?			
Has responsibility been appropriately assigned and documented to ensure that the inspections are completed on a monthly basis?			
If yes, who is assigned?			
Is there a fully documented procedure in place that ensures that all safety deficiencies and defect/maintenance reports are given a priority to correct?			

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Is there a (Senior) management "sign-off" protocols in place to ensure timely remedial action?			
<b>ENGINEERING SERVICES - SYSTEMS &amp; PROCEDURES</b>			
Details of Engineering Department			
Number of Employees - breakdown by trade			
Contractors utilised:			
Does the hotel Engineering Department have in place appropriate procedures that relate to:			
The Minimisation of breakdown of plant and equipment			
The maintenance of plant and equipment in a satisfactory condition for safe operation			
The maintenance of plant and equipment to its optimum operation efficiency			
The reduction - to a minimum - the cost of this maintenance, consistent hotel quality standards			
The maintenance of a high level of engineering expertise in the performance of the work handled by the Department			
The provision of adequately trained and supervised Engineering Services personnel (both staff and contracted services) - which includes suitably qualified and experienced personnel in all the trade functions as required to meet all hotel quality demands.			
The safe and efficient operations of all Building Services equipment			
The maximisation of Energy Savings through proactive engineering management and through conducting detailed investigations of plant deficiencies that result in appropriate corrective action			
Processes to ensure adequate Supervision of all Maintenance Service Contractors			
Processes to ensure the maintenance of the Building Structure - Internal & External			
Processes to ensure the adequate maintenance of Fire Protection & Detection systems			
Protocols relating to the alteration, upgrading and refurbishment of all Plant & Buildings			
Does the hotel maintain a register of "approved" contractors?			
Are contracted services provided for:			
a. Lift service and maintenance?			
b. Fire systems service and extinguisher maintenance?			
c. Laundry and dry cleaning?			

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d. Landscaping and gardening?			
e. Conference operations (eg lighting or sound systems)?			
f. Air conditioning service?			
g. Water treatment (including cooling towers)?			
h. Transport or parking services (including limousine operations or airport pick up)?			
i. Cool room, freezer and chiller maintenance?			
j. Sports or recreation services (eg gymnasium, tennis, etc.)?			
k. Tour service operations?			
l. Building services and construction or refurbishment activities?			
Are such contractors required to be quality accredited?			
Are Contractors required to hold liability insurances to a minimum level (US \$5 million minimum)?			
Are certificates of Insurance maintained on file?			
Is there a formal induction process in place for new or existing contractors?			
Is a contractor induction "kit" utilised for this purpose			
Are there specific instructions and controls relating to:			
a. Rules, standards and conduct of behaviour?			
b. Access controls and contractor identification?			
c. A check of relevant licenses, accreditations and permits			
d. Permit-to-work systems (relating to noise, chemicals allowed on site, barricading of work areas, etc)?			
e. Hot-work permit?			
f. Elevated work or roof access permits?			
g. Isolation of power supply and lock-out or tag-out systems (including fire system impairment system)?			
Is there adequate and competent supervision of contractors during major works?			
By whom and with what frequency?			
What are the protocols in place for breaches of safety or security standards by contractors?			

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Are formal contract agreements reviewed for adequacy by hotel legal counsel?			
Have personal protective needs been identified for all engineering and other employers and third party contractors?			
Describe the range and application of personal protective equipment issued at this hotel/resort.			
Is there a written standard in place for the correct and appropriate use of all personal protective equipment?			
Is the issuance of non-disposable personal protective equipment to employees recorded?			
Are there appropriate training methodologies, induction and safe work procedures in place relating to all types of PPE?			
Is there a written procedure that enables supervisors/managers to take disciplinary action for violation of established protective equipment standards?			
Does the Engineering Department maintain a store and log of PPE?			
View and review.			
Is PPE and instructions for use (or standard work procedures) maintained at places of use? Eg gloves and splash glasses for pool chemicals, cooling towers, etc.			
<b>BOILER PLANT &amp; WATER SYSTEMS</b>			
Size, Model type and Age of Boilers:			
Plant Location:			
Principal Servicing Contractors:			
Boiler Plant Capacity:			
Are the following undertaken on a preventative maintenance schedule:			
Gauge glass blowdowns			
Fuel level maintenances			
Water level control blowdowns			
Feedwater dosing, sampling and blowdown (as indicated by feedwater testing)			
Plant room housekeeping			
Opening of steam and water drums and hosing out of sludge			
Check for and removal of any scale			

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Checks of main steam stop valve, blowdown valves, feed water valves, and gauge glass mounts			
Check of floats and float chambers			
Check of all baffles			
Check of all flange gaskets and gland packings			
Daily sampling (undertaken by Hotel Engineering personnel) details:			
Weekly Service details			
Monthly HCC and Legionella testing details			
Monthly trend reporting requirements			
Monthly & Quarterly corrosion coupon analysis			
Monthly equipment calibrations and inspections details			
Details of stock of all testing reagents and dip slides			
Is pH of Feed Water at 25° C between 8.5 – 9.5?			
Is total Iron level of Feed Water greater than 0.1 ppm ?			
Is total Feed Water Hardness less than 2 ppm ?			
Is Orthophosphate of Boiler water between 30 – 50 ppm ?			
Is OH Alkalinity of Boiler water between 300 – 500 ppm ?			
Is Conductivity (neutralised) of Boiler water less than 2000 µS/cm ?			
Are Silica levels of Boiler water less than 150 ppm ?			
Is the pH of Boiler condensate (at 25° C) between 8.5 – 9.5?			
Is the total Iron of Boiler condensate less than 0.1 ppm ?			
Are the total Copper levels of Boiler condensate less than 1 ppm ?			
Are thermometric checks of all steam traps undertaken? When?			
Are Condensate Control studies of Boilers undertaken? When?			
Are boiler vessels scanned internally for cracks or defects?			
Have any specific actions been taken to save water in the last 12 months?			

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Is water use monitored?			
Is the water system regularly checked for leaks or surges in consumption?			
Are staff encouraged to save water?			
Are guests encouraged to save water?			
Are towels and bed linen in guest rooms only changed on request?			
Have spray taps been fitted in the guest bathrooms?			
Have flow restrictors been fitted to water pipes?			
Do guestrooms have low-flow showerheads? Low-flow toilets? Low –flow sink aerators?			
Is urinal sensor flushing installed in all public and staff toilets?			
<b>HEATING VENTILATION &amp; AIR CONDITIONING (HVAC)</b>			
Is authority designated to develop and implement an indoor air quality management plan for the hotel?			
Does the hotel have an indoor air quality management plan that includes steps for preventing and resolving indoor air quality problems?			
Does the hotel use integrated pest management principles in all front and back of house areas?			
Is spot-treatment of pesticides used to control infested areas?			
Have all painted surfaces in the hotel been tested for lead-based paint, and has a lead control or removal program been implemented?			
Is a preventive maintenance schedule established and in operation for the heating, ventilation, and air conditioning (HVAC) system?			
Is the schedule in accordance with the manufacturer's recommendations or accepted practice for the HVAC system?			
Does the HVAC preventive maintenance schedule include the following:			
Checking and/or changing air filters and belts			
Lubricating equipment parts?			
Checking the motors (including vibration analyses)?			
Confirming that all equipment is in operating order?			

