

SECURITY PLAN

Hope Street Hotel

1130 S. Hope Street
Los Angeles, California 90015

Security plan prepared by:
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SECURITY PLAN

Goals:

- To create a safe and secure environment within and immediately outside of the hotel for all patrons, guests, employees and surrounding neighbors.
- To provide the highest level of control, safety, and quality stay for all arriving and departing guests/patrons of the hotel.
- To mitigate any noise or inappropriate conduct directed at the immediate neighbors by patrons and guests upon entry or departure from the hotel.
- To diffuse all situations as they occur, but also establish preventative measures to minimize the amount of potential situations. The hotel security staff will provide a strong presence detect and prevent any possible issues.
- To maintain a trained hotel staff responsible and accountable for looking after the security and well-being of our guests and visitors.

Introduction:

A strategy of prevention will be adopted to minimize the impact of additional pedestrian and vehicular traffic to the community while ensuring economic growth remains possible. A zero tolerance policy will be enacted and enforced against narcotics and contraband prohibited by law. Further, hotel policy violations by guests and patrons will also be enforced with this same policy. Hotel ownership and management will fully disclose and cooperate with law enforcement personnel, and other City agencies as issues arise. In addition, we will cooperate and coordinate with neighboring businesses and the South Park BID to act as a united force to provide an additional sense of security for immediate community, businesses, patrons and employees in the neighborhood.

HOTEL SECURITY STAFF

Entire Hotel

Security Supervisor

Tasks:

- Directly coordinate with Hotel's General Manager about hotel issues as they arise, and work on immediate resolution of said issues.
- Responsible for all security and safety of the entire hotel premises, and proper training of support security staff hired. Ensure proper compliance of all security staff with hotel policy, safety procedures, and protocol for enforcement of said rules and procedures.
- Be a liaison between law enforcement personnel and city officials.
- Be the point person for venue events based on security needs and event requirements.
- Maintain a contact information list of all security personnel working each shift. Provide the list to any City entity, as requested. This list will be maintained in hotel records in an electronic format for easy access by law enforcement personnel, or other City entities.
- Schedule security camera monitoring by the security team.
- Maintain security camera data, and make these recordings accessible to law enforcement personnel as requested.
- Undertake regular rigorous security and safety assessments and reviews and report to Hotel's General Manager.

Front of Hotel, Entrance, and Reception Area

Valet

The valets will assist with monitoring the entrance.

Bar/Lounge and Restaurant

Security Professional 1

Purpose: Monitors bar/lounge and restaurant areas to ensure quiet and peaceful atmosphere.

Tasks:

- Monitor bar/lounge and restaurant, their entrances, and the area immediately adjacent to entrances.
- Enforce our zero tolerance policy towards narcotics, contraband, and hotel violations of policies/procedures.
- Monitor patrons for proper conduct, and prevent situations of public intoxicated belligerence.

- Monitor the courtyard area and hotel elevators as necessary.
- Ensure safe ingress and egress of patrons throughout the day.
- Greet guests and patrons.

Hours Worked: 6pm-3am

Open Areas

Security Professional 2

Purpose: Roams all open areas, including the pool deck, lobby/courtyard, hallways on all floors, and exterior of the building.

Tasks:

- Monitor and maintain appropriate patron and guest behavior and pool safety.
- Monitor and maintain appropriate pool deck patron occupancy.
- Monitors and maintains proper patron behavior in all open areas to facilitate the safe operation of hotel amenities in the interior of the hotel.
- Monitors hotel's hallways to identify and prevent suspicious activities such as unsecured packages or loitering in any specific location.
- Monitors the exterior of the hotel periodically to prevent loitering, noise, and complaints from our surrounding resident neighbors.
- Coordinates via radio with other security staff to communicate safety threats observed from the immediate exterior of the hotel as needed.
- Enforce our zero tolerance policy towards narcotics, contraband, and hotel violations of policies/procedures.
- Provide security backup for all hotel areas and as requested/need by other security staff members.
- Ensure safe ingress and egress of patrons throughout the day.

