

LICENSING SUB COMMITTEE

Wednesday, 4 April 2018 at 6.30 p.m.

The Council Chamber, Town Hall, Mulberry Place, 5 Clove Crescent,
London, E14 2BG

SUPPLEMENTAL AGENDA 1 – TRAVELODGE EVIDENCE

This meeting is open to the public to attend.

Contact for further enquiries:

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Web: <http://www.towerhamlets.gov.uk/committee>

Scan this code for
the electronic
agenda:



For further information, see the main agenda.

	PAGE NUMBER(S)	WARD(S) AFFECTED
3 .2 Application for a Premises Licence for Travelodge London City, 20 Middlesex Street, London E1 7EX	3 - 116	Spitalfields & Banglatown

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Child Sexual Exploitation

February 2018

Housekeeping Team Members

Let's get
Started

Understanding Child Sexual Exploitation

Child Sexual Exploitation is when young people up to the age of 18 are manipulated or forced into taking part in sexual activity in return for something

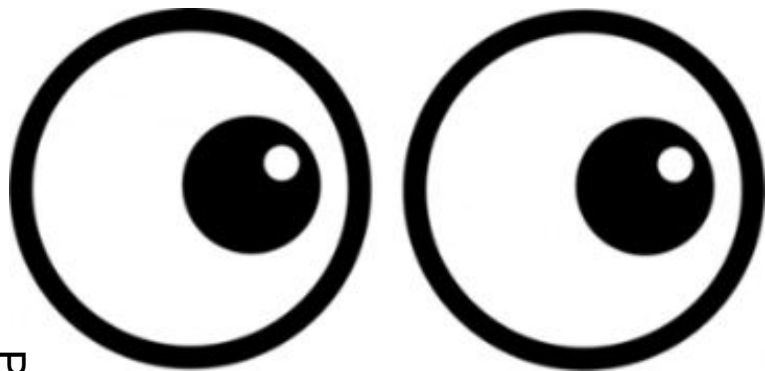
This could be money, food, clothes, alcohol, cigarettes, drugs or somewhere to stay

It is known for children as young as 11 to be subjected to this process known as 'grooming'

Page 5



Signs to Look For:

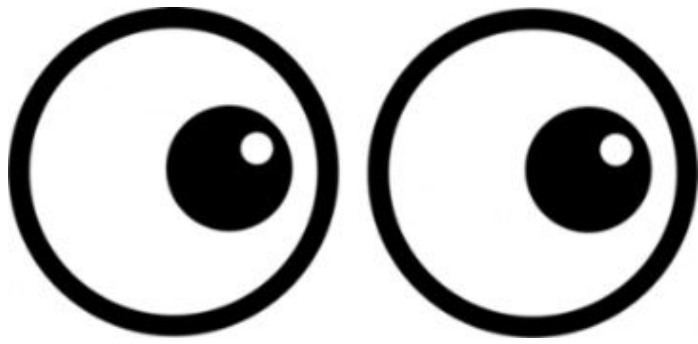


Page 6

Teenagers loitering in public areas / external areas of premises



Signs to Look For:



Signs of alcohol, drug or substance misuse

Page 7



Customer rooms with a lot of condoms/condom wrappers

Further Support

This training is intended to help all team members understand the topic

If there is any part of the presentation you need further help with, please follow steps below:

-In the first instance, contact your Line Manager

HM can also contact their District H&S Champions with queries. H&S Champions will be in regular contact with their Regional H&S Advisor so may already have the answer!

Remember – the only silly question is the one that is not asked!

Thank You

For completing this months Security Training

Page 9

GET ME
OUT OF
HERE!

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Child Sexual Exploitation

February 2018

Multi-Skilled Team Members

Let's get
Started

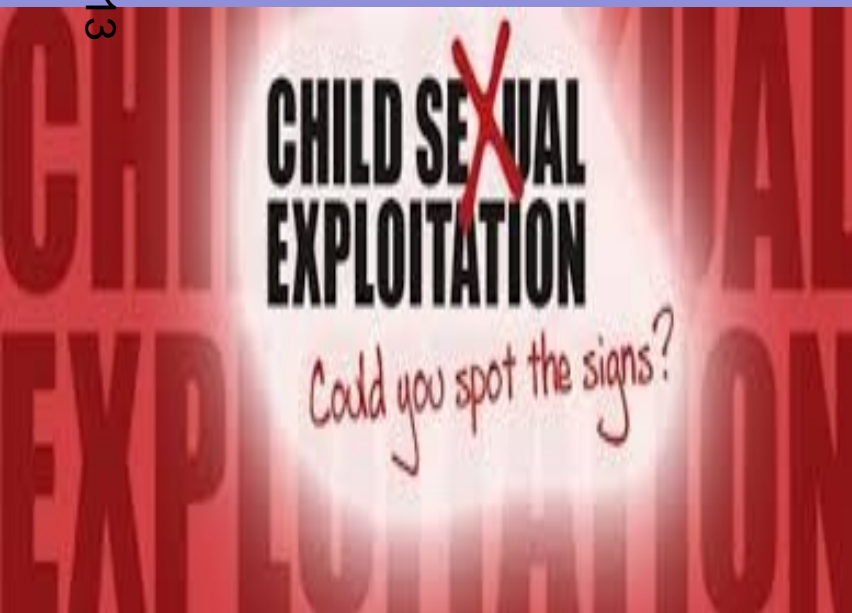
Understanding Child Sexual Exploitation

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Understanding Child Sexual Exploitation

It can often appear like they are in a consenting relationship

The person exploiting the child has 'power' over them and can often put them into dangerous situations forcing them to do things that they do not want to do

The victim does not often recognise that they are being exploited



Signs to Look For at Check In:

- Paying in cash and not willing to give credit card details
- Teenagers loitering in public areas / external areas of premises
- Customers requesting a room that is away from reception
- Adults trying to sneak children/young persons into the hotel. For example: this could be an older male with a younger female, older female with a younger boy, older female with a younger female etc.
- Customers who appear secretive about their visit or trying to conceal their activities in the room or who they are with
- Bookings made in a different name to those who check-in / person speaking a different language to the person booking



Signs to Look For at Check In Continued:

- Customers arriving and asking for a specific room number but they don't know the name in which the room is booked
- Last minute/walk-in bookings most often paying cash
- An adult and child with a double room booking is a warning sign but **CAUTION** this is often the only option for a parent and daughter/son if no family rooms are available when they book
- A young person who appears withdrawn or tries to hide their face, disorientated or restricted from moving or communicating.
- Customers with a local address renting a room
- Young persons who appear overly made up

Page 16

"She told me she loved me on social media then asked me for money"

CHILD SEXUAL EXPLOITATION
THE MORE YOU KNOW THE MORE YOU SEE
www.bedfordshireagainstcse.org



*He phones me
and emails me
everyday. He
says he loves me*

Page 17

CHILD SEXUAL EXPLOITATION
THE MORE YOU KNOW THE MORE YOU SEE
WWW.CRIMESTOPPERS-UK.ORG/CSE

Signs to Look For in Public Areas:

- Frequent visitors to the hotel who do not appear to have a reason for being there
- Customers who move in and out of the premises regularly at unusual hours
- Young people with significantly older boyfriends/girlfriends
- Number of persons visiting a room at regular intervals
- Individuals who appear to be monitoring public areas

JACK'S STORY

*Tonight Gary's
taking me to
another party...*

Signs to Look For in the Bar Cafe:

- A young person being brought food or drink by an older person who they seem to see as their boyfriend/girlfriend
- A young person out late who does not appear to be with family members
- Customers who appear to be under the age of 25 when asked for ID in the bar cafe

Signs to Look For in the Bedroom:

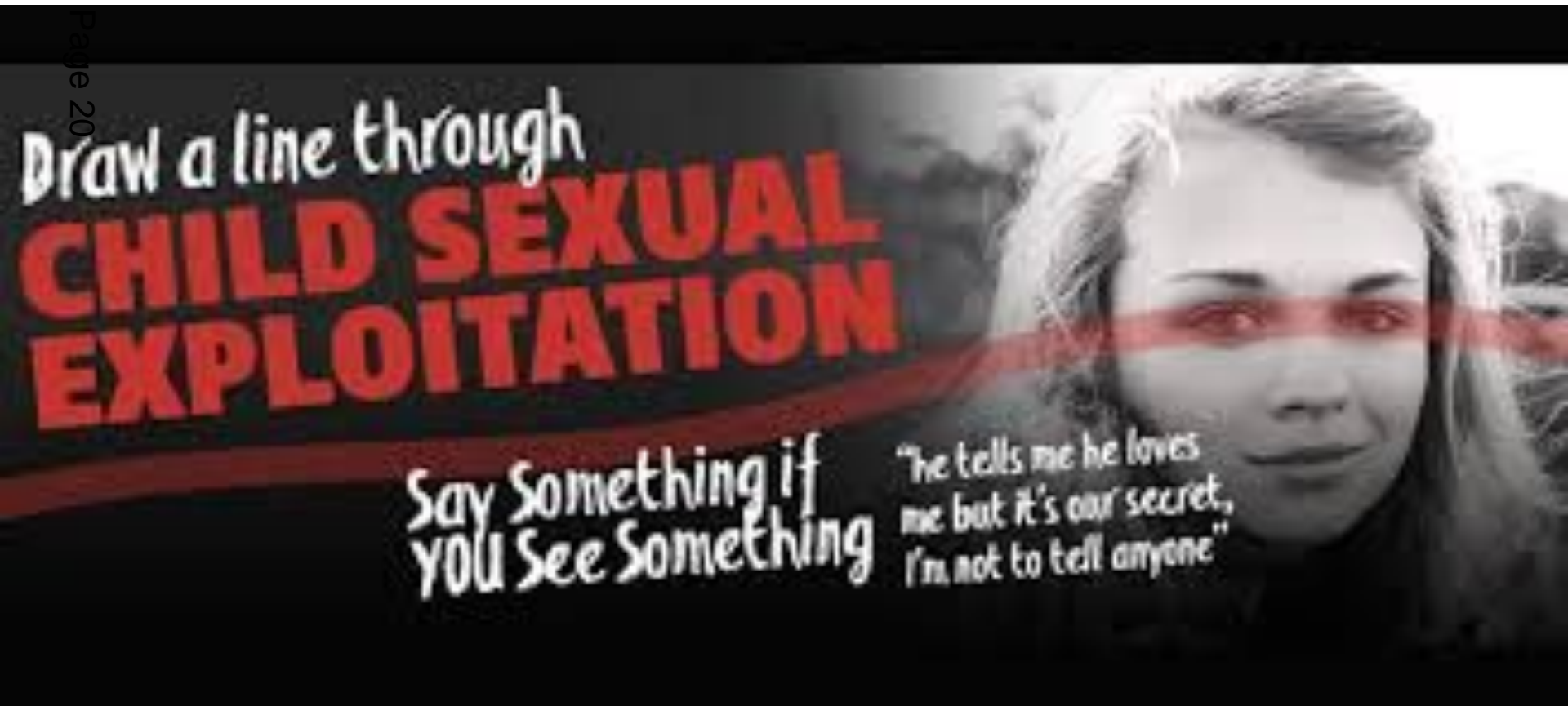
- Customer rooms with a lot of condoms/condom wrappers, drugs/drug paraphernalia (e.g. syringes, wraps, pipes, bong, broken light bulbs, spoons, plastic bags)
- Signs of alcohol, drug or substance misuse
- High traffic to customer rooms
- Noise complaints
- Customers who don't want their room cleaned or visited
- Customers who do not have any luggage

Are you missing the signs of sexual exploitation?

Signs to Look For:

Just one of the above signs may not cause suspicion but spotting **2 or more** triggers should do.

Keep your eyes and ears open and act on anything that appears to be suspicious.



Check In and Report

- Check in the customers and allow them to go to the room
- If you suspect possible CSE **do not** refuse a room or send them to another Travelodge, otherwise they may leave the hotel making it harder for the police to track them
- Activate the Skyguard device during check in so that all conversations are recorded
- Call 999 to report your suspicions



If you are unsure

If you do have suspicions about a guest based on the above warning signs, it is important to adhere to the guidance on the following slides:

If **2 or more** of the signs have been spotted but you are still unsure. Try and engage in conversation with either party such as the following:

Page 22

“What have you got planned for your stay?”

“Do you realise you’ve booked a double room, would you like an additional bed making up?”

If you are still not happy and have some concerns, go to the room and knock and advise the fire panel is showing a fault with the smoke detector (or another reasonable excuse) to check on the child’s welfare.

**SAY
SOMETHING
IF YOU
SEE
SOMETHING**

**Sexual exploitation
is abuse and a crime.**

If you think it is happening here talk to your supervisor or call Crimestoppers: 0800 555 111



QUIET PLEASE.

Let's just keep this between you and me.



WATCH FOR: a lot of male visitors to one room. A party room with lots of men, girls, drugs and alcohol. A lot of condom wrappers in the bin. Men paying with cash.

Useful numbers...

Police 101 or 999 in an emergency **Safe and Sound** 01332 362120 **Child Line** 0800 11 11
Derby City Council's Children and Young People's first contact team 01332 641172



If We Get it Wrong

There have been recent incidents where the police have been called to hotels due to the suspicions of team members, only to find nothing improper was taking place .

- Don't be afraid to act on your suspicions as you will always have the company's support
- Act professionally at all times and follow this training.

Remember to:

- Deal with the situation sensitively and professionally
- Don't embarrass the person in front of other customers
- Always look for **at least 2 triggers**
- If we get it wrong, apologise and explain the welfare of the child is our main concern.



SHE COULD BE
YOUR DAUGHTER...

WE CAN'T TURN AWAY
ANY LONGER.

Check In and Report

If the customer becomes suspicious and leaves the hotel with the young person, you need to try and gather as much information as possible and relay this to the police

Try to make a note of:

- What the customer looks like and what they were wearing
- What the young person looks like and what they were wearing
- The make and model of any vehicle, including its colour and number plate
- Their direction of travel – which way did they go?

Don't
be blind
to the
signs

Following Check Out

If suspicions are raised following check out, e.g. a room is found with a lot of condoms/condom wrappers, drugs/drug paraphernalia and/or signs of alcohol misuse:

- Preserve evidence
- Do not move items
- If person(s) have left, do not let anyone go into the room until the police arrive or instruct you otherwise

Page 25



Test Purchase Exercises

- Increasingly we are seeing police forces conducting so called “test purchase exercises” in hotels.
- This can be a male or female police officer in plain clothes with a younger female or male volunteer.
- They will attempt to make a cash booking and display a number of trigger signs to look out for to see what you do.
- Follow the training, check them in and call 999 to report your concerns.
- Often these tests will follow a leaflet drop on CSE at the hotel.

Page 26

If you have a Bar Cafe the couple may also attempt to purchase an alcoholic drink for the person underage to check your compliance with Challenge 25.



**UNDER
25?**

**IF YOU ARE LUCKY
ENOUGH TO LOOK UNDER
25 YOU WILL BE ASKED
TO PROVE THAT YOU ARE
AGED 18 OR OVER WHEN
YOU BUY ALCOHOL**

**IF YOU ARE UNDER 18
YOU ARE COMMITTING
AN OFFENCE IF YOU
ATTEMPT TO BUY
ALCOHOL**

←25

Reporting

Follow any instructions given by the police

Your District Manager must be notified who will then inform your Regional H&S Advisor

Any police contact must be logged on TicTac as an incident under the category 'Visit by Authorities'

This includes ALL contact e.g. the dropping off of leaflets at the hotel or invitations to training courses

Your regional H&S Advisor will support with arranging / attending any meetings and training



Business Conduct & Ethics Policy



- Abusers may provide a bribe or gift
- There may also be occasions where customers may attempt to personally manipulate an individual in the form of 'grooming'
- It is therefore imperative that we all comply with the company policy: bribes or gifts (no matter how 'kind' or 'light hearted') should not be accepted to ensure we are protected and safe
- Each colleague has an individual responsibility to fulfil this principle and act professionally at all times
- If you suspect someone in your team is being groomed please report to your line manager immediately



Further Support

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If there is any part of the presentation you need further help with, please follow steps below:

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HMs can also contact their District H&S Champions with queries. H&S Champions will be in regular contact with their Regional H&S Advisor so may already have the answer!

Remember – the only silly question is the one that is not asked!

Thank You

For completing this months Security Training

GET ME
OUT OF
HERE!

Travelodge Security Training Part 1

1. Menu

1.1 Untitled Slide



1.2 Untitled Slide



1.3 Sections



1.4 Keys



Intro (Slide Layer)



1.5 Keys

All keys must be:


- Clearly labelled.
- Held in a locked key safe or drawer until needed.

All keys must be signed out by the person who will be responsible for them.

This includes electronic master keys

Both the Staff Key Log and the Contractor Key Log must clearly show which key has been issued.

Contractors must be asked to leave their mobile telephone number just in case they leave the hotel with your key in their pocket!



Back Next

1.6 Keys



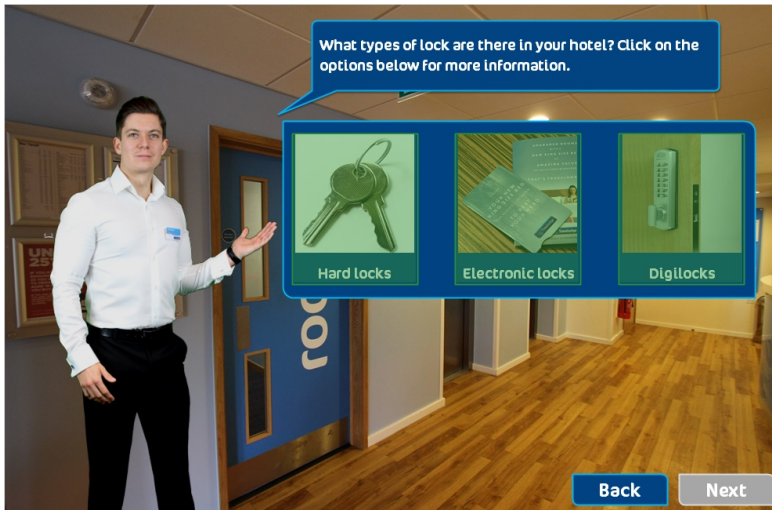
Contractors must only be issued a key to the individual room they are to work in once it has been verified that the room is vacant.

The only exception to this is where the contractor, such as WCS, has permission in place to be issued a master key. The contractor must also be given a list of all occupied rooms and told not to enter these rooms without a Travelodge Team Member present.

The Contractor Key Log must be checked as Contractors leave to ensure all keys issued have been returned.

Back Next

1.7 Keys

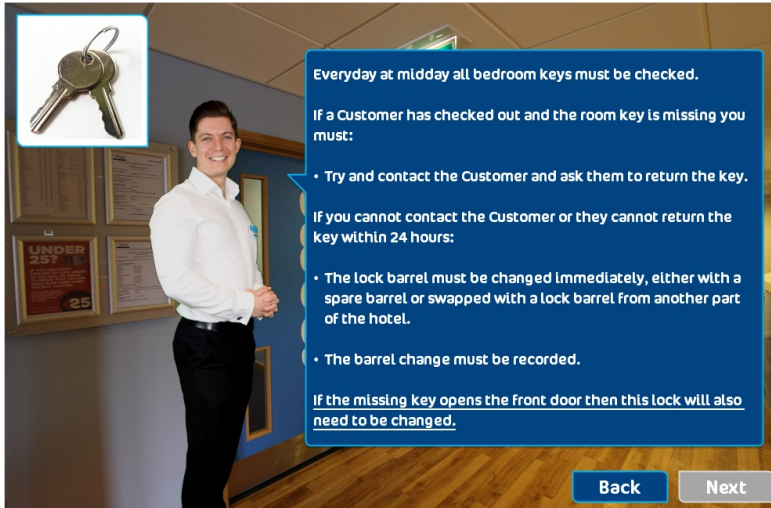


What types of lock are there in your hotel? Click on the options below for more information.

Hard locks Electronic locks Diglocks

Back Next

1.8 Hard Keys



Everyday at midday all bedroom keys must be checked.

If a Customer has checked out and the room key is missing you must:

- Try and contact the Customer and ask them to return the key.

