

Safety Box Incidents and Room Key Duplicates Procedure

PROCEDURE

Version	Corporate Area	Approved by:	Approve date
1	Operations	SVP Operations	March 2020
	Operations	VP Business Processes	

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OBJECTIVE AND SCOPE

In this procedure, various situations, incidents, and related processes related to hotel security are listed. These must be resolved safely for the well-being of the hotel and its guests.

The Hotel General Manager is responsible for ensuring that this procedure is properly implemented and followed in all cases outlined below.

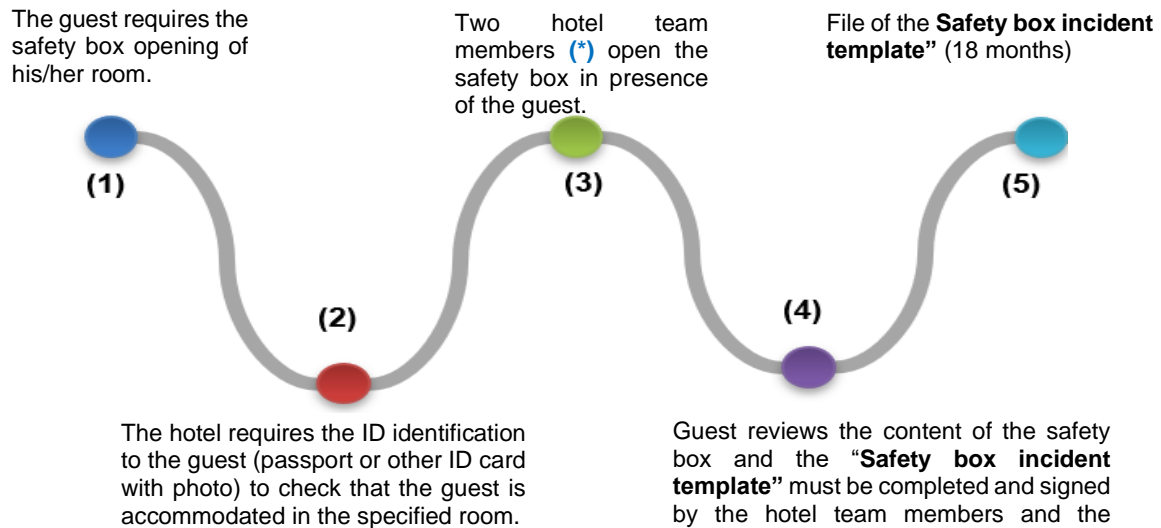
This procedure applies to all hotels within Minor Hotels Europe & Americas.

SUMMARY

1. Openings / incidents in safety boxes in rooms:
 - 1.1 Guest in hotel (in-house) requires the safety box opening of his/her room: Negligence of the security key.
 - 1.2 Guest in hotel leaves the safety box open with contents within it.
 - 1.3 Guest in check-out leaves the safety box of his/her room closed.
 - 1.4 Guest in check-out leaves the safety box of his/her room open with contents within it.
2. Request for duplicate room key.

1 OPENING / INCIDENTS IN SAFETY BOXES IN ROOMS

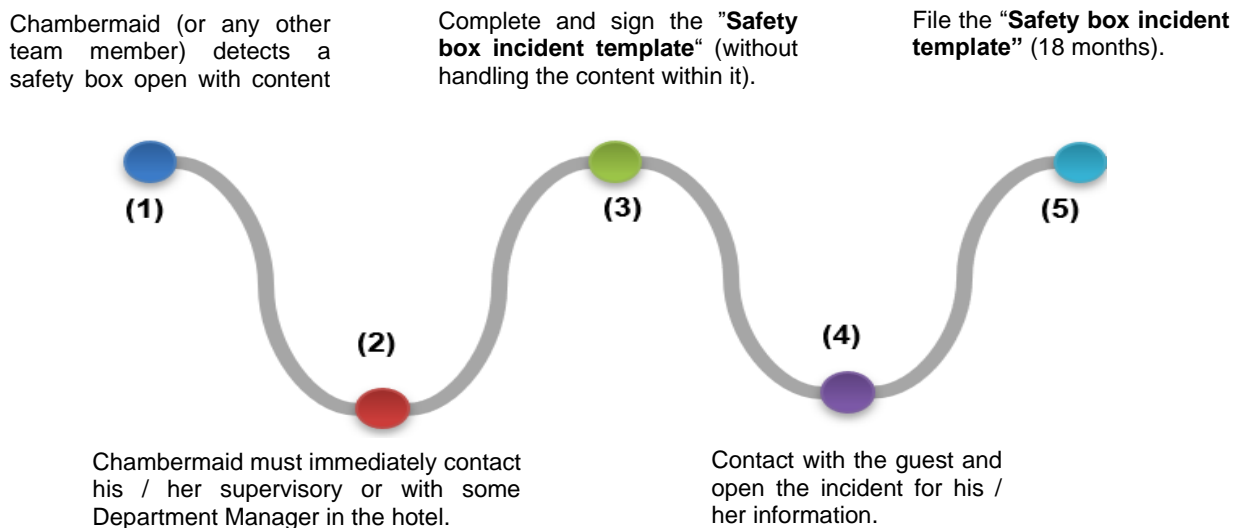
**Guest in hotel (in-house) requires the safety box opening of his/her room:
Negligence of the security key.**