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Are damaged or inoperable components of the HVAC system replaced or repaired as appropriate?			
Are reservoirs or parts of the HVAC system with standing water checked visually for microbial growth?			
Frequency?			
By whom?			
Review records			
Are potential leak areas & water leaks that could promote growth of biologic agents promptly repaired?			
Are damp or wet materials that could promote growth of biologic agents promptly dried, replaced, removed, or cleaned?			
Are microbial contaminants removed from ductwork, humidifiers, other HVAC and building system components, and from building surfaces such as carpeting and ceiling tiles when found during regular or emergency maintenance activities or visual inspection (front & back of house)?			
Is general or local exhaust ventilation used where housekeeping and maintenance activities could reasonably be expected to result in exposure to hazardous substances above applicable exposure limits?			
When point sources generate airborne concentrations of contaminants above applicable limits, is local exhaust ventilation or substitution used to reduce the exposure concentrations to below the limits?			
When the carbon dioxide level exceeds 1,000 parts per million, is the HVAC system checked and repaired as necessary to ensure the system is operating properly?			
When the temperature is outside of the range of 19 C and 25 F (68 to 79°F), is the HVAC system checked and repaired as necessary to ensure the system is operating properly?			
Are humidity levels maintained to between 30% to 60% relative humidity?			
When a contaminant is identified in the make-up air supply, is the source of the contaminant eliminated, or are the make-up inlets or exhaust air outlets relocated to avoid entry of the contaminant into the air system?			
For those hotel buildings that do not have mechanical ventilation, are windows, doors, vents, stacks, and other portals used for natural ventilation operating properly?			
Are complaints promptly investigated that may involve a building-related illness?			
Is smoking in hotel buildings prohibited except for those designated smoking rooms and outside areas?			
During renovation work or new construction, is local ventilation or other protective devices used to safeguard employees and guests from dust, stones, other small particles, and toxic gases, which may be harmful in certain quantities?			
Describe safeguards & devices utilised:			

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Are renovation areas in occupied buildings isolated so that dust and debris is confined to the renovation or construction area?			
When renovating or during new construction, are product labels checked, or is information obtained on whether paints, adhesives, sealants, solvents, insulation, particle board, plywood, floor coverings, carpet backing, textiles or other materials contain volatile organic compounds that could be emitted during regular use?			
Is the hotel maintenance schedule updated to show all maintenance performed on the building systems?			
Does the maintenance schedule include the dates that the building systems maintenance was performed and the names of the persons or companies performing the work?			
Are maintenance schedules retained for at least three years?			
Is all ductwork routinely inspected?			
Frequency?			
By whom?			
Are internal linkages of all Dampers tested for free movement?			
Is flushing, pre-treatment and condensate sampling undertaken for all chilled water/Processed water/hot water/steam piping?			
Is HVAC motor efficiency routinely tested?			
Are there clear labels on all piping, ductwork, AHUs, and VFDs?			
Are T-stats in place and regularly calibrated?			
Are humidistats in place and routinely calibrated?			
Are all AHU's routinely inspected?			
Are all Exhaust Fans routinely tested and inspected?			
Are all Supply Fans routinely tested and inspected?			
Are all Air Filter cages routinely tested and inspected?			
Are all pre-filters and final filters routinely tested and inspected?			
Are all HHW Pump and controls routinely tested and inspected?			
Are all CHW Pump and controls routinely tested and inspected?			
Are all Potable Water Pumps routinely tested and inspected?			

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Is all Insulation, Ductwork and Piping routinely tested and inspected?			
Are all Valves, Valve tags, Valve Charts routinely tested and inspected?			
Are all chilled water strainers & drain connections routinely tested and inspected?			
Are all AHU supply & return pressure gauges routinely tested and inspected?			
Are all AHU supplies & return thermometers routinely tested and inspected?			
Are all AHU coil plugs routinely tested and inspected?			
Are all Air filter gauges routinely tested and inspected?			
Are all Condensate lines routinely tested and inspected?			
Are all Floor drains routinely inspected?			
Are all Diffusers routinely tested and inspected?			
Is Electric motor drive actual load vs. Name plate load tested? Frequency?			
Is Processed water pressure and temperature regularly tested?			
<b>CHILLERS &amp; REFRIGERATION SYSTEMS</b>			
Size, Model type and Age of Chillers:			
Plant Location:			
Principal Servicing Contractors:			
Chiller Plant Capacity:			
Obtain Inventory of all Hotel Chiller Equipment and Refrigerants			
What Refrigerants are utilised?			
Does the hotel have in place a Refrigerant Leak Management Plan?			
Is there a Refrigerant Record Keeping System?			
Check & verify Maintenance Records for Existing Equipment and Refrigerant Supplies			
Do the hotel maintain the following with regard to Refrigerants:			
Refrigerant purchase, sales and disposal records?			
Procedures for the Safe transport of refrigerants			

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Refrigerant tracking and record keeping			
Contaminated refrigerant guidelines?			
Chiller Leak testing, leak prevention and leak repairs?			
Chiller Equipment and refrigerant inventory?			
Refrigerant storage?			
Chiller Certification for technicians?			
Penalties for non-compliance?			
Compliance audits and surveys?			
Refrigerant recovery, recycling, and reclaiming?			
Chiller Servicing practices?			
Refrigerant cylinder handling & storage procedures?			
Refrigerant Venting and losses?			
Size and location of Commercial Refrigerators and Chillers			
Maintenance Frequency? (verify through review of records)			
<b>POWER SUPPLY &amp; DISTRIBUTION and ENERGY MANAGEMENT</b>			
Size, Model type and Age of Generators:			
Plant Location:			
Principal Servicing Contractors:			
Generator Plant Capacity:			
Details of Electrical Sub Stations on site			
Size and location of SwitchBoards:			
Is a system in place to monitor hotel-wide energy usage and report monthly?			
Is a system in place to develop energy saving policies and procedures for the hotel?			
Is energy consumption considered in all aspects of building refurbishment, plant replacement and equipment procurement?			