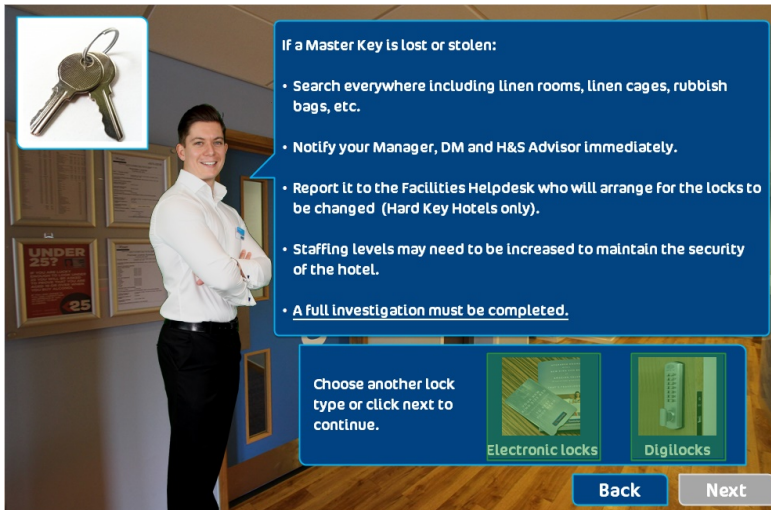
If you cannot contact the Customer or they cannot return the key within 24 hours:

- The lock barrel must be changed immediately, either with a spare barrel or swapped with a lock barrel from another part of the hotel.
- The barrel change must be recorded.

If the missing key opens the front door then this lock will also need to be changed.

Back Next

1.9 Hard Keys



If a Master Key is lost or stolen:

- Search everywhere including linen rooms, linen cages, rubbish bags, etc.
- Notify your Manager, DM and H&S Advisor immediately.
- Report it to the Facilities Helpdesk who will arrange for the locks to be changed (Hard Key Hotels only).
- Staffing levels may need to be increased to maintain the security of the hotel.
- A full investigation must be completed.

Choose another lock type or click next to continue.

Electronic locks Diglocks

Back Next

1.10 Electronic Keys



If an electronic key goes missing you must remember that Locks are not connected to the key encoder so the lock will not know that a key has been cancelled.

A new key must be cut and used in the bedroom door lock, entrance door lock and all corridor door locks to deny access to a missing key.

If you need to move a Customer for any reason e.g. a maintenance issue with the original room, always check Opera before giving the Customer the key to the new room. Explain to the customer what you are doing and why. Update Opera before you encode the key. Take your time, do not rush.

Back Next

1.11 Electronic Keys



Look at these images of power sockets below. Can you spot which image is correct? Choose your answer.

Back Next

Untitled Layer 1 (Slide Layer)

Look at these images of power sockets below. Can you spot which image is correct? Choose your answer.

Only blank key cards are to be used to operate power sockets – do not use master keys.

Back Next

The slide features a background image of a man in a white shirt standing in a hallway with a sign that says "rooms". In the top left corner, there is a small inset image showing a key card. The main content area contains two side-by-side images of power sockets. The left image shows a power socket with a blue key card inserted, marked with a red 'X'. The right image shows a power socket with a blank white key card inserted, marked with a green checkmark. Below the images are two buttons: "Back" and "Next".

1.12 Electronic Keys

In the event of a power outage, emergency keys must be available.

How many keys are needed depends on the type of lock system in the hotel.

Choose another lock type or click next to continue.

Hard locks Dlglocks

Back Next

The slide features a background image of the same man in a white shirt standing in a hallway. In the top left corner, there is a small inset image showing a key card. The main content area contains two text boxes. The first text box says "In the event of a power outage, emergency keys must be available." The second text box says "How many keys are needed depends on the type of lock system in the hotel." Below the text boxes are two images: "Hard locks" (a set of keys) and "Dlglocks" (a digital lock). Below the images are two buttons: "Back" and "Next".

1.13 Digilocks



Back of house areas in many hotels have digilocks in place of barrel locks or key card access.

The code for the digilocks must be changed at least every 3 months and whenever a Team Member terminates their employment.

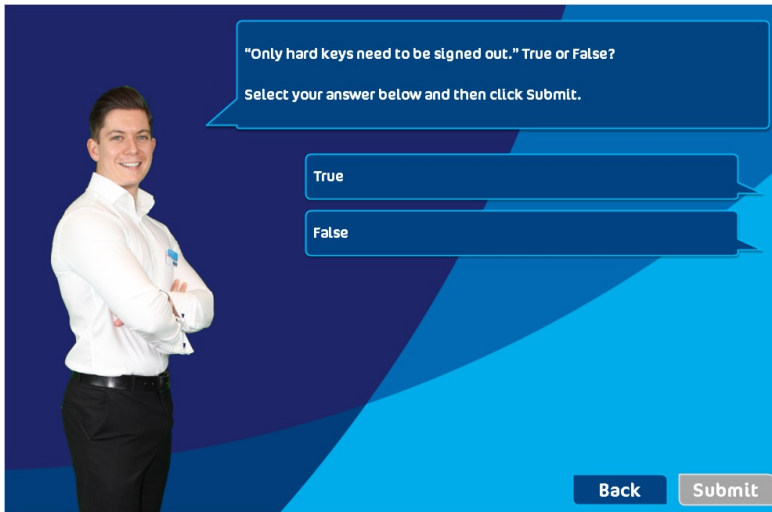
Choose another lock type or click next to continue.

Hard Locks Electronic Locks

Back Next

The slide features a man in a white shirt and black pants standing in a hallway. A blue callout box in the top left shows a digilock. A larger blue callout box contains text about digilock usage and code changes. At the bottom, there are two buttons labeled 'Hard Locks' and 'Electronic Locks' with corresponding images, and two navigation buttons labeled 'Back' and 'Next'.

1.14 Key Security



"Only hard keys need to be signed out." True or False?

Select your answer below and then click Submit.

True

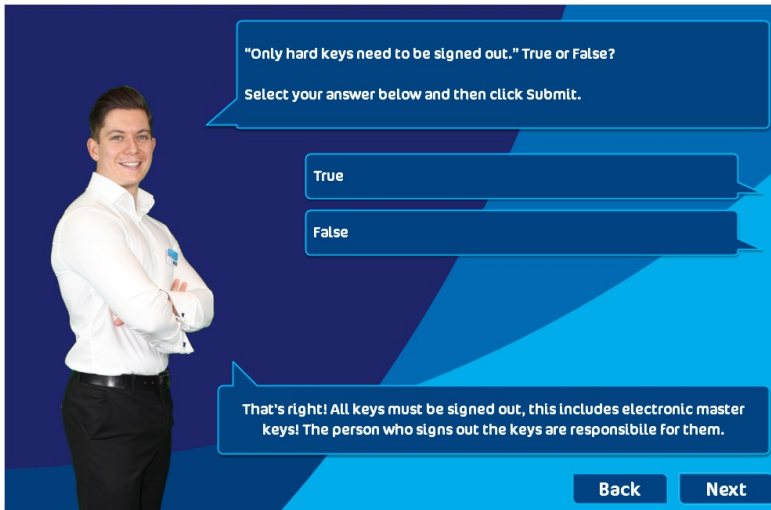
False

Back Submit

The slide features a man in a white shirt and black pants standing with his arms crossed. A blue callout box contains a true or false question and instructions. Below the callout are two buttons labeled 'True' and 'False'. At the bottom right, there are two navigation buttons labeled 'Back' and 'Submit'.

Notes:

Correct (Slide Layer)



"Only hard keys need to be signed out." True or False?
Select your answer below and then click Submit.

True

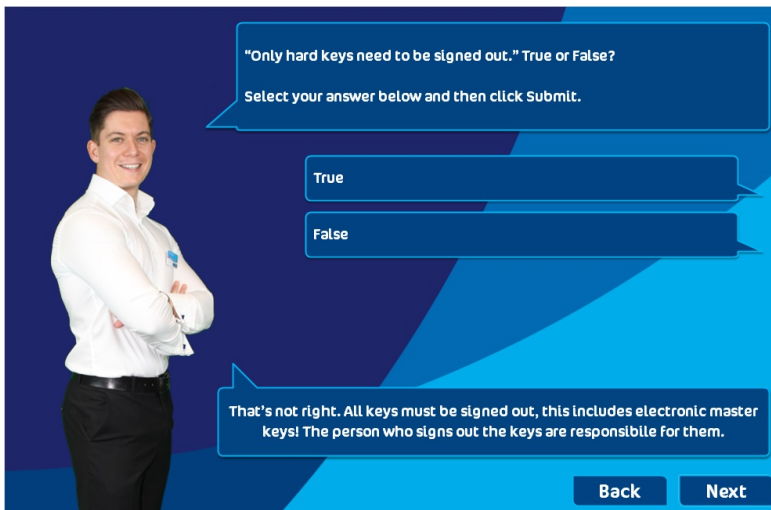
False

That's right! All keys must be signed out, this includes electronic master keys! The person who signs out the keys are responsible for them.

Back Next

This slide shows a man in a white shirt and dark pants standing on the left. The background is a blue gradient with geometric shapes. The text is presented in white speech bubbles and buttons.

Incorrect (Slide Layer)



"Only hard keys need to be signed out." True or False?
Select your answer below and then click Submit.

True

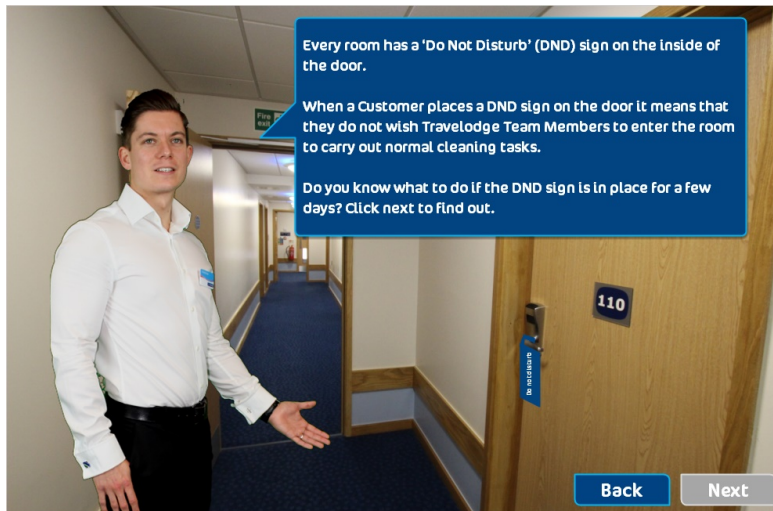
False

That's not right. All keys must be signed out, this includes electronic master keys! The person who signs out the keys are responsible for them.

Back Next

This slide is identical in layout to the correct slide, but the feedback message at the bottom states "That's not right..." instead of "That's right!".

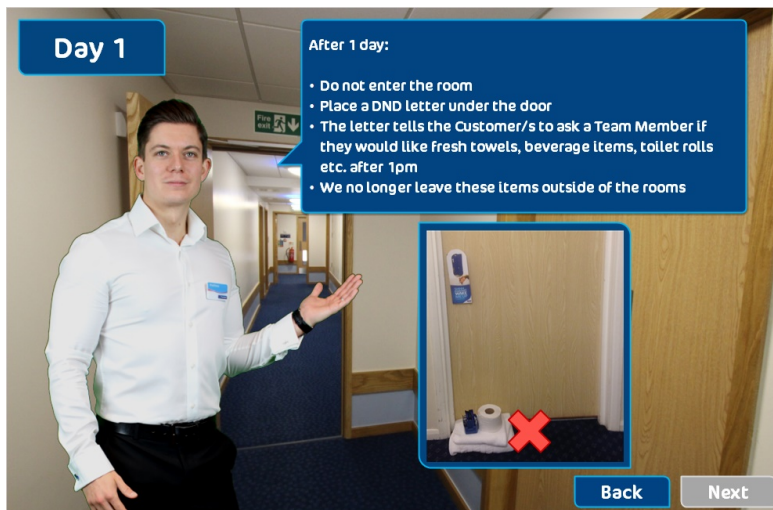
1.15 DND



Intro (Slide Layer)



1.16 DND



Day 1

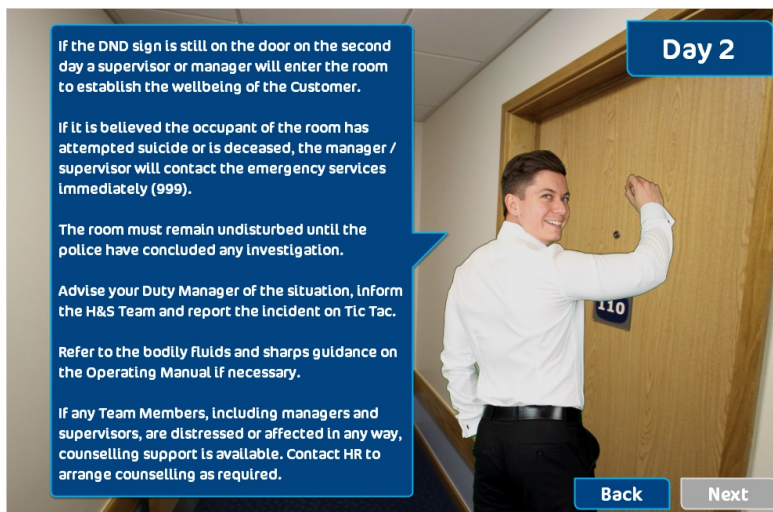
After 1 day:

- Do not enter the room
- Place a DND letter under the door
- The letter tells the Customer/s to ask a Team Member if they would like fresh towels, beverage items, toilet rolls etc. after 1pm
- We no longer leave these items outside of the rooms

Back Next

The image shows a man in a white shirt standing in a hallway. A blue callout box contains a list of instructions. An inset image shows a door with a red 'X' over a towel and toilet roll on the floor, indicating that these items should not be left outside the room.

1.17 DND



Day 2

If the DND sign is still on the door on the second day a supervisor or manager will enter the room to establish the wellbeing of the Customer.

If it is believed the occupant of the room has attempted suicide or is deceased, the manager / supervisor will contact the emergency services immediately (999).

The room must remain undisturbed until the police have concluded any investigation.

Advise your Duty Manager of the situation, inform the H&S Team and report the incident on Tic Tac.

Refer to the bodily fluids and sharps guidance on the Operating Manual if necessary.

If any Team Members, including managers and supervisors, are distressed or affected in any way, counselling support is available. Contact HR to arrange counselling as required.

Back Next

The image shows a man in a white shirt standing in a hallway, touching a door. A blue callout box contains several paragraphs of text providing instructions for Day 2 of the DND procedure.

1.18 DND



A DND sign does NOT mean you can't enter a room.

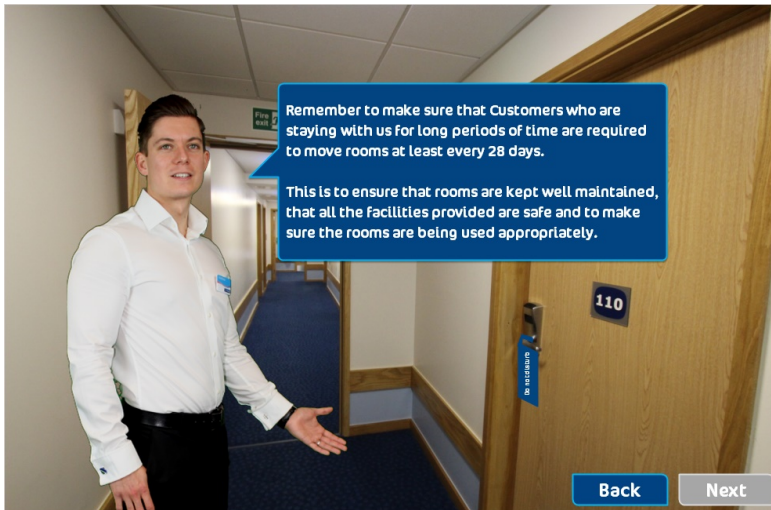
It should be remembered that at all times the hotel is our property and we can enter rooms for legitimate reasons.

Examples of legitimate reasons are:

- Concerns for the welfare of the Customer
- Linen changeover needed due to the length of the stay
- Cooking equipment suspected to be in use
- Suspected smoking in the room

Back Next

1.19 DND



Remember to make sure that Customers who are staying with us for long periods of time are required to move rooms at least every 28 days.

This is to ensure that rooms are kept well maintained, that all the facilities provided are safe and to make sure the rooms are being used appropriately.

Back Next

1.20 CCTV



Intro (Slide Layer)



Untitled Layer 2 (Slide Layer)

Hotels with bars are required to have CCTV as a condition of their premises licence. Do you think we need to inform members of the public that this is in place? Select one of the two options below.

"Yes, we must inform the public that they are being recorded."

"No, hotels are private property so we don't have to tell them."

The Data Protection Act requires us to inform others that CCTV is operational in the hotel. Check that you have the correct signage displayed at the front of your hotel.

24 hour CCTV recording in operation

This CCTV system is operated for your safety and to prevent & detect crime.

The system is operated by Travelodge Hotels Limited please contact the controller on 01844 356 500

Back Next

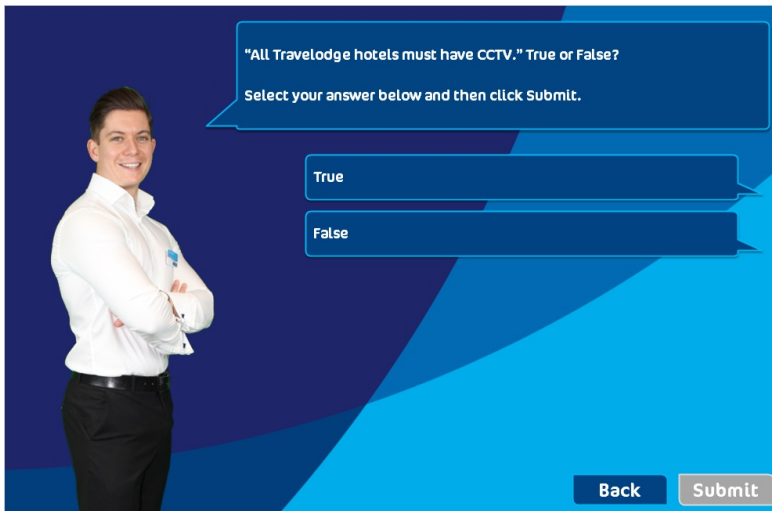
1.21 CCTV

Where do you think are the most common locations for CCTV at our hotels? Click on the images below to find out.

Entrances Reception Bar areas

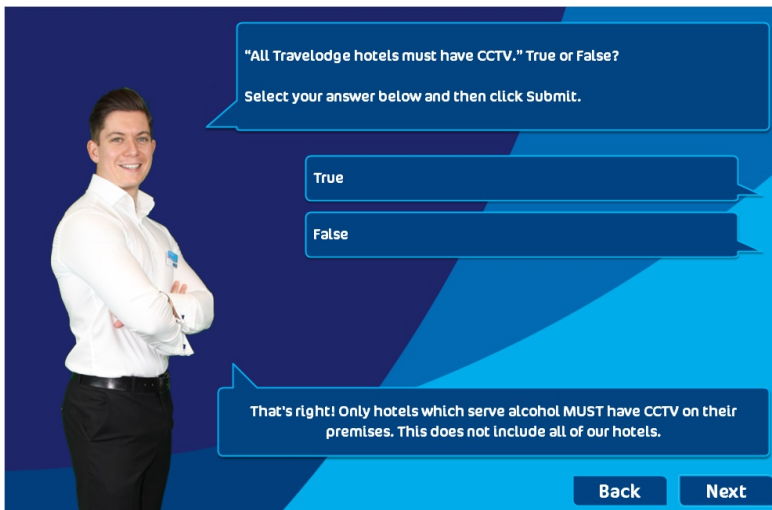
Back Next

1.22 CCTV

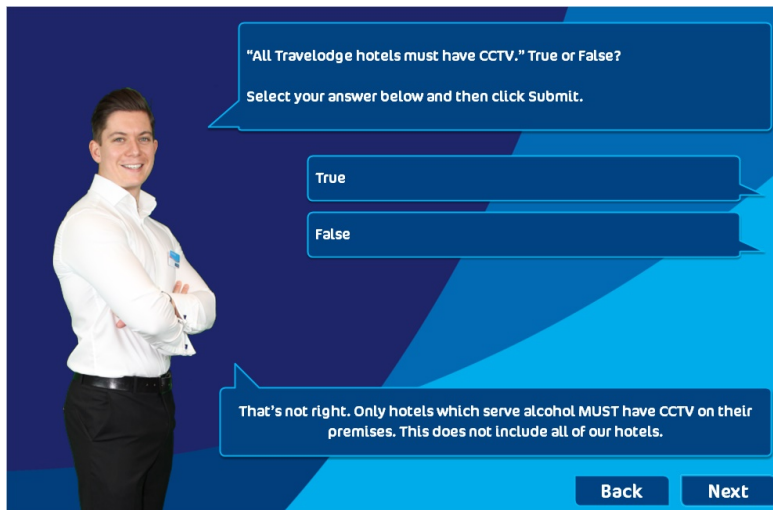


Notes:

Correct (Slide Layer)



Incorrect (Slide Layer)



"All Travelodge hotels must have CCTV." True or False?
Select your answer below and then click Submit.

