



HILTON LONDON METROPOLE OWNED OR MANAGED HOTELS ONLY

Safety and Security Features

Date: 12/8/14

Safety and Security Arrangements and Organisation

Guest Room Provisions

- External locks
- Secondary locking device for entry and connecting doors
- Entry door viewer
- Self closing entry door
- In room safes or central safety deposit boxes provided

Fire Prevention

- The hotel complies with the requirements of local fire safety enforcement laws.
- Fire drills involving all team members are conducted at least semi-annually.
- The fire alarm system includes automatic detection and audible alarms.
- Team members trained in fire evacuation procedures are on duty 24/7.
- Mandatory checklist relating to fire alarm system, fire detection, emergency lighting and portable fire fighting equipment completed and recorded.



First Aid

The hotel has qualified first aiders on duty 24/7. We provide this facility for both team members, guests and members of the public. First aid requisites are checked regularly.

Security

Security cameras are provided in certain areas as a deterrent to crime.

Food Safety

This hotel follows the principles of HACCP Guidelines in line with local and national food hygiene regulations and receives inspection from local authority officials.

Workplace Safety

This hotel arranges for periodic internal inspections to ensure hazards are identified and removed or control measures implemented.

Inspections and Support

Periodic inspections undertaken to support safety and general welfare conditions. The aim is to confirm compliance with local and national legislation within the country of operation. The inspections confirm compliance or highlight hazards requiring attention. Reports are presented to management.

Accident Reporting

Incidents, with the potential to have caused injury or accidents causing injury or property damage are recorded.

Control of Hazardous Substances

The supply and use of substances in hotels is controlled as is the provision of personal protective equipment.

Supervision of Health Club

This issue is recognised and clear signage outlines the Hotel's specific safety procedures.

Emergency Procedures and Incident Control

The hotel has procedures covering a wide variety of crisis situations. These procedures cover such items as chemical spillage, guest illness, food contamination, bomb threats etc.

Emergency Power

The hotel has emergency back up designated lighting and power to key systems and equipment.

Engineering Safety Inspections

Periodic inspections/maintenance on specific items of equipment.

Water Hygiene

- Water hygiene assessments and regular sampling carried out.
- A system of water temperature monitoring and showerhead cleaning is in place.

Electrical Safety

Periodic electrical inspections are carried out.

Gas Safety

Gas Equipment (eg boilers) are periodically maintained/serviced.

Contractors

Signing in and I.D. procedures exist for visiting contractors. Permits to work are used for high risk work tasks, identified as Hot Works, Roof Works etc.

Human Resources / Team Members

- Safety and security training within the hotel is carried out as part of the induction programme.
- Team members are encouraged to raise suggestions for improvements or safety concerns with their elected representative or line manager.
- Team members recognise the importance of working in a safe manner as identified through the induction and departmental training received.

Hotel Specific Information

1. Guest fire evacuation notice displayed: **In every bedroom. The floor plan version in the tower rooms only in addition to the Hilton Wording Evacuation Notice**
2. No. of recognised fire escapes – **24**
3. No. of accessible bedrooms for disabled guests – **14**
4. No. of bedroom floors- **West Wing 10 floors (5 to 14) Tower 23 floors (1st to 23) and East Wing 9 floor (2nd to 10th)**
5. No. of bedrooms **1059**
6. Children's Clubs.- **0**
7. No. of Swimming Pools- **1**
8. Location of local hospitals – **St Mary Praed Street Paddington (less than 2 minutes away)**
9. Location of nearest fire station – **Paddington – Harrow Road (less than 2 minutes away)**
10. Location of nearest police station – **Paddington Green 50 yards on Junction of Harrow Road and Edgware Road**
11. Internal emergency contact number- **555**