Safety and Security Arrangements and Organisation

The following provisions are in place at Hilton hotels (and hotels within the Hilton family of brands), unless local law specifies otherwise.

24th of April 2019

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 firefighting equipment completed and recorded.
- Fire doors to protected escape stairwells have self-closing devices fitted.
- Fire doors are in place to high risk rooms (technical rooms, boiler rooms, electrical rooms etc).
- Self-closing devices on all guestroom doors.
- Emergency escape signage is in place in public and back of house areas.
- Emergency lighting is in place in public and back of house areas.
- Evacuation information is available in all guest bedrooms, on the rear of the door or in close proximity to the entrance.
- Internal exits have crash bars for automatic release (or an alternative emergency release system). No exits are locked or require keys.

First Aid:

The hotel has qualified first aiders on duty 24/7. We provide this facility for the 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. Security is provided on a risk based approach.

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 carries out periodic internal inspections to ensure hazards are identified and removed or control measures are 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.

Accident Reporting:

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

Control of Hazardous Substances:

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

Supervision of Health Club:

This issue is recognized and clear signage outlines the hotel’s specific safety procedures.

- The depth of the pool is clearly highlighted using signage.
- Guest safety information displayed is displayed, including pictorial ‘No Diving’ signage.
- pH and Chlorine levels are monitored throughout the day.
- Pools spas and Jacuzzis are maintained in accordance with manufacturer’s instructions.

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 backup designated lighting and power to key systems and equipment.

Engineering Safety Inspections:

Periodic inspections and maintenance on specific items of equipment carried out.

Water Hygiene:

- A regorus legionella prevention program in place.
- Regular sampling carried out.
- Water hygiene risk assessments carriedout, in accordance local law.
- A system of water temperature monitoring and showerhead cleaning is in place.

Electrical Safety:

Periodic electrical inspections are carried out.

Gas Safety:

All gas appliances are installed and maintained in accordance with the manufacturer’s instructions and/or in line with gas local codes and regulations.

Contractors:

Signing in and ID procedures exist for visiting contractors. Permits to work are used for high risk work tasks, identified as hot works and 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 recognize the importance of working in a safe manner as identified through the induction and departmental training received.

Disabled Guest Access:

All main areas in the hotel including the lobby and restaurants are accessible by disabled guests.

Hotel Specific Information:

1. Guest fire evacuation notice displayed in bedroom: Yes
2. Number of recognised fire escapes: 02
3. Number of accessible bedrooms for disabled guests: 03 (1 twin & 2 single)
4. Number of wheel chairs available: 02
5. Number of bedroom floors: 14
6. Number of bedrooms: 150
7. Children’s clubs: No
8. Number of swimming pools: 01
9. Number of kid’s swimming pools: 0
10. Location of nearest local hospitals: Rashid hospital, Oud Metha
11. Location of nearest fire station: Port Saeed
12. Location of nearest police station: Muraqqbat
13. Internal emergency contact number: 7777
14. Boiler location: Basement Level 2
15. Type of fuel used to heat water for guests (electricity, solar or gas): Electricity
16. Are there any gas appliances in the rooms (fire place, individual boiler, gas cooker)? No
   If so, provide details or appliance type and the rooms that have these: N/A
   Are CO detectors in place? No (only smoke detectors)
17. Are there any solid fuel (wood, coal) burning fires in guest rooms? No
   If so, provide details or appliance type and the rooms that have these: N/A
   Are CO detectors in place? No (only smoke detectors)
18. Are balconies height (as a minimum standard) 110cm high with gap between rails less than 10cm? Yes
19. For further Hotel information please visit www.hilton.com