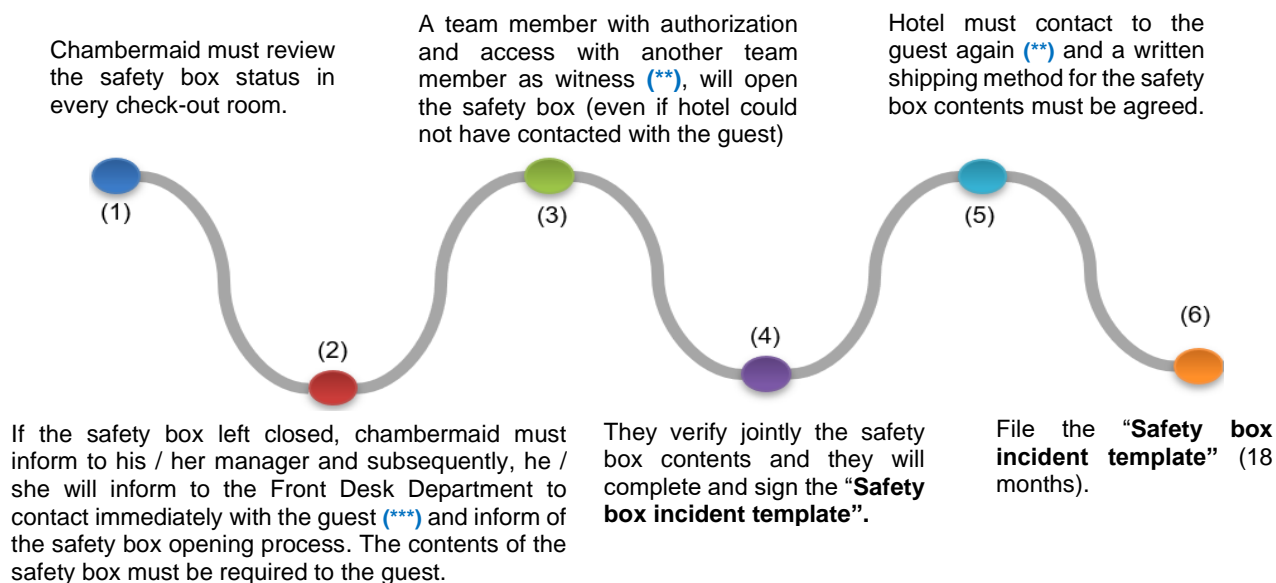
(2) If the guest specifies that the ID identification is within of the safety box, some data personal verifications must be done in SAP_TMS, and subsequently, once the safety box is opened in presence of the guest, the ID identifications must be checked (Passport or other ID identification with photo)

(*) If there is an internal / outsourced Security Department, it is highly recommended that one of the team members is from this department. If due to any reason (hotel typology, time slot, etc.) the safety box cannot be opened in presence of two team members, one team member will be enough.