True

False

That's not right. Only hotels which serve alcohol MUST have CCTV on their premises. This does not include all of our hotels.

Back Next

1.23 CCTV



If CCTV footage needs to be viewed then you must follow these rules:

- The CCTV monitor must be kept out of the view of Customers to comply with the Data Protection Act.
- Only Travelodge Team Members, people acting on behalf of Travelodge and Police / Enforcement Officers are allowed to view CCTV footage.
- Team Members should seek permission from their H&S Advisor if they are not sure. DPA Forms are not required to view footage but it must be logged on Tic Tac as an Incident – 'Visit by Authorities'.

Back Next

1.24 CCTV

If CCTV footage is requested, this falls into 2 categories. Click below for more information.

Emergency Request Non-Emergency Request

Back Next

The slide features a background image of a man in a white shirt and dark trousers standing in an office. Overlaid on the image are two blue buttons labeled 'Emergency Request' and 'Non-Emergency Request'. At the top, a blue speech bubble contains the text 'If CCTV footage is requested, this falls into 2 categories. Click below for more information.' At the bottom, there are two buttons labeled 'Back' and 'Next'.

DT1 (Slide Layer)

If CCTV footage is requested, this falls into 2 categories. Click below for more information.

Emergency Request Non-Emergency Request

CCTV footage must not be downloaded and handed out without permission.

If the police request a copy then they must provide you with a completed DPA form. We do not keep copies of these on the Operating Manual; they are provided by the police.

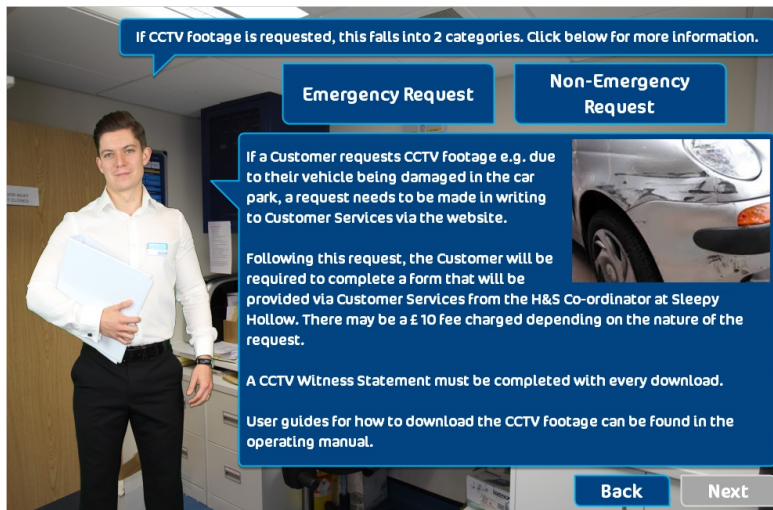
In the event of an investigation into a serious crime e.g. rape, murder, child abduction and CSE or when the Police require footage urgently, please contact your Regional H&S Advisor.

You should take 3 copies; one for the police, one to be kept in the office safe clearly labelled with the date and Tic Tac reference number and one to be sent to the H&S Co-ordinator at Sleepy Hollow.

Back Next

This slide is identical to the one above but includes a large blue text box in the center. The text box contains the following information: 'CCTV footage must not be downloaded and handed out without permission.', 'If the police request a copy then they must provide you with a completed DPA form. We do not keep copies of these on the Operating Manual; they are provided by the police.', 'In the event of an investigation into a serious crime e.g. rape, murder, child abduction and CSE or when the Police require footage urgently, please contact your Regional H&S Advisor.', and 'You should take 3 copies; one for the police, one to be kept in the office safe clearly labelled with the date and Tic Tac reference number and one to be sent to the H&S Co-ordinator at Sleepy Hollow.' To the right of the text box is a small image of a police officer in uniform.

DT2 (Slide Layer)



If CCTV footage is requested, this falls into 2 categories. Click below for more information.

Emergency Request **Non-Emergency Request**

If a Customer requests CCTV footage e.g. due to their vehicle being damaged in the car park, a request needs to be made in writing to Customer Services via the website.

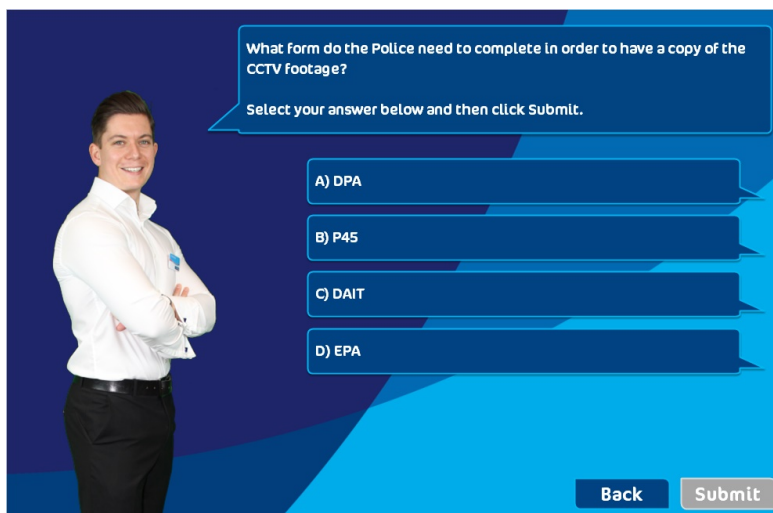
Following this request, the Customer will be required to complete a form that will be provided via Customer Services from the H&S Co-ordinator at Sleepy Hollow. There may be a £10 fee charged depending on the nature of the request.

A CCTV Witness Statement must be completed with every download.

User guides for how to download the CCTV footage can be found in the operating manual.

[Back](#) [Next](#)

1.25 CCTV



What form do the Police need to complete in order to have a copy of the CCTV footage?

Select your answer below and then click Submit.

A) DPA

B) P45


C) DAIT

D) EPA

[Back](#) [Submit](#)

Notes:

Correct (Slide Layer)



What form do the Police need to complete in order to have a copy of the CCTV footage?


Select your answer below and then click Submit.

- A) DPA
- B) P45
- C) DAIT
- D) EPA

That's right! The police must provide you with a DPA Form. You must then make 3 copies of the footage.

Back Next

Incorrect (Slide Layer)



What form do the Police need to complete in order to have a copy of the CCTV footage?

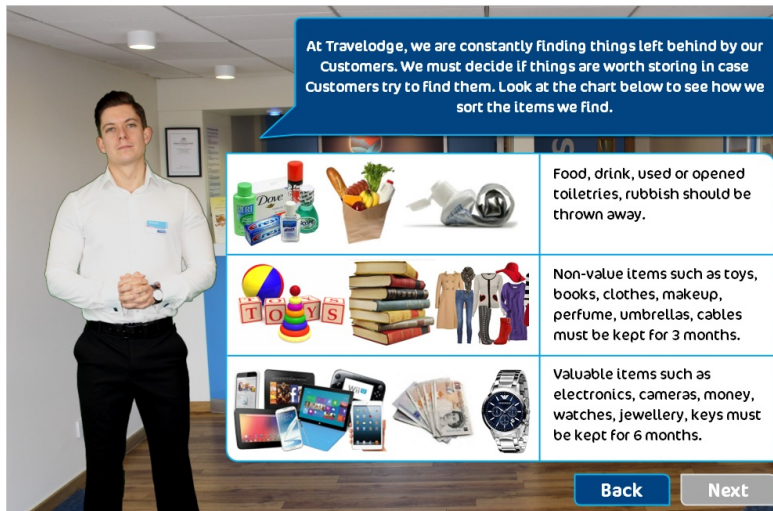
Select your answer below and then click Submit.

- A) DPA
- B) P45
- C) DAIT
- D) EPA




That's not right. The police must provide you with a DPA Form. You must then make 3 copies of the footage.

Back Next

1.26 Lost & Found



At Travelodge, we are constantly finding things left behind by our Customers. We must decide if things are worth storing in case Customers try to find them. Look at the chart below to see how we sort the Items we Find.

	Food, drink, used or opened toiletries, rubbish should be thrown away.
	Non-value items such as toys, books, clothes, makeup, perfume, umbrellas, cables must be kept for 3 months.
	Valuable items such as electronics, cameras, money, watches, jewellery, keys must be kept for 6 months.

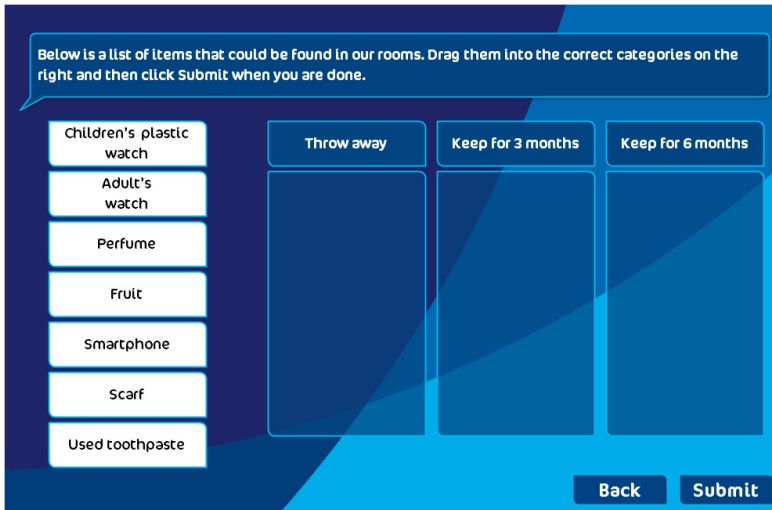
Back Next

Intro (Slide Layer)



1.27 Lost & Found

(Drag and Drop, 10 points, 3 attempts permitted)



Drag Item	Drop Target
Children's plastic watch	Round Diagonal Corner 8
Adult's watch	Round Diagonal Corner 9
Perfume	Round Diagonal Corner 8
Fruit	Round Diagonal Corner 7
Smartphone	Round Diagonal Corner 9
Scarf	Round Diagonal Corner 8
Used toothpaste	Round Diagonal Corner 7

Drag and drop properties
Return item to start point if dropped outside the correct drop target
Snap dropped items to drop target (Tile)
Delay item drop states until interaction is submitted

Feedback when correct:

That's right! Click Next to continue.

Feedback when incorrect:

That's not right. Go back to the previous slide and then try again.

Notes:

Correct (Slide Layer)

Below is a list of items that could be found in our rooms. Drag them into the correct categories on the right and then click Submit when you are done.

Children's plastic watch	Throw away	Keep for 3 months	Keep for 6 months
Adult's watch			
Perfume			
Fruit			
Smartphone			
Scarf			
Used toothpaste			

Back Next

Incorrect (Slide Layer)

Below is a list of items that could be found in our rooms. Drag them into the correct categories on the right and then click Submit when you are done.

Children's plastic watch	Throw away	Keep for 3 months	Keep for 6 months
Adult's watch			
Perfume			
Fruit			
Smartphone			
Scarf			
Used toothpaste			

That's not right. PCI stands for Payment Card Industry. We need to make sure that we keep our Customer's payment information safe.

Back Next

Correct (Slide Layer)

Below is a list of items that could be found in our rooms. Drag them into the correct categories on the right and then click Submit when you are done.

Children's plastic watch	Throw away	Keep for 3 months	Keep for 6 months
Adult's watch			
Perfume			
Fruit			
Smartphone			
Scarf			
Used toothpaste			

Correct
That's right! Click Next to continue.

Next

Back Submit

Incorrect (Slide Layer)

Below is a list of items that could be found in our rooms. Drag them into the correct categories on the right and then click Submit when you are done.

Children's plastic watch Throw away Keep for 3 months Keep for 6 months

Adult's watch

Perfume

Fruit

Smartphone

Scarf

Used toothpaste

Incorrect

That's not right. Go back to the previous slide and then try again.

Back

Back Submit

Try Again (Slide Layer)

Below is a list of items that could be found in our rooms. Drag them into the correct categories on the right and then click Submit when you are done.

Children's plastic watch Throw away Keep for 3 months Keep for 6 months

Adult's watch

Perfume

Fruit

Smartphone

Scarf

Used toothpaste

Incorrect

That is incorrect. Please try again.

Try Again

Back Submit

1.28 Lost & Found

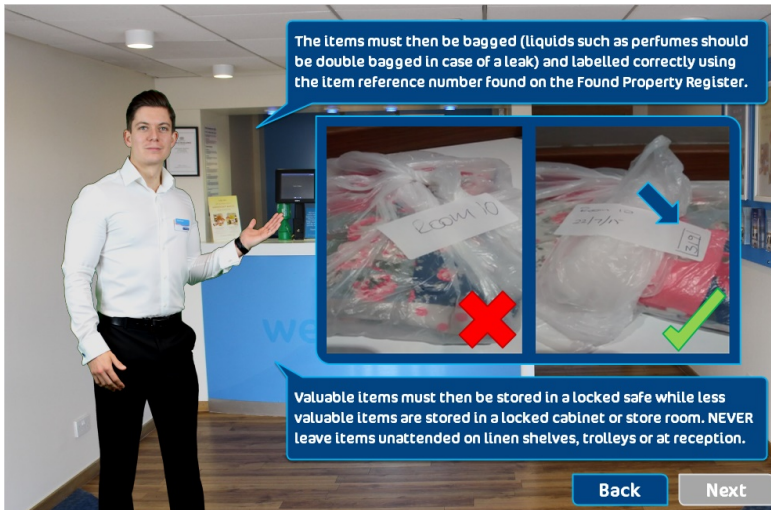


When an Item has been found it must be recorded on the Found Property Form. These 5 things must be recorded:

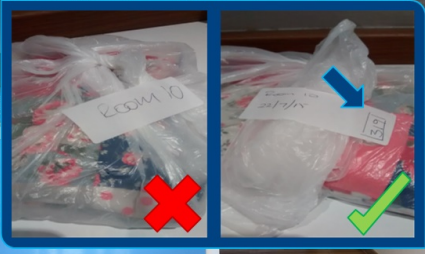
- Full Description – It is important that you describe exactly what the item looks like including the brand, colour and any distinguishing features.
- Location – Where was the item found? Which corridor, which room?
- Finder's Name – Who found the item? A Team Member or another Customer?
- Date Found – When was the item found including the time. The item will be kept until 3 or 6 months from this date.
- Where is it being stored – We must know where to find it if it is claimed.

Back Next

1.29 Lost & Found



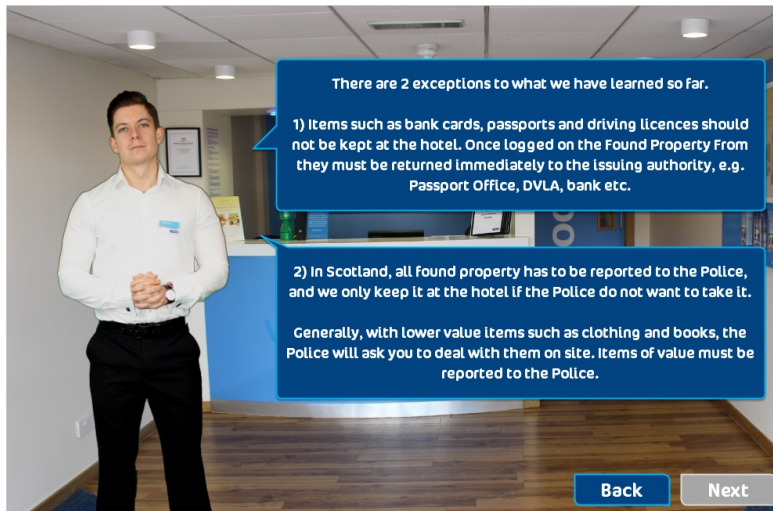
The items must then be bagged (liquids such as perfumes should be double bagged in case of a leak) and labelled correctly using the item reference number found on the Found Property Register.



Valuable items must then be stored in a locked safe while less valuable items are stored in a locked cabinet or store room. NEVER leave items unattended on linen shelves, trolleys or at reception.

Back Next

1.30 Lost & Found



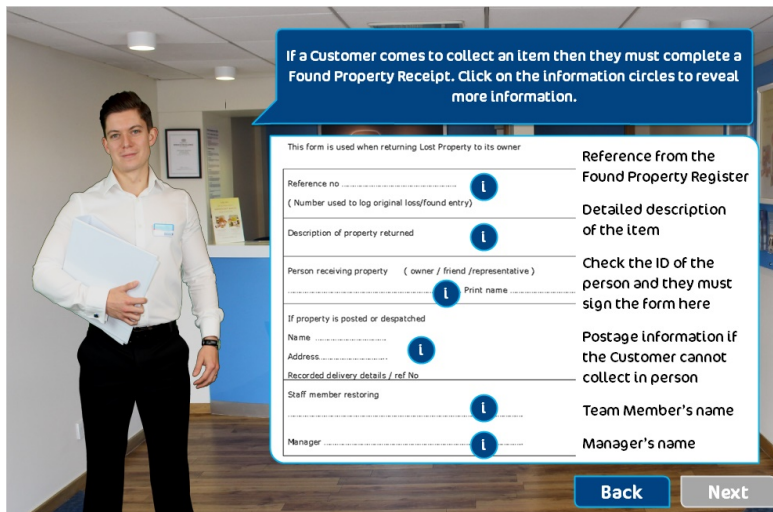
There are 2 exceptions to what we have learned so far.

- 1) Items such as bank cards, passports and driving licences should not be kept at the hotel. Once logged on the Found Property Form they must be returned immediately to the issuing authority, e.g. Passport Office, DVLA, bank etc.
- 2) In Scotland, all found property has to be reported to the Police, and we only keep it at the hotel if the Police do not want to take it.

Generally, with lower value items such as clothing and books, the Police will ask you to deal with them on site. Items of value must be reported to the Police.

Back Next

1.31 Lost & Found



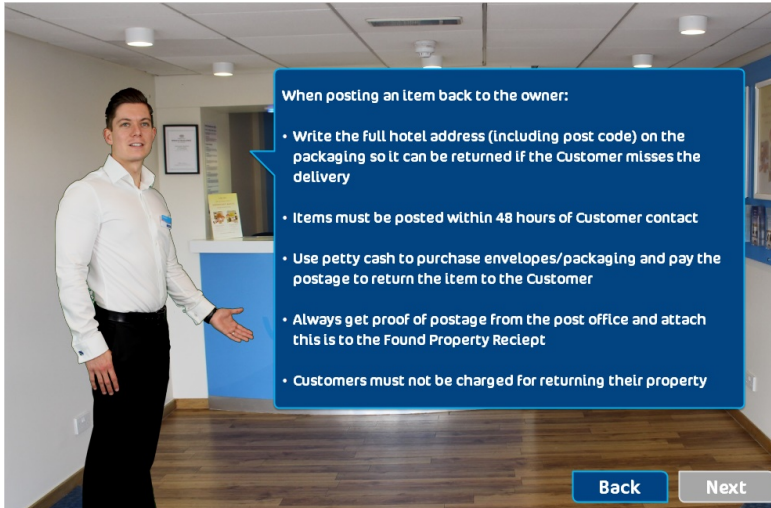
If a Customer comes to collect an item then they must complete a Found Property Receipt. Click on the information circles to reveal more information.

This form is used when returning Lost Property to its owner

Reference no (Number used to log original loss/found entry)	Reference from the Found Property Register
Description of property returned	Detailed description of the item
Person receiving property (owner / friend / representative) Print name	Check the ID of the person and they must sign the form here
If property is posted or despatched Name Address	Postage information if the Customer cannot collect in person
Recorded delivery details / ref No	
Staff member restoring	Team Member's name
Manager	Manager's name

Back Next

1.32 Lost & Found



When posting an Item back to the owner:

- Write the full hotel address (including post code) on the packaging so it can be returned if the Customer misses the delivery
- Items must be posted within 48 hours of Customer contact
- Use petty cash to purchase envelopes/packaging and pay the postage to return the item to the Customer
- Always get proof of postage from the post office and attach this to the Found Property Receipt
- Customers must not be charged for returning their property

Back Next

1.33 Lost & Found



If a Customer reports an Item lost but it has not been recorded as found:

- Ask all Team Members on duty whether they have any knowledge of the item
- If the item has not been found, contact the Customer and tell them we have checked but their item has not been located
- If the Customer is adamant they left the item at the hotel and it is valuable, advise the Customer to contact the Police
- Record the details on the Lost Property Form

Back Next

1.34 Lost & Found



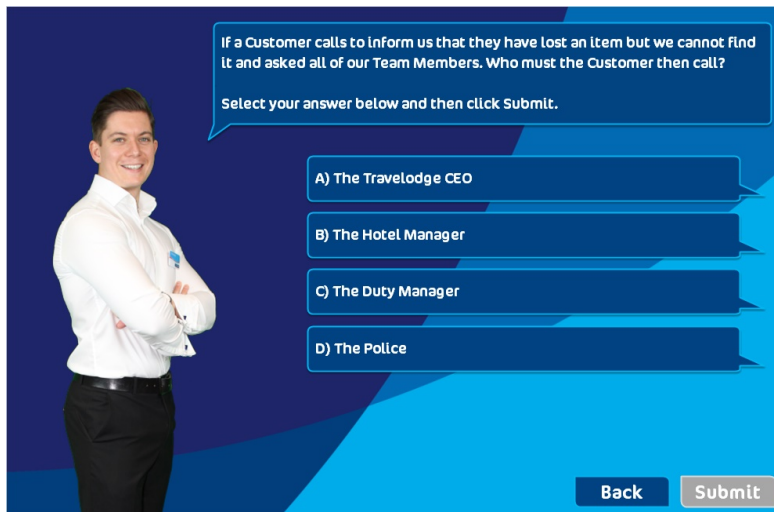
Finally, each month, any property past its retention date should be disposed of.

