

What to expect from your Security guards at Hotels

Who are they?

Your security will be provided by **Mitie**. Their primary purpose is to manage the access and egress to the hotel providing safety and security to the guests

What will they provide...

- 24 hours a day security which includes internal and external patrols
- At least one in every five security guards will hold a first aid qualification i.e. basic first aid
- Periodic checks ensuring the suitability of the working security operations and make changes as needed
- Completed assignment instructions which will be shared with the hotel management
- A clear handover during shift changes

Security Guards will...

- *Be in possession of a current SIA licence and company ID whilst on duty*
- **NOT** physically touch any family member or guest of the hotel

In addition, Supervising Officers will...

- *Wear an ear-piece to be able to effectively communicate*
- *Wear hotels body worn videos (Body Cams). These are to be used appropriately and respectfully*

Expected Behaviours

- Greet visitors to the premises in a friendly and courteous manner
- Carry out their duties in a professional courteous manner with consideration to others
- Use moderate language, which is not defamatory or abusive
- Always be fit for work and remain alert
- Comply with Mitie's code of conduct including no use of personal mobile phones and never abusing their position of authority

Appearance

- Wear non-branded smart uniform, which is clean, smart and presentable
- High vis must be worn in car parks, working with hotels especially if public staying in hotels and events i.e. weddings

Emergency Actions

- Report any incidents and occurrences
- Significant incidents should be reported to Mitie control room **0333 207 6604**
- Report any incident involving media, far right or physical into the hotel by unwanted persons