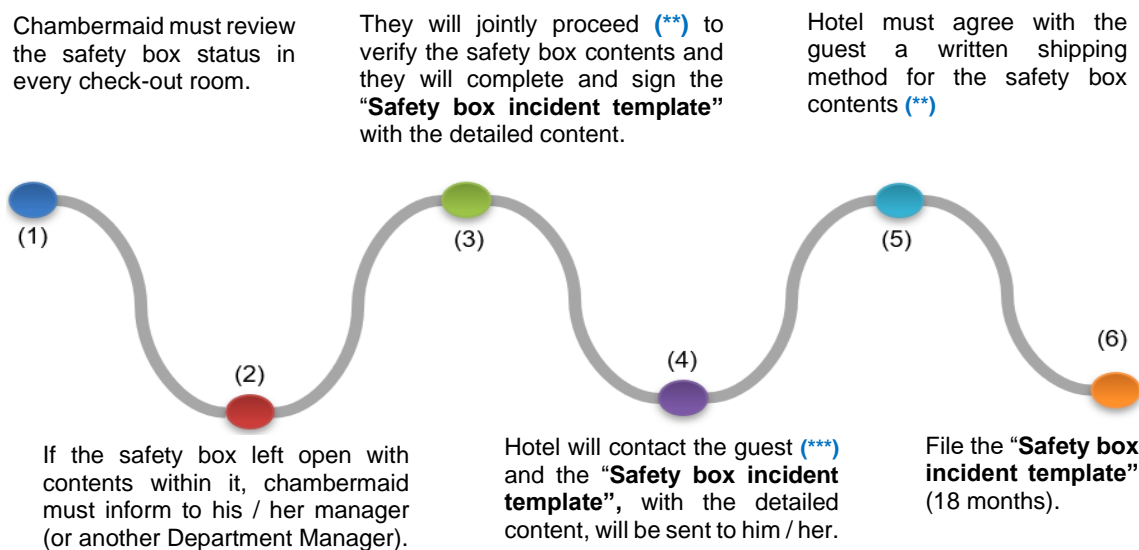
Guest in hotel (in-house) leaves open the safety box with contents within it.



Guest in check-out leaves closed the safety box of his / her room



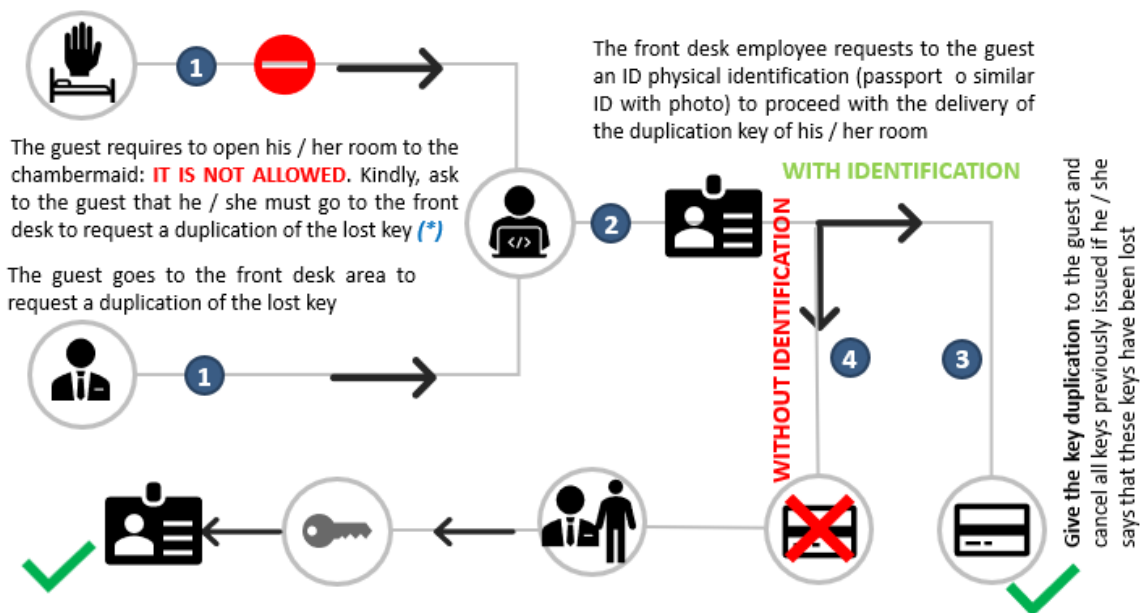
Guest in check-out leaves open the safety box with contents within it



(**) It is highly recommended that one of the team members is from the Security Department of the Hotel (if any)

(***) If after three months the safety box contents have not been claimed (or contacting with the guest has not been possible), Hotel Manager & Regional Operations Manager will determinate how to proceed with the safety box contents (depending on the value of the contents). In case of doubt, contact with the HQ Compliance Department.

2 REQUEST FOR DUPLICATE ROOM KEY



The guest goes to the front desk area in order to request a key duplication and he / she indicates that the ID physical identification is located in his / her room: After some prior SAP_TMS verifications, a duplication key must be issued and an hotel employee must accompany the guest to his / her room in order to verify the ID physical identification.

(*) According to the hotel brand, a hotel team member will be able to accompany the guest to his / her room in order to open the room (and give the key duplication, if applicable) once the guest has been properly identified and the SAP_TMS personal data have been verified.