The method of disposal must be entered on the found property register to complete the log for each item.

Items can be donated to charity shops or destroyed. If the Team Member who found the item would like to keep it, they must sign the disposal section of the found property register and, in doing so, agree to return the item to the person who left it should they claim it back at a later date.

Back Next

1.35 Lost



If a Customer calls to inform us that they have lost an item but we cannot find it and asked all of our Team Members. Who must the Customer then call?


Select your answer below and then click Submit.

- A) The Travelodge CEO
- B) The Hotel Manager
- C) The Duty Manager
- D) The Police

Back Submit

Notes:

Correct (Slide Layer)



If a Customer calls to inform us that they have lost an Item but we cannot find it and asked all of our Team Members. Who must the Customer then call?


Select your answer below and then click Submit.

- A) The Travelodge CEO
- B) The Hotel Manager
- C) The Duty Manager
- D) The Police

That's right! They must call the Police if they feel that their property was taken by another Customer.

Back Next

Incorrect (Slide Layer)



If a Customer calls to inform us that they have lost an Item but we cannot find it and asked all of our Team Members. Who must the Customer then call?

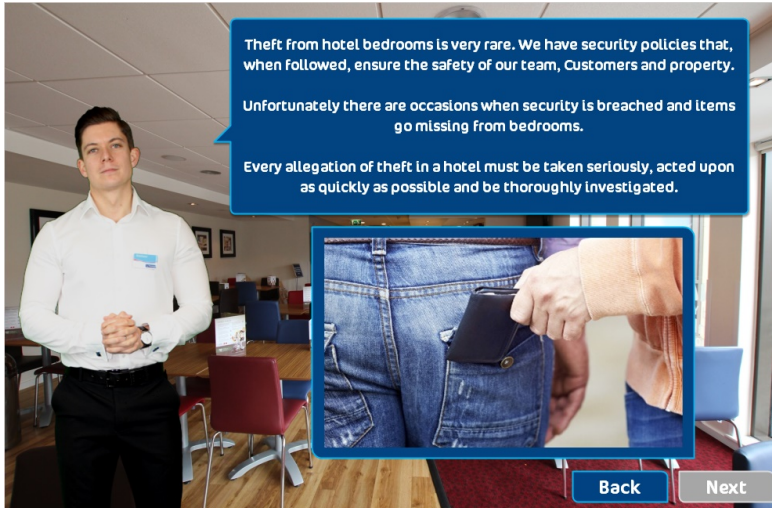
Select your answer below and then click Submit.

- A) The Travelodge CEO
- B) The Hotel Manager
- C) The Duty Manager
- D) The Police

That's not right. They must call the Police if they feel that their property was taken by another Customer.

Back Next

1.36 Theft



Theft from hotel bedrooms is very rare. We have security policies that, when followed, ensure the safety of our team, Customers and property.

Unfortunately there are occasions when security is breached and items go missing from bedrooms.

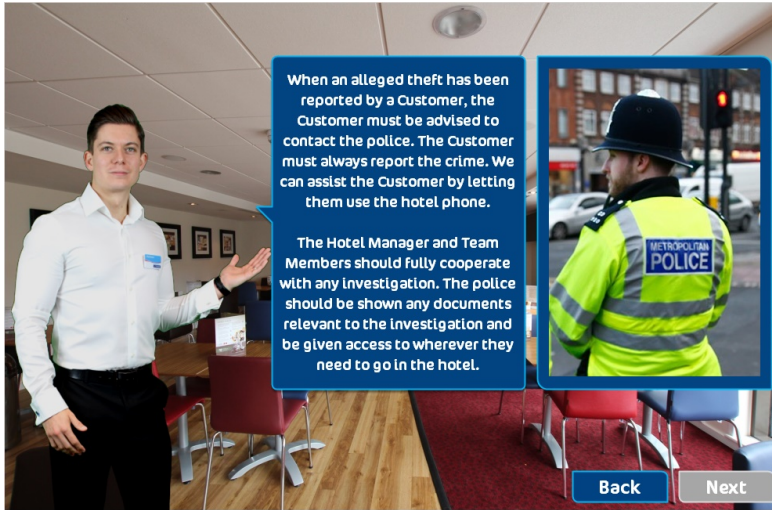
Every allegation of theft in a hotel must be taken seriously, acted upon as quickly as possible and be thoroughly investigated.

Back Next

Intro (Slide Layer)



1.37 Theft



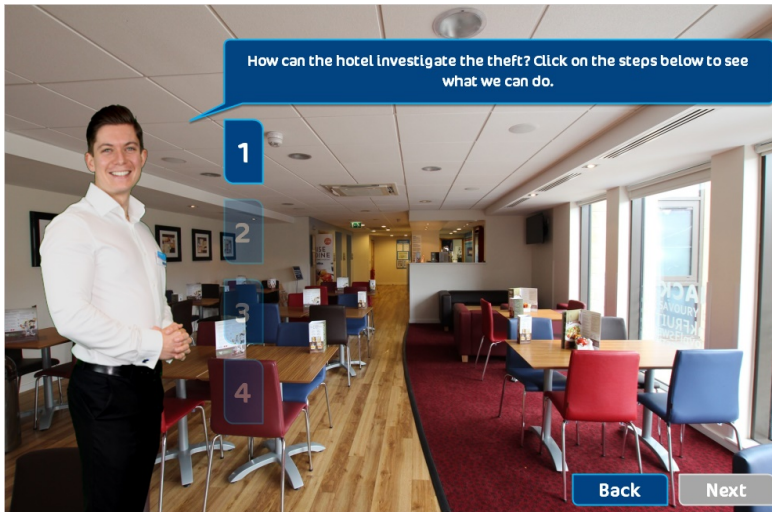
When an alleged theft has been reported by a Customer, the Customer must be advised to contact the police. The Customer must always report the crime. We can assist the Customer by letting them use the hotel phone.

The Hotel Manager and Team Members should fully cooperate with any investigation. The police should be shown any documents relevant to the investigation and be given access to wherever they need to go in the hotel.

Back Next

This screenshot shows a man in a white shirt standing in a hotel dining area. A blue callout box contains two paragraphs of text. To the right, there is a smaller inset image of a Metropolitan Police officer in a high-visibility jacket. At the bottom right, there are 'Back' and 'Next' navigation buttons.

1.38 Theft



How can the hotel investigate the theft? Click on the steps below to see what we can do.

- 1
- 2
- 3
- 4

Back Next

This screenshot shows the same man in a white shirt in the hotel dining area. A blue callout box at the top contains a question. Below it, there are four numbered steps (1, 2, 3, 4) in blue boxes. At the bottom right, there are 'Back' and 'Next' navigation buttons.

DT1 (Slide Layer)

How can the hotel investigate the theft? Click on the steps below to see what we can do.

- 1 The incident must be logged on Tic Tac under the category 'Theft (Alleged)' within 24 hours.
- 2
- 3
- 4

Back Next

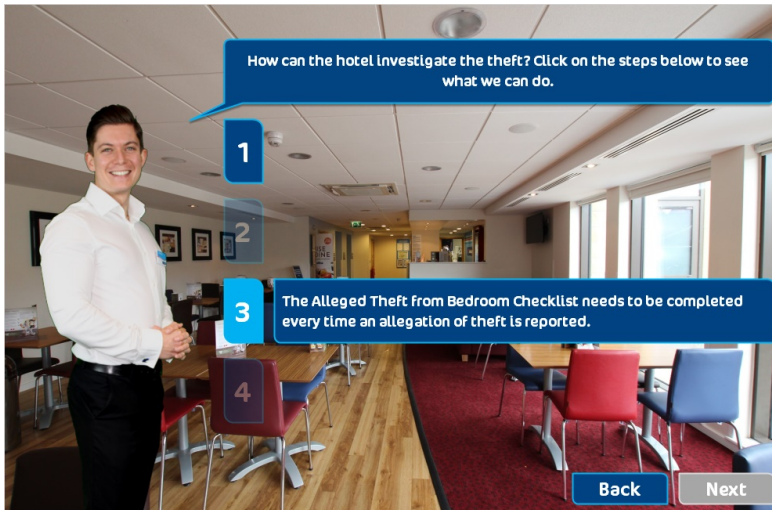
DT2 (Slide Layer)

How can the hotel investigate the theft? Click on the steps below to see what we can do.

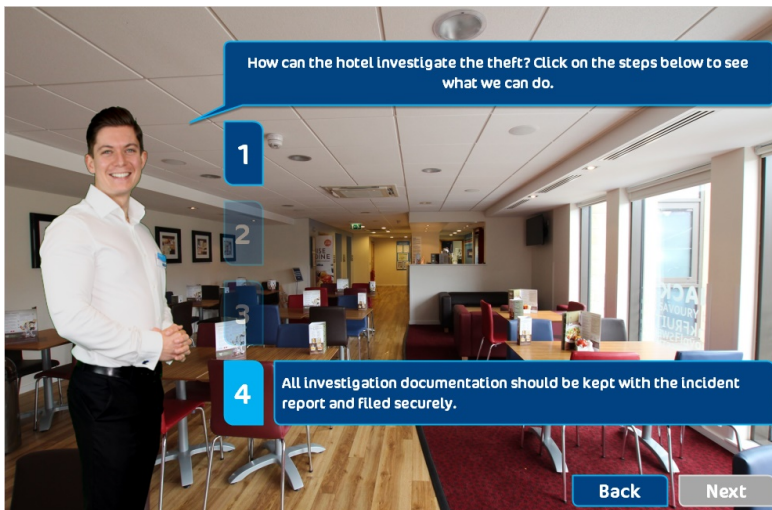
- 1
- 2 Loss prevention and audit manager needs to be advised if relating to company property or large amount of money, etc.
- 3
- 4

Back Next

DT3 (Slide Layer)



DT4 (Slide Layer)



1.39 Theft



DT1 (Slide Layer)



DT2 (Slide Layer)

What we can do to prevent thefts?
Click on the buttons on the right to see.

Hotel Security **Security Checks** **Suspicious Individuals**

- Ensure all keys are accounted for and no key is ever left unattended
- Ensure key audits are carried out in line with key policy
- Check all windows have restrictors in place and restrictors are locked
- Check all fire exit doors are kept shut and cannot be opened from outside
- Check that all bedroom doors self close
- Report any faulty locks for repair
- Change the diglock codes every 3 months or whenever a Team Member leaves the hotel

Back Next

DT3 (Slide Layer)

What we can do to prevent thefts?
Click on the buttons on the right to see.

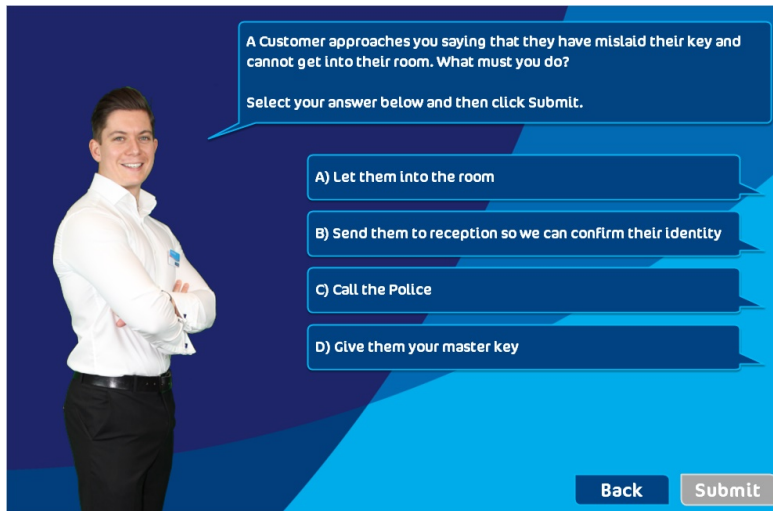
Hotel Security **Security Checks** **Suspicious Individuals**

What should you do if you see someone acting suspiciously?

- Activate an amber alert on the Skyguard device
- Ask the person if they need any help and if they are staying at the hotel
- If they are not a Customer, ask them to leave
- If you feel uncomfortable, go to a place of safety and call the police for help
- If the person is outside, make sure the entrance is locked and report your suspicions to the police

Back Next

1.40 Theft



A Customer approaches you saying that they have mislaid their key and cannot get into their room. What must you do?

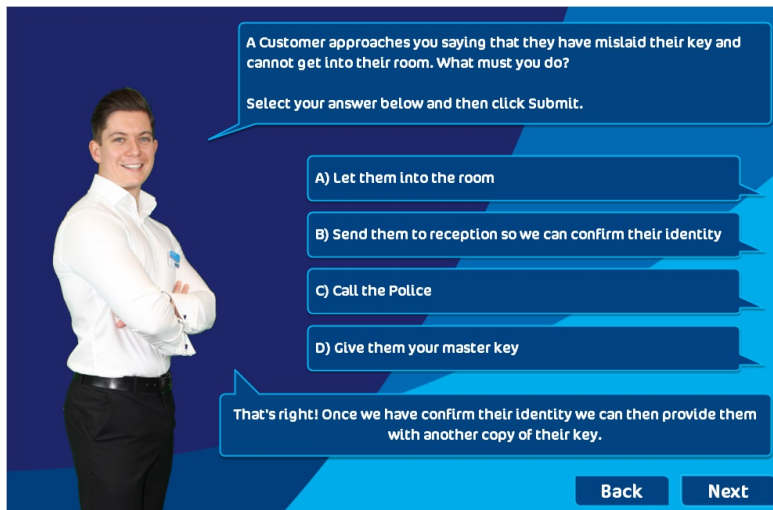
Select your answer below and then click Submit.

- A) Let them into the room
- B) Send them to reception so we can confirm their identity
- C) Call the Police
- D) Give them your master key

Back Submit

Notes:

Correct (Slide Layer)



A Customer approaches you saying that they have mislaid their key and cannot get into their room. What must you do?


Select your answer below and then click Submit.

- A) Let them into the room
- B) Send them to reception so we can confirm their identity
- C) Call the Police
- D) Give them your master key

That's right! Once we have confirm their identity we can then provide them with another copy of their key.

Back Next

Incorrect (Slide Layer)



A Customer approaches you saying that they have mislaid their key and cannot get into their room. What must you do?

Select your answer below and then click Submit.

- A) Let them into the room
- B) Send them to reception so we can confirm their identity
- C) Call the Police
- D) Give them your master key

That's not right. We need to send them to reception so that they can prove that they are the room occupier.

Back Next

1.41 Cash



It may seem obvious but cash must be kept out of sight of Customers and visitors at all times. Most thefts are opportunistic so we are safer if we do not show off the money in our tills.

Cash for the Float must be kept in a locked till drawer or cash box, secured in a locked drawer or safe behind the reception desk.



Only managers have keys to the safe. If the managers safe keys need to be handed over to someone else a full safe check should be completed and recorded by both parties and both parties must sign for it.

A list of keys handed over must also be signed for.

Back Next

Intro (Slide Layer)



1.42 Cash

An interactive slide featuring a photograph of a man in a white shirt standing behind a bar counter. On the left, there is a vertical blue scale with white text indicating amounts: £500, £375, £250, £125, and £0. A blue arrow points to the £0 mark. Two blue text boxes are overlaid on the image. The first box says: "Floats must be counted out of sight of Customers/visitors at the start and end of each shift." The second box says: "Cash taken must be podded once it reaches a certain limit above the float and put in the safe. Can you guess what this limit is? Click and drag the sliding scale on the left to choose an amount and then click Submit." At the bottom right, there are two buttons: "Back" and "Submit".

Correct (Slide Layer)

The screenshot shows a vertical slider on the left with values £0, £125, £250, £375, and £500. The slider is currently set to £250. A man in a white shirt stands to the right. Three blue callout boxes provide feedback:

- Top box: "Floats must be counted out of sight of Customers/visitors at the start and end of each shift."
- Middle box: "Cash taken must be podded once it reaches a certain limit above the float and put in the safe. Can you guess what this limit is? Click and drag the sliding scale on the left to choose an amount and then click Submit."
- Bottom box: "Yes, that's right! You must pod the cash once it reaches £250 excluding the float (£100 in bars/cafes and £50 in non-bars/cafes). Managers must complete cash banking and complete a safe check a minimum of 5 days per week. Banking must be available for collection on the agreed date. Hotel Managers must notify accounts via email if the cash collection company do not attend site for collection within 48 hours."

Buttons for "Back" and "Next" are at the bottom right.

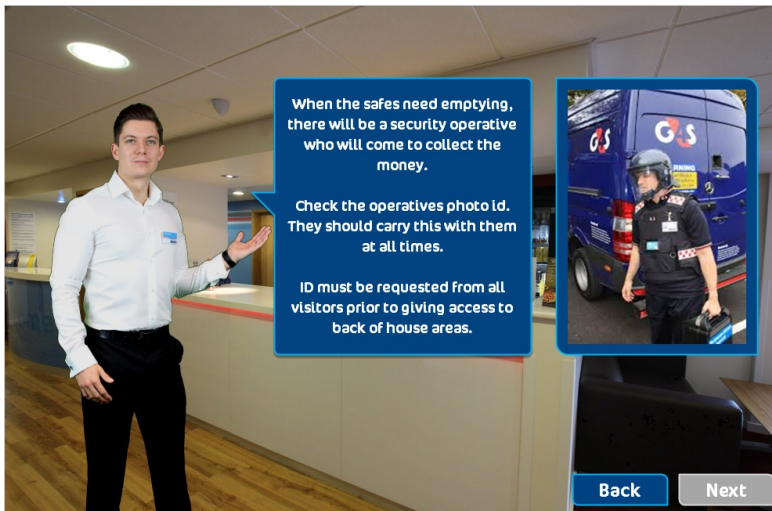
Incorrect (Slide Layer)

The screenshot shows the same vertical slider as above, but the slider is currently set to £125. The man in the white shirt is still present. Three blue callout boxes provide feedback:

- Top box: "Floats must be counted out of sight of Customers/visitors at the start and end of each shift."
- Middle box: "Cash taken must be podded once it reaches a certain limit above the float and put in the safe. Can you guess what this limit is? Click and drag the sliding scale on the left to choose an amount and then click Submit."
- Bottom box: "That's not right. You must pod your float once it reaches £250. Managers must complete cash banking and complete a safe check a minimum of 5 days per week. Banking must be available for collection on the agreed date. Hotel Managers must notify accounts via email if the cash collection company do not attend site for collection within 48 hours."

Buttons for "Back" and "Next" are at the bottom right.

1.43 Cash



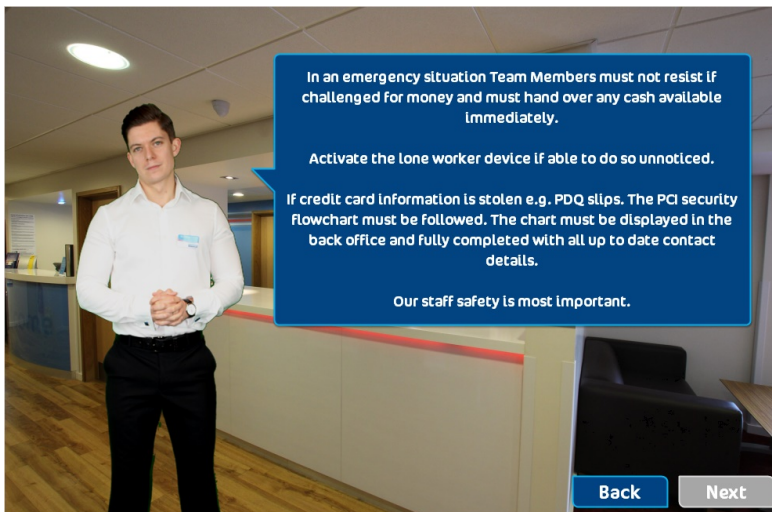
When the safes need emptying, there will be a security operative who will come to collect the money.