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Does the total Building Management system that is utilised facilitate some energy usage reduction?			
Are electrical maintenance procedures in place to:			
Undertake Safety testing/Repairs of Electrical Equipment			
Undertake assessment of Light Fittings/Power Points for function and damage			
Check fixed appliances & Equipment			
Replace defective Fluorescent tubes/clean Diffusers & Reflectors			
Check operation Nurses Call system - rectify faults			
Operation/safety checks of Power Points fixed electrical devices etc.			
Operation of all Examination Lamps			
Check replace circuit identification caps/labels			
Operation of all Wall Clocks			
Are electrical maintenance procedures in place to address:			
<ul style="list-style-type: none"> <li>• Motors and starters diagnostics <ul style="list-style-type: none"> <li>– Inspection</li> <li>– belt drives</li> <li>– lubrication</li> <li>– vibration analysis</li> </ul> </li> </ul>			
<ul style="list-style-type: none"> <li>• Panels and switchgear– thermal scanning– power factor– grounding– transformers– electrical tighten-up</li> </ul>			
<ul style="list-style-type: none"> <li>• Lighting <ul style="list-style-type: none"> <li>– re-lamping programs</li> <li>– cleaning</li> <li>– ballast changes</li> <li>– controls</li> </ul> </li> </ul>			
<ul style="list-style-type: none"> <li>• Emergency power <ul style="list-style-type: none"> <li>– UPS systems</li> <li>– generators</li> <li>– closed/open transition switches</li> <li>– lighting</li> </ul> </li> </ul>			
<ul style="list-style-type: none"> <li>• Security (building and perimeter) <ul style="list-style-type: none"> <li>– alarm systems</li> <li>– cameras</li> <li>– fire and smoke detection systems</li> <li>– fire pumps IT&amp;M</li> </ul> </li> </ul>			

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Check & verify the estimated heating and cooling loads based on floor areas.			
Detail all hotel energy conservation measures utilized as well as the life cycle cost analyses undertaken			
Are energy services shut down when and where parts of the building are unoccupied?			
Have temperature settings, timers, lighting levels etc., been adjusted to ensured minimum energy use for given comfort levels?			
Is hotel energy use regularly monitored?			
Is consumption of energy going down year on year?			
Have targets for reducing energy consumption been set?			
Has energy use been compared with energy benchmarks?			
Have check been undertaken to confirm that the cheapest fuel-tariff is being used for each purpose?			
Is the hotel's energy plant-equipment less than 10 years old?			
Have low-energy lights been fitted where cost-effective?			
Has an energy audit been undertaken in the three years?			
Are occupancy sensors or timers used to control lighting in intermittent-use areas (e.g. meeting rooms, storage areas, public bathrooms, staff bathrooms)?			
Do meeting and guest rooms have dimmer switches for lights?			
Are programmable thermostats with motion detectors used to control HVAC in guestrooms?			
Is glazing applied to windows throughout the hotel to prevent heat from building up?			
Do guest room windows open for fresh air?			
Is florescent lighting used throughout the property? What is the percentage used?			
Have energy-efficient lighting fixtures been installed in each room?			
Are programmable thermostats with motion detectors used to control HVAC in guest rooms?			
Are housekeeping staff encouraged to close drapes and turn off lights and air conditioning when rooms are unoccupied?			
Do guest rooms have Energy Star- labeled TVs and other energy efficient appliances?			
<b>ELECTRICAL SAFETY</b>			

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<b><u>SWITCHBOARDS</u></b>			
Are all switchboards:			
Locked (& lockable)?			
Securely fixed to wall structures?			
Have operable isolating switches?			
<b><u>FITTINGS and OUTLETS</u></b>			
Do all electrical fittings comply with AS3000 (or equivalent if international) wiring rules?			
Are all electrical fittings fitted with an earth leakage device or a residual current device?			
Does the portable generator comply with AS2790?			
If supply is from a permanent outlet, is an earth leakage device fitted?			
Are all power outlets controlled by a double pole switch?			
Do portable outlets:			
Have a flexible cord rated at 10 amperes minimum?			
Have overload and earth leakage (ELCB) protection?			
<b><u>EXTENSION CORDS &amp; FITTINGS</u></b>			
Are all fittings wired identically so that identical phases will be selected by the pin?			
Are all cords:			
Supported above work areas, wet areas and passages?			
Protected from mechanical damage and moisture?			
Heavy duty, conforming to AS3199?			
<b><u>POWERED MACHINES &amp; PORTABLE TOOLS</u></b>			
Are the following in good condition and good working order:			
Guards?			
Blades?			
Outer casings?			

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Power cords?			
On/off switches?			
Does all electrical equipment carry up-to-date inspection tags?			
<b><u>INSPECTION AND TESTING</u></b>			
Does the hotel have in place detailed inspection, testing and maintenance procedures in place to ensure that all electrical apparatus (front and back of house and "in-room") is safe to use?			
Check random equipment, tools and appliances (front and back of house and "in-room").			
Is there any evidence of damage to the 'permanent' wiring, cables or electrical enclosures?			
Is there any evidence of damage to any electrical apparatus or equipment in the workplace?			
Are there any damaged or loose power points or switches?			
Is outer protective insulation or the sheaths of any cable damaged or 'pulled back' exposing the inner wires?			
Are exposed live wires or conductors accessible without the use of a tool or key?			
Are there any accessible 'bare' wires inside the switchboard?			
<b><u>RESIDUAL CURRENT DEVICES (RCDs)</u></b>			
Is RCD protection provided for all electrical equipment that is:			
Hand held?			
Moved while in operation?			
Moved from place to place?			
Operated in a demanding environment?			
If the workplace is a new installation (built after 1996), is fixed (non-portable) RCD protection provided for all socket outlets?			
Are the RCDs being tested as required by Standards?			
<b><u>WORK PRACTICES</u></b>			
Are qualified electricians employed by the hotel or otherwise engaged to undertake electrical work as required?			
Do electricians (Hotel Employees or Contractors) issue Certificates of Compliance on the completion of all electrical works?			

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Are extension cords appropriately stored and routinely inspected & tagged?			
<b>WASTE &amp; ENVIRONMENTAL MANAGEMENT - SYSTEMS &amp; FACILITIES</b>			
Inspect & assess waste collection areas			
Is hotel waste separated and collected as Biodegradable (Wet) and Non biodegradable (Dry) waste?			
Are clearly marked (or colour coded) waste receptacles utilised?			
Frequency of waste collection?			
Waste collection undertaken by whom?			
Are compactors utilised? If yes type and size.			
Are recyclable paper, cardboard and metals materials separated?			
Does the hotel operate a biomethane plant?			
Is Composting/ Vermicomposting undertaken for kitchen (food) waste?			
Does the property have an effective recycling program for items that can be recycled locally?			
Is waste collected and kept in tight-fitting containers and in an enclosed area?			
Are items reused on property when possible, given to staff or donated to charities instead of being thrown away?			
Does the property minimize its use of individually bottled Guest room amenities and plastic bags?			
Does the property compost garden and kitchen waste?			
Does the property minimize its use of disposable items (e.g. Plastic bags, plastic tableware, disposable cups, cook caps and Aprons, paper napkins) and single serving food packages (e.g. Butter, sugar, cream, jams, condiments, milk, juices and cereals)?			
Does the property have an effective program to collect and/or recycle used cooking oil?			
Does the property clean the grease trap frequently and without harsh chemicals?			
Does the property purchase chemicals such as cleaning agents, laundry chemicals, and dishwashing chemicals in bulk containers?			
Does the property ask chemical suppliers to take back empty Chemical containers?			
Are housekeeping, laundry, and kitchen cleaning agents and Chemicals dispensed using automatic chemical dispensing Systems?			