Hours Worked: 24 hours a day

STAFF TRAINING

All hotel staff will:

- Receive regular training on comprehensive emergency response plans.
- Be knowledgeable of all security positions and the requirements each different position entails.
- Be trained to monitor noise levels and to make sure that there is no loud music in the rooftop pool area and in the restaurant area.

All security staff will be trained to:

- Adhere to any staging requests made by LAPD/Vice Unit.
- Maintain order within the hotel in the rooftop area, restaurant, and basement lounge bar, and in the immediate property surroundings, and prevent any incidents that might hinder the quiet environment enjoyed by nearby residents and businesses.
- Keep the guests, employees, and hotel patrons safe and take preventative steps to resolve issues in an efficient and secure manner.
- Respond in the event of a drug overdose, natural disaster, bomb threat, or any terrorist act, etc.

All security staff will be required to have and maintain an active CPR certification with the American Red Cross, and will be required to provide evidence of certification, as a requirement of employment. These records will be kept by the hotel in electronic format during the duration of the hotel operations or as required, and will be available to any City entity upon request.

Bartenders will be trained to make sure people are not rowdy or inebriated, and to maintain a secure & safe environment.

The hotel shall maintain a log of all complaints received by adjacent property residents and property owners. This log will be available to law enforcement and any City entity as requested.

Uniforms

All security staff will be easily identifiable by their uniform, formal black business suits. The security staff will be identifiable to guests, patrons, and law enforcement personnel/emergency services providers.

**Requirements
For Security Personnel**

A valid Guard Card issued by Consumer Affairs, State of California

Certificate of completion, Alcoholic Beverage Control Department "LEAD Program"

Certificate of completion, Los Angeles Police Department "Star Training Program"

Special Requirement for team leaders only, certificate of CPR (cardio-pulmonary resuscitation) training

Trained on queuing, to lessen and mitigate impact of pedestrian and vehicle traffic.

Trained in all aspects of how to fill out FI (field interview) reports

Knowledge of general layout to include all safety devices and emergency escape routes
Standard First Aid Card, Provided Through Red Cross, Renewed Every 3 years. (This basic Course provides full CPR Training)

EMERGENCY RESPONSE

In the event of an emergency, all security staff will assist in the following:

- Ensure safe egress of all patrons/guests.
- Coordinate via radio with the Security Supervisor to ensure appropriate patron behavior and capacity in hallways, on elevators, and in stairwells.
- Coordinate via radio with all security staff to ensure all personnel are aware of incidents or emergency evacuation needs.

SECURITY TECHNOLOGY

The hotel will use advanced security technologies to facilitate safeguarding the security of guests, visitors, and neighbors, including:

- Integrated surveillance systems
- Advanced lock and access control systems
- Sophisticated asset protection tools
- Dedicated Fire/Life/Safety systems and monitoring

Cameras

The hotel will always use a digital security camera system integrated with an alarm network, which will feed into the control room. This multiple camera system will provide coverage of all interior areas, including all entrances and exits to the premises. The camera system will be active 24-hours a day. Advanced digital recording will store all data from the cameras and alarm systems. All data will be maintained by the Security Supervisor for no less than 90 days. Security will monitor cameras as scheduled by the Security Supervisor.

Communication

Each security staff member will carry a hand held radio. Surveillance attachments (ear piece/microphone) will be utilized. Management and Security Head Staff of the hotel will constantly monitor all radio traffic. All security personnel and hotel management shall be in constant radio contact to ensure proper deployment and support in case of an emergency.

Controlled Access

There will be controlled access to each floor using key access.

COORDINATION WITH THE POLICE DEPARTMENT

All security camera and alarm system data shall be made available to the police department upon demand.

The hotel will coordinate a terrorist response plan with the Los Angeles Police Department.