Check the operatives photo id. They should carry this with them at all times.

ID must be requested from all visitors prior to giving access to back of house areas.

Back Next

1.44 Cash



In an emergency situation Team Members must not resist if challenged for money and must hand over any cash available immediately.

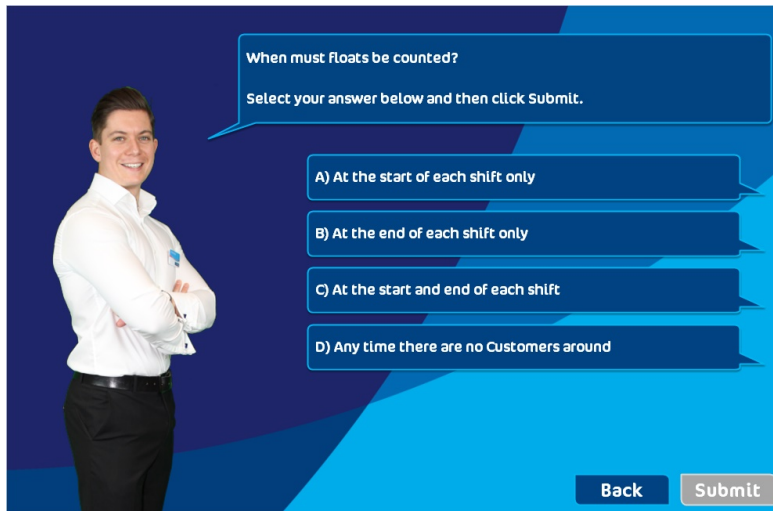
Activate the lone worker device if able to do so unnoticed.

If credit card information is stolen e.g. PDQ slips. The PCI security flowchart must be followed. The chart must be displayed in the back office and fully completed with all up to date contact details.

Our staff safety is most important.

Back Next

1.45 Cash



When must floats be counted?

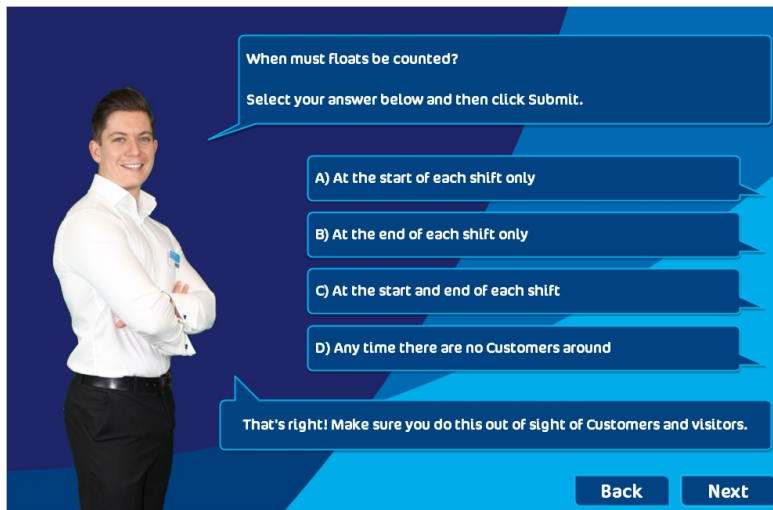
Select your answer below and then click Submit.

- A) At the start of each shift only
- B) At the end of each shift only
- C) At the start and end of each shift
- D) Any time there are no Customers around

Back Submit

Notes:

Correct (Slide Layer)



When must floats be counted?

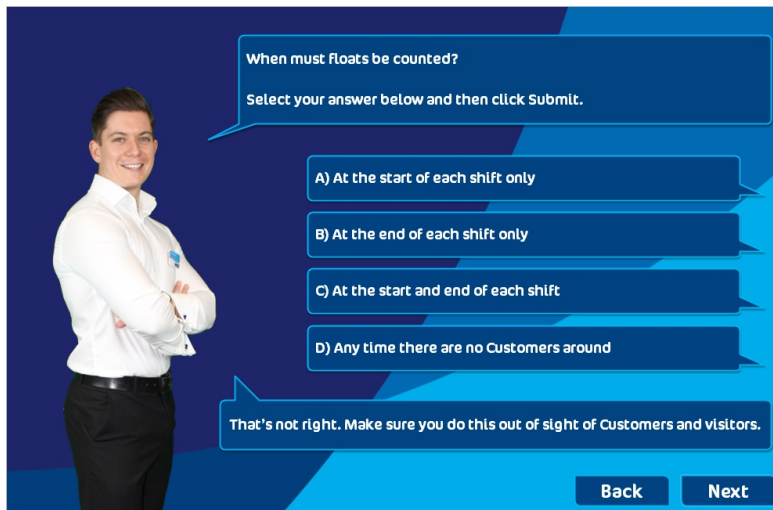
Select your answer below and then click Submit.

- A) At the start of each shift only
- B) At the end of each shift only
- C) At the start and end of each shift
- D) Any time there are no Customers around

That's right! Make sure you do this out of sight of Customers and visitors.

Back Next

Incorrect (Slide Layer)



When must floats be counted?

Select your answer below and then click Submit.

- A) At the start of each shift only
- B) At the end of each shift only
- C) At the start and end of each shift
- D) Any time there are no Customers around

That's not right. Make sure you do this out of sight of Customers and visitors.

Back Next

1.46 PCI



But what about credit cards? How do we keep our Customer's card details safe? Have you heard of PCI?

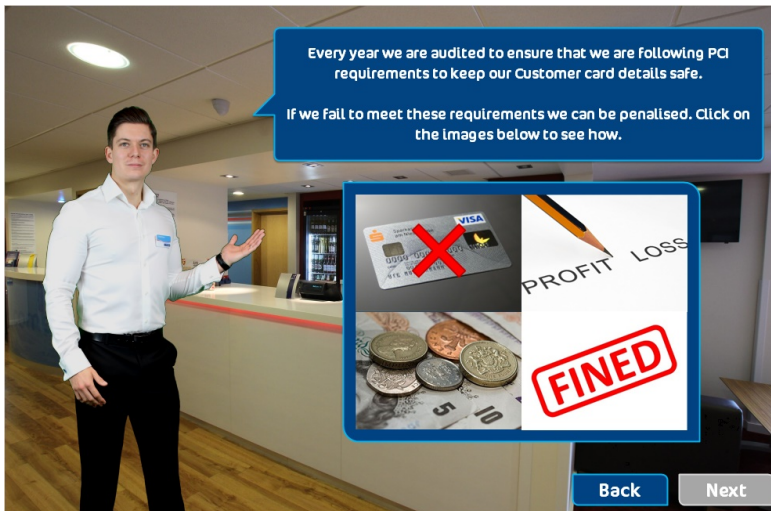
PCI stands for The Payment Card Industry.

PCI Data Security Standard (PCI DSS) is a set of requirements designed to ensure that ALL companies that process, store or transmit credit card information maintain a secure environment. This applies to any merchant, including Travelodge, that has a Merchant ID (MID).

PCI applies to ALL organisations or merchants, regardless of size or number of transactions, that accepts, transmits or stores any cardholder data. Said another way, if any Customer of that organisation ever pays the merchant directly using a credit card or debit card, then the PCI Data Security Standard requirements apply.

Back Next

1.47 PCI



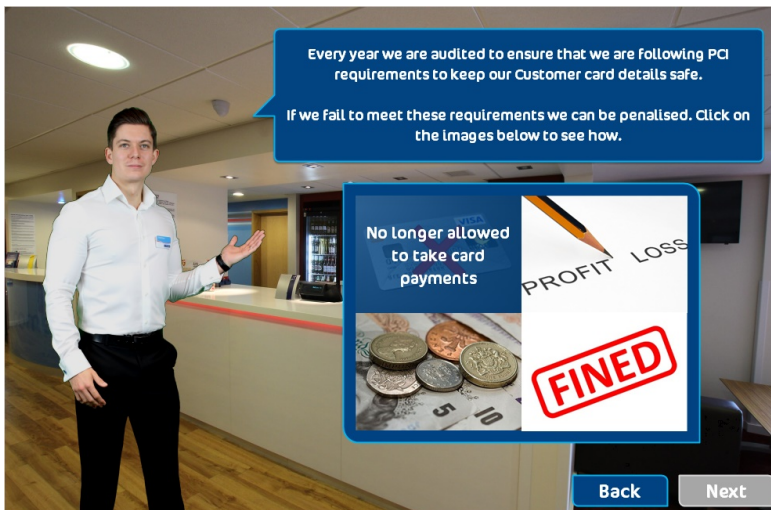
Every year we are audited to ensure that we are following PCI requirements to keep our Customer card details safe.

If we fail to meet these requirements we can be penalised. Click on the Images below to see how.

Back Next

This slide features a man in a white shirt standing in a modern office setting. A blue callout box contains two paragraphs of text. Below the text is a grid of four images: a Visa credit card with a red 'X' over it, a pencil pointing to a document labeled 'PROFIT LOSS', a stack of coins, and a red stamp that says 'FINED'. At the bottom right, there are two buttons labeled 'Back' and 'Next'.

DT1 (Slide Layer)



Every year we are audited to ensure that we are following PCI requirements to keep our Customer card details safe.

If we fail to meet these requirements we can be penalised. Click on the Images below to see how.

No Longer allowed to take card payments

Back Next

This slide is identical to the one above, but with an additional text overlay on the top-left image of the grid. The text reads 'No Longer allowed to take card payments'. The rest of the slide, including the man, the callout box, the other images, and the navigation buttons, remains the same.

DT2 (Slide Layer)

Every year we are audited to ensure that we are following PCI requirements to keep our Customer card details safe.

If we fail to meet these requirements we can be penalised. Click on the Images below to see how.

Damaged reputation

FINED

Back Next

DT3 (Slide Layer)

Every year we are audited to ensure that we are following PCI requirements to keep our Customer card details safe.

If we fail to meet these requirements we can be penalised. Click on the Images below to see how.

Cost of Investigation into compliance failure

PROFIT LOSS

FINED

Back Next

DT4 (Slide Layer)

Every year we are audited to ensure that we are following PCI requirements to keep our Customer card details safe.

If we fail to meet these requirements we can be penalised. Click on the Images below to see how.

Back Next

1.48 PCI

Click on the 4 Images to see how we can keep our Customer data secure.

Credit Card Data Storage

Storing PDQ data

Storing 3rd Party Faxes

Disposing of Credit Card Data

Back Next

DT1 (Slide Layer)

Click on the white cross to close this bubble and select a new image.

Credit Card Data Storage

Some examples of where credit card data is held at Travelodge:

- Opera/reservation systems store credit card numbers on each booking.
- Finance – Customer Refund request forms.
- PDQ machines and charge back letters (Chargeback applies to all debit card transactions and can be an option for getting your money back on transactions costing less than £100)

Storing 3rd Party Faxes Disposing of Credit Card Data

Back Next

This screenshot shows a slide layer with a background image of a man in a white shirt and dark trousers. A blue bubble contains the title 'Credit Card Data Storage' and a list of examples of where credit card data is held at Travelodge. The examples include Opera/reservation systems, Finance (Customer Refund request forms), and PDQ machines and charge back letters. There are also buttons for 'Back' and 'Next' at the bottom right.

DT2 (Slide Layer)

Click on the white cross to close this bubble and select a new image.

Storing PDQ Data

During the shift when a card payment is taken, the PDQ slip must be locked away in a till drawer or a locked float tin.

The Customer's name, room number and what the payment is for should be written on the back of the PDQ slip.

At the end of the shift they must be podded with any cash and placed in the drop safe.

When banking is reconciled PDQ slips should be put in an envelope dated for that day and locked away securely.

Storing 3rd Party Faxes Disposing of Credit Card Data

Back Next

This screenshot shows a slide layer with a background image of the same man in a white shirt and dark trousers. A blue bubble contains the title 'Storing PDQ Data' and instructions on how to handle PDQ slips during a shift, at the end of the shift, and when banking is reconciled. There are also buttons for 'Back' and 'Next' at the bottom right.

DT3 (Slide Layer)

Click on the white cross to close this bubble and select a new image.

Storing 3rd Party Faxes

Third party faxes are received via Interfax.

Faxes only need to be printed if the customer has a dinner allowance.

Any printed faxes must be stored securely in the safe or a locked filing cabinet.

Third party faxes must also be checked as soon as received for the three digit (four digits for Amex) CVV number (sometimes called a SEC number). This must be completely obscured either with a ball point pen or punching it out of the paper. Under no circumstances should this number be visible.

Storing 3rd Party Faxes Disposing of Credit Card Data

Back Next

DT4 (Slide Layer)

Click on the white cross to close this bubble and select a new image.

Disposing of Credit Card Data

Paperwork containing credit card data must be shredded.

Any details recorded on emails or faxes must be blacked out.

Storing 3rd Party Faxes Disposing of Credit Card Data

Back Next

1.49 Cash



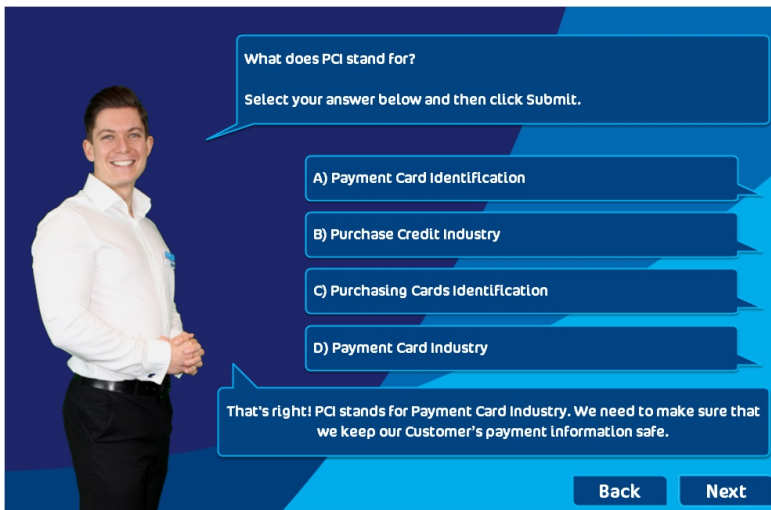
What does PCI stand for?
Select your answer below and then click Submit.

- A) Payment Card Identification
- B) Purchase Credit Industry
- C) Purchasing Cards Identification
- D) Payment Card Industry

Back Submit

Notes:

Correct (Slide Layer)



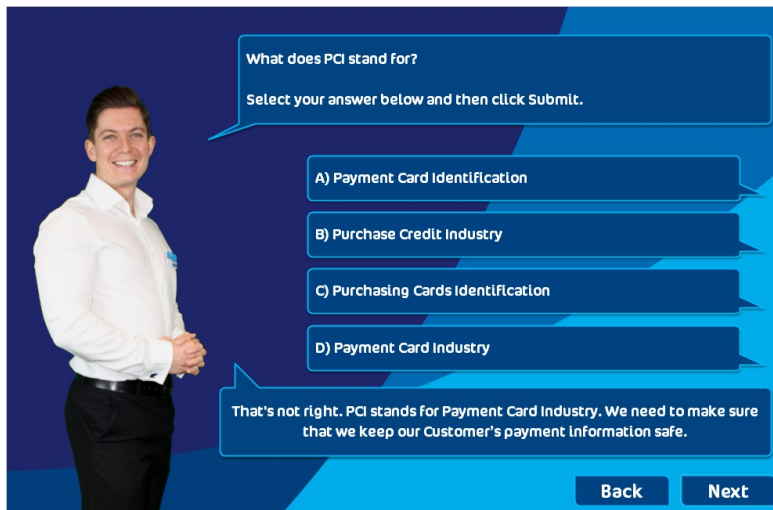
What does PCI stand for?
Select your answer below and then click Submit.

- A) Payment Card Identification
- B) Purchase Credit Industry
- C) Purchasing Cards Identification
- D) Payment Card Industry

That's right! PCI stands for Payment Card Industry. We need to make sure that we keep our Customer's payment information safe.

Back Next

Incorrect (Slide Layer)



What does PCI stand for?

Select your answer below and then click Submit.

- A) Payment Card Identification
- B) Purchase Credit Industry
- C) Purchasing Cards Identification
- D) Payment Card Industry

That's not right. PCI stands for Payment Card Industry. We need to make sure that we keep our Customer's payment information safe.

Back Next

1.50 Untitled Slide



 **Thank You**
for completing part 1 of the
Security Training module

Exit course

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Travelodge Security Training Part 2

1. Menu

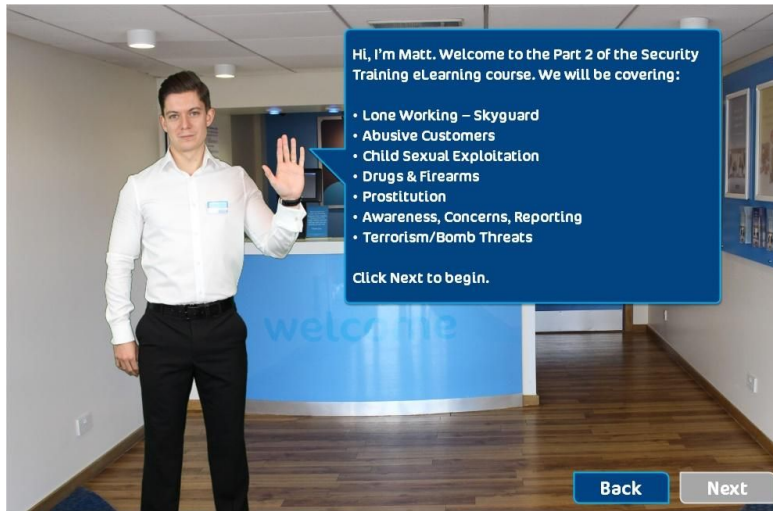
1.1 Untitled Slide



1.2 Untitled Slide

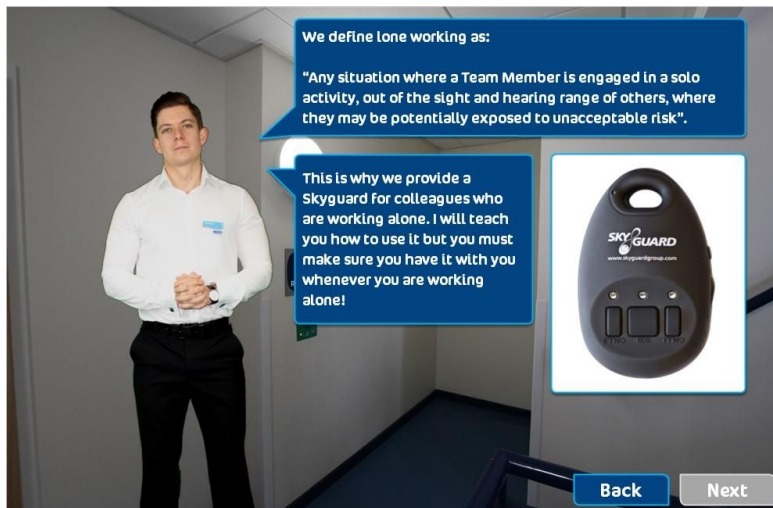


1.3 Sections



1.4 Lone

Security



Intro (Slide Layer)



1.5 Lone

Security



DT1 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7



Charging the Device

Plug the charger into the device and connect to a standard wall socket.

The battery light will switch off once the device is fully charged (this takes 3-4 hours).

Consideration should be given to when the device is put on charge; this should be during the daytime when there is more than one Team Member on duty at the hotel.

Back Next

DT2 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7



Position Report

At the beginning and end of every shift press the position/GPS button shown for 1 second.


This will send your location to the control centre and also demonstrate the device is being used.

Back Next

DT3 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7



"Battery"

Raising an Alarm

Press and hold the large SOS button for four seconds – unit will vibrate.

An audible beep will be sent confirming the two-way voice connection has been made and Skyguard are now listening. (Note: this can take up to one minute)

Skyguard will listen silently and only talk if they believe it is safe to do so.

Our duress code word is "Battery" as in: "That beep sounds like my battery needs charging"

Back Next

DT4 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7



Raising an Alarm – 'Man Down'

The device will also activate and raise an alarm should it feel an impact with the ground or hard surface, similar to someone fainting or dropping the device.

If it is set off accidentally, the call centre will just check you are okay and reset it for you.


Back Next

DT5 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7

"Amber"



Amber Alert – Listening in Facility

Press and hold the large SOS button for four seconds – unit will vibrate.

An audible beep will be sent confirming the two-way voice connection has been made and Skyguard are now listening.