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Does the property use environmentally friendly chemicals and minimize its use of hazardous chemicals in its maintenance operations (e.g., drain cleaners, de-scaling acid, solvents)?			
Does the hotel effectively dispose of the following reusable materials:			
Grey water?			
Beverage bottles?			
Office paper?			
Containers from suppliers?			
Soap bars from guest rooms?			
Old linens (and pillows/pillow stuffing)?			
Damaged furniture?			
Ink cartridges for printers?			
Organic waste (kitchen and yard scraps)?			
Paper and cardboard?			
Glass bottles and jars?			
Aluminum cans and foil?			
Steel cans and steel scrap?			
Used cooking oil?			
Motor oil?			
Has the hotel reduced or eliminated the use of single-use items such as paper napkins and disposable plates, cups, cutlery, place mats, aprons and cook hats?			
Has the hotel communicated formally with their suppliers to communicate the hotel's Environmental policy and identify preferences for packaging?			
Does the hotel have sewage and waste effluent treatment plants? Describe:			
Is sewage from the hotel treated before being discharged to fresh water?			
Have necessary discharge licenses been obtained?			
Have options for reducing CFC use been researched and implemented?			

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Has the hotel been free of complaints about noise, odours and pollution in the last year? If not, describe:			
Is the hotel building free of asbestos?			
Do all hotel vehicles have catalytic converters?			
Does a register of hazardous substances used in the hotel exist?			
Does the hotel utilize automatic metering to minimise use of products?			
Are environmental problems threatening the future of the local tourism Industry?			
Have there been any complaints about poor environmental practices at the hotel?			
Has the hotel been fined or cautioned by the pollution enforcement authorities for any past breach of legislation?			
Does the hotel post their environmental policies and practices on their website and in their marketing literature - promoting their commitment to good environmental practices?			
Does the hotel provide guests with information on public transportation?			
Does the hotel ensure availability of bicycling options, including storage and parking, for guests?			
Does the hotel take measures to reduce paper waste at check-in (e.g short registration forms, computerized systems)?			
Does the hotel use name cards (staff and for conferences) that are reusable plastic? If name cardholders are used, are participants asked to return them at the end of the conferences? Are there convenient receptacles for collection?			
Does the hotel prohibit gift and hotel promotional items made from endangered or threatened species?			
Does the hotel have designated individuals with authority and resources to take responsibility for environmental management?			
Does the hotel actively participate in an environmental partnership or certification program? i.e. Energy Star (Green Lights), Green Seal, Green Globe, Buy Recycled Business Alliance, Waste Wise, etc.			
Does the hotel have a management system in place to educate employees on environmental practices and to ensure that these practices are being monitored and evaluated to improve environmental performance?			
Does the hotel effectively communicate environmental efforts to guests, vendors, shareholders and the public?			
Does the hotel have recycling receptacles in all guest rooms?			

## INCIDENT RESPONSE, MANAGEMENT, RECORDING & INVESTIGATIONS

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Is standard first aid provided at the hotel?			
If yes, by whom?			
Who in-house is trained in standard first aid and CPR?			
What type of training is done & with what frequency?			
For injuries requiring outside medical attention, where are the employees sent?			
What is the ambulance response time to the hotel (in peak traffic conditions)?			
Does a random review of 5-10 accident reports reveal:			
a. All sections of the report are completed?			
b. Primary and underlying causes/contributing factors are identified?			
c. Corrective actions have been taken to minimize repeat incidents?			
d. Witness(es) are identified, interviewed and all pertinent comments documented?			
Is an incident/accident log maintained?			
Are loss trends, identifying frequency and severity, forwarded to management staff on a monthly basis?			
Are photographs of the accident/incident scene taken?			
Are claims reported in a timely manner (within 24 hours)?			
Is evidence documented and preserved in workers' claims?			
Has someone been designated to manage workers' claims in-house?			
If so, name and title			
Has someone been designated to manage general liability claims in-house?			
If so, name and title			
Is there immediate contact by the person managing the claims to the injured employee?			
Is there immediate contact by the person managing general liability claims to the guest?			
Are letters sent to a guest reporting a loss or injury/illness?			
If yes, examine randomly 5-10 letters.			
Is there a written Return to Work policy and procedure?			

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Have numerous transitional tasks (modified duty) been identified to aid in reducing time loss?			
If a treating physician of an injured employee authorizes time-loss, is the physician called to discuss transitional duty options?			
Are claim files maintained?			
Are documents date-stamped?			
Is a diary system in place to monitor activities of a claim?			
Is there evidence in the files that the hotel is actively involved in the claim?			
Is accurate wage information provided to the insurer or claims adjuster?			
Where is that information obtained? (note: this should be from HR or Payroll records)			
Is regular contact maintained between the hotel and the insurer or claims adjuster?			
How often?			
Is the relationship with the insurer one that allows for a rapid and frank exchange of facts of pertinence?			
Are claims reserve costs reviewed with the claims adjuster or insurer on a regular basis to ensure appropriateness?			
<b>INSURANCES</b>			
Obtain Insurance particulars (Insurers, Limits, Deducables) for:			
Public Liability			
Property (Fire)			
Professional Indemnity			
Directors & Officers Liabilities			
Fidelity			
Inn-Keepers (Room Losses/Baggage) Limits			
Dry Cleaning Limits			
<b>RISK MANAGEMENT IN PURCHASING &amp; RECEIVING</b>			
Are Risk assessments undertaken for all Purchasing operations?			
Are all furniture and fittings that are purchased fire-retarded before release?			

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Are hotel suppliers required to be quality accredited (eg for food supplies - HACCP accreditation)?			
Are hotel suppliers audited by hotel purchasing staff?			
Are hotel supplies quarantined for quality checks prior to their release?			
Do F&B Management routinely audit received supplies?			
Does the hotel operate an "approved supplier" protocol?			
<b>SECURITY OPERATIONS &amp; SYSTEMS</b>			
Size of Security Department (No. of Employees)			
Are outside Contractors also utilised?			
Is there a written security manual?			
Are manuals revised at least annually?			
If so, who is responsible?			
Does the hotel/resort have a policy regarding the use of physical force and weapons?			
Is there a gun safe on site?			
Is there a procedure for contacting Corporate Risk Management and Corporate Legal when a significant incident occurs? (Verify where the reports are sent).			
Are security incident reports and other security documents (e.g. activity reports or logs) maintained in accordance with the Corporate retention schedule?			
Is the hotel aware of a retention schedule?			
Is there a guideline of who receives copies of security incident reports?			
Describe procedure.			
Is there a formal training program for security officers?			
Describe such training in detail			
Is periodic retraining conducted?			
Describe training			
Does the hotel/resort utilize a contract security service?			
If so, provide the name of the contract service.			