The code word "Amber" should be used if you would like Skyguard to listen in for a period of 3 minutes.

Should be used before going into a situation that could potentially escalate.


Back Next

DT6 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7

"Activation"



Testing the Device

If you activate the device as a test, please inform Skyguard when the call is answered by saying "Activation call".

Please perform a test when training how to use the device.

Skyguard will ask questions based on your user details to confirm that it is not an emergency. Once answered it will then end the call.

Our safe code word is "Activation" call.

Back Next

DT7 (Slide Layer)

Click on the numbers from 1 to 7 to see how to use the Skyguard.

1 2 3 4 5 6 7



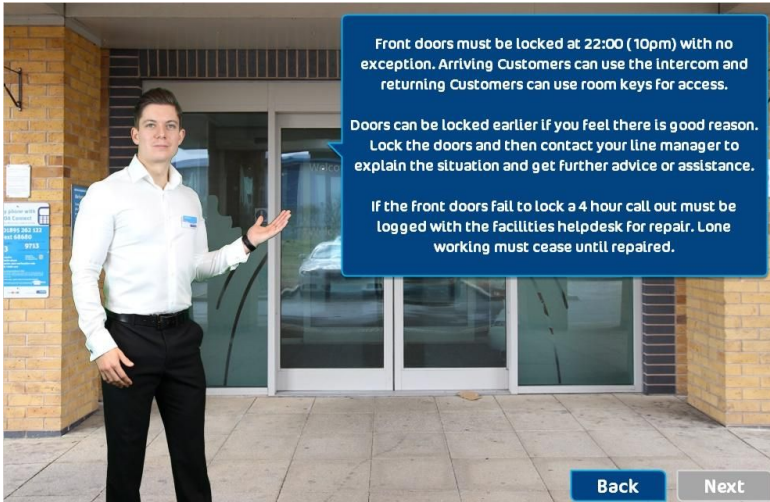
Things to Remember

- Charge your device daily.
- Acquire a Position Report at the beginning and end of every shift.
- Carry your device with you at all times.
- Speak to your manager if your device is faulty.

Back Next

1.6 Lone

Security



Front doors must be locked at 22:00 (10pm) with no exception. Arriving Customers can use the Intercom and returning Customers can use room keys for access.

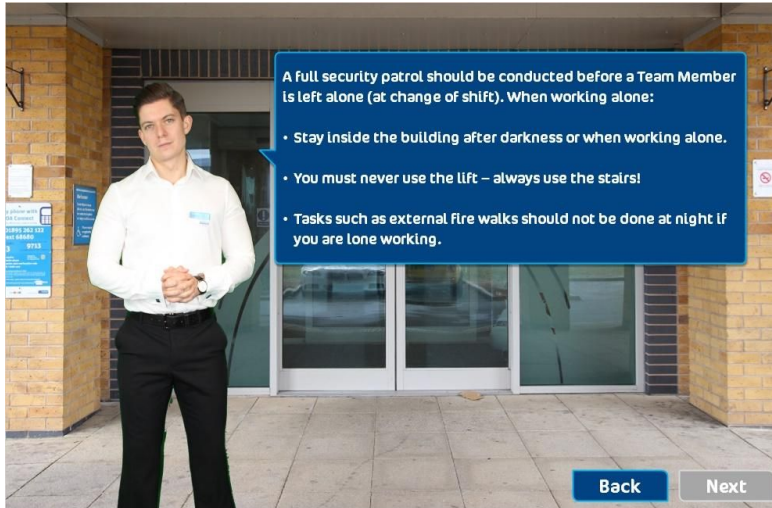
Doors can be locked earlier if you feel there is good reason. Lock the doors and then contact your line manager to explain the situation and get further advice or assistance.

If the front doors fail to lock a 4 hour call out must be logged with the facilities helpdesk for repair. Lone working must cease until repaired.

Back Next

1.7 Lone

Security

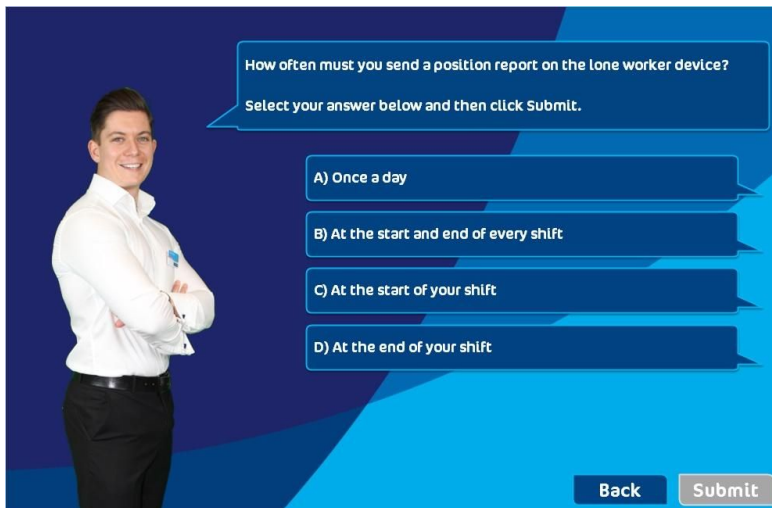


A Full security patrol should be conducted before a Team Member is left alone (at change of shift). When working alone:

- Stay inside the building after darkness or when working alone.
- You must never use the lift – always use the stairs!
- Tasks such as external fire walks should not be done at night if you are lone working.

Back Next

1.8 Lone Working



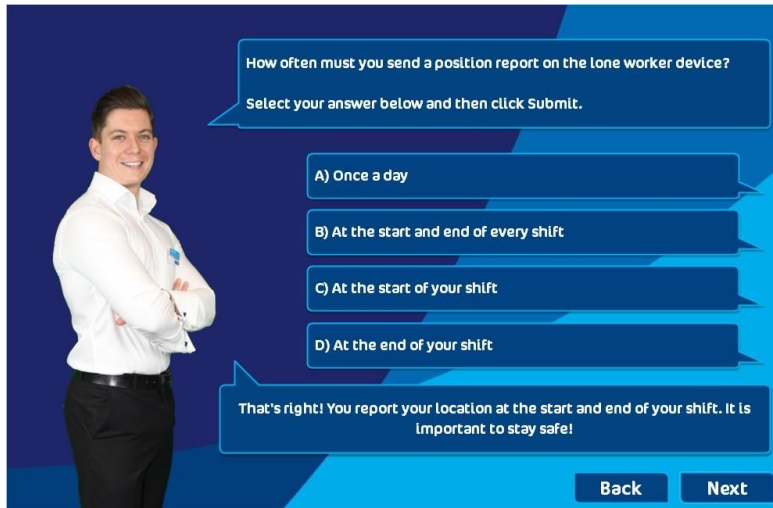
How often must you send a position report on the lone worker device?
Select your answer below and then click Submit.

- A) Once a day
- B) At the start and end of every shift
- C) At the start of your shift
- D) At the end of your shift

Back Submit

Notes:

Correct (Slide Layer)



How often must you send a position report on the lone worker device?
Select your answer below and then click Submit.

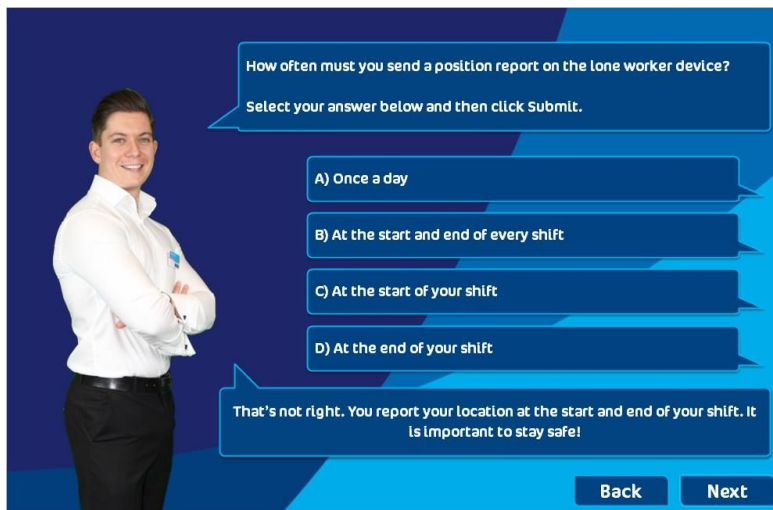
- A) Once a day
- B) At the start and end of every shift
- C) At the start of your shift
- D) At the end of your shift

That's right! You report your location at the start and end of your shift. It is important to stay safe!

Back Next

The screenshot shows a quiz slide with a blue background and a man in a white shirt on the left. The question is in a white speech bubble. Below it are four answer options in blue speech bubbles. A feedback message in a white speech bubble at the bottom states that the correct answer is B. Navigation buttons 'Back' and 'Next' are at the bottom right.

Incorrect (Slide Layer)



How often must you send a position report on the lone worker device?
Select your answer below and then click Submit.

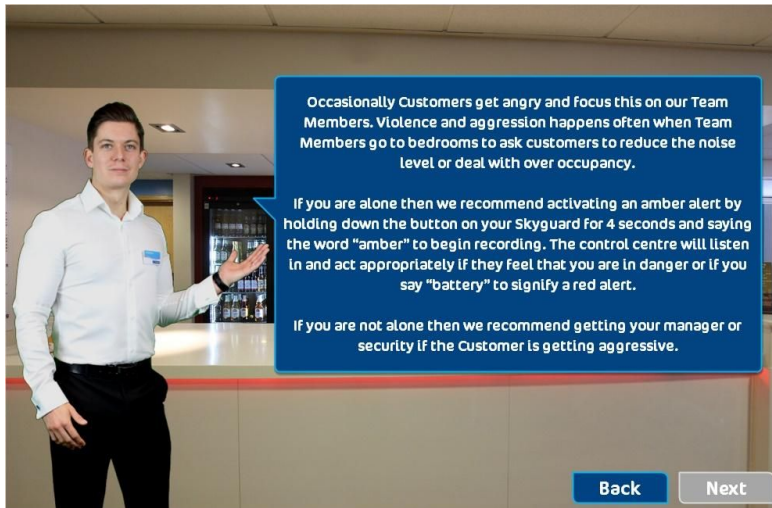
- A) Once a day
- B) At the start and end of every shift
- C) At the start of your shift
- D) At the end of your shift

That's not right. You report your location at the start and end of your shift. It is important to stay safe!

Back Next

The screenshot shows the same quiz slide as above, but the feedback message in the white speech bubble at the bottom states that the answer is not right, which is incorrect. The rest of the slide content is identical to the 'Correct' slide.

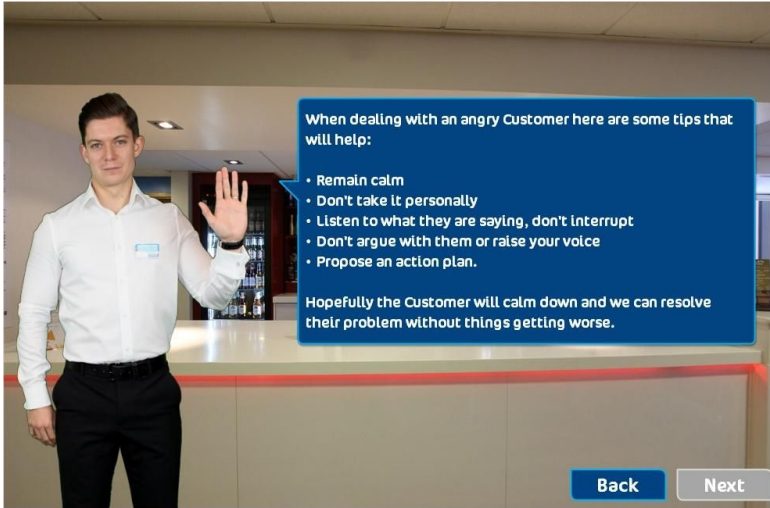
1.9 Abusive



Intro (Slide Layer)



1.10 Abusive



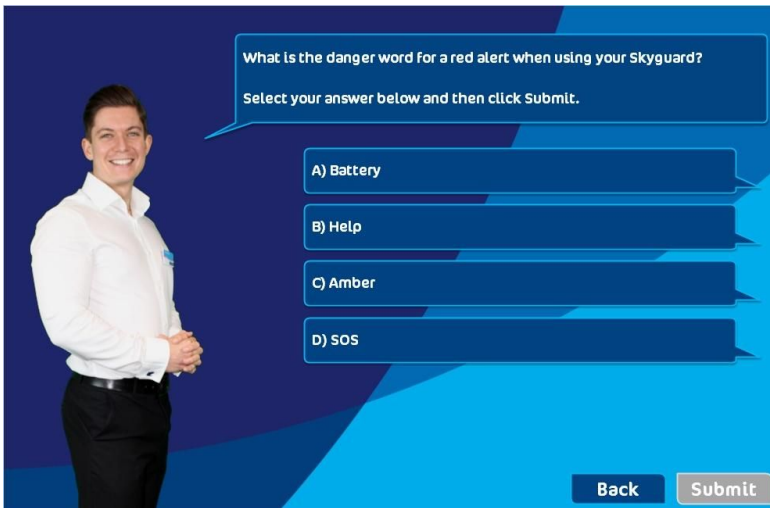
When dealing with an angry Customer here are some tips that will help:

- Remain calm
- Don't take it personally
- Listen to what they are saying, don't interrupt
- Don't argue with them or raise your voice
- Propose an action plan.

Hopefully the Customer will calm down and we can resolve their problem without things getting worse.

Back Next

1.11 Abusive



What is the danger word for a red alert when using your Skyguard?

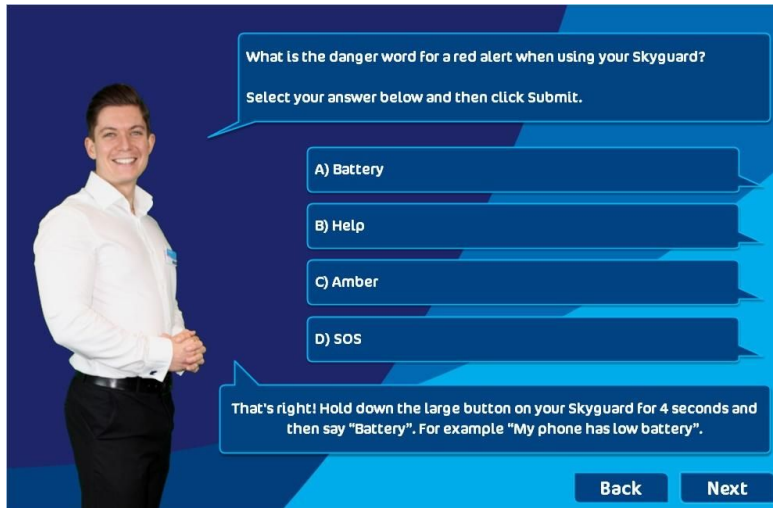
Select your answer below and then click Submit.

- A) Battery
- B) Help
- C) Amber
- D) SOS

Back Submit

Notes:

Correct (Slide Layer)



What is the danger word for a red alert when using your Skyguard?

Select your answer below and then click Submit.

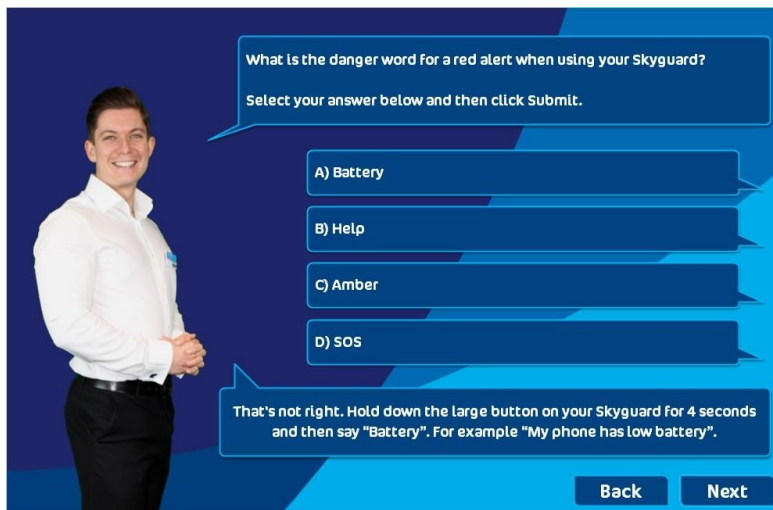
- A) Battery
- B) Help
- C) Amber
- D) SOS

That's right! Hold down the large button on your Skyguard for 4 seconds and then say "Battery". For example "My phone has low battery".

Back Next

This screenshot shows a quiz slide with a blue background and a man in a white shirt on the left. The question asks for the danger word for a red alert. The options are A) Battery, B) Help, C) Amber, and D) SOS. The feedback message indicates that 'Battery' is the correct answer and provides instructions on how to activate a red alert.

Incorrect (Slide Layer)



What is the danger word for a red alert when using your Skyguard?

Select your answer below and then click Submit.

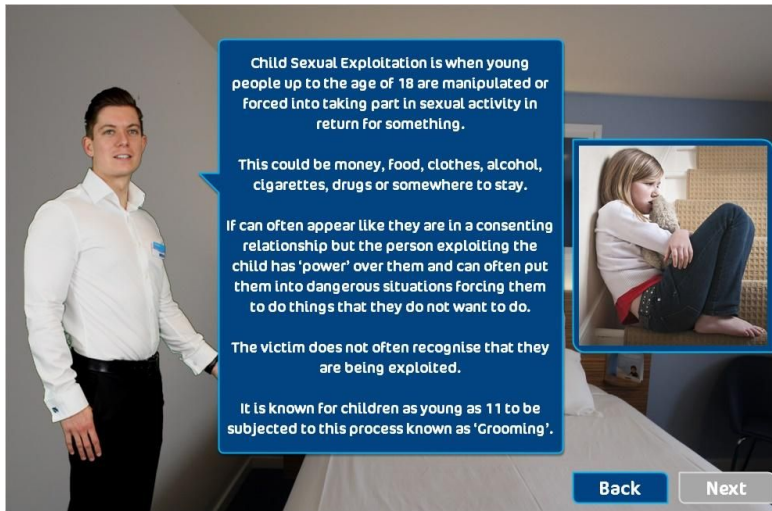
- A) Battery
- B) Help
- C) Amber
- D) SOS

That's not right. Hold down the large button on your Skyguard for 4 seconds and then say "Battery". For example "My phone has low battery".

Back Next

This screenshot is identical to the correct slide, but the feedback message indicates that the selected answer was incorrect. It still provides the correct answer and instructions: "That's not right. Hold down the large button on your Skyguard for 4 seconds and then say 'Battery'. For example 'My phone has low battery'."

1.12 CSE



Child Sexual Exploitation is when young people up to the age of 18 are manipulated or forced into taking part in sexual activity in return for something.

This could be money, food, clothes, alcohol, cigarettes, drugs or somewhere to stay.

It can often appear like they are in a consenting relationship but the person exploiting the child has 'power' over them and can often put them into dangerous situations forcing them to do things that they do not want to do.

The victim does not often recognise that they are being exploited.

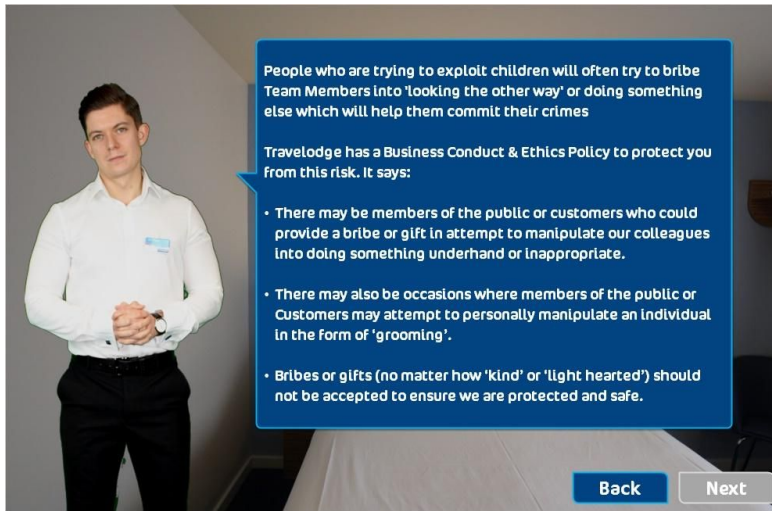
It is known for children as young as 11 to be subjected to this process known as 'Grooming'.

Back Next

Intro (Slide Layer)



1.13 CSE



People who are trying to exploit children will often try to bribe Team Members into 'looking the other way' or doing something else which will help them commit their crimes

Travelodge has a Business Conduct & Ethics Policy to protect you from this risk. It says:

- There may be members of the public or customers who could provide a bribe or gift in attempt to manipulate our colleagues into doing something underhand or inappropriate.
- There may also be occasions where members of the public or Customers may attempt to personally manipulate an individual in the form of 'grooming'.
- Bribes or gifts (no matter how 'kind' or 'light hearted') should not be accepted to ensure we are protected and safe.

Back Next

1.14 CSE



Here are 3 lists of things to look out for. Click on each one.

Checking in Checking out All times

Back Next

DT1 (Slide Layer)

Here are 3 lists of things to look out for. Click on each one.

Checking in Checking out All times

- Paying in cash and not willing to give credit card details
- Customers requesting a room that is away from reception
- Customers with a local address renting a room
- Customers who appear secretive about their visit or trying to conceal their activities in the room or who they are with
- Last minute/walk-in bookings most often paying cash
- Bookings made in a different name to those who check-in / person speaking a different language to the person booking
- Customers arriving and asking for a specific room number but they don't know the name in which the room is booked
- Customers who do not have any luggage or ID
- Young people with significantly older boyfriends/girlfriends
- A young girl/boy/teenager who appears withdrawn or tries to hide their face or appear afraid, disorientated or restricted from moving or communicating or acting under instruction
- Young persons who appear overly made up

Back Next

DT2 (Slide Layer)

Here are 3 lists of things to look out for. Click on each one.

Checking in Checking out All times

- Customer rooms with a lot of condoms/condom wrappers, drugs/drug paraphernalia (e.g. syringes, wraps, pipes, bongs, broken light bulbs, spoons, plastic bags) particularly if you are aware there has been a child staying in the room
- Signs of alcohol, drug or substance misuse

Back Next

DT3 (Slide Layer)

Here are 3 lists of things to look out for. Click on each one.

Checking in Checking out All times

- Teenagers loitering in public areas / external areas of premises
- Frequent visitors to the hotel who do not appear to have a reason for being there
- Customers who move in and out of the premises regularly at unusual hours
- High traffic to Customer rooms
- Noise complaints
- Customers who don't want their room cleaned or visited
- Customers who appear to be under the age of 25 when asked for ID in the bar cafe
- Two or more adults heading for a room may indicate room is being used for a party
- Number of persons visiting a room at regular intervals – a person may have arranged for others to visit the room where a child is being sexually exploited
- Individuals who appear to be monitoring public areas

Back Next

DT4 (Slide Layer)

Here are 3 lists of things to look out for. Click on each one.

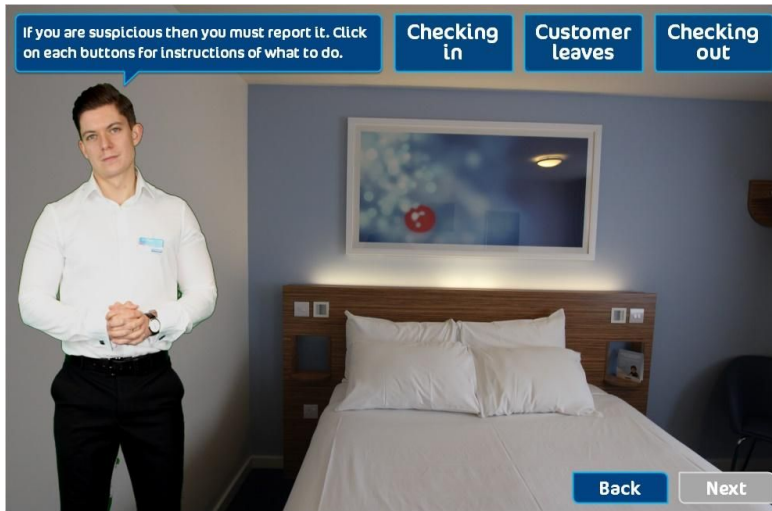
Checking in Checking out All times

Just one of the signs may not cause suspicion but spotting several of them should do.

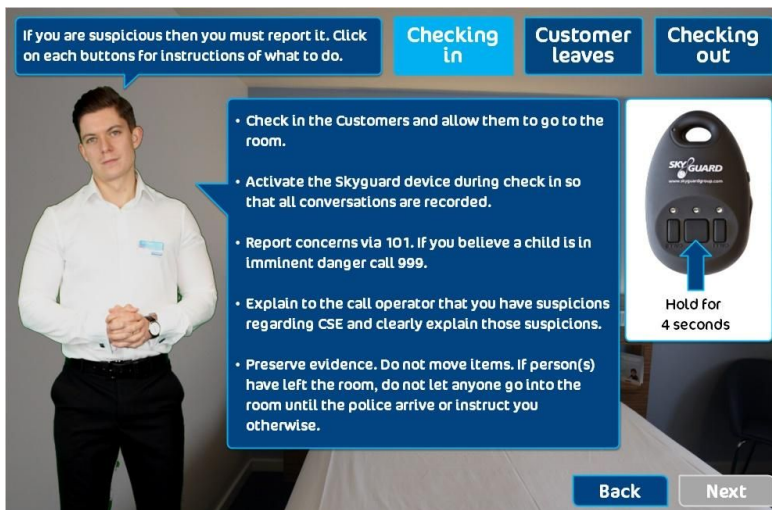
Keep your eyes and ears open and act on anything that appears to be suspicious.

Back Next

1.15 CSE



DT1 (Slide Layer)



DT2 (Slide Layer)

If you are suspicious then you must report it. Click on each buttons for instructions of what to do.

Checking in **Customer leaves** **Checking out**

If the Customer becomes suspicious and leaves the hotel with the young person, you need to try and gather as much information as possible and relay this to the police immediately.

Try to make a note of:

- What the Customer looks like and what they were wearing.
- What the young person looks like and what they were wearing.
- The make and model of any vehicle, including its colour and number plate.
- Their direction of travel – which way did they go?

Back Next

DT3 (Slide Layer)

If you are suspicious then you must report it. Click on each buttons for instructions of what to do.

Checking in **Customer leaves** **Checking out**

If suspicions are raised following check out, e.g. a room is found with a lot of condoms/condom wrappers, drugs/drug paraphernalia and/or signs of alcohol misuse:

- Preserve evidence!
- Do not move items.
- If person(s) have left, do not let anyone go into the room until the police arrive or instruct you otherwise.

Back Next

DT4 (Slide Layer)

If you are suspicious then you must report it. Click on each buttons for Instructions of what to do.

Checking in **Customer leaves** **Checking out**

Follow any instructions given by the police.

Your District Manager must be notified who will then inform your Regional H&S Advisor.

Any police contact must be logged on TiCTac as an incident under the category 'Visit by Authorities'.

This includes ALL contact e.g. the dropping off of leaflets at the hotel or invitations to training courses.

Your regional H&S Advisor will support with arranging / attending any meetings and training.

Back **Next**

This slide features a man in a white shirt and dark trousers standing in a hotel room. A large blue text box contains instructions. At the top, three buttons labeled 'Checking in', 'Customer leaves', and 'Checking out' are visible. At the bottom, 'Back' and 'Next' navigation buttons are present.

1.16 Drugs

Here are some examples of drugs that may be found in our hotels. Click on each one to see what they are.

All of these drugs are illegal. We will now learn what to do if you discover any of these in a Customer's room.

Back **Next**

This slide shows a man in a white shirt and dark trousers standing in a hallway. A central image displays various types of drugs: marijuana, colorful pills, a syringe, and white powder. A blue text box at the top provides instructions, and another at the bottom states that all drugs are illegal. 'Back' and 'Next' buttons are at the bottom.

Intro (Slide Layer)



DT1 (Slide Layer)



DT2 (Slide Layer)

Here are some examples of drugs that may be found in our hotels. Click on each one to see what they are.

Ecstasy (X)

All of these drugs are illegal. We will now learn what to do if you discover any of these in a Customer's room.

Back Next

The slide features a man in a white shirt pointing at a central panel. The panel is divided into four quadrants: top-left shows marijuana buds, top-right shows blue pills, bottom-left shows a brown powder, and bottom-right shows white powder and pills. A blue callout box above the panel contains the text 'Here are some examples of drugs that may be found in our hotels. Click on each one to see what they are.' A blue callout box below the panel contains the text 'All of these drugs are illegal. We will now learn what to do if you discover any of these in a Customer's room.' At the bottom right are 'Back' and 'Next' buttons.

DT3 (Slide Layer)

Here are some examples of drugs that may be found in our hotels. Click on each one to see what they are.

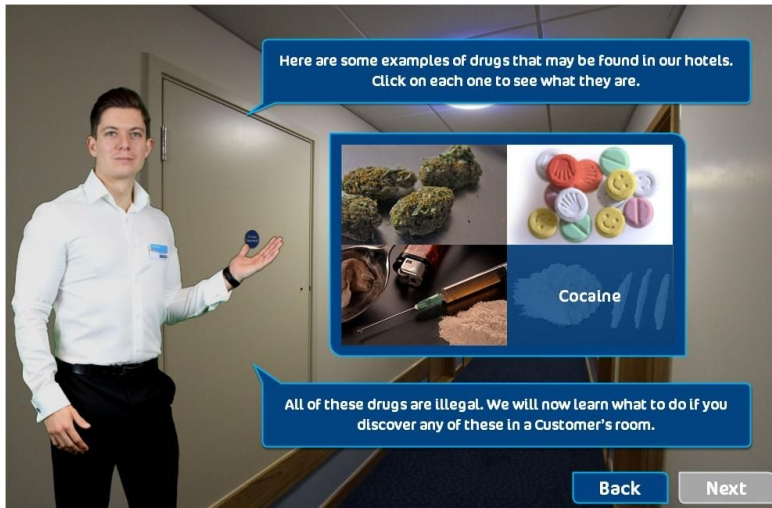
Heroin

All of these drugs are illegal. We will now learn what to do if you discover any of these in a Customer's room.

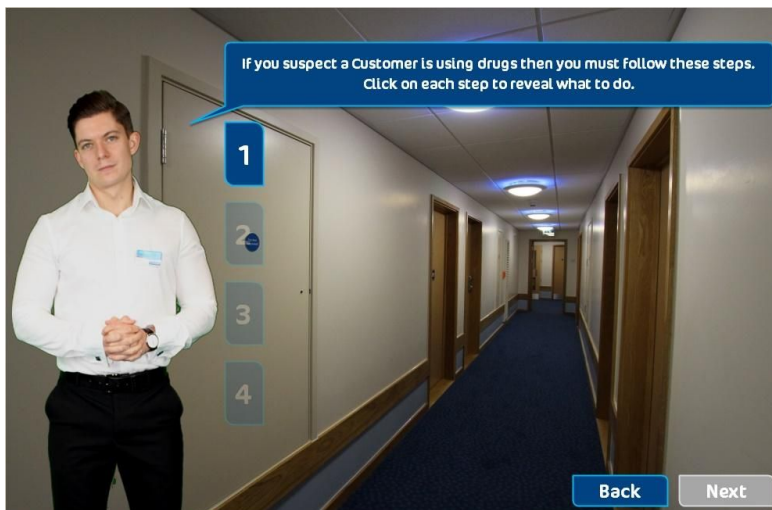
Back Next

The slide features a man in a white shirt pointing at a central panel. The panel is divided into four quadrants: top-left shows marijuana buds, top-right shows colorful pills, bottom-left shows a blue pill, and bottom-right shows white powder and pills. A blue callout box above the panel contains the text 'Here are some examples of drugs that may be found in our hotels. Click on each one to see what they are.' A blue callout box below the panel contains the text 'All of these drugs are illegal. We will now learn what to do if you discover any of these in a Customer's room.' At the bottom right are 'Back' and 'Next' buttons.

DT4 (Slide Layer)



1.17 Drugs



DT1 (Slide Layer)

If you suspect a Customer is using drugs then you must follow these steps.
Click on each step to reveal what to do.

- 1
- 2
- 3
- 4

Raise an 'Amber' alert on your Skyguard device – state what you are doing and where you are going.

Back Next

DT2 (Slide Layer)

If you suspect a Customer is using drugs then you must follow these steps.
Click on each step to reveal what to do.

- 1
- 2
- 3
- 4

Tell the Customer/s they have broken the terms and conditions of their booking and ask them to leave the hotel.

Back Next

DT3 (Slide Layer)

If you suspect a Customer is using drugs then you must follow these steps. Click on each step to reveal what to do.

- 1 Should the Customer become aggressive or refuses to leave. Do not argue with the Customer or respond with aggression.
- 2
- 3 Press and hold the large SOS button for four seconds – unit will vibrate.
- 4 Walk away to a safe place and wait for assistance.

SKY GUARD
www.skyguardgroup.com

Back Next

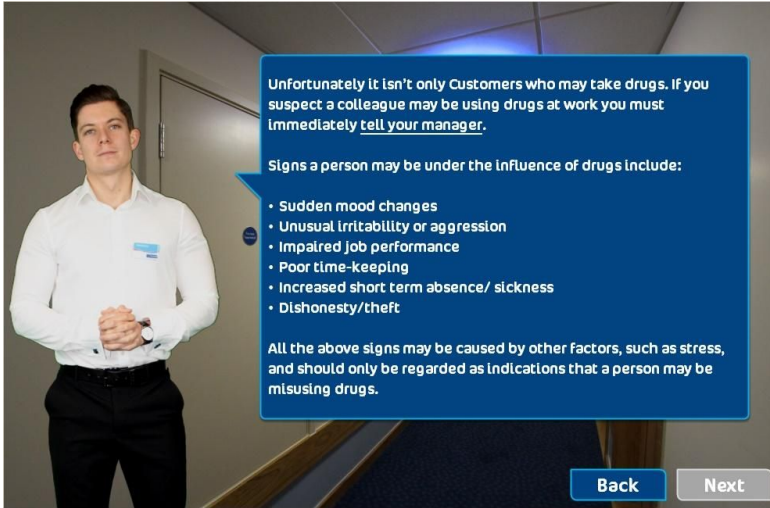
DT4 (Slide Layer)

If you suspect a Customer is using drugs then you must follow these steps. Click on each step to reveal what to do.

- 1 Call the Police if drugs are found in the room.
- 2 If you find evidence of drug use you must complete an incident report. If the drug use is smoking related, send any evidence and pictures to: legal.tl@ukcrs.com with the incident report in the subject field number.
- 3 The room must be cleaned following the process outlined in the next section.
- 4

Back Next

1.18 Drugs



Unfortunately it isn't only Customers who may take drugs. If you suspect a colleague may be using drugs at work you must immediately tell your manager.

Signs a person may be under the influence of drugs include:

- Sudden mood changes
- Unusual irritability or aggression
- Impaired job performance
- Poor time-keeping
- Increased short term absence/ sickness
- Dishonesty/theft

All the above signs may be caused by other factors, such as stress, and should only be regarded as indications that a person may be misusing drugs.

Back Next

1.19 Drugs




If a colleague in Housekeeping asks for your help because they have seen evidence of drug use in a bedroom, contact your line manager to let them know what has been reported to you.

If you are asked to assist in checking the room, follow the steps on the next slide.



Back Next

1.20 Drugs



Click on the 4 arrows for instructions to on how to check a room where signs of drug use has been seen.

Remove linen very carefully, watching all the time for sharps.


Carefully lift the mattress and check all surfaces.

Pull out the base of the bed and check underneath.

Check all the beds!

Back Next

1.21 Drugs




When cleaning a room where evidence of drug use has been found:

- Wear gloves
- Double bag all rubbish
- Carry rubbish bags at arms length
- Take rubbish straight to the outside bins

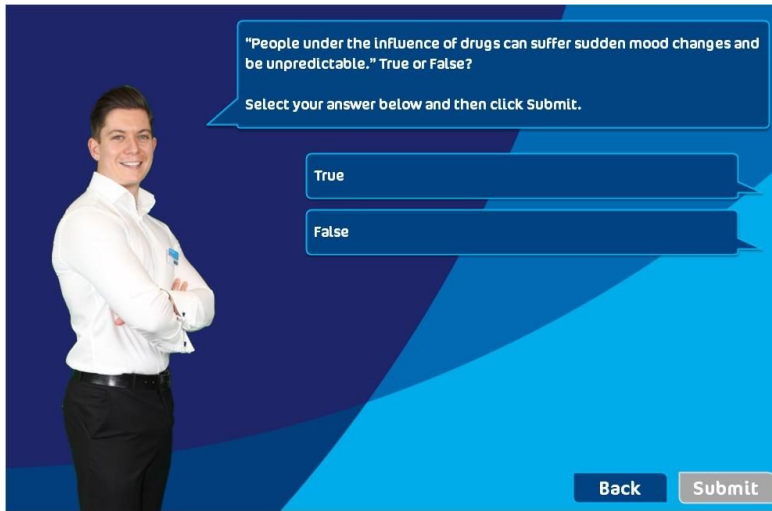
If you need to pick up needles that have been found in a room you must use a sharps removal kit.

Never put needles in a normal bin bag!



Back Next

1.22 Drugs



"People under the influence of drugs can suffer sudden mood changes and be unpredictable." True or False?

Select your answer below and then click Submit.

True

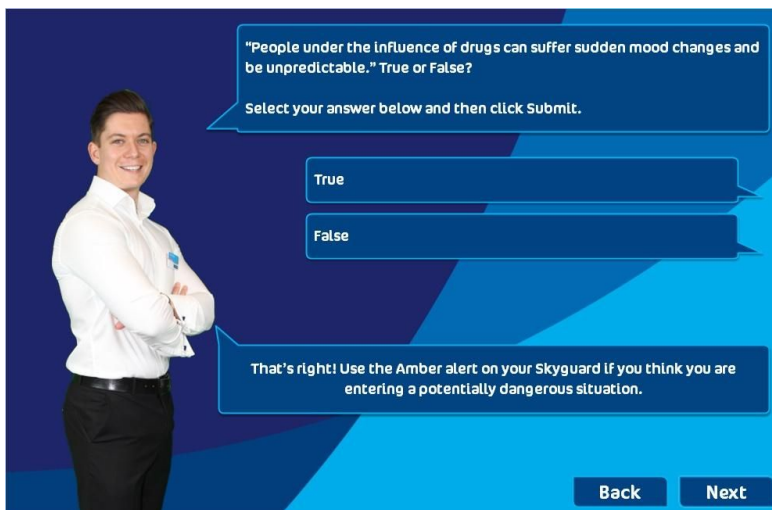
False

Back Submit

This slide features a man in a white shirt and black trousers on the left. The background is a blue gradient. A text box at the top contains the question. Below it is a prompt to select an answer. Two buttons labeled 'True' and 'False' are positioned in the center. At the bottom right, there are 'Back' and 'Submit' buttons.

Notes:

Correct (Slide Layer)



"People under the influence of drugs can suffer sudden mood changes and be unpredictable." True or False?

Select your answer below and then click Submit.

True

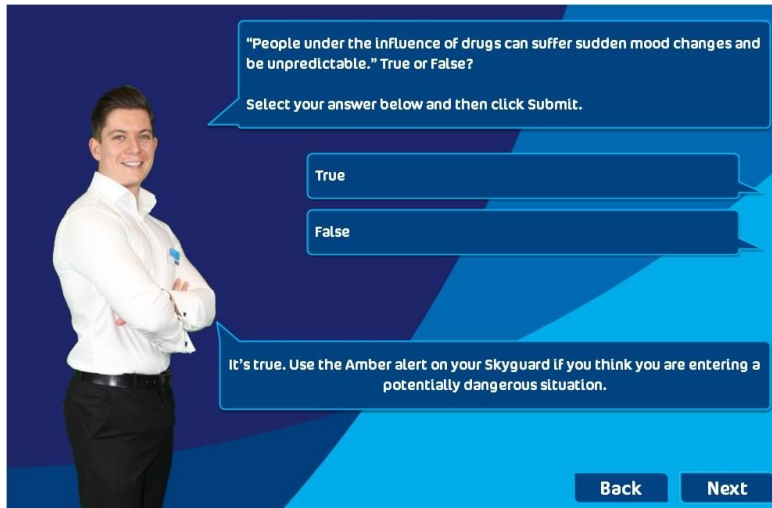
False

That's right! Use the Amber alert on your Skyguard if you think you are entering a potentially dangerous situation.

Back Next

This slide is identical to the previous one but includes a feedback message at the bottom. The feedback text is: "That's right! Use the Amber alert on your Skyguard if you think you are entering a potentially dangerous situation." The 'Submit' button has been replaced by a 'Next' button.

Incorrect (Slide Layer)



"People under the influence of drugs can suffer sudden mood changes and be unpredictable." True or False?

Select your answer below and then click Submit.