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Is a contract signed by both parties with hold harmless/indemnity language?			
Are all employees required to carry hotel/resort identification?			
Is there a written policy regarding key control.			
Is disciplinary action included in the policy?			
Who is responsible for key control?			
How often is a key inventory conducted?			
Are guest rooms equipped with in-room safes?			
Is verification of guest identification required prior to emergency opening of a guest room safe?			
Who is authorized to open a safe on an emergency basis?			
Is there a written procedure?			
Where is the control key maintained?			
Is verification of guest identification required prior to issuing or re-issuing a room key for an occupied room?			
Are Front Office staff and cashiers trained on procedures to follow in the event of a robbery?			
If so, describe the training and frequency.			
Do Manager's on Duty (MOD)'s receive periodic training on security and emergency response procedures?			
Describe training and documentation			
Does Security maintain a list of all employee vehicles permitted to park on the premises?			
How often is it updated?			
Is there a designated employee entrance?			
How is it maintained?			
Are periodic package inspections conducted by Security at the employee entrance?			
Do Housekeeping staff and other guest room service department staff block open guest room doors while servicing the room?			
Are any "special" security protocols in place (eg. Visiting dignitaries or VIP's)?			
<b>CLOSED CIRCUIT TV &amp; ALARM SYSTEMS</b>			

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Are closed circuit television cameras used at this hotel/resort?			
List numbers & locations on a floor plan.			
Color or digital?			
Fixed or panning?			
Constant or motion activated?			
Are closed circuit television cameras monitored on a 24-hour basis?			
Describe how they are monitored.			
Are all CCTV cameras recorded?			
How long are tapes maintained?			
Is there a documented policy relating to the viewing or release of digital images (in accordance with the Privacy provisions of the jurisdiction involved)?			
Is a CCTV system maintenance log maintained?			
Last service date?			
Are access points equipped with an external door contact that activate on alarm when open (excluding lobby doors)?			
Does the hotel/resort have a security alarm system (notification alarms, sensor alarms, duress or panic alarms etc.)? If so, list the location(s) and where the alarm is heard.			
Are duress alarms fitted at Hotel Reception (and any other cash handling ventres)?			
Does the hotel have in place cash handling procedures?			
<b>HOUSEKEEPING &amp; CLEANING OPERATIONS</b>			
Are housekeeping personnel trained on safe lifting techniques?			
For room cleaning operations, are all mops, buckets and other cleaning equipment placed where no one can fall over them?			
Are housekeeping personnel trained on the hazards of all cleaning solutions or chemicals?			
Are all cigarette butts and sharp objects stored in separate metal containers?			
Are cleaning personnel provided with appropriate syringe disposal units?			
Is all linen, rugs and spreads rolled up before putting them in soiled laundry bundles?			

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Are rubber gloves worn when using strong cleaning solutions?			
Are housekeeping personnel instructed not to run their hands along or inside objects unless they have checked first for razor blades, needles, broken glass, etc?			
Are caution signs utilised for wet cleaning operations?			
Are public toilets isolated for all wet cleaning operations?			
<b>LAUNDRY OPERATIONS &amp; FACILITIES</b>			
Is a soiled linen-holding room provided with adequate forced air exhaust ducted to the exterior?			
Is (daily) lint filter cleaning undertaken?			
Are strict clothing and linen handling procedures in place & followed by laundry personnel to avoid contamination?			
Are rubber gloves and protective covering worn when handling and loading soiled linen?			
Are clean linens transported in covered containers and stored in covered areas?			
Is dirty linen separated from clean ones at all times?			
Is soiled linen kept in a covered barrel at all times?			
Are linen barrels lined with plastic bags which cover the inside surface at all times?			
Are linen folding surfaces cleaned with a detergent germicide solution?			
Are all laundry appliances (washers/dryers, carts) cleaned daily with detergent germicide solutions?			
Are steam pressure vessels and pipes routinely checked and tested in accordance with local regulations?			
Does the laundry operate from it's own boiler plant?			
If so is it gas or electric fired and is scheduled maintenance undertaken on all:			
Calorifiers?			
Feed Water Pumps?			
De-aerators?			
Water Softeners?			
Chemical Pumps?			
Pressure Valves?			

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Condensate Pumps?			
Are all steam, air and water pipes clearly labeled?			
<b>LOADING DOCK/RECEIVING OPERATIONS</b>			
Is safety and health training provided to dock workers?			
Are written safety/health rules provided to dock workers?			
Is the loading dock/receiving area restricted to authorised personnel (and away from guests)?			
Is motorized and non-motorized equipment training provided to dock workers? (ie. forklifts, pallet movers, pickers, etc.)			
Is refresher training provided annually to all dock workers?			
Are dock workers trained in safe lifting and manual handling techniques?			
Are dock workers trained in the safe handling, storage, and use of controlled products?			
Are dock workers trained in proper wheel chocking procedures?			
Are dock workers trained in the proper use of dock levellers or bridge plates?			
Are safety talks held with dock workers on a regular basis?			
Are dock workers trained to secure loads for transport?			
Is general housekeeping maintained?			
Are floors swept daily?			
Are floors washed regularly?			
Are provided refuse containers emptied daily?			
Are washrooms and lunch facilities clean?			
Does motorized equipment have the following:			
Lights?			
Horn?			
Emergency brakes?			
Operator's manual?			

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Daily operator safety checklist?			
Are motorized equipment aisles clearly identified?			
Are there mirrors at blind corners?			
Are pedestrian aisle-ways clearly identified?			
Are storage areas identified?			
Are pallets inspected before each use?			
Are dock approaches free from potholes or deteriorated pavement?			
Are dock bumpers in good repair?			
Are trailer positions marked with lines or lights for accurate trailer spotting?			
After trailers are spotted, are trailer dollies dropped?			
Are trailer wheel chocks used to block trailers and prevent movement during loading and unloading operations?			
Are there two trailer wheel chocks for each trailer?			
Are trailer wheel chocks chained to the building?			
Are warning signs or warning lights in use?			
If dock levellers are used, are they in proper working order?			
Is the leveller or dock plate capacity adequate given typical load weights, lift truck speeds, ramp inclines, and frequency of use?			
Are truck drivers provided with a place away from the loading dock to wait while their trailer is being loaded or unloaded?			
Are truck engines turned off during the loading or unloading operation?			
Do all dock workers and visitors wear personal protective equipment when required? (ie. Protective footwear, gloves, hearing protection, eye protection, etc.)			
Are carbon monoxide levels monitored to evaluate dock worker exposure?			
Are their controls measures in place to maintain carbon monoxide levels as low as is reasonably practicable?			
Is lighting adequate for the tasks being performed?			
Is the first aid kit fully stocked and in an area of accessibility?			

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Are fire extinguishers fully charged and accessible?			
Are emergency exits kept unblocked?			
<b>LIFTS, ESCALATORS &amp; WALKWAYS</b>			
Number, age, type and location of all lifts & escalators (guest & service lifts)			
Note load rating for each lift			
Note time for brake to brake for travel between floors			
Note door operating times:			
From fully open to fully closed			
From fully closed to fully open			
When levelling into a floor - time from door commencing to open until lift stopped at floor level			
Note door dwell time in response to:			
A car call			
A landing call			
A coincident call			
Record vertical acceleration and deceleration speeds			
Check and verify whether the following maintenance/inspections are undertaken and with what frequency (through latest available records):			
Emergency light units			
Alarm systems			
Communication systems			
Indicating devices			
Rooftop lighting			
Under-car lighting			
Lift well lighting			
Pit lighting			

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Machine room lighting			
Controller & Selector equipment			
Contactors & relay contacts			
Governor sheaves			
Car & counterweight guides and guide shoes			
Door tracks & door guides			
Hangers			
Upthrusts			
Slides			
Door closers			
Site guards			
Chains/Air cords			
Loop circuit connections			
Door locks & door lock valves			
Pit buffers			
Ropes and terminations			
Levelling switches & sensors			
Terminal slowing devices			
Power door operators			
Hydraulic rams, ram seals, ram cylinders			
Are detailed traffic analyses undertaken for passenger lifts?			
Frequency?			
Do lift analyses review:			
The number of Stop button operations?			
The number of alarm bell operations?			

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Number of times the lift was on independent service?			
Number of times the lift was on fire service?			
Number of times the lift was on maintenance service?			
Number of times the lift safety circuit was on open?			
The accumulated time each lift was unavailable for service?			
Are adequate records of maintenance and testing kept by the hotel?			
Are adequate stocks of critical spare parts maintained at the hotel?			
Is there rapid response for lift failures and/or for lift repairs? Note typical response time.			
Do lifts return to ground floor and lock with door open during fire alarm activation?			
Are lift facilities able to accommodate disabled persons (Particularly door widths and control button heights?			
<b>FOOD &amp; BEVERAGE SERVICES &amp; KITCHEN OPERATIONS</b>			
Are alcoholic beverage servers and other employees trained in responsible alcohol service or equivalent programs?			
Are guidelines established for honour bars in rooms occupied by minors?			
During this survey, were observed foods in storage:			
a. Properly covered?			
b. Properly refrigerated?			
Is there a policy requiring food handlers to wear protective gloves?			
If yes, were employees observed during this survey wearing appropriate gloves (particularly in hand-to-plate service operations)?			
During this survey, were kitchen areas and food storage areas:			
a. Clean?			
b. Well-organized?			
c. Have adequate floor mats or other methods to reduce slip and fall exposures?			
Regarding food storage in chillers and freezers, is foodstuff:			
a. Stored off the floor?			

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b. Covered or sealed in containers?			
c. Separation of meat from other foods?			
Does the pantry operate from a rotational basis where "best by" or "use by" dates are routinely checked for currency?			
Is there a daily process of checking received goods to verify the quality of daily deliveries?			
Are suppliers of food products required to be HACCP (or the equivalent) accredited?			
Is such verification checked and recorded?			
Are suppliers required to be contracted (via documentation) with inclusions for legal recourse in the event of the supply of spoiled or contaminated food products?			
Are meals or ingredients vacuum sealed for later testing if so required?			
Are all refrigerators and freezers fitted with temperature gauges and are these manually recorded?			
With what frequency?			
Are kitchen employees trained in food hygiene practices?			
By whom and with what frequency?			
Are kitchen and food service employees subjected to health screening - inclusive of blood testing?			
Where & with what frequency?			
Have all hotel food and ingredient suppliers been checked to be reputable and have quality assurance policies on food safety?			
Verify that:			
All raw foods are not transported with ready to eat foods			
All perishable cold foods are transported at 5° C or below			
All hot foods are transported at 60° C or above			
All Frozen foods are transported at -15°C or below			
Verify through inspection of kitchen and pantry areas that:			
Cooked and raw foods are stored in different areas			
Ready to eat food is stored wrapped			

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Chemicals are not stored near food			
Dry goods are stored in close fitting lid containers			
Storage areas are in a clean condition			
Storage areas are pest proofed			
Equipment /utensils are clean and each piece of equipment has been designated to a particular food			
Verify that:			
All kitchen & food service staff have been trained in personal hygiene on a regular basis			
All frozen food is thawed under refrigeration			
All food thawed in a microwave is cooked immediately			
All fruit and vegetables are washed in clean water upon receiving and again prior to use			
Exposure of food to room temperature is kept to a maximum of 1 hour			
Internal temperature of food is a minimum of 70° C before serving			
Meat and poultry products internal temperature of food is at least 80° C before serving.			
When cooling food it is not left out for more than 1 hour			
Bulk quantities of food is stored in small proportions			
All perishable foods on display are kept at 5° C or below			
All hot foods on display are stored at 60°C or above			
Any price tags (bistro operations etc.) do not pierce food			
All raw and ready to eat foods are displayed separately			
A program is in place to clean entire food preparation and food services areas on a regular basis			
All chemicals used for cleaning are safe to use around food			
All equipment / Utensils are cleaned after use			
All bench tops are wiped after use			
<b>FIRE SAFETY SYSTEMS, PROCEDURES &amp; EQUIPMENT</b>			
Are fire alarm notifications directly transmitted to an off-site central monitoring station?			

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If yes, to whom?			
Are inspections of smoke detection systems made periodically?			
a. By whom?			
b. How often?			
c. How is this documented?			
Are portable fire extinguishers inspected on a regular basis?			
a. Who is responsible?			
b. How often are they inspected?			
c. How often are they professionally serviced?			
d. Does a random review reflect regular inspections/servicing?			
Is the automatic sprinkler system and its component parts (pumps, etc.) inspected?			
a. By whom			
b. Inspected weekly for gauge readings?			
c. Trip tested periodically?			
d. Flow tested annually?			
e. Does a random review of maintenance records verify servicing and testing?			
Does the hotel/resort have an emergency generator?			
Capacity?			
Frequency & duration of run testing?			
Is a test log maintained?			
Are kitchen/cooking protection systems serviced at least every six months?			
Does a random review of maintenance records or posted inspection tags verify servicing?			
Are there any special or unique protection systems?			
If yes, please describe.			
Is there a process for inspecting emergency lighting? If yes:			

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a. Who is responsible?			
b. How often tested?			
c. Are records maintained documenting the testing schedule?			
Is there a process for inspecting exit signs? If yes:			
a. Who is responsible?			
b. How often tested?			
c. Are records maintained documenting the testing schedule?			
d. During this survey, were any areas observed lacking appropriate exit signs or directions?			
Is there a process for inspecting fire doors? If yes:			
a. Who is responsible?			
b. How often tested?			
c. Are records maintained documenting the testing schedule?			
Are guidelines established regarding clear aisles and paths of egress?			
a. During this survey, were any obstructions in the paths of egress noted?			
b. Are appropriate signs, floor markings or other means of identification used to delineate egress paths in back of the house areas?			
Are emergency exit doors equipped with panic hardware?			
Are emergency exit routes posted?			
a. In guest rooms?			
b. In employee areas?			
c. In guest and staff lifts			
d. In banquet and reception areas and restaurants			
Are emergency guidelines posted or available in guest rooms?			
Are smoke detectors fitted in guest rooms?			
In other parts of the hotel?			