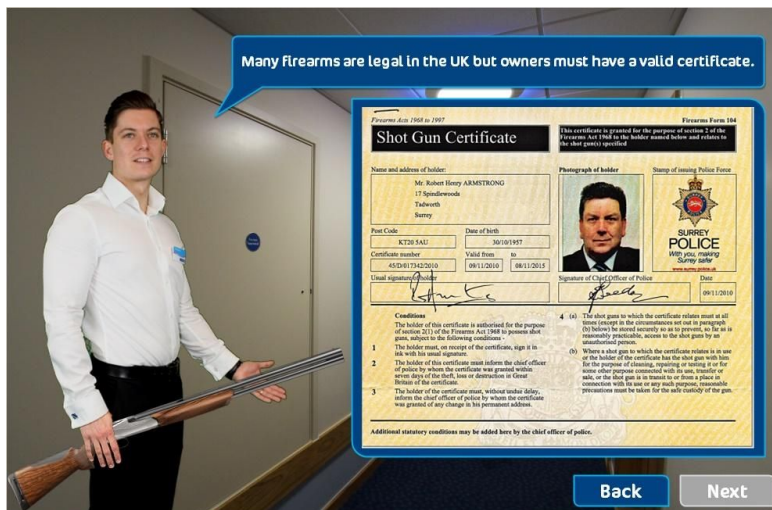
True

False

It's true. Use the Amber alert on your Skyguard if you think you are entering a potentially dangerous situation.

Back Next

1.23 Guns






Many firearms are legal in the UK but owners must have a valid certificate.

Shot Gun Certificate

Firearms Act 1968 to 1987 Firearms Form 104

This certificate is granted for the purpose of section 2 of the Firearms Act 1968 for the holder named below and relates to the shot gun(s) specified.

Name and address of holder		Photograph of holder	Stamp of issuing Police Force
Mr Robert Henry ARMSTRONG 17 Spadewoods Tadworth Bucks			
Post Code	Date of birth	Valid From	To
KT20 5AU	30/091957	09/11/2010	09/11/2010
Certificate number	Issue date	Signature of Chief Officer of Police	Date
062817342026	09/11/2010		09/11/2010

Conditions

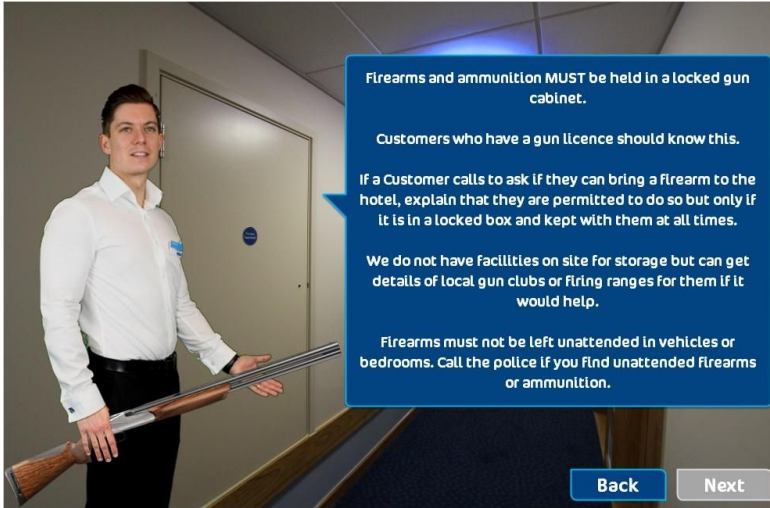
The holder of this certificate is authorized for the purpose of section 2(1) of the Firearms Act 1968 to possess shot guns, subject to the following conditions:

- The holder must, on receipt of the certificate, sign it in ink with his name in person.
- The holder of this certificate must inform the chief officer of police by whom the certificate was granted within seven days of the death, loss or destruction or change of address of the certificate.
- The holder of the certificate must, without undue delay, inform the chief officer of police by whom the certificate was granted of any change in his permanent address.
- (a) The shot gun(s) to which the certificate relates must at all times be stored in the circumstances set out in paragraph 4(b) below in such security as is or may be reasonably practicable, access to the shot gun(s) by an unauthorized person.
- (b) Where a shot gun to which the certificate relates is to use of the holder of the certificate has the shot gun with him for the purpose of cleaning, repairing or testing it or for some other lawful connected with its use, it must be accompanied with its use in any such purpose, reasonable preventative must be taken for the safe custody of the gun.

Additional statutory conditions may be added here by the chief officer of police.

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1.24 Guns



Firearms and ammunition **MUST** be held in a locked gun cabinet.

Customers who have a gun licence should know this.

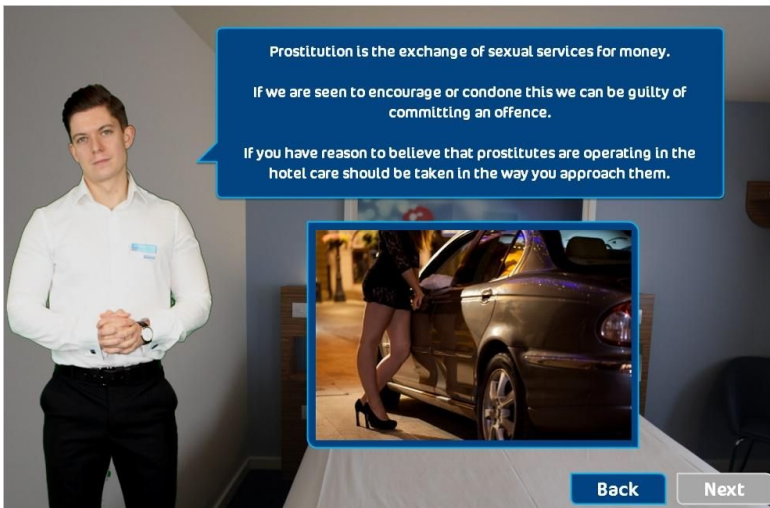
If a Customer calls to ask if they can bring a firearm to the hotel, explain that they are permitted to do so but only if it is in a locked box and kept with them at all times.

We do not have facilities on site for storage but can get details of local gun clubs or firing ranges for them if it would help.

Firearms must not be left unattended in vehicles or bedrooms. Call the police if you find unattended firearms or ammunition.

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1.25 Prostitution



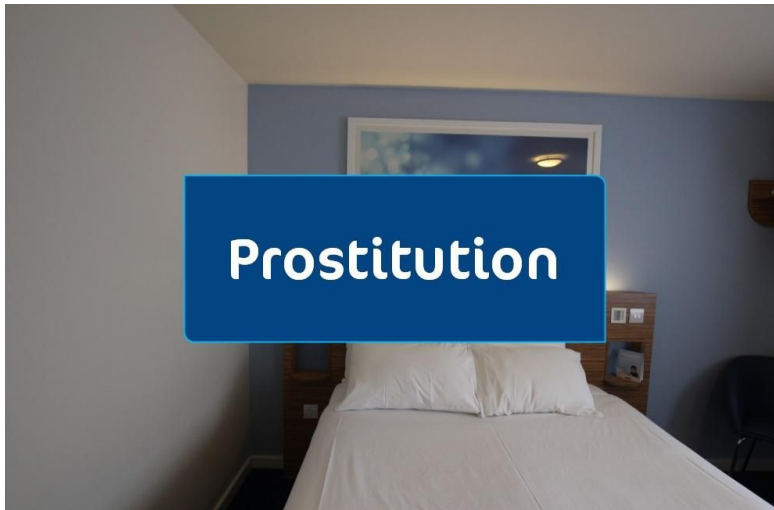
Prostitution is the exchange of sexual services for money.

If we are seen to encourage or condone this we can be guilty of committing an offence.

If you have reason to believe that prostitutes are operating in the hotel care should be taken in the way you approach them.

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Intro (Slide Layer)



1.26 Prostitution

A man in a white shirt holding a folder labeled 'Reception File' next to a blue text box with instructions.

If we suspect a Customer of prostitution before they purchase a room then we can refuse them. Every time a Customer is refused alcohol or accommodation, a note of the refusal should be made and kept to show that Team Members do the very best to prevent prostitution and underage room bookings, and comply with the hotel's licence with regards to serving alcohol.

This log could be vital to prove to authorities that we do our best to follow training and act on suspicions.

The log can be found on the Operating Manual: Business Critical > Licensing Bar-Cafe

The form must be kept at the back of the last section of the reception file. Copies must NOT be kept at the bar. Any information must be passed to the duty manager to log in the reception file.

Completed logs should be retained for 3 years.

Click Next to view the log.

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Refusals Logs (Slide Layer)

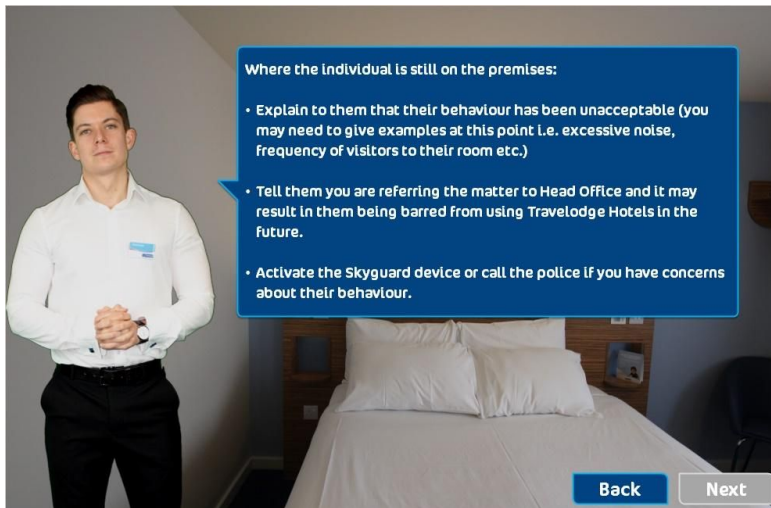
If we suspect a Customer of prostitution before they purchase a room

Hotel Refusals Log				
Date	Time	Employee Name	Refusal reason & detail	HM review

Refusals log to be completed if sale of alcohol or room is refused.
Reason for refusal – 1. Underage / 2. Under influence / 3. No ID / 4. Prostitution

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1.27 Prostitution

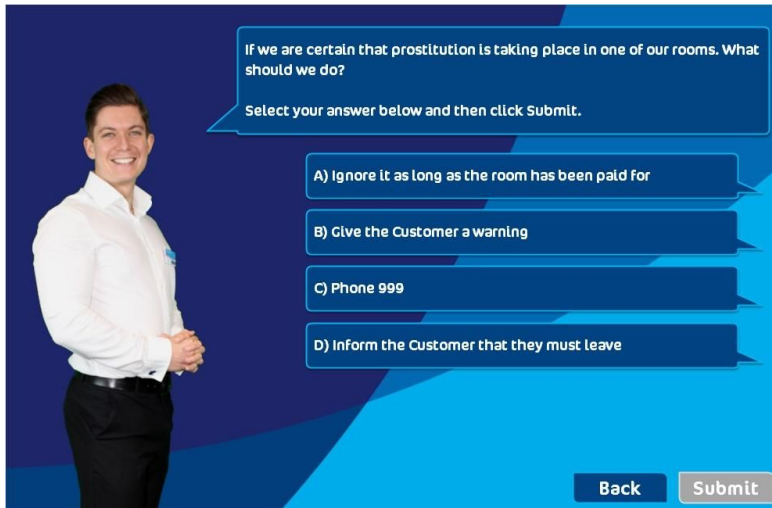


Where the individual is still on the premises:

- Explain to them that their behaviour has been unacceptable (you may need to give examples at this point i.e. excessive noise, frequency of visitors to their room etc.)
- Tell them you are referring the matter to Head Office and it may result in them being barred from using Travelodge Hotels in the future.
- Activate the Skyguard device or call the police if you have concerns about their behaviour.

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1.28 prostitution



If we are certain that prostitution is taking place in one of our rooms. What should we do?

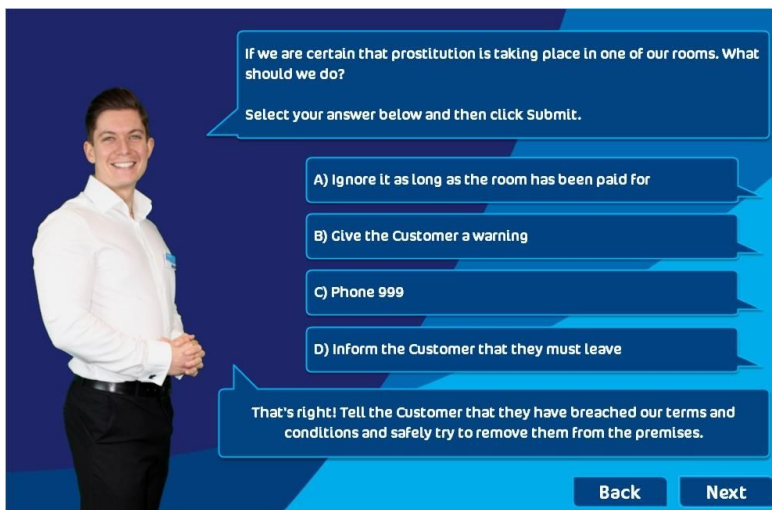
Select your answer below and then click Submit.

- A) Ignore it as long as the room has been paid for
- B) Give the Customer a warning
- C) Phone 999
- D) Inform the Customer that they must leave

Back Submit

Notes:

Correct (Slide Layer)



If we are certain that prostitution is taking place in one of our rooms. What should we do?

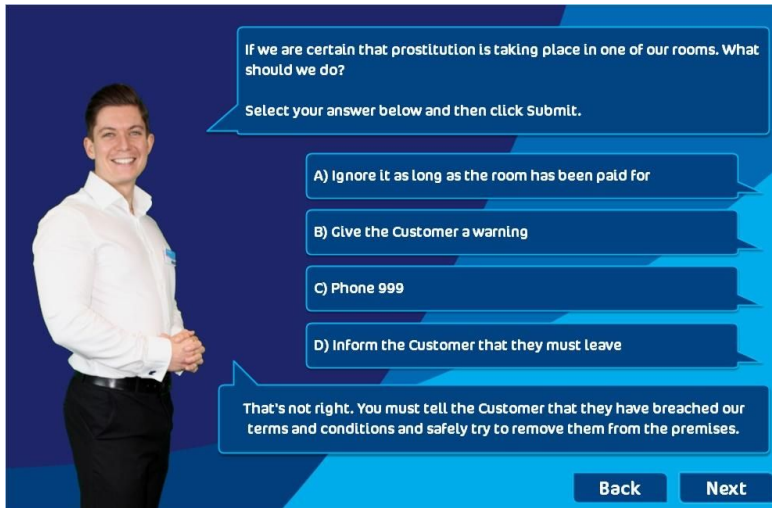
Select your answer below and then click Submit.

- A) Ignore it as long as the room has been paid for
- B) Give the Customer a warning
- C) Phone 999
- D) Inform the Customer that they must leave

That's right! Tell the Customer that they have breached our terms and conditions and safely try to remove them from the premises.

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Incorrect (Slide Layer)



If we are certain that prostitution is taking place in one of our rooms. What should we do?

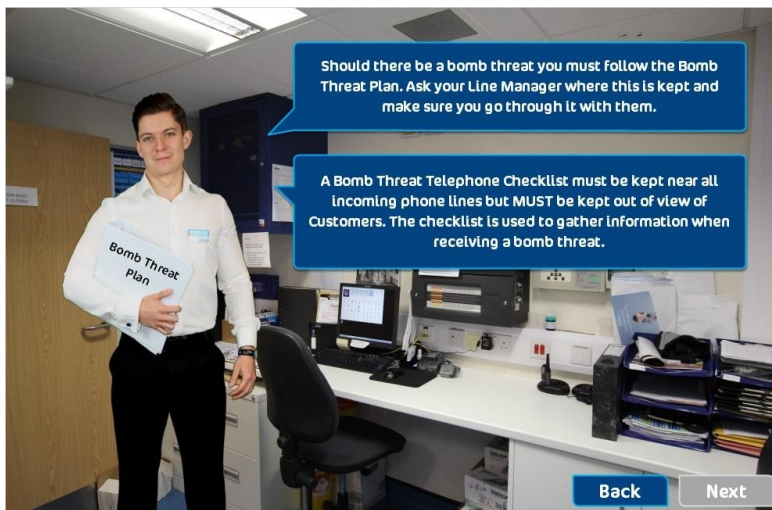
Select your answer below and then click Submit.

- A) Ignore it as long as the room has been paid for
- B) Give the Customer a warning
- C) Phone 999
- D) Inform the Customer that they must leave

That's not right. You must tell the Customer that they have breached our terms and conditions and safely try to remove them from the premises.

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1.29 Bomb Threat slide



Should there be a bomb threat you must follow the Bomb Threat Plan. Ask your Line Manager where this is kept and make sure you go through it with them.

A Bomb Threat Telephone Checklist must be kept near all incoming phone lines but MUST be kept out of view of Customers. The checklist is used to gather information when receiving a bomb threat.

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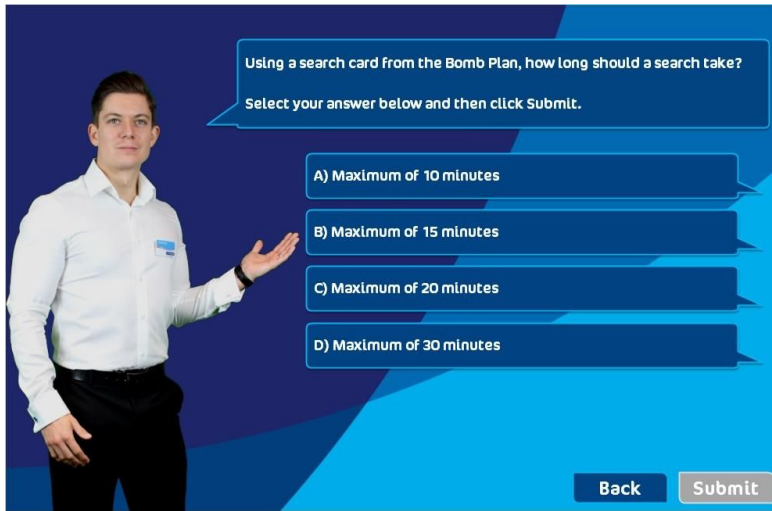
Intro (Slide Layer)



1.30 Bomb Threat slide



1.31 Untitled Slide



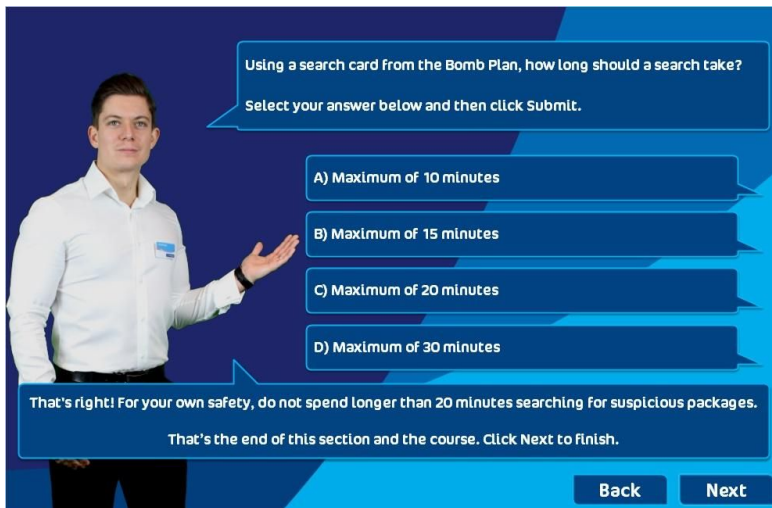
Using a search card from the Bomb Plan, how long should a search take?
Select your answer below and then click Submit.

- A) Maximum of 10 minutes
- B) Maximum of 15 minutes
- C) Maximum of 20 minutes
- D) Maximum of 30 minutes

Back Submit

Notes:

Correct (Slide Layer)




Using a search card from the Bomb Plan, how long should a search take?
Select your answer below and then click Submit.

- A) Maximum of 10 minutes
- B) Maximum of 15 minutes
- C) Maximum of 20 minutes
- D) Maximum of 30 minutes

That's right! For your own safety, do not spend longer than 20 minutes searching for suspicious packages.
That's the end of this section and the course. Click Next to finish.

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Incorrect (Slide Layer)




Using a search card from the Bomb Plan, how long should a search take?
Select your answer below and then click Submit.

- A) Maximum of 10 minutes
- B) Maximum of 15 minutes
- C) Maximum of 20 minutes
- D) Maximum of 30 minutes

Not quite. For your own safety, do not spend longer than 20 minutes searching for suspicious packages.
That's the end of this section and the course. Click Next to finish.

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1.32 Untitled Slide



 **Thank You**
for completing part 2 of the
Security Training module

Exit course