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Hard wired or independent units?			
If independent units how frequently are battery tests/replacement conducted?			
Are gas detector units fitted anywhere in the hotel?			
What type & where?			
Have smoke control flow diagrams been prepared for all air handling units?			
Are smoke detectors in the main supply ducts for all units > 56 m3/min (2,000 CFM)?			
Are smoke detectors in each return branch (for every floor) for units > 420 m3/ min (15,000 CFM) - in addition to a detector in supply main?			
View control diagrams for the control of smoke dampers with smoke detectors.			
Are stairwells pressurized?			
Is smoke venting provided for all elevator shafts?			
When standby power is connected to lifts, is the machine room ventilation/air conditioning system also to be connected to standby power?			
Is there a dedicated exhaust system for each flammable and combustible liquid storage space?			
Is there an explosion proof motor and spark proof fan for each flammable and combustible liquid storage space?			
View all smoke partitions on HVAC floor plans.			
View all duct-mounted smoke detectors and dampers, and fire dampers on HVAC floor plans.			
Check and verify that all duct mounted smoke and combination fire/smoke dampers are individually numbered on HVAC floor plans? View preventative maintenance schedule.			
<b>VALET &amp; OTHER PARKING</b>			
Are valet parking operations offered by the hotel either:			
a. In-house?			
b. Sub-contracted/third party?			
Are vehicles parked internally or at other premises?			
Are all employees or third parties so utilised screened, including motor vehicle records (MVR) and appropriate licensing?			

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Are guest vehicle key controls in place?			
Describe such controls.			
Is pre-existing damage on guest vehicles noted and adequately recorded using a standard form?			
Are car parking damages disclaimers in place and appropriately documented (e.g. on ticketing)?			
Are all hotel cars, buses and limousines adequately and routinely inspected?			
a. How often?			
b. By whom?			
c. Documented?			
For all driving and pick up services offered by the hotel (both in-house and by third parties), is a seat-belt policy clearly established?			
a. Are signs posted in shuttle buses or motor vehicles requesting passengers to use their seat belts?			
b. Are drivers of such vehicles instructed to verbally reinforce such safety instructions?			
c. Are employees required to wear seat belts when operating vehicles			
Does the hotel offer car parking services or a car parking area?			
How many spaces?			
Below ground, roof top or open area?			
Is the car parking area owned and operated by the hotel – or is it managed by a third party?			
If a “self parking” facility is maintained – is there adequacy of signage relating to:			
a. Speed controls (eg signage)?			
b. Speed inhibitors (eg speed bumps)?			
c. Directional controls?			
d. Wheel stops?			
e. Signage relating to vehicle security?			
f. CCTV coverage			
g. Signage relating to costs and liabilities?			

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Is there an accommodation for disabled parking and access for emergency vehicles?			
Are traffic controls (signage, ramps, speed-humps, etc.) observed in parking areas and on the grounds during the survey clearly marked, maintained and/or posted?			
a. Is yellow paint used to separate opposing vehicle lanes?			
b. Are fire lanes established and posted?			
c. During the survey, were fire lanes observed clear of vehicles?			
d. If speed bumps exist, are motorists warned in some manner?			
Are no trespassing signs posted?			
If yes, where are they located and are they adequately maintained?			
Are parking or vehicle movements affected by "after dark" conditions? Is lighting adequate?			
Are mirrors used in those parking or pedestrian access areas with notable blind spots?			
Are CCTV cameras utilised in car park areas and if so, how long are images retained for?			
Is there constant monitoring from a control room?			
Black and white or colour camera images?			
<b>CHILDREN'S FACILITIES &amp; CHILD-MINDING</b>			
<u>Childrens Clubs &amp; Child Minding</u>			
Who provides such services?			
Are adequate waivers in place limiting liability of the hotel to any injury or illness?			
Is child minding limited to "in-room" service only?			
Are food services permitted?			
Is appropriate contractual protection if third party child minding services are utilised?			
<u>Child play areas &amp; equipment</u>			
Is all play equipment constructed and installed in accordance with international safety standards?			
Are appropriate maintenance inspections undertaken? By whom and with what frequency?			
Is rubberised or "padded" flooring installed to minimise fall impacts?			

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Do all play areas (internal & external) have immediate access to emergency telephones?			
Is appropriate signage posted detailing rules of all play equipment use?			
<b>LUGGAGE HANDLING &amp; STORAGE FACILITIES</b>			
Is there a policy in place relating to unattended or abandoned luggage?			
Obtain details of the same			
Does the hotel have a secure storage area for baggage?			
Is there a receipt system for the storage of baggage?			
What protection of liabilities are offered or assumed with the storing of luggage and how are any restrictions or limitations on the same conveyed to guests?			
Is there a facility or service relating to the secure storage of valuables outside guest rooms (eg the storage of firearms or oversized articles of value)?			
Are security checks on stored luggage undertaken (eg explosives trace tests)?			
<b>FITNESS &amp; HEALTH CENTRES</b>			
Are periodic inspections of fitness centres undertaken? If yes:			
a. By whom?			
b. How often?			
c. Are these documented?			
Are rules posted for fitness centre equipment use?			
a. Do they include instructions for use of specific equipment?			
b. Do they contain medical advisories?			
c. Are minimum age restrictions posted?			
Is the fitness area & guests using equipment supervised at all times?			
What are the operating hours of the fitness Centre?			
Are persons other than hotel guests able to utilise the fitness centre?			
Are CCTV cameras installed?			
If so are cameras monitored?			

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Are telephones or duress alarms installed?			
<b>SWIMMING POOLS, BEACHFRONTS &amp; SPAS</b>			
Describe all pool, sauna and spa facilities in the hotel			
Is a pool barrier erected that restricts access to the pool from other hotel areas?			
Are gates and doors that forms part of the swimming pool barrier self closing and latching?			
Is the outside of the pool barrier at least 1200 millimetres high all the way around?			
Is the bottom of the pool barrier not more than 100 millimetres off the ground all the way around?			
Is the surface directly beneath the pool barrier stable and not able to be eroded?			
Are all vertical or near vertical members of the barrier not more than 100 millimetres apart?			
Are all horizontal or near horizontal surfaces that form part of the barrier at least 900 millimetres apart?			
Is the top of the pool barrier at least 1100 millimetres above the highest of any of the lower horizontal surface/member?			
Is the pool barrier well maintained (ie. no holes, loose or broken members, etc.)?			
Is the top of the pool barrier at least 1200 millimetres away from any object that would enable a young child to climb over the fence (e.g. BBQs, trees, rocks, shrubs, deckchairs, garden retaining walls, pool pumps and housing)?			
Do all of the pool gates:			
Close by themselves from any open position, including when resting on the latches?			
Have self latching devices that automatically secure the gates in the closed position immediately after opening?			
Latch securely when closing?			
Open in a direction away from the pool?			
Never get propped open/tied back or otherwise be obstructed from automatically closing?			
Have a mechanism to release the latching devices at least 1500 millimetres above the ground or have a shielded latch (so a young child cannot open the gates)?			
Are latch release mechanisms at least 1400 millimetres above the highest lower horizontal surface?			
Are throw rings available?			

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Is there a Shepherd's Crook or pole or other life safety devices in place, highly visible, easily accessible and in good repair?			
Is there a clear separation for shallow/deep areas?			
Are depths marked in feet and meters?			
Are swimming pool rules & restrictions posted?			
Are emergency phones available in the immediate area and are they clearly visible and marked?			
How often is the water tested?			
Are records documenting water tests maintained?			
Are inspections of pool steps, ladders and railings performed weekly, including recording documentation?			
Are electrical systems in the pool area, of a ground-fault circuit interrupter type?			
Are pool lighting systems equipped with ground fault circuits and are these tested at least annually by a certified electrician?			
Is the pool supervised by trained life guards?			
What are the operating hours of the pool?			
Is there CCTV coverage of the pool and poolside areas?			
Is resuscitation signage positioned in the poolside area?			
Are pool drain covers in place, secure and in good condition?			
Are ladders & handrails in place and in good repair?			
Have remote drains been installed? Is there an accessible and clearly visible poolside stop switch for turning off the pump in an emergency?			
Is the pool pump room maintained in good repair? Are chemicals appropriately and safely stored and is appropriate PPE provided (eg safety goggles)?			
Is all food & drink services to poolside areas done so in break proof (non-glass) receptacles?			
Is a chlorine or bromine system used for disinfection?			
Are spa chemical quality assurance checks undertaken daily and documented?			
Is an emergency phone located in close proximity to spas?			
Are spas equipped with emergency shut off switched and timers (15 minute maximum one-run operations)?			

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Are spas fitted with maximum temperature control? What is the maximum temperature set?			
Operating hours of spas?			
Any age or time restrictions of use?			
Is there a visual contrast between the spa floor and steps?			
Is the flow of the spa textured in order to prevent slips?			
What backflow prevention devices are installed in spas & how are they maintained?			
How frequently are spa filters on pumps maintained?			
What disinfection chemicals are used for the spas?			
What safety rules are in place for spas? Are their restrictions by age? For persons with heart conditions? Persons affected by alcohol? Etc.			
Are rules posted for use of saunas/steam rooms?			
Is a maximum time limit for use established and posted?			
Is there a waterfront recreational area? If yes:			
a. Have rules been posted?			
b. Is there an emergency phone or directions to an emergency phone?			
c. Is life saving equipment available?			
Is there a warning system to notify guests using outdoor recreational areas of impending dangers (storms, etc.)?			
Are power boats (including jet-skis), non-powered watercraft (eg sea kayaks, sailing boats, wind-surfers - or other water related equipment loaned, rented or leased to guests? If yes:			
a. Are guidelines established for use?			
b. Are minimum age requirements, based on equipment type established?			
c. Is evidence of appropriate certifications or licensing, as required by local code or regulation required for use?			
d. Are there clearly documented "rules and conditions of use" in place and have these been reviewed by local legal counsel?			
e. Is there appropriate sign off and waiver of participants undertaken?			

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f. How often are the boats/equipment inspected/serviced and is this documented?			
<b>SPORTING FACILITIES &amp; SERVICES</b>			
<u>Tennis &amp; Squash Courts</u>			
Is there clear & appropriate signage posted regarding rules of use and the safe use of tennis and squash courts?			
Access to emergency telephones?			
Facilities available for the secure storage of items of value?			
Restriction of use of courts (weather or time controlled)?			
Sign in/sign out procedure?			
Supervision?			
<u>Golf Courses</u>			
Is the golf course equipped with lightning protection systems?			
Are golf carts inspected and serviced?			
a. How often?			
b. Are records maintained?			
c. Are guidelines established for rental/use of the golf carts?			
d. Are minimum age requirements established?			
e. Are instructions clearly posted in/on the golf cart?			
Are golf cart paths inspected?			
a. By whom?			
b. Frequency of inspections?			
c. Are records maintained of these inspections?			
Is there a warning system to notify guests using outdoor recreational areas of impending dangers (storms, etc.)?			
<b>GARDENS, TERRACES &amp; GROUNDS</b>			
Are tree branches checked and routinely trimmed?			

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Are all Pesticides, fertilizers and herbicides used and stored in a responsible manner? No spraying undertaken within proximity of guests?			
Are Paths and walkways routinely cleaned and kept clear of tripping hazards			
Is all pooled water cleared after rains on all walkways and outdoor paths			
Are all pathways appropriately lighted & checked for lux levels?			
Are pathways of slip-proof construction?			
Is all outdoor furniture routinely inspected and maintained? Is there a register for such furniture and related inspection schedules?			
Are all garden chemicals stored securely?			
Are there MSDS for all garden chemicals?			
Is all potting mix and mulch stored adequately and covered?			
Are all outside areas & paths routinely checked for slip, trip & fall hazards?			
<b>GUEST ROOMS &amp; FLOOR SAFETY</b>			
<b><u>Bathrooms</u></b>			
Are floor and bath surfaces of bathrooms fitted with "slip strips" or an alternate slip-proof surface?			
Are hand rails fitted on baths in the bathrooms?			
Is hot water at outlets set for a maximum of 55 degrees and are guests able to modify output temperatures?			
Are low allergen shampoos and soaps provided by the hotel for bathrooms?			
Does the hotel supply razors in bathroom supplies and if so, do the suppliers of the same provide a guarantee of quality in formal supply agreements?			
Do such agreements include opportunities for direct recourse in the event of defective or spoiled products (particularly for consumable lines such as toothpaste, mouthwash, etc)?			
<b><u>Hairdryers</u></b>			
Are hairdryer units supplied in bathrooms?			
If so, are the units hardwired or free-moving?			
If hardwired, are the hairdryers located in such a position as to not allow for direct drop into vanity basins or baths?			

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Are hairdryers subject to annual electrical inspections?			
Are hairdryers “tagged” following electrical inspections?			
<b><u>Cooking facilities</u></b>			
Are any rooms equipped with cooking equipment or facilities (i.e. toasters, microwave oven, bench top gas or electric rings, conventional ovens)?			
If gas fired appliances are supplied – are rooms equipped with gas leakage detection devices?			
Are cooking equipment and devices routinely subject to periodic inspections?			
Is all electrical cooking equipment “tagged” following electrical inspections?			
<b><u>Internet &amp; modems</u></b>			
Are surge protectors provided for computer outlets?			
<b><u>Steam Irons</u></b>			
Are irons routinely inspected for electrical safety & appropriately tagged?			
Are irons fitted with thermostatically regulated cut-out switches?			
<b><u>Power points and outlets</u></b>			
Are child proof plugs available on request?			
Are double adaptors, power adaptors and/or extension cords available for guest use?			
Is issuance recorded and are the same adequately inspected and maintained?			
<b><u>Cots, high-chairs and strollers</u></b>			
Does the hotel provide any of the above for guests with children?			
Are they adequately maintained and inspected?			
Do all children’s furniture and accessories comply with recognised safety standards?			
<b><u>Umbrellas</u></b>			
Does the hotel provide guests with umbrellas?			
How is issuance and return of umbrellas recorded?			
<b><u>Balconies</u></b>			

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Are balustrades correct height with no climb points and structurally sound?			
Is balcony furniture in good condition and kept away from balustrade?			
Are warning signs posted regarding the hazards of leaving young children unattended on balconies?			
Are other warnings posted ie maximum capacity?			
Are verandah railings routinely checked & maintained?			
Are room windows 'openable' by guests?			
Is drying of clothing and towels on verandah discouraged?			

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